

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

BOARD OF DIRECTORS REGULAR MEETING AGENDA  
JULY 11, 2008 (Second Friday of Each Month)  
\*SCMTD ENCINAL CONFERENCE ROOM\*  
\*370 ENCINAL STREET, SUITE 100\*  
SANTA CRUZ, CALIFORNIA  
9:00 a.m. – 11:00 a.m.

THE BOARD AGENDA PACKET CAN BE FOUND ONLINE AT [WWW.SCMTD.COM](http://WWW.SCMTD.COM)

**NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER**

**SECTION I: OPEN SESSION - 9:00 a.m.**

1. ROLL CALL
2. ORAL AND WRITTEN COMMUNICATION TO THE BOARD OF DIRECTORS
  - a. Richard Masoner Re: Bicycles Inside Hwy 17 Express Buses
  - b. Natasha Castro Re: Bicycles Inside Hwy 17 Express Buses
  - c. Darcy Horton Re: UTU, Local 23 Fixed Route Labor Agreement
3. LABOR ORGANIZATION COMMUNICATIONS
4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

**CONSENT AGENDA**

- 5-1. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF JUNE 2008
- 5-2. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR MAY 2008
- 5-3. CONSIDERATION OF TORT CLAIMS:  
DENY THE CLAIM OF CHAD PEEVYHOUSE, CLAIM #08-0019;  
DENY THE CLAIM OF GARY HAROLD, CLAIM #08-0020
- 5-4. ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR JULY 16, 2008 AND MINUTES OF MAY 21, 2008
- 5-5. ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF APRIL 2008
- 5-6. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MARCH 2008

5-7. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT WITH SUE CLARKE FOR AUDITING OF THE TALKING BUSES EXTERNAL ANNOUNCEMENTS AT THE BART CAVALLARO TRANSIT CENTER

5-8. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR THE MONTH OF APRIL 2008

### REGULAR AGENDA

6. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

Presented by: Chair Beautz

**THIS PRESENTATION WILL TAKE PLACE AT THE JULY 25, 2008 BOARD MEETING**

7. CONSIDERATION OF APPROVAL OF RESOLUTION OF APPRECIATION FOR THE SERVICES OF BONNIE J. WILSON AS ADMINISTRATIVE ASSISTANT/SUPERVISOR FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Presented By: Chair Beautz

8. CONSIDERATION OF MAC RECOMMENDATION TO PROHIBIT FULL SIZE BICYCLES INSIDE OF HIGHWAY 17 BUSES

Presented By: Ciro Aguirre, Operations Manager

9. CONSIDERATION OF ADOPTING AN ANNUAL DBE PARTICIPATION RATE OF 1.32% FOR FEDERALLY FUNDED PROCUREMENTS IN FY 2009

Presented By: Mark Dorfman, Assistant General Manager

10. RECEIVE A PRESENTATION ON THE DRAFT SHORT RANGE TRANSIT PLAN AND CONSIDER CIRCULATING THE DRAFT FOR PUBLIC REVIEW

Presented By: Mark Dorfman, Assistant General Manager

**ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING**

11. CONSIDERATION OF TORT CLAIMS:

ALLOW THE CLAIM OF PETER WU & ELIZABETH BUTLER, CLAIM #08-0016, IN THE AMOUNT OF \$4,156.45 AND REJECT THE BALLANCE

Presented By: Margaret Gallagher, District Counsel

**ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING**

12. CONSIDERATION OF RENEWAL OF LIABILITY AND PHYSICAL DAMAGE INSURANCE PROGRAM WITH CALTIP FOR FY 2009

Presented By: Angela Aitken, Finance Manager

**ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING**

13. CONSIDERATION OF APPROVAL OF CALPERS RESOLUTION TO REVISE METRO'S MEDICAL PREMIUM CONTRIBUTION RATES FOR THE UNITED TRANSPORTATION UNION, LOCAL 23, FIXED ROUTE  
Presented By: Robyn Slater, Human Resources Manager  
**ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING**
14. ORAL ANNOUNCEMENT: NOTIFICATION OF MEETING LOCATION FOR JULY 25, 2008 – SCOTTS VALLEY CITY COUNCIL CHAMBERS, ONE CIVIC CENTER DRIVE, SCOTTS VALLEY  
Presented By: Vice Chair Bustichi  
**ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING**
15. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION: District Counsel
16. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

## **SECTION II: CLOSED SESSION**

1. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION  
(Pursuant to Government Code Section 54956.9)
  - a. Name of Case: Steven Davidson vs. Santa Cruz Metropolitan Transit District  
(Before the Workers' Compensation Appeals Board)
  - b. Name of Case: Claim of Peter Wu and Elizabeth Butler
2. CONFERENCE WITH REAL PROPERTY NEGOTIATORS  
(Pursuant to Government Code Section 54956.8)
  - a. Property: 246 Kings Village Rd, Scotts Valley, CA  
(APN #022-221-91)  
Negotiating Parties: Margaret Gallagher and Leslie R. White for SCMTD  
Stacy Austin, Town Center Homes LLC, Brooks Properties, LLC
3. PUBLIC EMPLOYEE PERFORMANCE EVALUATION  
(Pursuant to Government Code Section 54957)
  - a. Title: General Manager

## **SECTION III: RECONVENE TO OPEN SESSION**

17. REPORT OF CLOSED SESSION

**ADJOURN**

**NOTICE TO PUBLIC**

Members of the public may address the Board of Directors on a topic not on the agenda but within the jurisdiction of the Board of Directors or on the consent agenda by approaching the Board during consideration of Agenda Item #2 "Oral and Written Communications", under Section I. Presentations will be limited in time in accordance with District Resolution 69-2-1.

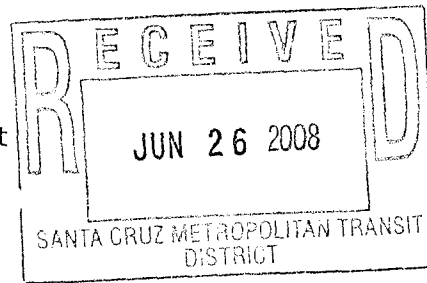
When addressing the Board, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

Members of the public may address the Board of Directors on a topic on the agenda by approaching the Board immediately after presentation of the staff report but before the Board of Directors' deliberation on the topic to be addressed. Presentations will be limited in time in accordance with District Resolution 69-2-1.

The Santa Cruz Metropolitan Transit District does not discriminate on the basis of disability. The Encinal Conference Room is located in an accessible facility. Any person who requires an accommodation or an auxiliary aid or service to participate in the meeting, please contact Cindi Thomas at 831-426-6080 as soon as possible in advance of the Board of Directors meeting. Hearing impaired individuals should call 711 for assistance in contacting METRO regarding special requirements to participate in the Board meeting.

June 24, 2008

Board of Directors  
Santa Cruz Metropolitan Transit District  
370 Encinal Street, Ste 100  
Santa Cruz, CA 95060



**Highway 17 Bicycles on Board policy**

Dear Board members:

I read the minutes from the April meeting of the Metro Advisory Committee and was shocked to see that they passed a motion recommending a change in policy regarding bicycles on board the Highway 17 Express service. The Metro Advisory Committee voted unanimously to prohibit bikes on board the service in the same meeting where the motion to ban bikes was introduced. This was done with no input from bicyclists who use the service or any opportunity for creative solutions.

As the Directors are aware, bikes are permitted in the handicap area inside the bus as an overflow space when the front bike racks are full because of the relative infrequency of the Highway 17 bus and the great distance and elevation it covers. MAC discussion in the minutes noted that cyclists in most jurisdictions do not expect to bring their bikes on board; they failed to think that most bus services in the United States cover fairly short, bikeable distances, while a cyclist abandoned by the Highway 17 service must ride 20 miles and climb to 2000 elevation to travel between Santa Cruz and San Jose.

The MAC meeting minutes also included discussion of how "unfair" it is for passengers who must move and sit next to another passenger or even, in very rare cases, stand (!) on the bus. Nobody mentioned how unfair it is for the cyclist who is left behind completely, never mind standing in the aisles. I've even seen the last bus of the day filled to capacity with bikes -- with the proposed policy, those cyclists are out of luck until the next day.

I've been riding the Highway 17 service every working day for two years now and I'm very aware of the crowding that now exists on the bus. I'm now using a folding bike to avoid the bike space issue, but for many people this simply is not an option financially, even with the Santa Cruz County county folding bike subsidy program.

I urge the members of the board to vote against any immediate change in the bikes on board program that would ban bikes completely from the Highway 17 bus. I've notified People Power Santa Cruz of this issue, and as a member of People Power Santa Cruz I am willing to speak with Metro directors and staff about practical alternative solutions besides an outright ban.

Sincerely,

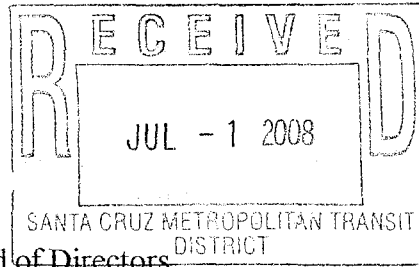
Richard Masoner

2-a.1

Natasha Castro

June 29, 2008

Dear Santa Cruz Metro Board of Directors,

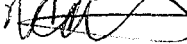


I am writing to ask that you continue to allow two bicycles to ride inside the Highway 17 bus when there are no handicapped passengers requiring the seats. I have been a bike commuter on the Highway 17 bus for three years now. I work with children in San Jose and have to ride between one and five miles to get to the various school sites. My family has lived in Santa Cruz County for three generations. As you might know, it has become increasingly difficult for young, college educated adults to stay in Santa Cruz. Choosing to live in the same community as my family has required a variety of sacrifices. The only place I was able to find employment in my field was in San Jose. The cost of living is so high that I cannot afford to drive to my job everyday. Being able to take the Highway 17 bus and ride my bicycle to work has made it possible for me to continue to live in Santa Cruz. If I cannot count on being able to get on the bus everyday, I will have to leave the area. Santa Cruz County is suffering because young people like me are not able to make a decent living in the area. Making it impossible for people like me to get to work will force us to leave Santa Cruz.

I understand that some passengers find it inconvenient to have to wait for bicycles to be loaded or change their seats if a bicycle needs to be brought on board. This inconvenience is minor compared to the many bike riders who could be left behind in Santa Cruz, made to be late for work. People who get on mid-route may never be able to load their bicycles if the racks are filled in downtown Santa Cruz or San Jose. There are long wait times between the Highway 17 busses. On weekends, wait times can be two hours! If you really must revise the rule about bicycles being allowed on board, I request that you provide more bus service during peak commute times and weekends.

Thank you for taking the time to listen to my concerns. I hope you choose to continue to allow bicycles on the bus.

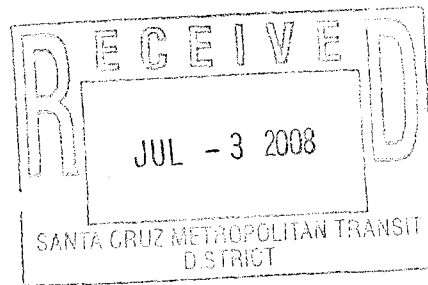
Sincerely,

  
Natasha Castro

2-b.1

July 1, 2008

Administrative Services Coordinator  
Santa Cruz Metropolitan Transit District  
370 Encinal, Suite 100  
Santa Cruz, CA 95060



Dear Board of Directors:

I am extremely disappointed in your recent decision to give transit workers a 3% annual increase plus improve their health benefits...all at the expense of the district and at a time when the district is running at a deficit. In managing my personal finances, I cannot spend money I don't have and I would never enter into a long term contract with a commitment to pay what I knowingly cannot afford.

These are tough times. We are all having to pay more for energy, food, gas, etc. while earning the same or less. I expect transit workers to have to tighten their belts as well. And I expect you, as board members, to make wise financial decisions on my behalf.

Instead, you have made the decision to dip into reserves to pay for this recent increase. This is very unwise. As a tax paying citizen I am outraged at how you are managing my money. I expect more from you.

*Darcy Horton*

Darcy Horton

2-c.1

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
 CHECK JOURNAL DETAIL BY CHECK NUMBER  
 ALL CHECKS FOR ACCOUNTS PAYABLE

DATE: 06/01/08 THRU 06/30/08

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
18940	06/05/08	-10.00	E385	GLENN, ISSAC		8517	DMV/VTT FEES	-10.00	**VOID
19437	06/05/08	-10.00	E605	HERRERA, OSCAR		9211	DMV FEES	-10.00	**VOID
20538	06/05/08	-322.93	M061	KAMEDA, TERRY	0	9000772	MED PYMT SUPP	-322.93	**VOID
23709	06/19/08	-118.64	T150	MILLER, MARY		15469	OVERPAYMENT/HLTHCARE	-118.64	**VOID
25850	06/05/08	-13,020.00	449	WESTERN APPLIANCE		19087	VEHICLE LIFT	-13,020.00	**VOID
26038	06/05/08	-4,000.00	002873	USPS-HASLER		19547	POSTAGE FOR METER	-2,000.00	**VOID
						19582	POSTAGE FOR METER	-2,000.00	
29001	06/06/08	1,214.40	001263	ABBOTT STREET RADIATOR, INC.		19915	OUT RPR REV VEH	1,214.40	
29002	06/06/08	38.00	886	ALL PURE WATER	0	20184	OFFICE SUPPLIES	38.00	
29003	06/06/08	93.96	002828	ALLIED ELECTRONICS		20101	PARTS & SUPPLIES	93.96	
29004	06/06/08	15.00	359	AMERICAN MEDICAL RESPONSE WEST		20102	11/07-2/08 RESEARCH	15.00	
29005	06/06/08	206.32	002861	AMERICAN MESSAGING SVCS, LLC		20031	JUNE PAGERS	206.32	
29006	06/06/08	17,662.60	941	ASSURANT EMPLOYEE BENEFITS		20136	JUN LTD INS	17,662.60	
29007	06/06/08	3,969.99	001A	AT&T/MCI		20104	MAY PHONES	1,915.31	
						20160	APRIL PHONES/IT	1,496.27	
						20168	APR PHONES/PT	49.55	
29008	06/06/08	745.00	478	BEE CLENE	0	19927	APR PHONES/PT	508.86	
29009	06/06/08	184.96	002189	BUS & EQUIPMENT		19840	CARPET-ENCINAL	745.00	
						20075	REV VEH PARTS	70.01	
29010	06/06/08	80.00	E441	CASTILLO, TONY		20189	REV VEH PARTS	114.95	
29011	06/06/08	267.86	172	CENTRAL WELDER'S SUPPLY, INC.		19934	6/9-6/10 TRAINING	80.00	
29012	06/06/08	1,719.58	739	CENTURY CHEVROLET		20045	SAFETY SUPPLIES	267.86	
						20056	REV VEH PARTS	129.21	
						20057	REV VEH PARTS	623.23	
						19940	OUT RPR # 311	967.14	
29013	06/06/08	5,000.00	002346	CHANEY, CAROLYN & ASSOC., INC.		20133	JUN LEGISLATIVE SVCS	5,000.00	
29014	06/06/08	50.70	667	CITY OF SCOTTS VALLEY		20025	3/15-5/15 KINGS VLG	50.70	
29015	06/06/08	1,959.23	130	CITY OF WATSONVILLE UTILITIES		20026	CONTAINER/RODRIGUEZ	1,403.08	
						20027	3/5-5/2 RODRIGUEZ	65.64	
						20028	3/5-5/2 RODRIGUEZ	45.02	
29016	06/06/08	973.00	001113	CLARKE, SUSAN	7	20188	3/5-5/2 RODRIGUEZ	445.49	
29017	06/06/08	4,642.82	001124	CLEAN ENERGY		20006	EXT BUS ANNOUNC/AUD	973.00	
29018	06/06/08	598.21	075	COAST PAPER & SUPPLY INC.		19695	LNG/FLT	4,642.82	
29019	06/06/08	8.07	418	COUNTY OF SANTA CRUZ		19861	CLEANING SUPPLIES	598.21	
29020	06/06/08	107,224.93	002814	CREATIVE BUS SALES, INC.		20077	CNG/FLT	8.07	
						20078	REV VEH PARTS	918.02	
						20079	REV VEH PARTS	462.67	
						20180	REV VEH PARTS	917.06	
29021	06/06/08	398.08	001000	DAIMLER BUSES N. AMERICA INC.		19909	NEW BUS	104,927.18	
29022	06/06/08	149.21	002389	DARCO PRINTING	7	20151	REV VEH PARTS	398.08	
29023	06/06/08	2,198.39	157	DELL MARKETING L.P.		19917	OFFICE SUPPLIES/OPS	149.21	
						19918	COMPUTER SUPPLIES/IT	987.36	
						19919	COMPUTER SUPPLIES/IT	279.54	
29024	06/06/08	40,183.48	800	DELTA DENTAL PLAN		20003	COMPUTER SUPPLIES/IT	931.49	
29025	06/06/08	22,677.40	001316	DEVCO OIL		20150	JUNE DENTAL	40,183.48	
29026	06/06/08	1,157.70	480	DIESEL MARINE ELECTRIC, INC.		19706	5/16-5/31 FUEL/FLT	22,677.40	
29027	06/06/08	215.00	001492	EVERGREEN OIL INC.		20096	REV VEH PARTS	1,157.70	
29028	06/06/08	23.50	002307	EWING IRRIGATION PRODUCTS		19908	HAZ WASTE DISP	215.00	
29029	06/06/08	372.00	432	EXPRESS PERSONNEL SERVICES		20185	REPAIRS/MAINTENANCE	23.50	
							TEMP/FLT W/E 5/18	372.00	

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29030	06/06/08	80.00	E395	GARCIA, SAMUEL		20190	6/9-6/10 TRAINING	80.00	
29031	06/06/08	587.54	647	GFI GENFARE		20090	REV VEH PARTS	587.54	
29032	06/06/08	1,306.34	117	GILLIG CORPORATION		19914	REV VEH PARTS	1,306.34	
29033	06/06/08	193.51	711	GLASS DOCTOR	7	20058	OUT RPR REV VEH	193.51	
29034	06/06/08	10.00	E385	GLENN, ISSAC		8517	DMV/VT FEES	10.00	
29035	06/06/08	148.52	002905	HELM, INC.		20141	OFFICE SUPPLIES	148.52	
29036	06/06/08	10.00	E605	HERRERA, OSCAR		9211	DMV FEES	10.00	
29037	06/06/08	246.48	E456	HIGGINS, CHAYME		20002	MEDICAL EXAM	246.48	
29038	06/06/08	1,060.58	166	HOSE SHOP, THE		19936	PARTS & SUPPLIES	670.06	
						19937	REV VEH PARTS	235.37	
						19938	PARTS & SUPPLIES	16.14	
						19939	REV VEH PARTS	139.01	
29039	06/06/08	181.41	215	IKON OFFICE SOLUTIONS		20164	4/19-5/18 MAINT/ADM	181.41	
29040	06/06/08	297.50	133	JOBS AVAILABLE		20103	MAINT MGR DISPLAY AD	297.50	
29041	06/06/08	322.93	M061	KAMEDA, TERRY	0	9000772	MED PYMT SUPP	322.93	
29042	06/06/08	1,842.00	878	KELLY SERVICES, INC.		20161	TEMP/ADM W/E 5/18	918.00	
						20162	TEMP/ADM W/E 5/25	924.00	
29043	06/06/08	68.75	074	KENVILLE LOCKSMITHS	7	19696	REPAIRS/MAINTENANCE	28.75	
						19745	OUT RPR EQUIPMENT	40.00	
29044	06/06/08	45.73	167	KEYSTON BROTHERS		19740	OTH MOB SUPPLIES	45.73	
29045	06/06/08	846.18	039	KINKO'S INC.		20109	MYA PRINTING/OPS	331.39	
						20110	MAY PRINTING/OPS	419.18	
						20111	MAY PRINTING/OPS	95.61	
29046	06/06/08	160.09	579	LAB SAFETY SUPPLY, INC.		19610	CLEANING SUPPLIES	630.00	
						19611	CREDIT MEMO	-630.00	
						19933	SAFETY SUPPLIES	160.09	
29047	06/06/08	360.00	852	LAW OFFICES OF MARIE F. SANG	7	19956	WORKERS COMP CLAIM	360.00	
29048	06/06/08	256.76	107A	LUMBERMENS		19698	REPAIRS/MAINTENANCE	94.78	
						19735	PARTS & SUPPLIES	42.26	
						19743	REPAIRS/MAINTENANCE	81.24	
						19744	SMALL TOOLS	38.48	
29049	06/06/08	845.14	001181	MAHONEY MERCANTILE COMPANY	7	20092	OFFICE SUPPLIES/FAC	845.14	
29050	06/06/08	839.80	001145	MANAGED HEALTH NETWORK		20135	JUN EAP PREMIUM	839.80	
29051	06/06/08	3,917.11	001358	MARINA MOTOR COMPANY		20074	OUT RPR # 307	3,917.11	
29052	06/06/08	592.15	041	MISSION UNIFORM		19736	UNIF/LAUNDRY/FLT	297.29	
						19737	UNIF/LAUNDRY/FLT	127.26	
						19738	UNIF/LAUNDRY/FLT	52.03	
						19739	UNIF/LAUNDRY/FLT	50.60	
						19742	UNIF/LAUNDRY/FAC	64.97	
29053	06/06/08	167.98	001454	MONTEREY BAY OFFICE PRODUCTS		19926	2/15-5/14 SVC	167.98	
29054	06/06/08	5,306.79	001063	NEW FLYER INDUSTRIES LIMITED		20017	PARTS & SUPPLIES	1,849.71	
						20018	REV VEH PARTS	3,143.00	
						20019	REV VEH PARTS	314.08	
29055	06/06/08	5,039.76	009	PACIFIC GAS & ELECTRIC		20105	4/29-5/28 111 DUBOIS	14.24	
						20106	4/27-5/28 111 DUBOIS	17.84	
						20107	4/29-5/28 111 DUBOIS	213.28	
						20108	4/27-5/28 ENCINAL	3,087.84	
						20167	4/29-5/28 1200 RIVER	1,706.56	
29056	06/06/08	801.36	043	PALACE ART & OFFICE SUPPLY		19916	OFFICE SUPPLIES/FLT	839.43	
						20038	CREDIT MEMO	-15.10	

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						20076	CREDIT MEMO	-22.97	
29057	06/06/08	887.00	950	PARADISE LANDSCAPE INC	0	20186	JUNE MAINTENANCE	887.00	
29058	06/06/08	574.00	481	PIED PIPER EXTERMINATORS, INC.		19724	MAY PEST CONTROL	48.50	
						19725	MAY PEST CONTROL	53.00	
						19726	MAY PEST CONTROL	48.50	
						19727	MAY PEST CONTROL	241.00	
						19728	MAY PEST CONTROL	183.00	
29059	06/06/08	30,169.10	966	S.C. FUELS	0	19930	DIESEL/FLT	30,169.10	
29060	06/06/08	794.80	002713	SANTA CRUZ AUTO TECH, INC.		20059	OUT RPR REV VEH	123.50	
						20060	OUT RPR REV VEH	50.15	
						20061	OUT RPR REV VEH	50.15	
						20062	OIL CHANGE	50.15	
						20063	OIL CHANGE	50.15	
						20064	OIL CHANGE	50.15	
						20065	OIL CHANGE	50.15	
						20066	OIL CHANGE	50.15	
						20067	OIL CHANGE	50.15	
						20068	OIL CHANGE	50.15	
						20069	OIL CHANGE	50.15	
						20070	OIL CHANGE	56.60	
						20071	OIL CHANGE	56.60	
						20072	OIL CHANGE	56.60	
29061	06/06/08	245.25	135	SANTA CRUZ AUTO PARTS, INC.		19719	PARTS & SUPPLIES	31.95	
						19838	REV VEH PARTS	42.52	
						19839	REV VEH PARTS	136.08	
						20073	REV VEH PARTS	34.70	
29062	06/06/08	43.04	848	SANTA CRUZ ELECTRONICS, INC.		19906	COMPUTER SUPPLIES/IT	8.59	
						19907	COMPUTER SUPPLIES/IT	34.45	
29063	06/06/08	9,370.16	079	SANTA CRUZ MUNICIPAL UTILITIES		20000	4/22-5/21 1200 RIVER	2,717.45	
						20001	4/22-5/21 ENCINAL	150.83	
						20113	4/22-5/21 1217 RIVER	324.70	
						20114	4/22-5/21 ENCINAL	817.64	
						20115	4/22-5/21 1122 RIVER	619.91	
						20116	4/22-5/21 111 DUBOIS	366.83	
						20117	4/22-5/21 111 DUBOIS	144.25	
						20118	4/22-5/21 VERNON	385.77	
						20119	4/22-5/21 VERNON	116.85	
						20120	4/22-5/21 GOLG CLB	959.28	
						20178	4/23-5/22 PACIFIC	100.27	
						20179	4/23-5/22 PACIFIC	2,666.38	
29064	06/06/08	53.09	105	SHIELDS, HARPER & CO., INC.		19734	OFFICE SUPPLIES/FLT	53.09	
29065	06/06/08	3,951.15	001036	STANDARD INSURANCE COMPANY		20005	JUNE LIFE/AD&D INS	3,951.15	
29066	06/06/08	1,697.25	002607	STAVELEY SERVICES FLUIDS		19860	OUT RPR REV VEH	1,697.25	
29067	06/06/08	75.00	989	STUCKER, NANCY K.	7	19763	MAY BILINGUAL TESTS	75.00	
29068	06/06/08	254.41	002504	TIFCO INDUSTRIES		20023	PARTS & SUPPLIES	179.01	
						20024	PARTS & SUPPLIES	75.40	
29069	06/06/08	45.38	007	UNITED PARCEL SERVICE		20146	FRT OUT/FLT	45.38	
29070	06/06/08	53.21	434B	VERIZON CALIFORNIA		20022	MT BIEWLASKI	53.21	
29071	06/06/08	85.00	E072	VEST, DOUGLAS		20039	MEDICAL EXAM	85.00	
29072	06/06/08	10,977.54	001043	VISION SERVICE PLAN		20004	JUNE VISION INS	10,977.54	

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29073	06/06/08	870.78	001184	WESTERN ELECTRICAL PRODUCTS	7	20007	REPAIRS/MAINTENANCE	870.78	
29074	06/06/08	2,186.71	001506	WESTERN STATES OIL CO., INC.		19935	FUEL/FLT	2,186.71	
29075	06/06/08	23.71	147	ZEE MEDICAL SERVICE CO.		20187	SAFETY SUPPLIES	23.71	
29201	06/13/08	222.93	002069	A TOOL SHED, INC.		20095	EQUIP RENTAL	222.93	
29202	06/13/08	344.40	025	AMERICAN PUBLIC TRANSIT		20336	5/12 MAINT MGR AD	344.40	
29203	06/13/08	2,277.57	001A	AT&T/MCI		20280	MAY PHONES/PT	2,094.60	
						20338	JUNE PHONES/RIVER	182.97	
29204	06/13/08	3,084.68	876	ATCHISON, BARISONE, CONDOTTI &	7	20337	LEGAL SVCS/425 FRONT	3,084.68	
29205	06/13/08	89.00	001856	BAY COMMUNICATIONS	7	20268	LINE TESTS	89.00	
29206	06/13/08	954.00	011	BEWLEYS CLEANING	7	20112	APR/MAY JANITORIAL	954.00	
29207	06/13/08	2,100.00	616	BROWN ARMSTRONG		20309	08 AUDIT SERVICES	2,100.00	
29208	06/13/08	22.28	739	CENTURY CHEVROLET		20044	REV VEH PARTS	22.28	
29209	06/13/08	10,569.39	909	CLASSIC GRAPHICS		20099	OUT RPR REV VEH	4,673.76	
						20319	OUT RPR REV VEH	5,895.63	
29210	06/13/08	44,528.41	001124	CLEAN ENERGY		20261	LNG 5/25-5/30	29,808.80	
						20271	LNG/FLT	14,719.61	
29211	06/13/08	79.74	002063	COSTCO		20050	PHOTO PROCESS/OPS	6.03	
						20051	PHOTO PROCESS/OPS	5.05	
						20052	PHOTO PROCESS/OPS	6.17	
						20053	PHOTO PROCESS/OPS	15.61	
						20054	PHOTO PROCESS/OPS	1.87	
						20055	PHOTO PROCESS/OPS	4.18	
						20152	PHOTO PROCESS/OPS	7.04	
						20153	PHOTO PROCESS/OPS	2.20	
						20154	PHOTO PROCESS/OPS	9.89	
						20155	PHOTO PROCESS/OPS	11.16	
						20156	PHOTO PROCESS/OPS	6.17	
						20157	PHOTO PROCESS/OPS	1.84	
						20158	PHOTO PROCESS/OPS	2.53	
29212	06/13/08	2,982.61	798	D&D COMPRESSOR, INC		20310	AIR COMPRESSOR	2,400.56	
						20311	AIR COMPRESSOR	582.05	
29213	06/13/08	1,295.79	085	DIXON & SON TIRE, INC.		20170	TIRES & TUBES	888.50	
						20255	TIRES & TUBES	33.00	
						20256	TIRES & TUBES	15.00	
						20257	TIRES & TUBES	326.29	
						20258	TIRES & TUBES	33.00	
29214	06/13/08	67.00	002388	DOGHERRA'S	7	20172	TOW # 315	67.00	
29215	06/13/08	558.00	432	EXPRESS PERSONNEL SERVICES		20295	TEMP/FLT W/E 5/25	558.00	
29216	06/13/08	141.76	001172	FERGUSON ENTERPRISES INC.		20011	REPAIRS/MAINTENANCE	29.12	
						20033	REPAIRS/MAINTENANCE	180.29	
						20034	CREDIT MEMO	-67.65	
29217	06/13/08	5,787.09	117	GILLIG CORPORATION		20013	REV VEH PARTS	1,869.49	
						20036	REV VEH PARTS	3,917.60	
29218	06/13/08	373.46	711	GLASS DOCTOR	7	19884	OUT RPR # 710	373.46	
29219	06/13/08	1,829.03	282	GRAINGER		20015	SAFETY SUPPLIES	1,531.15	
						20016	REV VEH PARTS	196.60	
						20203	CLEANING SUPPLIES	73.29	
						20222	SAFETY SUPPLIES	27.99	
29220	06/13/08	445.27	001097	GREENWASTE RECOVERY, INC.		20279	MAY RESEARCH PARK	204.11	
						20323	MAY 246 KINGS VLG	170.71	

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						20324	MAY MT.HERMON	70.45	
29221	06/13/08	221.57	166	HOSE SHOP, THE		20131	REPAIRS/MAINTENANCE	9.02	
						20132	REPAIRS/MAINTENANCE	199.15	
						20253	PARTS & SUPPLIES	13.40	
29222	06/13/08	648.00	878	KELLY SERVICES, INC.		20308	TEMP/ADM W/E 6/1	648.00	
29223	06/13/08	786.59	036	KELLY-MOORE PAINT CO., INC.		19883	REPAIRS/MAINTENANCE	786.59	
29224	06/13/08	14.97	074	KENVILLE LOCKSMITHS	7	20094	REPAIRS/MAINTENANCE	14.97	
29225	06/13/08	129.12	039	KINKO'S INC.		20159	ECO PASSES/OPS	129.12	
29226	06/13/08	318.50	001093	KROLL LABORATORY SPECIALISTS		20243	MAY DRUG TESTS	318.50	
29227	06/13/08	1,140.00	852	LAW OFFICES OF MARIE F. SANG	7	20048	WORKERS COMP CLAIM	1,140.00	
29228	06/13/08	119.95	107A	LUMBERMENS		20082	REPAIRS/MAINTENANCE	22.86	
						20083	REPAIRS/MAINTENANCE	96.21	
						20084	PARTS & SUPPLIES	0.88	
29229	06/13/08	847.94	001358	MARINA MOTOR COMPANY		20047	OUT RPR # 320	847.94	
29230	06/13/08	2,149.12	001052	MID VALLEY SUPPLY		20008	CLEANING SUPPLIES	2,149.12	
29231	06/13/08	606.92	041	MISSION UNIFORM		19923	UNIF/LAUNDRY/FLT	127.26	
						19924	UNIF/LAUNDRY/FLT	281.07	
						19925	UNIF/LAUNDRY/FLT	50.60	
						20040	UNIF/LAUNDRY/PT	34.20	
						20080	UNIF/LAUNDRY/FAC	66.68	
						20081	UNIF/LAUNDRY/FLT	47.11	
29232	06/13/08	3,475.70	001063	NEW FLYER INDUSTRIES LIMITED		20129	REV VEH PARTS	332.70	
						20130	REV VEH PARTS	3,143.00	
29233	06/13/08	13.59	004	NORTH BAY FORD LINC-MERCURY		20100	REV VEH PARTS	13.59	
29234	06/13/08	10,679.46	009	PACIFIC GAS & ELECTRIC		20241	4/29-5/28 1217 RIVER	130.10	
						20259	4/27-5/28 GOLB CLB	4,270.86	
						20260	4/29-5/28 VERNON	1,896.74	
						20285	5/2-6/2 PACIFIC	2,072.36	
						20331	3/27-4/28 1122 RIVER	2,231.86	
						20339	CNG/FLT	77.54	
29235	06/13/08	55.00	950	PARADISE LANDSCAPE INC	0	20121	SERVICE/SVTC	55.00	
29236	06/13/08	11,531.36	001171	PENINSULA BUSINESS INTERIORS		20239	CUBICLES/PT	11,531.36	
29237	06/13/08	146.48	050	PITNEY BOWES INC.		19731	7/1-9/30 RENTAL/MTC	146.48	
29238	06/13/08	3,139.99	882	PRINT SHOP SANTA CRUZ	7	20327	PRINTING/OPS	672.70	
						20329	PRINTING/OPS	2,467.29	
29239	06/13/08	113.87	061A	REGISTER PAJARONIAN		19929	CLASS ADV/PURCHASING	113.87	
29240	06/13/08	31,511.13	966	S.C. FUELS	0	20143	DIESEL/FLT	31,511.13	
29241	06/13/08	222.24	018	SALINAS VALLEY FORD SALES		20098	REV VEH PARTS	222.24	
29242	06/13/08	771.73	002713	SANTA CRUZ AUTO TECH, INC.		20046	OUT RPR # 307	495.85	
						20175	OUT RPR REV VEH	275.88	
29243	06/13/08	531.59	135	SANTA CRUZ AUTO PARTS, INC.		19885	OUT RPR EQUIP	74.17	
						20041	REV VEH PARTS	23.33	
						20042	REV VEH PARTS	26.57	
						20043	REV VEH PARTS	70.75	
						20085	SAFETY SUPPLIES	161.51	
						20086	SAFETY SUPPLIES	115.79	
						20087	PARTS & SUPPLIES	44.76	
						20088	PARTS & SUPPLIES	14.71	
29244	06/13/08	37.53	848	SANTA CRUZ ELECTRONICS, INC.		20091	PARTS & SUPPLIES	37.53	
29245	06/13/08	470.22	079	SANTA CRUZ MUNICIPAL UTILITIES		20204	3/27-5/28 RESEARCH	470.22	

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29246	06/13/08	75.95	002447	SETON IDENTIFICATION PRODUCTS		20242	REPAIRS/MAINTENANCE	75.95	
29247	06/13/08	2,500.00	002267	SHAW & YODER, INC.		20181	MAY LEGISLATIVE SVC	2,500.00	
29248	06/13/08	200.82	001058	SPEEDOMETER SERVICE COMPANY		20035	OUT RPR EQUIP	200.82	
29249	06/13/08	83.04	001976	SPORTWORKS NORTHWEST, INC.		20014	REV VEH PARTS	83.04	
29250	06/13/08	2,956.45	002805	TELEPATH CORPORATION		20093	JUNE MAINTENANCE	2,707.41	
						20236	OUT RPR EQUIP	249.04	
29251	06/13/08	1,385.39	001800	THERMO KING OF SALINAS, INC		20266	REV VEH PARTS	1,385.39	
29252	06/13/08	11,319.08	057	U.S. BANK		20332	4246044555645971	2,357.37	
						20333	4246044555645971	2,514.85	
						20334	4246044555645971	849.00	
						20335	4246044555645971	5,597.86	
29253	06/13/08	30.61	007	UNITED PARCEL SERVICE		20263	FRT OUT/FLT	30.61	
29254	06/13/08	19,721.12	002829	VALLEY POWER SYSTEMS, INC.		19855	CREDIT MEMO	-1,079.58	
						19912	REV VEH PARTS	119.90	
						20089	CREDIT MEMO	-164.36	
						20097	CREDIT MEMO	-38.15	
						20224	OUT RPR REV VEH	6,443.92	
						20225	OUT RPR/TRANS	13,897.85	
						20296	REV VEH PARTS	513.20	
						20297	REV VEH PARTS	28.34	
29255	06/13/08	70.00	682	WEISS, AMY L.	7	20049	MAY INTERPRETER	70.00	
29256	06/13/08	125.86	001184	WESTERN ELECTRICAL PRODUCTS	7	20272	REPAIRS/MAINTENANCE	125.86	
29257	06/13/08	652.19	042	WFCB-OSH COMMERCIAL SERVICES		20192	REPAIRS/MAINTENANCE	9.46	
						20193	SMALL TOOL	313.91	
						20194	REPAIRS/MAINTENANCE	107.17	
						20195	REPAIRS/MAINTENANCE	103.81	
						20196	REPAIRS/MAINTENANCE	7.34	
						20197	REV VEH PARTS	115.39	
						20250	CASH BACK REBATE	-4.89	
29258	06/13/08	500.79	186	WILSON, GEORGE H., INC.		19880	REPAIRS/MAINTENANCE	51.43	
						20012	REPAIRS-1217 RIVER	449.36	
29259	06/13/08	39.55	147	ZEE MEDICAL SERVICE CO.		20235	SAFETY SUPPLIES	39.55	
29260	06/13/08	265.69	148	ZEP MANUFACTURING COMPANY		20128	REV VEH PARTS	265.69	
29261M	06/16/08	3,133.04	R525	CARMAT COLLISION CENTER, INC.		20340	PARTIAL SETTLE/RISK	3,133.04	MANUAL
29262	06/20/08	545.56	020	ADT SECURITY SERVICES INC.		20374	JULY ALARMS	46.66	
						20375	JULY ALARMS	79.40	
						20376	JULY ALARMS	42.71	
						20377	JULY ALARMS	58.67	
						20378	JULY ALARMS	46.66	
						20379	JULY ALARMS	64.46	
						20476	SERVICE CALL	207.00	
29263	06/20/08	25.39	294	ANDY'S AUTO SUPPLY	0	20232	PARTS & SUPPLIES	25.39	
29264	06/20/08	1,325.00	478	BEE CLENE	0	20030	CARPET/RIVER ST	375.00	
						20234	CARPET/PACIFIC	375.00	
						20465	CARPET/VERNON	575.00	
29265	06/20/08	500.00	616	BROWN ARMSTRONG		20491	TAX RESEARCH	500.00	
29266	06/20/08	308.00	002189	BUS & EQUIPMENT		20171	REV VEH PARTS	263.61	
						20200	REV VEH PARTS	44.39	
29267	06/20/08	240.00	014	CABRILLO COLLEGE		20306	FINGERPRINTING	240.00	

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29268	06/20/08	4,827.50	002627	CDW GOVERNMENT, INC.		20353	COMPUTER SUPPLY/IT	1,547.50	
						20354	COMPUTER SUPPLY/IT	2,952.07	
						20355	COMPUTER SUPPLY/IT	300.81	
						20356	COMPUTER SUPPLY/IT	27.12	
29269	06/20/08	59.04	172	CENTRAL WELDER'S SUPPLY, INC.		20029	PARTS & SUPPLIES	47.88	
						20231	REPAIRS/MAINTENANCE	11.16	
29270	06/20/08	3,072.00	253	CITY OF SANTA CRUZ		20304	6/3-7/22 RENTAL/UTU	3,072.00	
29271	06/20/08	10.34	130	CITY OF WATSONVILLE UTILITIES		20463	5/1-6/1 RODRIGUEZ	10.34	
29272	06/20/08	70.00	001084	CLUTCH COURIERS		20486	PROF SVCS/RISK	70.00	
29273	06/20/08	63,666.98	002569	COMERICA BANK		20305	WORK COMP FUND	63,666.98	
29274	06/20/08	184.00	367	COMMUNITY TELEVISION OF		20469	TV COVERAGE 5/23	184.00	
29275	06/20/08	52.33	002063	COSTCO		20420	PHOTO PROCESS/OPS	5.21	
						20421	PHOTO PROCESS/OPS	2.24	
						20422	PHOTO PROCESS/OPS	5.44	
						20423	PHOTO PROCESS/OPS	8.97	
						20424	PHOTO PROCESS/OPS	15.14	
						20425	PHOTO PROCESS/OPS	3.37	
						20426	PHOTO PROCESS/OPS	5.05	
						20427	PHOTO PROCESS/RISK	6.91	
29276	06/20/08	11.04	001025	COUNTY OF SANTA CRUZ		20451	MAY LANDFILL	11.04	
29277	06/20/08	1,027.90	001048	CRUZ CAR WASH		20199	MAY VEH WASH/PT	1,027.90	
29278	06/20/08	2,762.74	504	CUMMINS WEST, INC.		20142	INSITE RENEWAL	405.00	
						20238	REV VEH PARTS	2,357.74	
29279	06/20/08	133.56	001000	DAIMLER BUSES N. AMERICA INC.		20265	REV VEH PARTS	133.56	
29280	06/20/08	85.93	001206	DELTA GLASS	7	20237	REV VEH PARTS	85.93	
29281	06/20/08	17,100.14	001316	DEVCO OIL		20468	6/1-6/10 FUEL/FLT	12,558.92	
29282	06/20/08	4,296.08	085	DIXON & SON TIRE, INC.		20481	6/11-6/15 FUEL/FLT	4,541.22	
						20254	TIRES & TUBES	96.00	
						20361	TIRES & TUBES	419.67	
						20362	TIRES & TUBES	659.02	
						20363	TIRES & TUBES	1,499.91	
						20364	TIRES & TUBES	422.10	
						20405	TIRES & TUBES	1,199.38	
29283	06/20/08	500.00	002862	ECOLOGICAL CONCERNS INC.		20163	WATER DRAINAGE/MB	500.00	
29284	06/20/08	422.36	001492	EVERGREEN OIL INC.		20291	HAZ WASTE DISP	422.36	
29285	06/20/08	465.00	432	EXPRESS PERSONNEL SERVICES		20477	TEMP/FLT W/E 6/8	465.00	
29286	06/20/08	116.18	959	FIRST ADVANTAGE CORPORATION		20447	11/30 DRUG TEST	40.82	
						20448	12/31 DRUG TEST	28.26	
						20449	1/31 DRUG TEST	25.12	
						20450	2/29 DRUG TEST	21.98	
29287	06/20/08	1,320.00	002295	FIRST ALARM		20478	11/07-12/07 SVCS	315.00	
						20479	1/08-5/08 SVCS	1,005.00	
29288	06/20/08	6,045.29	001158	FRICKE PARKS PRESS INC		20358	PRINTING/MTC	6,045.29	
29289	06/20/08	139.07	001189	GARY KENVILLE LOCKSMITH	7	20349	REPAIRS/MAINTENANCE	139.07	
29290	06/20/08	873.99	647	GFI GENFARE		20227	OUT RPR REV VEH	873.99	
29291	06/20/08	1,968.76	117	GILLIG CORPORATION		20240	REV VEH PARTS	1,968.76	
29292	06/20/08	267.30	282	GRAINGER		20402	OFFICE SUPPLIES	267.30	
29293	06/20/08	500.00	E530	GUIZAR, LISETH		20490	6/23-6/27 EMP TRAVEL	500.00	
29294	06/20/08	41.04	510A	HASLER, INC.		20482	JULY RENTAL/PT	41.04	
29295	06/20/08	298.31	002905	HELM, INC.		20461	MANUALS	353.31	

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						20462	CREDIT MEMO	-55.00	
29296	06/20/08	74.76	E021	HILTNER, THOMAS		20492	5/4-5/7 EMP TRAVEL	61.76	
						20493	4/11 EMP TRAVEL	13.00	
29297	06/20/08	2,221.56	809	IBM CORPORATION		20352	INFORMIX SERV WRKGRP	2,221.56	
29298	06/20/08	297.50	133	JOBS AVAILABLE		20134	MAINT MGR DISPLAY AD	297.50	
29299	06/20/08	32.54	036	KELLY-MOORE PAINT CO., INC.		20149	REPAIRS/MAINTENANCE	32.54	
29300	06/20/08	7.49	074	KENVILLE LOCKSMITHS	7	20148	REPAIRS/MAINTENANCE	7.49	
29301	06/20/08	53.49	167	KEYSTON BROTHERS		20274	OTH MOB SUPPLIES	53.49	
29302	06/20/08	484.00	039	KINKO'S INC.		20307	VIDEOCONFERENCING/HR	480.61	
						20428	PRINTING/RISK	3.39	
29303	06/20/08	16.56	001050	LADD INDUSTRIES		20226	PARTS & SUPPLIES	16.56	
29304	06/20/08	739.00	852	LAW OFFICES OF MARIE F. SANG	7	20244	WORKERS COMP CLAIM	240.00	
						20245	WORKERS COMP CLAIM	60.00	
						20246	WORKERS COMP CLAIM	105.00	
						20446	WORKERS COMP CLAIM	334.00	
29305	06/20/08	30.00	880	LEXISNEXIS		20429	PROF/TECH SVC/RISK	30.00	
29306	06/20/08	250.26	107A	LUMBERMENS		20009	REPAIRS/MAINTENANCE	66.37	
						20010	REPAIRS/MAINTENANCE	38.03	
						20144	REPAIRS/MAINTENANCE	76.49	
						20228	REPAIRS/MAINTENANCE	69.37	
29307	06/20/08	6,434.08	001358	MARINA MOTOR COMPANY		20145	REV VEH PARTS	114.15	
						20173	OUT RPR #305	1,108.46	
						20174	OUT RPR #316	972.54	
						20281	OUT RPR # 106	4,238.93	
29308	06/20/08	650.00	764	MERCURY METALS		20202	RAMP REPAIR	650.00	
29309	06/20/08	2,670.19	001052	MID VALLEY SUPPLY		20147	CLEANING SUPPLIES	1,157.70	
						20229	CLEANING SUPPLIES	1,041.60	
						20473	CLEANING SUPPLIES	348.29	
						20474	CREDIT MEMO	-44.49	
						20475	CLEANING SUPPLIES	167.09	
29310	06/20/08	118.64	T150	MILLER, MARY		15469	OVERPAYMENT/HLTHCARE	118.64	
29311	06/20/08	605.77	041	MISSION UNIFORM		20032	UNIF/LAUNDRY/FAC	64.97	
						20137	UNIF/LAUNDRY/FLT	315.83	
						20138	UNIF/LAUNDRY/FLT	50.60	
						20139	UNIF/LAUNDRY/FLT	47.11	
						20140	UNIF/LAUNDRY/FLT	127.26	
29312	06/20/08	1,425.40	288	MUNCIE TRANSIT SUPPLY		20267	PARTS & SUPPLIES	1,425.40	
29313	06/20/08	291.60	887	NEOPOST, INC		20403	RATE CHIP	291.60	
29314	06/20/08	1,850.25	001063	NEW FLYER INDUSTRIES LIMITED		20248	REV VEH PARTS	42.57	
						20249	REV VEH PARTS	101.72	
						20286	REV VEH PARTS	201.48	
						20287	REV VEH PARTS	268.44	
						20350	REV VEH PARTS	1,236.04	
29315	06/20/08	3,145.79	002721	NEXTEL COMMUNICATIONS		20411	MAY PHONES/PT	1,516.61	
						20419	4/26-5/25 PHONES/OPS	1,629.18	
29316	06/20/08	756.50	004	NORTH BAY FORD LINC-MERCURY		20037	REV VEH PARTS	756.50	
29317	06/20/08	14,842.00	001176	NORTHSTAR, INC.		20301	MAY MAINT/RIVER ST	14,842.00	
29318	06/20/08	941.51	161	OCEAN CHEVROLET		20122	REV VEH PARTS	484.30	
						20123	REV VEH PARTS	457.21	
29319	06/20/08	49,249.00	001080	OCTAGON RISK SERVICES, INC.		20445	JUNE-AUG ADM FEE	49,249.00	

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29320	06/20/08	108.25	001002	ORACLE CORPORATION		19905	3/1-5/31 LIC/SUPPORT	108.25	
29321	06/20/08	4,440.38	009	PACIFIC GAS & ELECTRIC		20351	4/29-5/28 1122 RIVER	898.40	
						20480	5/10-6/10 RESEARCH	1,036.90	
						20485	4/26-6/6 KINGS VLG	2,505.08	
29322	06/20/08	3,735.38	043	PALACE ART & OFFICE SUPPLY		20247	OFFICE SUPPLIES/FIN	849.38	
						20326	OFFICE SUPPLIES/OPS	533.67	
						20409	OFFICE SUPPLIES/PT	155.50	
						20410	OFFICE SUPPLIES/PT	838.79	
						20415	OFFICE SUPPLY/OPS	798.26	
						20483	OFFICE SUPPLIES/PT	258.36	
						20484	OFFICE SUPPLIES/PT	301.42	
29323	06/20/08	228.41	950	PARADISE LANDSCAPE INC	0	20380	SERVICE/VERNON	173.41	
						20466	SERVICE/SVT	55.00	
29324	06/20/08	64.02	882	PRINT SHOP SANTA CRUZ	7	20328	PRINTING/OPS	32.55	
						20330	PRINTING/OPS	31.47	
29325	06/20/08	33,100.42	966	S.C. FUELS	0	20312	DIESEL/FLT	33,100.42	
29326	06/20/08	263.10	699	SALINAS CASH REGISTER CO INC		20413	OUT REPAIR EQUIP	263.10	
29327	06/20/08	1,897.75	018	SALINAS VALLEY FORD SALES		20124	REV VEH PARTS	270.69	
						20264	REV VEH PARTS	1,627.06	
29328	06/20/08	3,019.18	002713	SANTA CRUZ AUTO TECH, INC.		20176	OUT RPR REV VEH	1,148.75	
						20177	OUT RPR REV VEH	50.15	
						20205	OUT RPR # 312	827.96	
						20206	OIL CHANGE	56.60	
						20207	OIL CHANGE	50.16	
						20208	OIL CHANGE	50.16	
						20209	OIL CHANGE	50.16	
						20210	OIL CHANGE	50.16	
						20211	OIL CHANGE	50.16	
						20212	OIL CHANGE	50.16	
						20213	OIL CHANGE	50.16	
						20214	OIL CHANGE	50.16	
						20215	OIL CHANGE	50.16	
						20216	OIL CHANGE	50.16	
						20217	OIL CHANGE	50.16	
						20218	OIL CHANGE	50.16	
						20219	OIL CHANGE	50.16	
						20220	OIL CHANGE	56.60	
						20221	OIL CHANGE	50.16	
29329	06/20/08	679.09	135	SANTA CRUZ AUTO PARTS, INC.		20278	OUT RPR # 321	176.88	
						20125	REV VEH PARTS	5.15	
						20126	REV VEH PARTS	29.11	
						20127	REV VEH PARTS	21.45	
						20165	REV VEH PARTS	302.00	
						20166	REV VEH PARTS	-33.82	
						20191	SMALL TOOLS	260.30	
						20233	REV VEH PARTS	57.07	
						20273	REV VEH PARTS	37.83	
29330	06/20/08	87.37	848	SANTA CRUZ ELECTRONICS, INC.		20357	COMPUTER SUPPLY/IT	87.37	
29331	06/20/08	248.87	149	SANTA CRUZ SENTINEL	0	20471	PUB NOTICE ADM 5/8	248.87	
29332	06/20/08	197.17	122	SCMTD PETTY CASH - OPS		20431	PETTY CASH/OPS	197.17	

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29333	06/20/08	246.00	957	SECURITY SHORING & STEEL PLT		20269	4/28-5/27 PLATE RNTL	246.00	
29334	06/20/08	99.00	T158	SMITH, JOYCE		20489	33 UNUSED PT COUPONS	99.00	
29335	06/20/08	6,753.00	080	STATE BOARD OF EQUALIZATION		20496	5/1-6/15 USE TAX	6,753.00	
29336	05/20/08	16,563.02	001648	STEVE'S UNION SERVICE		20201	FUEL/PT	16,563.02	
29337	06/20/08	707.22	002207	T.Y. CUSTOM DESIGN	0	20418	UNIF/LAUNDRY/OPS	707.22	
29338	06/20/08	757.00	001752	THOMPSON PUBLISHING GROUP, INC.		20487	FLSA GUIDE	328.50	
						20488	FAIR LABOR HANDBOOK	428.50	
29339	06/20/08	359.16	002504	TIFCO INDUSTRIES		20321	CREDIT MEMO	-24.64	
						20322	PARTS & SUPPLIES	383.80	
29340	06/20/08	383.77	582	TOYOTA OF SANTA CRUZ		20275	TIRES & TUBES	383.77	
29341	06/20/08	10.83	946	UNITED SITE SERVICES		20412	FENCE RENTAL/DUBOIS	10.83	
29342	06/20/08	462,505.73	002829	VALLEY POWER SYSTEMS, INC.		20020	CREDIT MEMO	-2,088.86	
						20021	REV VEH PARTS	2,088.86	
						20230	REV VEH PARTS	128.76	
						20457	ENG REPOWER # 2225	153,665.48	
						20458	ENG REPOWER # 2216	153,665.48	
						20459	ENG REPOWER # 2233	153,665.48	
						20464	REV VEH PARTS	1,380.53	
29343	06/20/08	15,100.32	001083	WATSONVILLE TRANSPORTATION, INC		20406	MAY PT SERVICES	15,100.32	
29344	06/20/08	279.91	436	WEST PAYMENT CENTER		20430	MAY ACCESS CHARGES	279.91	
29345	06/20/08	80.14	E495	WHITE, LES		20494	4/21 EMP TRAVEL	10.50	
						20495	5/2-5/3 EMP TRAVEL	69.64	
29346	06/27/08	4,843.38	002509	ACCOUNTEMPS		20521	TEMP/OPS W/E 5/30	1,367.04	
						20535	TEMP/OPS W/E 6/6	1,623.36	
						20597	TEMP/OPS W/E 6/13	1,852.98	
29347	06/27/08	17.31	M143	ADAMS, ELLEN		20567	MED PYMT SUPP	17.31	
29348	06/27/08	570.00	001088	ADVANCED MECHANICAL SERVICES	7	20647	BACKFLOW TESTING	570.00	
29349	06/27/08	125.00	001062	ALLTERRA ENVIRONMENTAL INC.		20381	JUNE INSPECTION	125.00	
29350	06/27/08	232.87	001128	ALWAYS TOWING & RECOVERY, INC		20511	TOW # 2403	232.87	
29351	06/27/08	38.73	294	ANDY'S AUTO SUPPLY	0	20347	PARTS & SUPPLIES	38.73	
29352	06/27/08	483.87	001	AT&T		20522	JUNE REPEATERS/OPS	398.77	
						20523	JUNE REPEATERS/OPS	85.10	
29353	06/27/08	108.87	002689	B & B SMALL ENGINE		20270	REPAIRS/MAINTENANCE	108.87	
29354	06/27/08	53.29	M033	BAILEY, NEIL	0	20536	MED PYMT SUPP	53.29	
29355	06/27/08	36.42	M068	BASS, BETTY	0	20558	MED PYMT SUPP	36.42	
29356	06/27/08	6,834.16	059	BATTERIES USA, INC.		20387	REV VEH PARTS	6,834.16	
29357	06/27/08	14.04	580	BLOCK AND COMPANY, INC.		20416	OFFICE SUPPLY/OPS	14.04	
29358	06/27/08	49.88	M077	BRADFORD, THOMAS	0	20537	MED PYMT SUPP	49.88	
29359	06/27/08	60.30	M072	BRIDINGER, CHRIS	0	20568	MED PYMT SUPP	60.30	
29360	06/27/08	38.37	M078	BRIDINGER, DENISE	0	20538	MED PYMT SUPP	38.37	
29361	06/27/08	38.37	M079	BROGDON, ROY		20539	MED PYMT SUPP	38.37	
29362	06/27/08	201.97	002189	BUS & EQUIPMENT		20404	REV VEH PARTS	201.97	
29363	06/27/08	433,720.05	502	CA PUBLIC EMPLOYEES'		20596	JUL MEDICAL INS	433,720.05	
29364	06/27/08	135.50	M022	CAPELLA, KATHLEEN	0	20559	MED PYMT SUPP	135.50	
29365	06/27/08	19.19	M080	CARR, DALE	0	20540	MED PYMT SUPP	19.19	
29366	06/27/08	88.95	002627	CDW GOVERNMENT, INC.		20514	OFFICE SUPPLIE/FLT	88.95	
29367	06/27/08	67.76	M073	CENTER, DOUG	0	20569	MED PYMT SUPP	67.76	
29368	06/27/08	196.00	739	CENTURY CHEVROLET		20282	OUT RPR # 2403	196.00	
29369	06/27/08	26.65	M036	CERVANTES, GLORIA	0	20541	MED PYMT SUPP	26.65	
29370	06/27/08	17.31	M090	CLARKE, PATRICIA	0	20570	MED PYMT SUPP	17.31	

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29371	06/27/08	28,639.27	001124	CLEAN ENERGY		20513	LNG/FLT	28,639.27	
29372	06/27/08	607.60	075	COAST PAPER & SUPPLY INC.		20325	CLEANING SUPPLIES	607.60	
29373	06/27/08	59.33	002063	COSTCO		20198	OFFICE SUPPLIES/PT	59.33	
29374	06/27/08	10.33	418	COUNTY OF SANTA CRUZ		20604	MAY CNG/FLT	10.33	
29375	06/27/08	60.30	M116	CRAMBLETT, LAWRENCE		20571	MED PYMT SUPP	60.30	
29376	06/27/08	67.76	M092	CRAWFORD, TERRI	0	20572	MED PYMT SUPP	67.76	
29377	06/27/08	2,530.25	504	CUMMINS WEST, INC.		20390	REV VEH PARTS	111.23	
						20460	OUT RPR REV VEH	2,419.02	
29378	06/27/08	5.50	M128	DAVIDSON, JAMES		20573	MED PYMT SUPP	5.50	
29379	06/27/08	26.65	M039	DAVILA, ANA MARIA	0	20542	MED PYMT SUPP	26.65	
29380	06/27/08	41,312.42	800	DELTA DENTAL PLAN		20674	JULY DENTAL	41,312.42	
29381	06/27/08	13.05	M095	DIXON, GEORGE	0	20574	MED PYMT SUPP	13.05	
29382	06/27/08	67.76	M096	DRAKE, JUDITH	0	20575	MED PYMT SUPP	67.76	
29383	06/27/08	178.10	372	FEDERAL EXPRESS		20678	MAY/JUN MAIL/ADM	178.10	
29384	06/27/08	449.54	001172	FERGUSON ENTERPRISES INC.		20292	WATER CLOSET	25.34	
						20293	REPAIRS/MAINTENANCE	220.38	
						20294	REPAIRS/MAINTENANCE	203.82	
29385	06/27/08	67.76	M099	FIKE, LOUIS	0	20576	MED PYMT SUPP	67.76	
29386	06/27/08	134.83	M074	GABRIELE, BERNARD	0	20577	MED PYMT SUPP	134.83	
29387	06/27/08	26.65	M040	GARBEZ, LINDA	0	20543	MED PYMT SUPP	26.65	
29388	06/27/08	53.29	M100	GARCIA, SANTIAGO	0	20544	MED PYMT SUPP	53.29	
29389	06/27/08	361.50	117	GILLIG CORPORATION		20298	REV VEH PARTS	361.50	
29390	06/27/08	67.76	M101	GOES, ALAN	0	20578	MED PYMT SUPP	67.76	
29391	06/27/08	53.29	M041	GOUVEIA, ROBERT	0	20545	MED PYMT SUPP	53.29	
29392	06/27/08	53.29	M081	HALL, JAMES	0	20546	MED PYMT SUPP	53.29	
29393	06/27/08	3,062.75	002313	HARTSELL & OLIVIERI	7	20433	TRANSCRIPTS/HRD	792.75	
						20434	TRANSCRIPTS/HRD	495.25	
						20517	TRANSCRIPTS/HRD	729.00	
						20518	TRANSCRIPTS/HRD	614.25	
						20519	TRANSCRIPTS/HRD	431.50	
29394	06/27/08	48.83	510A	HASLER, INC.		20528	JULY POSTAGE/ADM	48.83	
29395	06/27/08	26.65	M082	HINDIN, LENORE	0	20547	MED PYMT SUPP	26.65	
29396	06/27/08	29,000.00	002116	HINSHAW, EDWARD & BARBARA	7	20592	RENT/370 ENCINAL ST	29,000.00	
29397	06/27/08	26,886.61	002860	HOBLIT MOTORS		20640	FORD ESCAPE	27,386.61	
						20641	CREDIT PER TERMS	-500.00	
29398	06/27/08	49.88	M043	HOLODNICK, JAMES	0	20548	MED PYMT SUPP	49.88	
29399	06/27/08	17.29	166	HOSE SHOP, THE		20455	PARTS & SUPPLIES	17.29	
29400	06/27/08	60.30	M075	HOWARD, CAROL	0	20579	MED PYMT SUPP	60.30	
29401	06/27/08	15,308.20	002117	IULIANO	7	20593	RENT/115 DUBOIS	3,271.61	
						20594	RENT/111 DUBOIS	12,036.59	
29402	06/27/08	67.76	M069	JACOBS, KENNETH	0	20560	MED PYMT SUPP	67.76	
29403	06/27/08	17.31	M103	JEMISON, MAURICE	0	20580	MED PYMT SUPP	17.31	
29404	06/27/08	2,706.85	110	JESSICA GROCERY STORE, INC.		20590	CUSTODIAN SERVICES	2,706.85	
29405	06/27/08	200.00	001196	JOHN A. DASH & ASSOCIATES		20675	BUS OP RATE ANALYSIS	200.00	
29406	06/27/08	67.76	M104	JUSSEL, PETE	0	20581	MED PYMT SUPP	67.76	
29407	06/27/08	314.36	M061	KAMEDA, TERRY	0	20561	MED PYMT SUPP	314.36	
29408	06/27/08	1,782.00	878	KELLY SERVICES, INC.		20527	TEMP/ADMIN W/E 6/8	876.00	
						20660	TEMP/ADM W/E 6/15	906.00	
29409	06/27/08	38.34	039	KINKO'S INC.		20470	PRINTING/ADM	38.34	
29410	06/27/08	48.00	001400	KIPLINGER LETTER		20432	7/08-6/09 SUBSCRIPT	48.00	

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29411	06/27/08	438.15	002240	KLEEN-RITE	7	20467	EQUIP REPAIR	438.15	
29412	06/27/08	17.31	M105	KOHAMA, MARY	0	20582	MED PYMT SUPP	17.31	
29413	06/27/08	1,180.77	852	LAW OFFICES OF MARIE F. SANG	7	20531	WORKERS COMP CLAIM	783.77	
						20532	WORKERS COMP CLAIM	397.00	
29414	06/27/08	124.23	107A	LUMBERMENS		20288	REPAIRS/MAINTENANCE	14.63	
						20289	REPAIRS/MAINTENANCE	3.69	
						20341	REPAIRS/MAINTENANCE	31.52	
						20342	REPAIRS/MAINTENANCE	74.39	
29415	06/27/08	17.31	M106	LYALL, JOHN DAVID	0	20583	MED PYMT SUPP	17.31	
29416	06/27/08	1,407.05	001119	MACERICH PARTNERSHIP LP	7	20591	RENT/CAPITOLA MALL	1,407.05	
29417	06/27/08	67.76	M108	MILLER, FOREST	0	20584	MED PYMT SUPP	67.76	
29418	06/27/08	1,632.42	041	MISSION UNIFORM		20252	UNIF/LAUNDRY/FAC	69.60	
						20277	UNIF/LAUNDRY/PT	34.20	
						20314	UNIF/LAUNDRY/FLT	47.11	
						20315	UNIF/LAUNDRY/FLT	428.06	
						20316	UNIF/LAUNDRY/FLT	210.22	
						20317	UNIF/LAUNDRY/FLT	77.13	
						20619	RPR/MAINT/CLEAN SUP	766.10	
29419	06/27/08	34,059.46	002891	NCLN20, INC.		20526	MAY SECURITY	34,059.46	
29420	06/27/08	1,196.48	001063	NEW FLYER INDUSTRIES LIMITED		20392	REV VEH PARTS	20.70	
						20393	PARTS & SUPPLIES	3.46	
						20394	REV VEH PARTS	34.04	
						20395	REV VEH PARTS	170.60	
						20396	REV VEH PARTS	28.50	
						20397	REV VEH PARTS	143.04	
						20398	REV VEH PARTS	410.30	
						20399	REV VEH PARTS	110.40	
						20400	REV VEH PARTS	41.03	
						20515	REV VEH PARTS	143.64	
						20516	CREDIT MEMO	-10.95	
						20624	REV VEH PARTS	101.72	
29421	06/27/08	84.92	004	NORTH BAY FORD LINC-MERCURY		20318	REV VEH PARTS	84.92	
29422	06/27/08	26.65	M050	O'MARA, KATHLEEN	0	20549	MED PYMT SUPP	26.65	
29423	06/27/08	1,100.00	002385	OPTIMUM BUSINESS SERVICES, INC	0	20645	COPIER/GOLF CLB	1,100.00	
29424	06/27/08	2,557.97	043	PALACE ART & OFFICE SUPPLY		20320	OFFICE SUPPLIES/FLT	131.25	
						20359	OFFICE SUPPLY/MTC	41.87	
						20360	OFFICE SUPPLY/MTC	16.26	
						20408	OFFICE SUPPLIES/PT	734.18	
						20414	OFFICE SUPPLY/OPS	-45.51	
						20632	OFFICE SUPPLIES/PT	1,679.92	
29425	06/27/08	55.00	950	PARADISE LANDSCAPE INC	0	20606	SERVICE/WTC & SVTC	55.00	
29426	06/27/08	284.66	M057	PARHAM, WALLACE	0	20562	MED PYMT SUPP	284.66	
29427	06/27/08	38.37	M051	PENDRAGON, LINDA	0	20550	MED PYMT SUPP	38.37	
29428	06/27/08	53.29	M109	PEREZ, CHERYL		20551	MED PYMT SUPP	53.29	
29429	06/27/08	247.54	M064	PETERS, TERRIE	0	20563	MED PYMT SUPP	247.54	
29430	06/27/08	67.76	M070	PICARELLA, FRANCIS	0	20564	MED PYMT SUPP	67.76	
29431	06/27/08	70.00	481	PIED PIPER EXTERMINATORS, INC.		20290	JUNE PEST CONTROL	70.00	
29432	06/27/08	67.76	M117	POLANCO, ANDRES		20585	MED PYMT SUPP	67.76	
29433	06/27/08	284.66	M058	POTEETE, BEVERLY	0	20565	MED PYMT SUPP	284.66	
29434	06/27/08	490.02	358	POWR-FLITE		20368	TOOL/PARTS/CLEANING	490.02	

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DATE: 06/01/08 THRU 06/30/08

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
29435	06/27/08	246.60	M005	ROSS, EMERY	0	20557	MED PYMT SUPP	246.60	
29436	06/27/08	53.29	M085	ROSSI, DENISE	0	20552	MED PYMT SUPP	53.29	
29437	06/27/08	26.65	M030	ROWE, RUBY		20553	MED PYMT SUPP	26.65	
29438	06/27/08	523.85	045	ROYAL WHOLESale ELECTRIC		20365	REPAIRS/MAINTENANCE	64.72	
						20366	REPAIRS/MAINTENANCE	459.13	
29439	06/27/08	30,401.74	966	S.C. FUELS	0	20512	DIESEL/FLT	30,401.74	
29440	06/27/08	286.80	699	SALINAS CASH REGISTER CO INC		20598	OUT REPAIR EQUIP	100.00	
						20599	OUT REPAIR EQUIP	186.80	
29441	06/27/08	17.31	M111	SANCHEZ, FELIX	0	20586	MED PYMT SUPP	17.31	
29442	06/27/08	1,218.52	002713	SANTA CRUZ AUTO TECH, INC.		20283	OUT RPR # 313	724.26	
						20284	OUT RPR # 321	304.26	
						20509	OUT RPR #002	190.00	
29443	06/27/08	312.33	135	SANTA CRUZ AUTO PARTS, INC.		20223	SMALL TOOL	23.82	
						20251	PARTS & SUPPLIES	21.16	
						20262	CLEANING SUPPLIES	21.16	
						20313	REV VEH PARTS	85.61	
						20343	PARTS & SUPPLIES	17.36	
						20346	PARTS & SUPPLIES	143.22	
29444	06/27/08	478.90	848	SANTA CRUZ ELECTRONICS, INC.		20302	PARTS & SUPPLIES	458.95	
						20533	COMPUTER SUPPLY/IT	19.95	
29445	06/27/08	184.80	149	SANTA CRUZ SENTINEL	0	20627	ADVERTISEMENT/PURCH	184.80	
29446	06/27/08	16,112.30	977	SANTA CRUZ TRANSPORTATION, LLC	7	20407	MAY PT SERVICES	16,112.30	
29447	06/27/08	290.89	M010	SHORT, SLOAN	0	20566	MED PYMT SUPP	290.89	
29448	06/27/08	67.76	M112	SILVA, EDUARDO	0	20587	MED PYMT SUPP	67.76	
29449	06/27/08	100.00	B016	SKILLICORN, DALE	7	20663	JUNE BOARD MTGS	100.00	
29450	06/27/08	53.29	M054	SLOAN, FRANCIS	0	20554	MED PYMT SUPP	53.29	
29451	06/27/08	172.05	115	SNAP-ON INDUSTRIAL		20348	EMP TOOLS	172.05	
29452	06/27/08	11,885.83	001075	SOQUEL III ASSOCIATES	7	20529	MAY CAM ADJUSTMENT	78.24	
						20530	JUNE CAM ADJUSTMENT	78.24	
						20595	RENT/RESEARCH PARK	11,729.35	
29453	06/27/08	597.50	002805	TELEPATH CORPORATION		20646	OUT RPR EQUIP	597.50	
29454	06/27/08	750.00	001165	THANH N. VU MD	7	20435	MEDICAL EXAM	75.00	
						20436	MEDICAL EXAM	75.00	
						20437	MEDICAL EXAM	75.00	
						20438	MEDICAL EXAM	75.00	
						20439	MEDICAL EXAM	75.00	
						20440	MEDICAL EXAM	75.00	
						20441	MEDICAL EXAM	75.00	
						20442	MEDICAL EXAM	75.00	
						20443	MEDICAL EXAM	75.00	
						20444	MEDICAL EXAM	75.00	
29455	06/27/08	336.58	002504	TIFCO INDUSTRIES		20601	PARTS & SUPPLIES	59.52	
						20602	PARTS & SUPPLIES	277.06	
29456	06/27/08	26.65	M086	TOLINE, DONALD	0	20555	MED PYMT SUPP	26.65	
29457	06/27/08	75.00	001190	TRANSIT TALENT.COM LLC		20303	MAINT MGR AD	75.00	
29458	06/27/08	41.56	001038	TWINVISION NA INC.		20367	REV VEH PARTS	41.56	
29459	06/27/08	136.99	007	UNITED PARCEL SERVICE		20655	FRT OUT/FLT	106.64	
						20656	FRT OUT/FLT	30.35	
29460	06/27/08	3,282.25	002829	VALLEY POWER SYSTEMS, INC.		20299	REV VEH PARTS	70.96	
						20300	REV VEH PARTS	896.55	

5-1.13

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
 CHECK JOURNAL DETAIL BY CHECK NUMBER  
 ALL CHECKS FOR ACCOUNTS PAYABLE

DATE: 06/01/08 THRU 06/30/08

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
						20498	OUT RPR REV VEH	400.00	
						20499	OUT RPR REV VEH	1,854.00	
						20500	OUT RPR REV VEH	200.00	
						20603	CREDIT MEMO	-139.26	
						20389	REV VEH PARTS	404.85	
29461	06/27/08	404.85	221	VEHICLE MAINTENANCE PROGRAM					
29462	06/27/08	100.82	434	VERIZON WIRELESS	0	20657	2 WIRELESS PC CARDS	100.82	
29463	06/27/08	134.83	M076	VONWAL, YVETTE	0	20588	MED PYMT SUPP	134.83	
29464	06/27/08	1,127.41	001506	WESTERN STATES OIL CO., INC.		20391	FUELS & LUBE	1,127.41	
29465	06/27/08	60.30	M115	WILLIAMS, CHRIS	0	20589	MED PYMT SUPP	60.30	
29466	06/27/08	26.65	M088	YAGI, RANDY	0	20556	MED PYMT SUPP	26.65	
TOTAL		1,944,967.78		ACCOUNTS PAYABLE			TOTAL CHECKS	347	1,944,967.78

5-1.14

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 25, 2008  
**TO:** Board of Directors  
**FROM:** Angela Aitken, Finance Manager  
**SUBJECT:** MONTHLY BUDGET STATUS REPORTS FOR MAY 2008.

## I. RECOMMENDED ACTION

**Staff recommends that the Board of Directors accept and file the budget status reports for May 2008.**

## II. SUMMARY OF ISSUES

- **Operating Revenues** for the month of May 2008 were \$193K or 9% over the amount of revenues expected.
- **Consolidated Operating Expenses** for the month of May 2008 were \$126K or 4% under budget.
- **Capital Budget** spending year to date through May 2008 was \$16,614K or 46% of the Capital budget.

## III. DISCUSSION

An analysis of the District's budget status is prepared monthly in order to apprise the Board of Directors of the District's actual revenues, expenses and capital in relation to the adopted operating and capital budgets for the fiscal year. The attached monthly revenue, expense and capital reports represent the status of the District's FY08 operating and capital budgets versus actual expenditures for the month.

The fiscal year has elapsed **92%**.

5-2.1

**A. Operating Revenue**

Total Operating Revenues for the month of May 2008 were \$193K or 9% over the amount of revenues expected. Revenue variances are explained in the notes at the end of the revenue report.

**B. Operating Expense by Department**

Total Operating Expenses by Department for the month of May 2008 were \$126K or 4% under budget; 6% above where we were YTD in FY07. Majority of the variance is due to lower than anticipated Personnel, Admin & Bank Fees, Prof & Tech Fees, Repair-Equipment and Settlement Costs.

**C. Consolidated Operating Expenses**

Consolidated Operating Expenses for the month of May 2008 were \$126K or 4% under budget. Majority of the variance is due to Personnel Expenses, Admin & Bank Fees, Prof & Tech Fees, Repair-Equipment and Settlement Costs. Further explanation of these variances is contained in the notes following the report.

**D. Capital Budget**

A total of \$16,614K or 46% has been expended in the Capital Budget YTD. Of this, \$5,529K or 54% has been spent of the MetroBase line item, \$4,003K or 57% has been spent on the 110 Vernon Purchase & Renovation line item, and \$4,150K or 61% has been spent on the CNG Bus Conversions.

**IV. FINANCIAL CONSIDERATIONS**

None

5-2.2

**IV. ATTACHMENTS**

- Attachment A:**      FY08 Operating Revenue for the month ending – 05/31/08  
                            FY08 Operating Expenses by Department for the month ending -- 05/31/08  
                            FY08 Consolidated Operating Expenses for the month ending – 05/31/08  
                            FY08 Capital Budget Reports for the month ending – 05/31/08

5-2.3



**FY2008**  
**Operating Revenue**  
**For the month ending - May 31, 2008**

Percent of Year Elapsed - 92%

Revenue Source	Current Period				Year to Date				YTD Year Over Year Comparison				Notes
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Actual	FY07	\$ Var	% Var	
Passenger Fares	\$ 303,967	\$ 287,507	\$ 16,460	6%	\$ 3,233,779	\$ 3,162,577	\$ 71,202	2%	\$ 3,233,779	\$ 3,115,504	\$ 118,275	4%	
Paratransit Fares	\$ 20,712	\$ 20,800	\$ (88)	0%	\$ 207,425	\$ 228,800	\$ (21,375)	-9%	\$ 207,425	\$ 208,683	\$ (1,258)	-1%	
Special Transit Fares	\$ 390,964	\$ 235,271	\$ 155,693	66%	\$ 2,875,763	\$ 2,587,981	\$ 287,782	11%	\$ 2,875,763	\$ 2,532,261	\$ 343,502	14%	
Highway 17 Fares	\$ 87,210	\$ 70,310	\$ 16,900	24%	\$ 803,503	\$ 773,410	\$ 30,093	4%	\$ 803,503	\$ 756,393	\$ 47,110	6%	
Highway 17 Payments	\$ 35,130	\$ 38,544	\$ (3,414)	-9%	\$ 451,140	\$ 423,984	\$ 27,156	6%	\$ 451,140	\$ 399,962	\$ 51,158	13%	
<b>Subtotal Passenger Revenue</b>	<b>\$ 837,983</b>	<b>\$ 652,432</b>	<b>\$ 185,551</b>	<b>28%</b>	<b>\$ 7,571,610</b>	<b>\$ 7,176,752</b>	<b>\$ 394,858</b>	<b>6%</b>	<b>\$ 7,571,610</b>	<b>\$ 7,012,803</b>	<b>\$ 558,807</b>	<b>8%</b>	<b>1</b>
Commissions	\$ 41	\$ 500	\$ (459)	-92%	\$ 3,560	\$ 5,500	\$ (1,940)	-35%	\$ 3,560	\$ 5,288	\$ (1,728)	-33%	
Advertising Income	\$ 26,594	\$ 12,083	\$ 14,511	120%	\$ 235,301	\$ 132,913	\$ 102,388	77%	\$ 235,301	\$ 200,128	\$ 35,175	18%	2
Rent Income - SC Pacific Station	\$ 7,378	\$ 7,087	\$ 291	4%	\$ 74,424	\$ 77,957	\$ (3,533)	-5%	\$ 74,424	\$ 77,808	\$ (3,384)	-4%	
Rent Income - Watsonville TC	\$ 4,167	\$ 4,124	\$ 43	1%	\$ 41,593	\$ 45,364	\$ (3,771)	-8%	\$ 41,593	\$ 47,251	\$ (5,658)	-12%	
Rent Income - General	\$ 5,084	\$ -	\$ 5,084	0%	\$ 15,261	\$ -	\$ 15,261	0%	\$ 15,261	\$ 4,800	\$ 10,461	218%	
Interest Income	\$ 60,887	\$ 89,667	\$ (28,780)	-33%	\$ 894,758	\$ 986,337	\$ (91,579)	-9%	\$ 894,758	\$ 1,227,957	\$ (333,199)	-27%	3
Other Non-Transp Revenue	\$ 791	\$ 23,583	\$ (22,792)	-97%	\$ 128,765	\$ 259,413	\$ (130,648)	-50%	\$ 128,765	\$ 317,701	\$ (188,936)	-59%	4
Sales Tax Revenue	\$ 1,420,400	\$ 1,371,360	\$ 49,040	4%	\$ 15,538,333	\$ 15,882,825	\$ (344,492)	-2%	\$ 15,538,333	\$ 15,664,396	\$ (126,063)	-1%	5
Transp Dev Act (TDA) - Op Asst	\$ -	\$ -	\$ -	0%	\$ 4,771,527	\$ 4,771,527	\$ -	0%	\$ 4,771,527	\$ 4,624,376	\$ 147,151	3%	
FTA Sec 5307 - Op Asst	\$ -	\$ -	\$ -	0%	\$ 3,153,552	\$ 3,153,552	\$ -	0%	\$ 3,153,552	\$ 3,130,226	\$ 23,326	1%	
Repay FTA Advance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
FTA Sec 5311 - Rural Op Asst	\$ -	\$ -	\$ -	0%	\$ 149,335	\$ 149,335	\$ -	0%	\$ 149,335	\$ 168,582	\$ (19,247)	-11%	
Transfer from Capital/Proj Mgr	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
<b>Subtotal Revenue</b>	<b>\$ 2,353,325</b>	<b>\$ 2,160,836</b>	<b>\$ 192,489</b>	<b>9%</b>	<b>\$ 32,578,019</b>	<b>\$ 32,641,475</b>	<b>\$ (63,456)</b>	<b>0%</b>	<b>\$ 32,578,019</b>	<b>\$ 32,481,314</b>	<b>\$ 96,705</b>	<b>0%</b>	
<b>One-Time Revenue</b>													
Carryover from Previous Year	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
Transfer from Insurance Reserves	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
FTA Sec 5317 - Op Assistance	\$ -	\$ -	\$ -	0%	\$ 17,785	\$ -	\$ 17,785	0%	\$ 17,785	\$ -	\$ 17,785	0%	
AMBAG Funding	\$ 5,442	\$ -	\$ 5,442	0%	\$ 46,020	\$ -	\$ 46,020	0%	\$ 46,020	\$ -	\$ 46,020	0%	
<b>Subtotal One-Time Revenue</b>	<b>\$ 5,442</b>	<b>\$ -</b>	<b>\$ 5,442</b>	<b>0%</b>	<b>\$ 63,805</b>	<b>\$ -</b>	<b>\$ 63,805</b>	<b>0%</b>	<b>\$ 63,805</b>	<b>\$ -</b>	<b>\$ 63,805</b>	<b>0%</b>	
<b>Total Operating Revenue</b>	<b>\$ 2,358,767</b>	<b>\$ 2,160,836</b>	<b>\$ 197,931</b>	<b>9%</b>	<b>\$ 32,641,824</b>	<b>\$ 32,641,475</b>	<b>\$ 349</b>	<b>0%</b>	<b>\$ 32,641,824</b>	<b>\$ 32,481,314</b>	<b>\$ 160,510</b>	<b>0%</b>	
<b>Total Operating Expenses</b>	<b>\$ 3,107,390</b>				<b>\$ 31,733,958</b>				<b>\$ -</b>				
<b>Variance</b>	<b>\$ (748,623)</b>				<b>\$ 907,866</b>				<b>\$ 32,641,824</b>	<b>\$ 32,481,314</b>			

**Current Period Notes:**

- 1) **Passenger Revenue** is over budget due to straight lining of the budget, use of accrual basis, and increase in rider ship.
- 2) **Advertising Income** is over budget for the month due to more ad revenue than budgeted.
- 3) **Interest Income** is under budget due to Metro Base spending of district funds.
- 4) **Other Non-Transp Revenue** is behind for the month and YTD due to UTU PERS reimbursement from the County, which is collected on a quarterly basis.
- 5) **Sales Tax Revenue** is over budget for the month due to higher than anticipated receipts in May 2008. YTD we are 2% behind budget.

5-2.01

Attachment A

**FY2008**  
**Operating Expenses by Department**  
**For the month ending - May 31, 2008**

	Current Period				Year to Date				YTD Year Over Year Comparison				Notes
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	FY08	FY07	\$ Var	% Var	
<b>Departmental Personnel Expenses</b>													
700 - SCCIC	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
1100 - Administration	\$ 78,665	\$ 86,009	\$ (7,344)	-9%	\$ 836,652	\$ 946,099	\$ (109,447)	-12%	\$ 836,652	\$ 817,628	\$ 19,024	2%	
1200 - Finance	\$ 43,767	\$ 51,760	\$ (7,993)	-15%	\$ 487,900	\$ 569,360	\$ (81,460)	-14%	\$ 487,900	\$ 443,651	\$ 44,249	10%	
1300 - Customer Service	\$ 34,742	\$ 43,127	\$ (8,385)	-19%	\$ 368,303	\$ 474,397	\$ (106,094)	-22%	\$ 368,303	\$ 357,514	\$ 10,789	3%	
1400 - Human Resources	\$ 45,177	\$ 49,317	\$ (4,140)	-8%	\$ 476,577	\$ 542,487	\$ (65,910)	-12%	\$ 476,577	\$ 357,814	\$ 118,763	33%	
1500 - Information Technology	\$ 39,409	\$ 41,121	\$ (1,712)	-4%	\$ 439,874	\$ 452,331	\$ (12,457)	-3%	\$ 439,874	\$ 411,182	\$ 28,692	7%	
1700 - District Counsel	\$ 34,560	\$ 38,234	\$ (3,674)	-10%	\$ 366,161	\$ 420,574	\$ (54,413)	-13%	\$ 366,161	\$ 338,447	\$ 27,714	8%	
1800 - Risk Management	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
2200 - Facilities Maintenance	\$ 66,946	\$ 85,692	\$ (18,746)	-22%	\$ 784,813	\$ 942,612	\$ (157,799)	-17%	\$ 784,813	\$ 797,716	\$ (12,903)	-2%	
3100 - Paratransit Program	\$ 234,437	\$ 251,796	\$ (17,359)	-7%	\$ 2,531,500	\$ 2,769,757	\$ (238,257)	-9%	\$ 2,531,500	\$ 2,409,445	\$ 122,055	5%	
3200 - Operations	\$ 172,680	\$ 178,655	\$ (5,975)	-3%	\$ 1,763,781	\$ 1,965,205	\$ (201,424)	-10%	\$ 1,763,781	\$ 1,810,002	\$ (46,221)	-3%	
3300 - Bus Operators	\$ 1,158,112	\$ 1,153,142	\$ 4,970	0%	\$ 11,702,662	\$ 12,684,562	\$ (981,900)	-8%	\$ 11,702,662	\$ 11,216,834	\$ 485,828	4%	
4100 - Fleet Maintenance	\$ 311,457	\$ 347,444	\$ (35,987)	-10%	\$ 3,502,514	\$ 3,821,883	\$ (319,369)	-8%	\$ 3,502,514	\$ 3,207,327	\$ 295,187	9%	
9001 - Cobra Benefits	\$ (281)	\$ -	\$ (281)	0%	\$ (6,902)	\$ -	\$ (6,902)	0%	\$ (6,902)	\$ 1,942	\$ (8,844)	-455%	
9005 - Retired Employee Benefits	\$ 129,850	\$ 144,500	\$ (14,650)	-10%	\$ 1,366,103	\$ 1,589,500	\$ (223,397)	-14%	\$ 1,366,103	\$ 1,352,617	\$ 13,486	1%	
9014 - Operating Grants	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
110020 - Operating Grants	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
Additional Operating Programs	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
<b>Subtotal Personnel Expenses</b>	<b>\$ 2,349,521</b>	<b>\$ 2,470,797</b>	<b>\$ (121,276)</b>	<b>-5%</b>	<b>\$ 24,619,938</b>	<b>\$ 27,178,767</b>	<b>\$ (2,558,829)</b>	<b>-9%</b>	<b>\$ 24,619,938</b>	<b>\$ 23,522,119</b>	<b>\$ 1,097,819</b>	<b>5%</b>	
<b>Departmental Non-Personnel Expenses</b>													
700 - SCCIC	\$ -	\$ 21	\$ (21)	-100%	\$ 260	\$ 357	\$ (97)	-27%	\$ 260	\$ 280	\$ (20)	-7%	
1100 - Administration	\$ 57,965	\$ 74,753	\$ (16,788)	-22%	\$ 559,268	\$ 817,480	\$ (258,212)	-32%	\$ 559,268	\$ 622,347	\$ (63,079)	-10%	
1200 - Finance	\$ 45,709	\$ 68,287	\$ (22,578)	-33%	\$ 645,822	\$ 751,157	\$ (105,335)	-14%	\$ 645,822	\$ 566,489	\$ 79,333	14%	
1300 - Customer Service	\$ 2,281	\$ 9,726	\$ (7,445)	-77%	\$ 69,695	\$ 106,986	\$ (37,291)	-35%	\$ 69,695	\$ 64,124	\$ 5,571	9%	
1400 - Human Resources	\$ 7,236	\$ 8,131	\$ (895)	-11%	\$ 41,788	\$ 89,441	\$ (47,653)	-53%	\$ 41,788	\$ 79,550	\$ (37,762)	-47%	
1500 - Information Technology	\$ 9,525	\$ 13,268	\$ (3,743)	-28%	\$ 205,842	\$ 215,968	\$ (10,126)	-5%	\$ 205,842	\$ 120,504	\$ 85,338	71%	
1700 - District Counsel	\$ 1,942	\$ 1,512	\$ 430	28%	\$ 21,296	\$ 16,632	\$ 4,664	28%	\$ 21,296	\$ 17,390	\$ 3,906	22%	
1800 - Risk Management	\$ 2,062	\$ 20,656	\$ (18,594)	-90%	\$ 47,137	\$ 227,216	\$ (180,079)	-79%	\$ 47,137	\$ 96,972	\$ (49,835)	-51%	
2200 - Facilities Maintenance	\$ 57,926	\$ 44,532	\$ 13,394	30%	\$ 472,286	\$ 489,852	\$ (17,566)	-4%	\$ 472,286	\$ 366,882	\$ 105,404	29%	
3100 - Paratransit Program	\$ 89,381	\$ 64,048	\$ 25,333	40%	\$ 730,291	\$ 704,527	\$ 25,764	4%	\$ 730,291	\$ 561,464	\$ 168,827	30%	
3200 - Operations	\$ 55,408	\$ 53,692	\$ 1,716	3%	\$ 513,243	\$ 590,612	\$ (77,369)	-13%	\$ 513,243	\$ 509,928	\$ 3,315	1%	
3300 - Bus Operators	\$ -	\$ 500	\$ (500)	-100%	\$ 5,006	\$ 8,499	\$ (3,493)	-41%	\$ 5,006	\$ 4,961	\$ 45	1%	
4100 - Fleet Maintenance	\$ 425,451	\$ 403,205	\$ 22,246	6%	\$ 3,743,979	\$ 4,417,256	\$ (673,277)	-15%	\$ 3,743,979	\$ 3,332,408	\$ 411,571	12%	
9001 - Cobra Benefits	\$ -	\$ -	\$ -	0%	\$ 1,094	\$ -	\$ 1,094	0%	\$ 1,094	\$ -	\$ 1,094	0%	
9005 - Retired Employee Benefits	\$ -	\$ -	\$ -	0%	\$ (2)	\$ -	\$ (2)	0%	\$ (2)	\$ -	\$ (2)	0%	
9014 - Operating Grants	\$ 2,986	\$ -	\$ 2,986	0%	\$ 48,466	\$ -	\$ 48,466	0%	\$ 51,452	\$ -	\$ 51,452	0%	
110020 - Operating Grants	\$ -	\$ -	\$ -	0%	\$ 6,142	\$ -	\$ 6,142	0%	\$ 6,142	\$ -	\$ 6,142	0%	
Additional Operating Programs	\$ -	\$ -	\$ -	0%	\$ (575)	\$ -	\$ (575)	0%	\$ (575)	\$ -	\$ (575)	0%	
<b>Subtotal Non-Personnel Expenses</b>	<b>\$ 757,872</b>	<b>\$ 762,331</b>	<b>\$ (4,459)</b>	<b>-1%</b>	<b>\$ 7,111,038</b>	<b>\$ 8,435,983</b>	<b>\$ (1,324,945)</b>	<b>-16%</b>	<b>\$ 7,114,024</b>	<b>\$ 6,343,299</b>	<b>\$ 770,725</b>	<b>12%</b>	

5-2.a2

**FY2008**  
**Operating Expenses by Department**  
**For the month ending - May 31, 2008**

	Current Period				Year to Date				YTD Year Over Year Comparison				Notes	
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	FY08 Actual	FY07	\$ Var	% Var		
<b>Total Departmental Expenses</b>														
700 - SCCIC	\$ -	\$ 21	\$ (21)	-100%	\$ 260	\$ 357	\$ (97)	-27%	\$ 260	\$ 280	\$ (20)	-7%		
1100 - Administration	\$ 136,630	\$ 160,762	\$ (24,132)	-15%	\$ 1,395,920	\$ 1,763,579	\$ (367,659)	-21%	\$ 1,395,920	\$ 1,439,975	\$ (44,055)	-3%	1	
1200 - Finance	\$ 89,476	\$ 120,047	\$ (30,571)	-25%	\$ 1,133,722	\$ 1,320,517	\$ (186,795)	-14%	\$ 1,133,722	\$ 1,010,140	\$ 123,582	12%	2	
1300 - Customer Service	\$ 37,023	\$ 52,853	\$ (15,830)	-30%	\$ 437,998	\$ 581,383	\$ (143,385)	-25%	\$ 437,998	\$ 421,638	\$ 16,360	4%	3	
1400 - Human Resources	\$ 52,413	\$ 57,448	\$ (5,035)	-9%	\$ 518,365	\$ 631,928	\$ (113,563)	-18%	\$ 518,365	\$ 437,364	\$ 81,001	19%		
1500 - Information Technology	\$ 48,934	\$ 54,389	\$ (5,455)	-10%	\$ 645,716	\$ 668,299	\$ (22,583)	-3%	\$ 645,716	\$ 531,686	\$ 114,030	21%		
1700 - District Counsel	\$ 36,502	\$ 39,746	\$ (3,244)	-8%	\$ 387,457	\$ 437,206	\$ (49,749)	-11%	\$ 387,457	\$ 355,837	\$ 31,620	9%		
1800 - Risk Management	\$ 2,062	\$ 20,656	\$ (18,594)	-90%	\$ 47,137	\$ 227,216	\$ (180,079)	-79%	\$ 47,137	\$ 96,972	\$ (49,835)	-51%	4	
2200 - Facilities Maintenance	\$ 124,872	\$ 130,224	\$ (5,352)	-4%	\$ 1,257,099	\$ 1,432,464	\$ (175,365)	-12%	\$ 1,257,099	\$ 1,164,598	\$ 92,501	8%		
3100 - Paratransit Program	\$ 323,818	\$ 315,844	\$ 7,974	3%	\$ 3,261,791	\$ 3,474,284	\$ (212,493)	-6%	\$ 3,261,791	\$ 2,970,909	\$ 290,882	10%	5	
3200 - Operations	\$ 228,088	\$ 232,347	\$ (4,259)	-2%	\$ 2,277,024	\$ 2,555,817	\$ (278,793)	-11%	\$ 2,277,024	\$ 2,319,930	\$ (42,906)	-2%		
3300 - Bus Operators	\$ 1,158,112	\$ 1,153,642	\$ 4,470	0%	\$ 11,707,668	\$ 12,693,061	\$ (985,393)	-8%	\$ 11,707,668	\$ 11,221,795	\$ 485,873	4%		
4100 - Fleet Maintenance	\$ 736,908	\$ 750,649	\$ (13,741)	-2%	\$ 7,246,493	\$ 8,239,139	\$ (992,646)	-12%	\$ 7,246,493	\$ 6,539,735	\$ 706,758	11%	6	
9001 - Cobra Benefits	\$ (281)	\$ -	\$ (281)	0%	\$ (5,808)	\$ -	\$ (5,808)	0%	\$ (5,808)	\$ 1,942	\$ (7,750)	-399%		
9005 - Retired Employee Benefits	\$ 129,850	\$ 144,500	\$ (14,650)	-10%	\$ 1,366,101	\$ 1,589,500	\$ (223,399)	-14%	\$ 1,366,101	\$ 1,352,617	\$ 13,484	1%	7	
9014 - Operating Grants	\$ 2,986	\$ -	\$ 2,986	0%	\$ 51,452	\$ -	\$ 51,452	0%	\$ 51,452	\$ -	\$ 51,452	0%		
110020 - Operating Grants	\$ -	\$ -	\$ -	0%	\$ 6,142	\$ -	\$ 6,142	0%	\$ 6,142	\$ -	\$ 6,142	0%		
Additional Operating Programs	\$ -	\$ -	\$ -	0%	\$ (575)	\$ -	\$ (575)	0%	\$ (575)	\$ -	\$ (575)	0%		
<b>Total Operating Expenses</b>	<b>\$ 3,107,390</b>	<b>\$ 3,233,134</b>	<b>\$ (125,744)</b>	<b>-4%</b>	<b>\$ 31,733,962</b>	<b>\$ 35,614,750</b>	<b>\$ (3,880,788)</b>	<b>-11%</b>	<b>\$ 31,733,962</b>	<b>\$ 29,865,418</b>	<b>\$ 1,868,544</b>	<b>6%</b>		

**Current Period Notes:**

- 1) **Administration** is under budget due to an annual contract paid for in FY07 and a web site redesign being moved to FY09.
- 2) **Finance** is under budget due to Sales Tax Admin Fees paid quarterly and the budget being straight lined.
- 3) **Customer Service** is under budget due to less personnel expenses, graphic services and printing costs incurred in May 2008.
- 4) **Risk Management** is under budget due to below budgeted settlement costs paid in May 2008.
- 5) **Paratransit Program** is over budget due to higher repair rev vehicle and fuel costs incurred in May 2008.
- 6) **Fleet Maintenance** is under budget due to not being at full complement.

5-2-03

**FY2008**  
**Consolidated Operating Expenses**  
**For the month ending - May 31, 2008**

	Current Period				Year to Date				YTD Year Over Year Comparison				Notes
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Actual FY08	FY07	\$ Var	% Var	
<b>LABOR</b>													
501011 Bus Operator Pay	\$ 636,053	\$ 687,597	\$ (51,544)	-7%	\$ 6,826,205	\$ 7,563,567	\$ (737,362)	-10%	\$ 6,826,205	\$ 6,674,425	\$ 151,780	2%	
501013 Bus Operator Overtime	\$ 162,766	\$ 102,083	\$ 60,683	59%	\$ 1,337,062	\$ 1,122,913	\$ 214,149	19%	\$ 1,337,062	\$ 1,180,402	\$ 156,660	13%	
501021 Other Salaries	\$ 505,282	\$ 541,357	\$ (36,075)	-7%	\$ 5,472,954	\$ 5,954,927	\$ (481,973)	-8%	\$ 5,472,954	\$ 5,132,476	\$ 340,478	7%	
501023 Other Overtime	\$ 31,443	\$ 19,684	\$ 11,759	60%	\$ 289,651	\$ 216,524	\$ 73,127	34%	\$ 289,651	\$ 246,808	\$ 42,843	17%	
<b>Total Labor -</b>	<b>\$ 1,335,544</b>	<b>\$ 1,350,721</b>	<b>\$ (15,177)</b>	<b>-1%</b>	<b>\$ 13,925,872</b>	<b>\$ 14,857,931</b>	<b>\$ (932,059)</b>	<b>-6%</b>	<b>\$ 13,925,872</b>	<b>\$ 13,234,111</b>	<b>\$ 691,761</b>	<b>5%</b>	
<b>FRINGE BENEFITS</b>													
502011 Medicare/Soc. Sec.	\$ 18,518	\$ 20,139	\$ (1,621)	-8%	\$ 190,187	\$ 221,529	\$ (31,342)	-14%	\$ 190,187	\$ 176,040	\$ 14,147	8%	
502021 Retirement	\$ 171,739	\$ 185,973	\$ (14,234)	-8%	\$ 1,843,756	\$ 2,045,703	\$ (201,947)	-10%	\$ 1,843,756	\$ 1,652,365	\$ 191,391	12%	
502031 Medical Insurance	\$ 414,389	\$ 438,530	\$ (24,141)	-6%	\$ 4,293,207	\$ 4,823,830	\$ (530,623)	-11%	\$ 4,293,207	\$ 4,141,826	\$ 151,381	4%	
502041 Dental Insurance	\$ 39,449	\$ 40,928	\$ (1,479)	-4%	\$ 431,293	\$ 450,207	\$ (18,914)	-4%	\$ 431,293	\$ 447,861	\$ (16,568)	-4%	
502045 Vision Insurance	\$ 11,135	\$ 11,336	\$ (201)	-2%	\$ 119,452	\$ 124,695	\$ (5,243)	-4%	\$ 119,452	\$ 128,548	\$ (9,096)	-7%	
502051 Life Insurance	\$ 3,910	\$ 4,414	\$ (504)	-11%	\$ 38,467	\$ 48,554	\$ (10,087)	-21%	\$ 38,467	\$ 46,709	\$ (8,242)	-18%	
502060 State Disability	\$ 12,684	\$ 30,599	\$ (17,915)	-59%	\$ 117,719	\$ 336,589	\$ (218,870)	-65%	\$ 117,719	\$ 135,595	\$ (17,876)	-13%	
502061 Disability Insurance	\$ 17,895	\$ 15,926	\$ 1,969	12%	\$ 188,859	\$ 175,186	\$ 13,673	8%	\$ 188,859	\$ 188,433	\$ 426	0%	
502071 State Unemp. Ins	\$ 485	\$ 8,019	\$ (7,534)	-94%	\$ 54,123	\$ 88,209	\$ (34,086)	-39%	\$ 54,123	\$ 54,078	\$ 45	0%	
502081 Worker's Comp Ins	\$ 73,607	\$ 116,390	\$ (42,783)	-37%	\$ 921,401	\$ 1,280,290	\$ (358,889)	-28%	\$ 921,401	\$ 772,961	\$ 148,440	19%	
502083 Worker's Comp IBNR	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	
502101 Holiday Pay	\$ 29,578	\$ 28,652	\$ 926	3%	\$ 285,375	\$ 315,172	\$ (29,797)	-9%	\$ 285,375	\$ 282,236	\$ 3,139	1%	
502103 Floating Holiday	\$ 505	\$ 5,467	\$ (4,962)	-91%	\$ 19,631	\$ 60,137	\$ (40,506)	-67%	\$ 19,631	\$ 18,721	\$ 910	5%	
502109 Sick Leave	\$ 53,013	\$ 63,400	\$ (10,387)	-16%	\$ 519,778	\$ 697,400	\$ (177,622)	-25%	\$ 519,778	\$ 464,211	\$ 55,567	12%	
502111 Annual Leave	\$ 139,932	\$ 125,133	\$ 14,799	12%	\$ 1,446,452	\$ 1,376,463	\$ 69,989	5%	\$ 1,446,452	\$ 1,504,278	\$ (57,826)	-4%	
502121 Other Paid Absence	\$ 20,014	\$ 13,692	\$ 6,322	46%	\$ 123,567	\$ 150,611	\$ (27,044)	-18%	\$ 123,567	\$ 164,358	\$ (40,791)	-25%	
502251 Physical Exams	\$ 685	\$ 3,019	\$ (2,334)	-77%	\$ 7,514	\$ 33,209	\$ (25,695)	-77%	\$ 7,514	\$ 6,666	\$ 848	13%	
502253 Driver Lic Renewal	\$ 104	\$ 433	\$ (329)	-76%	\$ 1,621	\$ 4,763	\$ (3,142)	-66%	\$ 1,621	\$ 1,756	\$ (135)	-8%	
502999 Other Fringe Benefits	\$ 6,335	\$ 8,027	\$ (1,692)	-21%	\$ 91,662	\$ 88,297	\$ 3,365	4%	\$ 91,662	\$ 101,368	\$ (9,706)	-10%	
<b>Total Fringe Benefits -</b>	<b>\$ 1,013,977</b>	<b>\$ 1,120,077</b>	<b>\$ (106,100)</b>	<b>-9%</b>	<b>\$ 10,694,064</b>	<b>\$ 12,320,844</b>	<b>\$ (1,626,780)</b>	<b>-13%</b>	<b>\$ 10,694,064</b>	<b>\$ 10,288,010</b>	<b>\$ 406,054</b>	<b>4%</b>	
<b>Total Personnel Expenses -</b>	<b>\$ 2,349,521</b>	<b>\$ 2,470,798</b>	<b>\$ (121,277)</b>	<b>-5%</b>	<b>\$ 24,619,936</b>	<b>\$ 27,178,775</b>	<b>\$ (2,558,839)</b>	<b>-9%</b>	<b>\$ 24,619,936</b>	<b>\$ 23,522,121</b>	<b>\$ 1,097,815</b>	<b>5%</b>	<b>1</b>

5-2.04

**FY2008**  
**Consolidated Operating Expenses**  
**For the month ending - May 31, 2008**

	Current Period				Year to Date				YTD Year Over Year Comparison				Notes	
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Actual		\$ Var	% Var		
									FY08	FY07				
<b><u>SERVICES</u></b>														
503011 Acctg & Audit Fees	\$ 2,600	\$ 8,333	\$ (5,733)	-69%	\$ 41,749	\$ 91,789	\$ (50,040)	-55%	\$ 41,749	\$ 35,875	\$ 5,874	16%		
503012 Admin & Bank Fees	\$ 979	\$ 19,669	\$ (18,690)	-95%	\$ 132,601	\$ 216,359	\$ (83,758)	-39%	\$ 132,601	\$ 114,938	\$ 17,663	15%	2	
503031 Prof & Tech Fees	\$ 8,538	\$ 32,126	\$ (23,588)	-73%	\$ 124,266	\$ 353,386	\$ (229,120)	-65%	\$ 124,266	\$ 204,773	\$ (80,507)	-39%	3	
503032 Legislative Services	\$ 7,500	\$ 8,084	\$ (584)	-7%	\$ 82,970	\$ 88,924	\$ (5,954)	-7%	\$ 82,970	\$ 86,333	\$ (3,363)	-4%		
503033 Legal Services	\$ -	\$ 4,306	\$ (4,306)	-100%	\$ 1,259	\$ 47,366	\$ (46,107)	-97%	\$ 1,259	\$ 1,120	\$ 139	12%		
503034 Pre-Employ Exams	\$ 1,870	\$ 2,083	\$ (213)	-10%	\$ 12,195	\$ 22,913	\$ (10,718)	-47%	\$ 12,195	\$ 18,422	\$ (6,227)	-34%		
503041 Temp Help	\$ 4,632	\$ 1,375	\$ 3,257	237%	\$ 92,996	\$ 15,125	\$ 77,871	515%	\$ 92,996	\$ 51,745	\$ 41,251	80%	4	
503161 Custodial Services	\$ 6,574	\$ 6,120	\$ 454	7%	\$ 62,436	\$ 67,320	\$ (4,884)	-7%	\$ 62,436	\$ 58,691	\$ 3,745	6%		
503162 Uniform & Laundry	\$ 3,491	\$ 3,743	\$ (252)	-7%	\$ 36,082	\$ 41,173	\$ (5,091)	-12%	\$ 36,082	\$ 38,762	\$ (2,680)	-7%		
503171 Security Services	\$ 34,794	\$ 36,994	\$ (2,200)	-6%	\$ 311,232	\$ 406,934	\$ (95,702)	-24%	\$ 311,232	\$ 365,331	\$ (54,099)	-15%		
503221 Classified/Legal Ads	\$ 1,439	\$ 2,383	\$ (944)	-40%	\$ 13,346	\$ 26,213	\$ (12,867)	-49%	\$ 13,346	\$ 14,675	\$ (1,329)	-9%		
503222 Legal Advertising	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%		
503225 Graphic Services	\$ -	\$ 1,717	\$ (1,717)	-100%	\$ -	\$ 18,887	\$ (18,887)	-100%	\$ -	\$ 15,810	\$ (15,810)	-100%		
503351 Repair - Bldg & Impr	\$ 16,956	\$ 3,542	\$ 13,414	379%	\$ 86,636	\$ 38,962	\$ 47,674	122%	\$ 86,636	\$ 52,627	\$ 34,009	65%	5	
503352 Repair - Equipment	\$ 7,262	\$ 26,236	\$ (18,974)	-72%	\$ 152,896	\$ 288,596	\$ (135,700)	-47%	\$ 152,896	\$ 128,601	\$ 24,295	19%	6	
503353 Repair - Rev Vehicle	\$ 54,938	\$ 24,255	\$ 30,683	127%	\$ 293,731	\$ 266,805	\$ 26,926	10%	\$ 293,731	\$ 251,324	\$ 42,407	17%	7	
503354 Repair - Non Rev Vehicle	\$ 1,192	\$ 4,652	\$ (3,460)	-74%	\$ 27,447	\$ 51,172	\$ (23,725)	-46%	\$ 27,447	\$ 26,175	\$ 1,272	5%		
503363 Haz Mat Disposal	\$ 987	\$ 2,042	\$ (1,055)	-52%	\$ 30,481	\$ 22,462	\$ 8,019	36%	\$ 30,481	\$ 28,295	\$ 2,186	8%		
<b>Total Services -</b>	<b>\$ 153,752</b>	<b>\$ 187,660</b>	<b>\$ (33,908)</b>	<b>-18%</b>	<b>\$ 1,502,323</b>	<b>\$ 2,064,386</b>	<b>\$ (562,063)</b>	<b>-27%</b>	<b>\$ 1,502,323</b>	<b>\$ 1,493,497</b>	<b>\$ 8,826</b>	<b>1%</b>		
<b><u>MOBILE MATERIALS AND SUPPLIES</u></b>														
504011 Fuels & Lube Non Rev Veh	\$ 21,169	\$ 10,226	\$ 10,943	107%	\$ 144,262	\$ 112,486	\$ 31,776	28%	\$ 144,262	\$ 104,940	\$ 39,322	37%	8	
504012 Fuels & Lube Rev Veh	\$ 268,850	\$ 269,649	\$ (799)	0%	\$ 2,271,245	\$ 2,948,139	\$ (676,894)	-23%	\$ 2,271,245	\$ 1,900,920	\$ 370,325	19%		
504021 Tires & Tubes	\$ 11,906	\$ 18,700	\$ (6,794)	-36%	\$ 167,694	\$ 205,700	\$ (38,006)	-18%	\$ 167,694	\$ 164,311	\$ 3,383	2%		
504161 Other Mobile Supplies	\$ 651	\$ 667	\$ (16)	-2%	\$ 6,411	\$ 7,337	\$ (926)	-13%	\$ 6,411	\$ 7,543	\$ (1,132)	-15%		
504191 Rev Vehicle Parts	\$ 72,394	\$ 56,800	\$ 15,594	27%	\$ 692,266	\$ 624,800	\$ 67,466	11%	\$ 692,266	\$ 582,886	\$ 109,380	19%	9	
<b>Total Mobile Materials &amp; Supplies -</b>	<b>\$ 374,970</b>	<b>\$ 356,042</b>	<b>\$ 18,928</b>	<b>5%</b>	<b>\$ 3,281,878</b>	<b>\$ 3,898,462</b>	<b>\$ (616,584)</b>	<b>-16%</b>	<b>\$ 3,281,878</b>	<b>\$ 2,760,600</b>	<b>\$ 521,278</b>	<b>19%</b>		

5-2-05

**FY2008**  
**Consolidated Operating Expenses**  
**For the month ending - May 31, 2008**

	Current Period				Year to Date				YTD Year Over Year Comparison				
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Actual FY08	FY07	\$ Var	% Var	Notes
<b>OTHER MATERIALS &amp; SUPPLIES</b>													
504205 Freight Out	\$ 242	\$ 412	\$ (170)	-41%	\$ 3,930	\$ 4,532	\$ (602)	-13%	\$ 3,930	\$ 1,872	\$ 2,058	110%	
504211 Postage & Mailing	\$ 7,176	\$ 1,867	\$ 5,309	284%	\$ 20,166	\$ 20,537	\$ (371)	-2%	\$ 20,166	\$ 11,678	\$ 8,488	73%	10
504214 Promotional Items	\$ -	\$ 2	\$ (2)	-100%	\$ -	\$ 22	\$ (22)	-100%	\$ -	\$ -	\$ -	0%	
504215 Printing	\$ 4,199	\$ 7,401	\$ (3,202)	-43%	\$ 61,046	\$ 81,411	\$ (20,365)	-25%	\$ 61,046	\$ 40,640	\$ 20,406	50%	
504217 Photo Supply/Processing	\$ 120	\$ 754	\$ (634)	-84%	\$ 3,528	\$ 8,293	\$ (4,765)	-57%	\$ 3,528	\$ 5,997	\$ (2,469)	-41%	
504311 Office Supplies	\$ 13,318	\$ 7,184	\$ 6,134	85%	\$ 80,316	\$ 79,024	\$ 1,292	2%	\$ 80,316	\$ 58,972	\$ 21,344	36%	11
504315 Safety Supplies	\$ 2,609	\$ 1,521	\$ 1,088	72%	\$ 23,669	\$ 16,731	\$ 6,938	41%	\$ 23,669	\$ 13,336	\$ 10,333	77%	
504317 Cleaning Supplies	\$ 6,439	\$ 4,090	\$ 2,349	57%	\$ 46,364	\$ 44,990	\$ 1,374	3%	\$ 46,364	\$ 37,656	\$ 8,708	23%	
504409 Repair/Maint Supplies	\$ 10,754	\$ 3,750	\$ 7,004	187%	\$ 75,104	\$ 41,250	\$ 33,854	82%	\$ 75,104	\$ 51,092	\$ 24,012	47%	12
504421 Non-Inventory Parts	\$ 7,161	\$ 3,605	\$ 3,556	99%	\$ 47,402	\$ 39,655	\$ 7,747	20%	\$ 47,402	\$ 28,653	\$ 18,749	65%	
504511 Small Tools	\$ 527	\$ 824	\$ (297)	-36%	\$ 8,628	\$ 9,064	\$ (436)	-5%	\$ 8,628	\$ 5,332	\$ 3,296	62%	
504515 Employee Tool Rplcmt	\$ 11	\$ 215	\$ (204)	-95%	\$ 1,207	\$ 2,365	\$ (1,158)	-49%	\$ 1,207	\$ 1,389	\$ (182)	-13%	
<b>Total Other Materials &amp; Supplies -</b>	<b>\$ 52,556</b>	<b>\$ 31,625</b>	<b>\$ 20,931</b>	<b>66%</b>	<b>\$ 371,360</b>	<b>\$ 347,874</b>	<b>\$ 23,486</b>	<b>7%</b>	<b>\$ 371,360</b>	<b>\$ 256,617</b>	<b>\$ 114,743</b>	<b>45%</b>	
<b>UTILITIES</b>													
505011 Gas & Electric	\$ 18,139	\$ 15,151	\$ 2,988	20%	\$ 191,349	\$ 166,661	\$ 24,688	15%	\$ 191,349	\$ 161,026	\$ 30,323	19%	
505021 Water & Garbage	\$ 9,635	\$ 9,274	\$ 361	4%	\$ 107,192	\$ 102,014	\$ 5,178	5%	\$ 107,192	\$ 86,628	\$ 20,564	24%	
505031 Telecommunications	\$ 8,943	\$ 8,021	\$ 922	11%	\$ 92,923	\$ 88,231	\$ 4,692	5%	\$ 92,923	\$ 69,006	\$ 23,917	35%	
<b>Total Utilities -</b>	<b>\$ 36,717</b>	<b>\$ 32,446</b>	<b>\$ 4,271</b>	<b>13%</b>	<b>\$ 391,464</b>	<b>\$ 356,906</b>	<b>\$ 34,558</b>	<b>10%</b>	<b>\$ 391,464</b>	<b>\$ 316,660</b>	<b>\$ 74,804</b>	<b>24%</b>	
<b>CASUALTY &amp; LIABILITY</b>													
506011 Insurance - Property	\$ 6,028	\$ 4,678	\$ 1,350	29%	\$ 47,277	\$ 51,458	\$ (4,181)	-8%	\$ 47,277	\$ 32,924	\$ 14,353	44%	
506015 Insurance - PL & PD	\$ 35,472	\$ 35,000	\$ 472	1%	\$ 379,091	\$ 385,000	\$ (5,909)	-2%	\$ 379,091	\$ 463,187	\$ (84,096)	-18%	
506021 Insurance - Other	\$ -	\$ 151	\$ (151)	-100%	\$ 1,007	\$ 1,661	\$ (654)	-39%	\$ 1,007	\$ 652	\$ 355	54%	
506123 Settlement Costs	\$ 1,805	\$ 12,500	\$ (10,695)	-86%	\$ 46,110	\$ 137,500	\$ (91,390)	-66%	\$ 46,110	\$ 65,600	\$ (19,490)	-30%	13
506127 Repairs - Dist Prop	\$ (575)	\$ -	\$ (575)	0%	\$ (12,596)	\$ -	\$ (12,596)	0%	\$ (12,596)	\$ (113,872)	\$ 101,276	-89%	
<b>Total Casualty &amp; Liability -</b>	<b>\$ 42,730</b>	<b>\$ 52,329</b>	<b>\$ (9,599)</b>	<b>-18%</b>	<b>\$ 460,889</b>	<b>\$ 575,619</b>	<b>\$ (114,730)</b>	<b>-20%</b>	<b>\$ 460,889</b>	<b>\$ 448,491</b>	<b>\$ 12,398</b>	<b>3%</b>	
<b>TAXES</b>													
507051 Fuel Tax	\$ 223	\$ 888	\$ (665)	-75%	\$ 5,880	\$ 9,768	\$ (3,888)	-40%	\$ 5,880	\$ 9,416	\$ (3,536)	-38%	
507201 Licenses & permits	\$ 1,406	\$ 980	\$ 426	43%	\$ 13,871	\$ 10,780	\$ 3,091	29%	\$ 13,871	\$ 14,321	\$ (450)	-3%	
507999 Other Taxes	\$ -	\$ 2,058	\$ (2,058)	-100%	\$ 14,165	\$ 22,638	\$ (8,473)	-37%	\$ 14,165	\$ 16,334	\$ (2,169)	-13%	
<b>Total Utilities -</b>	<b>\$ 1,629</b>	<b>\$ 3,926</b>	<b>\$ (2,297)</b>	<b>-59%</b>	<b>\$ 33,916</b>	<b>\$ 43,186</b>	<b>\$ (9,270)</b>	<b>-21%</b>	<b>\$ 33,916</b>	<b>\$ 40,071</b>	<b>\$ (6,155)</b>	<b>-15%</b>	

5-2.96

**FY2008**  
**Consolidated Operating Expenses**  
**For the month ending - May 31, 2008**

	Current Period				Year to Date				YTD Year Over Year Comparison				
	Actual	Budget	\$ Var	% Var	Actual	Budget	\$ Var	% Var	Actual		\$ Var	% Var	Notes
									FY08	FY07			
<b><u>PURCHASED TRANSPORTATION</u></b>													
503406 Contr/Paratrans	\$ 25,728	\$ 16,667	\$ 9,061	54%	\$ 241,261	\$ 183,337	\$ 57,924	32%	\$ 241,261	\$ 152,771	\$ 88,490	58%	
Total Purchased Transportation -	\$ 25,728	\$ 16,667	\$ 9,061	54%	\$ 241,261	\$ 183,337	\$ 57,924	32%	\$ 241,261	\$ 152,771	\$ 88,490	58%	
<b><u>MISC</u></b>													
509011 Dues & Subscriptions	\$ 2,289	\$ 4,768	\$ (2,479)	-52%	\$ 19,928	\$ 52,448	\$ (32,520)	-62%	\$ 19,928	\$ 61,621	\$ (41,693)	-68%	
509085 Advertising - Rev Product	\$ -	\$ 1,250	\$ (1,250)	-100%	\$ -	\$ 13,750	\$ (13,750)	-100%	\$ -	\$ -	\$ -	0%	
509101 Emp Incentive Prog	\$ -	\$ 2,135	\$ (2,135)	-100%	\$ 14,159	\$ 21,684	\$ (7,525)	-35%	\$ 14,159	\$ 2,860	\$ 11,299	395%	
509121 Employee Training	\$ 2,457	\$ 1,625	\$ 832	51%	\$ 86,886	\$ 87,875	\$ (989)	-1%	\$ 86,886	\$ 23,855	\$ 63,031	264%	
509123 Travel	\$ 3,067	\$ 4,348	\$ (1,281)	-29%	\$ 33,549	\$ 47,828	\$ (14,279)	-30%	\$ 33,549	\$ 20,529	\$ 13,020	63%	
509125 Local Meeting Exp	\$ 301	\$ 529	\$ (228)	-43%	\$ 4,103	\$ 5,819	\$ (1,716)	-29%	\$ 4,103	\$ 4,995	\$ (892)	-18%	
509127 Board Director Fees	\$ 1,950	\$ 1,100	\$ 850	77%	\$ 11,850	\$ 12,100	\$ (250)	-2%	\$ 11,850	\$ 10,600	\$ 1,250	12%	
509150 Contributions	\$ -	\$ 54	\$ (54)	-100%	\$ 248	\$ 594	\$ (346)	-58%	\$ 248	\$ 240	\$ 8	3%	
509197 Sales Tax Expense	\$ 384	\$ -	\$ 384	0%	\$ 332	\$ -	\$ 332	0%	\$ 332	\$ (6,907)	\$ 7,239	-105%	
509198 Cash Over/Short	\$ (224)	\$ -	\$ (224)	0%	\$ 1,217	\$ -	\$ 1,217	0%	\$ 1,217	\$ (8,482)	\$ 9,699	-114%	
Total Misc -	\$ 10,224	\$ 15,809	\$ (5,585)	-35%	\$ 172,272	\$ 242,098	\$ (69,826)	-29%	\$ 172,272	\$ 109,311	\$ 62,961	58%	
<b><u>LEASES &amp; RENTALS</u></b>													
512011 Facility Rentals	\$ 58,048	\$ 59,559	\$ (1,511)	-3%	\$ 639,643	\$ 655,152	\$ (15,509)	-2%	\$ 639,643	\$ 690,371	\$ (50,728)	-7%	
512061 Equipment Rentals	\$ 1,515	\$ 6,273	\$ (4,758)	-76%	\$ 19,016	\$ 69,003	\$ (49,987)	-72%	\$ 19,016	\$ 74,910	\$ (55,894)	-75%	
Total Leases & Rentals -	\$ 59,563	\$ 65,832	\$ (6,269)	-10%	\$ 658,659	\$ 724,155	\$ (65,496)	-9%	\$ 658,659	\$ 765,281	\$ (106,622)	-14%	
<b>Total Non-Personnel Expenses -</b>	<b>\$ 757,869</b>	<b>\$ 762,336</b>	<b>\$ (4,467)</b>	<b>-1%</b>	<b>\$ 7,114,022</b>	<b>\$ 8,436,023</b>	<b>\$ (1,322,001)</b>	<b>-16%</b>	<b>\$ 7,114,022</b>	<b>\$ 6,343,299</b>	<b>\$ 770,723</b>	<b>12%</b>	
<b>TOTAL OPERATING EXPENSE -</b>	<b>\$ 3,107,390</b>	<b>\$ 3,233,134</b>	<b>\$ (125,744)</b>	<b>-4%</b>	<b>\$ 31,733,958</b>	<b>\$ 35,614,798</b>	<b>\$ (3,880,840)</b>	<b>-11%</b>	<b>\$ 31,733,958</b>	<b>\$ 29,865,420</b>	<b>\$ 1,868,538</b>	<b>6%</b>	

**Current Period Notes:**

- 1) Total Personnel Expenses are below budget due to not being at full complement.
- 2) Admin & Bank Fees are under budget due to Sales Tax Admin Fees paid quarterly, while the budget was straight lined.
- 3) Prof & Tech Fees are below budget due to website redesign being moved to FY09.
- 4) Temp Help is over budget due to vacancies and work loads.
- 5) Repair Bldg & Impr is over budget due to the maintenance of the LCNG Fueling Station (1200 B River Street).

5-2-07

**FY2008**  
**Consolidated Operating Expenses**  
*For the month ending - May 31, 2008*

Current Period				Year to Date				YTD Year Over Year Comparison				
<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>% Var</u>	<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>% Var</u>	<u>Actual</u>	<u>FY07</u>	<u>\$ Var</u>	<u>% Var</u>	<u>Notes</u>

- 6) **Repair - Equipment** is under budget. It is typically paid quarterly or annually on contracts.
- 7) **Repair - Rev Vehicle** is over budget due to more than budgeted repair costs including transmission repairs for \$ 20K in May 2008.
- 8) **Fuels & Lube Non Rev Veh** is over budget due to bulk purchases of lubricants in Fleet.
- 9) **Rev Vehicle Parts** is over budget due to bulk purchases of parts, prior to year-end, in Fleet.
- 10) **Postage & Mailing** is over budget due to postage meter expenses in Admin.
- 11) **Office Supplies** is over budget due to the purchase of computer supplies in IT.
- 12) **Repair/MaintSupplies** are over budget due to bulk purchases of maint supplies and repairs in Facilities.
- 13) **Settlement costs** are under budget due to less than anticipated settlement costs for the year.

5-2-08



**FY2008**  
**CAPITAL BUDGET**  
*For the month ending - May 31, 2008*

	<u>YTD Actual</u>	<u>FY08 Budget</u>	<u>Remaining Budget</u>	<u>% Spent YTD</u>
<b><u>Grant-Funded Projects</u></b>				
MetroBase	\$ 5,528,583	\$ 10,300,000	\$ 4,771,417	54%
Purchase 1217 River Street	\$ 1,240,554	\$ 1,237,500	\$ (3,054)	100%
Purchase 1211 River Street	\$ 779,362	\$ 775,000	\$ (4,362)	101%
CNG Bus Conversions (40 Buses)	\$ 4,150,048	\$ 6,800,000	\$ 2,649,952	61%
Local Bus Replacement (8)	\$ -	\$ 3,400,000	\$ 3,400,000	0%
Pacific Station Project	\$ 24,076	\$ 2,729,494	\$ 2,705,418	1%
H17 Bus Replacement (5)	\$ -	\$ 2,262,000	\$ 2,262,000	0%
Hwy 17 Wireless (Air District)	\$ 44,800	\$ 42,500	\$ (2,300)	105%
Transmission	\$ 12,365	\$ 15,000	\$ 2,635	82%
<b>Subtotal Grant Funded Projects</b>	<b>\$ 11,779,788</b>	<b>\$ 27,561,494</b>	<b>\$ 15,781,706</b>	<b>43%</b>
<b><u>District Funded Projects</u></b>				
<b><u>IT Projects</u></b>				
ATP - Hastus Run Time Analysis Program - IT/OPS	\$ 18,979	\$ 37,959	\$ 18,980	50%
Qqest Time Clocks	\$ 8,014	\$ 8,014	\$ -	100%
ABS Financial System & Modules	\$ 10,877	\$ 8,000	\$ (2,877)	136%
2nd T1 Connection - ParaCruz	\$ -	\$ 8,677	\$ 8,677	0%
ABS Laser Printer & Software for Checks	\$ 2,940	\$ 6,550	\$ 3,610	45%
Laptops (2) Fleet & Finance	\$ 4,598	\$ 4,000	\$ (598)	115%
FAS - Fixed Asset Mgmt. Software	\$ 3,191	\$ 4,000	\$ 809	80%
Web Access Control Appliance	\$ 3,275	\$ 3,000	\$ (275)	109%
Printer - Ops	\$ 1,665	\$ 1,800	\$ 135	93%
<b><u>Facilities Repair &amp; Improvements</u></b>				
Bus Stop Improvements (20 total)	\$ 10,000	\$ 154,151	\$ 144,151	6%
Bus Stop improvements (China Grade Turnout) **	\$ 112,551	\$ 121,000	\$ 8,449	93%
Bus Shelters - LNI	\$ 42,371	\$ 43,034	\$ 663	98%
2-way Radio & Telephone Recording System (Exacom System)	\$ 19,890	\$ 25,000	\$ 5,110	80%
Reseal Operations Facility Roof	\$ 23,963	\$ 25,600	\$ 1,637	94%
ParaCruz Vehicle Hoist	\$ 13,020	\$ 17,500	\$ 4,480	74%
Replace HVAC at ParaCruz Facility	\$ 24,655	\$ 24,600	\$ (55)	100%
Repair Parking Lots (Greyhound, Soquel Park & Ride)	\$ 2,500	\$ 2,500	\$ -	100%
Repair Sidewalks & Bus Lanes (Pacific Station)	\$ 4,480	\$ 4,480	\$ -	100%
Cubicle Walls (ParaCruz)	\$ -	\$ 10,000	\$ 10,000	0%
Digital ID Card Processing Equip. for Pacific Station	\$ -	\$ 15,000	\$ 15,000	0%
Replace Toilets at Pacific Station & (1) Waterless	\$ 4,269	\$ 6,100	\$ 1,831	70%
Bus Operators Lockers	\$ 4,222	\$ 4,800	\$ 578	88%
Two-way Radio Portable Radio Hand-paks (4)	\$ 3,803	\$ 3,500	\$ (303)	109%
Coin Machine Replacement - Pacific Station	\$ 4,909	\$ 4,539	\$ (370)	108%
Money Counting Program - OPS	\$ 2,214	\$ 2,481	\$ 267	89%
Air Compressor - ParaCruz	\$ 2,983	\$ 3,500	\$ 517	85%
Rolling Jack - ParaCruz	\$ 3,230	\$ 3,500	\$ 270	92%

5-2-09

**FY2008**  
**CAPITAL BUDGET**  
*For the month ending - May 31, 2008*

	<u>YTD Actual</u>	<u>FY08 Budget</u>	<u>Remaining Budget</u>	<u>% Spent YTD</u>
<b><u>Revenue Vehicle Replacement</u></b>				
Purchase ParaCruz Vans (3)	\$ 213,755	\$ 216,303	\$ 2,548	99%
Rebuild Bus Engines (16 remaining) 1998 Fleet	\$ 41,698	\$ 168,000	\$ 126,302	25%
New John Deere Engines (2)	\$ 76,434	\$ 76,435	\$ 1	100%
<b><u>Non-Revenue Vehicle Replacement</u></b>				
Facility Service Body Truck (2)	\$ 55,099	\$ 60,000	\$ 4,901	92%
Pickup for Fleet (2)	\$ 33,118	\$ 35,000	\$ 1,882	95%
Hybrid - Admin	\$ 26,293	\$ 30,500	\$ 4,207	86%
Supervisor Vehicle	\$ -	\$ 29,500	\$ 29,500	0%
Shuttle Van	\$ 21,981	\$ 27,500	\$ 5,519	80%
ParaCruz Staff Car	\$ 25,601	\$ 20,000	\$ (5,601)	128%
<b><u>Maint Equipment</u></b>				
Replace Repeater - Davenport	\$ -	\$ 15,000	\$ 15,000	0%
Wire Welder	\$ 1,649	\$ 2,039	\$ 390	81%
Forklift (Purchased from Casey Printing)	\$ 1,250	\$ 1,250	\$ -	100%
<b><u>Office Equipment</u></b>				
ADD - Ergonomic Desk - ADD	\$ 1,966	\$ 1,966	\$ -	100%
<b><u>Admin</u></b>				
Purchase & Renovation of Vernon Bldg	\$ 4,002,764	\$ 6,964,902	\$ 2,962,138	57%
<b>Subtotal District Funded Projects</b>	<b>\$ 4,834,209</b>	<b>\$ 8,201,680</b>	<b>\$ 3,367,471</b>	<b>59%</b>
<b>TOTAL CAPITAL PROJECTS</b>	<b>\$ 16,613,997</b>	<b>\$ 35,763,174</b>	<b>\$ 19,149,177</b>	<b>46%</b>

5-2-01D

**FY2008**  
**CAPITAL BUDGET**  
*For the month ending - May 31, 2008*

	<u>YTD Actual</u>	<u>FY08 Budget</u>	<u>Remaining Budget</u>	<u>% Spent YTD</u>
<b><u>CAPITAL FUNDING</u></b>				
Federal Capital Grants	\$ 2,021,340	\$ 3,798,527	\$ 1,777,187	53%
State/Other Capital Grants	\$ 4,215,485	\$ 12,919,865	\$ 8,704,380	33%
AB 3090	\$ 3,823,715	\$ 6,363,000	\$ 2,539,285	60%
STA Funding (Current Year & Prior Year Deferred)	\$ 4,835,124	\$ 7,087,337	\$ 2,252,213	68%
Alternative Fuel Conversion Fund	\$ -	\$ 462,000	\$ 462,000	0%
Bus Stop Improvement Reserves	\$ -	\$ 100,000	\$ 100,000	0%
District Reserves	\$ 1,718,333	\$ 5,032,445	\$ 3,314,112	34%
<b>TOTAL CAPITAL FUNDING</b>	<b>\$ 16,613,997</b>	<b>\$ 35,763,174</b>	<b>\$ 19,149,177</b>	<b>46%</b>

5-2.011

# GOVERNMENT TORT CLAIM

## RECOMMENDED ACTION

TO: Board of Directors

FROM: District Counsel

RE: Claim of: Peevyhouse, Chad  
Date of Incident: 6/18/08

Received: 6/23/08 Claim #: 08-0019  
Occurrence Report No.: SC 06-08-17

In regard to the above-referenced Claim, this is to recommend that the Board of Directors take the following action:

- 1. Reject the claim entirely.
- 2. Deny the application to file a late claim.
- 3. Grant the application to file a late claim.
- 4. Reject the claim as untimely filed.
- 5. Reject the claim as insufficient.
- 6. Allow the claim in full.
- 7. Allow the claim in part, in the amount of \$ \_\_\_\_\_ and reject the balance.

By Margaret Gallagher  
Margaret Gallagher  
DISTRICT COUNSEL

Date: 7/03/08

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I, Cindi Thomas, do hereby attest that the above Claim was duly presented to and the recommendations were approved by the Santa Cruz Metropolitan Transit District's Board of Directors at the meeting of July 25, 2008.

By \_\_\_\_\_  
Cindi Thomas  
RECORDING SECRETARY

Date: \_\_\_\_\_

MG/lg  
Attachment(s)

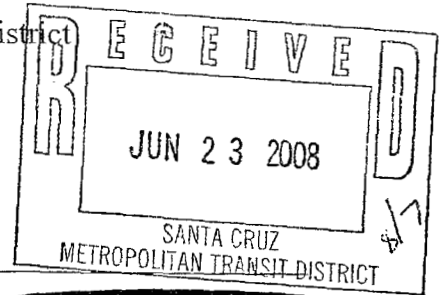
5-3.1

CLAIM AGAINST THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
(Pursuant to Section 910 et Seq., Government Code)

Claim # 08-0019

TO: BOARD OF DIRECTORS, Santa Cruz Metropolitan Transit District

ATTN: Secretary to the Board of Directors  
370 Encinal Street, Suite 100  
Santa Cruz, CA 95060



1. Claimant's Name: Chad Peevyhouse

Claimant's Address/Post Office Box: [REDACTED]

Claimant's Phone Number: [REDACTED]

2. Address to which notices are to be sent: [REDACTED]

3. Occurrence: truck/bus crash, bicycle destroyed

Date: 3-18-08 Time: ~ 5:35 PM Place: Glen Arbor

Circumstances of occurrence or transaction giving rise to claim: My bike was on rack on front of bus when truck/bus collision occurred. Bike demolished.

4. General description of indebtedness, obligation, injury, damage, or loss incurred so far as is known: Specialized Hard Rock mountain bike \$420 with speedometer = \$25 and blinking taillight = \$12, rear pannier rack = \$25

5. Name or names of public employees or employees causing injury, damage, or loss, if known: \_\_\_\_\_

6. Amount claimed now ..... \$ 487  
Estimated amount of future loss, if known ..... \$ \_\_\_\_\_  
TOTAL ..... \$ \_\_\_\_\_

7. Basis of above computations: simple math. Called two local bike shops for pricing.

Chad Peevyhouse  
CLAIMANT'S SIGNATURE (or Company Representative or Parent of Minor Claimant)

6-21-08  
DATE

Note: Claim must be presented to the Secretary to the Board of Directors, Santa Cruz Metropolitan Transit District

5-3.2

# GOVERNMENT TORT CLAIM

## RECOMMENDED ACTION

TO: Board of Directors

FROM: District Counsel

RE: Claim of: Harrold, Gary  
Date of Incident: 06/04/08

Received: 06/26/08 Claim #: 08-0020  
Occurrence Report No.: SC 06-08-03

In regard to the above-referenced Claim, this is to recommend that the Board of Directors take the following action:

- 1. Reject the claim entirely.
- 2. Deny the application to file a late claim.
- 3. Grant the application to file a late claim.
- 4. Reject the claim as untimely filed.
- 5. Reject the claim as insufficient.
- 6. Allow the claim in full.
- 7. Allow the claim in part, in the amount of \$\_\_\_\_\_ and reject the balance.

By Margaret Gallagher  
Margaret Gallagher  
DISTRICT COUNSEL

Date: 7/03/08

---

I, Cindi Thomas, do hereby attest that the above Claim was duly presented to and the recommendations were approved by the Santa Cruz Metropolitan Transit District's Board of Directors at the meeting of July 25, 2008.

By \_\_\_\_\_  
Cindi Thomas  
RECORDING SECRETARY

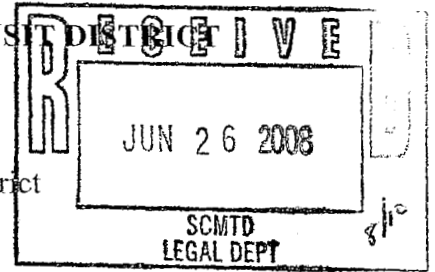
Date: \_\_\_\_\_

MG/lg  
Attachment(s)

CLAIM AGAINST THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

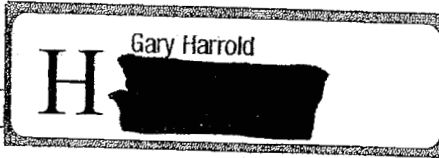
(Pursuant to Section 910 et Seq., Government Code)

Claim # 08-0020



TO: BOARD OF DIRECTORS, Santa Cruz Metropolitan Transit District

ATTN: Secretary to the Board of Directors  
370 Encinal Street, Suite 100  
Santa Cruz, CA 95060



1. Claimant's Name: \_\_\_\_\_

Claimant's Address/Post Office Box: \_\_\_\_\_

Claimant's Phone Number: \_\_\_\_\_

2. Address to which notices are to be sent: \_\_\_\_\_

3. Occurrence: Same  
Bicycle fell off bike rack, #71 bus

Date: 6/4/08 Time: 9:20 AM Place: Front St. near Soquel Av. Santa Cruz

Circumstances of occurrence or transaction giving rise to claim: I was sitting on the bus, about 1/2 way back, and without me knowing it, my folding bicycle slipped out of the wheel grooves and fell. The driver, after putting the bike back on the rack, signaled for me to come.

4. General description of indebtedness, obligation, injury, damage, or loss incurred so far as is known: The only apparent damage was to the left brake lever.

5. Name or names of public employees or employees causing injury, damage, or loss, if known: the bus driver whose name I do not know, did NOT cause the bicycle to fall off the rack.

6.	Amount claimed now	..... brake lever	\$	<u>15.00</u>
	Estimated amount of future loss, if known	... labor	\$	<u>15.00</u>
	TOTAL	.....	\$	<u>30.00</u>

7. Basis of above computations: \_\_\_\_\_

Gary Harrold  
CLAIMANT'S SIGNATURE (or Company Representative or Parent of Minor Claimant)

June 8 '08  
DATE

Note: Claim must be presented to the Secretary to the Board of Directors, Santa Cruz Metropolitan Transit District

*thank you kindly*

*Since I've already act. for the air, please*

**5-3.4**



## **AGENDA**

**JULY 16, 2008 - 6:00 PM  
PACIFIC STATION CONFERENCE ROOM  
920 PACIFIC AVENUE, SANTA CRUZ, CALIFORNIA**

- 1. ROLL CALL**
- 2. AGENDA ADDITIONS/DELETIONS**
- 3. ORAL/WRITTEN COMMUNICATION**
- 4. CONSIDERATION OF MINUTES OF JUNE 2008**
- 5. RIDERSHIP REPORT FOR APRIL 2008**
- 6. PARACRUZ OPERATIONS STATUS REPORTS FOR FEBRUARY AND MARCH 2008**
- 7. REPORT BY MAC REPRESENTATIVE TO OTHER TRANSIT-RELATED MEETINGS**
- 8. DISCUSSION OF DISCOUNTED BUS PASS PROGRAM POLICY CHANGES**
- 9. DISCUSSION OF ADVERTISING MAC MEETING**
- 10. DISCUSSION OF PROCEDURE FOR ADDING AGENDA ITEMS**
- 11. DISTRIBUTION OF MAC VOUCHERS**
- 12. COMMUNICATIONS TO METRO GENERAL MANAGER**
- 13. COMMUNICATIONS TO METRO BOARD OF DIRECTORS**
- 14. ITEMS FOR NEXT MEETING AGENDA**
- 15. ADJOURNMENT**

*NEXT MEETING: WEDNESDAY, AUGUST 20, 2008, AT 6:00 PM  
PACIFIC STATION CONFERENCE ROOM*

**5-4.1**



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

**Minutes - METRO Advisory Committee (MAC)**

**May 21, 2008**

The METRO Advisory Committee (MAC) met on Wednesday, May 21, 2008 in the Pacific Station Conference Room located at 920 Pacific Avenue in Santa Cruz, California.

Chair Naomi Gunther called the meeting to order at 6:07 p.m.

**1. ROLL CALL:**

**MEMBERS PRESENT**

Dave Williams  
Dennis "Pop" Papadopulo  
Heidi Curry  
Mara Murphy, Vice Chair  
Naomi Gunther, Chair  
Robert Yount

**STAFF PRESENT**

April Warnock, Acting Asst. Paratransit Superint.  
Ciro Aguirre, Operations Manager  
Mary Ferrick, Fixed Route Superintendent

**VISITORS PRESENT**

Steve Prince, UTU

**MEMBERS ABSENT**

Stuart Rosenstein

**2. AGENDA ADDITIONS/DELETIONS**

None at this time.

**3. ORAL/WRITTEN COMMUNICATION**

Written:

None at this time

Oral:

1. Robert Yount said that Bonnie Morr suggested to him that if the UTU contract comes before the committee, MAC members might want to look at the salary adjustments made for administrative positions and transit supervisors in 2007, and she sent Mr. Yount the staff report from the January 22, 2007 BOD Meeting. Mr. Yount offered to keep the document handy in case they are needed.
2. Dave Williams asked what had become of the recommendation to expand ParaCruz same-day service. April Warnock explained that there was no expansion of same-day service.
3. Pop Papadopulo said that he had participated in a recent bus operator training, and that the training supervisor distributed a "cheat sheet" of tips for the new operators. Mr. Papadopulo asked if a copy could be obtained for MAC to have on-hand.

**4. CONSIDERATION OF MINUTES OF APRIL 16, 2008**

**ACTION: MOTION: ROBERT YOUNT SECOND: DAVE WILLIAMS**

**ACCEPT AND FILE MINUTES OF THE APRIL 16, 2008 MEETING AS PRESENTED.**

**Motion passed unanimously with Stuart Rosenstein being absent.**

**5-4.2**

**5. RIDERSHIP REPORT FOR FEBRUARY 2008**

Chair Naomi Gunther thanked staff for providing the Guide to the Monthly Ridership Report, and requested that the Guide be included in the MAC Binders. Robert Yount noted the extremely low ridership on routes 9, 33, and 34. Mary Ferrick said that route 9 only has two trips a day, and the 33 and 34 run during the school term only, one trip in the morning and two in the afternoon. Ms. Ferrick said that these were very limited service routes, basically providing lifeline service to those areas.

Robert Yount asked what size buses were used on those limited service routes. Ms. Ferrick said that 33/34, in the a.m., has a small Goshen bus, and that p.m. route 33, because of more kids coming home at the same time, has a 35-foot bus. Ms. Ferrick said that route 34 always uses a smaller Goshen bus. Steve Prince noted that the two routes are combined in the morning. Robert Yount asked if there was any consideration to eliminate these routes. Mary Ferrick said no. Vice Chair Mara Murphy requested that the different bus models be pointed out to the MAC members on their upcoming tour of METRO facilities. Chair Naomi asked if it would be possible to place an asterisk on the Monthly Ridership Report next to limited-service routes for clarity.

Robert Yount noted the amount of bikes being carried. Chair Naomi Gunther asked if all buses carried three-position bicycle racks. Steve Prince said he thought there were still a few two-position racks. Mary Ferrick said she thought all racks had been switched out.

Vice Chair said that since she would like to see education encouraged by METRO, and she asked if there was a way for the statistics to include children in the ridership report. Mary Ferrick said children are not differentiated. Chair Naomi Gunther asked if that was for a paid passenger, and she asked if children too young to pay a fare are counted. Ms. Ferrick said that it was not possible due to the limited number of farebox buttons. Vice Chair Mara Murphy asked what buttons were in question. Ms. Ferrick explained how the farebox buttons are used. Steve Prince noted that children are tracked as pre-paid riders only. Vice Chair Murphy said that teenagers couldn't be monitored, and asked if there has been an increase in teenage riders. Mr. Prince said that student passes might be an indicator of increased teenage ridership.

**6. PARACRUZ OPERATIONS STATUS REPORT FOR JANUARY 2008**

Robert Yount pointed that ParaCruz statistics look good and noted that the only anomaly was the 125% increase in excessively late or missed trips, which went from .04% to .09%, which he said was insignificant. Mr. Yount asked if the statistics for February were better. April Warnock said that they were very good, and that there were no missed trips in February. Vice Chair Mara Murphy said that the jurisdiction or boundaries of ParaCruz was Santa Cruz County. April Warnock said that was not necessarily true and described the boundaries of the service area. Vice Chair Murphy asked if it was ParaCruz' responsibility to get clients on the 17 bus if somebody wanted to go to San Jose. Ms. Warnock affirmed that and said that was currently the only option. Vice Chair Murphy asked about clients who need to go to Monterey County. Ms. Warnock described how ParaCruz and MST Rides clients could take up to 21 trips on each other's paratransit service without obtaining

dual eligibility, and that clients needing to go to over the hill for medical appointments are referred to agencies with TDA funds or the Red Cross.

**7. REPORT BY MAC REPRESENTATIVE TO OTHER TRANSIT-RELATED MEETINGS**

Robert Yount said that he attended the BSAC meeting and reported that, despite a few delays, the China Grade turnaround is complete. Mr. Yount said that there were no new considerations for new bus stops. Chair Naomi Gunther asked how decisions are made regarding placement of shelters and bus stops. Mr. Yount briefly described the BSAC process for the consideration of bus stops. Chair Naomi Gunther asked where to direct complaints about bus stops. Mary Ferrick said that all customer service reports are forwarded to the responsible manager or department.

**8. DISCUSSION OF MARKETING TOPICS TO INCREASE RIDERSHIP**

Vice Chair Mara Murphy said that she had read an article in the newspaper about the rise in Highway 17 Express ridership, and suggested the continuous advertising of the rise in Highway 17 Express ridership. Vice Chair Murphy said that as a marketing tool, a good way to generate interest is to continue to inform them about the increase in ridership on all buses. Steve Prince pointed out that the Highway 17 Express is already at full capacity, and that he thought the article was not intended to advertise, but to make note that so many are riding due to the price of fuel. Mr. Prince pointed out that many other routes are already at capacity, and that in order to increase ridership there really needs to be an increase in service.

Chair Naomi Gunther said that one advertisement that caught her eye was a recent volume of Headways that announced the addition of Wi-Fi on the Highway 17 Express. Chair Gunther said it caught her eye because of its design and placement on the bus, that it was well done, and she asked if many riders were showing interest in Wi-Fi. Mr. Prince said that he often gets questions about Wi-Fi. Vice Chair Murphy said that an article should be placed in the newspaper if advertising was wanted. Mr. Prince reiterated that advertising is not necessary because trips are already full. Vice Chair Murphy said an increase in ridership would bring in more revenue, and allow for more buses to be purchased. Mr. Prince emphasized that certain trips have standing room only. Vice Chair Murphy said that it should not discourage increasing ridership one way or another. Mr. Prince agreed.

Vice Chair Mara Murphy asked if education fell under the marketing topic or if it was a separate topic. Chair Naomi Gunther said that it was a separate topic, but that she wanted to allow for more marketing topics, but if there were none, she wanted to finish up on the item. Robert Yount said that he is working on a public service announcement/METRO orientation dvd, and said that he had spoken with Les White, who liked the idea of using humor and then seriously explaining how to ride the bus. Dave Williams asked if it made sense to join MST in producing a public service announcement. Mr. Yount said that it made good sense, and that he would add that idea to his proposal.

Pop Papadopulo asked how many advertising spaces were available on the buses. Ciro Aguirre said that most advertising spaces are already taken, with the exception of the king-

sized spots. Vice Chair Murphy said she had never seen much advertising on METRO buses. Mr. Aguirre described the placement of the ads, and some of the policies, such as limiting ads to for-profit companies. Vice Chair Murphy asked if ad business is pursued and how much ads cost. Mr. Aguirre said he did not know. Chair Naomi Gunther asked where inquiries about advertising should be directed. Mr. Aguirre stated that inquiries should be directed to Mark Dorfman at METRO, and gave out the phone number.

Ciro Aguirre said that signs announcing the Yield To Bus program were going to go up on some of the vacant ad spaces on buses. Vice Chair Murphy asked what the Yield To Bus program was. Mr. Aguirre gave a brief explanation of the YTB program, detailing the history of the program, and the measures METRO has taken to implement the program. Chair Naomi Gunther said she noticed that not all operators are using the yield sign, and asked if it was optional. Mr. Aguirre said that it would be more common once the signs are ready, and after some training. Steve Prince said that he was instructed that it was optional. Robert Yount said that he thought the yield signs were helpful.

Chair Naomi Gunther said that any signs posted inside the bus should be in both English and Spanish, adding that she noticed some inconsistency in the posting of service-related signs in both languages. Ciro Aguirre explained that sometimes signs are pulled off at the expiration date, or just fall off, and added that signs are usually posted in both languages. Chair Gunther said that consistency would encourage confidence in the transit system. Mary Ferrick stated that the vehicle maintenance staff is instructed to post signs in both languages.

Dave Williams suggested that METRO participate in a local radio show on KSCO, but noted that Les White had not approved it. Robert Yount offered to again talk to Mr. White about it. Vice Chair Mara Murphy suggested using advertisements bearing the cost comparison of taking a personal car versus riding public transit. Vice Chair Murphy asked how much advertisements would cost. Ciro Aguirre said that they were very expensive and said that a recent order of 20 signs for the Yield To Bus comment cost \$2600. Vice Chair Murphy said she would call VTA to get the wording from one of their advertisements to use as an example.

Vice Chair Mara Murphy shared a newspaper article that told of a Career Day that Granite Rock, Inc. held to teach high school kids of the careers available with that company, and she said that perhaps METRO could do the same. The article is attached to the file copy of the minutes. Mary Ferrick said that the County and City have had their own career days, but that METRO is not part of either entity. Ms. Ferrick described some of the careers available. Ciro Aguirre noted that METRO has had difficulty in attracting women to certain positions such as mechanics and bus operators. Vice Chair Murphy said that she thought it would be great exposure for METRO.

Vice Chair Mara Murphy presented a poster from a VTA bus that depicted the winner of a County of Santa Clara art contest. A poster is attached to the file copy of the minutes. Vice Chair Murphy suggested that METRO could also have similar contests with a cash prize or free METRO pass. Chair Naomi Gunther said that riding METRO is a “green”

method of transportation and should be encouraged, and she said that the community must appreciate the service to advocate its use, especially in times of budgetary crisis. The committee discussed personal experiences about riding the bus and ways to introduce riding the bus to people who may have an aversion to public transportation. Mara Murphy said she wanted to make a motion about her poster idea. Dave Williams suggested she put together a solid proposal for the program before a motion is made. Vice Chair Mara Murphy offered to organize the program, and asked other members for their support. Chair Gunther likened the program to the KSBW Weather Picture of the Day, and suggested that mere recognition of the winner would suffice in lieu of a monetary prize. Chair Gunther asked if Vice Chair Murphy wanted to research the issue more before presenting it to the Board. Vice Chair Murphy said that she wanted to focus on low-cost options. Robert Yount said that the idea should be first presented to the Board to see if it is a viable idea.

**ACTION: MOTION: MARA MURPHY SECOND: ROBERT YOUNT**

**RECOMMEND THAT THE BOARD ALLOW MAC TO RESEARCH THE FEASIBILITY OF IMPLEMENTATING A METRO-SPONSORED POSTER CONTEST TO EDUCATE LOCAL SCHOOLCHILDREN ABOUT PUBLIC TRANSIT**

**Motion passed unanimously with Stuart Rosenstein being absent.**

Vice Chair Mara Murphy asked what to do about a METRO Career Day. Robert Yount suggested working on the poster contest first, and then take up the Career Day idea afterwards. Vice Chair Murphy asked that the Career Day be placed on the next agenda.

**9. CONSIDERATION OF REVISED ELDERLY & DISABLED DISCOUNT FARE PROGRAM**

Ciro Aguirre postponed this item to a future meeting.

**10. DISTRIBUTION OF MAC VOUCHERS**

Ciro Aguirre distributed METRO ride vouchers to the MAC members at this time.

**11. COMMUNICATIONS TO METRO GENERAL MANAGER**

- a. Chair Naomi Gunther requested that an asterisk be placed on the Ridership Report next to routes such as 9, 33 and 34 to denote limited-service.
- b. Vice Chair Mara Murphy requested that the different bus models be pointed out to the MAC members on their upcoming tour of METRO facilities.
- c. Pop Papadopulo requested a copy of the "cheat sheet" of Operator's tips that Frank Bauer distributed at the most recent Operator training.
- d. Vice Chair Mara Murphy requested that the tables in the Conference room be cleaned prior to MAC meetings.

- e. The committee requests that an invitation be extended to Ecology Action for a presentation on that agency's programs.

**12. COMMUNICATIONS TO METRO BOARD OF DIRECTORS**

None at this time.

**13. ITEMS FOR NEXT MEETING AGENDA**

- Discussion of a METRO Career Day

**ADJOURN**

There being no further business, Chair Naomi Gunther thanked everyone for participating and adjourned the meeting at 7:57 p.m.

Respectfully submitted,

ANTHONY TAPIZ  
Administrative Assistant

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 25<sup>th</sup>, 2008  
**TO:** Board of Directors  
**FROM:** April Warnock, Paratransit Superintendent  
**SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT**

## I. RECOMMENDED ACTION

**This report is for information only- no action requested**

## II. SUMMARY OF ISSUES

- METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door demand-response transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.
- METRO assumed direct operation of paratransit services November 1, 2004.
- Operating Statistics and customer feedback information reported are for the month of April 2008.
- A breakdown of pick-up times beyond the ready window is included.

## III. DISCUSSION

METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door demand-response transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.

METRO began direct operation of ADA paratransit service (METRO ParaCruz) beginning November 1, 2004. This service had been delivered under contract since 1992.

There has been discussion regarding ParaCruz on-time performance. It was noted that most statistical data continues to show improvement, the reported percentage of pick ups performed within the "ready window" has remained relatively consistent, hovering at roughly 90%. Staff was requested to provide a break down the pick-ups beyond the "ready window".

5-5.1

The table below displays the percentage of pick-ups within the “ready window” and a breakdown in 5-minute increments for pick-ups beyond the “ready window”.

	<b>April 2007</b>	<b>April 2008</b>
Total pick ups	7077	7695
<b>Percent in “ready window”</b>	<b>92.24%</b>	<b>94.74%</b>
1 to 5 minutes late	2.97%	.66%
6 to 10 minutes late	2.32%	.43%
11 to 15 minutes late	1.17%	.23%
16 to 20 minutes late	.90%	.14%
21 to 25 minutes late	.51%	.06%
26 to 30 minutes late	.28%	.03%
31 to 35 minutes late	.20%	.00%
36 to 40 minutes late	.00%	.00%
41 or more minutes late (excessively late/missed trips)	.085%	.03%
<b>Total beyond “ready window”</b>	<b>7.76%</b>	<b>5.26%</b>

During the month of April 2008, ParaCruz received twenty-one (21) Service complaints and one (1) compliment. Four (4) of the five (5) valid service complaints were related to late pick-ups, one (1) related to rude behavior by a Reservationist. Seven (7) complaints were not valid. Nine (9) complaints were un-verifiable.

**5-5.2**



**Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through April.**

	<b>April 07</b>	<b>April 08</b>	<b>Fiscal 06-07</b>	<b>Fiscal 07-08</b>
Requested	8071	8409	78,895	78,102
Performed	7077	7695	69,254	72,152
Cancels	20.65%	18.11%	19.20%	17.10%
No Shows	2.44%	1.96%	2.86%	2.33%
Total miles	47,989	48,975	478,814	478,831
Av trip miles	5.07	4.89	5.07	5.08
Within ready window	92.24%	94.74%	90.69%	93.93%
Excessively late/missed trips	6	2	114	27
Call center volume	6057	6422	58,852	60,781
Call average seconds to answer	23	28	23	29
Hold times less than 2 minutes	96%	97%	96%	97%
Distinct riders	792	791	1,686	1675
Most frequent rider	55 rides	48 rides	421 rides	410 rides
Shared rides	63.2%	69.3%	65.5%	66.0%
Passengers per rev hour	2.38	2.10	1.81	2.37
Rides by supplemental providers	7.64%	15.8%	8.26%	14.79%
Vendor cost per ride	\$24.92	\$21.16	\$24.32	\$22.44
ParaCruz driver cost per ride (estimated)	\$26.90	\$24.72	\$26.05	\$24.04
Rides < 10 miles	80.99%	71.62%	82.25%	71.77%
Rides > 10	19.01%	28.38%	17.75%	28.23%

**IV. FINANCIAL CONSIDERATIONS**

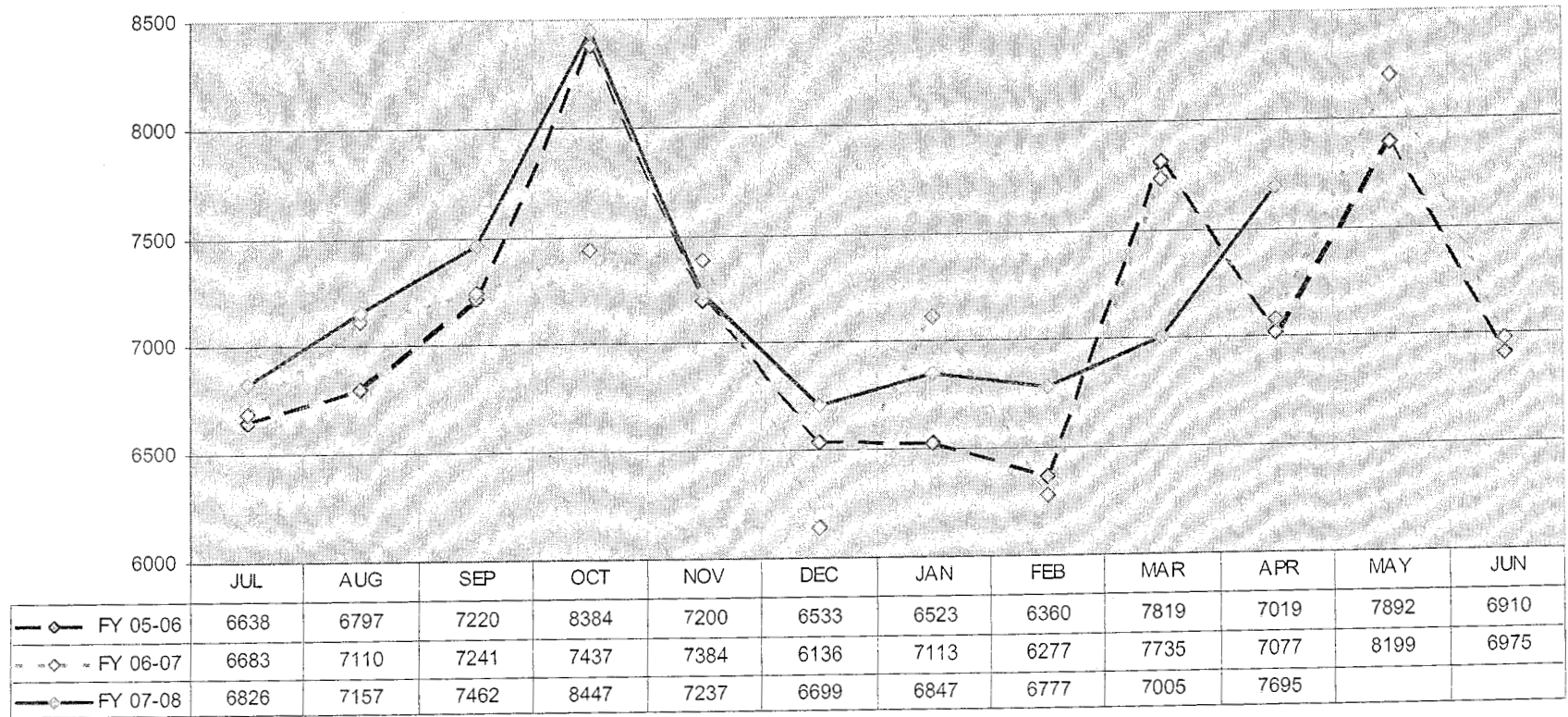
NONE

**V. ATTACHMENTS**

- Attachment A:** Number of Rides Comparison Chart
- Attachment B:** Shared vs. Total Rides Chart
- Attachment C:** Mileage Comparison Chart
- Attachment D:** Year To Date Mileage Chart
- Attachment E:** Daily Drivers vs. Subcontractor Chart

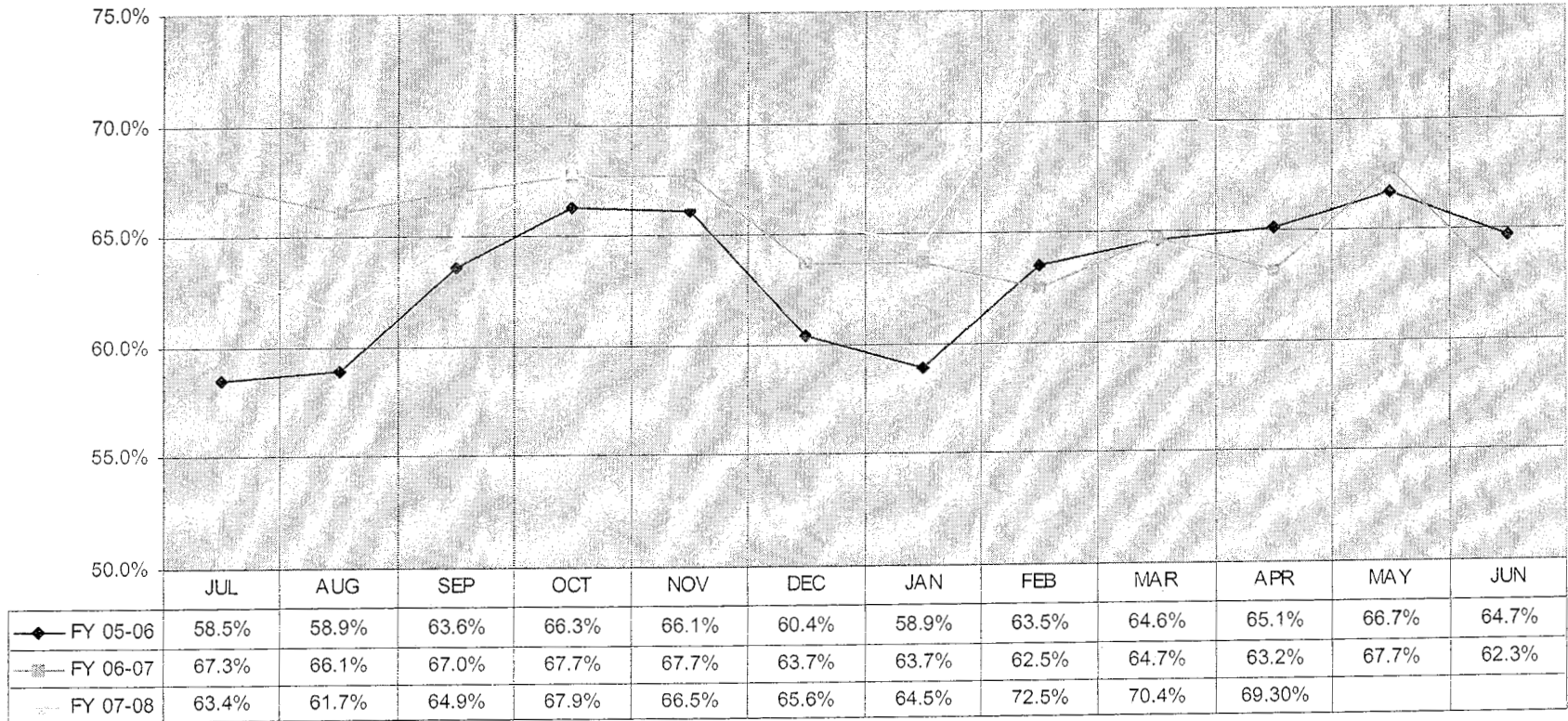
**5-5.3**

NUMBER OF RIDES COMPARISON



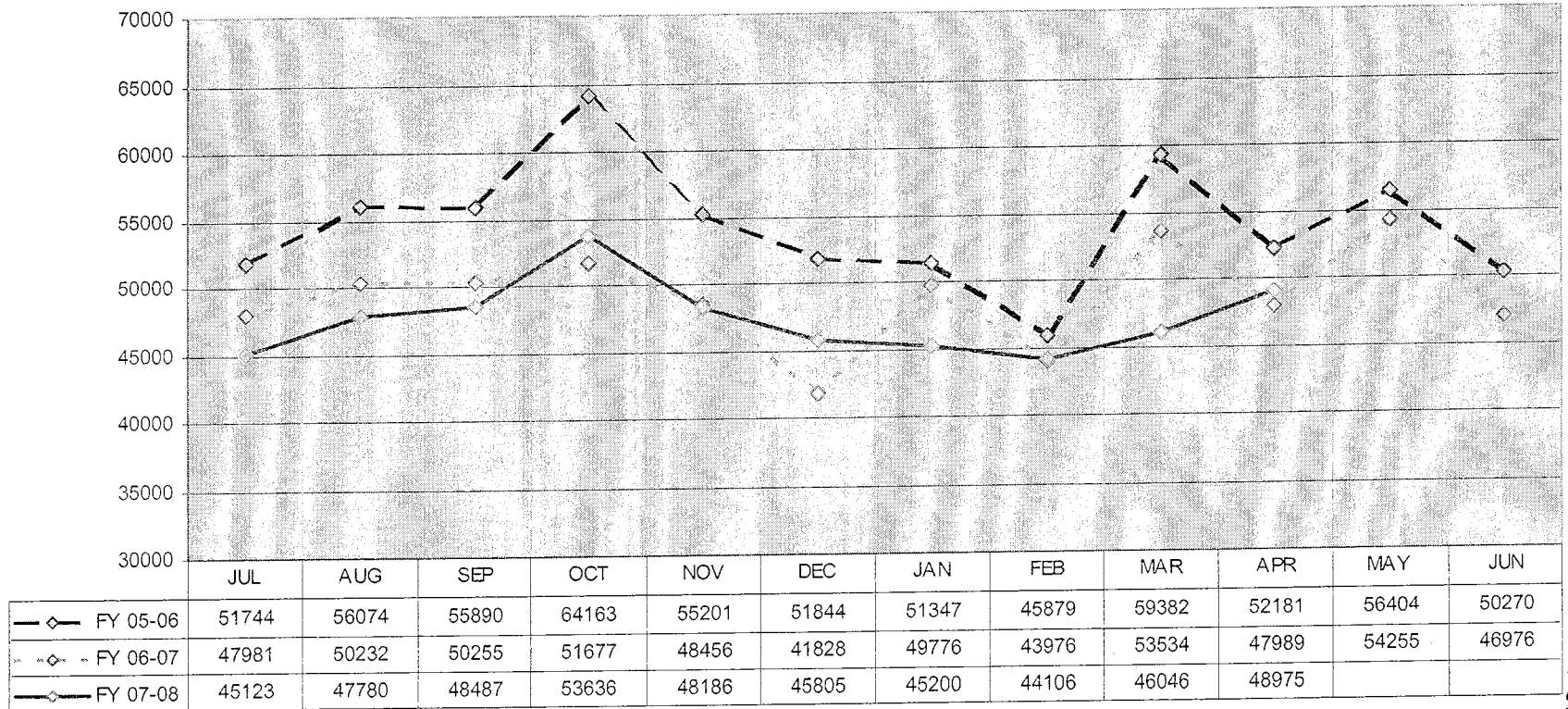
5-5:a1

MONTHLY SHARED RIDES



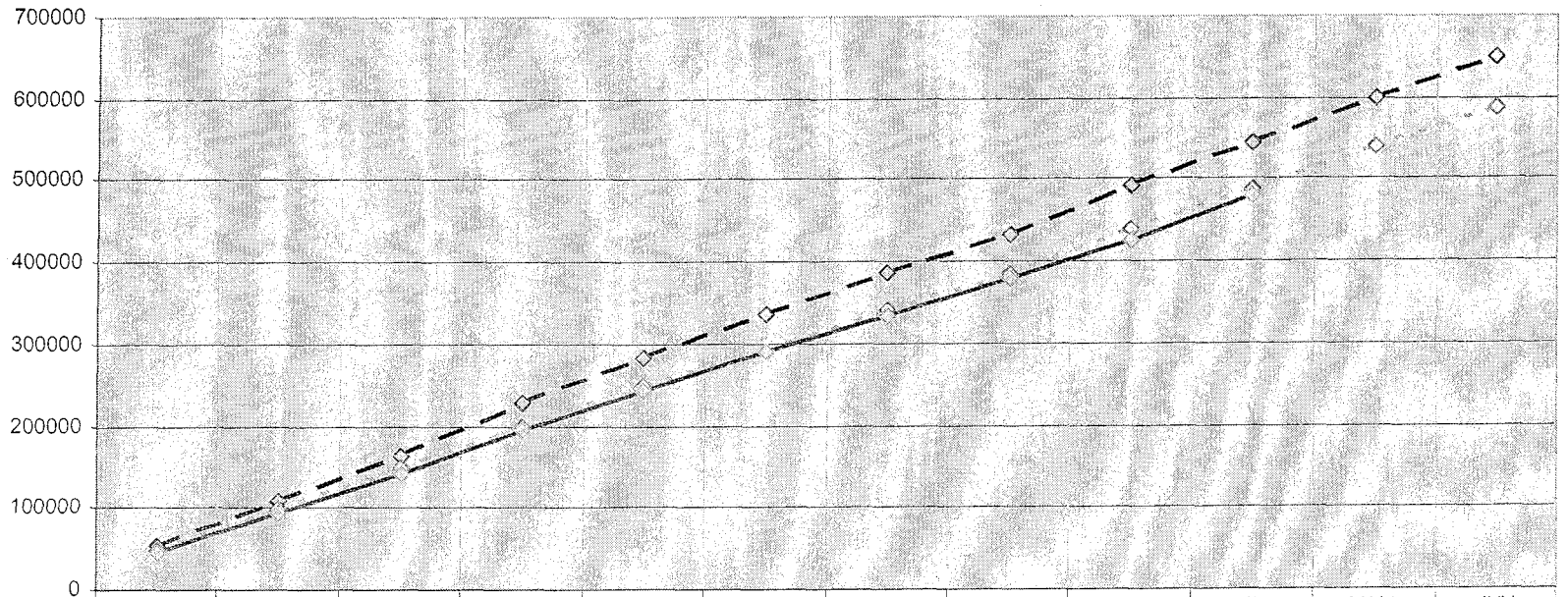
5-5.61

MILEAGE COMPARISON



5-5.01

YEAR TO DATE MILEAGE COMPARISON

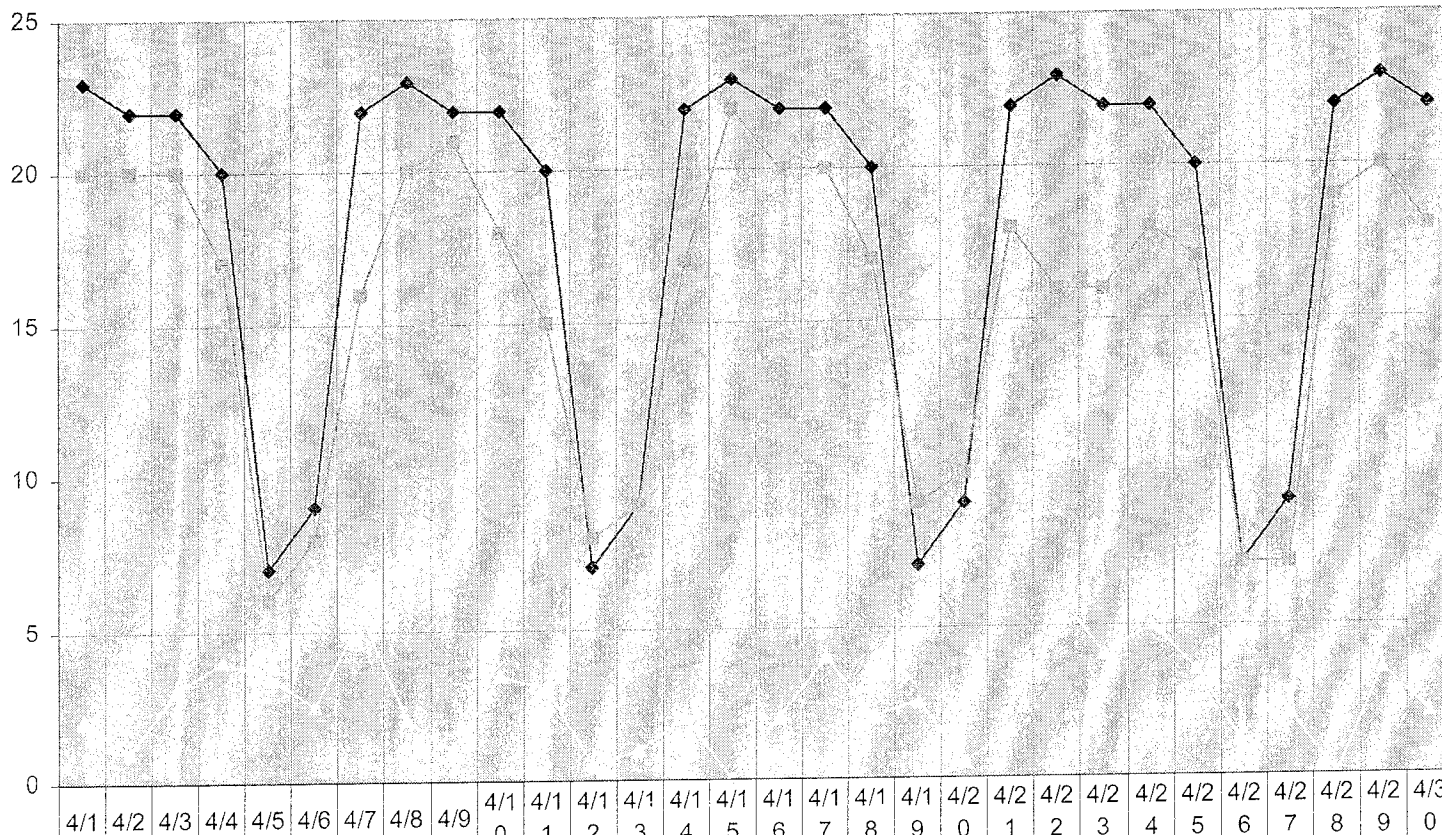


	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
—◆— FY 05-06	51744	107818	163708	227871	283072	334916	386263	432142	491524	543705	600109	650379
····◆···· FY 06-07	47981	98213	148468	200145	248601	290429	340205	384181	437715	485704	539959	586935
—◆— FY 07-08	45123	92903	141390	195026	243212	289017	334217	378323	424761	478831		

5-5.d1

5-5.e1

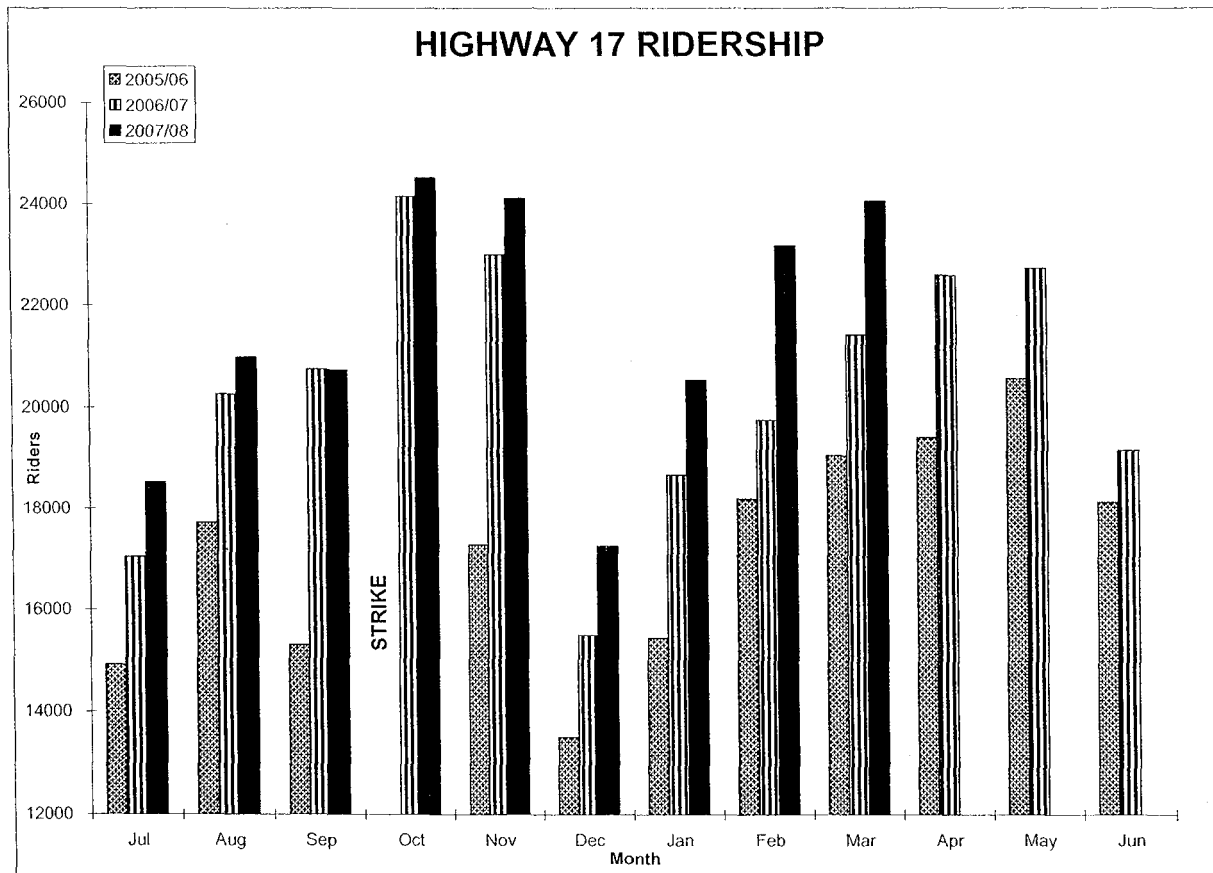
### DAILY DRIVERS VS SUBCONS



	4/1	4/2	4/3	4/4	4/5	4/6	4/7	4/8	4/9	4/10	4/11	4/12	4/13	4/14	4/15	4/16	4/17	4/18	4/19	4/20	4/21	4/22	4/23	4/24	4/25	4/26	4/27	4/28	4/29	4/30							
◆ #PC SCHEDULE	23	22	22	20	7	9	22	23	22	22	20	7	9	22	23	22	22	20	7	9	22	23	22	22	20	7	9	22	23	22	22	20	7	9	22	23	22
■ #PC ACTUAL	20	20	20	17	6	8	16	20	21	18	15	8	9	17	22	20	20	17	9	10	18	16	16	18	17	7	7	19	20	18							
# SUBCON	2.0	1.0	3.0	4.0	3.5	2.5	5.5	2.0	1.0	3.5	3.0	0.5	1.0	2.0	0.0	2.0	4.0	2.0	2.5	0.5	1.5	6.0	4.0	5.0	3.5	1.0	2.0	0.0	3.5	2.0							

# HIGHWAY 17 - MARCH 2008

	MARCH			YTD		
	This Year	Last Year	%	This Year	Last Year	%
<b>FINANCIAL</b>						
Cost	\$ 145,041	\$ 139,203	4.2%	\$1,282,817	\$ 1,205,342	6.4%
Farebox	\$ 82,667	\$ 71,819	15.1%	\$ 646,062	\$ 606,000	6.6%
Operating Deficit	\$ 50,438	\$ 63,196	(20.2%)	\$ 532,409	\$ 534,237	(0.3%)
Santa Clara Subsidy	\$ 25,219	\$ 31,598	(20.2%)	\$ 266,205	\$ 267,119	(0.3%)
METRO Subsidy	\$ 25,219	\$ 31,598	(20.2%)	\$ 266,205	\$ 267,119	(0.3%)
San Jose State Subsidy	\$ 1,683	\$ 1,091	54.3%	\$ 15,207	\$ 14,340	6.0%
AMTRAK Subsidy	\$ 10,253	\$ 3,098	231.0%	\$ 89,138	\$ 50,765	75.6%
<b>STATISTICS</b>						
Passengers	24,054	21,423	12.3%	193,890	180,556	7.4%
Revenue Miles	41,271	42,343	(2.5%)	371,164	368,414	0.7%
Revenue Hours	1,548	1,588	(2.5%)	13,919	13,816	0.7%
Passengers/Day	776	691	12.3%	705	659	7.0%
Passengers/Weekday	893	819	9.1%	836	806	3.6%
Passengers/Weekend	529	378	40.0%	408	331	23.2%
<b>PRODUCTIVITY</b>						
Cost/Passenger	\$ 6.03	\$ 6.50	(7.2%)	\$6.62	\$6.68	(0.9%)
Revenue/Passenger	\$ 3.44	\$ 3.35	2.5%	\$3.33	\$3.36	(0.7%)
Subsidy/Passenger	\$ 2.17	\$ 3.00	(27.8%)	\$2.82	\$3.04	(7.0%)
Passengers/Mile	0.58	0.51	15.2%	0.52	0.49	6.6%
Passengers/Hour	15.54	13.49	15.2%	13.93	13.07	6.6%
Recovery Ratio	57.0%	51.6%	10.5%	50.4%	50.3%	0.2%



# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

## STAFF REPORT

**DATE:** July 25, 2008

**TO:** Board of Directors

**FROM:** Margaret ~~G~~ Gallagher, District Counsel

**SUBJECT: CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT WITH SUE CLARKE FOR AUDITING OF THE TALKING BUSES EXTERNAL ANNOUNCEMENTS AT THE BART CAVALLARO TRANSIT CENTER**

### I. RECOMMENDED ACTION

**Authorize the General Manager to Execute a Contract with Sue Clarke for Auditing of the external route announcements at the Cavallaro Transit Center.**

### II. SUMMARY OF ISSUES

- Santa Cruz METRO is required by the Americans with Disabilities Act to make Call Stop Announcements. The announcements can be made either through the use of Talking Bus Equipment or by the individual bus operators. METRO purchased Talking Bus Equipment for purposes of making the required announcements.
- Sue Clarke has been auditing the Talking Bus external announcements at the Watsonville Transit Center and Bart Cavallaro Transit Center since July 1, 2007. The information contained in Ms. Clarke's audit reports is provided in the quarterly Call Stop Reports provided to the Board of Directors. Sue Clarke's contract expires on 07/31/08.
- When the Board of Directors approved Sue Clarke's last contract, it asked whether security guards at the Watsonville Transit Center could perform the external bus audits. The Manager of Operations has confirmed that they can perform the audits and they will be able to perform this function by August 1, 2008.

### III. DISCUSSION

Santa Cruz METRO is required by the Americans with Disabilities Act to make Call Stop Announcements. METRO purchased the talking bus equipment for purposes of making the required announcements. The equipment provides for internal and external announcements. The external announcements that announce the bus route for each bus are made at the Transit Centers and at the bus stops. These announcements alert potential passengers that a particular bus will be following a specific route. These announcements are critical to insure that all passengers know which bus they should board to get to their destination. METRO staff has determined that at the Transit Centers the external announcements should call out the routes four times before the bus departs from the center. The purpose of the contract with Sue Clarke is so that she can verify that the bus operators are making the required four announcements before they depart from the



Centers. This verification system will ensure that METRO is able to properly defend itself should anyone dispute that METRO is calling out the stops in compliance with the law.

Attached is the current contract for Sue Clarke, who has been auditing the required external announcements at the Watsonville Transit Center and Bart Cavallaro Transit Center since July 1, 2007. Her current contract expires on 07/31/08. If the Board of Directors approves this recommendation to continue the audits, this current contract will be used for the new contract, the only change will be in the contract period, which will be August 1, 2008 through December 31, 2008 and the limitation that she will only be responsible for the Bart Cavallaro Transit Center.

#### **IV. FINANCIAL CONSIDERATIONS**

Ms. Clarke has been auditing 10 hours per week. She is paid at the rate of \$25.00 per hour, or \$250.00 per week. This contract would reduce those hours to 5 per week.

#### **V. ATTACHMENTS**

**Attachment A:** Current Independent Contractor Agreement

5-7.2

Contract No. \_\_\_\_\_

INDEPENDENT CONTRACTOR AGREEMENT

THIS CONTRACT is entered into this 1st day of August, 2008, by and between the SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, hereinafter called METRO, and Susan Clarke, hereinafter called CONTRACTOR. The parties agree as follows:

1. METRO NEEDS:

METRO has a need for Call Stop Surveyors who will audit the METRO buses at the the Bart Cavallaro Transit Center to determine how many times those buses audited make the external route announcements before departing from the transit centers. Contractor has a desire to audit buses at these transit centers for METRO under the terms and conditions set forth herein.

2. DUTIES:

CONTRACTOR agrees to exercise special skill to accomplish the following result: **Audit External Bus Announcements at the Bart Cavallaro Transit Center and provide information to METRO re each audit and its results.**

3. COMPENSATION:

In consideration for CONTRACTOR accomplishing said result, METRO agrees to pay CONTRACTOR as follows: **\$25.00 per hour to a maximum of 5 hours per week. Contractor shall bill the District monthly setting forth the time, date, location, bus number and audit results of each bus audited and the specific times and dates that Contractor was in audit status.**

4. TERM: The term of this contract shall be effective through December 31, 2008.

5. EARLY TERMINATION:

Either party hereto may terminate this contract at any time by giving (30) days written notice to the other party.

6. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS:

CONTRACTOR shall exonerate, indemnify, defend, and hold harmless METRO (which for the purpose of paragraphs 5 and 6 shall include, without limitation, its officers, agents, employees and volunteers) from and against:

- A. Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which METRO may sustain or incur or which may be imposed upon it for injury to or death of persons, or damage to property as a result of, arising out of, or in any manner connected with the CONTRACTOR'S performance under the terms of this Agreement, excepting any liability arising out of the sole negligence of the METRO. Such indemnification includes any damage to person(s), or property (ies) of CONTRACTOR and third persons.

5-7.a1

- B. Any and all Federal, State and Local taxes, charges, fees, or contributions required to be paid with respect to METRO and METRO's officers, employees and agents engaged in the performance of this Agreement (including, without limitation, unemployment insurance, social security and payroll tax withholding).

#### 7. EQUAL EMPLOYMENT OPPORTUNITY.

During and in relation to the performance of this Agreement, CONTRACTOR agrees as follows:

The CONTRACTOR shall not discriminate against any METRO employee because of race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 40), veteran status, or any other non-merit factor unrelated to job duties.

#### 8. INDEPENDENT CONTRACTOR STATUS.

CONTRACTOR and METRO have reviewed and considered the principal test and secondary factors below and agree that CONTRACTOR is an independent contractor and not an employee of the METRO. CONTRACTOR is responsible for all insurance (workers compensation, unemployment, etc.) and all payroll related taxes. METRO agrees that CONTRACTOR shall have the right to control the manner and means of accomplishing the result contracted for herein.

PRINCIPAL TEST: The CONTRACTOR rather than the METRO has the right to control the manner and means of accomplishing the result contracted for.

#### SECONDARY FACTORS:

- (a) The extent of control which, by agreement, METRO may exercise over the details of the work is slight rather than substantial; (b) CONTRACTOR is engaged in a distinct occupation or business; (c) In the locality, the work to be done by CONTRACTOR is usually done by a specialist without supervision, rather than under the direction of an employer; (d) The skill required in the particular occupation is substantial rather than slight; (e) The CONTRACTOR rather than the METRO supplies the instrumentality, tools and work place; (f) The length of time for which CONTRACTOR is engaged is of limited duration rather than indefinite; (g) The method of payment of CONTRACTOR is by the job rather than by the time; (h) The work is part of a special or permissive activity, program or project, rather than part of the regular business of METRO; (i) CONTRACTOR and METRO believe they are creating an independent contractor relationship rather than an employer-employee relationship; and (j) The METRO conducts public transportation business.

It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors that indicate that CONTRACTOR is an independent contractor.

By their signatures to this Agreement, each of the undersigned certifies that it is his considered judgment that the CONTRACTOR engaged under this Agreement is in fact an independent contractor.

5-7.92

9. NONASSIGNMENT.

CONTRACTOR shall not assign this Agreement without prior written consent of the METRO.

10. RETENTION AND AUDIT OF RECORDS.

CONTRACTOR shall retain records pertinent to this Agreement for a period of not less than five (5) years after final payment under this Agreement or until a final audit report is accepted by METRO, whichever comes first. CONTRACTOR hereby agrees to be subject to the examination and audit by the METRO, the Auditor General of the State of California, or the designee of either for a period of five (5) years after final payment under this Agreement.

11. ATTACHMENTS

This Agreement includes the following attachments (identify by name or write "NONE"):

**NONE**

12. NOTICES:

Any notice, demand, request, consent approval or communication that either party desires or is required to give to the other party shall be in writing and either served personally by depositing the same in the United States Postal Service, registered or certified mail, return receipt requested with the postage prepaid, addressed to the other party at the address set forth below. Either party may change its address by notifying the other party of the change of address by compliance with this section. Notice shall be deemed communicated within forty-eight hours from the time of mailing if mailed as provided in this Article 12.

METRO:  
Margaret Gallagher  
District Counsel  
Santa Cruz Metropolitan Transit District  
370 Encinal Street, Suite 100  
Santa Cruz, CA 95060

CONTRACTOR:  
Susan Clarke  
325 Vista Robles Drive  
Ben Lomond, CA 95005

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13. TIME OF THE ESSENCE:

Time is of the essence of each provision of this Agreement.

14. DRUG AND ALCOHOL POLICY

Contractor and its employees shall not use, possess, manufacture, or distribute alcohol or illegal drugs while on the premises at any District facility, or distribute same to METRO's employees, passengers, or the general public.

5-7.a3

15. SMOKE FREE

The Centers are smoke free facilities. Contractor shall comply with State law and the City Ordinance regarding smoking. Contractor and its employees and customers shall not smoke tobacco products at the Transit Centers or while performing services under this Agreement.

16. ALL AMENDMENTS IN WRITING

No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

17. NONDISCRIMINATION

Contractor shall not discriminate on the grounds of race, religion, color, sex, age, marital status, medical condition, disability, national origin or sexual preference in any manner or as a result of or arising out of this Agreement agreement.

18. NO CONFLICT OF INTEREST

Contractor represents that it currently has no interest, and shall not have any interest, direct or indirect, that would conflict in any manner with the performance of services required under this Contract.

19. GOVERNING LAW & COMPLIANCE WITH ALL LAWS

This Contract is governed by and construed in accordance with the laws of California. Each party will perform its obligations hereunder in accordance with all applicable laws, rules, and regulations now or hereafter in effect. Contractor shall ensure throughout the terms of this Agreement that all federal, state and local laws and requirements are met including any requirements District is obligated to perform because of receipt of grant funding. Contractor shall also be required to fulfill its obligation as a federal and/or state and/or local sub-recipient of grant funding.

20. ATTORNEYS' FEES

In the event suit is brought to enforce or interpret any part of this Agreement, the prevailing party shall be entitled to recover as an element of costs of suit, and not as damages, a reasonable attorney's fee to be fixed by the court. The "prevailing party" shall be the party who is entitled to recover his costs of suit, whether or not the suit proceeds to final judgment. A party not entitled to recover his costs shall not recover attorney's fees. No sum for attorney's fees shall be counted in calculating the amount of a judgment for purposes of determining whether a party is entitled to recover his costs of attorney's fees.

21. AUTHORITY

Each party has full power and authority to enter into and perform this Agreement, and the person(s) signing this Agreement on behalf of each has been properly authorized and empowered

5-7.04

to enter into this Agreement. Each party further acknowledges that it has read this Agreement, understands it, and agrees to be bound by it.

IN WITNESS WHEREOF, the parties hereto have set their hands the day and year first above written.

METRO

By: \_\_\_\_\_

370 Encinal Street, Ste. 100  
Santa Cruz, CA 95060  
(831) 426-6080

APPROVED AS TO FORM:

By: \_\_\_\_\_  
District Counsel

CONTRACTOR

By: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Federal Tax ID No: \_\_\_\_\_

DISTRIBUTION:

Contractor  
Administration  
Finance  
Purchasing  
Department Manager

5-7.95

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 11, 2008  
**TO:** Board of Directors  
**FROM:** Mark J. Dorfman, Assistant General Manager  
**SUBJECT:** UNIVERSITY OF CALIFORNIA – SANTA CRUZ SERVICE UPDATE

## I. RECOMMENDED ACTION

**This report is for information purposes only. No action is required**

## II. SUMMARY OF ISSUES

- UCSC Spring service began on March 31, 2008.
- There were twenty-two (22) school-term days for April 2008 versus twenty (20) school-term days for April 2007.
- Overall UCSC trips for April 2008 increased by 9.7% versus April 2007.
- Student trips for April 2008 increased by 9.8% versus April 2007.
- Faculty/staff trips for April 2008 increased by 7.9% versus April 2007.
- Revenue received from UCSC for April 2008 was \$344,270 versus \$272,973 for April 2007, an increase of 26.1%.

## III. DISCUSSION

Total ridership for UC service in April increased by 9.7% compared with April 2007. However, there were two more school-term days this year compared to last. Still, average ridership per day is up 8.2% compared with last April. Year-to-date UC ridership is up 3.4% through April compared with last year.

## IV. FINANCIAL CONSIDERATIONS

NONE

## V. ATTACHMENTS

- Attachment A:** UC Ridership Chart  
**Attachment B:** UC Student Billable Trips  
**Attachment C:** UCSC Faculty / Staff Billable Trips

5-8.1

### UC Ridership Chart

Apr-08	Student Ridership			Faculty/ Staff Ridership			Average Student Ridership Per School Term Day			Average Faculty/Staff Ridership Per Weekday		
	FY 2008	FY 2007	%	FY 2008	FY 2007	%	FY 2008	FY 2007	%	FY 2008	FY 2007	%
Regular Service	259,140	235,262	10.1%	17,960	16,718	7.4%	11,034.5	10,081.8	9.4%	764.5	723.6	5.6%
Supplemental	5,249	10,388	-49.5%	177	397	-55.4%	238.6	519.4	-54.1%	8.0	19.9	-59.5%
Night Owl	5,210	4,741	9.9%	39	29	34.5%	96.0	111.8	-14.1%	0.7	0.9	-23.8%
27x	5,252	-	n/a	330	-	n/a	238.7	-	n/a	15.0	-	n/a
<b>TOTAL</b>	<b>274,851</b>	<b>250,391</b>	<b>9.8%</b>	<b>18,506</b>	<b>17,144</b>	<b>7.9%</b>	<b>11,607.8</b>	<b>10,713.0</b>	<b>8.4%</b>	<b>788.2</b>	<b>744.4</b>	<b>5.9%</b>

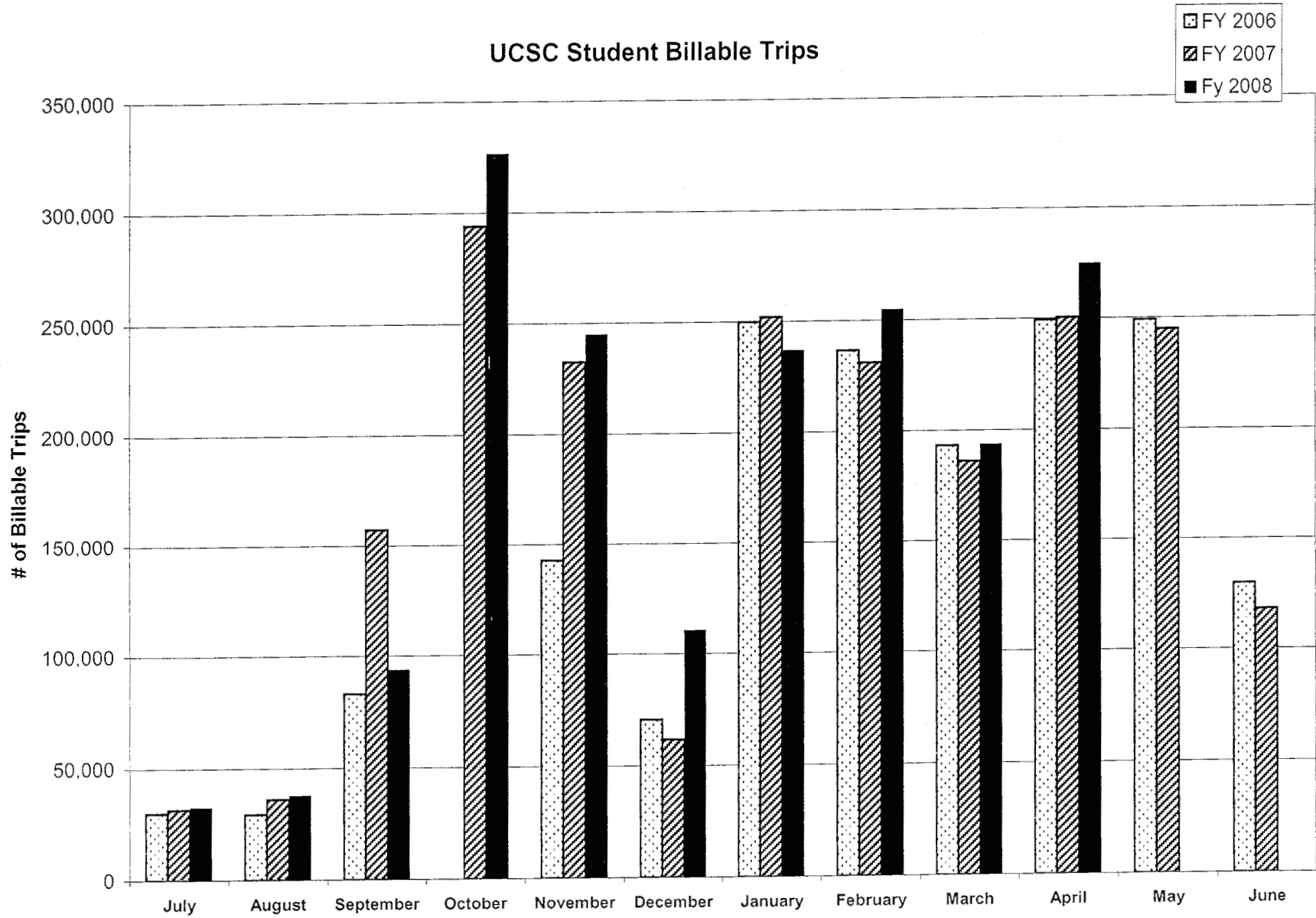
5-8.a1

Attachment A



5-8.61

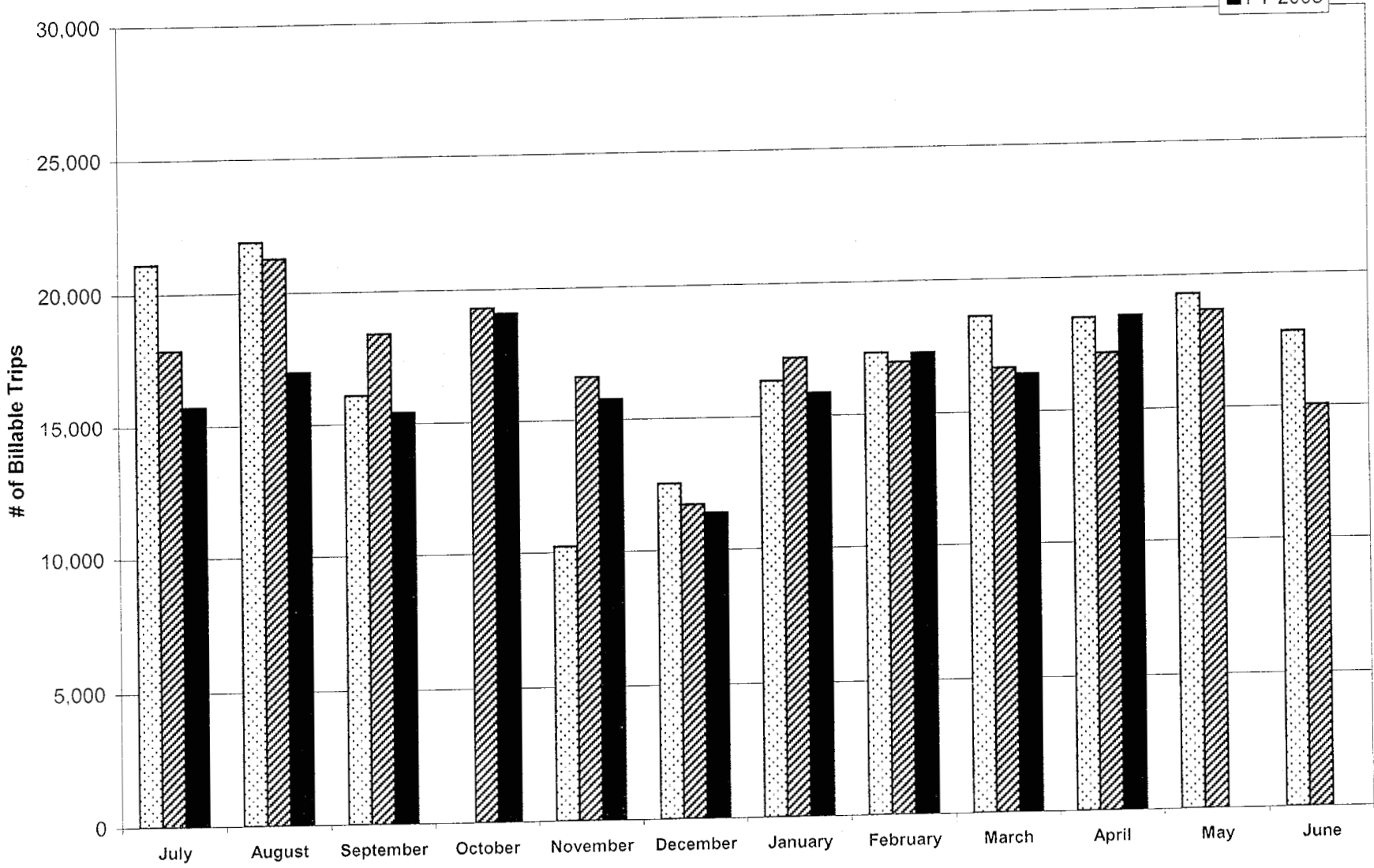
### UCSC Student Billable Trips



Attachment B

### UCSC Faculty Staff Billable Trips

FY 2006  
FY 2007  
FY 2008



5-8.c1

Attachment C

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 25, 2008  
**TO:** Board of Directors  
**FROM:** Robyn Slater, Human Resources Manager  
**SUBJECT: PRESENTATION OF EMPLOYEE LONGEVITY AWARDS**

## I. RECOMMENDED ACTION

**Staff recommends that the Board of Directors recognize the anniversaries of those District employees named on the attached list and that the Board Chair present them with awards.**

## II. SUMMARY OF ISSUES

- None.

## III. DISCUSSION

Many employees have provided dedicated and valuable years to the Santa Cruz Metropolitan Transit District. In order to recognize these employees, anniversary awards are presented at five-year increments beginning with the tenth year. In an effort to accommodate those employees that are to be recognized, they will be invited to attend the Board meetings to receive their awards.

## IV. FINANCIAL CONSIDERATIONS

None.

## V. ATTACHMENTS

**Attachment A:** Employee Recognition List

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
EMPLOYEE RECOGNITION**

**TEN YEARS**

Serafin G. Ruiz, Bus Operator  
Sandra C. Lipperd, Bus Operator

**FIFTEEN YEARS**

None

**TWENTY YEARS**

Russell B. Thomas, Fleet Maintenance Mechanic II

**TWENTY-FIVE YEARS**

None

**THIRTY YEARS**

None

**BEFORE THE BOARD OF DIRECTORS OF THE  
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

Resolution No. \_\_\_\_\_  
On the Motion of Director: \_\_\_\_\_  
Duly Seconded by Director: \_\_\_\_\_  
The Following Resolution is Adopted:

**A RESOLUTION OF APPRECIATION FOR THE SERVICES OF  
BONNIE J. WILSON AS ADMINISTRATIVE ASSISTANT/SUPERVISOR  
FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

**WHEREAS**, the Santa Cruz Metropolitan Transit District was formed to provide public transportation to all of the residents of Santa Cruz County, and

**WHEREAS**, the provision of public transportation service requires a competent, dedicated workforce, and

**WHEREAS**, the Santa Cruz Metropolitan Transit District, requiring an employee with expertise and dedication appointed Bonnie J. Wilson to serve in the position of Administrative Assistant/Supervisor, and

**WHEREAS**, Bonnie J. Wilson served as a member of the Operations Department of the Santa Cruz Metropolitan Transit District for the time period of June 3, 1991 to June 30, 2008, and

**WHEREAS**, Bonnie J. Wilson provided the Santa Cruz Metropolitan Transit District with dedicated service and commitment during the time of employment, and

**WHEREAS**, Bonnie J. Wilson served the Santa Cruz Metropolitan Transit District with distinction, and

**WHEREAS**, the service provided to the residents of Santa Cruz County by Bonnie J. Wilson resulted in reliable, quality public transportation being available in the most difficult of times, and

**WHEREAS**, during the time of Bonnie J. Wilson's service, METRO expanded service, developed new operating facilities, purchased new equipment, developed accessible bus stops, opened new transit centers, improved ridership, responded to adverse economic conditions, assumed direct operational responsibility for the Highway 17 Express service and the Amtrak Connector service, and assumed direct operational responsibility for the ParaCruz service, and

**WHEREAS**, the quality of life in Santa Cruz County was improved dramatically as a result of the exemplary service provided by Bonnie J. Wilson.

**NOW, THEREFORE, BE IT RESOLVED**, that upon her retirement as Administrative Assistant/Supervisor, the Board of Directors of the Santa Cruz Metropolitan Transit District does hereby commend Bonnie J. Wilson for efforts in advancing public transit service in Santa Cruz County and expresses sincere appreciation on behalf of itself, Santa Cruz Metropolitan Transit District staff and all of the residents of Santa Cruz County.

**BE IT FURTHER RESOLVED**, that a copy of this resolution will be presented to Bonnie J. Wilson, and that a copy of this resolution be entered into the official records of the Santa Cruz Metropolitan Transit District.

7.1

**PASSED AND ADOPTED** this 25th day of July 2008 by the following vote:

**AYES: Directors -**

**NOES: Directors -**

**ABSTAIN: Directors -**

**ABSENT: Directors -**

**APPROVED** \_\_\_\_\_

JAN BEAUTZ  
Board Chair

**ATTEST** \_\_\_\_\_

LESLIE R. WHITE  
General Manager

**APPROVED AS TO FORM:**

\_\_\_\_\_  
MARGARET GALLAGHER  
District Counsel

7.2

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 25, 2008  
**TO:** Board of Directors  
**FROM:** Ciro Aguirre, Manager of Operations  
**SUBJECT: METRO ADVISORY COMMITTEE RECOMMENDATION  
PROHIBITING BICYCLES INSIDE HIGHWAY 17 EXPRESS BUSES**

## I. RECOMMENDED ACTION

**That the Board of Directors consider the METRO Advisory Committee (MAC) recommendation to revise current METRO policy to prohibit full-sized bicycles inside Highway 17 Express buses after September 2008, and that the Board of Directors hold a Public Hearing on the proposed policy change should they wish to make any changes in the existing policy.**

## II. SUMMARY OF ISSUES

- Highway 17 Express service has experienced significant ridership growth
- Weekday and weekend schedules are reported as having fully seated and standing capacities on several trips
- Presence of bicycles has increased on Highway 17 service exceeding externally mounted three position bicycle rack carrying capacity
- Bicycles are currently allowed inside Highway 17 buses when external capacity is reached in accordance with present policy
- The METRO Advisory Committee is recommending revision to current METRO policy on bicycles allowed inside Highway 17 buses

## III. DISCUSSION

At the April 16, 2008 MAC meeting a customer service report was presented to the committee referencing a complaint submitted by a Highway 17 passenger expressing concern that he, and several other passengers, were required to stand the entire trip from Santa Cruz to San Jose (see Attachment A).

The report cited that the presence of bicycles inside the bus prohibited the use by passengers of forward and side facing seats in the area designated for Seniors and Disabled riders. Had the bicycles not been inside the bus the seat would have accommodated three additional passengers.

Metro has been allowing the inclusion of up to two (2) bicycles inside specific bus routes for several years on a space available basis whenever bicycle rack carrying capacity is reached. The

reasons for these routes (40, 41, & 42) to allow bicycles inside the bus are due to schedule infrequency, and extreme rural destinations. For the Highway 17 Express, when the service was initially introduced the considerations were distance of travel, the two position bicycle racks, and the availability of seating.

With the incorporation of AMTRAK and other societal and environmental considerations, Hwy 17 service has experienced significant increases in ridership resulting in full seated and standing capacity on a more frequent basis. For every two (2) bicycles brought on board a Highway 17 Express bus, three passenger seats are rendered unusable on ORION series buses.

Current METRO policy on bicycles, as established by the Board of Directors is as noted in METRO's Headways publication, page 8, Bike Rack Overloads on Routes 40, 41, 42, and Highway 17 Express states as follows:

**“Individuals may board bicycles inside Highway 17 coaches at Diridon Station southbound and Cavallaro Station northbound on a space-available basis. Highway 17 Express riders are encouraged to explore the use of Ecology Action folding Bikes in Buses Incentive Program which provides \$200 incentives towards a folding bike and saves riders up to \$70 on two monthly passes. Information available at <http://ecoact.org>.”**

Highway 17 Express service departing from Santa Cruz Pacific Station Metro Center to San Jose, has six (6) weekday, and two (2) weekend northbound schedules, that do not stop at the Cavallaro Transit Center in Scotts Valley (see Headways Attachment B, column C).

After discussions on this issue at the April MAC meeting, a vote was taken by the committee to recommend that the METRO Board of Directors consider revising METRO's current policy to prohibit full-sized bicycles inside Highway 17 Express buses after September 2008. Should the METRO Board of Directors wish to consider such a change in policy, it is recommended that the Board hold a public hearing on the proposed policy Change.

Subsequent to the June 25, 2008 Board of Directors meeting two letters have been received by METRO Administration from bicycle riders referencing the MAC recommendation submitted to the Board of Directors. Both letters reference the need for bicycles to be allowed inside the Highway 17 Express buses when bicycle rack capacity is reached (see Items #2-a and #2-b on today's agenda).

Upon further investigation of this incident, it was discovered that two bicycles were boarded inside the Hwy 17 bus at the Pacific Station Transit Center contrary to METRO policy, prompting the initial passengers concern. Corrective measures have been implemented ensuring that current policy is adhered to.



**IV. FINANCIAL CONSIDERATIONS**

THERE ARE NO FINANCIAL CONSIDERATIONS AT THIS TIME

**V. ATTACHMENTS**

- Attachment A:** Customer Service Report 3/5/08  
**Attachment B:** Hwy 17 Northbound Schedule  
**Attachment C:** Hwy 17 Southbound Schedule

Date: Sat, 8 Mar 2008 15:56:41 -0800 (PST)  
From: [REDACTED]  
To: info@scmtd.com  
Subject: Customer Service Report  
Cc: mdorfman@scmtd.com, lwhite@scmtd.com, caguirre@scmtd.com, mferrick@scmtd.com

Attachment **A**

CUSTOMER SERVICE REPORT FORM

This Report is for a: Complaint

=====  
Date of the Incident: 3/5/08 Time of the Incident: 9:20 AM/PM:

Route Number: Route Name: 17 express

Location: Scotts Valley Transit

Bus Number: 2303 Direction: Outbound

Employee Name/Number:  
=====

Comments: Bicycles in full bus forced me and 3 or 4 other riders to stand the entire way to San Jose. I would hope that the bus is for people, not bicycles. \*This is an ongoing problem.\*

I am suggesting that you send me a month bus pass for the Highway 17 express for the month April (or May) as "punative damages."

Thanks for remedying this problem.

=====  
Name: [REDACTED]  
Address: [REDACTED]  
City: Aptos State: CA Zip: [REDACTED]  
Phone: [REDACTED]  
E-Mail: [REDACTED]

8.a1



### Highway 17 Express - Amtrak Thruway

Santa Cruz and Scotts Valley to Downtown San Jose

# Attachment B

Santa Cruz		Scotts Valley		San Jose		Train Connections			
A	B	C	D	E					

Weekdays Northbound									
4:35	4:45	5:00	5:37	5:45		6:45			
5:15	5:25	5:40	6:17	6:25		6:22			
5:40		5:55	6:32	6:40	6:40	6:45	7:00		
6:00		6:15	6:52	7:00		7:03			
	6:20		7:10	7:18		7:25			
	6:45		7:35	7:43		7:48			
6:35		6:50	7:37	7:47		7:50			
6:50		7:05	7:52	8:02		8:03			
7:10		7:25	8:12	8:22		8:22			
	7:30	7:45	8:32	8:42		8:40			
	7:55	8:10	8:57	9:07	9:05	9:10	9:20		
	9:05	9:20	10:00	10:10		10:10			
	10:30	10:45	11:25	11:35	11:30	11:40		12:05	
	12:05	12:20	1:00	1:10		1:10			
	1:05	1:20	2:00	2:10		2:10	2:20		
	2:00		2:50	3:00	3:00	3:05		a 3:35	
	3:00	3:15	4:00	4:10	4:20	4:25		a 4:35	
	3:35	3:50	4:35	4:45		4:45			
	4:10		5:00	5:10		5:25			
	● 4:30	4:45	5:30	5:40		5:39		a 5:35	
	4:50		5:40	5:50	5:50	5:55			
	● 5:15	5:30	6:15	6:25		6:25	6:30		
	● 6:00	6:15	7:00	7:10	7:15				
	● 7:00	7:15	8:00	8:08		8:10			
	9:30		10:15	10:23		10:30			

Saturday, Sunday and Holidays Northbound									
	6:45	7:00	7:40		7:50	8:00	7:00		
	8:40	8:55	9:40		9:50	10:00	9:20		
	9:50	10:05	10:50			11:00			
	11:40	11:55	12:40		12:50	1:00	12:30		
	12:50	1:05	1:50		2:00	2:00	2:30		
	2:00		2:50			3:00			
	3:15	3:30	4:15		4:25	5:00	4:50		
	4:40	4:55	5:40		5:50	6:00	6:30		
	5:50	6:05	6:50			7:00			
	6:30	6:45	7:30		7:50	8:00			
	8:00		8:50			9:00			
	9:25	9:40	10:20			10:30			

**Service Notes:** All arrival times after Cavallaro Transit Center in Scotts Valley are approximate due to varying traffic conditions. Due to the Highway 1 Construction Project, there may be traffic delays that impact the Soquel Park & Ride trips. Some buses may hold up to 15 minutes for late Amtrak connections. We apologize for any inconvenience. **Weekend Service does not serve downtown San Jose.**

a - Ace Train Connection.      ● - Serves Scotts Valley Drive

**Holidays:** Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day, and New Year's Day.

8.61



# Highway 17 Express - Amtrak Thruway

# Attachment C

Downtown San Jose to Scotts Valley and Santa Cruz

Train Connections				San Jose	Scotts Valley	Santa Cruz		
ACE Arrives	Amtrak San Joaquin Arrives	CALTRAIN Arrives	Amtrak Capitol Corridor Arrives	San Fernando & 7th	San Jose Diridon Station	Cavallaro Transit Center	Metro Center (Pacific Station)	Soquel Park & Ride (Hwy 1 & Soquel Dr.)
				E	D	C	B	A

Weekdays Southbound								
a 6:30		6:56		● 5:55	6:02	6:40	6:55	
		7:23	7:35	● 6:55	7:02	7:42	8:02	
a 7:50		8:13		● 7:40	7:47	8:27	8:47	
a 8:50		8:53	8:55	● 8:10	8:20	9:00	9:20	
		10:05	10:10	8:55	9:05	9:45	10:05	
a 11:40		12:01		10:10	10:20	11:00	11:20	
		1:00		12:00	12:10	12:50	1:10	
	1:15	1:30	1:15	1:15	1:25	2:05	2:25	
		3:00		1:40	1:50	2:30	2:50	
		3:28	3:15	3:00	3:10	3:50	4:10	
		4:00		◆ 3:15	3:25	4:05		4:35
		4:25	4:15	3:35	3:45	4:30	4:55	
		5:00		4:00	4:10	4:55	5:20	
	4:25	4:34		◆ 4:15	4:25	5:10		5:40
		5:06		4:40	4:50	5:35	6:05	
		5:32		◆ 4:55	5:05	5:50		6:15
		6:31		★ 5:15	5:25	6:10	6:30	6:45
		6:32		5:35	5:45	6:30	6:50	
		6:58	6:45	★ 6:10	6:20	7:05	7:25	7:40
	7:25	7:32		6:30	6:40	7:20	7:40	
		8:32		6:55	7:05	7:43	8:03	
		8:51	8:55	7:35	7:45	8:23	8:38	
	8:45	8:55		8:10	8:20	8:58	9:13	
				9:05	9:15	9:53	10:08	
				10:30	10:37	11:15	11:30	

Saturday, Sunday and Holidays Southbound								
		9:36	8:45		7:40		8:30	
		10:05	10:45		9:45	10:30	10:50	
		12:36			11:00	11:45	12:05	
	1:15	1:36	1:15		12:45	1:30	1:50	
		2:36	3:15		1:55	2:40	3:00	
	4:25	4:36			3:25	4:10	4:30	
		5:36	5:20		4:45		5:35	
		6:36	6:45		5:45	6:30	6:50	
	7:25	7:36			6:55		7:45	
		8:36	8:45		7:45	8:30	8:50	
		9:36			8:55	9:40	10:00	
	9:45	10:36			10:40	11:20	11:40	

**Service Notes:** All arrival times after Cavallaro Transit Center in Scotts Valley are approximate due to varying traffic conditions. Due to the Highway 1 Construction Project, there may be traffic delays that impact the Soquel Park & Ride trips. Some buses may hold up to 15 minutes for late Amtrak connections. We apologize for any inconvenience. **Weekend Service does not serve downtown San Jose.**

- a - Ace Train Connection
- - Serves Scotts Valley Drive
- ◆ - Serves Soquel Park & Ride directly
- ★ - Serves Soquel Park & Ride after serving Metro Center.

**Holidays:** Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day, and New Year's Day.

8.c1

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 25, 2008  
**TO:** Board of Directors  
**FROM:** Mark J. Dorfman, Assistant General Manager  
**SUBJECT: CONSIDERATION OF ADOPTING AN ANNUAL DBE PARTICIPATION RATE OF 1.32% FOR FEDERALLY FUNDED PROCUREMENTS IN FY2009.**

## I. RECOMMENDED ACTION

**Adopt an annual DBE participation rate of 1.32% for Fiscal Year 2009.**

## II. SUMMARY OF ISSUES

- The Department of Transportation requires the District to have a Disadvantaged Business Enterprise (DBE) Program and to set an annual goal to ensure that small, minority- and women-owned businesses are not discriminated against in District procurements.
- Code of Federal Regulations Title 49, Part 26 (49 CFR 26) prescribes the annual DBE goal calculation method.
- The proposed FY 2009 goal establishes an adjusted DBE participation rate of 1.33% for METRO procurements.
- The District will accept public comments on the proposed goal until September 15, 2007.

## III. DISCUSSION

In 1983, the United States Congress enacted the first Disadvantaged Business Enterprise statutes to end discrimination contract awards funded with Federal assistance. As required by the Department of Transportation since then, the Santa Cruz Metropolitan Transit District annually establishes a goal and tracks DBE participation in its own procurement activities. The intent of the goal is to attain the same rate of participation by small, minority and women-owned business in procurements which could be expected in the absence of discrimination.

The Code of Federal Regulations (49 CFR 26) prescribes the method for calculating the annual goal for DBE participation. Both the US Bureau of Census and the California Department of Transportation's Unified Certification Program maintain extremely specific and uniform data on business activity and ownership by county. Both data sources use the North American Industry Classification System (NAIC), which categorizes business activities into hundreds of six-digit

classification codes. Caltrans also uses the NAIC in its DBE Vendor Directory, enabling METRO staff to accurately calculate a DBE goal conforming to a preferred method.

METRO staff used the base DBE participation rate indicated using the October, 2007 DBE Vendor Directory. Caltrans' DBE vendor directory yielded a base rate of 0.97% for overall DBE participation from within the 14-county area which furnishes most of METRO's vendors. Because of large construction procurements for MetroBase and Pacific Station, contractors and subcontractors may be drawn from outside the typical market area. To accommodate this wider appeal, staff increased the rate of DBE participation in construction activities from 1.17%, the portion of DBE vendors in the METRO market area, to 1.54%, the portion of DBE vendors in construction statewide. Similarly, the rates for Wholesale and Business Services procurement were increased to the statewide rates. These adjustments increased the overall DBE goal from 0.97% to 1.32%.

In July, 2007, The Federal Transit Administration conducted a triennial review of METRO's federal program administration and found METRO's DBE program to comply with the federal requirements.

In April, 2006, the Ninth Circuit Court of Appeals ruled that absent evidence of specific racial discrimination in contract awards, procurements could no longer specify contract-specific, or "race-conscious" goals for contracts. The California Department of Transportation on May 1, 2006, instituted a "race-neutral" DBE program, and Santa Cruz METRO will continue to implement a race-neutral DBE program in accordance with guidance from Caltrans.

The District will accept public input for 45 days after announcing the new goal. Public comments and the District's response will be included in the annual goal statement submitted to the Federal Transit Administration for ultimate approval. Staff will accept comments through September 15, 2008.

The attached *Annual DBE Program Goal Fiscal Year 2009* contains the methodology for setting the DBE participation rate at 1.32%. Adopting the goal commits the District's procurement efforts to attain a DBE participation rate of 1.32% for the Federal Fiscal Year beginning October 1, 2008.

### **III. FINANCIAL CONSIDERATIONS**

Adopting the *Annual DBE Program Goal Fiscal Year 2009* has no financial impact; however, contracts funded with FTA assistance will be monitored for DBE goal achievement.

### **V. ATTACHMENTS**

**Attachment A:** *Santa Cruz Metropolitan Transit District Annual DBE Program Goal Fiscal Year 2009*

**Santa Cruz Metropolitan Transit District**

Annual DBE Program Goal

**Fiscal Year 2009**

July, 2008

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## ***Introduction***

The Santa Cruz Metropolitan Transit District (METRO) has maintained a Disadvantaged Business Enterprise (DBE) Program in accordance with the U.S. Department of Transportation (DOT) as required in 49 CFR Part 23. The purpose of the METRO DBE program is to ensure that small firms competing for DOT sponsored contracts are not disadvantaged by unlawful discrimination. Initially, the program applied to minority owned businesses. In 1987, Congress expanded the DBE program to include small women-owned businesses as well.

In February 1999, the U.S. Congress passed a new regulation for Disadvantaged Business Enterprises in response to the Supreme Court's 1995 opinion (Adarand vs. Pena) that affirmative action programs must be narrowly tailored to serve a compelling government interest. In order to streamline DBE program administration and to incorporate the new rules, the Department of Transportation codified the revised DBE requirements in a new section, 49 CFR 26.

The Santa Cruz Metropolitan Transit District DBE Program - 49 CFR Part 26 contains the complete DBE program including policies, requirements, remedies, and records except for the amount of DBE participation to be determined each year. The Program conforms to Participation by Disadvantaged Business Enterprises in Department of Transportation Programs; Final Rule as published in the Federal Register of February 2, 1999. The METRO Board of Directors adopted the Program on July 21, 2000 and submitted it to the Federal Transit Administration for approval on July 25, 2000. The complete Program is available upon request from District's DBE Liaison Officer at the address listed on the last page of this Annual Update.

The Santa Cruz Metropolitan Transit District Annual DBE Program Goals FY 2009 comprises the annually updated part of the comprehensive DBE Program. Each year, the Santa Cruz Metropolitan Transit District will review its goal accomplishment for Disadvantaged Business Enterprise participation in DOT assisted contracts and recalculate the goal for the coming year, if indicated, based upon demonstrable evidence relevant to the District's marketplace. This document presents the annual goal, describes the methodology behind it and discusses race-neutral and race-conscious measures that the District anticipates using to reach the goal.

## ***Declarations***

The Santa Cruz Metropolitan Transit District receives Federal financial assistance from the Department of Transportation, and, as a condition of receiving this assistance, has signed an assurance that it will comply with 49 CFR Part 26. The Santa Cruz Metropolitan District will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by 49 CFR Part 26 on the basis of race, color, sex, or national origin.

In administering its DBE Program, the Santa Cruz Metropolitan Transit District will not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the DBE program with respect to individuals of a particular race, color, sex, or national origin.

**Annual Goal Methodology**

METRO's annual goal-setting methodology follows the prescribed method in 49 CFR §26.45 and draws upon relevant market data particular to the geographic area in which METRO typically contracts. In step one, METRO uses the US Bureau of Census County Business Patterns and the California Department of Transportation's statewide directory of eligible DBE vendors in its Unified Certification Program to estimate the number of DBEs which might be available in METRO's contracting area. Step two narrowly tailors the estimate to the actual market conditions for DBEs in METRO's procurement areas.

METRO's annual goal calculation is based upon very specific data available on business ownership in the area and is narrowly tailored to the characteristics of the market area in which METRO contracts. Since 2005, Caltrans has identified its certified DBE vendors by county using the 6-digit North American Industry Classification System, which corresponds exactly to the classification system used by the U.S. Census Bureau's County Business Pattern data. METRO now derives its goal from the actual count of DBE vendors within a narrow range of industrial classification codes and compares it to the count of all businesses in the exact same classifications in the County Business Patterns. The subsequent goals can be considered more reliable and more relevant to this area than those calculated before FY 2005.

In order to be considered a Disadvantaged Business Enterprise for the purpose of participating in federally funded procurements, a firm must be certified by an agency receiving assistance from one of the federal transportation agencies. In California, each certified firm is catalogued in the statewide DBE directory, which Caltrans updates weekly, giving an accurate count of certified DBE firms in the market area.

Apparently, few minority and women owned businesses register for DBE certification. Whether for privacy reasons, excessive income or due to the success of the DBE program in enabling small DBE firms to grow beyond the maximum allowable income threshold for the program, minority and women-owned businesses do not apply for DBE status at the rate which might be expected, and the DBE Directory represents a portion of all businesses estimated to be owned by minorities or women. While other small, minority- or woman-owned businesses may exist, this goal-setting methodology accounts only for those businesses certified and listed in the directory to calculate the annual participation goal.

#### STEP 1: ESTABLISHING THE BASE FIGURE

In order to estimate the potential DBE participation rate in the absence of discrimination, staff first categorized previous METRO contracts according to the North American Industry Classification System (NAIC), which classifies business activity in Canada, Mexico and the United States into distinct groups for purposes of statistical comparison.<sup>1</sup> Each business activity is assigned a 2 to 6 digit number within a hierarchy of increasing specificity based upon the number of digits. For example, construction activity is grouped generally under the 2-digit category “23”. Special construction trades are further categorized in “238”, with Drywall contractors in NAIC code “238210” and Painters categorized in NAIC code “238220”. Other business groupings follow the same pattern.

Examination of METRO's previous DOT assisted contracts revealed that contract work occurs in construction, paratransit service, wholesale procurement and business services such as finance, planning environmental consulting and engineering. To achieve the greatest specificity and eliminate related areas in which METRO has no contract opportunities, METRO staff sometimes chose the full 6-digit code and at other times used only 3 or 2 digits when all related subcategories also had contract opportunities. The NAIC codes incorporating relevant contract areas would be: Construction, 236; Heavy Construction, 237; Special trade contractors, 238; Paratransit and special passenger transportation, 485; Wholesale goods, 423, 4241, 441, 443, 447, 45321, 454319; and Business Services, 517, 5241, 5313, 5324, 54, 561, 562, 6211, 6215, 811 and 812331. Disadvantaged Business Enterprises (DBEs) could then be compared with all firms by NAIC by county using US Census Data and the California Department of Transportation's (Caltrans) certified DBE Vendor Directory maintained for the statewide Unified Certification Program.

In the next step, staff defined a market area to represent the likely area in which most procurement contracts would be awarded. With proximity to San Francisco and San Jose, many contracts are awarded in the San Francisco and Monterey Bay Areas. In order to establish geographic consistency with the Caltrans DBE vendor directory, staff expanded the market area definition to include all of Caltrans Districts 04 and 05, which extends the market area boundary north to Sonoma and south to Santa Barbara. For this exercise, METRO's market area includes the following counties: Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano and Sonoma. While a fraction of contracts may lie beyond, this area includes the second and fourth largest cities in the State, San Jose and San Francisco, both of which have diverse economies with strong service, retail and wholesale sectors.

The current Caltrans DBE Vendor Directory maintained for the California Unified Certified Program is a reliable inventory of DBE certified firms within the market area. The percentage of DBEs in the geographic area and in the NAICs in which METRO contracts can be computed by simply dividing the number of DBE firms listed in the relevant categories in Caltrans Districts 4 and 5 by the number of all firms in those counties in the same categories as counted by US Bureau of Census County Business Patterns for 2002. The following table calculates the percentage of DBE firms in each contract area in each county.

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<sup>1</sup> <http://www.census.gov/epcd/www/naics.html>

**Table 1. METRO Market Area Firms by NAIC and DBEs in UCP Directory**

	Construction 236,237,238	Transport. 485	Wholesale 423,4241,441,443,44 4,454319,453214541	Services 517,5241,5313,53 24,54,561, 562,6211,6215,81 2331	#Firms in NAICs
<b>County</b>					
<b>Caltrans District 04</b>					
Alameda	2,784	43	4,375	9,000	16,202
Contra Costa	2,315	39	1,932	6,397	10,683
Marin	1,054	11	874	2,992	4,931
Napa	507	13	332	828	1,680
San Francisco	1,539	73	2,224	8,755	12,591
San Mateo	1,906	62	1,991	5,216	9,175
Santa Clara	3,337	60	4,630	13,038	21,065
Solano	740	19	648	1,259	2,666
Sonoma	2,003	25	1,241	3,047	6,316
<b>Caltrans District 05</b>					
Monterey	982	12	907	1,835	3,736
San Benito	184	2	93	213	492
San Luis Obispo	1,031	19	652	1,597	3,299
Santa Barbara	1,087	21	981	2,613	4,702
Santa Cruz	866	9	623	1,630	3,128
<b>District 04 &amp; 05 TOTAL</b>	<b>20,335</b>	<b>408</b>	<b>21,503</b>	<b>58,420</b>	<b>100,666</b>
<b>Certified DBE Firms</b>					
Market Area	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	SUM DBEs
Districts 04 & 05	237	4	27	369	637
<b>%DBE</b>	<b>1.17%</b>	<b>0.98%</b>	<b>0.13%</b>	<b>0.63%</b>	<b>0.63%</b>

Sources: US Bureau of the Census, County Business Patterns, 2002  
 CA Dept. of Transportation, UCP Directory of DBEs, October, 2007.

This table enables the percentage of DBE vendors within the METRO marketplace to be calculated. From the last row of Table 1, the DBE vendor participation rate which could be expected in each of the four NAIC groups in the absence of discrimination would be: 1.17% for construction trades; 0.98% for contract transportation services; 0.13% for wholesale goods; and 0.63% for services. Overall, DBEs represent less than one percent of all firms in the NAICs in which METRO contracts.

The base figure for the DBE goal is determined by multiplying the percentage of contract procurements in each category (total procurements=100%) by the DBE participation rate expected in each category and

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then summing the four products. Table 2 below shows the data used to calculate the base figure for the overall DBE goal.

**Table 2: Base DBE Contract Goal**

	<b>Construction NAICs</b>	<b>Transport. NAICs</b>	<b>Wholesale NAICs</b>	<b>Services NAICs</b>	<b>SUM TOTAL</b>
%DBE in Market Area	1.17%	0.980%	0.126%	0.63%	2.90%
Fed Assisted Contract \$	\$3,051,346	\$23,039	\$597,639	\$262,418	\$3,934,441
% of Contract Funds	77.55%	0.59%	15.19%	6.67%	100%
<b>% Contracts * %DBE</b>	<b>0.90%</b>	<b>0.01%</b>	<b>0.019%</b>	<b>0.04%</b>	<b>0.97%</b>
METRO Ops Budget:	\$38,933,457	FTA Ops.Rev:		\$3,587,908	
METRO Ops. Procurement:	\$9,582,725	Procurable		\$883,095	
METRO Cap Budget: (non-veh)	\$20,077,562	FTA Cap.Rev:		\$3,051,346	
Procurement TOTAL	\$29,660,287	total FTA:		<b>\$3,934,441</b>	
construction [CAPITAL]	\$20,077,562	1.00000		\$3,051,346	
transportation	250,000	0.02609		\$23,039	
wholesale	6,485,154	0.67675		\$597,639	
business services	2,847,571	0.29716		\$262,418	

Applying the same four categories to METRO's FY 2009 budget, the proportion of FTA operating assistance available for procurement is first determined using the same ratio of procurement dollars to the overall operating budget as shown in the first two rows of the first column of the grid under Table 2. Next, FTA capital assistance, excluding allocations for vehicles, is allocated to contract procurement according to project descriptions. In FY 2009 100% of FTA capital assistance is allocated to the construction category including capital items. Then, FTA operating assistance dollars are distributed across the other 3 categories in the same proportion as non-construction procurements are in the operating budget. This is shown in the bottom three rows of the grid under Table 2. The resultant percentages are applied to the amount of FTA operating assistance available for procurement in order to calculate federal dollars available for DBE vendor contracting.

Next, the percentage of FTA procurement dollars in each of the four categories is multiplied by the estimated percentage of available DBEs from Table 1 to determine a percentage participation rate in each NAIC group. Finally these four percentages are added to reach the un-adjusted base goal of 0.97% for DBE participation in FY 2009.

**STEP 2: ADJUSTMENT TO THE BASE DBE CONTRACT GOAL**

As the coming year's contract opportunities reveal, the greatest amount by far of FTA funds will be spent in construction. METRO's past experience shows that contractors on large engineering projects tend to subcontract portions of the procurement, yielding more opportunities for small businesses to participate, which in turn increases the opportunity for DBEs since they are by definition small businesses. Furthermore, substantial contract dollars available in MetroBase and Pacific Station construction would tend to attract contractors from outside the typical market area. Rather than using 1.17% for the market

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share in construction for the level of DBE participation anticipated in the absence of discrimination, this amount is increased to 1.54%, the statewide percentage of DBEs in construction trades as shown in Table 3 (below). This amount will be substituted for the local market percentage of anticipated DBE participation to determine the adjusted in goal in Table 4, following. To raise the goal for DBE participation in Wholesale and Services procurements, the Adjusted DBE Contract Goal borrows the higher statewide percentage rates. These three adjusted rates then become factors to calculate METRO's 2009 DBE Goal. Because METRO allocates such a small portion of procurements to contract transportation since taking ParaCruz in-house, the Adjusted Goal keeps the market area percentage for DBE participation in Transportation.

**Table 3. Statewide Certified DBE Firms**

	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	SUM METRO NAIC
State Total	69,093	1,430	91,050	174,140	335,713
Certified DBEs in State	1,066	43	264	2,009	3,382
<b>%DBE</b>	<b>1.54%</b>	<b>3.01%</b>	<b>0.29%</b>	<b>1.15%</b>	<b>1.01%</b>

**Annual Goal**

The annual goal is adjusted to consider the impact of large construction projects, wholesale and service procurements which could attract contractors from beyond METRO's typical market area. Increasing the anticipated DBE participation rate for construction, wholesale and services increases the overall DBE goal from 0.97% to 1.32%.

**Table 4: Adjusted DBE Contract Goal**

Available DBEs	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	All Contract Opportunity
METRO Market Area	<b>1.54%</b>	<b>0.98%</b>	<b>0.29%</b>	<b>1.15%</b>	
Federal Contract \$ FY'08	\$3,051,346	\$23,039	\$597,639	\$262,418	\$3,934,441
% of FTA Funds	77.55%	0.59%	15.19%	6.67%	22.45%
<b>% Contracts * %DBE</b>	<b>1.20%</b>	<b>0.01%</b>	<b>0.04%</b>	<b>0.08%</b>	<b>1.32%</b>
				<b>=DBE \$</b>	<b>52,064</b>

Santa Cruz Metropolitan Transit District's overall goal for FY 2009 is to extend 1.32% of its procurement contract award dollars to Disadvantaged Business Enterprises in DOT-assisted contracts, excluding FTA funds used to purchase rolling stock. Santa Cruz Metropolitan Transit District expects to spend \$52,064 federal dollars with DBE vendors during the fiscal year.

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**Breakout of Estimated Race-Neutral and Race-Conscious Measures**

The U.S. DOT Regulations require that the maximum feasible portion of the DBE overall annual goal be met by using race-neutral methods. Race neutral methods include efforts made to assure that bidding and contracting requirements facilitate participation by DBE's and other small businesses by unbundling large contracts to make them more accessible, encouraging prime contractors to subcontract portions of the work, and providing technical assistance, outreach and communications programs. Race-neutral DBE participation includes any time a DBE wins a prime contract through customary competitive procurement procedures, or when a DBE is awarded a subcontract on a prime contract that does not carry a DBE goal. METRO's FY 2009 DBE Goal includes only race neutral measures to achieve DBE participation.

**Process**

Each year, Santa Cruz Metropolitan Transit District staff reviews the previous year's DBE achievement and submits an overall goal for the upcoming year to the DOT.

METRO has published a notice of the proposed annual DBE goal to inform the public that the proposed goal and its rationale are available for inspection for 30 days following the date of the notice. METRO will accept comments on the goals for 45 days from the date of the notice. This notice will be published in the Santa Cruz Sentinel newspaper and in Passenger Transport. For FY 2009, public comments will be accepted through September 15, 2008. The goal and methodology will be available at the Main Branch of the Santa Cruz Public Library and during business hours at 370 Encinal Street, Suite 100, Santa Cruz, California.

METRO's annual goal submission to the Federal Transit Administration will include a summary of comments received during this public participation process and METRO's responses.

METRO will monitor DBE participation in procurement contracts beginning October 1.

**Comments**

Please direct comments on the Annual DBE Goals or the METRO DBE Program to:

Thomas Hiltner, Grants/Legislative Analyst  
Santa Cruz Metropolitan Transit District  
370 Encinal, Suite 100  
Santa Cruz, CA 95060  
831-426-6080  
[thiltner@scmttd.com](mailto:thiltner@scmttd.com)

9.09

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 11, 2008  
**TO:** Board of Directors  
**FROM:** Mark Dorfman, Assistant General Manager  
**SUBJECT:** RECEIVE A PRESENTATION ON THE DRAFT SHORT RANGE TRANSIT PLAN AND CONSIDER CIRCULATING THE DRAFT FOR PUBLIC REVIEW

## ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING

### I. RECOMMENDED ACTION

**Receive a presentation from Wilbur Smith Associates on the Draft Short Range Transit Plan. Consider initiating a public review period to receive and consider comments on the Draft prior to adopting it with final revisions on August 22, 2008.**

### II. SUMMARY OF ISSUES

- The Short Range Transit Plan (SRTP) evaluates METRO's overall operations and proposes service and capital development scenarios for the five-year planning horizon. The District last produced an SRTP in 1997.
- AMBAG granted METRO funds from the Federal Transit Administration in FY 2005 for short range transit planning.
- METRO awarded a contract on September 22, 2006 to Wilbur Smith Associates (WSA) to produce a SRTP.
- The attached draft SRTP includes a "Trunk and Feeder" service proposal, financial projections and a capital improvement program for FY 2008 – FY 2012.
- Authorizing public circulation of the Draft SRTP will enable interested persons and stakeholders to comment on proposed service changes and capital projects.
- The Board of Directors must hold a public hearing prior to adopting the final SRTP.

### III. DISCUSSION

The purpose of the Short Range Transit Plan (SRTP) is to provide a comprehensive overview of fixed-route public transit in Santa Cruz County and to establish a framework of service standards and policy directions to focus transit resources during the five-year planning period from FY 2008 through FY 2012. The SRTP contains a service development scenario and a capital improvement program and is intended to establish justification for projects advanced into

10.1



financially constrained regional and statewide transportation improvement plans. While it is not mandatory, the FTA and metropolitan planning organizations recommend periodic Plan updates. Due to staffing and financial limitations, METRO has not revised its SRTP since 1997.

The Association of Monterey Bay Area Governments (AMBAG) granted funds to METRO from the Federal Transit Administration in FY 2005 and added supplemental funds in FY 2006 for short range transit planning. In July, 2006, METRO requested proposals from qualified firms and on September 22, 2006 awarded a contract for \$97,815 to Wilbur Smith Associates to produce an SRTP for the planning period FY 2008 through FY 2012.

Given the profound changes which have occurred at METRO during the last decade, such as MetroBase development, conversion to CNG fuel, fleet replacement, management changes, new labor laws, etc., the attached draft SRTP starts anew rather than attempting to revise the last one. WSA developed an overview of the service area using demographic data, economic projections and existing regional transportation plans and then conducted original research with surveys and focus groups to uncover the contemporary views of stakeholders, riders and non-riders toward METRO's fixed-route service. WSA evaluated current transit system performance and described METRO's physical plant, organizational structure and planning process employed to deliver fixed-route public transit.

Based upon its understanding of METRO and the perceived needs gleaned from its outreach effort, WSA developed one innovative transit delivery scenario which would enable transit to enhance its role in congestion reduction and mobility improvement. By streamlining intercity routes through the major travel corridors and relegating neighborhood service to a circulator or "feeder" type service, METRO could increase route frequency and decrease travel time between cities. At the same time, short neighborhood circulators would eliminate under-performing, circuitous routes through low-density areas with direct connections to the "trunk" routes at major transfer points. *Chapter 5: Service Improvement Program* details the "Trunk and Feeder" concept and its application to the three major travel corridors identified in the Santa Cruz service area.

The *Chapter 6: Financial Analysis And Capital Needs* incorporates current economic data to portray a changed economic outlook from that which existed in November, 2007 when the Board adopted a 5-year financial framework plan for service and capital improvements. Since then, housing market depreciation along with increasing food and energy costs have contributed to declining discretionary retail sales, which negatively impacts operating revenue available to the District. In addition, uncertainty about future State revenue for both transit operating and capital programs lends for downward adjustments to future revenue expectations for the duration of the Plan. *Chapter 6* offers a comparison among three recent revenue projections: the METRO 5 - Year Framework; the FY09 METRO Budget Projection (5/9/2008); and a Recommended Annual Projection developed by WSA. While the FY09 METRO Budget Projection significantly lowers revenue estimates from Sales Tax and TDA funds in comparison to the METRO 5-Year Framework, the Recommended Annual Projection accentuates the downward revision with a slower return to historical growth rates.

The Recommended Annual Projection offers the most conservative estimate of anticipated revenue with METRO accruing \$2.5 Million less over the planning period than the FY09 METRO Budget projection and \$4.65 Million less than the METRO 5-Year Framework. Note that the Recommended Annual Projection also diminishes FTA operating revenue expectations from the 5 – Year Framework’s 4% annual growth rate to a 1% growth rate in the first year and 2% for the subsequent years. While Federal Transit Administration operating assistance constitutes less than 10% of overall operating revenue, it’s unlikely that the rate of FTA operating assistance would decline, especially on the threshold of a new federal Surface Transportation Act in opening October, 2009. Nevertheless, the persistence of current financial indicators warrants diminished expectations for overall revenue over the life of the plan.

Authorizing public circulation of the Draft SRTP will enable stakeholders and interested parties to review and comment on the proposed service and capital development scenarios. During the public review period, WSA will conduct two public presentations, one each proposed for the north and south county areas with at least one being an evening meeting. WSA and/or METRO staff will present the plan contents to the SCCRTC Interagency Technical Advisory Committee (ITAC), the SCCRTC Elderly/Disabled Technical Advisory Committee (E/D TAC) and to the METRO Advisory Committee (MAC). The concurrent initiation of the Blueprint Planning Process may also provide an appropriate forum for feedback on the SRTP. WSA will consider comments from these outreach meetings and incorporate appropriate revisions into the final SRTP.

District policy requires that a Public Hearing be held on the final SRTP prior to adoption. Initiating the Draft circulation now would enable a six-week public review period to be concluded with a Public Hearing and adoption of the final SRTP at the Board meeting of August 22, 2008.

#### **IV. FINANCIAL CONSIDERATIONS**

None.

#### **V. ATTACHMENTS**

**Attachment A:** Draft Short Range Transit Plan FY 2008 – FY 2012

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# CHAPTER 1: INTRODUCTION

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## OVERVIEW OF PROJECT

The ever changing demographic and economic conditions in Santa Cruz County continually shift the future demands on the transportation infrastructure. Residents' decisions on where to live, work, and recreate and the mode of transportation they choose to make these trips directly impact the transportation needs for the region. As roadway congestion worsens and fuel prices continue to go up, the availability of alternative modes of transportation to the automobile will play a significant role in the future transportation network for Santa Cruz County.

Santa Cruz Regional Transportation Commission (SCRTC) functions as the County's authority for prioritizing major capital improvement projects for the region's transportation needs. These needs are derived from matching anticipated future travel conditions to the available infrastructure to support this travel. RTC's planning process predicts future demands based on current travel behavior and assigns funding accordingly.

Over the past twelve months, Santa Cruz METRO, the regions' public transportation provider, has been working with Wilbur Smith Associates (WSA) to assess the future role for public transportation in the region. This effort involved a thorough assessment of system performance and financial data from the agency as well as a provided a number of different forums for community input and involvement to gain insight on the various needs of each community. This information was brought together to develop METRO's first comprehensive short range transit plan (SRTP) that will be used to help guide future decisions made about METRO's operations.

## PURPOSE OF THE SRTP

The SRTP is a plan used by METRO to help determine the most efficient and effective use of the current and future resources to meet the transit needs for the residents of Santa Cruz County. The plan provides a comprehensive overview of transit operations in the County, establishes service standards to assist policy makers in making critical decisions, and outlines a service plan to focus available resources. The planning horizon for the plan is FY 2008 to FY 2012, focusing on the short-term needs of the agency.

Section one provides an overview of the service, including service area characteristics, the regional transit network, the fleet and facilities of the organization and the organizational structure of the agency. Section two of the SRTP reviews the outreach efforts involved in the development of the plan. Section three of the plan details the goals, objectives, and service standards of the agency. Section four outlines the goals and objectives of METRO and recommended service standards. Section five provides a service improvement plan for the five year planning horizon and section six is the financial plan. Appendices A through I contain supplementary information collected and used during the development of the plan.

## SERVICE AREA CHARACTERISTICS

### Service Area Overview

Santa Cruz County (Figure 2-1) is nearly 450 square miles and home to over 250,000 people. Nearly 50% of the population lives on 5% of the total land in the County. This population can be found in the communities of Santa Cruz, Watsonville, Capitola and Scotts Valley. This concentration of population in urban areas creates a large network of open space and rural areas within the County.

### Santa Cruz

The City of Santa Cruz is the County’s largest city and the County’s seat. The beach front city is situated on the northern portion of Monterey Bay, making it a prime tourist destination. Highway 1 runs east/west through the city and Highway 17 runs north, providing access to Santa Clara Valley. The city is home to the University of California at Santa Cruz (UCSC).

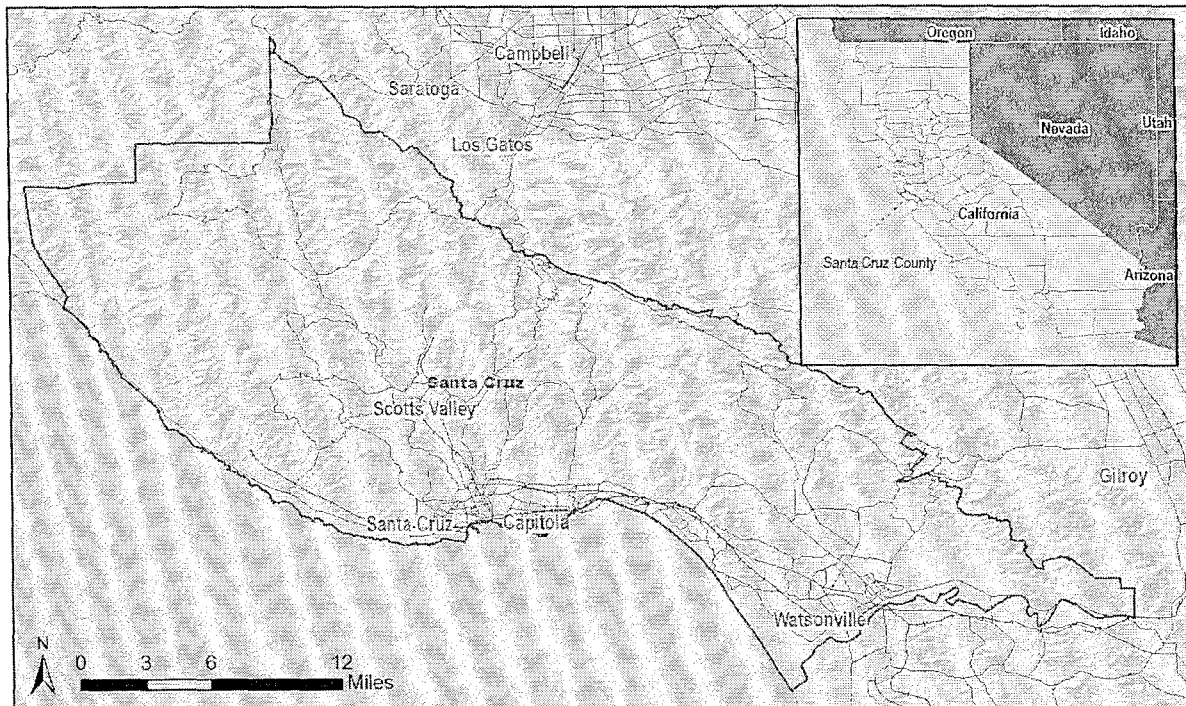
### Watsonville

The City of Watsonville is the second largest city in the County and located on the southeastern corner near Monterey County. The community is a key agricultural community in the region. Watsonville has nearly doubled in population over the past 25 years and is expected to grow to be the largest city in the County by 2015.

### Capitola

Capitola is another tourist town in Santa Cruz County located directly to the east of Santa Cruz. Its proximity to Santa Cruz and the unincorporated areas of Soquel, Aptos and Live Oak create one interconnected urbanized area that is stretched out along Highway 1. The center of activity in the town is located on the beachfront and is referred to as the Capitola Village.

Figure 2- 1: METRO Service Area (Santa Cruz County)



GIS Source: ESRI Data

### Scotts Valley

The city of Scotts Valley is located in the Santa Cruz Mountains between the City of Santa Cruz and the City of San Jose along Highway 17. Its location between these two cities adds both tourism and high-technology to the city’s economy.

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## San Lorenzo Valley

The San Lorenzo Valley is a region north of the City of Santa Cruz that follows the San Lorenzo River up into the Santa Cruz Mountains. The rural area is home to the towns of Ben Lomond, Felton, Brookdale, and Boulder Creek. The northern end of the Valley is home to Big Basin Redwoods State Park. Highway 9 is the key transportation corridor linking the Valley to the City of Santa Cruz.

## UCSC

The University of California at Santa Cruz (UCSC) is one of the ten public collegiate universities in the University of California state school system. The campus is situated on 2,100 acres of rolling, forested hills overlooking the City of Santa Cruz and the Pacific Ocean. Just over 15,000 undergraduate and graduate students attend classes in Arts, Engineering, Humanities, Physical and Biological Sciences, and Social Sciences.

The University's 2005 Long Range Development Plan calls for future growth of an additional 5,100 students and 980 faculty members over the next 15 years. A high percentage of the University's students, and most of its' faculty live off-campus in Santa Cruz and the surrounding communities. This projected growth and off-campus living patterns will likely contribute to an increase of transit demand in the years to come.

## Demographics

Santa Cruz County contains only four incorporated cities; Santa Cruz, Watsonville, Capitola, and Scotts Valley. These cities are located primarily along Highway 1 and border the Pacific Ocean. Only Scotts Valley is located away from this corridor in the Santa Cruz Mountains. Table 2.1 shows how these communities compare in population and size to the rest of Santa Cruz County and the State. Table 2- 2 shows a detailed breakdown of the key demographics of each of these four communities, the county, and the state.

**Table 2- 1: Population and Area Overview**

City	Population	Area (sq.mi.)	Pop. Density (person/sq. mi.)
Santa Cruz	54,593	12.90	4,232.02
Watsonville	44,265	6.00	7,377.50
Capitola	10,033	1.60	6,270.63
Scotts Valley	11,385	4.60	2,473.70
Santa Cruz County	255,602	445.24	122.61
California	33,871,648	155,959.34	217.18

Source: 2000 US Census

The Association of Monterey Bay Area Governments serves as the Metropolitan Planning Organization (MPO) for the Counties of Monterey, Santa Cruz and San Benito. As part of its responsibilities, AMBAG provides forecasts for population, housing, and employment for these Counties. This process provides a common planning base for regional and local planning efforts.

Figures 2.2 – 2.4 show AMBAG's 2004 forecasts for the four incorporated cities in Santa Cruz County and the unincorporated regions of the County. The figures show that Watsonville is forecasted to become the largest city in the County, surpassing Santa Cruz by the year 2015. The other areas of the County are expected to experience population growth as well, but the majority is forecasted to occur in Watsonville.

The housing and employment forecasts continue to show higher quantities for Santa Cruz, despite being surpassed in population by Watsonville. Both Santa Cruz and Watsonville show steady growth in these categories with Scotts Valley and Capitola showing slow growth.

Table 2- 2: Service Area Demographic Summary, 2000-2006

	Santa Cruz		Watsonville		Capitola		Scotts Valley		Santa Cruz County		California	
Total Population (2000)	54,593		44,265		10,033		11,385		255,602		33,871,648	
Total Population (2006) estimate	54,778		48,709		9,507		11,150		249,705		36,457,549	
Population change (2000-2006)	+ 0.3%		+10.0%		-5.2%		-2.1%		-2.3%		+7.6%	
<b>Age</b>												
under 5	2,664	4.9%	4,100	9.3%	488	4.9%	774	6.8%	15,544	6.1%	2,486,981	7.3%
Persons under 18 yrs old	9,463	17.3%	15,037	34.0%	1,846	18.4%	2,939	25.8%	60,741	23.8%	9,249,829	27.3%
Persons between 18 and 25	11,188	20.5%	5,244	11.8%	936	9.3%	800	7.0%	30,397	11.9%	3,366,030	9.9%
Persons between 25 and 65	29,279	53.6%	20,182	45.6%	5,831	58.1%	6,073	53.3%	138,977	54.4%	17,660,131	52.1%
Persons 65 years and older	4,663	8.5%	3,802	8.6%	1,420	14.2%	1,573	13.8%	25,487	10.0%	3,595,658	10.6%
Median Age	31.7		27.4		38.4		38.3		35.0		33.3	
<b>Gender</b>												
Female	27,413	50.2%	22,240	50.2%	5,267	52.5%	5,544	48.7%	128,023	50.1%	16,874,892	49.8%
Male	27,180	49.8%	22,025	49.8%	4,766	47.5%	5,841	51.3%	127,579	49.9%	16,996,756	50.2%
<b>Disability</b>												
Persons with a disability, age 5+	7,814	14.3%	8,340		1,619		1,251		37,895		5,923,361	
<b>Journey to Work</b>												
Mean travel time to work (minutes), workers 16+	23		24		28		30		28		28	
<b>Mode to Work</b>												
Car, truck, or van:	21,289	73.5%	14,304	86.1%	4,911	86.2%	4,730	86.9%	105,600	83.7%	12,545,775	86.4%
Public transportation:	2,119	7.3%	484	2.9%	74	1.3%	127	2.3%	4,159	3.3%	736,037	5.1%
Motorcycle	117	0.4%	6	0.0%	25	0.4%	45	0.8%	374	0.3%	36,262	0.2%
Bicycle	1,282	4.4%	258	1.6%	92	1.6%	24	0.4%	2,585	2.0%	120,567	0.8%
Walked	2,343	8.1%	889	5.4%	298	5.2%	224	4.1%	5,599	4.4%	414,581	2.9%
Other means	168	0.6%	405	2.4%	57	1.0%	8	0.1%	1,044	0.8%	115,064	0.8%
Worked at home	1,653	5.7%	258	1.6%	242	4.2%	285	5.2%	6,745	5.3%	557,036	3.8%
<b>Ethnicity</b>												
White	52,137	95.5%	19,036	43.0%	8,412	83.8%	10,090	88.6%	191,931	75.1%	20,170,059	59.5%
Black or African American	945	1.7%	334	0.8%	117	1.2%	55	0.5%	2,477	1.0%	2,263,882	6.7%
American Indian and Alaska Native persons	469	0.9%	768	1.7%	57	0.6%	46	0.4%	2,461	1.0%	333,346	1.0%
Asian persons	2,677	4.9%	1,455	3.3%	401	4.0%	526	4.6%	8,789	3.4%	3,697,513	10.9%
Native Hawaiian and Other Pacific Islander persons	72	0.1%	53	0.1%	20	0.2%	21	0.2%	382	0.1%	116,961	0.3%
Persons reporting some other race	4,990	9.1%	20,328	45.9%	555	5.5%	245	2.2%	38,391	15.0%	5,682,241	16.8%
Persons reporting two or more races	2,456	4.5%	2,291	5.2%	471	4.7%	402	3.5%	11,171	4.4%	1,607,646	4.7%
Hispanic or Latino (of any race)	9,491	17.4%	33,254	75.1%	1,267	12.6%	729	6.4%	68,486	26.8%	10,966,566	32.4%
<b>Language and Education</b>												
Language other than English spoken at Home, % age 5+	22.3%		70.7%		17.6%		12.2%		27.8%		39.5%	
High school graduates, % of persons age 25+	89.1%		49.1%		91.3%		94.8%		83.2%		76.8%	
Bachelor's degree or higher, % of persons age 25+	44.4%		8.7%		34.6%		40.9%		34.2%		26.6%	
<b>Housing</b>												
Housing Units	21,504		11,695		5,309		4,423		98,873		12,214,549	
Homeownership rate	46.6%		48.1%		88.4%		74.9%		60.0%		56.9%	
Households	20,442		11,381		4,692		4,273		91,139		11,502,870	
Persons per household	2.44		3.84		2.11		2.56		2.71		2.87	
Owner-occupied	2.51		3.55		2.10		2.66		2.71		2.93	
Renter-occupied	2.39		4.11		2.11		2.27		2.70		2.79	
Median household income	\$50,605		\$37,619		\$46,048		\$2,449		\$53,998		\$47,493	
Individuals below poverty, % of pop	16.5%		19.1%		7.0%		2.5%		11.9%		14.2%	
Per capita income	\$25,758		\$13,205		\$27,609		\$35,684		\$26,396		\$ 22,711	

Source: 2000 US Census

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SANTA CRUZ METRO SHORT RANGE TRANSIT PLAN

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Figure 2- 2: AMBAG Population Forecasts (200-2030)

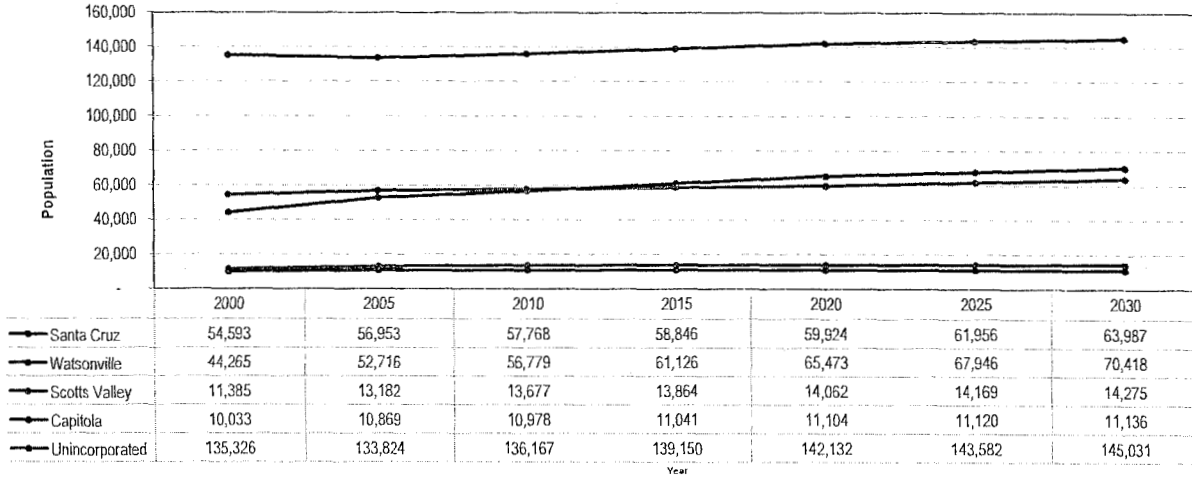


Figure 2- 3: AMBAG Housing Forecast (2000-2030)

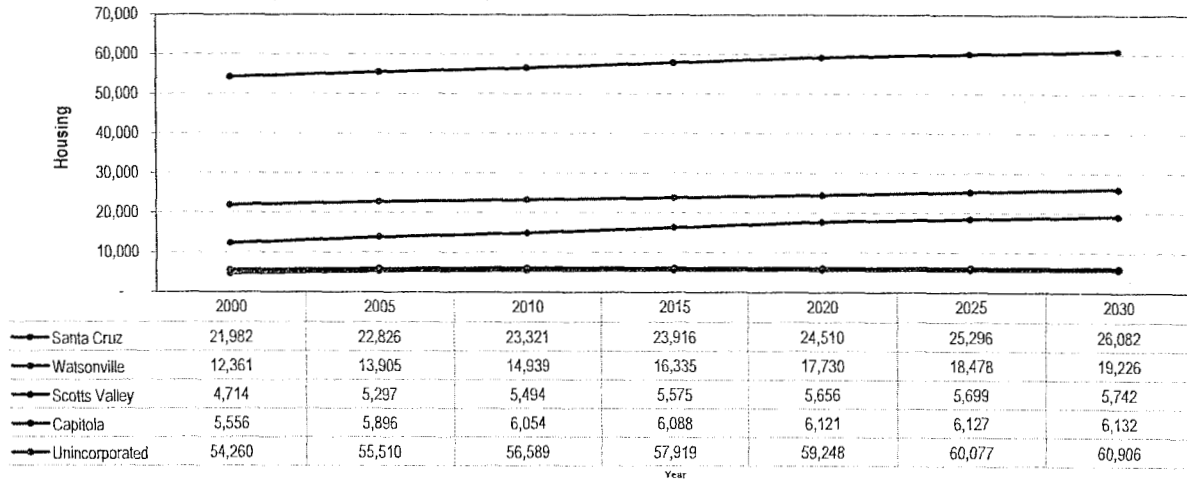
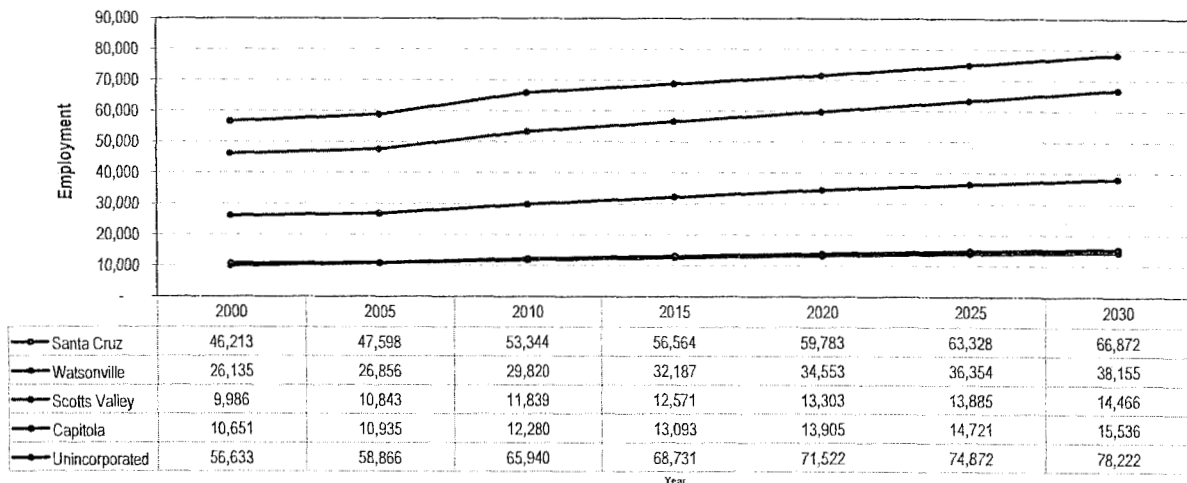


Figure 2- 4: AMBAG Employment Forecast (2000-2030)



## Economic Condition

Santa Cruz County has a strong economic base which is structured around agriculture, tourism and retail trades. The unemployment rates (Table 2-3) for the County are widely variable. The City of Santa Cruz is just under the statewide average, Watsonville is nearly twice the state average and Capitola and Scotts Valley are nearly half of the state average. Clearly, there is a rather significant variance between the four incorporated cities.

**Table 2- 3: 2000 Unemployment Summary**

City	Unemployment (pop 16+)
Santa Cruz	4.2%
Watsonville	7.9%
Capitola	2.1%
Scotts Valley	1.7%
Santa Cruz County	4.1%
California	4.3%

Source: 2000 US Census

The various employment categories and the number of employees employed in each profession are broken down for the various geographic regions and shown in Table 2- 4. These results show the region's economic dependence on tourism and agriculture and the rather unbalanced employment distribution when compared with the statewide distribution.

Table 2- 4: Employment Summary

	Santa Cruz		Watsonville		Capitola		Scotts Valley		Santa Cruz County		California	
Retail trade	3,608	19%	2,389	20%	2,809	47%	914	16%	12,714	20%	1,525,113	12%
Health care & social assistance	2,216	12%	2,110	17%	312	5%	435	7%	10,404	17%	1,434,479	11%
Accommodation & food services	4,036	21%	1,146	9%	1,496	25%	704	12%	10,060	16%	1,145,536	9%
Manufacturing & Agriculture	1,833	10%	2,801	23%	-	0%	631	11%	6,694	11%	1,616,504	13%
Wholesale trade	1,300	7%	1,471	12%	64	1%	681	12%	5,025	8%	811,344	6%
Professional, scientific, & technical services	1,917	10%	420	3%	60	1%	963	16%	4,701	8%	1,164,306	9%
Administrative & support & waste management & remediation service	440	2%	752	6%	433	7%	388	7%	3,247	5%	1,013,925	8%
Other services (except public administration)	1,097	6%	400	3%	236	4%	156	3%	3,021	5%	405,030	3%
information	1,040	5%	233	2%	82	1%	782	13%	2,464	4%	563,841	4%
Real estate & rental & leasing	454	2%	268	2%	274	5%	148	3%	1,766	3%	273,899	2%
Arts, entertainment, & recreation	1,098	6%	156	1%	175	3%	60	1%	2,023	3%	287,157	2%
Educational services	170	1%	60	0%	60	1%	10	0%	417	1%	62,843	0%
Mining	-	0%	-	0%	-	0%	-	0%	-	0%	20,321	0%
Utilities	-	0%	-	0%	-	0%	-	0%	-	0%	57,461	0%
Construction	-	0%	-	0%	-	0%	-	0%	-	0%	870,334	7%
Transportation & Warehousing	-	0%	-	0%	-	0%	-	0%	-	0%	397,266	3%
Finance & insurance	-	0%	-	0%	-	0%	-	0%	-	0%	681,626	5%
Management of companies & enterprises	-	0%	-	0%	-	0%	-	0%	-	0%	267,738	2%
<b>Total</b>	<b>19,209</b>	<b>100%</b>	<b>12,206</b>	<b>100%</b>	<b>6,001</b>	<b>100%</b>	<b>5,872</b>	<b>100%</b>	<b>62,536</b>	<b>100%</b>	<b>12,598,723</b>	<b>100%</b>

Source: 2000 US Census

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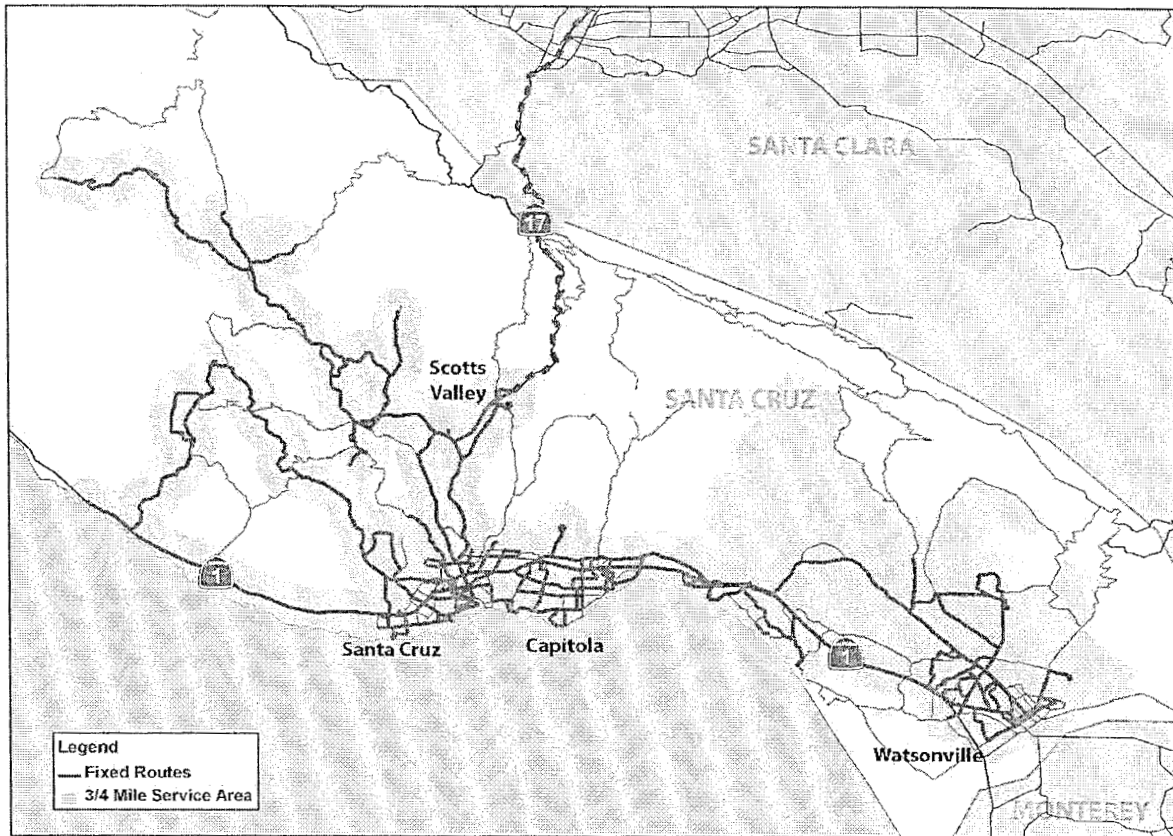
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## Services Provided

The Santa Cruz Metropolitan Transit District (METRO) is the fixed route and paratransit service provider for Santa Cruz County. Appendix A contains a summary of the history of the organization. A total of 39 routes are offered throughout Santa Cruz County and one regional service is offered into Santa Clara County. ADA paratransit is provided within 3/4 miles from any of METRO's fixed route services. These service areas are shown below in Figure 2-5.

Figure 2- 5: Fixed Route and Paratransit Service Area



### Fixed Route

Five types of fixed route services are provided to meet the various bus needs of the residents of Santa Cruz County as shown in Table 2- 5 below. These categories were developed based on the differences in markets each type of route services and the differences in services frequencies/spans of service. Table 2- 6 and 2-7 show a breakdown of the frequencies and span of services for each route by category.

Table 2- 5: Fixed Route Classifications

Route Type	Description	Route Numbers
Rural	Lifeline service outside urban boundaries	33, 34, 40, 41, 42, 72, 76
Local / Feeder	Urban routes which connect residential areas or major trip generators with transit centers	3, 4, 7, 9, 31, 32, 53, 54, 55, 56, 66, 68, 74, 75, 79, 88
Intercity	Primary trunk lines with better than hourly service on arterial roads linking transit center or significant activity centers	35, 69, 69A, 69W, 69N, 70, 71, 91
UCSC	Routes that connect to the UCSC campus	10, 12, 13, 15, 16, 19, 20
Regional	Routes that travel beyond Santa Cruz County	17

**Rural Routes:** Rural routes provide service to rural areas of County in the Santa Cruz Mountains and outside Watsonville. These areas include the communities in the San Lorenzo Valley and Corralitos. Frequencies and span of service tends to be the lowest systemwide on these routes.

**Local / Feeder Routes:** These routes are designed to provide bus service within the urban communities of the County. Frequencies and span of services tend to be higher than rural routes but lower than intercity and UCSC. The majority of these routes serve the cities of Santa Cruz and Watsonville.

**Intercity:** Intercity routes are primarily focused on meeting the bus rider demands between the urban areas within the County including the Santa Cruz to Watsonville corridor and Santa Cruz to Scotts Valley corridor. A variety of service options (local stop to express) between Santa Cruz and Watsonville are offered to meet the various travel needs along the Highway 1 corridor. Intercity routes tend to have high service frequencies and high span of services.

**UCSC:** Due to the high transit demands to the University of Santa Cruz, routes have been specially structured and assigned their own category of fixed routes service. The majority of these services are only offered during the University's school term and are not in service during the summer months. The UCSC routes tend to have the highest ridership and productivity and experience a strong demand for bicycles. As a result, these routes tend to be the most frequent and have the longest running spans of service in the system.

**Regional:** There is one regional route which provides service between Santa Cruz County and Santa Clara County along SR-17. This service connects the Downtown Santa Cruz METRO station with San Jose's Diridon station servicing various park and ride lots and the Cavallaro Transit Center in Scotts Valley. At Diridon station, passengers can connect to the Santa Clara Valley Transportation Authority's (VTA) transit system the Caltrain and Amtrak regional rail systems. Once at Diridon, transit passenger can connect to the San Jose airport using the VTA system.

Table 2- 6: 2007 Weekday Service Headways and Span of Services

Route	AM Peak	Midday	PM Peak	Evening	Start Time	End Time	Span of Service
	to 8:29	8:30-14:29	14:30-17:59	18:00 to			
<b>Rural</b>							
33*	Limited Service, Trips Per Day = 2				6:55	15:18	1:00
34*	Limited Service, Trips Per Day = 2				7:25	15:05	1:00
40	Limited Service, Trips Per Day = 3				6:15	16:50	3:00
41	Limited Service, Trips Per Day = 4				6:05	18:50	6:00
42	Limited Service, Trips Per Day = 3				12:30	23:25	4:00
72/76	60	60	60	60	5:40	19:38	14:00
<b>Local / Feeder</b>							
3	60	60	60	60	6:50	19:28	13:00
4	60	60	60	60	6:45	17:25	11:00
7	60	60	60	60	8:50	18:18	10:00
9	Limited Service, Trips Per Day = 2				7:35	14:57	1:00
31	30		60		6:55	17:13	5:00
32	Limited Service, Trips Per Day = 2				14:15	15:50	1:00
53		120	120		9:05	17:55	4:00
54	Limited Service, Trips Per Day = 2				7:05	19:00	1:00
55	60	60	60		7:30	17:25	10:00
56	120	120	120		8:05	17:00	5:00
66	25-60	60	60	60-80	6:15	23:05	16:00
68	60	60	60	60	6:30	19:20	12:00
68N				60	18:30	23:30	5:00
74	60	60	60		6:50	18:35	12:00
75	60	60	60	60	6:09	21:02	15:00
79	60	60	60		7:10	17:35	11:00
88***	Limited Service, Trips Per Day = 4				6:05	18:35	3:00
<b>Intercity</b>							
35	3-41	30	30	28-75	5:53	23:45	18:00
35A	30	30	30	25-75	6:30	0:08	17:30
69	30-70	30	30	30	6:05	18:40	13:00
69A	60	60	60	60	6:45	19:48	13:00
69W	60	60	60	60	6:20	19:37	13:00
69N				30	19:00	22:20	3:00
70*	30	30	30		7:30	15:40	7:00
71	30	15-30	15	30-60	5:40	0:45	18:00
91	15-60	60	60	60	6:00	18:16	6:00
<b>UCSC</b>							
10	30	30	30	30	6:55	19:05	12:00
12*	Limited Service, Trips Per Day = 1				7:10	8:07	1:00
13*	60	60	60	60	7:20	19:07	12:00
15*	14-28	6-53	3-30	9-41	7:38	19:43	12:00
16	30	5-30	3-30	15-30	6:25	2:14	20:00
19*	30	30	30	30	7:30	0:11	17:00
19N**				40	23:45	3:14	4:00
20/20D	60	30-60	20-60	30	7:20	21:45	14:00
<b>Regional</b>							
17	15-40	60-100	20-60	60-90	4:35	23:30	17:00

\* Route does not provide service or provides limited service when school (UCSC, Cabrillo, or San Lorenzo Valley) is not in service  
 \*\* Friday-Saturday Service  
 \*\*\* Formerly Named 7N  
 \*\*\*\* Service Operates Mid-November Through Mid-April Only  
 Red italic text indicates AM time for the following day

10.9.12

Table 2- 7: 2007 Weekend Service Headways and Span of Services

Route	AM Peak	Midday	PM Peak	Evening	Start Time	End Time	Span of Service
	to 8:29	8:30-14:29	14:30-17:59	18:00-21:59			
<b>Rural</b>							
33*							0:00
34*							0:00
40		Limited Service, Trips Per Day = 2			8.30	17:55	3:00
41		Limited Service, Trips Per Day = 1			9.30	10:50	1:00
42		Limited Service, Trips Per Day = 3			12.30	23.25	4:00
72/76	60	60	60		6.40	18.40	12:00
<b>Local / Feeder</b>							
3							0:00
4							0:00
7							0:00
9							0:00
31							0:00
32							0:00
53							0:00
54	120	120	120	120	7:30	19:00	9:00
55							0:00
56							0:00
66	60	60	60	60-80	7:00	23:05	16:00
68		60	60	60	8:30	19:20	10:00
68N				60	18:30	23:30	5:00
74							0:00
75	60	60	60	60	6:09	21:02	15:00
79							0:00
88****		Limited Service, Trips Per Day = 4			6.05	18.35	3:00
<b>Intercity</b>							
35	60	30-60	30	30-71	7:02	23:21	16:00
35A*	60	30-60	30	30-90	7:30	0:08	16:00
69		Limited Service, Trips Per Day = 1			7.37	8:18	1:00
69A	60	60	60	60	7:50	19:48	11:00
69W		60	60	60	8.37	21:34	13:00
69N							0:00
70*							0:00
71	30	30	30	30-60	6:05	22:30	17:00
91		Limited Service, Trips Per Day = 1			7:15	8:01	0:46
<b>UCSC</b>							
10	60	60	60	60	8.25	18:00	10:00
12*							0:00
13*							0:00
15*							0:00
16	60	15-60	15-30	15-45	7:05	3:15	20:00
19*		60	60	60	9:30	19:11	10:00
19N**				40	23:45	3:14	4:00
20/20D		60	60	60	8:20	21:15	13:00
<b>Regional</b>							
17	85-95	100	75-135	80-95	5.50	23.40	10.00

\* Route does not provide service or provides limited service when school (UCSC, Cabrillo, or San Lorenzo Valley) is not in service

\*\* Friday-Saturday Service

\*\*\* Formerly Named 7N

\*\*\*\* Service Operates Mid-November Through Mid-April Only

Red italic text indicates AM time for the following day

: Limited Service Times

: No Service Times

10.913

## ParaCruz

ParaCruz is the public transportation system for seniors or the disabled who are unable to use the fixed route transit service. The service is compliant with the American with Disabilities Act of 1990 and services areas within a ¼ mile buffer of the fixed route service offered by METRO. Those registered in the program are eligible for shared ride, door-to-door pick up service from 6:00 AM until 10:30 PM every day except New Year's Day, Thanksgiving, and Christmas Day. Trips must be booked between 1-14 days in advance between the hours of 8:00 AM and 5:00 PM. Following completion of a reservation, customers are given a "ready window" of 30 minutes (10 minutes before and 20 minutes after) their requested time. The cost is \$3.00 per trip, twice the price of the regular fixed route fare.

METRO took over the paratransit service from Community Bridges (private contractor) in November of 2004. Minibus vehicles are used for the service which can accommodate wheelchairs and scooters less than 30" by 48" and less than 600 pounds when occupied.

## Neighboring Services

### Monterey Salinas Transit (MST)

Monterey-Salinas Transit (MST) is the fixed route and paratransit service provider for Monterey County. MST operates a total of 33 fixed-route services, providing service within ¾ of a mile to an estimated 352,000 people. The service is structured to provide local and intercity service for Monterey Peninsula and Salinas Valley and rural services to the Carmel Valley, Big Sur, and coastal regions of the Monterey Peninsula. MST also runs service inland along the Highway 101 corridor to the cities of Chular, Gonzales, Greenfield, Soledad, and King City.

Major transit centers within the MST system are located in the Cities of Monterey, Salinas, Seaside, Marina, and Watsonville. The Watsonville Transit Center, opened in 1995, provides transferring service to Santa Cruz METRO bus lines. MST Routes 27, 28, and 29 that service the Watsonville Transit Center allow METRO riders to make direct transfers on to Salinas, Castroville and Marina. Transfers can then be made at either the Marina or Salinas Transit center for continued service to the rest of Monterey County.

MST offers free transfers to METRO routes for the travel to the North Zone<sup>1</sup> only. Transfers must be requested at time of payment for METRO fare and are not available at the Watsonville Transit Center. Day passes are also good for unlimited travel in the MST North Zone but METRO monthly pass holders must be accompanied by a transfer. METRO also accepts MST's Courtesy Cards (senior and disabled passes) giving riders a discounted fare. MST accepts METRO's senior rate payment even though the senior age is less than their own.

A memorandum of understanding signed in 1989 by MST and METRO outlines a plan for both agencies to provide coordinated and efficient transit service to transit riders of Watsonville and the Pajaro Valley. Aside from fare arrangements mentioned above, the agreement also calls for MST and METRO staff to assist in directing passenger between the two systems and providing each others information in the respective rider guides.

<sup>1</sup> North Zone includes the communities of Watsonville, Marina, Prunedale, and Castroville.



## Santa Clara Valley Transportation Authority (VTA)

Valley Transit Authority (VTA) provides bus, light-rail, paratransit and various shuttle services to the Santa Clara County. Sixty-nine fixed-route bus services and three rail lines link the major communities including Mountain View, Sunnyvale, San Jose, Milpitas, Morgan Hill, and Gilroy.

METRO's Highway 17 Express service provides Santa Cruz and Santa Clara County residents with "over-the-hill" service between the two counties. Northbound passengers from Santa Cruz County can connect to VTA lines at either the Diridon Station or the Downtown Transit Plaza in San Jose. Since both of these locations serve as major transit terminals in the area, passengers have a number of options for bus, light rail and shuttle connections to most of Santa Clara County. The free Downtown DASH circulator shuttle is available at both of these locations as well.

Fares paid into the METRO system for the Highway 17 bus results in free transfer to VTA system, but not the reverse to METRO from VTA. A single ride is \$4, day pass \$8 and monthly pass is \$90.

## Altamonte Commuter Express (ACE)

The Altamonte Commuter Express is a regional commuter rail system linking the Central Valley, Livermore/Amador Valley, and Santa Clara County. Four AM westbound and four PM eastbound trains provide commuters from the communities of Stockton, Lathrop, Manteca, Tracy, Livermore, Pleasanton, and Fremont connections to the major employment destination in the Silicon Valley. The final stop along the corridor is the Diridon Station in San Jose, allowing connections to the Highway 17 Express from Santa Cruz County.

Transfers at the Diridon Station to ACE are not timed with the Highway 17 Express and discounted fare transfer rates are not available.

## Caltrain

Caltrain provides commuter rail service to 34 stations along a 77-mile corridor from San Francisco, through San Mateo and Santa Clara Counties to Gilroy. As of April 2<sup>nd</sup>, 2007, 96 trains provide weekday northbound and southbound service. Along with the regular all-stop service, a limited stop and baby bullet option are available to commuters. The baby bullet allows travel to occur between San Francisco and San Jose in less than an hour.

Caltrain services the Diridon Station in San Jose where the Highway 17 Express service from Santa Cruz stops. This location allows passengers a train connection to San Francisco and San Mateo Counties (northbound) or Morgan Hill/Gilroy (southbound). Persons boarding with a Caltrain monthly ticket and Peninsula pass receive \$4.50 credit towards a purchase of a HWY 17 day pass.

## Amtrak

Amtrak's Capitol Corridor service from Sacramento to San Jose is accessible via the Highway 17 Express. This commuter rail system provides service seven days a week to major destination in the East Bay and Sacramento Valley including Oakland, Berkeley, Martinez, Davis, Sacramento, and Auburn. Amtrak also provides motorcoach service from the Diridon Station south to San Luis Obispo and Santa Barbara.

## Organizational Structure

The organization structure for METRO is shown below in Figures 2- 6 to 2- 15. Nine major departments exist within this structure that is overseen by the Board of Directors:

- Office of the General Manager
- District Counsel

- Finance Department
- Human Resources Department
- Operations Department
- Maintenance Department
- Information Technology Department
- Fleet Department
- Facilities Department

Figure 2- 6: METRO Organizational Chart - All Departments

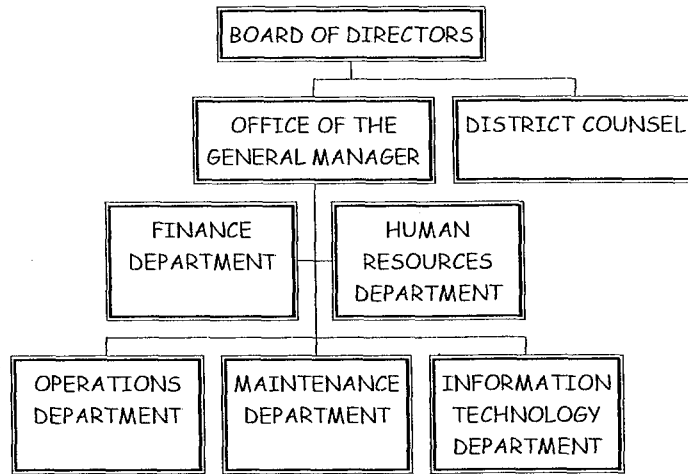
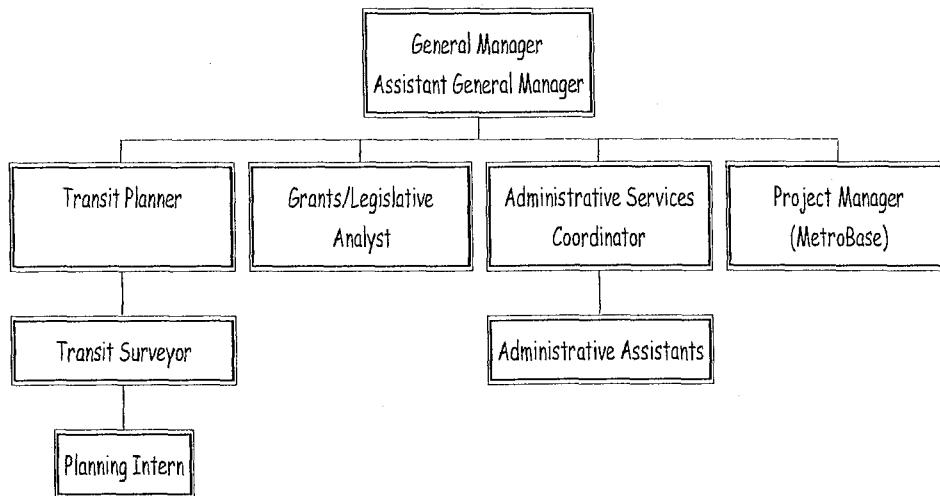


Figure 2- 7: METRO Organizational Chart - Office of the General Manager



10.916

Figure 2- 8: METRO Organizational Chart – Office of District Counsel

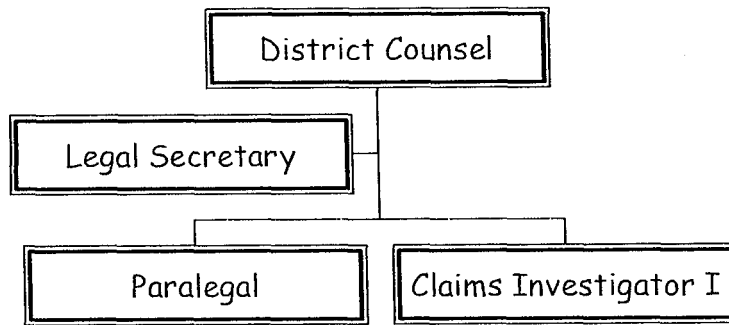


Figure 2- 9: METRO Organizational Chart – Office of Finance

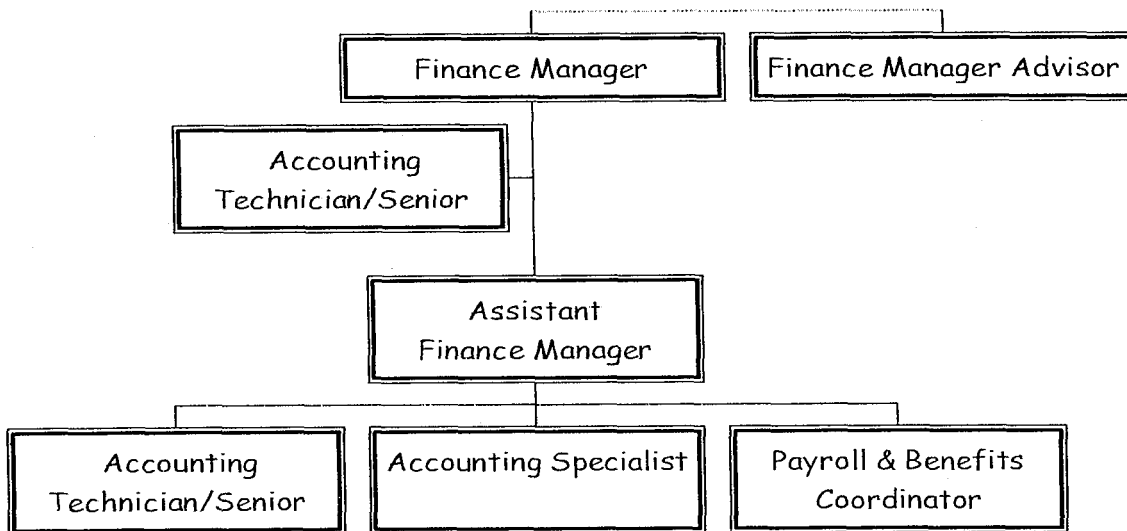
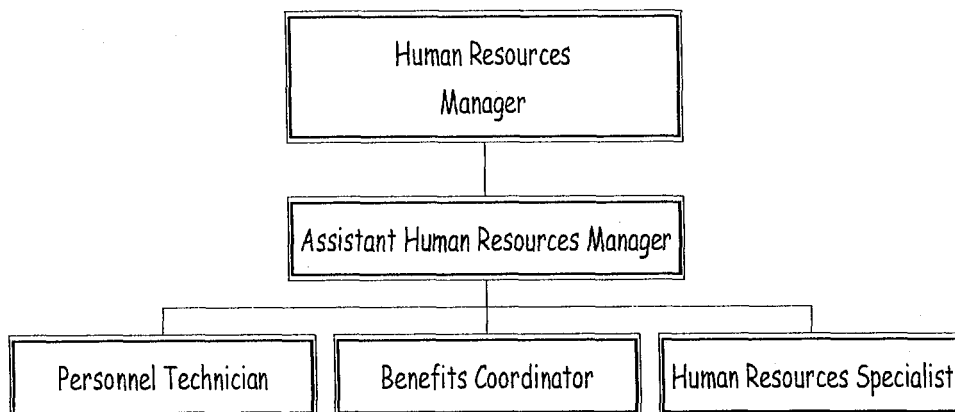


Figure 2- 10: METRO Organizational Chart – Human Resources Department



10.917

Figure 2- 11: METRO Organizational Chart – Information Technology Department

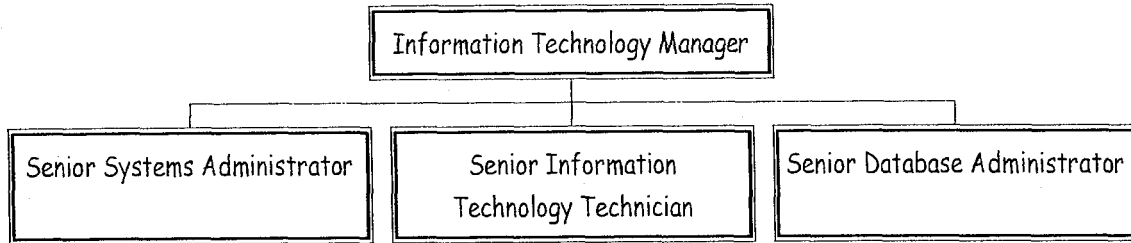


Figure 2- 12: METRO Organizational Chart – Operations Department

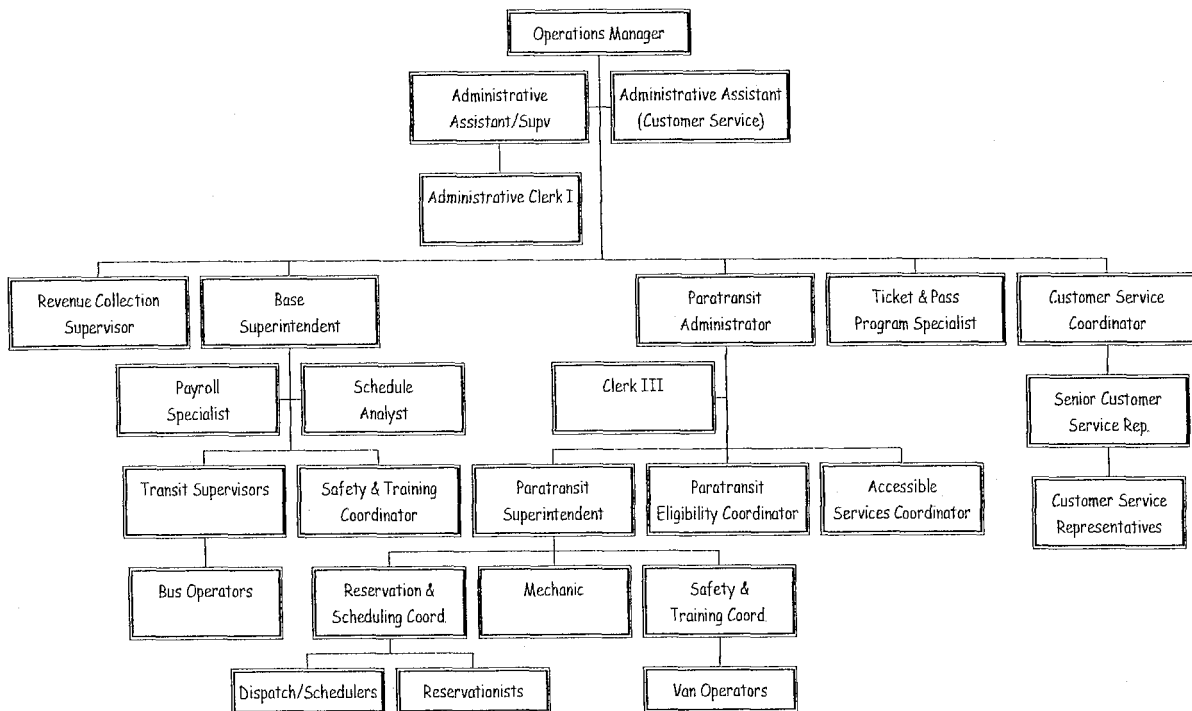


Figure 2- 13: METRO Organizational Chart – Maintenance Department

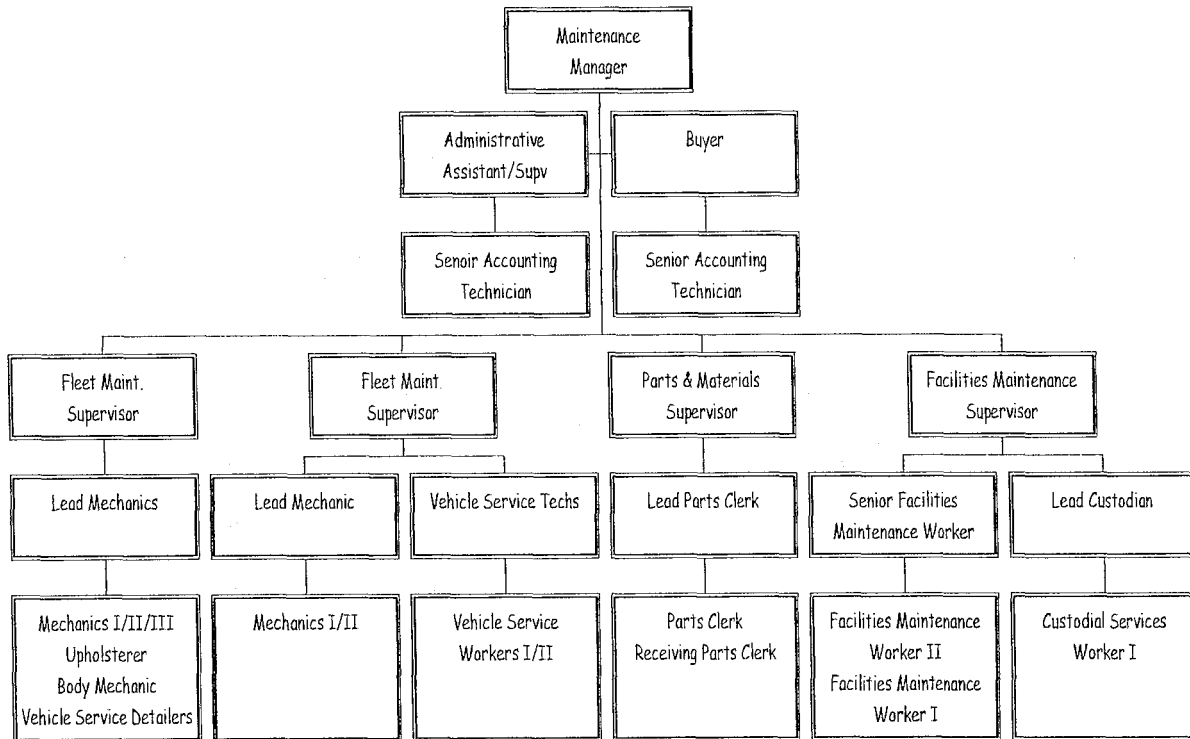
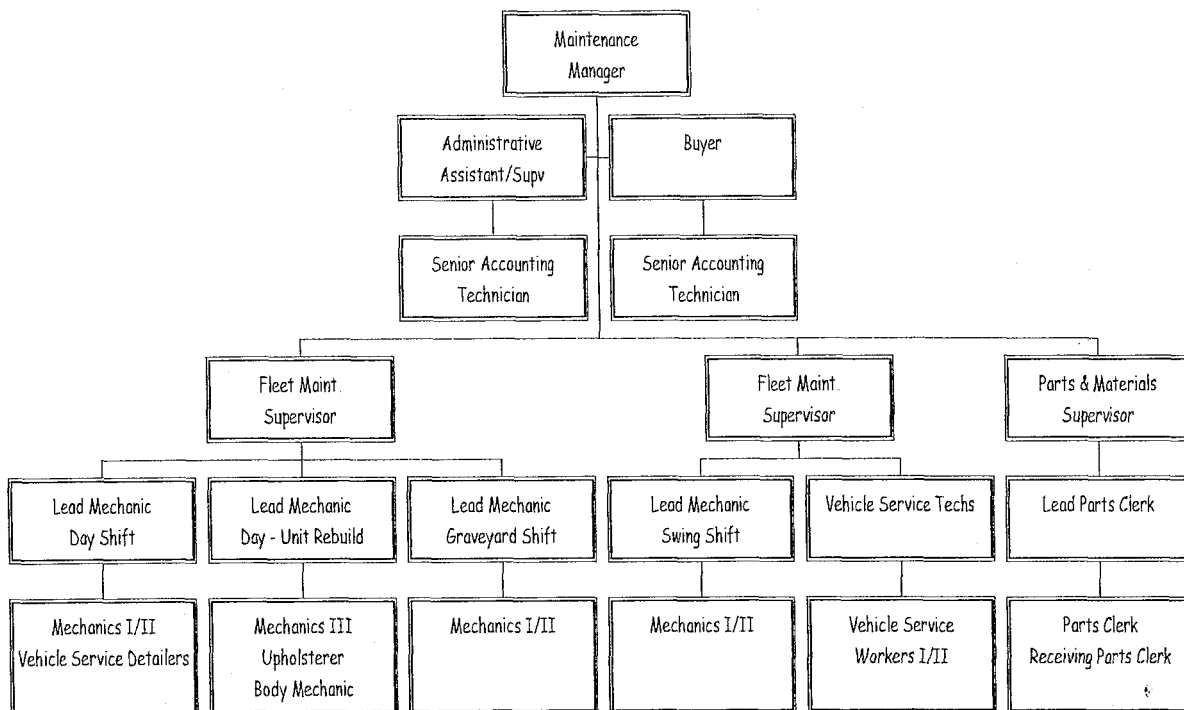
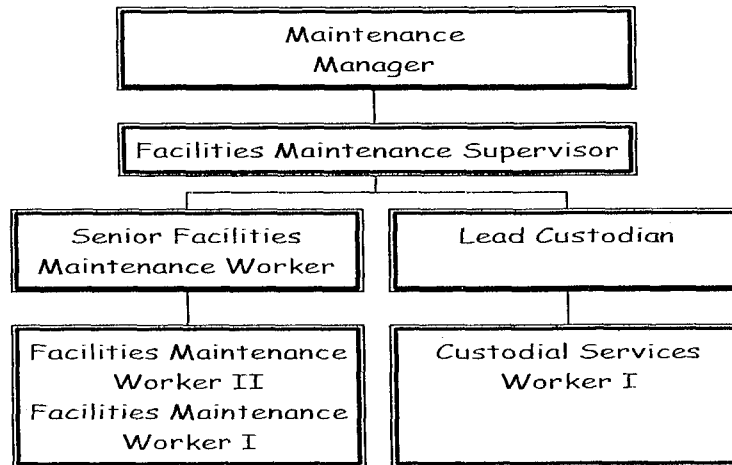


Figure 2- 14: METRO Organizational Chart – Fleet Department



10.919

Figure 2- 15: METRO Organizational Chart – Facilities Department



## Fare Structure

The fixed route fare structures shown in Table 2- 8 below were effective as of July 1, 2004. Fares for the Highway 17 Express Service to Santa Clara County are shown in Table 2- 9. Paratransit fares are priced as twice the normal fixed-route cash fare, \$3.00 per trip.

Transfers between METRO buses are not free and require repayment for every bus boarded. Those making more than three trips in one day are encouraged to buy a day pass for \$4.50 which will result in a cost savings for the rider. Free transfers are issued for those traveling to the North Zone areas of the Monterey-Salinas Transit area. Transfers to this service must be issued when the initial bus fare is paid and monthly passes are not honored by MST.

Monthly adult, youth, and senior/disabled passes are good for unlimited rides on all routes in Santa Cruz County except the Highway 17 Express. To qualify as a senior, riders must be 62 or older and be able to show proof of age. To qualify as disabled, riders must provide a METRO ID card or Medicare card. The Highway 17 Express monthly pass is good for unlimited rides on all METRO's fixed route services and Santa Clara buses and light rail.

METRO currently has agreements with the University of California Santa Cruz (UCSC) and Cabrillo College to offer students and staff free transit service. Students and staff must present a valid identification card for their respective college or university at the time of boarding to use the free service. This "class pass" program eliminates the charge to the rider at the time of boarding but eventually reimburses METRO at a subsidized per trip rate as described in the agreement.

Table 2- 8: 2007 Fixed Route Fares

	Cash	Day Pass	5 Day Pass	Monthly Pass
<b>Cash</b>	\$1.50	\$4.50	\$22.00	\$50.00
<b>Student</b> above 46" or through the 12th grade	\$1.50	\$4.50	\$22.00	\$35.00
<b>Child</b> less than 46" (three ride free with fare paying passenger)	Free	N.A.	N.A.	N.A.
<b>Senior</b> 62 + years	\$0.75	\$2.25	\$11.25	\$25.00
<b>Disabled</b>	\$0.75	\$2.25	\$11.25	\$25.00

Table 2- 9: 2007 Highway 17 Express Fares

	Cash	Day Pass	Monthly Pass
<b>Cash</b>	\$4.00	\$8.00	\$90.00
<b>Senior</b> 62 + years	\$2.00	N.A.	N.A.
<b>Disabled</b>	\$2.00	N.A.	N.A.

## Fleet

As of November of 2006, METRO had 113 revenue vehicles for fixed route services, 34 vehicles for paratransit services, and 61 non-revenue vehicles. Nearly all fixed route vehicles are 35 or 40 foot in length. Revenue vehicles have an average age of 10 years, paratransit 5.2 years, and non-revenue 7.8 years. A complete listing of these vehicles is shown in Appendix B.

## Facilities

Four transit centers are currently used by METRO as hub or transfer locations for their fixed routes services. The two primary centers, which nearly all routes service, are the Santa Cruz Transit Center located in Downtown Santa Cruz and the Watsonville Transit Center located in Downtown Watsonville. Both of these facilities contain a large number of bus bays to allow layover and transferring activities to occur. They also include a high level of customer amenities including food vendors, customer service agents, and seating.

The secondary transit centers are located in Felton and Capitola. The Felton center is located at Felton Faire just north of Mt. Hermon Road. The Capitola Transit Center is located at the Capitola Mall on 41<sup>st</sup> Street. Both of these facilities have fewer customer amenities but provide key transfer points for METRO's fixed routes services.

The District is also in the process of constructing the new MetroBase Transit facility on River Street and Golf Course Drive. The new facility will be the central location for operations and maintenance of METRO's bus fleet. The facility will contain the following components:

- Liquefied Compression Natural Gas (LCNG) fueling station

- Bus washing structure
- A second story addition to the current building
- Reconfigured parking and circulation

Completion of the facility is scheduled for 2010.

## Website

The District currently offers a website dedicated to providing transit information to the residents of Santa Cruz County. The website is also a medium for obtaining citizen feedback on the current service offered by METRO. The major information areas on the page include; System Information, Schedules, Contact Us, News, Board, Bids, Jobs, Links, MetroBase, and ParaCruz. METRO's website has been in existence since 1996 and is currently being reevaluated to determine changes that will meet the needs of their current users. This assessment can be found in Appendix C of this report.



## Chapter 2: Background

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### BACKGROUND REPORTS

The following studies were reviewed in the SRTP development process. These documents address issues that directly or indirectly effect operations at METRO and in some way impact the operational conditions. The documents reviewed include:

- Regional Transportation Plan (2005) - Santa Cruz Regional Transportation Commission (RTC)
- Metropolitan Transportation Plan (MTP) (2005) – Association of Monterey Bay Area Governments (AMBAG)
- City of Santa Cruz Master Transportation Study (2003) - Fukuji Planning & Design
- ADA Complementary Paratransit Comprehensive Operational and Financial Audit (2000)- Multisystems
- UCSC Comprehensive Transit Study (2003) – Urbitran
- UCSC Long Range Development Plan (2005-2020) - University of Santa Cruz
- Major Transportation Investment Study (1997) – Santa Cruz Regional Transportation Commission

### Regional Transportation Plan (2005)

The RTC is the transportation planning agency for Santa Cruz County that is primarily responsible for prioritizing capital investments in transportation infrastructure for all modes of transportation including autos, transit, bikes and pedestrians. The RTP is the long range planning document mandated by the state of California to guide transportation funding decision for the planning region. The 2005 plan identifies goals, projects and programs that will improve and maintain the County's transportation system over the next 25 years. The plan further identifies specific projects to meet these goals.

The overall theme that developed in the plan focused on the increasing traffic congestion and the increasing competition for limited transportation dollars. A number of key points were highlighted, including:

- Santa Cruz County has a rich multi-modal transportation network
- Traffic in Santa Cruz is worsening
- Transit service is limited by available revenues
- Maintenance needs for the existing transportation network are increasing
- The complexity of transportation solutions is increasing
- All transportation modes and facilities are subsidized with public funding generated from tax revenues
- Since 1998 the RTC has gained more control of the local share of state and federal funds
- The ebb and flow of federal, regional and local funding affects project timing
- Existing funds are insufficient
- Reaching consensus on transportation improvements is difficult

## Metropolitan Transportation Plan (2005) - AMBAG

AMBAG is the metropolitan planning organization (MPO) for the three-county Monterey Bay region including Santa Cruz County, Monterey County and San Benito County. Federal regulations requires AMBAG to develop a long-range transportation plan that is both financially constrained and falls under the on-road motor vehicle emissions budget included in the Federal Air Quality Maintenance Plan. The plan provides the financial element which demonstrates how various transportation improvement projects can be implemented with the region's available resources.

The constrained action element of the plan for 2005-2030 for the three-county region allocated 25.3% of all project funding to transit. Transit was second only to vehicle flow which received 34.4% of the total funding. Forty different projects were identified for METRO in the constrained scenario. The majority of the funding for these 40 projects was allocated to four major areas; general transit service operations and maintenance (\$850 million) local service restoration and expansion (\$67.75 million), the MetroBase facility (\$42.8 million) and bus replacements for 2018-2030 (\$40 million).

## City of Santa Cruz Master Transportation Study (2003)

The Master Transportation Study (MTS) was a joint planning effort between the City of Santa Cruz and the University of California Santa Cruz to develop a community-based approach to shaping the future transportation system. The four main objectives from the planning process included:

- Expand and offer new travel choices for people who live, work, play and visit Santa Cruz
- Provide relief for citywide vehicle traffic congestion
- Enhance community livability
- Achieve a sustainable transportation future

The key challenges were identified as addressing future traffic growth and reducing peak-hour single occupant vehicle trips. The study went on to make a number of short-term and long-term recommendations to achieve the objectives of the study. The short-term (5-year) strategies that are specific to transit include:

- Give right-of-way priority to transit through incremental Bus Rapid Transit (BRT) improvements that lead to a long-term BRT system. Incremental improvements include bus queue jump lanes, transit priority signalization, pre-payment of transit fares and reversible parking and travel lanes.
- Refine and build on the successes of the existing METRO system.
- Augment key transit services of the existing transit system to offer a core, high frequency limited-transfer transit network serving activity centers & region.
- Develop Metro Base; it is required for the successful implementation of expanded and improved transit services.
- At this time, a Bus Rapid Transit (BRT) system is the most flexible and cost effective transit technology to apply to Santa Cruz. It is a technology that can address both the regional mobility challenge of Highway 1 congestion, and the low-density distribution countywide and growth of development in South Santa Cruz County. Bus Rapid Transit is a system that combines the quality of rail line with the flexibility of buses. It can operate on ordinary city streets, exclusive transit ways or HOV lanes with priority for transit being the key component. A BRT system combines intelligent transportation systems technology, cleaner and quieter vehicles, rapid and convenient fare collection, and integration with land use policy.

Part of the short term strategies also evaluated METRO's route structure in some depth. The following route modifications were discussed to increase ridership:

- **Eastside — UCSC Connector.** Provide a direct, high frequency, local and express service to bypass downtown between UCSC and East Side residential neighborhoods with service extended to Cabrillo College.
- **North — South Central Route.** Provide a direct, high frequency service along the City's central north-south area connecting the Harvey West, Downtown, Metro Center and Boardwalk areas.
- **East — West Connector.** Provide direct, east - west transit route with limited stop express and local service linking the West Side residential neighborhoods, Mission Street retail, Santa Cruz High School, the Downtown, Soquel Avenue retail, East Side, and residential neighborhoods, with Cabrillo College.
- **Ocean Street Hotel/Beach Shuttle.** Seasonal, weekend shuttle providing 30-minute service between the Ocean Street hotels and the Boardwalk area.

The short-term strategies focused primarily on local City of Santa Cruz needs and didn't address the regional transportation issues the County is currently faced with. The long-term strategies took these factors into consideration and developed the following options:

- Transit and carpooling offer the greatest promise for traffic reduction through mode shift from SOVs.
- Based on the travel analysis, to achieve no future growth in vehicle traffic in the year 2020 from year 2000 levels, transit ridership levels need to increase for the external, commute in and out, and regional trips. For a transit emphasis solution, external transit mode splits need to increase from 3.8 % to an average of 8.6% (5.3% commute out and 11.8% commute in), a 125% increase by 2020.
- To achieve this level transit mode split, the City can benefit from a regional transit strategy, however any regional transit strategy must address both the regional mobility challenge of the high levels of vehicle traffic on Highway 1, and the low density distribution and growth of development in South Santa Cruz County.
- At this time, a Bus Rapid Transit (BRT) system is the most flexible and cost effective transit technology for the Santa Cruz region.
- At this time there are three potential rights-of-way available to implement future high occupancy, high frequency BRT technology that can address regional mobility and growth challenges: the rail corridor, local arterial streets and Highway 1.
- The Rail Corridor right-of-way option must be preserved for higher occupancy transit services, and pursued to achieve project funding in conjunction with whatever effort is made to modify Highway 1.
- Environmental analysis needs to be conducted to ensure HOV proposals are sensitive to City needs and the MTS vision including the effect on local streets, single occupancy vehicle use and land use impacts.
- The most efficient spatial configuration is to have high occupancy, high frequency, and minimum transfer service along direct routes linking major local and regional activity centers.
- Future growth of UCSC, beyond assumptions projected in this document, will require consideration of a new connection to an enhanced regional transit system. Any new connection must be designed and engineered for environmental sensitivity.

- In the future, the city should continue to consider the application of new, innovative technologies to increase local and regional transit ridership. Possible options are discussed in the following sections of this report.

### **ADA Complementary Paratransit Comprehensive Operational and Financial Audit (2000)**

Under the Americans with Disabilities Act of 1990 (ADA) METRO is required to provide complementary paratransit service for persons with disabilities. Prior to 2004, METRO contracted out its paratransit services. At the time this study was complete, Food and Nutrition Services (FNS) was the provider of paratransit services. The 2000 comprehensive operational and financial audit was completed to assess the following areas of the paratransit program:

- The current ADA eligibility process
- The service quality experienced by customers
- Service quality, including vehicles, drivers, and performance standards
- The reservations, scheduling and dispatch service provided under this contract
- The administration of the program by FNS
- The subcontractor's performance, compliance and reporting
- The contract for thoroughness
- The internal cost allocation of FNS and the accuracy of billings
- Compliance with the ADA regulatory requirements

Since paratransit operations are now provided by METRO, the following summary of the study's results will exclude those finding relating to contract with FNS. The findings and recommendations for the other areas of focus were filtered to its applicability for the SRTP and presented below.

**Current ADA eligibility process.** The eligibility process was found to be brief and did not ask if the applicant was unable to use fixed route services. It was recommended that METRO look into ways to more thoroughly verify ADA eligibility and to more strictly apply the eligibility criteria as described in the ADA regulations.

**Service quality experienced by customers.** Scheduling Assistants appear to be professional and interact well with customers. Implementing automated scheduling may increase scheduling efficiency, but may impact customers by increasing ride times and grouping more trips.

**Service quality, including vehicles, drivers, and performance standards.** The vehicle fleet and driver quality was found to vary based upon the provider of the service. A closer monitoring program for the personnel and a training program were suggested to improve driver performance.

The on-time performance standards were shown be met but these standards were also recognized as being excessive. It was recommended that the current 45-minute window (-15 to +30) was revised to a 30-minute window (-30 to 0). It was also recommended that on-street monitoring and support for vehicles be implemented.

The reservations, scheduling and dispatch service provided under this contract. Overall, reservations, scheduling, and dispatch operate well. Areas to improve upon include:

- Improve timeliness of will call trips
- Improve communication between scheduling assistants and dispatch
- Manual scheduling procedures have resulted in denials, overcrowding and under-crowding due to the lack of real-time information for the scheduling assistants.

### UCSC Comprehensive Transit Study (2003)

The 2003 Comprehensive Transit Study completed for UCSC evaluated how well transit services to and through the main campus and off-campus were meeting the existing needs and anticipated future needs. The study was completed in cooperation with METRO and presented to their Board in January of 2004. Recommendations were used in the creation of the University's 2005 Long Range Development Plan.

The general conclusion for the study showed that the University must plan for significant increases in transit demand, especially internal transit trips. The internal demand was addressed by a series of modifications to the campus shuttle buses. The external demand was addressed by suggested changes to the METRO service. The following recommendations were suggested:

- Route #22: Add a stop on Laurel Street, reschedule to coordinate with class change times
- Routes #15/16: Add two vehicles to meet increasing demands
- Route #20: Improve frequency to every 60 minutes; add evening service until 10 PM
- Explore the possibility of a new service from UCSC to serve Ocean Street, Cabrillo College, and Aptos, that would bypass the Santa Cruz METRO Center

### UCSC Long Range Development Plan (2005-2020)

The LRDP provides UCSC with a comprehensive framework for the physical development of the UC Santa Cruz campus over a 15-year planning period. The document includes a land use plan that is structured to meet the academic and institutional objectives of the campus. The LRDP was accompanied by an Environmental Impact Report as required by the California Environmental Quality Act (CEQA).

The 2005 plan represents an increase in student enrollment to 19,500, an additional 5,100 students over the 2003-04 total enrollment. The circulation impacts associated with this increase were addressed in the plan and many solutions involved the continued utilization of METRO's services. The key aspects of the plan for the transit network include:

- Currently 40% of all trips to campus are made through single occupancy vehicles
- UCSC is the primary contributor to the public transit system, contributing \$2 million a year in rider fees to METRO.
- The LRDP calls for an interconnected network of transit routes with a transit hub located at east and west peripheral lots. Campus shuttles will continue to serve the inter-campus transit needs and METRO will provide off-campus and regional transit travel. BRT solutions, such as queue jump lanes or transit-priority traffic signals, may be installed to allow buses to bypass vehicles at congested intersections.
- A third entry to campus is proposed along Empire Grade to provide emergency egress to the west

- UCSC supports an Eastern Access route to campus.
- The LRDP calls for an extension of Meyer Drive to Hagar Drive, and Hagar Drive to Coolidge Drive, creating critical cross-campus links.
- The LRDP call for an additional 2,100 parking spaces to meet anticipated parking demands

### Major Transportation Investment Study (1997)

The MTIS is a long-term investment study for the Watsonville to Santa Cruz to UCSC Campus corridor to determine the best investment strategy for the future travel needs of the corridor. The recommended investment strategy was based on a new ¼ cent sales tax and a federal earmark to construct a busway and bikeway project in the Santa Cruz Branch Line right-of-way between Natural Bridges and State Park Drive by the year 2006. The technical tasks of the project included; public participation, travel model development, screening of alternatives, travel forecasts, transportation impacts, environmental scan, capital and operating and maintenance costs, financial analysis, MTIS report, and an intercity recreational rail study.

To date, there is still no clear consensus from the general public or the Regional Transportation Commission on what the best alternative is to dealing with the future travel needs along this corridor. The field is split between widening the highway for carpool and bus travel and implementing rail service in the corridor. There is also a “do nothing” group that doesn’t support any changes in the corridor.

The impacts to transit that resulted from the analysis showed Alternative 8, Improve Bus Service, as achieving the greatest transit mode share of travel in the corridor. This alternative includes adding new express bus service to Santa Cruz, California State University at Monterey Bay, and San Jose. New local service would be added in Watsonville, Harvey West, Aptos, Capitola, San Lorenzo Valley, and the west side of Santa Cruz and the UCSC campus. METRO’s bus fleet could exceed 150 vehicles plus needed spares.

Even under the Improve Bus Service scenario, the transit mode share was only estimated to be 2.73% of all trips. This is well below the County’s transit mode split goal of 10%. The results show UCSC as having the greatest growth in transit usage and capturing the highest number of transit trips. Downtown Watsonville was estimated to have the least number of trips made by transit. Overall, 83% of boardings were forecasted to occur between the UCSC campus and Capitola.

### Summary of Background Reports

In general, the following assumptions were developed from the reviewed transportation studies in Santa Cruz County.

- Traffic conditions are worsening
- There is a competition of funds and interests for the various modes of travel in Santa Cruz County
- Peak-hour single occupant trips could be reduced through increases in transit use
- BRT is a reasonable approach to increasing transit capacity and use
- UCSC, already a major consumer of transit, will continue to expand and thus contribute to increased transit use

The previous transportation improvement studies reviewed above offer a number of valuable recommendations, which were taken into consideration during the development of this SRTP. As long as traffic levels continue to increase in Santa Cruz County and single-occupant automobile travel continues to be the preferred method of travel, roadway congestion will worsen. Solutions to these issues offered by previous

studies favor an investment in transit, specifically BRT, which offers a cost-effective solution to increasing capacity and improving the attractiveness of transit. While BRT appears to be a preferred transit solution, competing interests and funds within the County have failed to create an environment where transit trumps other modes of travel to the point of bypassing congestion. Specifically, high-frequency corridors that would lend itself well for a BRT type transit service for METRO such as Highway 1 between Watsonville and Santa Cruz and the Laurel-Mission-Bay Street corridor between downtown Santa Cruz and UCSC are still forced to run mixed-flow, subjected to all the same congestion constraints of other motorists.

## PUBLIC OUTREACH

Public outreach is an essential component to a good community-based planning effort. The creation of the SRTP provided an ideal opportunity to reach out to the community and stakeholders to determine the strengths and weaknesses of METRO and identify changes that could be made to improve upon the identified deficiencies. This information provides essential qualitative insight that can then be paired with the quantitative performance assessment to accurately depict the current conditions of the system.

To focus the outreach efforts, various user groups were identified at the onset of the project. These groups were identified based on current usage patterns and dependence of the system for their day to day travels. Other groups were identified because they either had service and don't use it or they are currently lacking service.

Reaching out to these key stakeholders and users of the system is often times challenging. Recognizing that differing demographics use various methods to communicate, the outreach plan used multiple formats and mediums to gain the necessary information. Table 1- 1 below shows the groups who participated in the outreach and the techniques used to gain their input.

Table 1- 1: Outreach Groups and Methods Used

Group	Outreach Method
Transit Stakeholders	Face-to-face interviews
Transit Passengers	On-board surveys / intercept surveys
Transit Drivers (Metro fixed-route bus drivers)	Face-to-face interviews
Local communities (Watsonville, Capitola)	Community meetings
Cabrillo College (student, staff and faculty)	Online survey

## Stakeholder Interviews

The majority of stakeholder interviews were conducted at the onset of the project during the 2nd week of January, 2007. Follow up interviews with remaining stakeholders were conducted in February and March 2007. Those interviewed included elected officials, regional and community agencies, local business communities, educational institutions, and MAC members. Our understanding with each of the stakeholders interviewed was that their individual responses would be confidential, but that we would include all of the important comments as part of an overall evaluation.

A summary of the included stakeholders and their input can be found in Appendix D. Significant findings from the stakeholder interviews included:

- Santa Cruz local service caters toward downtown and UCSC and may be overlooking service worker travel needs or potential tourist market

- More local services for Watsonville, Capitola and Scotts Valley
- Increase service to Cabrillo College and its link to UCSC
- Traffic congestion hinders METRO's performance
- METRO staff does not do much in the way of advertising and/or marketing and therefore is not looking to service new potential markets.
- Long distances services (Highway 17 Express/Connections to Watsonville) are generally good but could be improved by decreasing travel time and increasing span of service.

## Transit Passenger Surveys

METRO current riders are perhaps the most important source of information when it comes to assessing performance of the agency. Two different approaches were taken to gain insight from this user group. The first, and most intensive of all the outreach efforts, was an on-board survey. This technique placed a surveyor on various buses throughout the METRO system and asked riders if they would take a voluntary and confidential survey while they ride. The survey was distributed as a hard copy for them to fill out. Assistance was given to the rider by the surveyor if requested.

The survey captured responses from 1,902 weekday riders over a three day period in March of 2007. Fourteen questions were asked of the riders including basic demographic information, origin/destination of transit trip, purpose of trip, and preference ratings for various attributes of the system. One side of the questionnaire was in English and the other side was translated into Spanish. A copy of the questionnaire, a detailed summary of the results, and mapped trips from origin locations from the four incorporated cities can be found in Appendix D.

Significant findings from the onboard survey included:

- The majority of the trips were home-based trips used for school and work, with just under half of all trips made for school purposes
- Over ¾ of riders walked to the starting point of their transit trip
- The most common payment methods for the bus are the UC pass (33%), cash (26%), and a monthly pass (19%)
- 2/3 of transit riders do not own a vehicle and 57% do not have access to a vehicle
- Just under half of all riders are ages 18-23
- Only ¼ of riders are employed full-time and nearly half make less than \$10,000
- On-time arrivals was rated the lowest of the performance attributes and bus maintenance was rated the highest

## Bus Driver Interviews

WSA held interview sessions with METRO bus drivers on May 2<sup>nd</sup>, 2007 at the Santa Cruz Transit Center and the Bus Maintenance Facility on River Street. Four representatives (two located at each site) sat down with drivers during their breaks and discussed issues the drivers felt were important to include in the Short



Range Transit Plan process. The interviewers were equipped with a questionnaire but the drivers were encouraged to discuss any issues they felt were relative.

Those drivers that could not participate in the afternoon interview session were asked to submit letters or emails to the consultant. These submittals were compiled with the interview feedback.

WSA held interview sessions with METRO bus drivers on May 2<sup>nd</sup>, 2007 at the Santa Cruz Transit Center and the Bus Maintenance Facility on River Street. Four representatives (two located at each site) sat down with drivers during their breaks and discussed issues the drivers felt were important to include in the Short Range Transit Plan process. The interviewers were equipped with a questionnaire but the drivers were encouraged to discuss any issues they felt were relative.

Two important ideas were raised during these discussions:

- An investment by METRO in technology to record and measure performance for services would be beneficial. That way there would be a consistent resource to record information, provide information to customers and measure and monitor performance. Of particular importance is the ability to record on time performance. On time performance of services is affected by increasing congestion on major trunk lines.
- The operators believe that METRO service would be enhanced by regular communication forums being established between planning and operations to discuss route and service opportunities.

Those drivers that could not participate in the afternoon interview session were asked to submit letters or emails to the consultant. These submittals were compiled with the interview feedback. A summary of the

## Community Focus Groups

The communities of Watsonville and Capitola were identified as communities where outreach was needed as part of the SRTP development process. Watsonville is a community where it was felt more local service was needed for the growing population and Capitola was an area where local service was provided but not necessarily used. These outreach efforts were conducted to obtain feedback from the communities on how transit service could better serve their travel needs.

### Watsonville

WSA conducted a focus group with non-users of the transit service in the community of Watsonville on Wednesday, May 16 2006. The focus group was held at the La Manzanita Community Resources Center, a bilingual, bicultural community resource center serving mostly low-income residents of Watsonville and Pajaro Valley.

The purpose of this focus group was threefold: 1) to identify if the members of the community were aware of METRO service in the City of Watsonville and the surrounding areas, 2) to identify the major reasons why METRO service is not currently used, and 3) to identify what service changes would increase the use of transit. The participants were a representative group of the Watsonville community, comprised of users and non-users, working class and low-income agricultural workers.

A detailed summary of the focus group can be found in Appendix D. The general recommendations that were developed from the session include:

- Provide an express route between Watsonville and Downtown Santa Cruz
- Provide more information about bus scheduling and stop locations

- Provide bus shelters. The majority of bus stops are only designated by a pole with the route number and provide no weather protection
- Provide good lighting and emergency phones at bus stop locations in remote areas
- Widely advertise service changes to bus routes (via mailers, on board and bus stop postings)
- Introduce a discounted bus fare price for children
- Introduce a bus transfer system
- Provide more bilingual bus drivers

## Capitola

WSA conducted a focus group with non-users of the transit service in the community of Capitola on Thursday, May 17, 2007. The focus group was held during the evening hours at Capitola City Hall. Working with community leaders, 15 individuals were asked to participate and all attended. The participants were a representative group of the Capitola community, comprised of users and non-users, owners and renters.

The purpose of this focus group was threefold: 1) to identify if the members of the community were aware of METRO service in the City of Capitola and the surrounding areas, 2) to identify the major reasons why METRO service is not currently used, and 3) to identify what service changes would increase the use of transit.

A detailed summary of the focus group can be found in Appendix D. The majority of the discussion at the session focused on providing a local shuttle/connector to improve mobility for the residents and tourists of the community. The general recommendations that were developed from the session include:

- Implement a trolley/circulator shuttle for the local trips within Capitola
- Serve more destinations directly, bypass transfer station at the Capitola Mall
- Provide more rider information, pre-trip and at the station
- Invest in environmentally clean buses to reduce pollution in the community

## Cabrillo College Online Survey

Cabrillo College was selected by METRO as a transit market for further research to determine ways to increase transit performance to this institution. An online survey was selected as the outreach method to get feedback on transit improvements from students, staff, and faculty. The survey was posted online and a link was put on the Cabrillo College home page that took users to the survey location. The site was published on the 15<sup>th</sup> of May and results were captured for a two week period.

The focus of the survey was to determine reasons why people did not use transit to get to and from Cabrillo College. The first question filtered those who used METRO and those who did not. Those who used METRO were not asked any further questions and were navigated out of the survey. The remaining respondents were asked a series of questions to determine the major reasons why they did not use the transit service.

A total of 141 responses were gathered from the survey. Question by question results are included in Appendix D. Over a third of the respondents use transit to get to Cabrillo, second only to auto (52%). Of those who use transit, almost 85% use it daily or almost daily. The results of the survey showed the following reasons why those Cabrillo users don't use transit:

- Difficulty in planning a trip was identified as a concern.
- Transit is viewed as not convenient to many respondents' lifestyles due primarily to off-peak/irregular schedules
- Poor on-time performance was highlighted as important reason why people don't use the service
- Poor or limited time coverage was a significant concern, specifically frequency of service and the need to transfer between buses
- There is a desire to expand service information, specifically real-time bus location information and a trip planning tool
- More direct routes was listed as a service coverage issue
- Limited service time coverage was very significant deterrent, specifically the lack of evening and weekend service and the frequency of service

## SUMMARY OF BACKGROUND INFORMATION

METRO provides a critical transportation service to many residents of Santa Cruz County. Regional transportation studies have identified an increase in transit's role in providing transportation solutions to solve many of the current congestion issues facing the County's population. Specifically, BRT has been identified as a feasible way to improve transit operations and reach the desired transit choice mode split envisioned for the County.

While transit is identified to play a more significant role in the future transportation system, METRO can improve upon its delivery of service in a variety of ways. The agency is still rebounding from systemwide adjustments made following the October 2005 strike. These adjustments, made primarily to align the existing scheduling of service and the newly required driver break requirements, are still being refined. Added uncertainties from traffic congestion and roadway construction complicate the scheduling process, resulting in reliability issues of the service.

Improvements have also been identified in the contrasting needs of the various markets for which METRO provides transit. On-board survey results and historical ridership shows students as a major user of transit. Population trends and transit rider demographics highlight the future expansion of transit ridership from Watsonville. While both of these user groups are potential users of transit, METRO needs to adapt its services and outreach techniques to accommodating their contrasting needs. This translates to a balancing of resources for those invested in technological advancements such as real-time signage and online trip planners and those dedicated to improving community-based outreach and bi-lingual communication.

# CHAPTER 3: GOALS, OBJECTIVES & STANDARDS

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## MISSION STATEMENT

*Provide a public transportation service that enhances personal mobility and creates a sustainable transportation option in Santa Cruz County through a cost-effective, reliable, accessible, safe, clean and courteous transit service.*

## GOALS AND OBJECTIVES

Goals, objectives and performance measures are used by METRO to establish the vision for how transit should be delivered and how decisions concerning its delivery, based upon the available resources, should be made by the agency. This process was initiated by the development of the goals and objectives and then quantified and assessed using performance measures developed by WSA in collaboration with METRO. Since a structured performance measuring program is new to METRO, a complementary monitoring program is suggested to ensure the standards are constantly working toward improving the system.

The Short Range Transit Plan (SRTP) must address the competing goals of productivity and service delivery. Identifying the importance of each of these goals in the performance measurement program was completed through rider surveys, transit non-user focus groups, bus operator surveys, and input from METRO staff. The cumulative feedback highlighted the desire to focus primarily on service delivery (specifically coverage) on secondarily on productivity.

The following goals and objectives were developed to meet the public transportation needs of the general public:

**Goal 1: METRO shall provide a safe, reliable, accessible and attractive means of transportation to the residents of Santa Cruz County.**

Objective 1.1: Operate service within urban areas in a manner that will maximize reliability of transit services

Objective 1.2: Provide service within walking distance (1/4 mile) of all urban residences.

Objective 1.3: Operate safe service

**Goal 2: METRO shall provide affordable mobility options to those residents of Santa Cruz County who lack other options, including elderly persons, persons with disabilities, students, and economically disadvantaged persons, and to those who use mass transit by choice.**

Objective 2.1: Operate service in a manner that will maximize mobility of the County's transit-dependent residents

**Goal 3: METRO shall consistently work to improve its operating efficiency and service delivery performance.**

Objective 3.1: Operate service in a manner that will maximize system productivity

Objective 3.2: Operate service in a manner that will maximize system efficiency

Objective 3.3: Operate service in a manner that will minimize the need for subsidy

Goal 4: **METRO shall work cooperatively with local communities to develop the best possible transit service within the limitations of their resources.**

Objective 4.1: Operate service in a manner that will encourages community input and participation

Objective 4.2: Ensure high levels of customer satisfaction

## PERFORMANCE STANDARDS

### Overview

A Performance Measurement Program is an essential tool for transit agencies to both monitor the service they deliver and provide justifications for modifications to that service. Development of a measurement program should focus on meeting the goals of the transit agency and fulfilling the needs of the community for which they serve. Deciding on these measurements and the quantity of measurements, is a combination of what data is obtainable by the agency and how that analysis of that data will affect the service design criteria. The following lists display the typical categories, methods of presentation and data collection and organization and standards of evaluation:

#### Categories:

- **Availability** - how easily potential passengers can use transit services
- **Service Delivery**- assessment of passengers experiences using transit
- **Community Measures** - transit's role in achieving the greater goals of the community
- **Travel Time** - how long the transit trip takes (isolated and compared to other modes)
- **Safety and Security** - how safe the user feels and likelihood of an accident and how personally secure a passenger feels riding the bus or waiting at METRO facilities.
- **Maintenance and Construction** - effectiveness of the agency's maintenance program
- **Economics** - utilization, efficiency, and effectiveness of service and management's impact on these measures
- **Capacity** - ability of transit to move both vehicles and people

#### Data Presentation:

- Individual measures
- Ratios
- Indexes
- Level of service

#### Data Collection Methods:

- In house sources (driver's manifest, schedules, financial data, etc.)
- Census data
- AVL or APC counters
- Manual field work (ridechecks)

- Environment Surveys (passenger on-board surveys, driver surveys, etc.)

### Standards of Evaluation:

- Comparison to an annual average
- Comparison to a baseline value
- Trend analysis
- Self-identified standards
- Comparison to typical industry standards
- Comparison to peer systems

### Measures for METRO

The development of the performance measurement program was done as an iterative process between WSA and METRO staff. After discussions with METRO staff, it was decided that the goals, objectives and performance measures should be developed from the bottom up to directly reflect the needs of the agency. This process used a combination of resources including the TCRP Report 88: *A Guidebook for Developing a Transit Performance-Measurement System* and observed measures from a number of peer transit agencies.

These developed measures were also based on the agency's ability to collect and analyze the needed data and the agencies ability to meet the criteria. Meetings were held with METRO staff to determine how data is currently collected and their vision for future upgrades that would allow them more analysis capabilities. Staff resources available for the collection and analysis process were also discussed prior to developing the performance monitoring programs.

In total, 19 measures were established for the service monitoring program. These measures and the goals and objectives they quantify are shown in Table 3-1. These measures will allow informed service improvement decisions to be made by METRO and their Board. The program comprehensively covers the goals and objectives of the agency. The criteria selected for these measures was set to be both manageable to obtain and stringent enough to identify where improvement/changes need to occur.

The suggested performance monitoring program contains a mixture of qualitative and quantitative measures. Quantitative measures are relatively easy to monitor and evaluate once the necessary data is collected. Qualitative measures are more difficult to collect and evaluate and often time take more resources. These measures focus on satisfaction ratings with customers and employees and communication with the local communities.

Recognizing that METRO operates different types of service to meet different needs and users, some of the performance measures were developed in recognition of the various types of fixed route services offered by METRO. This was done to allow performance comparisons to be completed for routes of similar characteristics and purposes. These categories of fixed-route services include:

- Rural (6 Routes)
- Local/Feeder (17 Routes)
- Intercity (8 Routes)
- University of California at Santa Cruz (7 Routes)
- Regional (1 Route)

The majority of the performance measures can be collected and calculated with the current resources and technology. However, WSA recommends establishing annual surveying efforts for passengers, and the community to collect important information from these sources. These surveys would allow METRO the opportunity to gauge their performance through their riders and non riders and develop strategies to improve upon any viewed deficiencies. Financial constraints would limit these to annual systemwide surveys but comment cards and other forms of customer feedback should be encouraged and reviewed by staff as it is generated.

GIS (geographic information systems) data is also assumed to be available to METRO and the in-house tool (ArcView ArcGIS 9.0 or later) is assumed to be in use prior to starting the monitoring process. Many of the community measures depend upon the integration of the transit's spatial network and the demographic information obtained from the US Census Bureau and other local and regional surveys.

### Testing and Monitoring Process

The success of the performance monitoring program will be largely based on METRO ability to perform the following three tasks:

- Collect the needed data
- Analyze the data
- Report the data

These tasks were taken into consideration during the development process of the performance measures but METRO should run a pilot program to test the staff's ability to complete these tasks. If these tasks are found to be unfeasible to complete for any of the performance measurements, the suggested measurement should be revised or a replacement measurement should be pursued. Future technological investments by METRO could also reduce staff time and resources currently needed to collect certain pieces of information and these advancements need to be recognized and utilized.

The performance standard suggested for each performance measurement needs be calibrated to best meet the needs of METRO. The suggested performance standards were based on FY 2006-2007 averages for each service type and historic performance data. These numbers may be skewed due to abnormal events that occurred during these time periods or abnormal economic conditions. Forecasting transit activity is a difficult venture so METRO must monitor its current performance and its performance standards program to ensure the standards are set and adjusted as needed to meet the goals of the agency.

Table 3- 1: Performance Measures

Goal	Objective	Measure Category	Measure	Description	Categories	Current Performance average or average (low-high)	Suggested Target Performance	Reporting Frequency	Data Collection Method	Data Analysis Method
METRO shall provide a safe, reliable, accessible and attractive means of transportation to the residents of Santa Cruz County.	Operate service in a manner that will maximize reliability of transit services	Service Delivery	On-time performance	% of transit vehicles departing at a scheduled timepoint	Systemwide	Not Yet Collected	90% of timepoints within 5 minutes of schedule, 0% early departures - systemwide	Annual	Ride Check Results	Excel
		Service Delivery	Run time ratio	(Ratio of observed running time to scheduled running time)*100	Systemwide	Not Yet Collected	Between 90-110 – systemwide	Annual	Hastus ATP and Headways	Excel
		Service Delivery	Compliant rate	Number of passenger complaints	Systemwide	Not Yet Reported	≤ 1 per 1,000 service hours – systemwide	Quarterly	Customer Service	Excel
		Service Delivery	Missed trips	Trips removed from the daily schedule due to mechanical breakdown or driver absences	Systemwide	Not Yet Collected	≤ 0.5% - systemwide	Quarterly	Hastus	Excel
		Maintenance and Construction	Spare ratio	% of fleet available to substitute for other vehicles	Systemwide	28%	≥ 20%	Annual	Operations Data	Excel
	Operate service in a manner that will maximize accessibility of transit	Availability	Service coverage	% of the total population within walking distance (1/4 mile of a transit stop <sup>1</sup> )	Systemwide	88%	90%	Annual	Census and/or AMBAG	GIS/Excel
	Provide service in a regular and frequent manner	Availability	Frequency	Minimum headway frequency during non-peak (peak)	Rural	Limited	(60) 60 \ 60*	Annual	Hastus	Excel
	Intercity				Varies	(30) 60 \ 60*				
	Local / Feeder				Varies	(30) 60 \ 60*				
	UCSC				Varies	(15) 15 \ 60*				
	Provide service throughout the day	Availability	Hours (span) of service	Total hours service is operated	HWY 17	Varies	(30) 60 \ 60*	Annual	Hastus	Excel
					Rural	Varies	6 hours			
					Intercity	Varies	14 hours			
					Local / Feeder	Varies	14 hours			
	Operate safe service	Safety and Security	Accident rate	# of accident per service mile	Systemwide	0.48	< 1 accident per 100,000 miles	Quarterly	Operations Data	Excel
UCSC										
Operate service in a manner that will encourages public and community participation	Service Delivery	Customer Satisfaction	% of customers responding as satisfied or very satisfied on ratings	Systemwide	Not Yet Collected	80% or average above 4.0	Annual	Annual customer Survey	Excel	
										HWY 17

<sup>1</sup> Population is defined as those living in an incorporated place (City) or Census designated place (CDP)  
 \* (peak) off peak \ weekend time periods

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Goal	Objective	Measure Category	Measure	Description	Categories	Current Performance average or average (low-high)	Suggested Target Performance	Reporting Frequency	Data Collection Method	Data Analysis Method
METRO shall consistently work to improve its operating efficiency and service delivery performance.	Operate service in a manner that will maximize system productivity	Economic	Ridership	Average weekday ridership	Rural	401	Previous year's month total * [(1 + (annual County population growth))]	Monthly	Fare Revenues (Ridership) & California Department of Finance (population growth)	Excel
					Intercity	6,831				
					Local / Feeder	2,464				
					UCSC	8,027				
					HWY 17	713				
			Productivity	Passengers per revenue hour	Rural	14.34 (8.70-25.09)	≥ 10.0	Monthly	Operations Data	Excel
					Intercity	26.41 (19.71-33.45)	≥ 20.0			
					Local / Feeder	19.19 (6.66-50.33)	≥ 10.0			
					UCSC	61.07 (37.29-75.59)	≥ 50.0			
					HWY 17	14.42	≥ 10.0			
	Productivity	Passengers per service <sup>2</sup> mile	Rural	0.67 (0.34-1.17)	≥ 0.5	Monthly	Operations Data	Excel		
			Intercity	1.72 (0.91-3.09)	≥ 1.5					
			Local / Feeder	1.43 (0.39-5.04)	≥ 0.5					
			UCSC	4.79 (2.46-6.45)	≥ 4.0					
			HWY 17	0.47	≥ 0.5					
	Operate service in a manner that will maximize system efficiency	Economic	Cost efficiency	Cost per service mile (\$)	Rural	\$9.44 (\$7.28-\$13.28)	≤ \$10	Monthly	Operations Data	Excel
					Intercity	\$12.89 (\$8.19-\$18.63)	≤ \$15			
					Local / Feeder	\$13.85 (\$8.89-\$20.18)	≤ \$15			
					UCSC	\$15.56 (\$13.30-\$17.20)	≤ \$20			
					HWY 17	\$6.56	≤ \$6			
Economic		Cost effectiveness	Operating ratio (farebox recovery)	Rural	8.24% (5.35%-12.22%)	≥ 8%	Monthly	Operations Data	Excel	
				Intercity	14.98% (10.94%-18.75%)	≥ 15%				
				Local / Feeder	9.02% (1.64%-16.24%)	≥ 10%				
				UCSC	33.04% (20.18%-40.80%)	≥ 35%				
				HWY 17	50.73%	≥ 50%				
Economic	Cost effectiveness	Employee efficiency	Paid to platform ratio	Systemwide	88.28%	≥ 90%	Quarterly	Hastus	Excel	
				Rural	\$14.54 (\$7.05-\$21.90)	≤ \$15				
				Intercity	\$6.77 (\$4.91-\$9.10)	≤ \$8				
				Local / Feeder	\$18.78 (\$6.66-\$50.33)	≤ \$15				
				UCSC	\$2.36 (\$1.58-\$4.31)	≤ \$2				
Economic	Cost effectiveness	Employee efficiency	Subsidy per passenger (\$)	Systemwide	\$6.68	≤ \$10	Monthly	Operations Data	Excel	
				Rural	\$14.54 (\$7.05-\$21.90)	≤ \$15				
				Intercity	\$6.77 (\$4.91-\$9.10)	≤ \$8				
				Local / Feeder	\$18.78 (\$6.66-\$50.33)	≤ \$15				
				UCSC	\$2.36 (\$1.58-\$4.31)	≤ \$2				
HWY 17	\$6.68	≤ \$10								
METRO shall work cooperatively with the communities and residents of Santa Cruz County to develop the best possible transit service within the limitations of their resources.	Operate service in a manner that will encourage public and driver input and participation	Community Measures	Communications	How well transit agencies are able to communicate with their communities	Systemwide	Not Yet Collected	80% or average above 4.0	Annual	Annual Survey	Excel

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## Summary

The suggested performance monitor process will give METRO the opportunity to be proactive in their planning practices and identify service issues or service needs as early as possible. Current staff resources and technology investments allow planning operations to focus primarily on problems once they surface, rather than identifying them earlier on in their development. The lack of Automatic Vehicle Locator (AVL) devices and Automatic Passenger Counters (APC) on service vehicles also limit the amount of real-time data that the Planning staff have access to, further limiting their abilities.

Recent investments in GIS and the ATP module (allowing run-time calibration to occur) for Hastus will aid in the data collection and analysis tools needed to develop the monitoring program. Additional staffing resources would also greatly increase the frequency and precision of the monitoring and reporting process. As these resources continue to increase, METRO will be able to implement an active and responsive reporting and monitoring system that will give METRO staff and its Board members valuable information needed to assess necessary actions needed to improve their transit system for the residents of Santa Cruz County.

# CHAPTER 4: SYSTEM EVALUATION / CURRENT PERFORMANCE

Evaluation of METRO's fixed route services was completed systemwide and route by route. The systemwide assessment is useful to determine trends in the overall transit market for Santa Cruz County. The route by route evaluation provides a more detailed assessment of how the individual routes are doing compared to the overall system, and compared to peer routes that fall within the same METRO service category. Table 4- 1 shows METRO's systemwide performance from FY 2003-04 to FY 2006-07.

**Table 4- 1: Systemwide Performance Summary**

	FY 2003-04	FY 2004-05	FY 2005-06*	FY 2006-07	Total Change (03/04-06/07)
Fare Revenues	\$6,697,702	\$7,141,807	\$6,301,904	\$7,730,498	\$1,032,796
year previous % change		6.63%	-11.76%	22.67%	15.42%
Operating Cost	\$30,608,074	\$32,316,524	\$33,310,816	\$36,875,628	\$6,267,554
year previous % change		5.58%	3.08%	10.70%	20.48%
Revenue Miles of Operation	3,398,935	2,792,142	2,422,286	2,728,654	(670,281)
year previous % change		-17.85%	-13.25%	12.65%	-19.72%
Revenue Hours of Operation	233,003	197,998	176,821	200,130	(32,873)
year previous % change		-15.02%	-10.70%	13.18%	-14.11%
Total Passengers Carried	5,819,450	5,394,417	4,579,858	5,360,699	(458,751)
year previous % change		-7.30%	-15.10%	17.05%	-7.88%
Farebox Recovery Ratio	0.22	0.22	0.19	0.21	(0.01)
year previous % change		0.99%	-14.39%	10.81%	-4.20%
Average Fare/Passenger	\$1.15	\$1.32	\$1.38	\$1.44	\$0.29
year previous % change		15.03%	3.93%	4.80%	25.30%
Passengers Carried / Revenue Hour	24.98	27.24	25.90	26.79	1.81
year previous % change		9.08%	-4.93%	3.42%	7.25%
Passengers Carried / Revenue Mile	1.71	1.93	1.89	1.96	0.25
year previous % change		12.84%	-2.14%	3.91%	14.75%
Operating Cost / Passenger	\$5.26	\$5.99	\$7.27	\$6.88	\$1.62
year previous % change		13.90%	21.41%	-5.42%	30.79%
Subsidy Cost / Passenger	\$4.11	\$4.67	\$5.90	\$5.44	\$1.33
year previous % change		13.58%	26.37%	-7.81%	32.32%
Operating Cost / Service Hour	131.36	163.22	188.39	184.26	\$52.89
year previous % change		24.25%	15.42%	-2.19%	40.27%

\* does not include the month of October 2005 due to a strike that lasted the duration of the month

From 2003 to 2007, there has been a general increase in fare revenues and total operating cost, while ridership and revenue miles and hours of operation have declined. Compared to the year prior, operation hours, miles, and ridership in FY 2006-07 have increased, despite a downward trend during previous years. However, it should be noted that this may be a result of the strike in 2005, and compared to the year before (FY 2004-05), these numbers were relatively similar.

Among the most significant changes from 2003 to 2007 were operating costs per passenger and per service hour, and subsidy cost per passenger. These costs did, however, decline slightly in FY 2006-07 from the previous year, despite an earlier upward trend. Over the four year period, there were also relatively smaller

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gains in passengers per revenue hour and mile, both of which declined slightly in FY 2005-06 but returned back up to previous levels the following year.

Average fare per passenger has increased rather steadily over the past four years. This increase is also reflected in the overall increase in total fare revenues and decline in total ridership. On the other hand, the farebox recovery ratio has declined slightly over the four year period, though it has fluctuated rather significantly. The drop in farebox recovery in FY 2005-06 could be partly due to the strike in October, when fare revenues also declined considerably while operating costs continued to increase.

The route by route assessment is presented in Table 4- 2 and Table 4- 3 and Figures 4- 1 to 4- 5. Table 4- 2 shows route by route performance, summarizing operating costs, ridership, and revenues. In earlier sections of the report there was a discussion regarding the different types of routes which METRO operates, by category. One reason this was done is to recognize that different types of services perform at different bases. Therefore the expectation for route performance should be different for routes as they are distinguished by category.

In terms of route categories, the UCSC routes have the highest farebox recovery and passengers, and the lowest per passenger operating costs. The regional route also has a very high farebox recovery, but, as it is mainly used for longer distance travel, it carries a relatively lower number of passengers per mile and per hour, as would be expected. The rural routes are generally the lower performing routes, as they serve smaller markets and span longer distances while maintaining regular fares. These routes thus have lower farebox recovery rates and provide greater subsidies per passenger. A number of local/feeder services also have relatively lower performance in terms of passengers per hour and per mile. These tend to be the limited or special service routes.

A route by route ridership summary is shown in Table 4- 3. Total annual and average weekday ridership is highest among the UCSC routes, which, not surprisingly, carry the highest percentage of UCSC riders. These annual ridership numbers are also high despite the fact that many of these routes are operated only during the school term. The intercity routes also have high ridership levels, and they also carry the highest percentage of weekend trips. A handful of rural, intercity, and local/feeder routes carry a higher than average percentage of UCSC trips. This indicates that these may be the main transit services used by UCSC students and faculty traveling to and from places further away from campus.

The intercity routes, followed by local/feeder routes, tend to serve a higher percentage of Cabrillo riders. This includes Route 70, an intercity route, which is a service specific to Cabrillo College. These two types of routes also carry a large number of wheelchair riders, possibly indicating a more transit-dependent population that exists around those service areas. Relatively high numbers of wheelchair passengers are notable on a handful of local/feeder routes, particularly Routes 53 and 88. This may have significant implications for the operations of these routes and the types of vehicles used, which can influence boarding/alighting delays and capacity.

In terms of average weekday ridership, UCSC and intercity routes are again shown to be among the highest. All UCSC routes are near the highest in terms of ridership and farebox recovery and among the lowest in subsidies per passenger. A number of intercity and local/feeder routes rank relatively high in these criteria as well, namely intercity routes 69, 69A, and 69W and local/feeder routes 66 and 68.

The suggested performance targets for the quantitative performance monitoring program were developed using averages calibrated based on the FY 2006-07 data. Reviewing each route to the averages for each category is an approach which METRO staff can utilize regularly to monitor route performance on a regular basis. These standards were calibrated based on current system performance and service goals.

Table 4- 2: Route by Route Performance Summary (FY 2006-2007)

Route	Estimated Operational Cost	Estimated Fare Revenues	Farebox Recovery	Passengers Per Hour	Passengers Per Mile	Operating Cost Per Passenger	Subsidy Per Passenger
<b>Rural</b>							
33*	\$ 40,492	\$ 4,949	12.22%	25.09	1.17	\$ 8.03	\$ 7.05
34*	\$ 30,814	\$ 2,312	7.50%	12.38	0.82	\$ 16.27	\$ 15.05
40	\$ 240,315	\$ 25,178	10.48%	17.31	0.64	\$ 11.63	\$ 10.41
41	\$ 307,808	\$ 22,171	7.20%	12.25	0.51	\$ 16.43	\$ 15.25
42	\$ 303,015	\$ 17,028	5.62%	9.48	0.34	\$ 21.24	\$ 20.04
72	\$ 645,300	\$ 60,138	9.32%	15.14	0.73	\$ 13.30	\$ 12.06
Average	\$ 258,077	\$ 20,651	8.00%	13.31	0.58	\$ 15.13	\$ 13.92
<b>Local / Feeder</b>							
3	\$ 417,770	\$ 38,214	9.15%	17.43	1.26	\$ 11.55	\$ 10.50
4	\$ 372,101	\$ 48,113	12.93%	29.73	2.59	\$ 6.77	\$ 5.90
7	\$ 236,818	\$ 14,569	6.15%	12.88	1.15	\$ 15.63	\$ 14.67
9	\$ 58,355	\$ 5,227	8.96%	15.42	0.82	\$ 13.05	\$ 11.89
31	\$ 280,763	\$ 24,558	8.75%	15.08	0.78	\$ 13.35	\$ 12.18
32	\$ 105,127	\$ 5,718	5.44%	9.40	0.55	\$ 21.42	\$ 20.25
53	\$ 206,215	\$ 10,830	5.25%	9.82	0.69	\$ 20.50	\$ 19.42
54	\$ 286,925	\$ 10,398	3.62%	6.66	0.39	\$ 30.24	\$ 29.14
55	\$ 465,162	\$ 44,520	9.57%	17.97	1.22	\$ 11.20	\$ 10.13
56	\$ 235,956	\$ 14,339	6.08%	11.61	0.51	\$ 17.35	\$ 16.30
66	\$ 1,360,641	\$ 221,015	16.24%	28.90	2.49	\$ 6.97	\$ 5.84
68	\$ 1,001,057	\$ 138,636	13.85%	25.03	2.11	\$ 8.05	\$ 6.93
68N	\$ 261,543	\$ 31,934	12.21%	21.43	1.46	\$ 9.40	\$ 8.25
74	\$ 474,018	\$ 42,441	8.95%	14.37	0.83	\$ 14.02	\$ 12.76
75	\$ 957,828	\$ 119,688	12.50%	20.07	1.21	\$ 10.03	\$ 8.78
79	\$ 232,557	\$ 27,900	12.00%	20.04	1.18	\$ 10.05	\$ 8.84
88****	\$ 80,017	\$ 1,310	1.64%	50.33	5.04	\$ 4.00	\$ 3.94
Average	\$ 413,697	\$ 47,024	11.37%	20.94	1.45	\$ 9.62	\$ 8.52
<b>Intercity</b>							
35/35A*	\$ 4,604,742	\$ 538,723	11.70%	20.60	1.03	\$ 9.78	\$ 8.63
69	\$ 780,797	\$ 143,682	18.40%	33.45	3.09	\$ 6.02	\$ 4.91
69A	\$ 1,894,821	\$ 329,778	17.40%	30.01	1.62	\$ 6.71	\$ 5.54
69W	\$ 1,908,385	\$ 357,876	18.75%	32.51	1.82	\$ 6.19	\$ 5.03
69N	\$ 334,402	\$ 36,595	10.94%	19.71	1.58	\$ 10.21	\$ 9.10
70***	\$ 408,887	\$ 61,385	15.01%	27.83	2.29	\$ 7.23	\$ 6.15
71	\$ 6,753,746	\$ 984,114	14.57%	24.92	1.42	\$ 8.08	\$ 6.90
91	\$ 554,206	\$ 72,376	13.06%	22.25	0.91	\$ 9.05	\$ 7.87
Average	\$ 2,154,998	\$ 315,566	14.64%	25.43	1.41	\$ 7.92	\$ 6.76
<b>UCSC</b>							
10	\$ 1,020,981	\$ 333,277	32.64%	60.26	4.86	\$ 3.34	\$ 2.25
12A**	\$ 30,990	\$ 10,207	32.94%	61.12	4.21	\$ 3.29	\$ 2.21
13**	\$ 306,634	\$ 125,108	40.80%	75.59	6.45	\$ 2.66	\$ 1.58
15**	\$ 1,084,938	\$ 409,374	37.73%	69.87	5.97	\$ 2.88	\$ 1.79
16**	\$ 2,733,850	\$ 991,669	36.27%	66.67	5.37	\$ 3.02	\$ 1.92
19**	\$ 961,247	\$ 295,106	30.70%	56.71	4.20	\$ 3.55	\$ 2.46
20**	\$ 1,242,002	\$ 250,675	20.18%	37.29	2.46	\$ 5.40	\$ 4.31
Average	\$ 1,054,377	\$ 345,060	32.73%	60.36	4.68	\$ 3.34	\$ 2.24
<b>Regional</b>							
17	\$ 3,415,613	\$ 1,732,587	50.73%	14.42	0.47	\$ 13.96	\$ 6.88
<b>Total</b>	<b>\$ 36,875,628</b>	<b>\$ 7,616,502</b>	<b>20.65%</b>	<b>29.95</b>	<b>1.69</b>	<b>\$ 6.72</b>	<b>\$ 5.33</b>

\* Some or all Trips Operated During San Lorenzo Valley School Term Only  
 \*\* Some or all Trips Operated During UCSC School Term Only

\*\*\* All Trips Operate Only During Cabrillo College School Term  
 \*\*\*\* Service Operates Mid-November Through Mid-April Only

10.943

Table 4-3: Route by Route Ridership Summary (FY 2006-2007)

Route	Annual Ridership 2006-2007	Average Weekday Ridership	% of Total Trips During Weekday	% of Total Trips by UCSC Riders	% of Total Trips by Cabrillo Riders	Bikes per 1,000 Riders	Wheelchairs per 1,000 Riders
<b>Rural</b>							
33*	5,045	29	100.0%	0.4%	0.4%	2	0.2
34*	1,894	11	100.0%	0.3%	1.0%	4	0.0
40	20,659	68	82.6%	3.9%	1.1%	42	0.4
41	18,731	70	93.6%	17.3%	4.4%	84	0.5
42	14,268	41	71.7%	13.7%	3.5%	120	1.2
72	48,509	192	100.0%	1.2%	4.0%	18	4.5
Average	17,061	59	84.0%	5.7%	3.0%	43.6	3.3
<b>Local / Feeder</b>							
3	36,161	143	100.0%	20.2%	4.8%	45	5.0
4	54,943	218	100.0%	6.6%	2.2%	19	13.8
7	15,149	60	100.0%	6.9%	5.1%	11	5.8
9	4,470	18	100.0%	10.1%	1.0%	7	1.1
31	21,031	83	100.0%	6.9%	2.5%	44	4.3
32	4,909	19	100.0%	5.9%	2.9%	44	4.9
53	10,059	40	100.0%	2.1%	3.7%	15	35.1
54	9,489	11	30.1%	2.3%	10.4%	37	13.4
55	41,519	155	94.1%	1.5%	30.6%	22	17.2
56	13,599	54	100.0%	1.1%	24.2%	31	24.5
66	195,265	587	75.8%	11.4%	3.3%	26	7.6
68	124,429	383	78.1%	14.4%	3.2%	24	6.6
74	27,837	81	73.4%	17.7%	3.8%	41	3.8
75	33,819	134	100.0%	0.9%	2.5%	8	6.0
79	95,461	266	70.3%	1.1%	2.7%	16	5.5
88****	23,141	92	100.0%	1.8%	5.0%	8	39.4
Average	43,017	146	83.0%	8.5%	5.2%	23.3	9.2
<b>Intercity</b>							
35/35A*	471,055	1,508	80.7%	3.4%	2.6%	39	1.3
69	129,690	502	97.5%	14.8%	3.1%	31	7.0
69A	282,370	825	73.6%	7.0%	2.5%	31	9.2
69W	308,098	938	76.7%	7.3%	9.8%	32	7.8
69N	32,738	130	100.0%	16.8%	9.0%	50	8.7
70***	56,516	270	100.0%	4.9%	33.5%	36	6.9
71	835,778	2,620	79.0%	4.8%	10.0%	38	5.6
91	61,244	230	94.7%	5.7%	13.8%	49	2.1
Average	272,186	878	80.7%	5.9%	7.7%	36.5	5.5
<b>UCSC</b>							
10	305,527	1,091	90.0%	90.2%	0.5%	27	0.9
12A**	9,406	52	93.2%	94.5%	0.3%	30	0.1
13**	115,115	677	100.0%	94.4%	0.3%	19	0.2
15**	376,444	2,214	100.0%	93.8%	0.5%	24	0.4
16**	905,191	2,877	80.1%	90.1%	0.5%	26	0.4
19**	270,730	938	87.3%	88.8%	0.6%	25	0.4
20**	230,030	780	85.4%	83.7%	1.0%	26	0.4
Average	316,063	1,233	87.4%	90.2%	0.6%	25.4	0.5
<b>Regional</b>							
17	244,618	817	84.2%	0.4%	0.6%	58	1.9
<b>Total</b>	<b>5,485,258</b>	<b>19,368</b>	<b>83.9%</b>	<b>40.0%</b>	<b>4.1%</b>	<b>31.4</b>	<b>3.7</b>

\* Some or all Trips Operated During San Lorenzo Valley School Term Only

\*\* Some or all Trips Operated During UCSC School Term Only

\*\*\* All Trips Operate Only During Cabrillo College School Term

\*\*\*\* Service Operates Mid-November Through Mid-April Only

10.944

METRO's current performance summary highlights the strengths and weaknesses in terms of transit markets within the County. Three types of routes stand out above the rest in terms of ridership, farebox recovery and operational efficiency. These include UCSC routes, intercity routes (Watsonville-Santa Cruz and Scotts Valley to Santa Cruz) and the Highway 17 Express regional route. While these 16 routes only comprise 40% of the total routes, their service accounts for 84% of all riders and 87% of all revenue. The local and rural services while not operating as productively as the other categories assist METRO in meeting other goals such as coverage and connectivity.

The outreach results identify some significant hurdles that METRO can address in its continuing efforts to improving transit service. Improving on-time performance, increasing frequency and adapting service and communications to its contrasting populations and riders will improve the transit experience for its current riders and help capture new or "choice riders" within the County.

The benefit of METRO having in place a performance monitoring program is that it can provide information to decision makers so they can make informed decisions regarding how dollars for services can be best used to meet local priorities. The system evaluation findings and information learned from the background reports and community involvement discussions suggest an opportunity for developing a new vision for transit services within Santa Cruz County.

This change would increase the visibility of public transportation within the transportation network and work to create an environment where transit is not secondary to the automobile. This vision would focus on creating high density service corridors within the County to meet those corridors with the highest demand for services. Ultimately these could be partnered with transit preferential operations and transit-supportive land use that would increase operational efficiency of the transit vehicles and increase the market share of transit. Local and rural service would be tailored to the geographic needs of each community in terms of frequency, span of service and vehicle type and allow connectivity to these transit corridors. The local services would provide geographic coverage to the broader community at levels which are commensurate with needs identified. The service plan suggested in the following chapter highlights the specific components of this transit service.

# CHAPTER 5: SERVICE IMPROVEMENT PROGRAM

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## OVERVIEW

Based on the results and findings from the previous chapters, the focus of this chapter is to move forward with service improvement recommendations. Data used in the development of this program are taken from the reported FY 06-07 results.

## COMMUNITY OUTREACH / COMMUNICATION

It would appear that future service improvements should be complemented with an increase in communication and outreach for existing and potential transit riders. This strategy should be flexible to reach the various markets of transit riders within Metro's service area. For example, the methods and techniques used to communicate with students at UCSC differ from those of passengers in Watsonville who make a daily commute to Santa Cruz. It is important to distinguish the various markets in the County and tailor communication and outreach to best serve their needs.

The results of the outreach conducted as part of the study recommends the following improvements:

- Upgrade METRO's website to increase usability and improve the image of the agency
- Print all marketing and reference material is both English and Spanish
- Distribute transit information by mail including schedules and service updates
- Consider deployment of bi-lingual drivers in areas of high Spanish-speaking riders

## FIXED ROUTE SERVICE PLAN

METRO's current fixed route service has developed incrementally over the years, adding service when funds allowed and reducing service when resources were limited. This SRTP, to a large degree, is the first comprehensive look at how the fixed route service reached the point it is at today and allows an opportunity to assess what the best use of METRO's resources will be in the years to come.

### Current Service Provided

Using the route classifications identified in Chapter 2, an analysis of service hours by route type was completed to show how service is currently being allocated between the various service areas. Table 5-1 contains hours of service by route classification and shows that Intercity Routes currently account for 47% of all service provided by METRO. Local service and UCSC services account for a combined 39% of service with rural and regional services composing the remaining 14%.



**Table 5-1: Hours of Service (by Route Classification)**

Classifications	Routes	Total Service Hours	
Rural	33, 34, 40, 41, 42, 72, 76	8,972	4.9%
Local/Feeder	3, 4, 7, 9, 31, 32, 53, 54, 55, 56, 66, 68, 68N, 74, 75, 79, 88	34,926	19.1%
Intercity	35, 35A, 69, 69A, 69W, 69N, 70, 71, 91	85,617	46.8%
UCSC	10, 12, 13, 15, 16, 19, 20	36,654	20.0%
Regional	17	16,963	9.3%
<b>Total:</b>		<b>183,132</b>	<b>100%</b>

An analysis of rural, local and intercity services shows the allocation of service within these areas. For rural services, the majority of hours are distributed between Bonny Doon/Davenport and Corralitos as shown in Table 5-2. Local service in the San Lorenzo Valley accounts for less than 5% as many hours as the other two rural markets and is also without weekend service.

**Table 5-2: Service Hours of Rural Routes (by Service Area)**

	Routes	Total	
San Lorenzo Valley	33, 34	354	3.9%
Bonny Doon/ Davenport	40, 41, 42	4,227	47.1%
Corralitos	72, 76	4,391	48.9%
Total:		8,972	100.0%

An analysis of local/feeder services shows 36% of all local service hours going toward Santa Cruz services, 25% toward the communities of Capitola/Live Oak and approximately 24% going to Watsonville. Scotts Valley/Graham Hill and Aptos/Rio Del Mar/La Selva Beach account for 5-10% each. Due to the interlining practices of METRO and the designation of UCSC routes in a separate category, these hours may be a bit misleading. Both Watsonville and Santa Cruz have additional local service provided by the intercity routes that have stops in each of the communities plus Santa Cruz has an additional 36,000 hours added in UCSC services. Although the UCSC service is operated based on the needs of the students and faculty and operates only during school terms, these hours alone are four times as many as either Capitola/Live Oak or Watsonville local service hours. Route 66's 6,757 hours, assigned to Santa Cruz local in the above analysis, could also be distributed between Santa Cruz and Capitola since both communities are served.

**Table 5-3: Service Hours of Local Routes (by Service Area)**

	Routes	Total	
Santa Cruz	3, 4, 7, 9, 66, 88	12,543	35.9%
Watsonville	74, 75, 79	8,266	23.7%
Scotts Valley/ Graham Hill	31, 32	1,916	5.5%
Capitola/Live Oak	53, 54, 68, 68N	8,719	25.0%
Aptos/Rio Del Mar/La Selva Beach	55, 56	3,482	10.0%
Total:		34,926	100.0%

10.047

Intercity service provides 73% of its hours to the Santa Cruz to Watsonville service and the remaining hours to the Santa Cruz to Scotts Valley service as shown in Table 5-4. The intercity routes category has the single highest number of hours apportioned to it. As noted earlier, many of these intercity services provide local/feeder services once they reach the local jurisdiction, however, which are included in the table below.

**Table 5-4: Service Hours for Intercity Routes (by Service Area)**

	Routes	Total	
Santa Cruz-Watsonville	69, 69A, 69W, 69N, 70, 71, 91	62,749	73.3%
Santa Cruz-Scotts Valley	35, 35A	22,868	26.7%
Total:		85,617	100.0%

**Service Consumed**

Table 5-5 below shows that METRO’s budgeting of hours closely resembles the ridership distribution on the services. The exception here is the UCSC routes that proportionally have nearly twice the ridership as service hours than the local/feeder and rural routes where the opposite is true.

**Table 5-5: Comparison of Service Hours to Ridership**

Classifications*	Total Annual Service Hours		Annual Ridership	
Rural	8,972	4.9%	119,426	2.2%
Local/Feeder	34,926	19.1%	731,282	13.3%
Intercity	85,617	46.8%	2,177,489	39.7%
UCSC	36,654	20.0%	2,212,443	40.3%
Regional	16,963	9.3%	244,618	4.5%
<b>Total</b>	<b>183,132</b>	<b>100%</b>	<b>5,485,258</b>	<b>100%</b>

The UCSC routes are the strongest of the routes classifications in terms of ridership. This finding is highlighted in the tables found in Chapter 4. Two of the top three routes in terms of average weekday ridership are UCSC routes (Routes 15 and 16). Field observations and stakeholder discussions also revealed a fair number of pass-ups and standing loads on these UCSC routes.

Aside from the UCSC routes, two intercity routes connecting Santa Cruz to both Watsonville and Scotts Valley also show significant levels of ridership. Route 71 connecting Santa Cruz to Watsonville, is the second highest individual route in terms of ridership in the whole system. Route 35/35A is the fourth highest individual route in terms of ridership in the system and connects Santa Cruz and Scotts Valley.

**Travel Patterns**

To no surprise, the travel patterns observed from origin/destination survey results were concentrated along the key east/west (Highway 1) and north/south (Highway 17) travel corridors in the County. The east/west travel pattern between Santa Cruz on the west and Watsonville on the east traversed the Highway 1 corridor. Communities in between these two cities also contributed to the travel between these anchor cities. North/south travel is primarily concentrated along the Highway 17 corridor between Santa Cruz and Santa Clara County to the north.

10.948

Linked trips were further broken down by origin location and purpose for analysis. The origin-destination figures in Appendix D show transit trips with origin locations in Santa Cruz, Watsonville, Capitola, and Scotts Valley. Santa Cruz trips show a high percentage remaining local or to the UCSC campus. Origins appear to be concentrated north of Laurel Street and south of Highway 1 with the highest concentrations along the Soquel corridor. Most of the trips originating in Santa Cruz do not extend much past Capitola and Cabrillo College. The majority of trips are school based trips.

Trips originating in Watsonville show travel patterns that are more intercity than Santa Cruz, with high demand destinations in Capitola, Live Oak and Santa Cruz. Origin locations for these trips are concentrated near the Downtown Transit Center and along Main St. and Freedom Boulevard. Trip purposes for those trips originating in Watsonville are much more diverse than Santa Cruz, with significantly fewer school trips and higher percentages of work, shopping and medical trips.

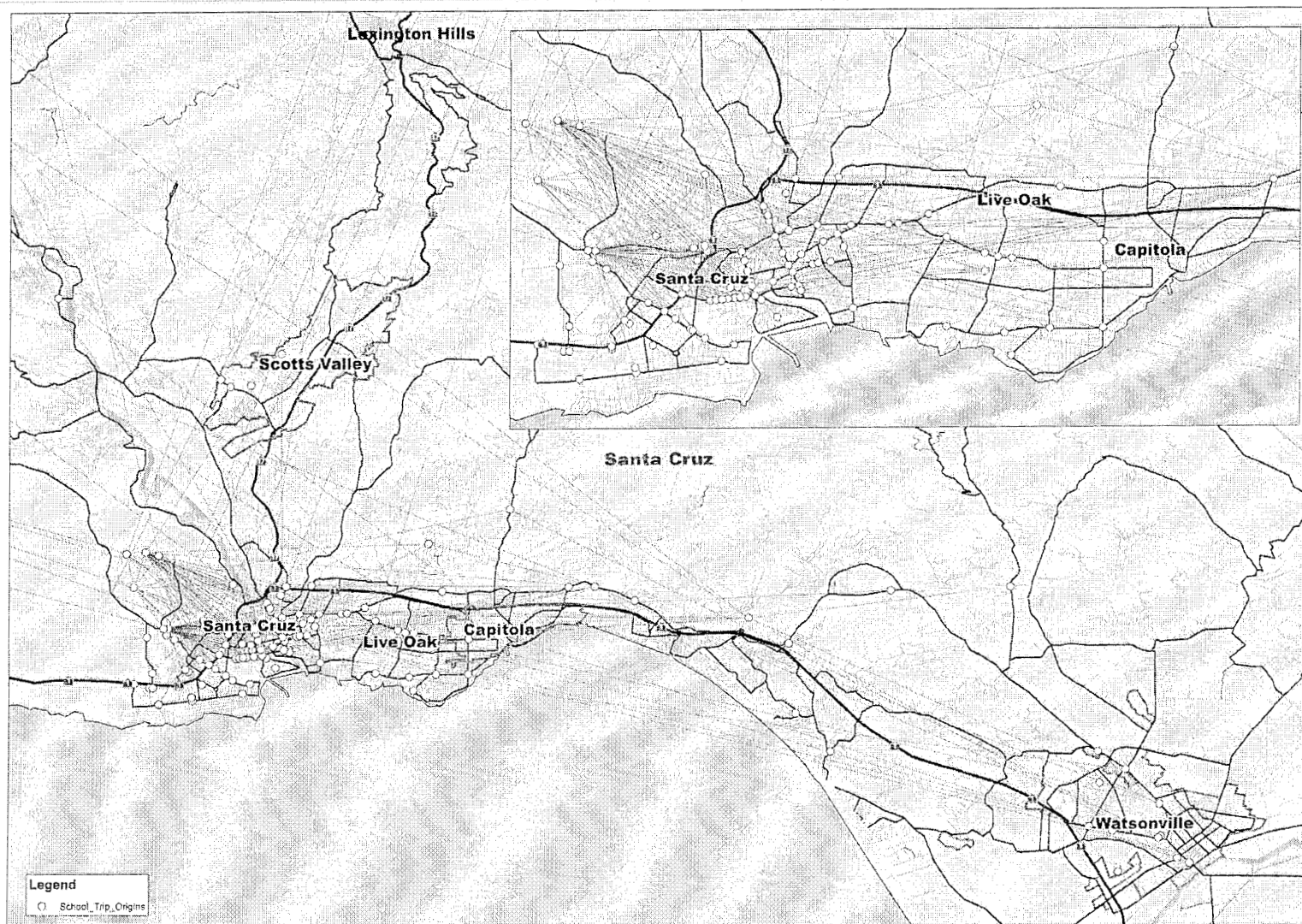
The majority of Capitola trips originated at or near the Capitola Mall on 41<sup>st</sup> Street. These trips are linked primarily to either Santa Cruz or Watsonville, with a few trips going to Cabrillo College and north to Santa Clara County. Trip purposes were diverse and included a combination of school, work and shopping trips.

Scotts Valley showed the lowest number of total trips originating within its boundaries. Trip destinations were split between Santa Cruz and Santa Clara County. Nearly all trip purposes were school, work or medical trips.

Countywide, forty-five percent (45%) of all surveyed trips were school trips and thirty-six percent (36%) were completed for work purposes. Combining these two purposes represented over eighty percent (80%) of all responses in the on-board survey. Figures 5-1 and 5-2 break down school-based and work-based by origin location. Appendix D shows additional origin-destination plots from the on-board survey results.

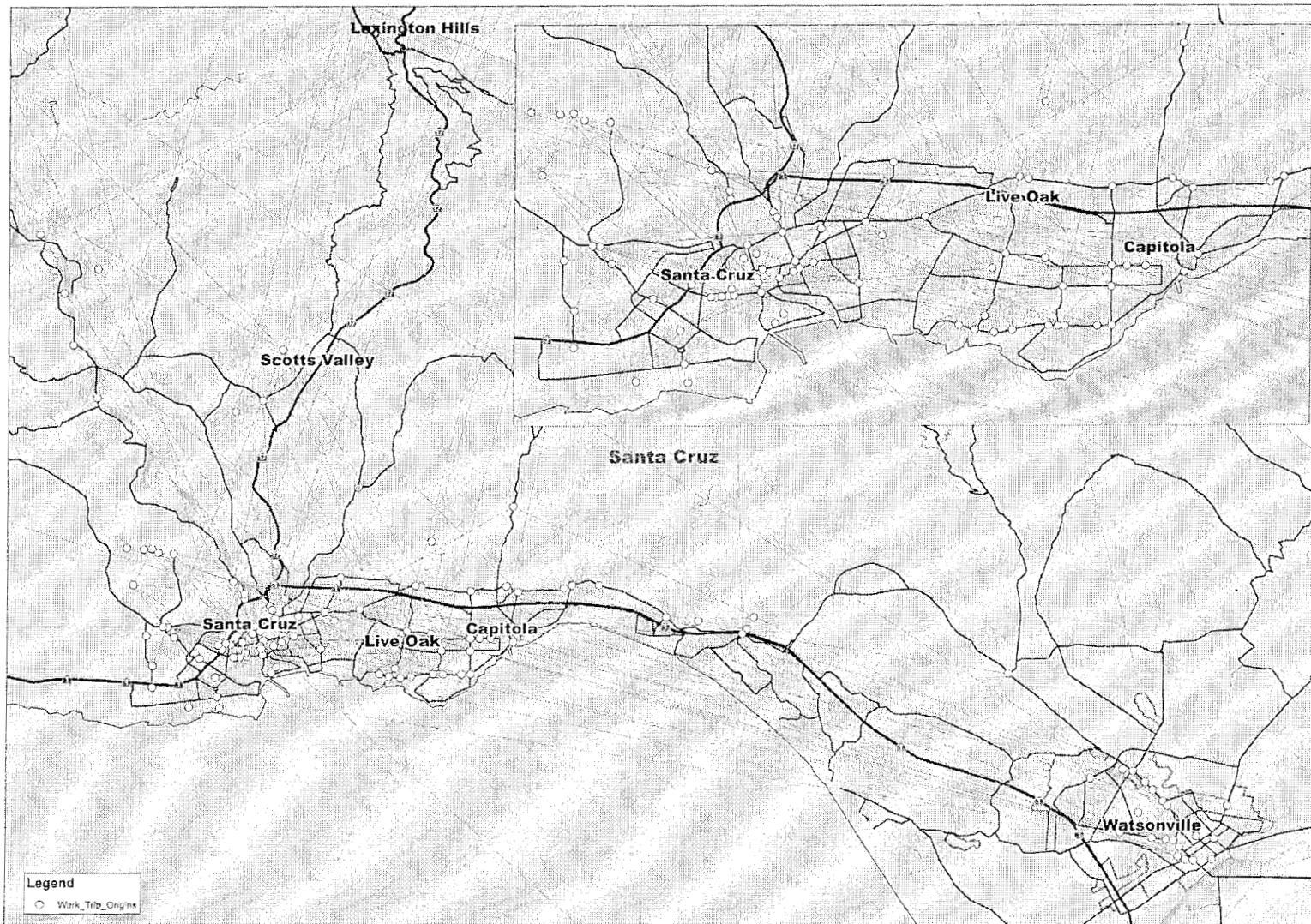
School-based trips are concentrated primarily between Santa Cruz and Capitola, with noticeable activity between Watsonville and Santa Cruz. UCSC and Cabrillo College appear to anchor the destinations for this activity. Although the majority of UCSC trip origins are located in and around Downtown Santa Cruz, a significant number of trips represent a student body population that is living further away from campus in the communities of Live Oak and Capitola. Cabrillo trips also appear to have a strong attraction to Downtown Santa Cruz and portions of Live Oak and Capitola.

Figure 5-1: Home Based School Transit Trips



10.9.60

Figure 5-2: Home-Based Work Transit Trips



10.951

Work-based trips are much more dispersed than school-based trips. A significantly higher number of trips occur between the communities of Santa Cruz and Capitola/Live Oak and Watsonville and Capitola/Live Oak. Santa Clara County travel is also recorded all along the Highway 1 corridor into Watsonville.

### Scheduling Practices

METRO relies on the HASTUS computer scheduling application to create block assignments and driver assignments. Nearly all service (except routes 17 and 71) are currently interlined, creating blocks with a mix of rural, intercity, UCSC and local routes. This process allows for the most efficient use of drivers' platform time based on the route cycles input to the system. While this process may create the most efficient use of driver resources, the rigidity of the system also creates little room for flexibility within the schedule. Small, incremental delays in drive times due to roadway congestion, high loading, etc. can lead to breakdowns with the scheduling process. For example, any delays in the Route 1 corridor could adversely impact local service in Watsonville, which would be the next service provided by that vehicle.

METRO has four different operating periods within its fiscal year where service can be modified and adjusted. Adjustment between these operating periods allows for additional service to be supplied during school terms and to meet the demand of seasonal tourist populations that visit Santa Cruz County. During each of these bid periods, drivers re-select runs composed of various block groups. Priority for run selection is based on seniority of the drivers.

This full service interlining practice was established in 2006 to allow the required number of driver break periods and when those were taken per the Industrial Welfare Commission (IWC). Previously there was less interlining and routes were more restricted to a certain geographic zone or market. This prior scheduling process typically resulted in retaining the same driver and bus in the same part of the County, operating the same type of route. This practice had the advantages of driver familiarity by his or her passengers and potentially made the buses less susceptible to regional traffic delays. The disadvantage was the general driver resource loss in efficiency, adding to overall operating costs of providing transit in the County.

While interlining may optimize agency resources allocated to service, the resulting performance and intuitiveness or understanding of the service can be compromised. As mentioned above, poor on-time performance can be linked to the rigidity of the scheduling which was highlighted as a major concern during nearly all outreach efforts. Thus, uncoupling the interlining practice to allow drivers and routes to operate the same type of daily service would improve on-time performance and allow operations planning to better gauge the estimates of route specific delay, even if this requires additional hours (and thus cost) to cushion the current service.

The uncoupling of service would also support the development of a more intuitive or understandable system for passengers. The current 69, 69A, 69W, 69N grouping and 35/35A services should be simplified into one route so passengers have less detail to filter through when planning their trips. The development of uniform headways which may support a memory schedule for passengers would be more feasible with the non-interlined routes which would also ease the use for passengers.

### Service Structure

As discussed, the geography and topography of Santa Cruz County have created a development pattern that is concentrated along the Pacific Coast or Highway 1 corridor in the southern portion of the County. The Highway 17 corridor, linking Santa Cruz County to Santa Clara County to the north, is the other significant connection to growth and development. Transportation and thus transit service are also focused along these key settlement corridors.

The current service pattern operated by METRO is predominately a hub and spoke operations with the hub of activity focused around two primary transit centers in Downtown Santa Cruz and Downtown Watsonville

and two secondary transit centers in Capitola (Capitola Mall) and Scotts Valley (Cavallaro Transit Center). This configuration funnels most passengers through one of these facilities during some point of their trip. Heavy transfer activity is also experienced at these locations due to this structure.

The hub and spoke operation was developed when Downtown Santa Cruz was the hub for region in terms of population and employment. As the County has developed and expanded, the transit system has grown incrementally to meet the new needs of the new growth. Recent and future trends (see figures 2-2, 2-3 and 2-4) show Santa Cruz continuing to be the economic center in County, but show Watsonville as the major center for population and households. Santa Clara County also adds another major employment destination for those living in Santa Cruz County and offers lower cost housing options for those who work in Santa Cruz County.

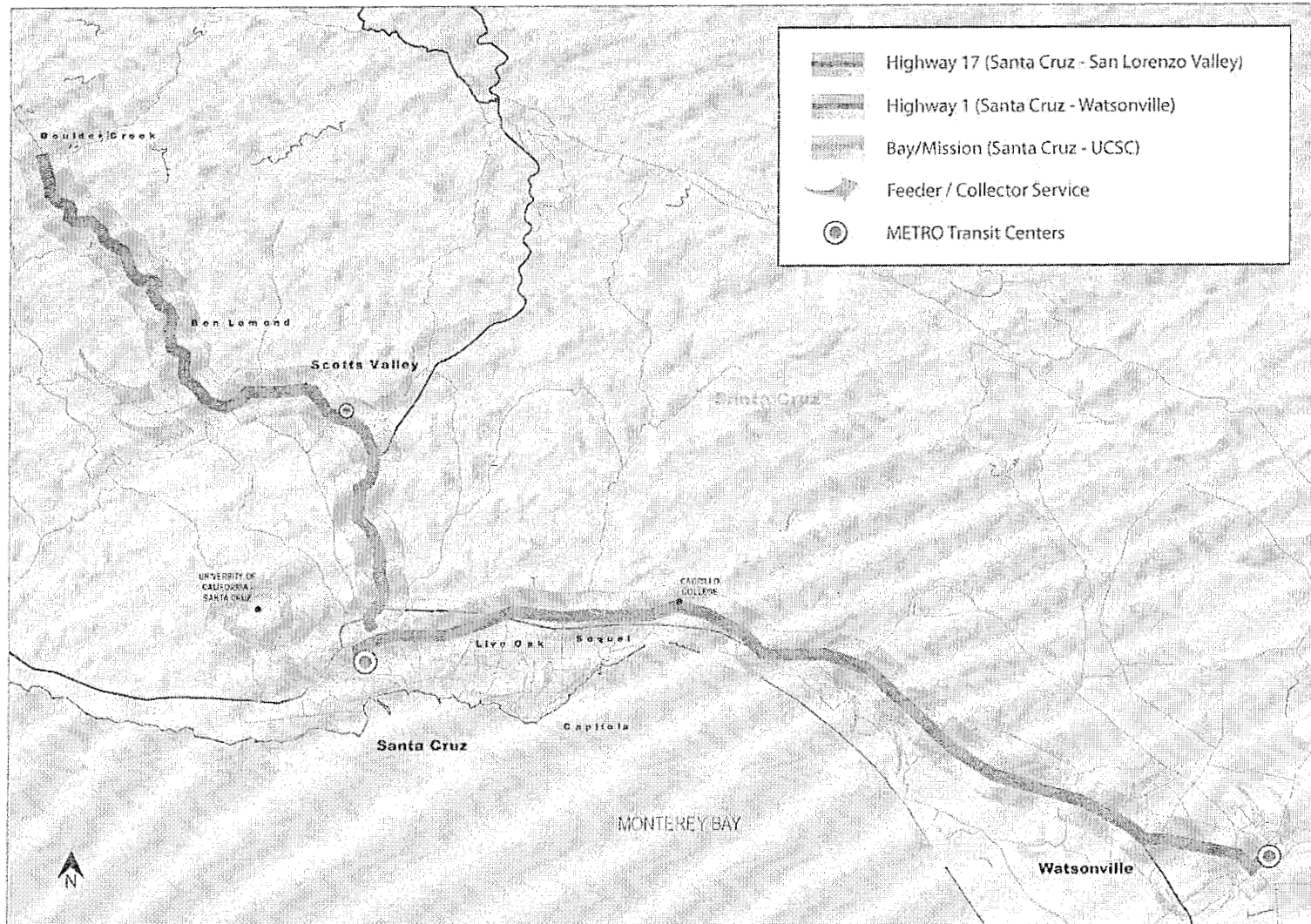
Growth patterns and the topography within the County have also shaped the development of the transit system. Transit-based activity centers are not centered around one central location such as a traditional Downtown employment center. In Santa Cruz County these activity centers are primarily schools and university, hospitals, major shopping centers and business parks which are dispersed among the developed urban areas. Physical barriers created by the ocean and hills and transportation corridors have resulted in a settlement pattern that straddles the Highway 1 corridor from Santa Cruz to Watsonville. The service plan needs to take these development patterns into consideration.

To adapt to this change occurring within and adjacent to Santa Cruz County, METRO should consider a new servicing planning concept that takes a more regional approach to providing transit while focusing on efficiency. This new approach would replace the current hub and spoke operations with a trunk and feeder service. The trunk and feeder concept would allow supply and demand of transit to be more closely matched, thus improving the overall efficiency of the system. This matching of supply and demand is completed by adjusting service levels to target demands within different corridors and areas and adjusting the vehicle types and operations to needs of that area.

A trunk and feeder service would provide the key linkages between the County's major activity hubs through high frequency, high capacity trunk line service. This trunk service would focus on moving high numbers of patrons between major regional centers in an effective and efficient manner. Complementing the trunk line service would be a series of feeder connections that would supply the public transportation needs of the individual community while providing connections to the regional trunk line service. While the trunk line focuses on high capacity and high frequency, the feeder service would focus on reliability and connectivity for its passengers. Vehicles used for this service would ultimately be appropriate for the community based on the infrastructure and the desires of the community. Stop locations would be convenient for the majority of residents in the communities and on-time performance would be stressed to ensure patrons will have confidence in the system and do not get stranded in areas where service is less frequent.

Figure 5-3 shows the basic structure of the trunk and feeder concept. The east/west trunk would run along the Highway 1/Soquel Ave Corridor while the north/south link would operate along Highway 17, Mt. Hermon Road and Highway 9. A third trunk service would operate from the Santa Cruz Metro Center to UCSC to meet the high ridership needs of the campus community. Feeder service would be supplied to the communities within the County along these corridors. Those communities not located along the trunk line corridor would be provided a lifeline transit service that falls under the "rural" classification of services.

Figure 5-3: Proposed Trunk and Feeder Concept Map



10.954



## PROPOSED TRUNK AND FEEDER CONCEPT

The proposed service plan would be phased into operation as resources allow and demographic changes occur. The following description of the plan contains the following proposed trunk lines and feeder services:

- Santa Cruz – Watsonville (Trunk Line)
- Santa Cruz – UCSC (Trunk Line)
- Santa Cruz – San Lorenzo Valley (Trunk Line)
- Santa Cruz Local (Feeder Service)
- Watsonville Local (Feeder Service)
- Scotts Valley/Graham Hill (Feeder Service)
- Capitola/Live Oak Local (Feeder Service)
- Aptos/Rio Del Mar/La Selva Beach (Feeder Service)

### Santa Cruz - Watsonville (Trunk Line)

#### Overview

Santa Cruz to Watsonville accounts for a significant percentage of current ridership and service. With Watsonville anticipated to surpass Santa Cruz in total population by 2015, demands from this travel market are anticipated to increase. Infrastructure constraints along this corridor can be viewed as both opportunities and impediments for future METRO service. Impediments lie in the current congestion that is experienced along Highway 1 during the peak travel periods. This delay increases bus travel time and creates a high degree of variance that makes bus operations difficult to schedule, leading to poor on-time performances. Depending upon the future actions within the County, opportunities may exist to speed up bus operations and make transit a more desirable mode of travel for regional commuters. Even with the current operating conditions, a trunk line service across the County is necessary to provide a backbone of service connecting the County's major activity centers.

Routes 69, 69A, 69W, 69N, 71, and 91 serve the current Santa Cruz to Watsonville corridor. Route 91 is the express route offered only during peak periods that operates along the longest stretch of Highway 1 and has the least number of local stops and thus the lowest travel time between the Watsonville Transit Center and the Santa Cruz Metro Center – 31-50 minutes. Route 70 operates between Cabrillo College and Downtown Santa Cruz along the Soquel Avenue corridor. Route 69 operates between the Downtown Metro Center and Capitola Mall along Soquel Avenue and Capitola Road. Route 69N provides nighttime service between Cabrillo College, Capitola Mall and the Downtown Metro Center.

#### Scheduling

Current interlining practices have the 69, 69A, 69W, 69N, or 91 operating at least one run in 38 different blocks. The nature of these long routes and tight scheduling practices create plentiful opportunities for delay to occur during these trips. Often times these will be scheduled at the beginning or in the middle of the blocks, causing the coupled local routes to become delayed due to intercity route portion of the block.

Scheduling of the 71 is done differently within the HASTUS program. Rather than adding all of the route's runs to the pool of possibilities of other lines, the 71 has been interlined with itself with a number of blocks. This process assigns one bus to do only route 71 trips during the driver's shift.

## Service Characteristics

These strong ridership routes have relatively high passengers per service hour and revenue hour. Trips on these routes are focused more on work and medical trips and less on school trips. UCSC and Cabrillo students make up only about 5% of the total ridership and bike and wheelchair passengers are relatively minimal.

## Service Delivery

The Santa Cruz to Watsonville corridor is currently well served compared to other areas within the County. A trip between the Metro Center in Santa Cruz and the Watsonville Transit Center during the weekday can be made every 30 minutes on the 71 or 69A/69W routes which combine to offer four trips per hour. Frequencies of route 71 increase between 2 PM and 7 PM to 15 minute headways, creating six trips per hour between the two services during this time. These services start prior to 6 AM and run past midnight, delivering a span of service over 18 hours. Route 91 adds a few additional peak hour services along the corridor. Weekend service is provided every 30 minutes by the 71 and 69A/69W services between the hours of 6 AM and 11:30 PM. One AM trip from Watsonville Transit Center is offered on Route 91 during the weekend. Again, these staggered schedules create a near 15-minute frequency.

## Restructuring

The trunk line service should have the highest levels of service of any of the routes in the system. While the current routes combine to offer a fairly high level of service along the corridor, the different deviations taken between the two transit centers and various sub-markets serviced by these routes requires significantly higher hours to be allocated to the corridor. The overall restructuring concept would create a frequent and direct service that would still allow a one-seat trip to occur for the majority of riders within this corridor.

The short-term routing modifications of this trunk line service should be a hybrid of the current Routes 71 and 91. From Santa Cruz Metro Center, the service would take Front Street and River Street to reach Water Street. Water Street would be taken to Soquel Avenue where the service would turn and follow Soquel Avenue to Dominican Hospital and Cabrillo College. The service would remain on Soquel Drive until State Park Drive where it would merge onto Highway 1 and continue until the Main Street exit in Watsonville. Service would follow Main Street to Rodriguez Street and the Watsonville Transit Center. Running time of this service is estimated to be around 70 minutes, with higher run times in the peak and lower times during the off-peak and weekend periods.

Currently, peak hour traffic creates travel speeds and travel times on the freeway that are similar to those on the adjacent arterial streets. Without the advantages of travel time savings, it is logical to operate transit along the arterial network in the corridor including Main Street, Soquel Avenue, and Water Street. If changes occur along this corridor that make bus operations more efficient along Highway 1, the service strategy should adapt to include longer portions of running way along the high capacity freeway.

The most significant change in service along this corridor will be the absence of a direct connection to the existing transit center at Capitola Mall. This  $\frac{3}{4}$  mile deviation from Soquel Drive would add significant travel time between Watsonville and Santa Cruz, especially with the new retail development at Soquel Avenue and 41<sup>st</sup> Street. This increase in travel time and reduction of travel speed would compromise the goal of the trunk line system. Local or "feeder" services between Soquel Avenue and the Capitola Mall along 41<sup>st</sup> Street and Capitola Road would need to be added with the removal of these 69 routes. The new service should be frequent enough to adequately meet the demand of these transit riders.

## Proposed Trunk Line Operation

Based on above operating conditions and service improvement goals, estimates to provide 10 minute peak/15 minute off-peak service and 15 minute night service during the weekday and 15 minute frequencies throughout the day on the weekends would require approximately 60,000 service hours. This assumes an 18 hour span of services during all days of the week. In 2007, Routes 69, 69A, 69W, 69N, 71, and 91 were allocated nearly 63,000 annual service hours, or 34% of the system total. Thus, there would be an additional 3,000 hours available following the implementation of the new trunk service.

In addition, gaps in local service, specifically in Capitola and the connection to the Capitola Mall would be created by the removal of these services. These gaps would either need to be replaced by modifying or extending Routes 53, 66 or 68 or adding new local shuttle service that would connect Water/Soquel, the Capitola Mall, and 41<sup>st</sup>/Soquel. A new service, operating on 30 minute headways would need an additional 10,000 hours. An extension of one of the existing services would vary but all services would have to be upgraded from their current 60-120 minute frequencies to 30 minute frequencies, resulting in significantly more hours of service.

Advantages of the trunk line service over the existing routes along this corridor would come from the more uniform scheduling of the service and anticipated reduced confusion experienced by the passenger. It would appear that as METRO continually looks for ways to improve its service, it should consider adding a limited stop or other type of rapid service along this corridor. This service would take the same alignment as the intercity service but stop at fewer locations and reduce the overall travel time for passengers traveling between the major destinations along the corridor. Adding Transit Signal Priority (TSP) and queue jumps at congested intersections could also increase performance of the operation.

A longer term service strategy could come from improvements along the Highway 1 corridor between Watsonville and Santa Cruz. The addition of a high-occupancy vehicle (HOV) lane would allow METRO buses to increase travel speeds and make it more efficient to operate along longer portions of the highway. Another future option for the corridor would be to operate buses along the shoulder of Highway 1. Agencies in ten states across the country are currently operating successful examples of this type of operation. Conditions typically needed for operating buses on shoulders include congestion along the highway, an express bus service and a minimum of 11 foot lanes. Buses commonly only use the shoulder only when travel speeds decrease below 35 mph and do not exceed this speed limit when using the shoulder. San Diego Metropolitan Transit System is the only current example of this type of operation in California. If it appears Highway 1 will not include a dedicated high-occupancy vehicle lane in the future, Santa Cruz METRO should consider a study to assess the feasibility of bus on shoulder operations.

## Santa Cruz - UCSC (Trunk Line)

### Overview

The single largest market for transit ridership in the system is the UCSC student, faculty and staff population. The 2005 Long Range Development Plan by the University calls for significant future growth in both students (+5,100) and faculty (+980) over the next 15 years. A high percentage of students and most faculty live off-campus in Santa Cruz and the surrounding communities. The University is also geographically placed at a higher elevation than Santa Cruz, making travel between these two locations difficult for non-motorized modes. This displacement along with tight restrictions on personal vehicle parking makes the University a prime market for transit activities.

METRO currently provides eight routes that can be classified as UCSC serving routes. Although four of these eight routes operate only during school terms, their total service hours are 20% of METRO's annual totals. Nearly 40% of all service hours on the UCSC routes are dedicated to Route 16 which operates seven days a week with average headways of 10 minutes during the peak. The night service provided by Route 16

creates a span of service from 6:30 AM to 2:00 AM during the weekday and 6:30 AM to 3:00 AM on the weekend. This service follows the most direct corridor from the Downtown METRO Station to the campus along Laurel Street, Mission Street, and Bay Street and circulates counterclockwise when arriving on campus.

Routes 12, 13, 15 and 19 provide similar services to that of the Route 16 with slight differences. Route 12 only operates once a day (Monday-Friday) and extends beyond the Downtown METRO center to serve the eastside of Santa Cruz and the Capitola Mall. Route 13 runs along Walnut Street instead of Laurel Street to access Mission Street, does not provide weekend or late night service, and runs a clockwise route through campus. Route 15 also operates clockwise when reaching campus and does not operate on weekend or night service. Route 19 offers seven day service and night service but uses Pacific Street, Beach Street and Bay Street instead of Laurel Street and Mission Street, adding service from the beach area to campus.

Routes 10 and 20 also connect the Downtown METRO Center and the UCSC campus but enter the campus on routes other than Bay Street. Route 10 is a seven day service that connects the Downtown METRO Center to the UCSC campus but uses High Street instead of Bay Street to enter campus. This service adds additional local service to the northern areas of Downtown Santa Cruz. Route 20 is a seven day service that runs along Delaware Street in the southern portion of Santa Cruz and enters the campus via Western Drive. This alignment provides the campus's Westside service.

### Scheduling

Most of the routes serving UCSC from the Downtown METRO Center are scheduled by HASTUS to make a roundtrip in approximately 45 minutes. The interlining scheduling uses these rather short trips in one of 72 different blocks currently assigned. While some of these blocks are entirely composed of UCSC routes, many are mixed in with intercity routes. Although this scheduling technique may maximize systemwide resources, it can often lead to irregular headways and poor on-time performance for those students and faculty relying on these routes to get to class and work.

### Service Characteristics

Systemwide the UCSC routes are the highest in terms of ridership, even though some operate only during school terms. Farebox recoveries are nearly twice all other categories of routes and passengers per mile and per hour are three to four times higher than other routes. Overall, these routes are clearly the most productive for METRO. Eighty-seven percent of use on these routes was attributed to UCSC students and faculty.

### Service Delivery

During school terms, the UCSC to Downtown Santa Cruz corridor (Bay Street-Mission Street-Laurel Street) has the highest frequency and longest span of service of any area in the County. Headways for routes between these key locations during the peak are less than 10 minutes. Service starts at 6:30 in the morning and runs to 2:00 AM during the weekdays and to 3:00 AM on weekends. Exceptions are campus service along High Street which terminates at 7:00 PM and service to the Westside ends around 9:00 PM.

These high frequencies during the school hours allow passengers riding these services to not have to rely on set schedules and are less sensitive to irregularities in headways and poor on-time performance. It can be assumed that the wait time for a bus serving these markets is rarely longer than 10 minutes. Although frequencies may not be as much of an issue on UCSC service, standing loads and pass-ups resulting from full loads are experienced on these popular routes, even with the high levels of service deliveries.

### Restructuring

The UCSC corridor is a prime candidate for the identification of trunk line service due to its high ridership and major trip generators on both ends of the line. The current levels of service provide high frequencies

from the Downtown METRO Center to UCSC but offer many deviations. The proposed trunk service would consolidate existing resources on the Laurel Street – Mission Street – Bay Street corridor to a uniform service and allow the existing UCSC and Santa Cruz local services not along this corridor to meet the trunk at key transfer locations. Once on campus, the service could either take a clockwise or counterclockwise loop. This alignment would mimic either the Route 15 or 16.

### **Proposed Trunk Line Operation**

The UCSC trunk line service should meet the needs of the student body whose travel demands are primarily during the weekdays between the hours of 7:00 AM and 7:00 PM. METRO should consider defining these hours as the peak for UCSC services and operating service from 6:30 AM to 3 AM seven days a week. The proposed trunk line operation should operate every 10 minutes during this peak service time and 15 minutes during the off peak and weekend times.

Operating service along this single trunk line corridor at the above defined frequencies and spans of service would take approximately 25,000 service hours. Routes 13, 15 and 16 alone, which traverse the same alignment as the proposed trunk line service currently consume over 20,000 service hours. An additional 5,000 hours would result from the consolidation of these three routes and still keep other UCSC routes that service the campus via High Street and Western Drive.

The current schedule shows a roundtrip travel time of approximately 45 minutes from the Downtown METRO Center to Science Hill on the UCSC campus and back. METRO, along with UCSC, should investigate improvements along this corridor that could reduce this time to closer to 35-40 minutes. These small improvements in travel time could result in significantly more service through this corridor.

## **SANTA CRUZ - SAN LORENZO VALLEY/SANTA CLARA COUNTY (TRUNK LINE)**

### **Overview**

Aside from the developed areas along the Highway 1 corridor, the most significant concentration of population, jobs and housing are located in a number of relatively small communities north of Santa Cruz in the San Lorenzo Valley. Included in these communities are Scotts Valley, Ben Lomond, Felton, Brookdale and Boulder Creek. These communities are linked to the rest of the County through Highway 9 and Highway 17. Highway 17 continues north from Santa Cruz County to connect to Santa Clara County and the metropolitan area of San Jose.

Route 35/35A provides the backbone of service from Santa Cruz to the San Lorenzo Valley. The service runs from the Downtown METRO Center north to Highway 17 (via Front Street – River Street – Water Street – Ocean Street) and exits at Mt. Hermon Road in Scotts Valley. (Route 35A runs the same alignment except it continues one exit further north on Highway 17 to the Granite Creek Rd. exit.) After serving the Cavallaro Transit Center, the service continues along west on Mt. Hermon Road to Graham Hill Road eventually turning north on Highway 9 to serve the communities of Felton, Ben Lomond and Boulder Creek. A number of variations of the 35 and 35A route take passengers to various locations throughout the Valley including as far north as Big Basin State Park.

Four other routes supplement the Route 35 service in San Lorenzo Valley but provide very few trips. In total, these four routes contribute an additional 12 daily weekday trips that are primarily focused on high school students' trip needs. Routes 31 and 32 create a loop through Scotts Valley from the Downtown METRO Center using Highway 17 for either the northbound or southbound direction and Graham Hill Road for the opposite direction. Routes 33 and 34 never leave the Valley and start and end at Felton Faire along Graham Hill Road.

The growth in the region's economy in Santa Clara County and the availability of other regional and national transportation modes not found in Santa Cruz (Amtrak, Caltrain, International Airport, etc.) have created a transportation need between the two counties that METRO has filled with the Highway 17 Express bus service. This service was originally implemented following the earthquake in 1989, which has steadily grown in ridership, and is quickly becoming one of the most productive routes in the system.

The topography and infrastructure in the San Lorenzo Valley provides challenges for METRO drivers. Narrow rights-of-way and sharp turning radii make this service difficult to operate with traditional 40 foot buses.

### **Scheduling**

Routes 31, 32 and 35/35A are, for the most part, interlined with other services including intercity and UCSC services. This interlining is possible because these three routes all start and end at the Downtown METRO Center. The other routes servicing the San Lorenzo Valley and Santa Clara County do not all start and end at the Downtown Center. Scheduling of these routes are all done within their own blocks, similar to the previously cited route 71 example.

### **Service Characteristics**

The San Lorenzo Valley routes have lower ridership and are overall lower performing routes compared to its peer routes servicing major corridors in the County. The rural setting in which these routes operate makes it difficult to compete with other routes in terms of productivity. These routes do, however, provide necessary transit service to a significant portion of the County, meeting other performance goals of METRO.

The Highway 17 service to Santa Clara County is supplying one of METRO's fastest growing markets and efforts should be made to continue its use. The service is currently commuter-based but its connectivity to other transportation options which provide links to the San Francisco Bay Area and the East Bay attract multiple users to the service. The lengthy trip duration on this route makes it more sensitive to standing loads and pass-ups. A high level of bike use is also experienced on the Highway 17 service, highlighting the importance of adequate bike storage on this service.

### **Service Delivery**

Route 35/35A currently operates 30 minute service from 6:30 AM to midnight during the weekdays and every 30 minutes from 7:30 AM to midnight on the weekends. Although this route is classified as an intercity route, the majority of local service to the San Lorenzo Valley communities is delivered by this route. Aside from route 35/35A, service to these parts of the County is limited to a few AM and PM peak hour trips.

Service to Santa Clara County on the Highway 17 express service occurs approximately every hour with peak hour periods having 20-30 minute frequencies. Five AM trips to Santa Clara County are currently offered from the Soquel and Highway 1 Park and Ride lot that do not service the Downtown Metro Center and two AM trips are offered from the Metro Center that do not serve the Park and Ride lot. Inbound service in the PM has a selected four trips that serve Scotts Valley Drive. Outbound trips from Santa Cruz County are scheduled to allow transfers to the VTA, ACE and Amtrak commuter and regional rail services.

### **Restructuring**

Increasing transit demands and traffic congestion along the Highway 17 corridor makes it a prime candidate for high frequency transit service. The trunk line service running to the San Lorenzo Valley should mimic the current 35/35A alignment but terminate in the north at the intersection of Highway 9 and Lomond Street in Boulder Creek. Frequencies and span of services on the 35/35A would be improved to provide a higher level of transit service to the San Lorenzo Valley. It appears that the current Highway 17 Express service would not be included in the trunk recommendation due to the different fare structure and vehicle fleet needs.

However, opportunities to increase operations along Highway 17 and avoid any future congestion should be explored. These improvements, including designation of HOV lanes during peak hours or operating on the shoulder, would benefit both services operating in this portion of the trunk line corridor.

It should be noted that the proposed trunk service between Santa Cruz and Watsonville would serve the existing Soquel Park and Ride lot, allowing a connection to the Highway 17 service at Water and Ocean Street. This would permit the Highway 17 service to operate shorter runtimes and provide more service from the Downtown METRO Center. Currently, there is a gap in the AM peak from 6:45 to 7:30 where no Highway 17 Express buses operate from the Downtown Center. Service could be added during this critical travel time with the new trunk and feeder system.

### Proposed Trunk Line Operation

If the existing 35/35A were transitioned into a high frequency trunk line service, the concept would be to operate 16 hours during the weekday and 14 hours during the weekends with frequencies of 15 minutes during the weekday and 30 minutes on the weekend. Currently, nearly 23,000 service hours are assigned to the Route 35/35A. Estimates of providing 15 minute weekday and 30 minute weekend frequencies along this corridor would be just over 40,000 hours. This would require a significant increase in hours to achieve.

Given the high demand for service in the previous two corridors, it would appear that consideration for trunk line status in this corridor would have a lower priority and be based on an ongoing review of demand including another transfer point at Water and Ocean referenced above as well as in Scotts Valley at the Cavallaro Transit Center on Kings Village Road. This park and ride lot would be the preferred location of a transfer location to the commuter drive-in populations. Future efforts should look to improve the location of this transfer point, moving it closer to Highway 17 and requiring less deviation for the Highway 17 service.

Highway 17 Express service should be focused in the near term for operational improvements. Additional peak hour trips from Downtown Santa Cruz to San Jose should be added as resources become available. It is estimated that two additional AM and PM trips in both directions would require approximately 2,200 hours of new service.

### FEEDER SERVICES

Feeder services will provide the key links for transit users with origins and destinations outside the three trunk line services. These services will focus less on speed and capacity and more on reliability and proximity to ensure passengers are not waiting excessively long for a bus or having to walk uncomfortable distances to reach a bus stop location.

The results of the outreach showed a significant challenge for METRO is its ability to run reliable service. This is currently being evaluated by METRO with a recent technological upgrade that will allow a more precise runtime to be calibrated for each route. These runtimes will then be applied to the scheduling process to create a more precise scheduling match. While this process is anticipated to improve reliability and on-time performance, it will likely require a "cushion" to the existing service to a point where runtimes are accurate. The point has been made that improving the reliability of the existing service should be accomplished before other service improvements are implemented.

In addition to cushioning the existing service, feeder routes may also consider a restructuring to allow more connectivity to key transfer points along the trunk routes. Table 5-6 below shows where these key transfer points are anticipated to occur along these new services. Upgrades may need to occur at some of these locations to ensure adequate passenger facilities are available.

Table 5-6: Key Transfer Locations from Feeder to Trunk Services

Santa Cruz – Watsonville	Santa Cruz – UCSC	Santa Cruz to San Lorenzo Valley
Watsonville Transit Center (Watsonville)	Bay & High (Santa Cruz)	Highway 9 & Lomond (Boulder Creek)
Green Valley & Main (Watsonville)	Bay & Mission (Santa Cruz)	Felton Faire (Felton)
Cabrillo College (Aptos)	Downtown METRO Center (Santa Cruz)	Cavallaro Transit Center (Scotts Valley)
Soquel & 41st (Capitola)		Downtown METRO Center (Santa Cruz)
Soquel & Capitola (Santa Cruz)		
Water & Ocean (Santa Cruz)		
Downtown METRO Center (Santa Cruz)		

The service improvement program focuses on implementing a strategy to phase in the trunk and feeder concept with minimal disruption on the existing routes. Very few changes to the existing local routes are suggested as part of this plan. However, the SRTP does outline a performance monitoring plan that can be used by METRO staff to assess how service is being delivered/consumed and allow modifications to be considered based on performance. While this process may not result in immediate service changes in the next fiscal year, future changes should result in improved efficiency and effectiveness.

### FARE RELATED ISSUES

The trunk and feeder system service plan is designed to help improve the availability of transit and improve operational efficiencies for METRO, but the new system will also logically result in an increase in transfers for passengers. As a result there will be fare related implications that will logically be necessary to address, similar to the development of specific performance measurement techniques.

As background, the current METRO fare structure requires passengers to pay (\$1.50) every time they board. Thus an increase in transfers creates an increase in cost of transit. A day pass is also currently offered priced at the cost of three one-way trips (\$4.50) which encourages passengers to purchase a pass if a roundtrip trip is needed and transfers are required. A five day pass (\$22.00) and monthly passes (\$50.00) are also available which allow unlimited rides during their respective time periods. Pre-purchased passes of any type not only reduce the cost of riding for transit passengers but also reduce dwell times for transit during boarding/alighting, thus reducing overall travel times.

There are a number of possibilities METRO could pursue with the implementation of the new trunk and feeder concept. Since the concept would be implemented gradually, METRO could consider modifications to the day pass such as reducing the day pass slightly to encourage more riders to purchase this form of media.

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METRO may also need to revisit and possibly restructure its contract with Cabrillo College and UCSC that reimburses METRO on a per trip basis for riders completed by students and staff. Thus increasing the number of transfers would also increase the number of billable trips.

**PHASING**

The financial analysis presented in Chapter 6 details the amount of funding and estimates of future revenue sources for METRO. To fully implement the proposed trunk and feeder concept, additional financial and staffing resources will be needed. The proposed service hours column in Table 5-7 shows estimated hours that METRO can expect to add in each of the five fiscal years based on future revenue estimates compared to FY07-08.

**Table 5-7: Estimated Service Hours (FY09-FY12)**

Year	Estimated New Revenue (from year previous)	Estimated Change in Service Hours* (from year previous)	Proposed Service Hour Allocation
FY 08-09	\$ 2,855,752	+14,279	~ 12,000
FY 09-10	\$ 818,967	+4,095	0
FY 10-11	\$ (1,257,497)	-6,287	0
FY 11-12	\$ 1,121,076	+5,605	~5,000

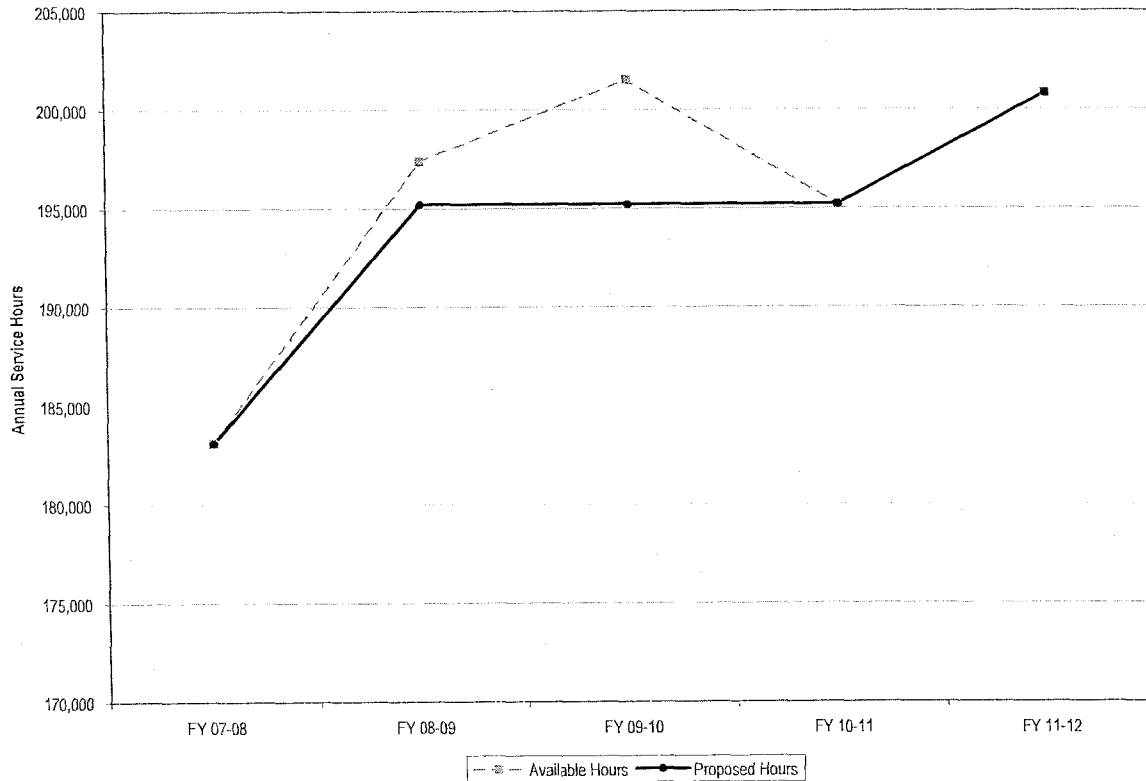
\* Estimates for future service hours were determined using a future rate of \$200 per service hour. Current rate are closer to \$180 per service hours but projections for future expenses estimated by METRO show these costs rising in future years.

Revenues shown in Table 5-7 are based on the METRO's financial projections for FY 08-09 and FY 09-10 and Option 2 of the consultant's recommendations which are fully detailed in the Financial Analysis (Chapter 6) chapter of this report. These trends show increasing revenue streams for FY 08-09, FY 09-10 and FY 11-12 and a decrease in FY 10-11 primarily due to the loss of operating reserves that are expected to be used in FY 08-09 and FY 09-10.

The proposed service hour allocation identifies how much new service would be delivered based on the revenue projections through FY 11-12. Since resources will fluctuate over the next four years, service should be phased to assure future service cuts will not need to occur if resources are anticipated to be reduced. For example, since a reduction in revenues is programmed in FY 10-11, it would be illogical to add the maximum number of service hours available during FY 08-09 and FY 09-10 and then reduce those hours the next year. Figure 5-4 shows how the proposed hours compare to the available hours through FY 10-11 using the assumption that FY 07-08 hours will equal those reported in FY 06-07. This future analysis does not consider any carryover of unused revenues that may be transferred from one year to the next.

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Figure 5-4: Proposed Service Hours Allocation vs. Available Hours



A number of the modifications suggested in the service improvement program can be completed through restructuring of service that do not require additional service hours while others are dependent upon new financial resources. Table 5-8 shows the various phases of implementation, their anticipated service hours, and suggested time of implementation. Based on input from METRO staff, the initial priority would be to restore a higher level of reliability to the existing service. An estimate of 1.5% of the total service hours from FY07-08, or nearly 2,750 service hours, would be allocated for these purposes in FY 08-09.

Table 5-8: Proposed Phasing Timeline

Service Improvement	Estimated New Hours Needed	Hours Allocated			
		FY 08-09	FY 09-10	FY 10-11	FY 11-12
Restore Reliability of Existing Service	2,750	2,768	0	0	0
Highway 17 and Weekend Service	2,200	2,200	0	0	0
Santa Cruz-Watsonville Trunk	7,000	7,000	0	0	0
Santa Cruz-UCSC Trunk	5,000	0	0	0	5,000
<b>Total</b>	<b>16,100</b>	<b>11,968</b>	<b>0</b>	<b>0</b>	<b>5,000</b>

Once these current reliability issues are addressed, another relatively minor adjustment would be to allocate additional peak hour service on the Highway 17 Express service. Although this route includes multiple funding partners and, to some degree is almost a separate service, increasing demands on this regional service support consideration of improvements to this route. Resources available in FY 08-09 should be sufficient to make these improvements.

The Watsonville to Santa Cruz conversion to a trunk service, which would be a major change to service delivery, can be completed if nearly all existing hours on the Santa Cruz-Watsonville intercity routes are allocated. The connection between this trunk service and Capitola Mall would need to be replaced by a new local service or upgrading the existing local services. In total, approximately 7,000 additional service hours would be needed to implement this trunk line service and supporting local service improvements. Based on the estimated operating revenues available to METRO, this implementation could occur in FY 08-09.

The next priority would be strengthening the UCSC to Downtown Santa Cruz connection. An estimated 25,000 hours would be needed to run 10 minute weekday and 15 minute weekend service. Consolidating the existing routes 13, 15 and 16 hours into this service, an additional 5,000 hours would be needed. These hours are anticipated to be available by FY 11-12.

The final trunk line running from Santa Cruz to San Lorenzo would require the most hours of new service. It is estimated that these hours would not be available to implement this service over the duration of this service plan but should be considered for future planning efforts.

### CONCLUSION

METRO is currently working to develop solutions to improve the existing system and alleviate issues with reliability and on-time performance. Once resources have been used to address these existing issues, METRO should look to build upon its regional and intercity connections. Table 5-9 shows how future resources could be allocated based on estimates for available service hours.

Table 5-9: Allocation of Service Hours (FY08-FY13)

Classifications	Type	FY 07-08*	FY 08-09	FY 09-10	FY 10-11	FY 11-12
Rural	Existing	8,972	9,100	9,100	9,100	9,100
Local/Feeder	Existing	34,926	45,500	45,500	45,500	45,500
Intercity	Existing	85,617	23,900	23,900	23,900	23,900
UCSC	Existing	36,654	37,200	37,200	37,200	17,200
Regional	Existing	16,963	19,400	19,400	19,400	19,400
Santa Cruz-Watsonville	New Trunk	0	60,000	60,000	60,000	60,000
Santa Cruz-UCSC	New Trunk	0	0	0	0	25,000
Total Allocated		183,132	195,100	195,100	195,100	200,100
Total Available		183,132	197,411	201,506	195,219	200,824

\* Anticipated year end FY 07-08 data assumes the same service hour as that reported in FY 06-07.

The trunk and feeder service plan concept would also allow METRO to formally identify and prioritize transit corridors within the County to help increase operational efficiencies and, for example, begin to identify locations for future transit-supportive development. This could include seeking local jurisdictions support in including these corridors in their planning processes and also potentially incorporating a land use policy to focus transit-supportive uses and densities along these corridors. As indicated previously, consideration of

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transit-preferential treatments along these corridors, including bus stop improvements, signal priority and rights of way, should be considered.

## ANCILLARY ISSUES

Although not directly related to service improvement, there are several other issues and/or recommendations that are included in this chapter, including organizational structure recommendations and a discussion of the complementary paratransit service.

### Organizational Structure

During the stakeholder meetings there was substantial input from other agency staff regarding the need for an additional staff person that could work with these agencies, especially regarding planning issues, that would provide additional policy level input similar to that received from the General Manager or Assistant General Manager.

In addition, as part of the internal review of agency functions and responsibilities, it appeared that the ability to move forward with some planning, policy and process activities was also impacted by the availability of the GM or AGM to review and act on all issues and activities. Furthermore, there also appeared to be an opportunity for a senior level person to interact more directly with Operations personnel regarding scheduling, routing and issues related to interface with operators.

Finally, if the service improvement program recommendations are implemented there will be an increased demand for internal coordination, external communication and interagency connectivity. Thus, it is recommended that a Planning Manager position be added to the Office of the General Manager, which would perform the functions discussed above and supervise the existing Transit Planner, Transit Surveyor, Planning Intern as well as the Grants/Legislative Analyst.

In addition, this position would take the lead in the internal development of the SRTP process, including such activities as providing the updates regarding the performance measurement recommendations, the planning and process interaction of any new or modified technological programs and coordination with the paratransit program.

### Complementary Paratransit Plan

As discussed with senior management at the outset of the SRTP, the focus of this analysis was the fixed route service. As such, the current operations and activities of the ParaCruz service have not been analyzed. Those activities and operations could be affected, however, by the implementation of the service improvement program in several ways.

First, since the requirement to provide ADA complementary paratransit for those persons with disabilities that cannot access the fixed route system is directly linked to the routing and span of service of the fixed route system, any increase or decrease in service as a result of the service improvement plan could also affect ParaCruz availability. Also, if some flexible destination services were implemented as part of the feeder service concept, then it could be possible to combine the ADA paratransit clientele and other passengers by offering curb to curb operation. Clearly, additional planning would be required in order to conceptualize any operational modifications. However, the cost for modifications to the fixed route service should also take into account a similar impact on the paratransit service and should be included in the overall service improvement plan.

# **CHAPTER 6: FINANCIAL ANALYSIS AND CAPITAL NEEDS**

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## **FINANCIAL ANALYSIS**

The purpose of this chapter is to develop an operating revenue forecast and identify capital needs for the Santa Cruz Metropolitan Transit District's Short Range Transit Plan. The annual operating revenue forecasts described in detail below were used in the development of the service plan outlined in the previous chapter.

As described below, the operating revenue forecasts were developed based on a review of: historic data, the region's current economic conditions, and short range revenue forecasts developed by Santa Cruz Metropolitan Transit District (METRO) staff. Based on this review, two alternative operating revenue forecast options were developed and compared to the two projections developed by METRO staff. From this comparison a recommended option was identified. Appendix E contains additional tables to supplement the information found in this chapter.

## **SHORT RANGE PLAN OPERATING REVENUE PROJECTION PROCESS**

This following is an overview of the historic information used as the basis to develop revenue projections for the FY 2009 to 2012 period. The discussion includes a summary of the data sources researched and reviewed, identification of the agency's key revenue sources, analysis of historic annual growth rates of each key source, and a review of recent trends in local and state sales tax collection.

### **Data Sources**

The following documents, reports, and spreadsheets were reviewed and analyzed to develop the alternative FY 2009 to 2012 operating revenue forecasts.

- Santa Cruz Metropolitan Transit District (METRO) Recommended Final Budgets: FY 1999 through FY 2007;
- METRO's global monthly ridership statistics spreadsheet for the period July 2002 through September 2006;
- METRO's service hours and miles, by route spreadsheet for the period FY 2004 through 2006;
- METRO's historic sales and use tax levels for the period 1995 to 2006;
- METRO's FY 2005-2006 Fact Sheet spreadsheet;
- METRO's Operating and Capital Budget Framework for the period FY 2007 through FY 2012;
- METRO's National Transit Database (NTD) submittals from the Federal Transit Administration's website for the period 2001 through 2006;
- METRO's archived Board Agenda reports from the agency's website to obtain year end receipt levels for the key revenue sources;
- METRO's March 2008 Draft FY 2009 and 2010 Operating and Capital Budget and the May Revised Draft FY 2009 and 2010 Operating and Capital Budget reports to the Board;
- The City of Santa Cruz Sales Tax Update Report for the second and third quarter 2007.

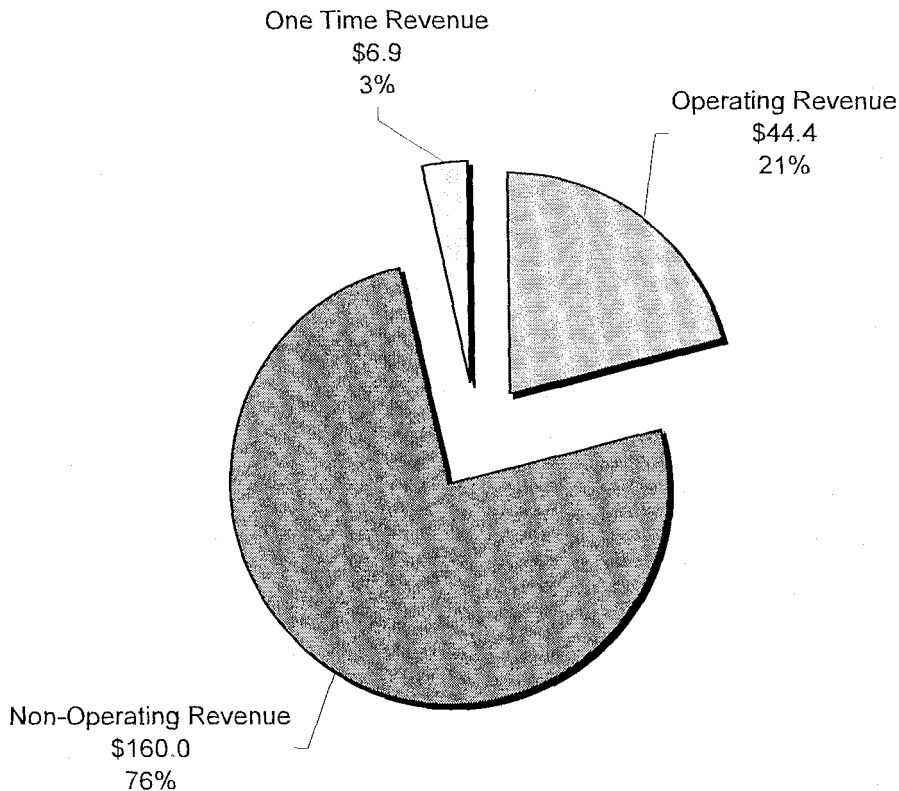
**Key Revenue Analysis**

METRO separates operating revenue into three general categories: operating revenue, non-operating revenue, and one time revenue.

- **Operating revenue** includes passenger fares, special transit fares (contracts for University of California Santa Cruz, Cabrillo, and special shuttle services, and the employer pass program), paratransit fares, and fares and payments related to the Highway 17 service;
- **Non-operating revenue** includes the half-cent local transit sales tax, State Transportation Development Act (TDA) funds, Federal Transit Administration (FTA) Section 5307 funds, advertising income, rent income, interest income, commissions, FTA Section 5311 rural operating assistance, and transfers from capital;
- **One time revenue** includes a one time advance of FTA Section 5307 funds; carryover funds from the previous year, transfers from reserves, and transfers from the insurance reserve.

Figure 6-1 provides an overview of the budgeted operating revenues over the FY 2003 to FY 2008 period. METRO’s budgeted operating revenues grew from \$24.5 million in FY 2003 to \$29.1 million in FY 2008, which reflects an average annual growth rate of 3.4 percent per year. As shown in Figure 6-1, non-operating revenue represents the primary operating revenue source for the agency, accounting for 76 percent of total revenues over this period.

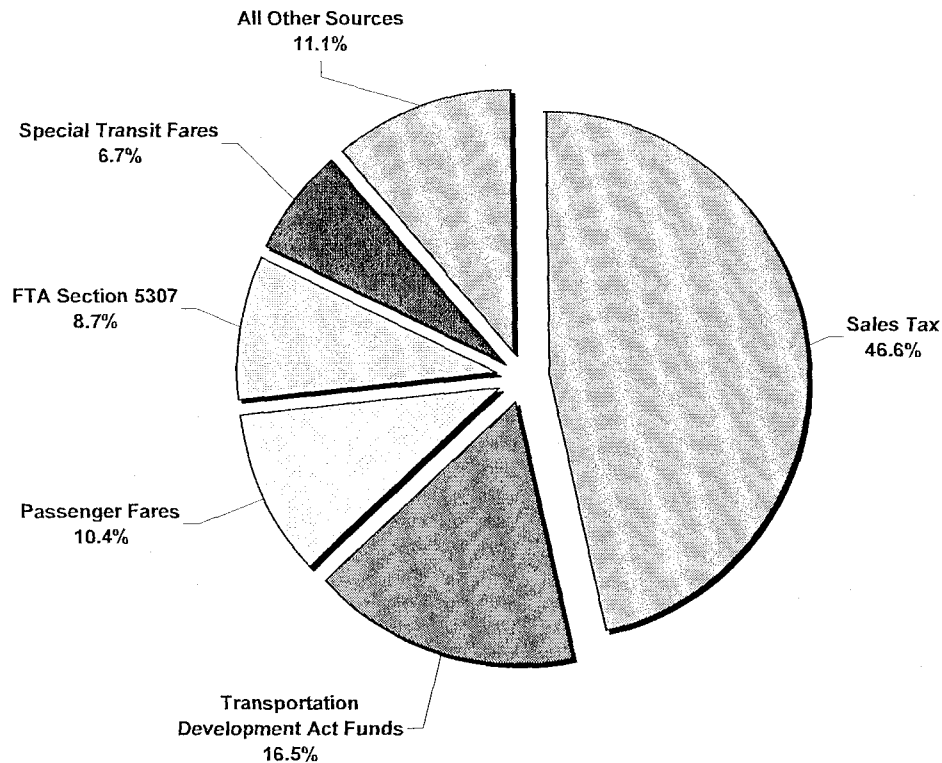
**Figure 6-1: Operating Revenue Categories FY 2003 through 2008 (in millions)**



A review of historic budgets revealed that four key funding sources account for approximately 82 percent of METRO’s total operating revenue. As shown in Figure 6-2, over the last five years, the key revenue sources are the half-cent transit sales tax (46.6 percent), State Transportation Development Act (TDA) funds (16.5 percent), passenger fares (10.4 percent) and FTA Section 5307 funds (8.7 percent).

10.968

Figure 6-2: Operating Revenue Sources FY 2003 through 2008 (in millions)



Source: Santa Cruz Metropolitan Transit District Adopted Budgets FY 2003 through FY 2008.

A trend analysis of historic data was the starting point for development of annual growth rate projections for the FY 2009 to 2012 period. The two data sets used for the key revenue source trend analysis were METRO's FY 2003 to 2008 adopted budget estimates and the agency's annual year end receipts for each source over this same period.

### METRO's Adopted Budget Data

Table 6-1 and Figure 6-3 summarize the budget estimates for the four key operating revenue sources over the FY 2003 to FY 2008 period. As shown in the table, the agency's budgeted revenues for these four sources combined grew from \$27.9 million to \$30.7 million over the 2003 to 2008 period. Over the five-year period, these sources grew at a compound annual growth rate of 1.9 percent, with the growth rate for 2007 to 2008 being slightly lower at 1 percent.

The annual budgeted revenue levels for each of the four key sources between 2003 and 2008 reflect a similar reduction in the annual growth in revenue over 2007 to 2008:

- Sales tax increased from \$15.8 million to \$17.6 million over the five year period which represents a 2.3 percent compound annual growth rate with a 1.8 percent increase over the last year;
- TDA funds increased from \$5.4 million in 2003 to \$6.4 million in 2008 with a five year compound annual growth rate of 3.4 percent and a 1.8 percent growth rate from 2007 to 2008;
- Passenger fares decreased over the last five year from \$3.9 million to \$3.5 million which reflects a -2.2 percent compound annual rate with a -5.5 percent decrease budgeted between 2007 and 2008; and

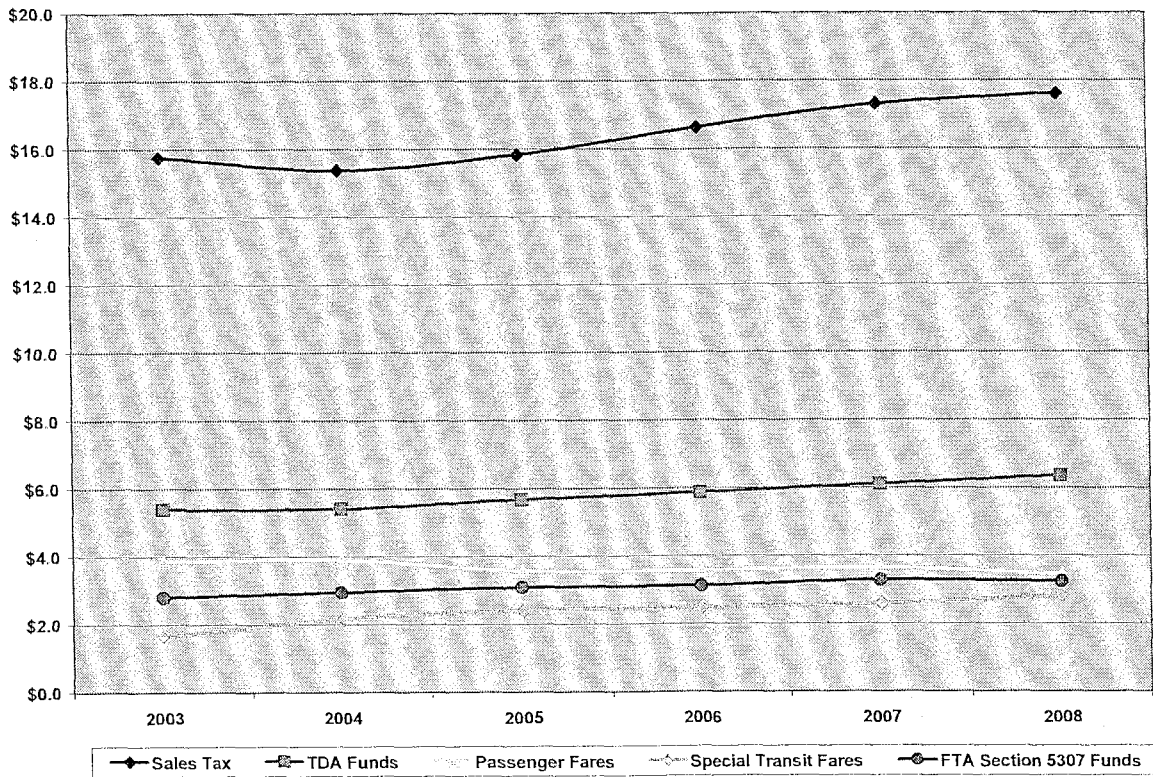
- FTA Section 5307 funds increased from \$2.8 million to \$3.2 million with a compound annual growth rate of 3 percent over the period but a -1.2 percent decrease budgeted for FY 2008.

Table 6-1: Key Revenue Sources Annual Adopted Budget Levels FY 2003-2008 (in millions)

	2003	2004	2005	2006	2007	2008	Annual Growth Rate		
							5 year	3 year	1 year
Sales Tax	\$15.8	\$15.4	\$15.8	\$16.6	\$17.3	\$17.6	2.3%	3.6%	1.8%
TDA Funds	\$5.4	\$5.4	\$5.7	\$5.9	\$6.1	\$6.4	3.4%	3.9%	1.8%
Passenger Fares	\$3.9	\$3.9	\$3.6	\$3.6	\$3.7	\$3.5	-2.2%	-1.2%	-5.5%
FTA Section 5307 Funds	\$2.8	\$3.0	\$3.1	\$3.1	\$3.3	\$3.2	3.0%	1.6%	-1.2%
<b>Key Revenue Total</b>	<b>\$27.9</b>	<b>\$27.7</b>	<b>\$28.2</b>	<b>\$29.2</b>	<b>\$30.4</b>	<b>\$30.7</b>	<b>1.9%</b>	<b>3.5%</b>	<b>1.0%</b>

Note: Although not shown in Table 6-1, historic budget data was provided from 1998 to 2008. The ten year average annual growth rates for the key revenue sources are as follows: sales tax: 3.3 percent, TDA funds: 3.3 percent, passenger revenue: 1.8 percent, and Section 5307 funds: 20.7 percent

Figure 6-3: METRO's Key Revenue Sources FY 2003-2008 (in millions)





## METRO's Year End Actual Revenue

Table 6-2 summarizes the actual level of revenue METRO received from the four key operating sources over the FY 2003 to FY 2007 period. Please note that the 2008 year end figure is an estimate provided in the draft FY 2009 and 2010 Capital Operating and Revenue budget presented to the METRO Board of Directors in May 2008.

As shown in the table, total revenue received from the key funding sources grew from \$24.6 million to \$30.7 million over the 2003 to 2008 period. The average annual growth rate over the five year period was 4.4 percent. However, the projected growth rate for 2007 to 2008 is 1 percent. The annual revenue levels actually received from the four key revenue sources between 2003 and 2007 and projected for 2008 reflect a similar slower annual growth in 2007 to 2008:

- Sales tax increased from \$15.2 million to \$17.6 million with a 3.0 percent compound annual growth rate over the five year period but a -0.2 percent decrease projected between 2007 and 2008;
- TDA funds increased from \$5.1 million to \$6.4 million with a five year compound annual growth rate of 4.4 percent and a 3.2 percent increase over the last year;
- Passenger fares increased from \$3.1 million to \$3.5 million which represents a 2.5 percent compound annual increase over the five year period and a 1.3 percent increase for the last year; and
- FTA Section 5307 funds increased from \$1.2 million to \$3.2 million which represents a 20.7 percent compound annual growth rate over the last five years, mainly attributable to the 2004 initial year of SAFETEA-LU. Over the most recent three years the rate was 2.2 percent and over the last year it decreased to 0.7 percent.

Table 6-2: Key Revenue Sources Year End Actuals FY 2003-2008 (in millions)

	2003	2004	2005	2006	2007	2008	Annual Growth Rate		
							5 year	3 year	1 year
Sales Tax	\$15.2	\$15.2	\$15.7	\$16.7	\$17.7	\$17.6	3.0%	4.0%	-0.2%
TDA Funds	\$5.1	\$5.3	\$5.4	\$5.7	\$6.2	\$6.4	4.4%	5.5%	3.2%
Passenger Fares	\$3.1	\$3.8	\$3.5	\$3.0	\$3.4	\$3.5	2.5%	-0.8%	1.3%
FTA Section 5307 Funds	\$1.2	\$2.8	\$3.0	\$3.0	\$3.1	\$3.2	20.7%	2.2%	0.7%
<b>Key Revenue Total</b>	<b>\$24.6</b>	<b>\$27.1</b>	<b>\$27.6</b>	<b>\$28.4</b>	<b>\$30.4</b>	<b>\$30.7</b>	<b>4.4%</b>	<b>4.1%</b>	<b>1.0%</b>

## Recent Regional and Statewide Sales Tax Trends

The City of Santa Cruz produces a quarterly Sales Tax Report that summarizes city, county and state sales tax revenue trends compared to the prior year. At the time of this analysis, reports for the second and third quarters of 2007 were available for review. According to the City's reports, over this time period sales tax revenue for the county was relatively flat compared to the same period in 2006. While fourth quarter 2007 and initial projections for 2008 were not available, the third quarter report indicated that statewide, sales tax revenue is projected to decrease through early 2008 and there is uncertainty as to when sales tax revenue on the state level will increase.

The reduction in sales tax revenue at the state level is expected to impact on the level of TDA funds that METRO and other transit agencies are projected to receive. As documented in the Draft FY 2009 and 2010 Operating and Capital Budget, the Santa Cruz County Regional Transportation Commission has informed METRO that its TDA funding is projected to decrease 5.8 percent compared to last year.

## METRO STAFF BASELINE BUDGET PROJECTIONS

Over the course of developing the Short Range Transit Plan, METRO staff prepared two budget projection reports. The results from these reports provided baseline revenue levels to compare to the Short Range Plan projections.

- **Baseline 1: November 2007 Framework Plan for METRO's Capital and Operating Budgets for the FY 2007 to 2012 period:** This document, developed annually, provides the Board an overview of key short term projects, operating conditions and cost and revenue projections. For the purposes of providing a basis to compare annual revenue to SRTP forecasts, the FY 2009 to 2012 revenue estimates for Baseline 1 were forecasted using the growth rates developed for the Framework Plan and projected from the estimated FY 08 year totals from the May 9, 2008 Board Packet.
- **Baseline 2: May 2008 Draft FY 2009 and 2010 Operating and Capital Budget:** The draft budget document (as revised) provides revenue estimates for 2009 and 2010 only. For the purposes of this analysis, Baseline 2 assumed the Draft Budget's 2009 and 2010 estimates and used the annual growth rates from the Framework Plan for 2011 and 2012.

As shown in Table 6-3, between the November 2007 Framework Plan Report to the Board and the May 2008 Draft 2009 and 2010 Budget, the agency's forecasts for FY 2009 and 2010 sales tax and State Transportation Development Account (TDA) funds have decreased significantly due to the current economic conditions.

- Local sales tax revenues for FY 2009 are projected to be only 0.3 percent higher than in FY 08, compared to a 3.0 percent increase reported last November.
- As stated earlier, TDA funds for FY 2009 are projected to decrease 5.8 percent based on information from the Santa Cruz County Regional Transportation Commission, compared to a projected 4 percent increase reported last November.

Both sources are projected to return to growth rates similar to historic levels in FY 2010.

**Table 6-3: Comparison of Baseline Projections**

	2008	2009	2010	2011	2012
<b>Sales Tax</b>					
Baseline 1	\$17.21	\$17.64	\$18.08	\$18.53	\$18.99
Baseline 2	\$17.21	\$17.26	\$17.78	\$18.32	\$18.87
<b>TDA Funds</b>					
Baseline 1	\$6.31	\$6.50	\$6.70	\$6.90	\$7.11
Baseline 2	\$6.31	\$5.98	\$6.16	\$6.34	\$6.53
<b>Passenger Fares</b>					
Baseline 1	\$3.45	\$3.52	\$3.59	\$3.66	\$3.73
Baseline 2	\$3.45	\$3.52	\$3.59	\$3.66	\$3.73
<b>FTA Section 5307 Funds</b>					
Baseline 1	\$3.22	\$3.29	\$3.35	\$3.42	\$3.49
Baseline 2	\$3.22	\$3.50	\$3.64	\$3.72	\$3.79
<b>Key Revenue Sources Total</b>					
Baseline 1	\$30.19	\$30.95	\$31.72	\$32.51	\$33.32
Baseline 2	\$30.19	\$30.26	\$31.17	\$32.04	\$32.92

## RECOMMENDED SRTP BUDGET PROJECTION

Based on the above analyses a recommended budget projection was developed and shown in Table 6-4. This projection assumes the following:

- o The updated FY 2008 Final Budget (as of May 9, 2008) as the base year.
- o Annual operating revenues will experience no and/or low rates of growth over FY 2009 and FY 2010, and will return to rates closer to their pre-2008 actual growth levels in FY 2011 and 2012.

**Table 6-4: Recommended SRTP Annual Projection Growth Rate Assumptions**

	2009	2010	2011	2012
<b>Sales Tax</b>	0.5%	1.0%	3.0%	3.0%
<b>TDA Funds</b>	-5.3%	1.0%	3.0%	3.0%
<b>Passenger Fares</b>	2.0%	2.0%	2.0%	2.0%
<b>Section 5307 Funds</b>	1.0%	2.0%	2.0%	2.0%

Based on the review of historic data and the current economic conditions, a more conservative approach to growth rates for the sales tax, TDA, and Section 5307 funds was considered to be appropriate for FY 2009 and FY 2010 with a return to SCMTD's more traditional growth rates in FY 2011 and FY 2012. With regard to passenger revenues, a higher projected growth rate, 2 percent, than recent actual trends is supportable given the increased costs for gas combined with potential ridership growth resulting from anticipated service improvements associated with the Plan.

Table 6-5 provides a comparison of the annual growth rate projections assumed in the alternative forecasts, while Table 6-6 summarizes the annual revenue levels under each alternative. Of key importance is the comparison between the recommended growth rates and Baseline 2 (May 2008 Draft FY 2009 and FY 2010 Budget).

**Table 6-5: Comparison of Baseline and Alternative Options Growth Rate Assumptions**

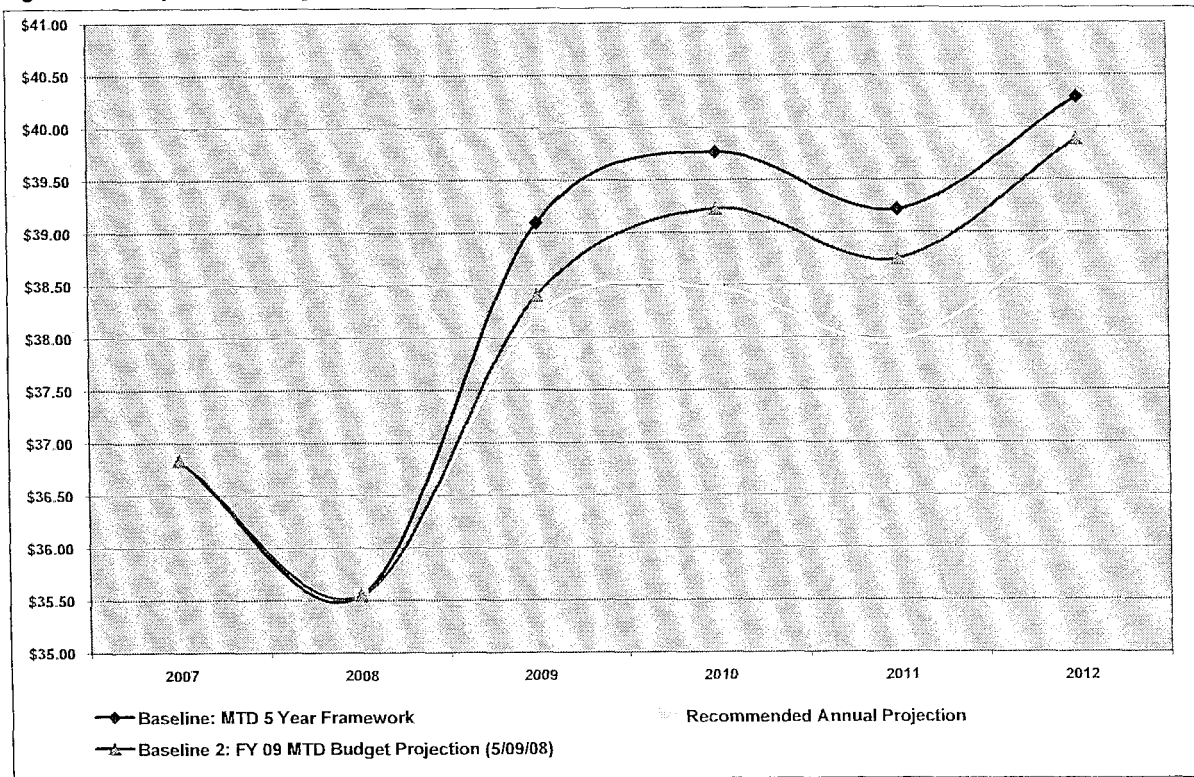
	2009	2010	2011	2012
<b>Sales Tax</b>				
Baseline: MTD 5 Year Framework	3.0%	3.0%	3.0%	3.0%
Recommended Annual Projection	0.5%	1.0%	3.0%	3.0%
Baseline 2: FY 09 MTD Budget Projection (05/09/08)	0.3%	3.0%	3.0%	3.0%
<b>TDA Funds</b>				
Baseline: MTD 5 Year Framework	3.0%	3.0%	3.0%	3.0%
Recommended Annual Projection	-5.3%	1.0%	3.0%	3.0%
Baseline 2: FY 09 MTD Budget Projection (05/09/08)	-5.3%	3.0%	3.0%	3.0%
<b>Passenger Fares</b>				
Baseline: MTD 5 Year Framework	2.0%	2.0%	2.0%	2.0%
Recommended Annual Projection	2.0%	2.0%	2.0%	2.0%
Baseline 2: FY 09 MTD Budget Projection (05/09/08)	2.0%	2.0%	2.0%	2.0%
<b>Section 5307 Funds</b>				
Baseline: MTD 5 Year Framework	4.0%	4.0%	4.0%	4.0%
Recommended Annual Projection	1.0%	2.0%	2.0%	2.0%
Baseline 2: FY 09 MTD Budget Projection (05/09/08)	8.5%	4.2%	4.0%	4.0%

Table 6-6: Comparison of the Projected Total Revenue from METRO's Key Sources

	2009	2010	2011	2012	Total
<b>Sales Tax</b>					
Baseline: MTD 5 Year Framework	\$17.64	\$18.08	\$18.53	\$18.99	\$73.24
Recommended Annual Projection	\$17.29	\$17.47	\$17.99	\$18.53	\$71.28
Baseline 2: FY 09 MTD Budget Projection (5/09/08)	\$17.26	\$17.78	\$18.32	\$18.87	\$72.23
<b>TDA Funds</b>					
Baseline: MTD 5 Year Framework	\$6.50	\$6.70	\$6.90	\$7.11	\$27.21
Recommended Annual Projection	\$5.98	\$6.04	\$6.22	\$6.41	\$24.64
Baseline 2: FY 09 MTD Budget Projection (5/09/08)	\$5.98	\$6.16	\$6.34	\$6.53	\$25.01
<b>Passenger Fares</b>					
Baseline: MTD 5 Year Framework	\$3.52	\$3.59	\$3.66	\$3.73	\$14.50
Recommended Annual Projection	\$3.52	\$3.59	\$3.66	\$3.73	\$14.50
Baseline 2: FY 09 MTD Budget Projection (5/09/08)	\$3.52	\$3.59	\$3.66	\$3.73	\$14.50
<b>Section 5307 Funds</b>					
Baseline: MTD 5 Year Framework	\$3.29	\$3.35	\$3.42	\$3.49	\$13.55
Recommended Annual Projection	\$3.26	\$3.32	\$3.39	\$3.46	\$13.42
Baseline 2: FY 09 MTD Budget Projection (5/09/08)	\$3.50	\$3.64	\$3.72	\$3.79	\$14.65
<b>Key Revenue Source Total</b>					
Baseline: MTD 5 Year Framework	\$30.95	\$31.72	\$32.51	\$33.32	\$128.50
Recommended Annual Projection	\$30.05	\$30.42	\$31.26	\$32.13	\$123.85
Baseline 2: FY 09 MTD Budget Projection (5/09/08)	\$30.26	\$31.17	\$32.04	\$32.92	\$126.39

Figure 6-4 and Table 6-7 provide a comparison of the total annual operating revenues projected based on the growth rates assumed in the alternative scenarios. As shown in the figure and table, the Recommended Annual Projection Option results in lower levels of total revenue over the FY 2009 to FY 2012 compared to METRO's FY 2009 and 2010 Budget report. This is due to a lower growth rate for FTA Section 5307 funds in 2009 and more conservative assumptions for sales and TDA funds to rebound in FY 2010. It should be noted that all scenarios assume a carryover of operating revenues in 2009 and 2010, as reflected in METRO's FY 2009 and 2010 Budget report, with no carryover reflected in 2011 and 2012.

Figure 6-4: Comparison of Projected Total Annual Operating Revenues (in Millions) FY's 2009 - 2012



Note: FY 2008 reflects a carryover of \$2.06 million to FY 2009. METRO considers the carryover from FY 2008 as a negative. FY 2010 includes approximately \$1.9 million in transfers to the operating budget based on expense projections in the Draft 2009 and 2010 budget. At this time costs have not been developed for 2011 and 2012. As a result no carryover or transfer funds are included in 2011 and 2012 projections.

Table 6-7: Comparison of Projected Total Annual Operating Revenues (in Millions)

	2007	2008	2009	2010	2011	2012
Baseline: MTD 5 Year Framework	\$36.84	\$35.55	\$39.10	\$39.77	\$39.22	\$40.29
Recommended Annual Projection	\$36.84	\$35.55	\$38.20	\$38.47	\$37.97	\$39.09
Baseline 2: FY 09 MTD Budget Projection (5/09/08)	\$36.84	\$35.55	\$38.41	\$39.23	\$38.75	\$39.89

Note: FY 2008 reflects a carryover of \$2.06 million to FY 2009. METRO considers the carryover from FY 2008 as a negative. FY 2010 includes approximately \$1.9 million in transfers to the operating budget based on expense projections in the Draft 2009 and 2010 budget. At this time costs have not been developed for 2011 and 2012. As a result no carryover or transfer funds are included in 2011 and 2012 projections.

10.975

## CAPITAL NEEDS

The primary components of a capital needs are vehicles, facilities, and transit amenities/technology.

### VEHICLES

METRO has a complex fleet of fixed-route vehicles that includes 40 and 35 foot vehicles, diesel and CNG engines, high and low floor entry as well as the 41 foot suburban vehicles for longer distance travel. The average age of the fixed route vehicles is approximately 10 years, which includes 22 of the 113 vehicles that are 19 or 20 years old. Newer low floor CNG models have been added beginning in 2002. From a paratransit vehicle perspective, 24 of those 34 vehicles have been acquired since 2003.

The service plan recommendation for trunk and feeder service could potentially impact vehicle acquisition strategies in the future. Although METRO does not plan to operate longer vehicles, such as articulated buses, within the planning horizon of this plan, reallocation and purchase of smaller vehicles to more accurately match demand should be considered. This would include allocating 40 foot vehicles to any trunk line or regional service and reserving existing 35 foot or future smaller vehicles that may be acquired for local services.

Vehicle needs arise from the replacement of existing vehicles and the demand for vehicles based on added service. The replacement schedule is based on vehicles that exceed the FTA 12 year useful life span guideline or those diesel vehicles that will need to be replaced by 2012 to meet state law. Including a recent procurement of 13 CNG vehicles, METRO currently has 63 non-diesel vehicles or a peak hour roll out of 55 vehicles for fixed route service. In order to meet the current peak hour pull out of 83 buses, METRO would need to acquire an additional 28 non-diesel vehicles over the next four years.

In addition, the proposed service plan includes recommendations that would likely require METRO to purchase new vehicles. The vehicle requirements needed to decouple the existing interlined service and improve reliability, as noted in the prior chapter, (by universally adding hours) is difficult to estimate. Since the existing interlining scheduling is designed to maximize resources, it is estimated that at least two additional vehicles will be needed.

The additional peak hour trip on the Highway 17 service recommended in the service plan would require one vehicle to operate. The Watsonville to Santa Cruz trunk line service will utilize the existing 40 foot buses used on the existing intercity routes but will require an additional two vehicles to meet the peak hour demands. In addition, two smaller vehicles will be needed to serve the new Capitola local routes connecting the trunk line service to the Capitola Mall. The Santa Cruz trunk line service could operate with the existing fleet and would not require any new vehicles to be purchased. In fact, the consolidation of routes would free up one vehicle for use elsewhere in the network. Table 6-8 below shows the schedule of new bus purchases and their estimated costs.

Table 6-8: Estimated Vehicle Needs

Vehicle Size:	Vehicle Needs							
	FY 08-09		FY 09-10		FY 10-11		FY 11-12	
	40'	35'/30'	40'	35'/30'	40'	35'/30'	40'	35'/30'
Vehicle Replacement	3	-	8	-	8	-	8	-
Restore Reliability of Existing Service	2	-	-	-	-	-	-	-
Highway 17 and Weekend Service	1	-	-	-	-	-	-	-
Santa Cruz-Watsonville Trunk	2	2	-	-	-	-	-	-
Santa Cruz-UCSC Trunk	-	-	-	-	-	-	(-1)	-
<b>Total</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>-</b>	<b>8</b>	<b>-</b>	<b>7</b>	<b>-</b>
<b>Cost Per CNG Vehicle</b>	\$380,000	\$370,000	\$393,300	\$382,950	\$407,066	396,353	\$421,313	\$410,226
	\$3,040,000	\$740,000	\$3,146,400	\$0	\$3,256,528	\$0	\$2,949,191	\$0
<b>Total Cost</b>	<b>\$3,780,000</b>		<b>\$3,146,400</b>		<b>\$3,256,528</b>		<b>\$2,949,191</b>	

## FACILITIES

Four transit centers are currently used by METRO as hub or transfer locations for their fixed routes services. The two primary centers where nearly all routes converge are the Santa Cruz Transit Center or METRO Center located in Downtown Santa Cruz and the Watsonville Transit Center located in Downtown Watsonville. Both of these facilities contain a large number of bus bays to allow layover and transferring activities to occur. They also include a high level of customer amenities including food vendors, customer service agents and seating.

The secondary transit centers are located in Scotts Valley and Capitola. The Cavallaro Transit Center is located on Kings Village Road, just north of Mt. Hermon Road in Scotts Valley. The Capitola Transit Center is located at the Capitola Mall on 41st Street. Both of these facilities have fewer customer amenities but provide key transfer points for METRO's fixed routes services. The implementation of the trunk and feeder service may result in other connection points that could benefit from additional facility improvements, such as:

- Green Valley Road and Main Street (Watsonville)
- Cabrillo College (Aptos)
- Soquel and 41<sup>st</sup> (Santa Cruz)
- Water and Ocean Street (Santa Cruz)
- Felton Faire (Felton)

The District is also in the process of constructing the new MetroBase Transit facility on River Street and Golf Course Drive. The new facility will be the central location for operations and maintenance of METRO's bus fleet. The facility will contain the following components:

- Liquefied Compression Natural Gas (LCNG) fueling station

- Bus washing structure
- A second story addition to the current building
- Reconfigured parking and circulation

From an operational perspective the MetroBase plan would require modifications if larger capacity vehicles were added to the fleet.

## TRANSIT AMENITIES AND TECHNOLOGY

Improved passenger amenities, including widely distributed bus shelters and improved route signage, a system map, improved web site and improved timetables are an important component of the marketing and attention to customers that are important tools in the efforts to provide viable mobility options which are easy to use and understand by existing and potential new transit riders. . These transit amenities improve the experience of using transit for patrons and have proven to be valuable throughout the industry as components of enhancing communication, information and comfort for passengers. At this time, however, given the current financial uncertainties and the forecast for potentially reduced resources, it would appear that many of the amenities may be deferred. We believe, however, that investing in enhanced communication and technology would be a positive benefit for METRO, its customers and the communities it serves.

As part of the monitoring and evaluation process, there have been recommendations to expand technology to include more use of automatic passenger counters and automatic vehicle locators. These systems would enable the ability to quickly and accurately collect data that would be used in the performance monitoring process and reduce data collection resources. This is also an important investment in the future of METRO.

As previously discussed the potential for higher demand on the trunk corridors could then lead to the use of higher capacity vehicles that could operate in a Bus Rapid Transit mode. BRT applications typically have included a number of technology improvements such as:

- Traffic signal preference or priority
- Real time bus arrival information
- Off board automated fare media
- Docking and maneuvering software
- Etc.

If METRO decides to pursue the BRT feasibility, sufficient technology infrastructure should be examined as part of the capital cost estimation.



## APPENDIX A: HISTORY OF METRO

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The Santa Cruz Metropolitan Transit District was formed in 1968 following the approval of a countywide vote to establish such a district with taxing authority. The initial boundaries of the transit served were developed around the communities of Santa Cruz, Capitola, and Live Oak. The boundaries were later expanded to include the rest of the populate area in the County.

The first operations were contracted to the Santa Cruz Transit Co. in September of 1970. Service was composed of five local Santa Cruz lines and one suburban route to Capitola. The district then took over operations in 1971 with the purchase of six new General Motors coaches. At this time service was provided to the old Mission Street, County Hospital, DeLaveaga Park, and Capitola. The original five lines were soon expanded to include service to the University, Aptos via Soquel and the Natural Bridges State Park. Continued service expansion, including weekend and night service in selected areas, occurred during the early part of the 1970's to meet the escalating demands from the University and areas east of Aptos including La Selva Beach.

Service to Watsonville was taken over by METRO from the privately operated Watsonville Bus Lines in February of 1974. Initial service included the extension of the Cabrillo College-Aptos route and the establishments of two new local services, Airport and East Lake. That same year, a new line was opened to serve Scotts Valley and the San Lorenzo Valley. The following year extensions to Boulder Creek and Felton were added.

Funding sources took a significant shift in June of 1979 when voters approved "Measure G" which changed the basis of transit support in the County from property tax to a 1/2 cent sales tax. As a result, new buses were purchased and service expansion continued including rural service to Davenport, Bonny Doon, Branciforte Drive, Glen Canyon, and Old San Jose Road. Three summer recreational routes also starting, providing park & ride shuttle service to the Capitola and Santa Cruz beachfronts. Extensive service improvements in March of 1980 including renumbering the routes to correspond to the geographical regions they served: (1-29) Santa Cruz, (30-39) San Lorenzo Valley, (40-49) North Coast, (50-69) Mid County, and (70-79) South County.

Productivity indicators were first introduced by the District in 1981 to improve the efficiency of the routes in service. Four productivity indicators and operational standards were developed which included farebox recovery, passengers per hour, passengers per mile, and a utilization ratio. Routes were then assigned to one of three classifications - urban collector/express routes, urban local routes, and rural routes. Each category of route had an appropriate operational standard from which staff could identify unproductive or unwarranted service from.

Funding cuts and rising operating costs continued throughout the 1980's, forcing METRO to cut staffing, alter service, and increase bus fares. The biggest hit came in 1989 when the regions was struck with the Loma Prieta earthquake, wiping out many of roads and bridges leading into the area, including the two major state highway - Highway 1 and Highway 17. The Watsonville Bus Maintenance and Operating Facility was also lost in the earthquake and the Santa Cruz Operating Facility was severely damaged. The Highway 17 Express service was soon implemented as an emergency bus service jointly operated by the District and Santa Clara Transit.

The earthquake's economic impacts on the retail market resulted in a significant reduction in the sales tax, which accounted for 50% of the District's operation budget. In March of 1990, the District was forced to raise base fares to \$1.00, cut expenses, and lay off managerial, administrative, and operations personnel.

Service was then reduced by 28% in December of 1990 and a systemwide redesign was implemented that affected virtually every route in the system.

In 2005, METRO experienced a driver's strike that resulted in service not operating for the month of October. Ridership following this event significantly dropped and has been in recovery ever since. The compromise reached following the strike outlined mandatory break times for the drivers during an eight hour work shift. To meet these new requirements, METRO was forced to tighten its scheduling practices and minimize any lost time in the existing schedules.

# APPENDIX B: FLEET INVENTORY

## REVENUE VEHICLES

(data as of April 11<sup>th</sup>, 2008)

Vehicle #	Manufacturer	Veh. Type	Year	VIN	License #	Model	YTD MILES
8075	NEW FLYER	Bus	1988	XJU013217	E-200899	D35	99,775
8076	NEW FLYER	Bus	1988	1JU013218	E-200898	D35	969,651
8077	NEW FLYER	Bus	1988	3JU013219	E-431948	D35	822,396
8078	NEW FLYER	Bus	1988	XJU013220	E-484800	D35	846,984
8079	NEW FLYER	Bus	1988	1JU013221	E-484799	D35	811,947
8080	NEW FLYER	Bus	1988	3JU013222	E-484798	D35	769,293
8081	NEW FLYER	Bus	1988	5JU013223	E-484797	D35	649,086
8082	NEW FLYER	Bus	1988	7JU013224	E-484796	D35	723,304
8083	NEW FLYER	Bus	1988	9JU013225	E-484795	D35	735,263
8084	NEW FLYER	Bus	1988	0JU013226	E-484794	D35	761,353
8085	NEW FLYER	Bus	1988	2JU013227	E-484793	D35	745,904
8090	NEW FLYER	Bus	1988	6JU013232	E-484789	D35	876,234
8091	NEW FLYER	Bus	1988	8JU013233	E-484788	D35	864,798
8092	NEW FLYER	Bus	1988	XJU013234	E-484787	D35	814,507
8095	NEW FLYER	Bus	1988	5JU013237	E-484784	D35	890,364
		<b>Fleet Age</b>	<b>20</b>	<b>Diesel 35'</b>	<b>Count</b>	<b>15</b>	<b>758,724</b>

8100	NEW FLYER	Bus	1989	C01KU013468	E-114011	D40	929,360
8101	NEW FLYER	Bus	1989	C03KU013469	E-114010	D40	1,005,448
8102	NEW FLYER	Bus	1989	C0XKU013470	E-114012	D40	914,037
8103	NEW FLYER	Bus	1989	C01KU013471	E-114013	D40	928,895
8105	NEW FLYER	Bus	1989	C05KU013473	E-114018	D40	932,255
8106	NEW FLYER	Bus	1989	C07KU013474	E-114016	D40	935,307
8107	NEW FLYER	Bus	1989	C09KU013475	E-114019	D40	924,098
		<b>Fleet Age</b>	<b>19</b>	<b>Diesel 40'</b>	<b>Count</b>	<b>7</b>	<b>938,486</b>

9801	NEW FLYER	Bus	1998	5FYD2SL04WU018344	E-1019702	D35LF	465,725
9802	NEW FLYER	Bus	1998	5FYD2SL06WU018345	E-1019703	D35LF	527,380
9803	NEW FLYER	Bus	1998	5FYD2SL08WU018346	E-1019704	D35LF	468,236
9804	NEW FLYER	Bus	1998	5FYD2SL0XWU018347	E-1019705	D35LF	495,374
9805	NEW FLYER	Bus	1998	5FYD2SL01WU018348	E-1019706	D35LF	470,330
9806	NEW FLYER	Bus	1998	5FYD2SL03WU018349	E-1019707	D35LF	449,139
9807	NEW FLYER	Bus	1998	5FYD2SL0XWU018350	E-1019708	D35LF	469,515
9808	NEW FLYER	Bus	1998	5FYD2SL01WU018351	E-1019709	D35LF	445,550
9809	NEW FLYER	Bus	1998	5FYD2SL03WU018352	E-1019710	D35LF	443,768
9810	NEW FLYER	Bus	1998	5FYD2SL05WU018353	E-1019711	D35LF	442,405
9811	NEW FLYER	Bus	1998	5FYD2SL07WU018354	E-1019712	D35LF	488,231
9812	NEW FLYER	Bus	1998	5FYD2SL09WU018355	E-1019713	D35LF	454,099
9813	NEW FLYER	Bus	1998	5FYD2SL00WU018356	E-1019714	D35LF	469,922

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SANTA CRUZ METRO SRTP

WILBUR SMITH ASSOCIATES

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APPENDIX B: FLEET INVENTORY

Vehicle #	Manufacturer	Veh. Type	Year	VIN	License #	Model	YTD MILES
9814	NEW FLYER	Bus	1998	5FYD2SL02WU018357	E-1019715	D35LF	468,314
9815	NEW FLYER	Bus	1998	5FYD2SL04WU018358	E-1019716	D35LF	458,365
9816	NEW FLYER	Bus	1998	5FYD2SL06WU018359	E-1019717	D35LF	492,736
9817	NEW FLYER	Bus	1998	5FYD2SL02WU018360	E-1019718	D35LF	495,004
9818	NEW FLYER	Bus	1998	5FYD2SL04WU018361	E-1019719	D35LF	496,264
<b>Fleet Age</b>		<b>10</b>	<b>Diesel 35'</b>		<b>Count</b>	<b>18</b>	<b>472,242</b>

9819	NEW FLYER	Bus	1998	5FYD2LL09WU018362	E-1011093	D40LF	491,531
9820	NEW FLYER	Bus	1998	5FYD2LL00WU018363	E-1011094	D40LF	463,583
9821	NEW FLYER	Bus	1998	5FYD2LL02WU018364	E-1011095	D40LF	427,374
9822	NEW FLYER	Bus	1998	5FYD2LL04WU018365	E-1011096	D40LF	435,821
9823	NEW FLYER	Bus	1998	5FYD2LL06WU018366	E-1011097	D40LF	419,864
9824	NEW FLYER	Bus	1998	5FYD2LL08WU018367	E-1011098	D40LF	480,025
9825	NEW FLYER	Bus	1998	5FYD2LL0XWU018368	E-1011099	D40LF	457,096
9826	NEW FLYER	Bus	1998	5FYD2LL01WU018369	E-1019700	D40LF	428,861
9827	NEW FLYER	Bus	1998	5FYD2LL08WU018370	E-1019701	D40LF	406,416
9828	NEW FLYER	Bus	1998	5FYD2LL0XWU018371	E-1019722	D40LF	447,792
9829	NEW FLYER	Bus	1998	5FYD2LL01WU018372	E-1019720	D40LF	437,271
9830	NEW FLYER	Bus	1998	5FYD2LL03WU018373	E-1019721	D40LF	434,301
<b>Fleet Age</b>		<b>10</b>	<b>Diesel 40' LowFloor</b>		<b>Count</b>	<b>12</b>	<b>444,161</b>

9831	GILLIG, 1984	Bus	2000	15GCD081XE1080814	E-445937	40TB/96	480,679
9832	GILLIG, 1984	Bus	2000	15GCD0814E1080787	E-445941	40TB/96	497,361
9833	GILLIG, 1984	Bus	2000	15GCD0813E1080790	E-445975	40TB/96	503,818
9834	GILLIG, 1984	Bus	2000	15GCD0817E1080792	E-445977	40TB/96	490,139
9835	GILLIG, 1984	Bus	2000	15GCD081DE1080800	E-445984	40TB/96	445,948
9836	GILLIG, 1984	Bus	2000	15GCD0816E1080803	E-445987	40TB/96	439,713
9837	GILLIG, 1984	Bus	2000	15GCD081XE1080805	E-445993	40TB/96	449,897
9838	GILLIG, 1984	Bus	2000	15GCD0816E1080807	E-445991	40TB/96	450,711
9839	GILLIG, 1984	Bus	2000	15GCD0814E1080811	E-445940	40TB/96	466,293
9840	GILLIG, 1984	Bus	2000	15GCD0816E1080812	E-445939	40TB/96	459,029
<b>Fleet Age</b>		<b>8</b>	<b>Diesel 40'</b>		<b>Count</b>	<b>10</b>	<b>468,359</b>

2201	NEW FLYER	Bus	2002	5FYC2LP092U024047	1133345	C40LF	247,059
2202	NEW FLYER	Bus	2002	5FYC2LP002U024048	1133346	C40LF	230,821
2203	NEW FLYER	Bus	2002	5FYC2LP022U024049	1133347	C40LF	205,086
2204	NEW FLYER	Bus	2002	5FYC2LP092U024050	1133348	C40LF	196,349
2205	NEW FLYER	Bus	2002	5FYC2LP002U024051	1133349	C40LF	159,111
2206	NEW FLYER	Bus	2002	5FYC2LP022U024052	1139300	C40LF	197,953
2207	NEW FLYER	Bus	2002	5FYC2LP042U024053	1139301	C40LF	205,876
2208	NEW FLYER	Bus	2002	5FYC2LP062U024054	1139302	C40LF	199,388
<b>Fleet Age</b>		<b>6</b>	<b>CNG 40' LowFloor</b>		<b>Count</b>	<b>8</b>	<b>205,205</b>

10.982

APPENDIX B: FLEET INVENTORY

Vehicle #	Manufacturer	Veh. Type	Year	VIN	License #	Model	YTD MILES
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10	CHANCE	TROL/REP	2002	1C9S2CCS62W535135	E-1139326	AH-28	8145
		Fleet Age	6	CNG 32' replica	Count	1	8,145

2210	NEW FLYER	Bus	2003	5FYD2GL082U024705	1161769	D35LFC	230,913
2211	NEW FLYER	Bus	2003	5FYD2GL0X2U024706	1156746	D35LFC	252,508
2212	NEW FLYER	Bus	2003	5FYD2GL012U024707	1156749	D35LFC	247,820
2213	NEW FLYER	Bus	2003	5FYD2GL032U024708	1161750	D35LFC	224,994
2214	NEW FLYER	Bus	2003	5FYD2GL052U024709	1161773	D35LFC	281,229
2215	NEW FLYER	Bus	2003	5FYD2GL012U024710	1161774	D35LFC	252,429
2216	NEW FLYER	Bus	2003	5FYD2GL032U024711	1161761	D35LFC	229,224
2217	NEW FLYER	Bus	2003	5FYD2GL052U024712	1161775	D35LFC	348,762
2218	NEW FLYER	Bus	2003	5FYD2GL072U024713	1161757	D35LFC	244,240
2219	NEW FLYER	Bus	2003	5FYD2GL092U024714	1161770	D35LFC	457,567
2220	NEW FLYER	Bus	2003	5FYD2GL002U024715	1161762	D35LFC	233,892
2221	NEW FLYER	Bus	2003	5FYD2GL022U024716	1161767	D35LFC	216,200
2222	NEW FLYER	Bus	2003	5FYD2GL042U024717	1161763	D35LFC	251,987
2223	NEW FLYER	Bus	2003	5FYD2GL062U024718	1161766	D35LFC	232,504
2224	NEW FLYER	Bus	2003	5FYD2GL082U024719	1161764	D35LFC	253,025
		Fleet Age	5	Diesel/CNG 35' Low	Count	15	263,820

2225	NEW FLYER	Bus	2003	5FYD2LL052U024640	1156748	D40LFC	260,155
2226	NEW FLYER	Bus	2003	5FYD2LL072U024641	1156747	D40LFC	207,078
2227	NEW FLYER	Bus	2003	5FYD2LL092U024642	1161765	D40LFC	200,070
2228	NEW FLYER	Bus	2003	5FYD2LL002U024643	1161755	D40LFC	238,433
2229	NEW FLYER	Bus	2003	5FYD2LL022U024644	1161776	D40LFC	225,822
2230	NEW FLYER	Bus	2003	5FYD2LL042U024645	1161771	D40LFC	235,486
2231	NEW FLYER	Bus	2003	5FYD2LL062U024646	1161754	D40LFC	193,228
2232	NEW FLYER	Bus	2003	5FYD2LL082U024647	1161753	D40LFC	174,414
2233	NEW FLYER	Bus	2003	5FYD2LL0X2U024648	1161768	D40LFC	200,428
2234	NEW FLYER	Bus	2003	5FYD2LL012U024649	1161772	D40LFC	168,609
2235	NEW FLYER	Bus	2003	5FYD2LL082U024650	1161779	D40LFC	125,504
2236	NEW FLYER	Bus	2003	5FYD2LL0X2U024651	1161756	D40LFC	144,689
2237	NEW FLYER	Bus	2003	5FYD2LL012U024652	1161777	D40LFC	158,896
2238	NEW FLYER	Bus	2003	5FYD2LL032U024653	1161778	D40LFC	182,513
		Fleet Age	5	Diesel/CNG 40' Low	Count	14	193,952

2301	ORION	BUS	2003	1VHAH3A2536502006	1119644	V	267,742
2302	ORION	BUS	2003	1VHAH6A2936502141	1179154	V	211,483
2303	ORION	BUS	2003	1VHAH6A2036502142	1179155	V	242,866
2304	ORION	BUS	2003	1VHAH6A2236502143	1179156	V	263,570
2305	ORION	BUS	2003	1VHAH6A2436502144	1179157	V	247,533
2306	ORION	BUS	2003	1VHAH6A2636502145	1179161	V	222,808
2307	ORION	BUS	2003	1VHAH6A2836502146	1179163	V	223,257
2308	ORION	BUS	2003	1VHAH6A2X36502147	1179162	V	190,863
2309	ORION	BUS	2003	1VHAH6A2136502148	1179164	V	224,236

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SANTA CRUZ METRO SRTP

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APPENDIX B: FLEET INVENTORY

Vehicle #	Manufacturer	Veh. Type	Year	VIN	License #	Model	YTD MILES
2310	ORION	BUS	2003	1VHAH6A2336502149	1179165	V	201,862
2311	ORION	BUS	2003	1VHAH6A2X36502150	1179166	V	189,381
		<b>Fleet Age</b>	<b>5</b>	<b>Diesel Suburban 41'</b>	<b>Count</b>	<b>11</b>	<b>225,964</b>
2405	FORD/GOSHEN	BUS	2003	1FDXE45S53HB85231	1172517	GCII	18,297
2406	FORD/GOSHEN	BUS	2003	1FDXE45S33HB85227	1172520	GCII	23,653
		<b>Fleet Age</b>	<b>5</b>	<b>Gas 25' Cutout</b>	<b>Count</b>	<b>2</b>	<b>20,975</b>
2601	NEW FLYER	BUS	2006	5FYC4FP076C030758	1263658	C40LF	37026
2602	NEW FLYER	BUS	2006	5FYC4FP096C030759	1263657	C40LF	27548
		<b>Fleet Age</b>	<b>2</b>	<b>CNG 40' LowFloor</b>	<b>Count</b>	<b>2</b>	<b>32,287</b>
			<b>Avg. Age</b>	<b>9</b>	<b>Total Ct.</b>	<b>115</b>	<b>411,988</b>

**All Buses:**

**GenFare** registering fareboxes, solid-state circuitry, probe enabled, one each

**DR500 Talking Bus** - Bus Stop annunciator linked with visible scrolling text bar

**Twin Vision / Luminator** destination curtain (external)

**Motorola Maritak** 2-Way Radio Set

**Sportworks** - front-mounted, 2-position bike racks (incrementally updating to 3-position)

**Air Conditioning:** 8100-8107, 9831-9840, 2201 - 2238 fleets

**Kneeling and Wheelchair Accessible** - Lift or low-floor w/ramp.

10.984

## PARATRANSIT VEHICLES

(data as of April 11<sup>th</sup>, 2008)

Vehicle #	Manufacturer	Model	Year	VIN	License #	Mileage	Location	
104	CHEVROLET	VENTURE	2001	1GNDX03E71D157031	E-1060819	106078	SCT	
105	CHEVROLET	VENTURE	2001	1GNDX03E61D156713	E-1060820	90293	SCT	
106	CHEVROLET	VENTURE	2001	1GNDX03E11D157316	E-1060818	108626	SCT	
107	CHEVROLET	VENTURE	2001	1GNDX03E31D158077	E-1060822	108241	CCAB	
108	CHEVROLET	VENTURE	2001	1GNDX03E31D162095	E-1060821	107270	CCAB	
109	CHEVROLET	VENTURE	2001	1GNDX03EX1D160120	E-1060825	95769	ParaCruz	
110	CHEVROLET	VENTURE	2001	1GNDX03E11D157428	E-1100004	94514	CCAB	
<b>Fleet Age</b>			<b>7</b>	<b>Count</b>		<b>7</b>	<b>101,542</b>	<b>Avg.Mi.</b>

205	CHEVROLET	VENTURE	2002	1GNDX03E62D158429	E-1120726	119885	ParaCruz	
206	CHEVROLET	VENTURE	2002	1GNDX03E22D155107	E-1120725	111311	ParaCruz	
207	CHEVROLET	VENTURE	2002	1GNDX03E32D155195	E-1101687	115086	ParaCruz	
208	CHEVROLET	VENTURE	2002	1GNDX03E72D155667	E-1101688	116406	ParaCruz	
209	CHEVROLET	VENTURE	2002	1GNDX03E42D156016	E-1146494	70942	ParaCruz	
<b>Fleet Age</b>			<b>6</b>	<b>Count</b>		<b>5</b>	<b>106,726</b>	<b>Avg.Mi.</b>

305	CHEVROLET	VENTURE	2003	1GBDX23E13D263860	E-1150932	86497	ParaCruz	
306	CHEVROLET	VENTURE	2003	1GBDX23E93D266425	E-1150996	56520	ParaCruz	
307	CHEVROLET	VENTURE	2003	1GBDX23E63D266169	E-1150926	56433	ParaCruz	
308	CHEVROLET	VENTURE	2003	1GBDX23E73D266505	E-1150925	81532	ParaCruz	
309	CHEVROLET	VENTURE	2003	1GBDX23E83D263595	E-1150993	85059	ParaCruz	
310	CHEVROLET	VENTURE	2003	1GBDX23E13D265592	E-1163039	94026	ParaCruz	
311	CHEVROLET	VENTURE	2003	1GBDX23E43D267367	E-1150995	101343	ParaCruz	
312	CHEVROLET	VENTURE	2003	1GBDX23E63D264812	E-1150923	101908	ParaCruz	
313	CHEVROLET	VENTURE	2003	1GBDX23E33D266713	E-1150924	104410	ParaCruz	
314	CHEVROLET	VENTURE	2003	1GBDX23E83D263872	E-1150992	96786	ParaCruz	
315	CHEVROLET	VENTURE	2003	1GBDX23E33D264556	E-1150991	102828	ParaCruz	
316	CHEVROLET	VENTURE	2003	1GBDX23E93D265470	E-1163040	95919	ParaCruz	
317	CHEVROLET	VENTURE	2003	1GBDX23EX3D263288	E-1163038	95412	ParaCruz	
318	CHEVROLET	VENTURE	2003	1GBD23XE53D263845	E-1163037	102305	ParaCruz	
319	CHEVROLET	VENTURE	2003	1GBDX23E33D265786	E-1150994	102011	ParaCruz	
320	CHEVROLET	VENTURE	2003	1GBDX23E03D263848	E-1150933	99574	ParaCruz	
321	CHEVROLET	VENTURE	2003	1GBDX23E83D264830	E-1150930	92817	ParaCruz	
<b>Fleet Age</b>			<b>5</b>	<b>Count</b>		<b>17</b>	<b>91,493</b>	<b>Avg.Mi.</b>

2401	FORD/GOSHEN	GCI	2003	1FDXE45S43HB85219	E-1172516	65770	ParaCruz
2402	FORD/GOSHEN	GCI	2003	1FDXE45S23HB85221	E-1172519	82297	ParaCruz
2403	FORD/GOSHEN	GCI	2003	1FDXE45S63HB85240	E-1172515	70242	ParaCruz

APPENDIX B: FLEET INVENTORY

Vehicle #	Manufacturer	Model	Year	VIN	License #	Mileage	Location
2404	FORD/GOSHEN	GCI	2003	1FDXE45S	E-1172518	39774	ParaCruz
		Fleet Age	5	Count	4	34,981	Avg.Mi.
2603	FORD/AEROTECH	Aerotech	2006		E-	40773	ParaCruz
		Fleet Age	2	Count	1	40,773	Avg.Mi.
2604	FORD/Transporter	Transporter	2007		E-	2949	ParaCruz
2701	FORD/Transporter	Transporter	2007		E-	3313	ParaCruz
		Fleet Age	1	Count	2	40,773	Avg.Mi.
		Avg. Age	6	Total	34	92,135	Avg.Mi.

10.986



## NON-REVENUE VEHICLES

(data as of April 11<sup>th</sup>, 2008)

Vehicle #	Manufacturer	Veh. Type	Year	VIN	License #	YTD MILES
121	GMC	Parade Bus	1951	TGH3101496	E-1002012	N/A
842	GMC	Bus	1976	T6H4523N2342	E-681577	861,848
900	RDSTR	Trailer	1984	1M6FERE18E1001099	E-323227	N/A
901	SPCNS	Trailer	1986	CA470970	E-322019	N/A
902	DARGO	Trailer	2003	5HGBC10173M001068	915190	N/A
8026	INTERNATIONAL	Service Truck	1985	HTLDMJL6GHA15346	E-484756	144,425
8027	CHEVROLET	Sedan	1986	GIAW19WOG6142820	E-484717	86,844
9700	FORD	Van	1997	1FMCA11U7VZC24625	E-994290	230,606
9850	FORD	Sedan	1998	1FAFP66Z6WK259982	E-041545	45,549
9950	FORD	Cargo Van	1999	1FTNE24Z6XHB94217	E-1032379	47,127
9951	FORD	Cargo Van	1999	1FTNS24Z7XHB94218	E-1032382	69,906
001	FORD	Van	2000	1FMNE31M3YHA99299	E-1047405	129,720
002	FORD	Van	2000	1FMNE31M6YHA99300	E-1047406	130,180
003	GMC	Van	2000	1GKDM19WXYB545419	E-1087779	78,348
101	FORD	Flat Bed Truck	2001	1FDWF36S81EA24730	E-1087782	25,875
102	DODGE	Van	2001	2B4JB25T41K517327	E-1087781	107,170
103	FORD	Service Body	2001	1FTNF20L51EA53355	E-1087780	34,810
116	TOYOTA	Sedan	2001	JT2BK12U710037002	E-1035705	25,143
201	FORD	Explorer	2002	1FMZU63E22UA23812	E-1087798	214,804
202	FORD	Explorer	2002	1FMZU63E42UA23813	E-1087797	184,792
203	TOYOTA	Sedan	2002	JT2BK18U020042342	E-1120610	13,016
301	FORD	Van	2003	1FDNE31MX3HA85716	E-1161798	81,580
302	FORD	Van	2003	1FDNE31M13HA85717	E-1161797	84,802
303	FORD	Van	2003	1FDNE31M33HA85718	E-1161796	87,892
304	FORD	Van	2003	1FDNE31M53HA85719	E-1161795	84,118
401	CHEVROLET	P/up Truck	2004	1GCEC14T34E338282	E-1168859	19,011
501	HONDA	Sedan	2005	JHMES96625S014802	E-1192214	16,132
502	HONDA	Sedan	2005	JHMES96645S014803	E-1192215	7,787
503	FORD	Explorer	2005	1FMZU63E75ZA68655	E-1192233	102,867
504	CHEVROLET	P/up Truck	2005	1GCGC24U85E265158	E-1192234	12,863
505	CHEVROLET	P/up Truck	2005	1GCGC29UX5E266014	E-1209457	12,498
601	CHEVROLET	P/up Truck	2006	1GCCS146968298943	E-1226369	17,491
602	FORD	Explorer	2006	1FMEU63E56ZA19504	E-1226386	44,304
603	FORD	Service Body	2006	1FDNF20547EA22958	E-1241259	6,760
705	FORD	Sedan	2007	1FAHP34N17W183475	E-1263659	27,002
706	FORD	Sedan	2007	1FAHP34N37W183476	E-1263660	27,594
707	FORD	Sedan	2007	1FAHP34N57W183477	E-1263661	25,974
708	FORD	Service Truck	2007	1FDAF56Y77EB28208	E-1253042	8,869
709	FORD	Sedan	2007	1FAHP34N57W312544	E-1263688	14,595

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## APPENDIX C: METRO WEBSITE EVALUATION

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The use of websites by transit agencies has gone from a technical option to an important component of its information system. This change is a direct reflection of how the internet is now a mainstream form of real-time information for today's society. The latest US Census household survey<sup>1</sup> found that 70 million American households, or 62% of total households, had one or more computers and nearly 60% of households use the internet on those computers. This statistic is part of an upward trend in computer ownership that started at only 8% in 1984 and grew 12.6% between 2001 and 2003. Most recently, broadband technologies have sped up the internet connections making surfing the web more accessible and convenient than ever before.

Santa Cruz METRO, like many other transit agencies across the country, should use this resource to inform its current riders of available service options and updates and as a tool to attract new riders. For many transit users the agency's website is the primary source of information, and often times provides the initial representation of the agency. Providing and maintaining an updated, accurate website that is informative and easy to use for the general public, should be a high priority for METRO staff.

A number of resources are available to help transit agencies in developing a successful website. This following analysis used a combination of resources to assess METRO's current website and in the development of recommendations for the website.

### BACKGROUND MATERIALS

General website design heuristics were taken from the practice of usability engineering and human factors engineering. These materials provide guidance of user interface design for websites that lead to increased user efficiency and satisfaction with web-based interfaces. These materials included the useit.com website, *Usability Engineering* (Nielsen, 1994), and *Human Factors Engineering* (Wickens, Gordon, Liu, 1997).

The Transit Cooperative Research Program (TCRP) Synthesis 43 Report: Effective Use of Transit Websites provides a summary of information collected from 47 transit agencies across the US. Information was collected from transit website managers, analysis of server logs showing website usage, market research results from various agencies, and relevant literature.

The Intelligent Transportation Systems (ITS) division of the U.S. Department of Transportation has developed an on-line handbook for the development of public transit websites. This site is located at [www.its.dot.gov/transit\\_dev/guidelines/main.asp](http://www.its.dot.gov/transit_dev/guidelines/main.asp) and provides a summary of design principles for the development of transit websites. The checklist for website recommendation from this sources has been included at the end of this Appendix.

The Federal Transit Administration (FTA) and METRO magazine regularly recognize top websites with the transit industry and publish the results. Due to the rapidly developing nature of website design and the constantly changing interfaces by many of the most advanced transit websites, many have been modified since they were first recognized. A select number of these sites were used and referenced as best in industry examples.

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<sup>1</sup> Data is from the Computer and Internet Use Supplement to the October 2003 Current Population Survey.

Results from METRO's current online survey were also used to obtain METRO-specific usage patterns and preferences. Seventy-five of the most recent results were obtained and coded for use in the analysis.

## WEBSITE CONTENT AND USAGE

The role of web-based communication through an online website is an extremely useful tool in providing direct information to those individuals with access to the internet. This tool has been found to be useful in automating several tasks that were traditionally time consuming and costly for many transit agencies<sup>2</sup>. These tasks include the printing of route schedules, publishing of job listings, and advertising of job procurement opportunities. Web page use has also reduced call volumes to customer service agents, minimizing the time spent in answering questions related to the transit operations and scheduling.

Transit website features and their use differ between agencies. According to the results obtained from 33 transit agencies as reported in the TCRP Synthesis 43 report on Effective Use of Transit Websites, the most common content provided on websites by transit agencies include:

<u>Content</u>	<u>% of Agency Websites Displaying</u>
Fares	100%
Schedules	97%
Route maps	94%
Accessibility information	91%
ADA (paratransit) services	88%
Employment	85%
Press information/service updates	82%
System map	79%
Special event information	79%
Procurement information	70%
What's new	67%
Links to other transportation sites	67%

The most commonly used content features are schedules/timetables and maps which can be classified as primary information. The same TCRP report cited that server logs and survey responses from 28 transit agencies found that 96% of all usage was for schedules or timetables and 61% for maps. The other content, or secondary information, which received at least 1% of hits in this study included:

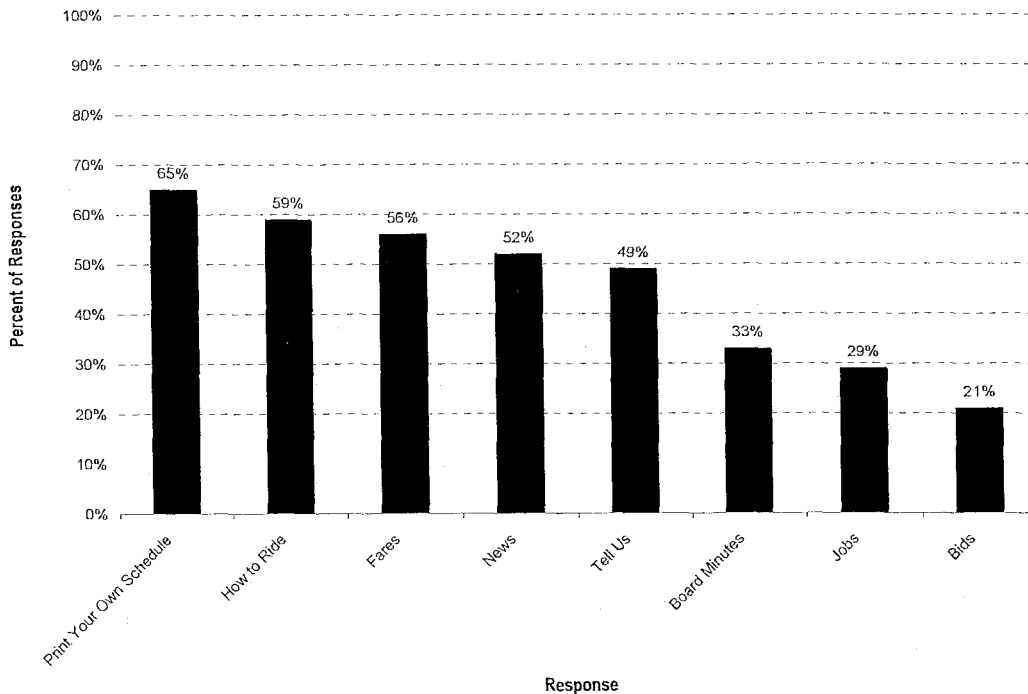
- Fares
- Pass information
- "About the agency" pages
- Employment
- Trip planner
- Various "how to ride" pages

<sup>2</sup> TCRP Synthesis 43: Effective Use of Transit Websites

- News
- Events
- Service expansion information

Similar results for website content preferences were displayed by METRO website users. Figure 1 shows the “Print Your Own Schedule” page was the most commonly accessed page within the website followed by the “How to Ride” and “Fare” page. The usage is much more balanced than the results of the agencies surveyed in the TCRP publication.

**Figure 1: Page by page usage by the respondents**



## ANALYSIS OF CURRENT WEBSITE SURVEY

The current METRO website offers users the ability to complete a web-based survey to solicit feedback on their use and satisfaction with the current website. The link that takes you to the survey simply tells the user “Click Here to Take a Survey”. The website then presents the user with 23 questions (less for those who haven’t ridden a bus or used the site to plan their transit trip) to be answered toward completion of the survey. An open ended comments box is also available at the end of the survey.

The use of the survey results was felt to be important because it was feedback from primary users of the site. A few things should be kept in mind when reviewing the results. The first is the fact that five of the questions on the survey have default responses that indicate favorable preferences. (what do we know about favorable preferences? Cite example) If the user decides not to participate in the survey and hits the Submit Info button at the bottom of the page, these responses would be added the overall results. The motivation of those using the survey may also impact the results. Since the

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survey is voluntary, those choosing to participate may be users that are angry or upset about a certain aspect of the service and want to use the link to vent their comments.

With that said, the most recent 75 website survey responses were obtained and used as the sample population. These survey results were coded and analyzed and are presented in chart form in at the end of this Appendix. The key findings from this analysis showed the following:

- Almost half of all users are frequent users of the website (visited the site more than 10 times)
- The most common reason for the website visit was to find bus schedule information (64% of responses)
- Ease of navigation through METRO's site was average, compared to other websites, (42% of responses)
- The majority of respondents felt the webpages loaded quickly (72% of responses)
- 87% of respondents had previously ridden a METRO bus
- 73% of respondents used the information from the website to plan a trip on a METRO bus
  - Of those who used the website to plan a trip, 59% felt the information was very accurate while the remaining 41% felt it was somewhat accurate
  - Of those who used the website to plan a trip, 88% said they would use it again for that purpose
- 67% of respondents who have never ridden a METRO bus said the presence of information on the web would increase their likelihood to ride a METRO bus in the future
- 92% plan to visit the METRO website again
- 91% have access to a computer at home
- 88% have access to a computer at work or school
- 57% of respondents are females and 43% are males
- 45% of respondents live in the city of Santa Cruz
- Over half of the respondents are between the ages of 18 and 35, with another 23% between 46 and 55.

Overall, the respondents seemed relatively content with the performance of the website. As mentioned earlier, the default settings for some of the questions may have resulted in misleading results which should be kept in mind when drawing conclusions from the results.

The general comments portion at the end of the survey was a mixture of complaints resulting from poor on-time performance to suggestions for service improvements. Those relating to the content of the website were the following:

- Include a trip planning tool that creates a transit itinerary based on an origin and destination input
- Give the site a more professional look/update website graphics
- Provide a system map showing all routes

- Allow bus passes to be purchased online

## EVALUATION OF THE CURRENT METRO SITE

Using the background materials listed above, the following is an assessment and evaluation of the current website offered by METRO. The end of this Appendix provides screenshots of well designed websites that display organizational and functional features that METRO should incorporate into their site.

### Inefficient Site Design

METRO's current website is not lacking in content, but the layout and overall look and feel of the site is cluttered and clumsy. The current interface is text heavy and does not lead the user toward the primary information of interest. The long loading time of the home page, low graphic resolution, and lack of organization are areas METRO should improve upon.

### Lack of Trip Planning Tools

Frustration may arise from new users during their visit. The lack of a trip planner or system map does not allow new users (student, resident, tourist, etc.) to find out which route they can take to get from their origin to their destination. This could result in a missed opportunity for a new rider or a loss of a current rider.

### Untimely Information Updates

The website fails to provide consistently updated information for its users. According to the site monitor located at the bottom of the home page, the current homepage was last updated July 9<sup>th</sup>, 2001. Other pages have experienced more recent updates, such as the News page updated on January 4<sup>th</sup>, 2007. The lack of updating these pages shows users the site is unmaintained and deters users from relying on the site for scheduling or service changes that could significantly affect their trip.

### Lack of a Professional Image

The current website is quickly becoming outdated.(source - example) With the rapid development of the website design industry and flash technology, today's websites are much more advanced than those of just a few years back. METRO's website reflects the look and feel of a website of the past. This representation of the agency on web portrays an unprofessional image for METRO that should be addressed in future builds.

### Difficult Usability of Website

Usability gives the site its functionality for the user, which is a key measure of how good the site really is. In the context of web design, usability is commonly defined by; the ease of learning how to use the site, the efficiency of the use at the site, the memorability of functionality within the site, the minimization of errors while using the site, and the overall satisfaction of use at the site. METRO's current site displays characteristics such as inconsistent navigation bar locations and an abundance of text that decrease the usability and extend search times for the user.

## RECOMMENDATIONS FOR METRO

METRO's current website is becoming outdated and lacks many of the modern design features and heuristics that are common among today's transit websites. (for example) The following

recommendations were developed using the results of METRO's current online survey, results from other transit agency's experiences with website use, and usability engineering principles as they relate to website design.

METRO's current website survey results were used alongside industry best-practice standards (developed by...)to develop recommendations METRO can use to update and/or recreate its current website. These recommendations are presented below in the areas of interface design, site functionality, and marketing.

## Interface Design

To improve the usability of METRO's site and increase the aesthetic and professional image of the page, the following recommendations are suggested. To help illustrate these recommendations, five transit agency home web pages have been provided at the end of this Appendix. These sites were recognized by either the FTA or METRO magazine as good examples for transit websites.

1. **Brand the site to reflect the identity of the agency (METRO).** Displaying a nice clean logo and maintaining a color scheme representative of the agency (yellow and blue) will give the site a look and feel that is representative of the agency.
2. **Provide a universal navigation bar and prioritize its contents.** The home page should set the standard for the navigation bars and they should not change appearance or location within the other pages of the website. This standardized navigation will help the user keep track of where they are on the site and improve navigability.

Information presented in the navigation menu should be prioritized based on use. Results from the METRO website usage shows route/system map and schedule information account for 70% of all primary uses of the website. Research from other website usage revealed that these functions accounted for nearly 96% of all activity on transit websites. These results highlight the importance of these functions which should be given priority in the navigation element of the site's design.

Secondary use information should be located further down (vertical design) or to the right of (horizontal design) the primary functionality on the navigation bar. Secondary and primary information links should also be located at the bottom of all webpages. Placing these links in both places will allow the user to navigate at the top of the page and at the bottom if the page extends further than one screen.

3. **Incorporate icons.** Icon use increases the legibility of a site which will lead to a reduction in search time and user frustration. Icons are also universal in language which can communicate to a larger audience.
4. **Improve readability and legibility.** If text is appropriate on the page, be sure to maintain a good contrast between it and the background. This usually means a dark text on a white background or a reverse out using a white text on a dark background. The white background tends to be the preferred method but both are effective. The use of serif fonts should also be avoided.

## Site Functionality

The usefulness of the site to the user varies based upon the functions available to them. Technological advances now allow transit websites to offer full trip planning application and real-time monitoring services. These advances in technology have changed the role of websites from a static posting board of information to a dynamic streaming source of information, increasing the overall usefulness of the site, as well as the cost and amount of programming required. (what amount of time/energy/\$ needed to update site on ongoing basis?) Today's Internet user commonly expects this level of functionality and METRO should make efforts to include these in its website update. The following recommendations are suggested for METRO to incorporate in their updated website:

1. **Include the option of dynamic trip-planning tools.** Trip planning tools found on transit agency websites allow users to enter an origin, destination, and departure or arrival time and have a detailed trip itinerary be produced. This tool should provide this information for the service area and also refer the user to other agency trip planning tools (511.org, MST trip planner, Greyhound, etc.) if the origin or destination is outside METRO's service area.

Trip planning tools range in sophistication based upon the software capabilities of the agency. The more advanced tools allow the user to input a specific origin and destination address, start or end time of day for the trip, and fare category and then provide estimated travel costs and travel times for all modes included in the trip including walk time to the transit station and transfer wait times. Less expensive (do we know range of costs?) tools simply provide the user with a pre-determined list of origins and destinations within the service area and options for departure/arrival times from which an itinerary will be produced based on a simple query function. (what does it take to put that info together - both time and cost - who did current site?)

One option for implementing this tool would be to purchase a module to interface with METRO's current scheduling software. HASTUS, METRO's current scheduling software, offers modules that allow trip planning functionality to be used with a web browser. The HASTINFO module for trip planning can work with METRO's current HASTUS database to provide its customers with this functionality. Agencies currently using this trip planning tool online include Orange County Transportation Authority (OCTA), Kansas City Area Transportation Authority (KCATA), Mississauga Transit in Ontario, Canada, and Charlotte Area Transit System (CATS).

METRO should also consider interfacing with Google Transit™ Trip Planner to provide trip scheduling functionality for its users. HASTUS announced last December that their interface is now compatible with the Google Transit™ program, allowing a direct feed of the necessary information to the application. METRO should consider pursuing this option and providing a link to Google Transit™ from their website for those users interested in the trip planning functionality. Nine of the current twelve transit agencies that use Google Transit are HASTUS users, demonstrating the high degree of compatibility between the two systems.

2. **Allow email exchange to occur between METRO and its users.** Email is a key method of communication in today's society and an easy way for METRO to keep connected with its riders. This form of communication requires METRO to obtain email addresses from



its users. These addresses can be obtained through a number of different methods including a link on their website or an on-board flyer. METRO can also incorporate a question into other survey forms that asks the user for their email and whether or not they would like to receive updates via email. This communication method allows METRO to keep their riders informed of immediate service issues such as construction delays and community outreach events.

3. **Allow schedules and route maps to be downloaded to a portable wireless device.** Many transit websites allow schedules, route maps, stop information, and system updates to be downloaded directly to a portable device such as a PDA, cell phone, or Apple iPOD. Agencies with GPS equipped vehicles and wireless transmittal technology also offer NextBus technology that provides real-time information of bus and rail cars location to the user in the field via their wireless device.

A wide range of functionality exists between the various ways agencies provide this tool. Although METRO currently does not possess the GPS technology required for many of these web-based tools to exist, it should be a future goal of the agency. The more sophisticated websites use NextBus technology which provides up to the minute information showing where a current bus is located along its route and when it is anticipated to arrive at a specified stop. Less sophisticated tools simply provide the user with a screen shot of their vehicle monitoring screen which shows the location of all the vehicles within the system. The updating properties are based upon the specified refresh rate of the web-based application. (more info on cost etc.)

4. **Design for the METRO user.** METRO's passenger profile data from the recent fixed route on-board survey shows that nearly half of passengers using the system are between the ages of 18-23. These ages tend to rely on the Internet for their primary source of information and media. Enhancements to the current site will be appreciated by these users.

Although many of the current users may be computer/Internet savvy, the site should also accommodate those who are not as familiar with the internet including the elderly population and/or speak Spanish as their primary language. To meet the needs of these users, the website's interface should be relatively simple and intuitive. Text, icons, and hyperlinks should be legible and simple to read. The site, or another form of the site, should also be available in Spanish for those who do not speak English as their primary language. (ask UCSC and Cabrillo students for ideas? Can any of tech stuff be done by UCSC??)

5. **Provide schedules and maps that are user-friendly.** Due to the high demand of schedules and map information on transit agency websites, their presentation on the website should be carefully designed. As stated earlier, the link to their location should be given priority on the home page and may even warrant a separate link outside the standard navigation bar.

The formatting of maps and schedules should be provided in both html and pdf formats. The html format loads quicker and should be the default setting for the website. The pdf format allows the maps and schedules to be formatted to a printable version and allows

additional functionality provided by the third party (Adobe) software such as zooming capabilities.

The website's maps should be easy to use and provide the user with reference points to assist in the legibility. Displaying the major roadway network, local streets which the route operates on, adjacent routes, all designated stops (either on the map or in a list), transfer locations, and major landmarks to orient the rider of the routes location should be a goal of these maps.

## MARKETING

The website should be used as a tool for METRO in its pursuit to recruiting and retaining transit users. The interface design and site functionality recommendations will give METRO a website that meets the needs of the transit user. The marketing component of this tool will help increase its exposure and use. The following recommendations were collected from the background reference materials listed above and should be considered by METRO.

1. **Advertise the site.** The website URL address should be included on all marketing material and displayed alongside the mailing address in the agencies contact information. This address could also be displayed on the agency's vehicles, fare medium, and schedules/system map. (example)
2. **Link the site.** METRO should create links to complimentary sites including regional transit providers, higher learning institution, car-share vendors, and tourist-related websites in Santa Cruz and the greater service area. An effort should then be made to have these outside website include METRO's link on their website.
3. **Meet the needs of special user groups.** METRO should consider design special features into the website that addresses the specific needs of certain user groups such as college students, tourists, and over the hill commuters. and disability community - aren't there standards for disability comm users?/These pages can provide these users with specific resources that will help them plan their trip with METRO and increase ridership systemwide.

**US DOT INTELLIGENT TRANSPORTATION SYSTEMS HANDBOOK  
RECOMMENDATIONS FOR TRANSIT WEBSITE DEVELOPMENT**

Available online at: [www.its.dot.gov/transit\\_dev/guidelines/main.asp](http://www.its.dot.gov/transit_dev/guidelines/main.asp)

**STRUCTURE AND CONTENT**

	<b>Item</b>
□	<p><b>Information on where and when service is provided is grouped together and subdivided as Itinerary Maker, System Map, Route Maps, Schedules, and Place Directory</b></p> <p>Each of these may be on different pages and use different menu items, but they should still be near each other.</p>
□	<p><b>System Map is provided.</b></p> <p>Not necessary for transit systems with one or less scheduled routes.</p>
□	<p><b>Itinerary maker or place directory provided.</b></p> <p>An itinerary maker displays an itinerary using information obtained through an electronic form for origin, destination, and times.</p> <p>A place directory is a list of all places (e.g., streets) in the service region with the routes that serve them. An itinerary maker is preferred but tends to be more expensive.</p> <p>Not necessary for transit systems with one or fewer scheduled routes.</p>
□	<p><b>All route-specific information together organized by route.</b></p> <p>All transit systems with scheduled routes should have schedules (timetables) on the site.</p> <p>Any routes with more than two stops should have a route map on the site.</p> <p>May also include:</p> <ul style="list-style-type: none"> <li>• Descriptions of each stop including its exact location, map (e.g., of a large station), parking availability, bicycle or pedestrian access, and accessibility.</li> <li>• The real-time state of elements of the transit system, such as the location of each train, or the estimated time for the next bus at a particular stop. As long as the resulting page is not too long, the route map, schedule, and other route information may all be one page.</li> </ul>
□	<p><b>Information across modes grouped together.</b></p> <p>For example, the site should not be divided into bus and subway service.</p>

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Item	
<input type="checkbox"/>	<p><b>Information about fares grouped together.</b></p> <p>As applicable for the transit system, this should include:</p> <ul style="list-style-type: none"> <li>• Cost information</li> <li>• Available discounts including details of any limitations.</li> <li>• Transfer policies.</li> <li>• Available types of fare media.</li> <li>• Payment options, both when paying on the transit vehicle and when purchasing fare media.</li> <li>• Locations where fare media can be purchased.</li> </ul> <p>May include a capability to purchase fare media on line.</p> <p>Explicitly say that the fare is free if that is the case</p>
<input type="checkbox"/>	<p><b>Rules, policies, regulations, and tips for transit customers all grouped together.</b></p> <p>This should include:</p> <ul style="list-style-type: none"> <li>• Policies and regulations for using the service.</li> <li>• Advice and explanations on using it (e.g., how to read a schedule, how to signal a bus, dates when service is attenuated or suspended, places or procedures to get printed copies of maps and schedules).</li> </ul>
<input type="checkbox"/>	<p><b>Accessibility information grouped together.</b></p> <p>This includes any demand-response service provided to the disabled or elderly. If such service is provided, the site should provide:</p> <ul style="list-style-type: none"> <li>• Geographic region serviced, and times and dates provided.</li> <li>• Qualifications a customer must possess to qualify for service, including detail on any documentation the customer must provide.</li> <li>• The application procedure a customer follows to seek approval to use service. May include contact information and application forms for downloading or on-line submittal.</li> </ul> <p>The site may also provide an explanation or feature for requesting service for a particular trip, including a means to check and cancel requests. An on-line request feature typically needs</p>

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	Item
	to be provided in a secure portion of the site.
<input type="checkbox"/>	<p><b>All business and administration information grouped together.</b></p> <p>This should include:</p> <ul style="list-style-type: none"> <li>• Employment opportunities in the transit system, the procedure for applying, and any necessary contact information.</li> <li>• Likewise for contracting opportunities.</li> <li>• Announcements of public meetings.</li> </ul> <p>This part of the site may also include:</p> <ul style="list-style-type: none"> <li>• Press releases and general announcements other than those immediately affecting trip planning (e.g., appointment of new personnel, approval of a new budget, start of new construction, purchase of new vehicles).</li> <li>• Management, personnel, and institutions charged with operating the transit system.</li> <li>• History of the transit system.</li> <li>• Operating statistics of the transit system (e.g., average riders per day, annual budget).</li> </ul> <p>None of this information should be on the home page, and the link for this information should not be on the menu.</p>
<input type="checkbox"/>	<p><b>Contact Information grouped together.</b></p> <p>This includes phone numbers, email, and physical mail addresses for comments, compliments, complaints, or questions about the transit service or the web site.</p> <p>All web sites should at least have a telephone number.</p>

**The following content is also recommended:**

- Rider alerts that immediately affect trip planning, such as permanent or transitory changes in schedules, routes, or fares.
- Search feature that lists links to all pages that contain user-entered words (recommended if over 100 pages in the site).
- Site index or outline of links to all pages in the site (recommended if over 20 pages in the site).

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- Links to web sites likely of interested to transit system customers. These includes sites for
  - Other transit systems in the same area.
  - Intercity train or bus terminals.
  - Airports.
  - Ferry services.
  - Traffic information.

Riders may also appreciate links to common destinations such as schools, universities, parks, sports arenas, or tourist attractions.

Some transit web sites also choose to have a "Kid's Zone" with games, quizzes, and facts aimed at young children.

### Menu and Labels

	Item
<input type="checkbox"/>	<p><b>A menu is provided for accessing the site's most used information for trip planning.</b></p> <p>Typically, the menu includes links for Home, the Itinerary Maker, System Map ("Complete Map"), Route Maps, Schedules, Place Directory, Fares, Rules and Tips, and Contact Information.</p> <p>It generally does not include links to administrative information or to demand response services (when scheduled services are provided).</p>
<input type="checkbox"/>	<p><b>The menu is on all pages.</b></p> <p>It is placed either at the top or along the left side of the page.</p>
<input type="checkbox"/>	<p><b>A selected menu item looks different than a menu item you are pointing to.</b></p>
<input type="checkbox"/>	<p><b>Link to the home page is in upper left corner of every page.</b></p> <p>The logo of the transit system is often effective for this.</p>
<input type="checkbox"/>	<p><b>Itinerary maker labeled as "Itinerary Maker," with an icon of a list coming from a computer.</b></p>
<input type="checkbox"/>	<p><b>The System Map is identified as "Complete Map," with an icon of a paper system map.</b></p> <p>The term "system map" should never appear anywhere in the site.</p>
<input type="checkbox"/>	<p><b>Route information labeled "Routes" along with an icon of a single solid arrow following a path.</b></p> <p>Pages that show only the route map without a schedule should be labeled "Route Maps."</p>

10.9100

	Item
<input type="checkbox"/>	<p><b>Schedules labeled as "Schedules" or "Timetables," with an icon of a clock face.</b></p> <p>Use either "schedule" or "timetable" consistently throughout your site.</p>
<input type="checkbox"/>	<p><b>Place directory labeled as "&lt;Place Type&gt; Directory" with an icon of a signs pointing directions to places.</b></p> <p>For example, a directory of streets would be labeled "Street Directory."</p>
<input type="checkbox"/>	<p><b>Fare information labeled as "Fares," with an icon of a dollar sign.</b></p>
<input type="checkbox"/>	<p><b>Rules and tips labeled as "Rules &amp; Tips" with an icon of the international "No" symbol.</b></p>
<input type="checkbox"/>	<p><b>Contact information labeled as "Contact Us", with an icon of a telephone handset.</b></p>
<input type="checkbox"/>	<p><b>The other content is labeled as follows:</b></p> <ul style="list-style-type: none"> <li>• "Special Services": Services for the elderly and disabled.</li> <li>• "About Us": Administrative information.</li> <li>• "Rider Alerts": Changes to routes or fares</li> <li>• "Kid Zone": Content for young children.</li> <li>• "Site Directory": Site index.</li> <li>• "Links": Link lists.</li> </ul> <p>These should be links on the home page, not on the menu for every page.</p>

10.9101

**ALL PAGES**

To expedite the evaluation, these items may be checked while also checking the home page, itinerary planner, maps, schedules, and place directory using the subsequent items for those Specific Pages.

	Item
<input type="checkbox"/>	<p><b>Place information collections on moderately sized pages.</b></p> <p>As a rough rule, no page should be longer than about 30 brief paragraphs.</p>
<input type="checkbox"/>	<p><b>Location of the page in the site is indicated.</b></p> <p>For example, a heading shows the section and sub-section the page is in.</p>
<input type="checkbox"/>	<p><b>You can link to a more general page.</b></p> <p>For example, you can link up from a particular schedule to a list of all schedules without using the Back button.</p>
<input type="checkbox"/>	<p><b>When at the bottom of the page, you can link to site's main areas without scrolling.</b></p> <p>The "main areas" are the same as those linked with the menu.</p>
<input type="checkbox"/>	<p><b>Title bar title is the transit system name followed by page label.</b></p>
<input type="checkbox"/>	<p><b>Each page has a uniquely displayed title bar title and URL.</b></p>
<input type="checkbox"/>	<p><b>Pages are easily read on a 600x800 screen.</b></p>
<input type="checkbox"/>	<p><b>Page completely downloads in 10 seconds or less when using a dial-up modem.</b></p>
<input type="checkbox"/>	<p><b>Flash, Acrobat (PDF), and other plug-ins are only used when absolutely necessary.</b></p>
<input type="checkbox"/>	<p><b>Large amounts of text are neatly broken up and labeled.</b></p>
<input type="checkbox"/>	<p><b>Most important and general information is first on the page.</b></p>
<input type="checkbox"/>	<p><b>A balance of emphasis visually indicates the page structure.</b></p> <p>Color, boldness, and size of letters makes the outline of the page clear.</p>
<input type="checkbox"/>	<p><b>Page produces interpretable printouts.</b></p> <p>For example, tables are not cropped when printed.</p>
<input type="checkbox"/>	<p><b>Page is free of technical errors.</b></p> <p>For example, no "page cannot be found " or other error messages</p>
<input type="checkbox"/>	<p><b>All text strongly contrasts with background colors.</b></p>
<input type="checkbox"/>	<p><b>Background graphics or colors limited use, size, and intensity.</b></p>
<input type="checkbox"/>	<p><b>Graphics content is as simple as possible.</b></p>
<input type="checkbox"/>	<p><b>All words are text not graphics.</b></p>

10.9102



	Item
	You should be able to select and copy any word.
<input type="checkbox"/>	<b>No animation and other moving imagery.</b>
<input type="checkbox"/>	<b>All text is large and easy to read including text in maps and other graphics.</b> All normal text should be at least this large.  This is too small
<input type="checkbox"/>	<b>All text is mixed case not ALL CAPITALS.</b>
<input type="checkbox"/>	<b>Lists sorted to make scanning as fast as possible.</b>
<input type="checkbox"/>	<b>Text communicates key information with the fewest words.</b>
<input type="checkbox"/>	<b>Links are only to frequently needed pages for the current page.</b> Any information referred in the page should be linked.
<input type="checkbox"/>	<b>Links and only links use underlining and a specific color.</b> All links should be one color, and that color should not be used for any other text.
<input type="checkbox"/>	<b>You can tell what you are selecting when using a link in a graphic</b>
<input type="checkbox"/>	<b>Each link labeled with the specific name of its destination.</b> For example, no links labeled "Next" or "Top of Page."
<input type="checkbox"/>	<b>It is clear when a link goes to another site.</b>

**SPECIFIC PAGES**

*Home Page*

	Item
<input type="checkbox"/>	<b>Home page fully utilized to provide information and links useful for trip planning.</b> A home page should not be dominated by decorative graphics or marketing language.
<input type="checkbox"/>	<b>Transit system and region served clearly identified.</b>
<input type="checkbox"/>	<b>Links provided, as applicable, for Special Services, Administration ("About Us"), Children's Section ("Kid Zone"), the Site Directory, and link lists.</b> Information such as this should be accessed from the home page, not the menu used on every page.
<input type="checkbox"/>	<b>Any specific schedule can be accessed in two clicks or less.</b>
<input type="checkbox"/>	<b>Rider alerts are shown on the home page as headlines with date, affected route(s), and brief summary of the change.</b>

10.9103

	A single "Rider Alert" link to a page of such headlines is not sufficient
--	---

### Maps

To expedite the evaluation, you can check just two or three representative route maps.

	Item
<input type="checkbox"/>	<b>Map images must not be too large to view on a 800x600 screen or download in less than 10 seconds, but text and symbols must not be too small to be easily legible</b>  In most transit systems, a low-detail summarizing map of the entire system links to progressively more detailed maps until stops can be shown, but simple transit systems may be able to have a single reasonably-sized and readable map of the system that has enough detail.
<input type="checkbox"/>	<b>All maps have North up.</b>
<input type="checkbox"/>	<b>Each map includes significant roads, places, and other features to indicate scale and location.</b>  For example, it is not sufficient to show only the portions of roads on which a bus operates.
<input type="checkbox"/>	<b>Routes on system maps are distinguishable by being shown in different shades and colors.</b>
<input type="checkbox"/>	<b>Maps include a legend showing how routes are represented.</b>
<input type="checkbox"/>	<b>Clicking a map shows more detail at the place you clicked.</b>
<input type="checkbox"/>	<b>You can move among maps geographically laterally.</b>  For example, when a detailed system map is divided among pages, links on each page take you to adjacent map pieces
<input type="checkbox"/>	<b>The effect of clicking on a map is indicated somehow.</b>
<input type="checkbox"/>	<b>With each route map, there is a consistently structured text description of the route.</b>

### Itinerary Maker

	Item
<input type="checkbox"/>	<b>The electronic form includes instructions, examples, and specific control labels.</b>
<input type="checkbox"/>	<b>Ambiguous or imprecise locations are handled effectively.</b>  For example, the itinerary planner lists the best matches of a location entered by a user.
<input type="checkbox"/>	<b>The Results page shows the itinerary planner's interpretation of your input.</b>
<input type="checkbox"/>	<b>Multiple alternative itineraries are generated that all approximately fit your input.</b>
<input type="checkbox"/>	<b>The steps of an itinerary are in chronological order.</b>

## Schedules

To expedite the evaluation, you can check just two or three representative routes.

	Item
<input type="checkbox"/>	<p><b>Rider alert links or information is shown for the schedule they apply to.</b></p> <p>Such a link or information should only be for an alert that pertains to the displayed schedule</p>
<input checked="" type="checkbox"/>	<p><b>There is no more than one link between a route's schedule and map.</b></p>
<input type="checkbox"/>	<p><b>There is no more than one link between a route's schedule and fare information that pertains to that route.</b></p>
<input type="checkbox"/>	<p><b>A guide for how to read the schedule (or a link to such a guide) is provided from the schedule page</b></p>
<input type="checkbox"/>	<p><b>Schedules are compact but legible.</b></p> <p>For example, column headers should not stretch the table out unnecessarily.</p>
<input type="checkbox"/>	<p><b>Table column headers are always in view when the schedule is shown on a 800x600 screen.</b></p> <p>You should not have to scroll up to see what stop a particular time is for.</p>
<input type="checkbox"/>	<p><b>Approximately every fifth table row has a divider.</b></p> <p>Every row should not have a rule.</p>

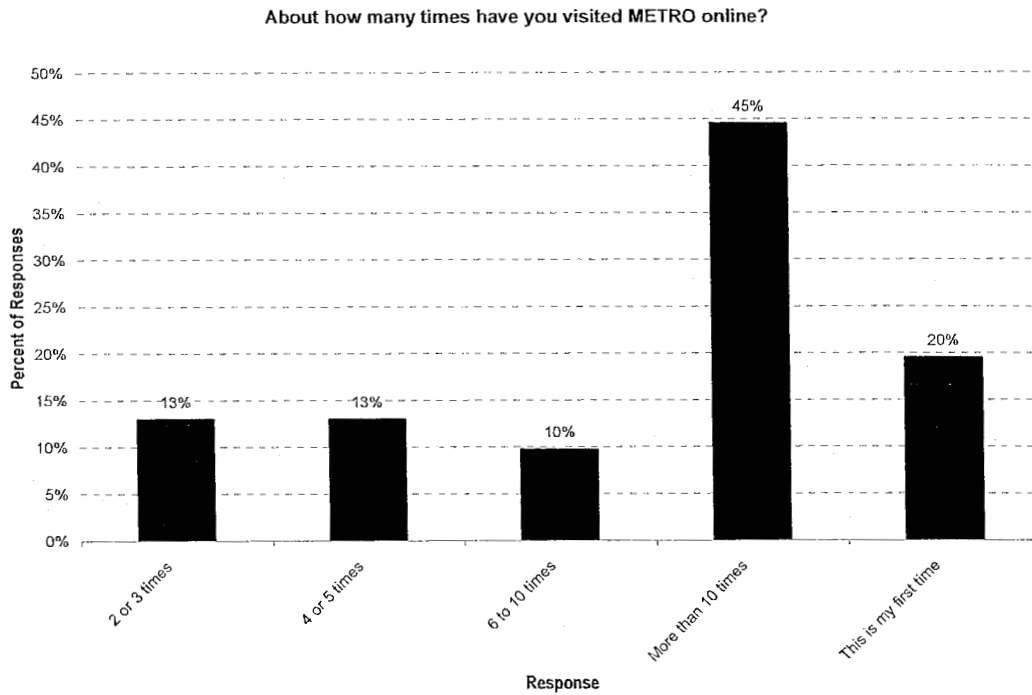
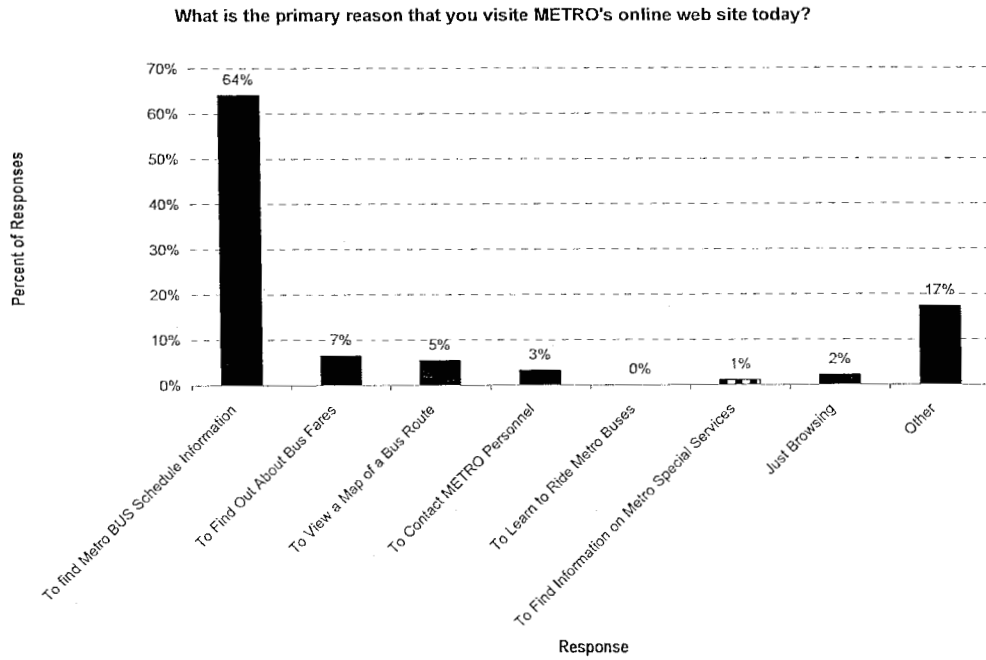
## Place Directory

	Item
<input type="checkbox"/>	<p><b>Place directory is an alphabetically sorted list of places of the same type as the stops.</b></p> <p>For example, a bus route with stops along the street has a list of streets, while a commuter rail route with stops in various outlying towns has a list of towns.</p>
<input type="checkbox"/>	<p><b>All major geographic places in the service region are included in the list.</b></p> <p>The list is not limited to places the routes travel on or stop at. For a street directory, the street index of a commercially available map of your region is a good approximation of the necessary content of a street index.</p>
<input type="checkbox"/>	<p><b>Places that may be referred to by more than one name are listed under all such names.</b></p> <p>For example, North Maple St. is found under both "North Maple" and "Maple, North."</p>
<input type="checkbox"/>	<p><b>Places served by more than one route list each route distinctly.</b></p> <p>Indicate how each route serves the place differently (e.g., one train is an express, or bus is best for Maple St between 14th and 18th Ave. only).</p>

<input type="checkbox"/>	<p><b>A concise description of key features of the transit system structure is given.</b></p> <p>This should include information useful for narrowing down the choice of routes, especially for users that cannot use a system map.</p>
--------------------------	---

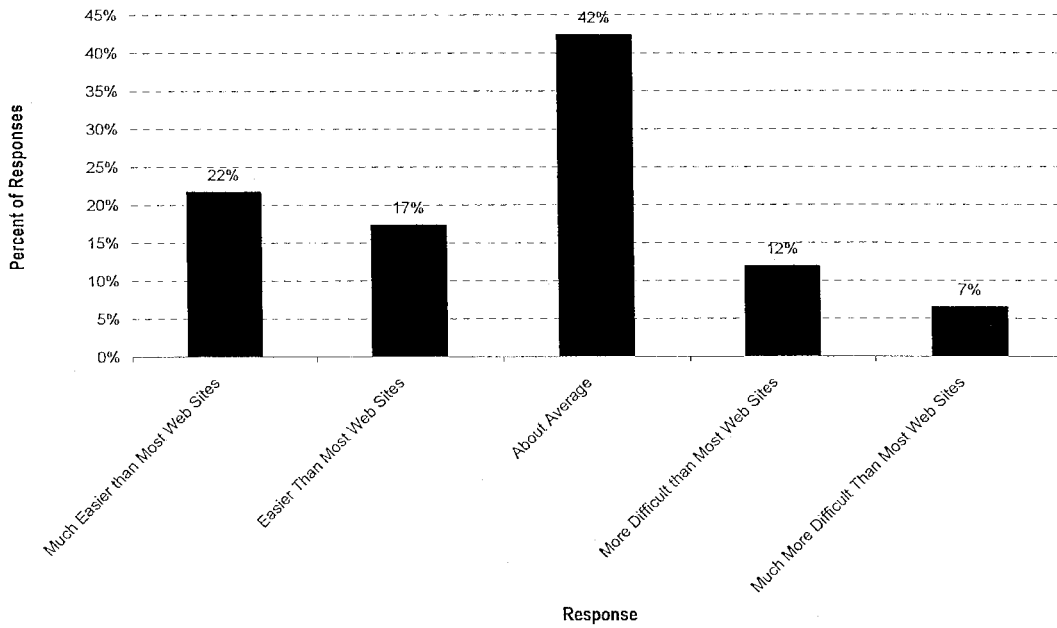
10.9106

## METRO WEBSITE SURVEY RESULTS

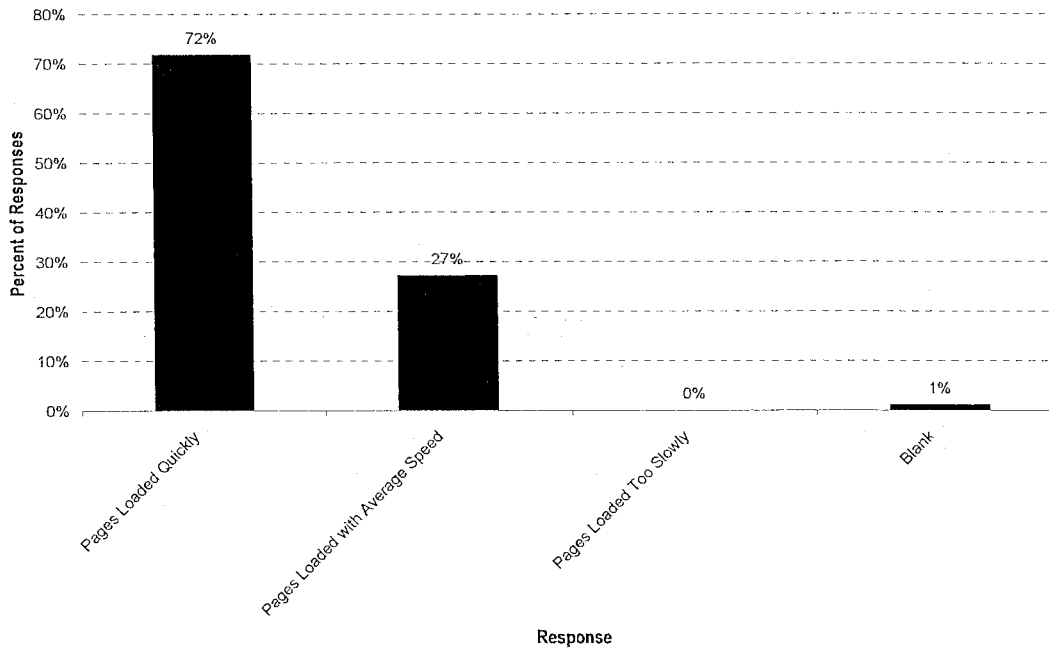


10.9.107

Compared to other web sites that you visit, did you find it easy or difficult to navigate through METRO's web site to the information that you wanted?

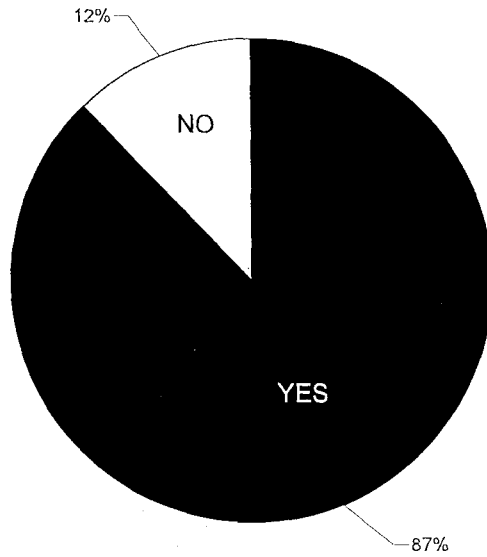


While navigating through the METRO web site, how fast and responsive did you find it?

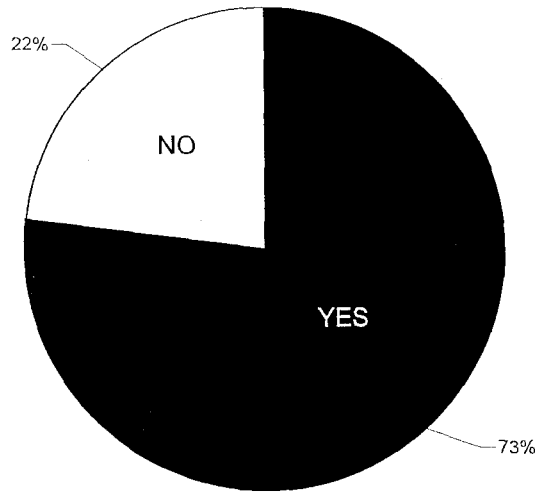


10.9108

Have you ever ridden a METRO bus?

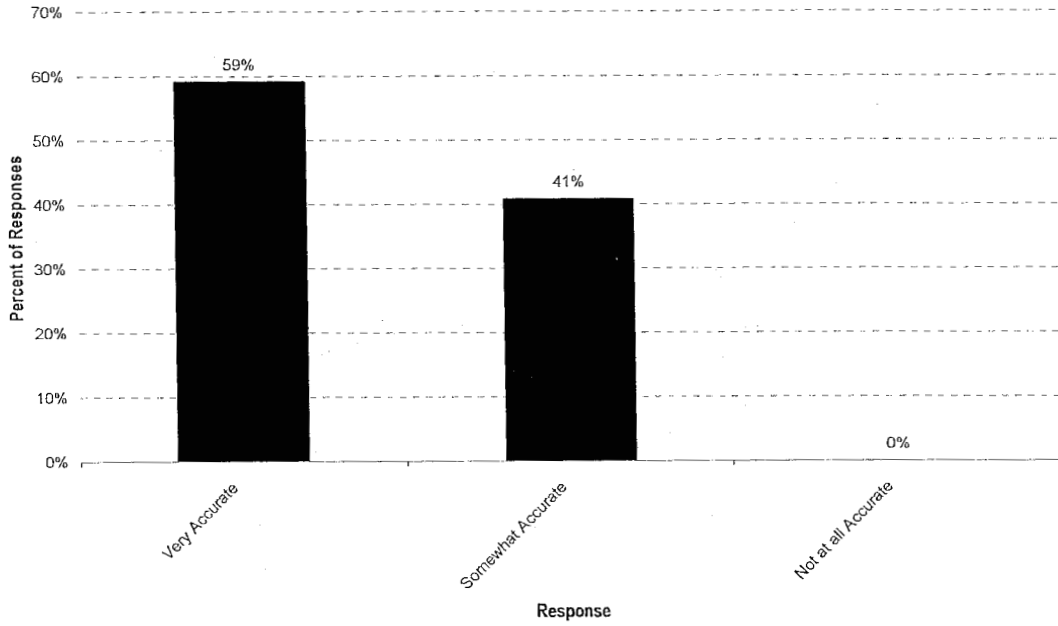


Have you ever used the information from METRO's web site to plan a trip on a METRO bus?

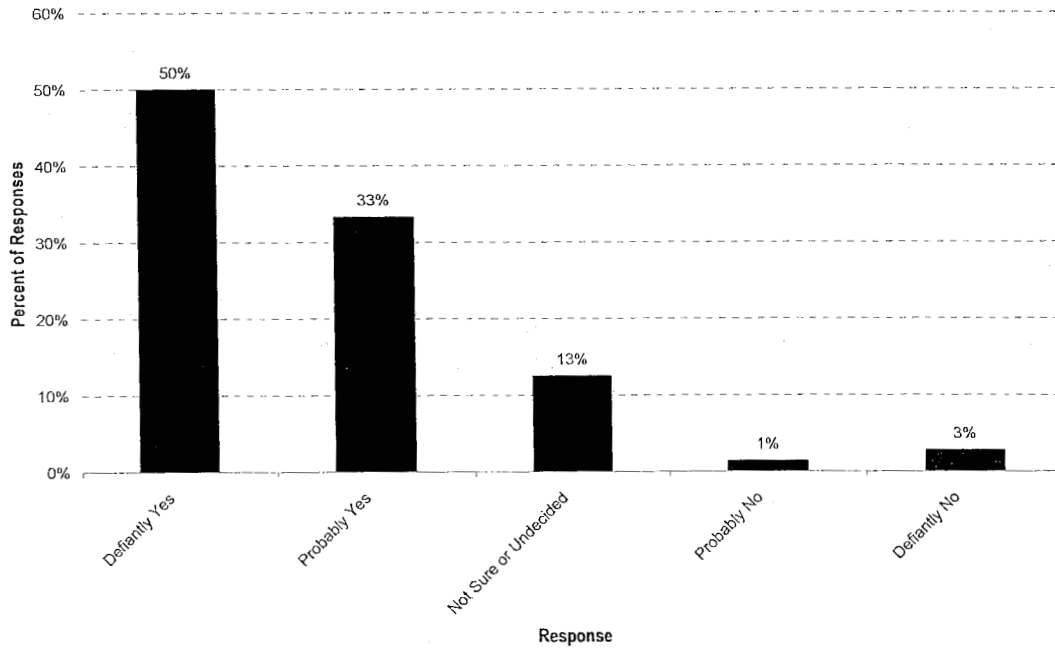


10.9.09

If you have used the METRO web site to plan a trip, how accurate was the information provided?



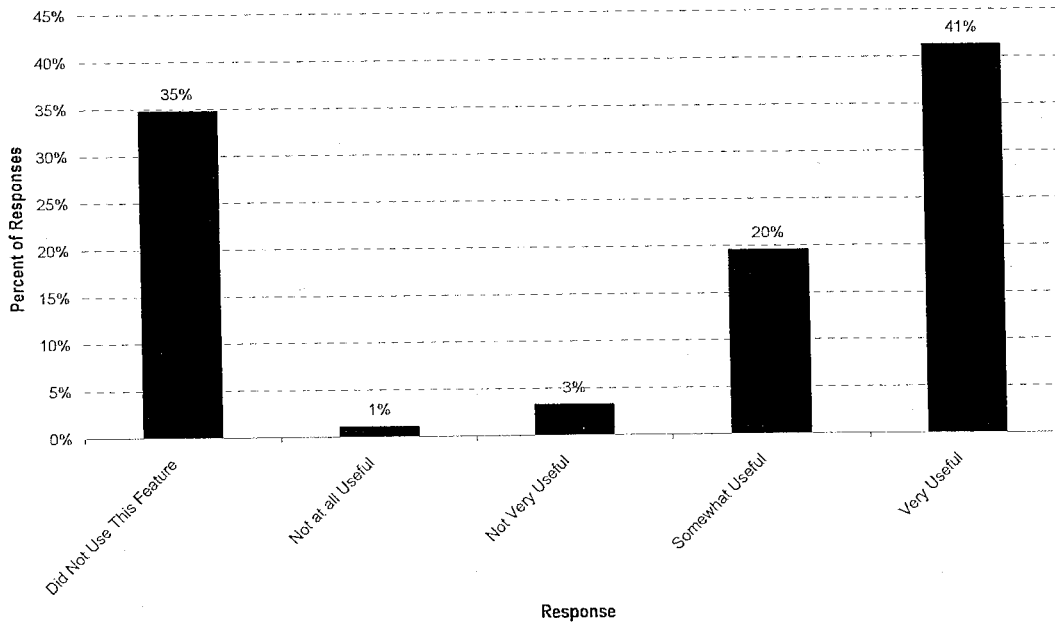
If you have used the METRO web site to plan a trip, will you use it again for trip planning?



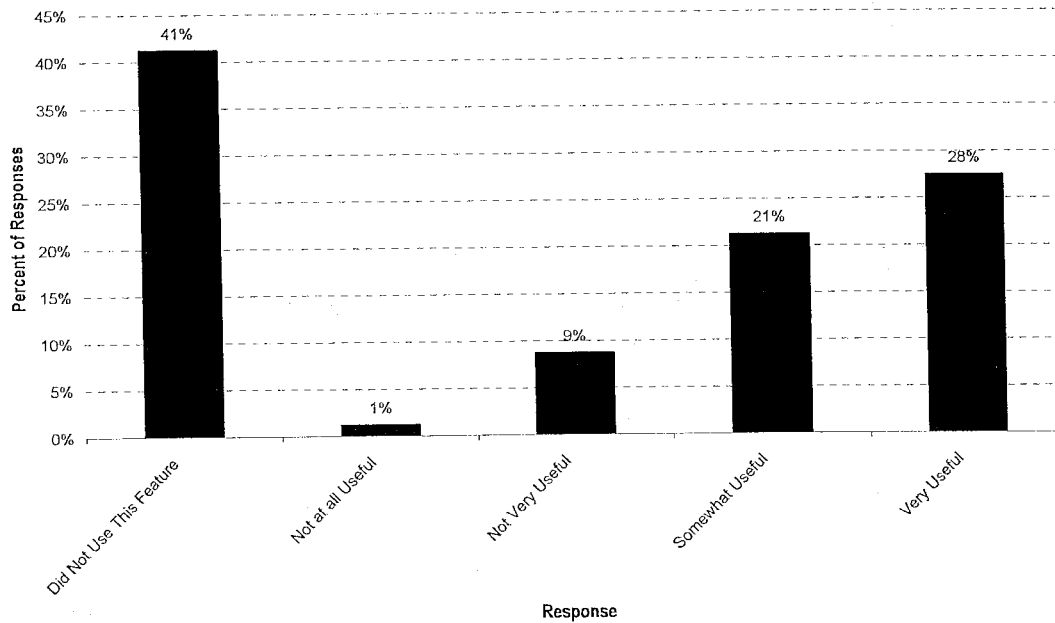
10.9110



How useful was the following source of information on the METRO website?  
 "Print Your Own Schedule"

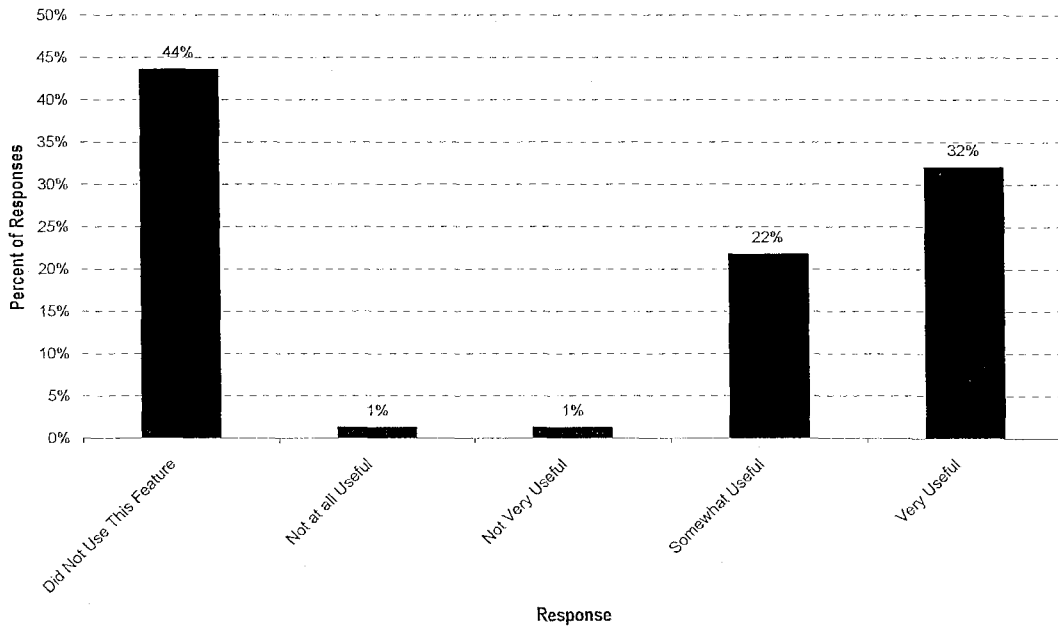


How useful was the following source of information on the METRO website?  
 "How To Ride Information"

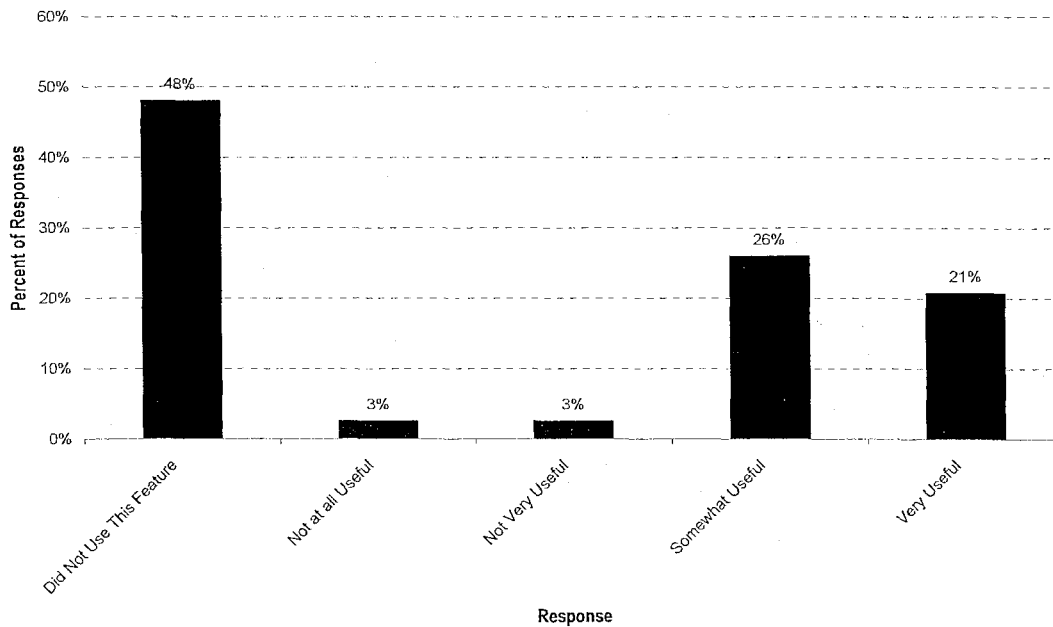


10.9111

How useful was the following source of information on the METRO website?  
"Fares Information"

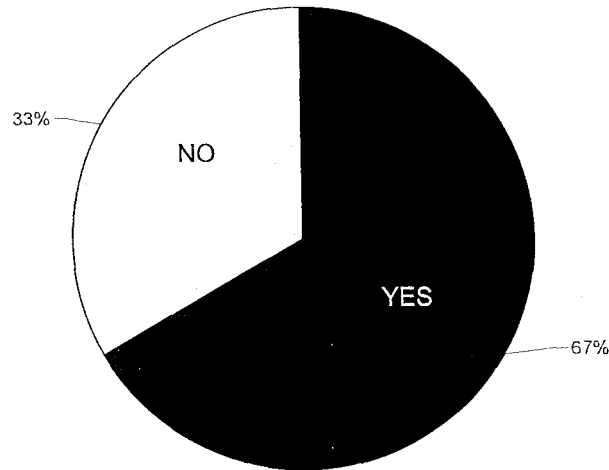


How useful was the following source of information on the METRO website?  
"METRO News"

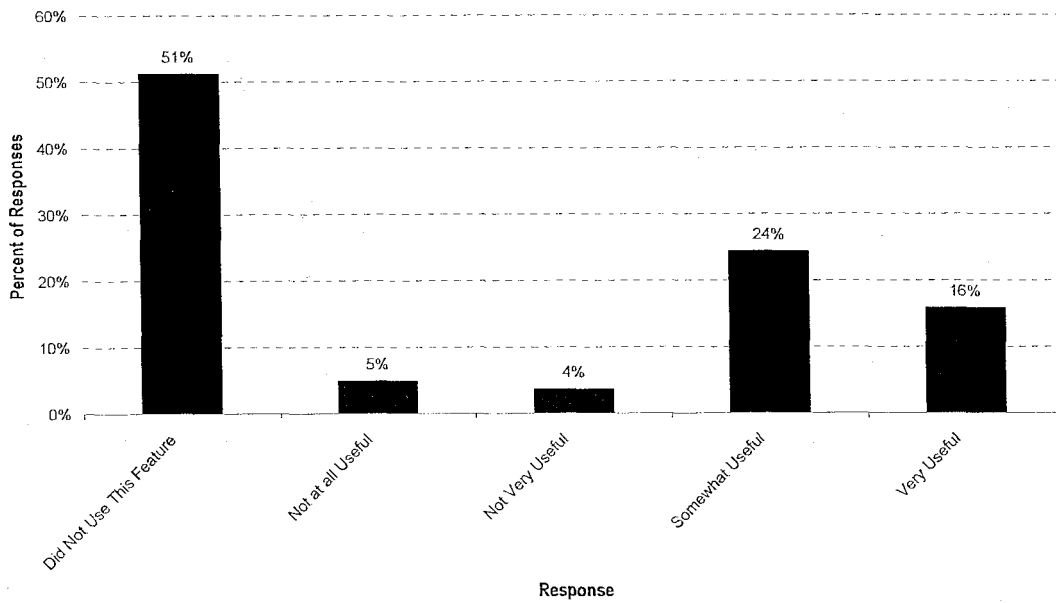


10.9112

If you've never ridden a METRO bus, does the presence of METRO information on the web increase the likelihood that you will ride METRO buses?

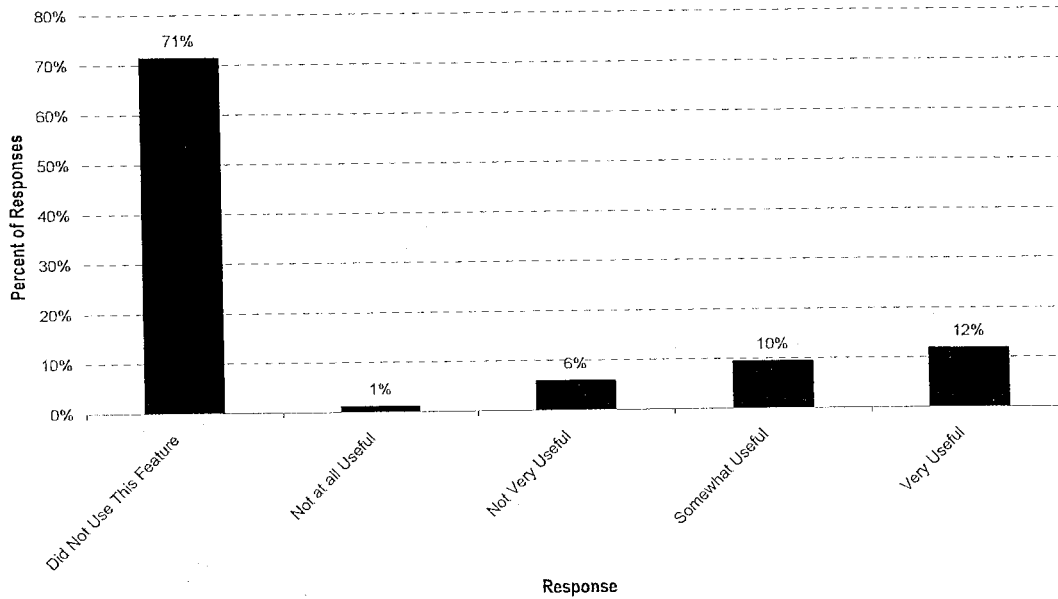


How useful did you find the following source of information not relating to bus service on the METRO website?  
"Tell Us Customer Service Report"

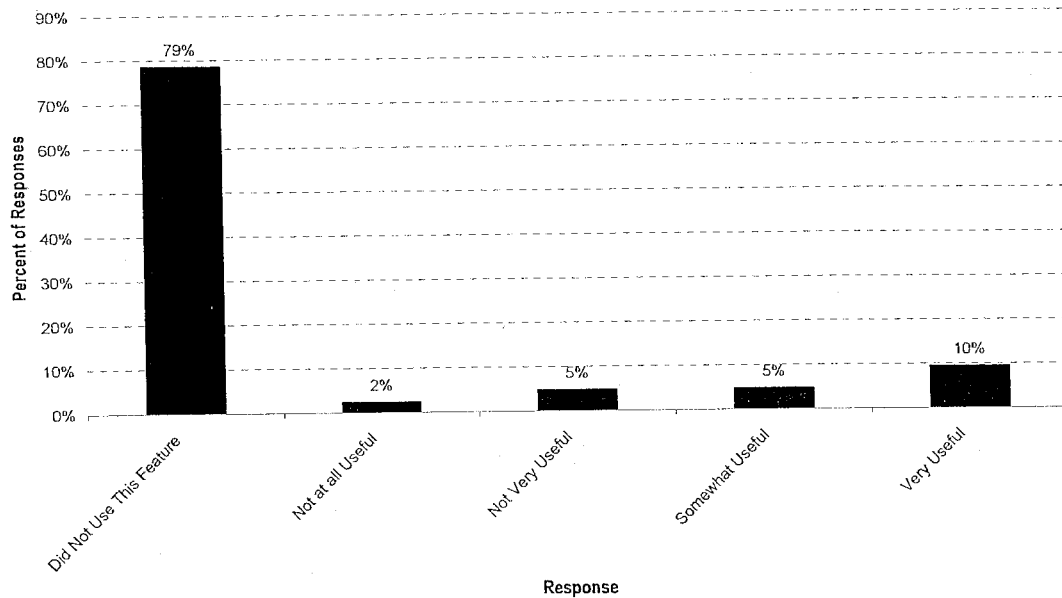


10.9 113

How useful did you find the following source of information not relating to bus service on the METRO website?  
"Jobs Page"

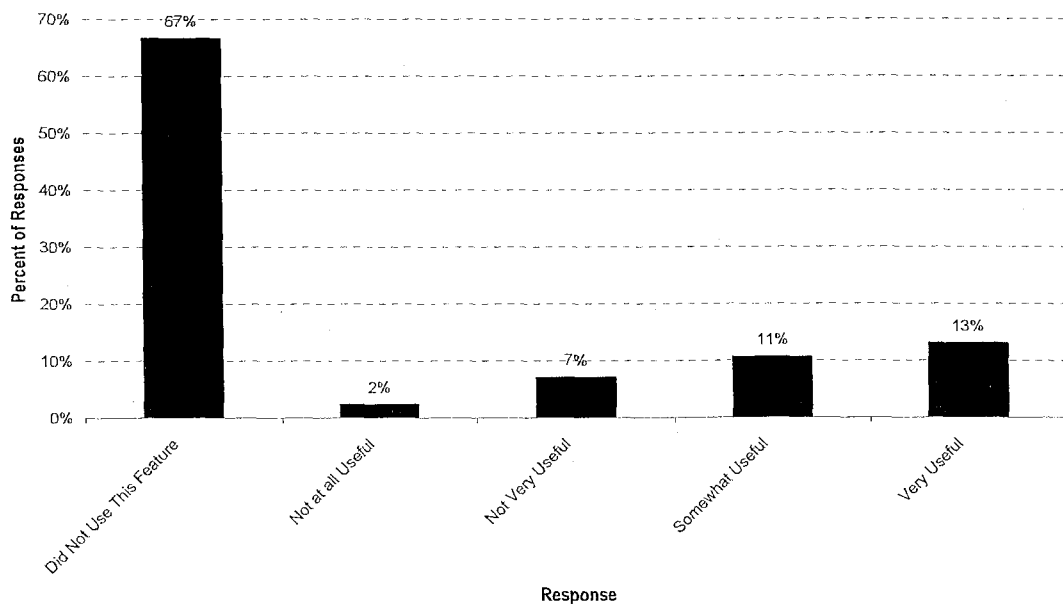


How useful did you find the following source of information not relating to bus service on the METRO website?  
"Bid Page"

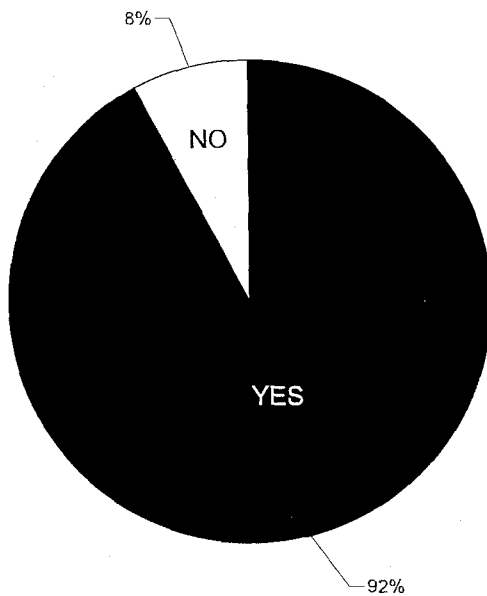


10.9114

How useful did you find the following source of information not relating to bus service on the METRO website?  
"Board Minutes"

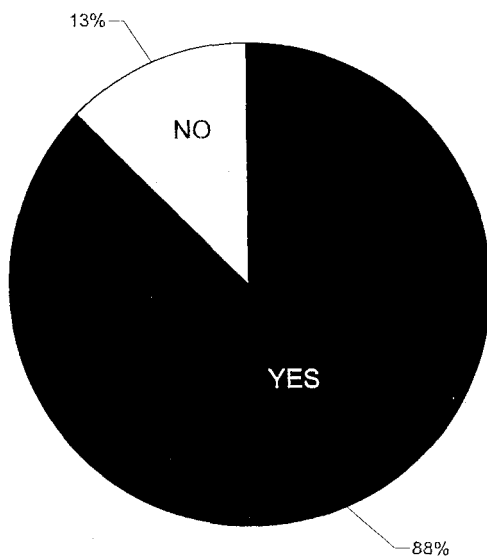


Do you plan to visit the METRO web site again?

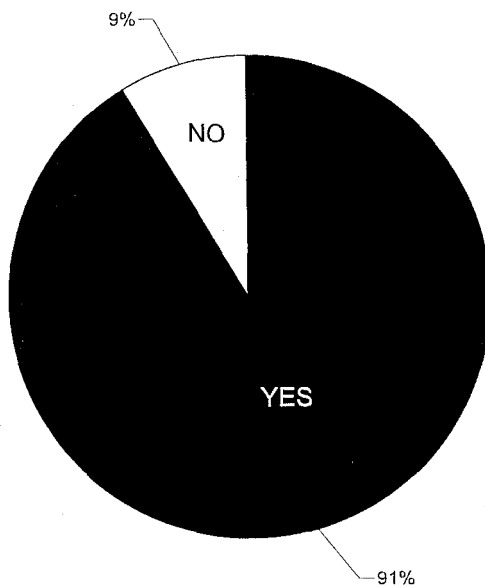


10.9115

At work or school, do you have access to a computer linked to the internet?

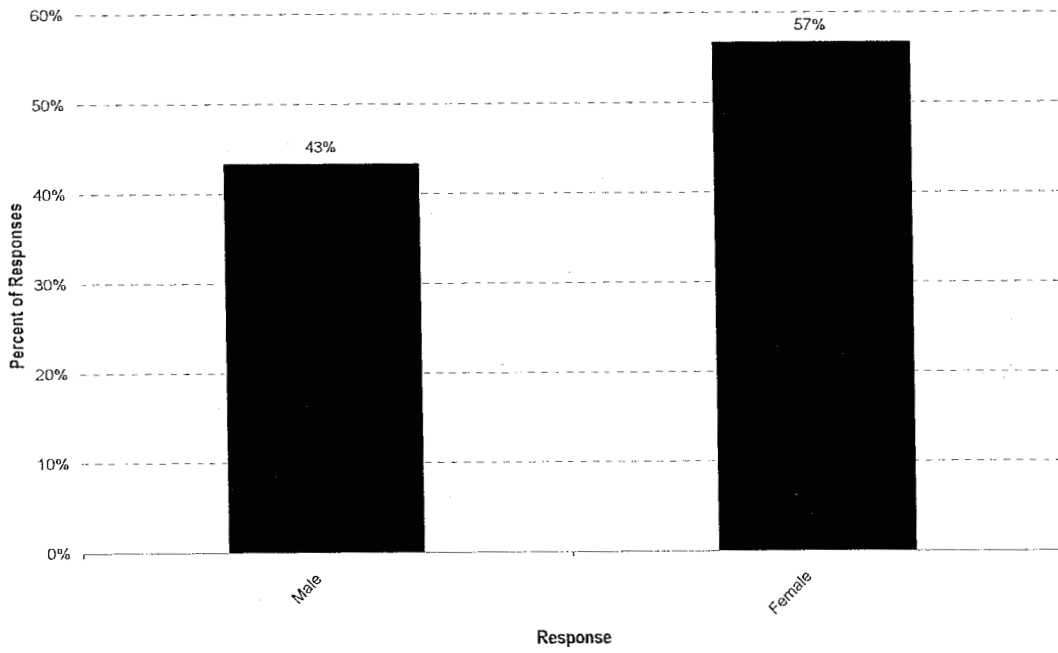


At home, do you have access to a computer linked to the internet?

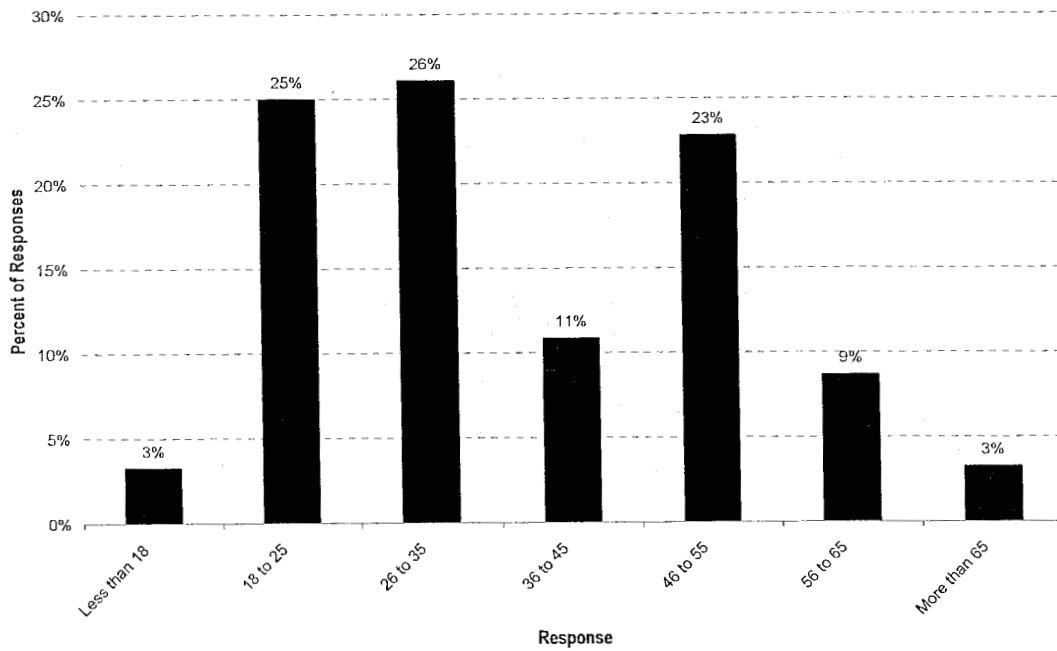


10.9116

Are you?

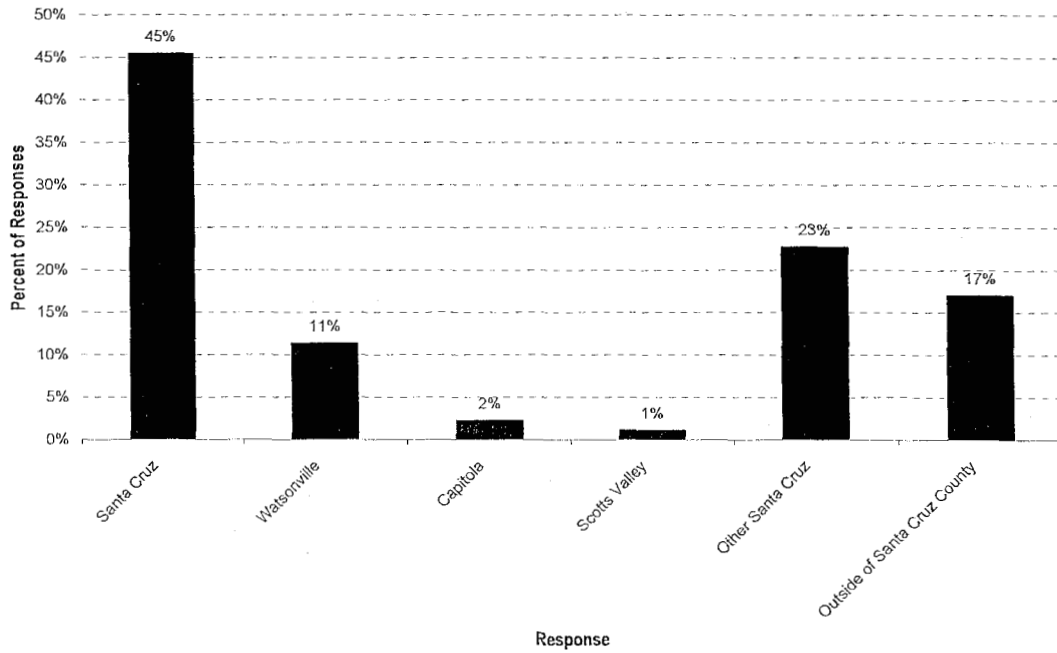


What is your age?



10.9 117

Where do you live?



10.9118



### EXAMPLE WEBSITES

There are a number of transit websites that have developed pages that achieve many of the recommendations listed above for METRO. The FTA and METRO magazine both have programs that recognize best examples of transit websites. These site can be used a model for METRO in updating/developing their current site.

Santa Monica Big Blue Bus  
[www.bigbluebus.com](http://www.bigbluebus.com)

Portland Streetcar  
[www.portlandstreetcar.org](http://www.portlandstreetcar.org)

Santa Clara Valley Transportation Authority (VTA)  
[www.vta.org](http://www.vta.org)

San Francisco Municipal Railways (MUNI)  
[www.sfmuni.com](http://www.sfmuni.com)

Omnitrans (San Bernardino County Transit)  
[www.omnitrans.org](http://www.omnitrans.org)

Massachusetts Bay Transportation Authority  
[www.mta.com](http://www.mta.com)

**big blue bus**  
The Smart Commute.

HOME | BUS ROUTES | SYSTEM MAP | FARES | RIDER INFO | PLACES TO GO | NEWS & NOTICES  
ABOUT US | CONTACT US | LITTLE BLUE CARD | BIG BLUE BUS NEWS | TIDE SHUTTLE

**Change is stressful.** Click here for more information or call 310-451-5444.

**Welcome Aboard!**

Customer Service | System Map | Bus Routes

Notices

**Tuesday, March 13th: Rimpau Transit Center Back in Service**  
The Rimpau Transit Center was closed temporarily for maintenance on Tuesday, March 13, but is now reopened. Big Blue Bus Lines 5, 7, Super 7, 12 and 1...

**February 4th: Big Blue Bus Begins New Service Improvements!**  
For our riders' convenience, we're adding new stops, new schedule improvements and a new Santa Monica College Commuter route. Highlights are...

**February 5th: Big Blue Bus Launches New SMC Palms Mar Vista Commuter Line!**  
Thanks to help from Santa Monica College, the Big Blue Bus is now providing two ways for SMC students and employees to get to campus at no cost!

**Return of the Tide Shuttle!**  
As of December 31, 2006, a new and improved Tide Shuttle began service. The Tide Shuttle will run through the month of June, 2007 with the same fare.

more notices

News

**Santa Monica Daily Press - 2/26/07**  
**Taking an Even Easier Ride on the Big Blue Bus**  
By Kristin Mayer  
Santa Monica, see the future of mass transit.

press releases

Real-Time Parking Availability

City of Santa Monica  
Click here for the City of Santa Monica homepage and Big Blue Bus job opportunities.

Tide Shuttle

Metro Trip Planner

Getaways!  
MISSION SAN JUAN CAPISTRANO  
Sunday, March 18, 2007  
CARLSBAD FLOWER FIELDS AND BLUEGRASS FESTIVAL  
Saturday, April 14, 2007


Bike Racks  
-English-  
-Español-

Mailing List  
Please enter your email address to receive Big Blue Bus news and updates about:  
 Getaways  
 Service  
 Events, News and More  
 Big Blue Bus News  
Email:   
**sign up now**





Transit Links  
Links  
Santa Monica


Customer Service: 310-451-5444 • 10017 Van Ness Blvd., Santa Monica, California  
This site is optimized for use with Microsoft Internet Explorer Version 7.0 or newer.  
Website Developed by STANTUM/STANTUM

10.9.120



**Portland Streetcar**




- [Home](#)
- [Riding The Streetcar](#)
- [Construction](#)
- [Future Planning](#)
- [Streetcar History](#)
- [Community Impact](#)
- [Citizens Advisory Comm.](#)
- [Sponsorship Page](#)
- [Accessibility News](#)
- [Transportation Links](#)

Mar 16th - 9:55 am


Schedule

5:30am to 11:30pm Mon-Thu  
5:30am to 12:00am Friday  
7:15am to 11:45pm Saturday  
7:15am to 10:30pm Sunday


Click here for  
Printable 7-Stop Schedule




View Real-Time Arrivals

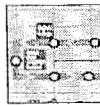


Answers to frequently asked  
questions about riding the streetcar




Ride the Portland Streetcar  
for an easy walk to your  
favorite restaurant.





Click here for enlarged  
printable streetcar map.

Ride the Portland Streetcar  
for an easy walk to your  
favorite business.



Specials

**STREETCAR ACCEPTS  
TRAM ANNUAL PASS**  
STREETCAR WILL ACCEPT  
AS A VALID FARE THE  
PORTLAND AERIAL TRAM  
ANNUAL PASS.

THE TRAM WILL ACCEPT  
THE STREETCAR ANNUAL  
PASS AS A VALID FARE ON  
THE TRAM.



**STREETCAR LOWERS  
FARES**  
AS OF JANUARY 1, 2007  
TRIMET AND STREETCAR  
FARES WILL BE VALID ALL  
DAY ON STREETCAR.

TICKETS PURCHASED ON  
STREETCAR WILL BE VALID  
FOR TWO (2) HOURS ON  
TRIMET BUS AND MAX.

AS OF JANUARY 1, 2007,  
STREETCAR ONLY ANNUAL  
PASS WILL COST \$100.00.

THANK YOU FOR RIDING  
THE PORTLAND  
STREETCAR!

Click Here

[Arrival Times](#) | [Streetcar Map](#) | [Streetcar Schedule](#) | [Contact](#) | [Citizen's Advisory Committee](#) | [Construction Updates](#) | [Current News](#)

Copyright © 2005 Portland Streetcar Inc. All rights reserved. Designed by Pageworks

10.9.12.1

**Santa Cruz Valley Transportation Authority**  
 Welcome Aboard  
 Last Update: March 12, 2007

**Look What's New!**

**Say goodbye to stressful driving.**  
 Start your membership with VTA.

**View VTA's New Commercial**

**VTA's new Express Pass**

**Take VTA to the Next Level!**

- Commute stress without traffic-related costs. Start your VTA membership today!
- Commute stress without traffic-related costs. Start your VTA membership today!
- Commute stress without traffic-related costs. Start your VTA membership today!
- Commute stress without traffic-related costs. Start your VTA membership today!
- Commute stress without traffic-related costs. Start your VTA membership today!
- Commute stress without traffic-related costs. Start your VTA membership today!

**Events**

**VTA Board of Directors Meeting**

- March 1, 2007 - 6:30 PM

**VTA Board of Directors Workshop Meeting**

- February 16, 2007 - 9:00 AM

**VTA 2006 MEASURE A REVENUE AND EXPENDITURE PLAN**

Click here to view the VTA 2006 Measure & Revenue and Expenditure Plan that was approved at the June 15, 2006 Board of Directors' Special Meeting.

**VTA Public Meetings-at-a-Glance Schedule for all**

- VTA March 2007 Meetings

**News**

- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan
- VTA Board Approves 2007-2010 Strategic Plan

**Bus Re-Routes**

**Construction Updates**

**Service Changes/Fares**

Home | Homeless Home | Safety | Services & Programs | Station Access  
 About Us | News & Events | Board Meetings | Employment  
 Riders Information | Contact Us | Station | FAQ | Home

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10.9122

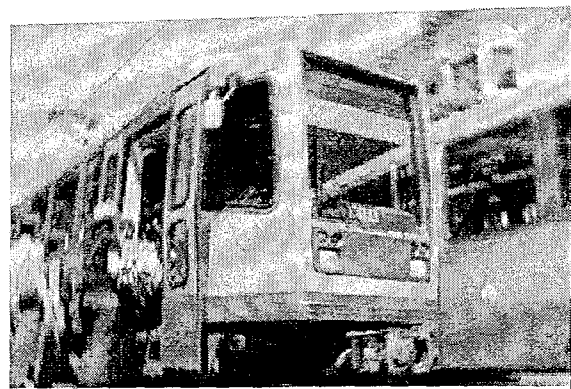
# transit



SFMTA home > [Transit](#)

Welcome to **San Francisco Municipal Railway (Muni)**. Founded in 1912, the Muni is one of America's oldest public transit agencies and today carries over 200 million riders per year. Muni provides transit service within the city and county of San Francisco 24 hours a day, 7 days a week. Operating Historic streetcars, modern light rail vehicles, diesel buses, alternative fuel vehicles, electric trolley coaches and the world famous cable cars, Muni's fleet is among the most diverse in the world.

If you're new to our system, you might want to begin with our [new riders info](#).



10.9123

text only | en español | contact us | site map | search

Routes & Schedules | Fares | How to Ride | News | About Omnitrans

Jobs @ Omnitrans | Purchased & Blue Pass

Select a route...

**Omni Says: Ride with us!**

**Breaking News: Omnitrans fare and service changes approved.**  
To read the complete press release and preview the fare and schedule changes that will go into effect this later this year.  
[Read more about fare and service schedule changes...](#)

**Looked at an Omnitrans bus book lately? Tell us about it!**  
**Take our 2007 Bus Book Survey and you will be entered into a weekly drawing to win a free 7 Day Pass!**  
Each week Omnitrans will draw a winner from those who completed the survey. That means by participating you have 6 chances to win a week of free rides with Omnitrans.  
[Click here to take the 2007 Omnitrans Bus Book Survey.](#)

**New to the Omnitrans bus system? Start by checking out our latest bus book online!**  
Here you can plan trip, print the entire bus book or just the schedules you need. And once you are ready to ride, visit the Omnistore where you can purchase a bus pass online and have it delivered to your doorstep. Riding the bus has never been easier!  
- Plan your trip online...  
- View or download the January Bus Book...  
- View Route Schedules...  
- Visit the Omnistore...

**Omnitrans Wins Ad Award**  
APTA awarded the "Omni Says" ad First Place in the 2005 AdWheel Radio competition. [Learn More...](#)

**Omnitrans Wins Web Award**  
The Federal Transit Administration (FTA) selected Omnitrans as one of the top four transit web sites in the nation. [Full Story...](#)

**Access Transportation Service**  
Access is a service designed to meet the requirements of the Americans with Disabilities Act (ADA). With our new fleet of buses and curb-to-curb service, Access is meeting the transportation demands of persons with disabilities in the San Bernardino Valley. For more information about our Access service and how to ride, [click here.](#)

**News**

**Omnitrans Fare and Service Changes Approved**  
Service changes are set for May 7, while fare changes take effect July 1. [Full Story...](#)

**Get the Latest Scoop**  
The February/March Directions newsletter is now available online. [Read the latest newsletters...](#)

**Got a Free Ride on Your Birthday?**  
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# APPENDIX D: OUTREACH RESULTS

## STAKEHOLDER INTERVIEWS

The WSA team conducted the majority of stakeholder interviews during the 2nd week of January, 2007. Follow up interviews with remaining stakeholders were conducted in February and March 2007. These interviews were conducted with a number of stakeholder including elected officials, regional and community agencies, local business community, educational institutions, and MAC members. Table A-1 shows the stakeholders who were identified by METRO and were available to be interviewed as part of this outreach effort. Our understanding with each of the stakeholders interviewed was that their individual responses would be confidential, but that we would include all of the important comments as part of an overall evaluation.

**Table A-1: Interviewed Stakeholders**

Organization	Name	Title
City of Santa Cruz	Mark Dettle	Public Works Director
City of Santa Cruz	Jim Burr	Transportation Manager
City of Santa Cruz	Matt Farrell	Parking Program Manager
City of Santa Cruz	Emily Reilly	Mayor, METRO Board Member & BRT Committee
City of Watsonville	Marcela Tavantzis	Assistant City Manager, METRO Board
City of Capitola	Steve Jesberg	Public Works Director
City of Capitola	Michael Termini	Mayor
City of Scotts Valley	Ken Anderson	Public Work Director
UCSC	Larry Pagelet	Co-Director, TAPS
UCSC	Donna Blitzer	Director, Government & Community Relations Appointed Ex-Officio on METRO Board
Cabrillo College	Manuel Osorio	Vice President, Student Services
Cabrillo College	Brian King	President
SCCRTC	George Dondero	Executive Director
AMBAG	Todd Muck	Planner
TMA	Ginny Johnson	TMA Board of Directors
Santa Cruz Chamber of Commerce	Bill Tysseling	Executive Director
MAC	Naomi Gunther	Board Member, appointed
MAC	Paul Marcelin-Sampson	Board Member, appointed
TFTF	Fred Keeley	Facilitator
Seaside	Joann Dlott	Ocean Beach Developer (Parking Lots)

## Survey Results

The results of the stakeholder interviews were recorded and organized into the four general categories, as presented below.

### Extended/Long Distance Service

Highway 17 service is particularly well received and viewed as an important component of the METRO family of services. There was some discussion regarding improved connections to access the San Jose



airport. Long distance service to Watsonville is viewed in general as a good connection, but one with some opportunity for reduced travel time. Other comments included extending the span of service. There was some discussion regarding service connections with Scotts Valley and the new Cabrillo College campus.

#### **Santa Cruz Community**

The perception is that most of the service goes to the METRO Center and then to the University. There was some discussion that maybe there were broader community needs which could be met through transit. These include transportation for the tourists and beach goers in the summer, and service workers.

#### **Other Community**

Interest was expressed for more community based services within Watsonville, Capitola, and Scotts Valley. There was discussion regarding additional access to Cabrillo College on all of its campuses and connections between Cabrillo and the University.

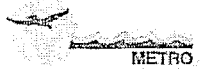
#### **General Community Issues**

Traffic congestion and sustainable financing were the two major points of discussion. There is some perception that METRO has a steady source of revenue through the sales tax and that the Board decision on the labor contract last year has put the agency in some jeopardy in the future. There is some perception that the METRO staff is spread too thin, with not much time available for planning and outreach. In general, there was a perception that METRO does not do much in the way of advertising or marketing and therefore not looking to service new potential markets.

In general, there seems to be a potential for METRO to get more involved in regional issues and discussions. There was a desire expressed from many sides to have METRO be a participant in some of the regional conversations.

# ON BOARD SURVEY RESULTS

Figure B-1: Survey Form



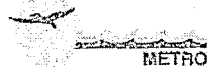
## RIDERSHIP SURVEY

Santa Cruz METRO is conducting a survey to help improve travel in and around the county. All your supplies are completely confidential. Thank you for your help in responding to this survey.

Please return completed questionnaire to surveyor or leave on your seat.

<p><b>Your Trip</b></p> <p>1. Where did you come from on this trip? (check the best answer)</p> <p> <input type="checkbox"/> Home                      <input type="checkbox"/> Visiting friends/family  <input type="checkbox"/> Work                         <input type="checkbox"/> Medical Appointment  <input type="checkbox"/> School                       <input type="checkbox"/> Personal Business  <input type="checkbox"/> Shopping                    <input type="checkbox"/> Leisure/Entertainment  <input type="checkbox"/> Other _____ (specify)                 </p> <p>2. What is the nearest known street, intersection, city and zip code for your starting point?</p> <p>_____ &amp; _____                  Primary Street                      Cross Street</p> <p>City: _____ Zip Code: _____</p> <p><b>Origin</b></p> <p>3. How did you get from your starting point to the bus you boarded?</p> <p> <input type="checkbox"/> Walked _____ # blocks    <input type="checkbox"/> Dropped Off  <input type="checkbox"/> Drove _____                      <input type="checkbox"/> Taxi  <input type="checkbox"/> Bike                                      <input type="checkbox"/> Transferred from Bus                  Metro Route # and Name: _____             </p> <p><b>Destination</b></p> <p>4. Where are you going on this trip?</p> <p> <input type="checkbox"/> Home                      <input type="checkbox"/> Visiting friends/family  <input type="checkbox"/> Work                         <input type="checkbox"/> Medical Appointment  <input type="checkbox"/> School                       <input type="checkbox"/> Personal Business  <input type="checkbox"/> Shopping                    <input type="checkbox"/> Leisure/Entertainment  <input type="checkbox"/> Other _____ (specify)             </p> <p>2. What is the nearest known street, intersection, city and zip code for your ending point?</p> <p>_____ &amp; _____                  Primary Street                      Cross Street</p> <p>City: _____ Zip Code: _____</p> <p>5. How will you get to your destination from this bus?</p> <p> <input type="checkbox"/> Walk _____ # blocks    <input type="checkbox"/> Transfer to Metro Route # _____  <input type="checkbox"/> Drive _____                      <input type="checkbox"/> Be picked up by someone  <input type="checkbox"/> Bike                                      <input type="checkbox"/> Other _____             </p> <p>6. Please fill in number of days you take METRO.</p> <p> <input type="checkbox"/> I typically ride METRO _____ days per week  <input type="checkbox"/> I typically ride METRO _____ days per month  <input type="checkbox"/> I typically ride METRO _____ days per year  <input type="checkbox"/> I do not regularly ride METRO.             </p> <p>7. How did you pay for your ride today?</p> <p> <input type="checkbox"/> Monthly Pass    <input type="checkbox"/> Cash \$ _____  <input type="checkbox"/> Day Pass                      <input type="checkbox"/> 5-Day Pass  <input type="checkbox"/> UC Pass                         <input type="checkbox"/> Cabrillo Pass  <input type="checkbox"/> Discount                      <input type="checkbox"/> Other _____             </p> <p>Survey continued above...</p>	<p>8. For what purposes do you most often use Metro?</p> <p> <input type="checkbox"/> Work                                      <input type="checkbox"/> Visiting friends/family  <input type="checkbox"/> School                                      <input type="checkbox"/> Medical Appointments  <input type="checkbox"/> Shopping                                      <input type="checkbox"/> Personal Business  <input type="checkbox"/> Other    <input type="checkbox"/> Leisure/Entertainment  <input type="checkbox"/> _____ (specify)                 </p> <p>9. Do you own a Vehicle?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>9 a. Do you have access to a vehicle (e.g. carshare/rental, can borrow a car, etc.)</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>Explain _____</p> <p><b>Your Opinions</b></p> <p>10. In general how satisfied are you with Metro?                  1=unsatisfied 5=very satisfied</p> <p>On-time arrivals _____ Service frequency _____                  Bus information _____ Courtesy of drivers _____                  Seat availability _____ Customer service _____                  Bus maintenance _____ Bus cleanliness _____</p> <p>11. How Can METRO improve?</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>About You</b></p> <p>12. Please indicate your gender</p> <p><input type="checkbox"/> Male                      <input type="checkbox"/> Female</p> <p>12a. Please indicate your age: _____</p> <p>13. Which of the following best describes your employment status?</p> <p> <input type="checkbox"/> Employed full-time                      <input type="checkbox"/> Full-time student  <input type="checkbox"/> Employed part-time                      <input type="checkbox"/> Part-time student  <input type="checkbox"/> Retired                                      <input type="checkbox"/> College <input type="checkbox"/> High School  <input type="checkbox"/> Not employed                              _____ (school)                 </p> <p>14. What was your total annual household income before taxes in 2006?</p> <p> <input type="checkbox"/> Under \$10,000                      <input type="checkbox"/> \$40,000-\$49,999  <input type="checkbox"/> \$10,000-\$19,999                      <input type="checkbox"/> \$50,000-\$59,999  <input type="checkbox"/> \$20,000-\$29,999                      <input type="checkbox"/> \$60,000-\$74,999  <input type="checkbox"/> \$30,000-\$39,999                      <input type="checkbox"/> \$75,000 or more                 </p>
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**ENCUESTA DE PASAJEROS**

Santa Cruz METRO esta conduciendo una encuesta para mejorar el servicio de transito dentro y alrededor del condado. Todas sus respuestas seran confidenciales. Gracias por su ayuda en completar este cuestionario.

Favor de regresar su cuestionario completo al encuestador o poner sobre su asiento.

<p><b>Su Viaje</b>                  1. ¿Donde se encontraba antes de llegar a esta parada de autobús? (indique la mejor respuesta)  <input type="checkbox"/> Casa      <input type="checkbox"/> Visitando amigos/familiares  <input type="checkbox"/> Trabajo      <input type="checkbox"/> Cita con el doctor  <input type="checkbox"/> Escuela      <input type="checkbox"/> Asunto personal  <input type="checkbox"/> De compras      <input type="checkbox"/> Ocio/Diversión  <input type="checkbox"/> Otra razon _____ (especifique)</p>	<p>8. ¿Por qué razón usa usted Metro mas frecuentemente?  <input type="checkbox"/> Regresar a Casa      <input type="checkbox"/> Visitar amigos/familiares  <input type="checkbox"/> Trabajo      <input type="checkbox"/> Citas con el doctor  <input type="checkbox"/> Escuela      <input type="checkbox"/> Asuntos personales  <input type="checkbox"/> Ir de compras      <input type="checkbox"/> Ocio/Diversión  <input type="checkbox"/> Otra razon _____ (especifique)</p>
<p>2. ¿Cual es la dirección o calle mas cercana a su punto de origen?                  _____ &amp; _____                  Calle Principal      Calle Principal                  Ciudad: _____ Código Postal: _____</p>	<p>9. ¿Tiene usted automóvil propio?  <input type="checkbox"/> Si      <input type="checkbox"/> No                  9a. ¿Tiene usted acceso a un automóvil (e.g. carshare, lo puede rentar, lo puede pedir prestado, etc)?  <input type="checkbox"/> Si      <input type="checkbox"/> No                  Explique _____</p>
<p><b>Origen</b>                  3. ¿Cómo llego de su punto de origen a la parada donde abordo el autobus?  <input type="checkbox"/> Camino      <input type="checkbox"/> Fue dejado por alguien                  _____ # de cuadras      <input type="checkbox"/> Taxi  <input type="checkbox"/> Manejo      <input type="checkbox"/> Uso bicicleta  <input type="checkbox"/> Transbordo líneas de autobús                  Numero y Nombre de Ruta: _____</p>	<p><b>Sus Opiniones</b>                  10. ¿En general, que tan satisfecho(a) esta usted con METRO con respecto a lo siguiente?                  1= satisfecho 5= no satisfecho                  Horarios puntuales _____ Frecuencia de servicio _____                  Conveniencia de horarios _____                  Asientos disponibles _____ Mantenimiento de buses _____                  Cortesía de conductores _____</p>
<p><b>Destinación</b>                  4. ¿Hacia donde se dirige en este viaje?  <input type="checkbox"/> Su Casa      <input type="checkbox"/> Visitando amigos/familiares  <input type="checkbox"/> Trabajo      <input type="checkbox"/> Cita con el doctor  <input type="checkbox"/> Escuela      <input type="checkbox"/> Asunto personal  <input type="checkbox"/> De compras      <input type="checkbox"/> Ocio/Diversión  <input type="checkbox"/> Otro lado _____ (especifique)</p> <p>4a. ¿Cual es la dirección o calle mas cercana a su destinación?                  _____ &amp; _____                  Calle Principal      Calle Principal                  Ciudad: _____ Código Postal: _____</p>	<p>11. ¿Cómo puede METRO mejorar su servicio?                  _____                  _____                  _____</p>
<p>5. ¿Como llegara del autobus a su destinación?  <input type="checkbox"/> Caminara      <input type="checkbox"/> Transbordara buses  <input type="checkbox"/> Manejara      <input type="checkbox"/> Alguien lo/la recojara  <input type="checkbox"/> Por bicicleta      <input type="checkbox"/> Otra manera                  _____ (especifique)</p>	<p><b>Sobre Usted</b>                  12. Favor de indicar su género  <input type="checkbox"/> Masculino      <input type="checkbox"/> Femenino                  12a. Indique su edad: _____</p>
<p>6. ¿Cuantos días a la semana transita usted en METRO?  <input type="checkbox"/> Transito en METRO _____ días por semana  <input type="checkbox"/> Transito en METRO _____ días al mes.  <input type="checkbox"/> Transito en METRO _____ días al año.  <input type="checkbox"/> No transito en METRO regularmente.</p> <p>7. ¿Como pago por este viaje en autobús?  <input type="checkbox"/> Boleto prepagado - 1 Mes      <input type="checkbox"/> En efectivo  <input type="checkbox"/> Boleto prepagado - 1 Día      <input type="checkbox"/> Pass de Colegio  <input type="checkbox"/> Boleto prepagado - 5 Días      <input type="checkbox"/> Pass Universitario  <input type="checkbox"/> Boleto de descuento      <input type="checkbox"/> Otra manera                  Encuesta continua arriba...</p>	<p>13. Describa su estado de empleo:  <input type="checkbox"/> Empleado tiempo-completo      <input type="checkbox"/> No empleado  <input type="checkbox"/> Empleado medio-tiempo      <input type="checkbox"/> Jubilado  <input type="checkbox"/> Estudiante tiempo-completo _____</p> <p>14. ¿Cual fue el estimado del ingreso total de su hogar (en 2006) antes de impuestos?  <input type="checkbox"/> Menos de \$10,000      <input type="checkbox"/> \$40,000-\$49,999  <input type="checkbox"/> \$10,000-\$19,999      <input type="checkbox"/> \$50,000-\$59,999  <input type="checkbox"/> \$20,000-\$29,999      <input type="checkbox"/> \$60,000-\$74,999  <input type="checkbox"/> \$30,000-\$39,999      <input type="checkbox"/> \$75,000 o mas</p>

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## Questionnaire Results

### Q1: Where did you come from on this trip?

	# of Responses	% of Total	% of Responses
Home	769	40.4%	40.8%
Work	286	15.0%	15.2%
School	458	24.1%	24.3%
Shopping	88	4.6%	4.7%
Visiting friends/family	74	3.9%	3.9%
Medical Appointment	74	3.9%	3.9%
Personal Business	41	2.2%	2.2%
Leisure/Entertainment	58	3.0%	3.1%
Other	36	1.9%	1.9%
No Response	18	0.9%	1.0%
Total	1902	100%	100%

### Q2: How did you get from your starting point to the bus you boarded?

	# of Responses	% of Total	% of Responses
Walked	1419	74.6%	77.2%
Drove	68	3.6%	3.7%
Bike	141	7.4%	7.7%
Dropped Off	71	3.7%	3.9%
Taxi	6	0.3%	0.3%
Transferred from Bus	132	6.9%	7.2%
No Response	65	3.4%	3.5%
Total	1902	100.0%	100.0%

Average walking distance is 2.28 blocks

### Q3: Where are you going on this trip?

	# of Responses	% of Total	% of Responses
Home	821	43.2%	44.4%
Work	258	13.6%	14.0%
School	371	19.5%	20.1%
Shopping	73	3.8%	4.0%
Visiting friends/family	72	3.8%	3.9%
Medical Appointment	89	4.7%	4.8%
Personal Business	43	2.3%	2.3%
Leisure/Entertainment	85	4.5%	4.6%
Other	36	1.9%	1.9%
No Response	54	2.8%	2.9%
Total	1902	100.0%	100.0%

**Q4: How will you get to your destination from this bus?**

	# of Responses	% of Total	% of Responses
Walked	1460	76.8%	80.9%
Drive	49	2.6%	2.7%
Bike	112	5.9%	6.2%
Picked up by someone	35	1.8%	1.9%
Transfer to Metro Route	115	6.0%	6.4%
Other	34	1.8%	1.9%
No Response	97	5.1%	5.4%
Total	1902	100.0%	100.0%

Average walking distance is 2.31 blocks

**Q5: How often do you ride the bus?**

	# of Responses	% of Total	% of Responses
7 days a week	251	13.2%	15.3%
6 days a week	187	9.8%	11.4%
5 days a week	505	26.6%	30.8%
4 days a week	209	11.0%	12.7%
3 days a week	163	8.6%	9.9%
2 days a week	107	5.6%	6.5%
1 day a week	54	2.8%	3.3%
1 to 5 days per month	28	1.5%	1.7%
6 to 10 days per month	15	0.8%	0.9%
11 to 15 days per month	12	0.6%	0.7%
16 to 20 days per month	20	1.1%	1.2%
21 to 25 days per month	5	0.3%	0.3%
26 to 31 days per month	12	0.6%	0.7%
1 to 10 days per year	10	0.5%	0.6%
11 to 100 days per year	3	0.2%	0.2%
101 to 200 days per year	4	0.2%	0.2%
201 to 365 days per year	7	0.4%	0.4%
Not a regular rider	48	2.5%	2.9%
No Response	262	13.8%	16.0%
Total	1902		

**Q6: How did you pay for your ride today?**

	# of Responses	% of Total	% of Responses
Monthly Pass	337	17.7%	18.7%
Day Pass	110	5.8%	6.1%
UC Pass	600	31.5%	33.4%
Discount	34	1.8%	1.9%
Cash	473	24.9%	26.3%
5-Day Pass	9	0.5%	0.5%
Cabrillo Pass	199	10.5%	11.1%
Other	36	1.9%	2.0%
No Response	104	5.5%	5.8%
Total	1902	100.0%	100.0%

**Q7: For what purposes do you most often use Metro?**

	# of Responses	% of Total	% of Responses
Work	668	35.1%	36.1%
School	834	43.8%	45.1%
Shopping	119	6.3%	6.4%
Other	87	4.6%	4.7%
Visiting friends/family	34	1.8%	1.8%
Medical Appointment	31	1.6%	1.7%
Personal Business	41	2.2%	2.2%
Leisure/Entertainment	36	1.9%	1.9%
No Response	52	2.7%	2.8%
Total	1902	100.0%	100.0%

**Q8: Do you own a vehicle?**

	# of Responses	% of Total	% of Responses
Yes	587	30.9%	32.1%
No	1239	65.1%	67.9%
No Response	76	4.0%	4.2%
Total	1902	100.0%	100.0%

**Q9: Do you have access to a vehicle?**

	# of Responses	% of Total	% of Responses
Yes	671	35.3%	42.7%
No	901	47.4%	57.3%
No Response	330	17.4%	21.0%
Total	1902	100.0%	100.0%

**Q10: Please indicate your gender**

	# of Responses	% of Total	% of Responses
Male	877	46.1%	48.3%
Female	937	49.3%	51.7%
No Response	88	4.6%	4.9%
Total	1902	100.0%	100.0%

**Q11: What is your age?**

	# of Responses	% of Total	% of Responses
Under 18	151	7.9%	8.8%
18-23	793	41.7%	46.2%
24-35	331	17.4%	19.3%
36-49	205	10.8%	12.0%
50-64	189	9.9%	11.0%
65 and over	46	2.4%	2.7%
No Response	187	9.8%	10.9%
Total	1902	100.0%	100.0%

**Q12: Which best describes your employment status?**

	# of Responses	% of Total	% of Responses
Employed full-time	449	23.6%	25.2%
Employed part-time	525	27.6%	29.4%
Retired	79	4.2%	4.4%
Not employed	206	10.8%	11.5%
Full-time student	378	19.9%	21.2%
Part-time student	39	2.1%	2.2%
College	85	4.5%	4.8%
High School	24	1.3%	1.3%
No Response	117	6.2%	6.6%
Total	1902	100.0%	100.0%

**Q13: What is your yearly household income?**

	# of Responses	% of Total	% of Responses
Less than \$10,000	698	36.7%	47.5%
\$10,000 to \$19,999	260	13.7%	17.7%
\$20,000 to \$29,999	131	6.9%	8.9%
\$30,000 to \$39,999	97	5.1%	6.6%
\$40,000 to \$49,999	58	3.0%	3.9%
\$50,000 to \$59,999	60	3.2%	4.1%
\$60,000 to \$74,999	42	2.2%	2.9%
\$75,000 and over	125	6.6%	8.5%
No Response	431	22.7%	29.3%
Total	1902	100.0%	100.0%

**Q14: How would you rate performance on a scale of 1 (unsatisfied) to 5 (very satisfied)**

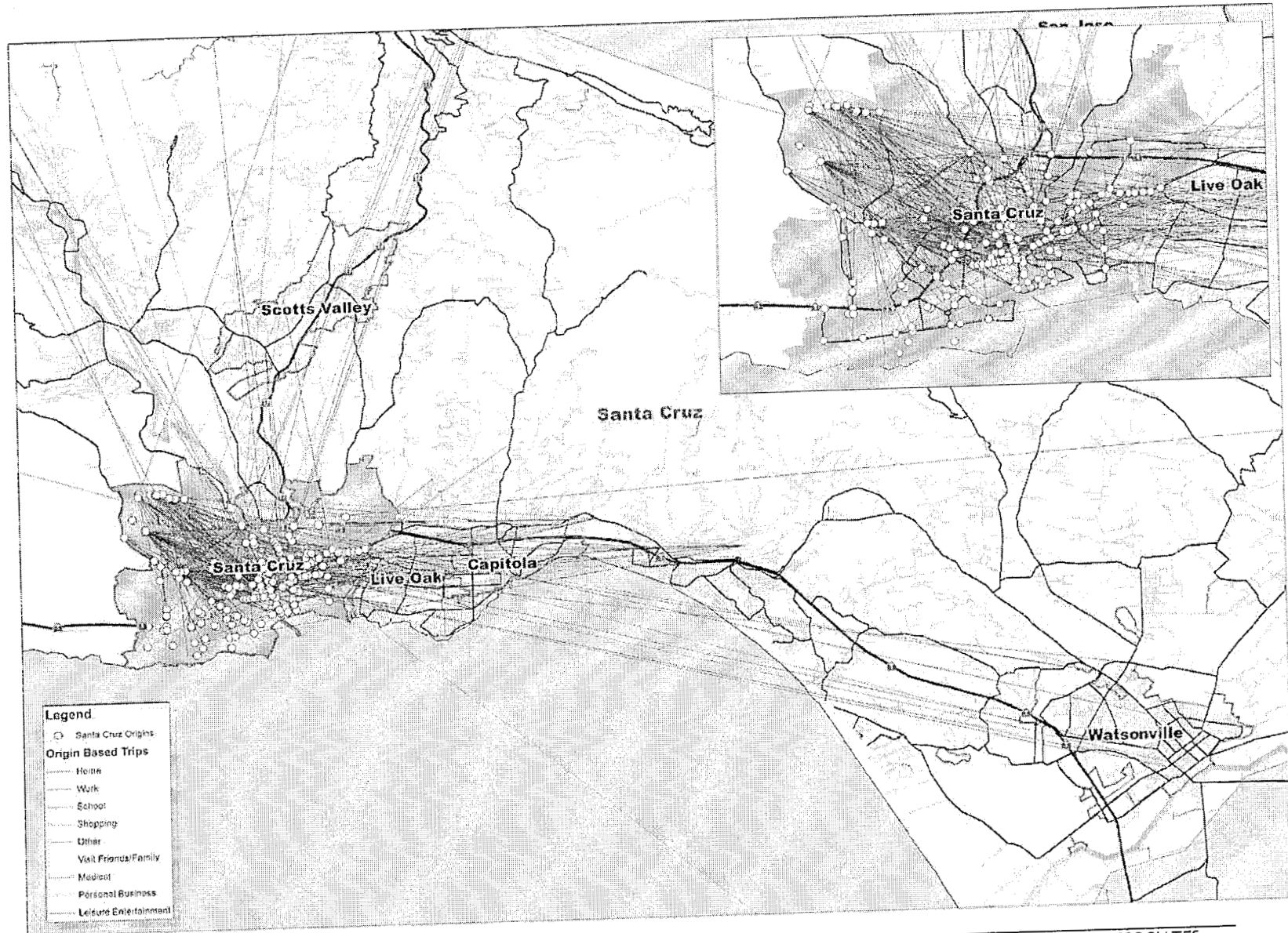
	# of Responses	Average Rating*
On time arrivals	1600	3.61
Bus information	1547	4.10
Seat availability	1570	3.72
Bus maintenance	1498	4.17
Service Frequency	1538	3.48
Courtesy of drivers	1533	4.02
Customer service	1417	4.00
Bus cleanliness	1485	4.07

\*1=unsatisfied, 5= very satisfied

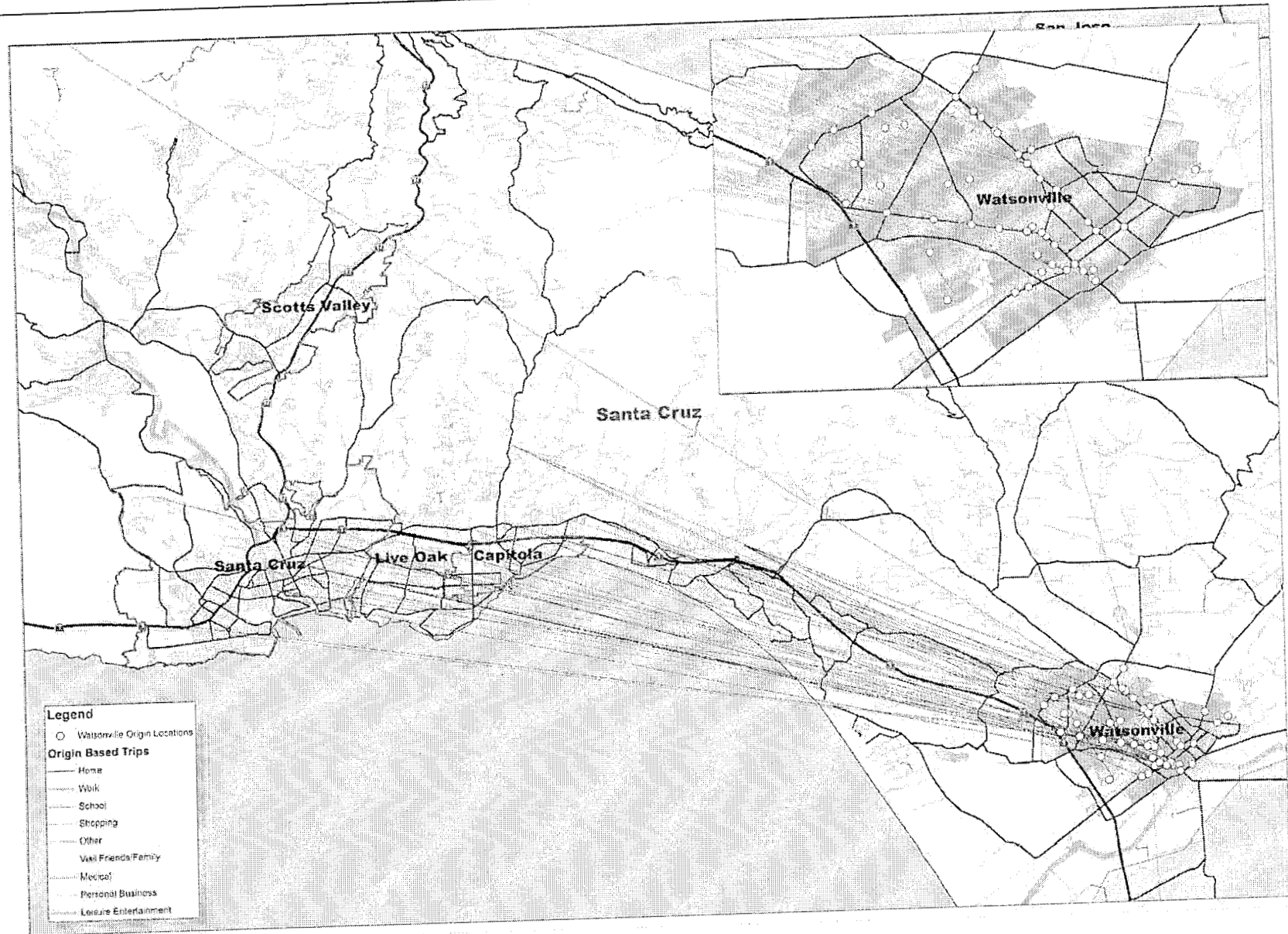
**ORIGIN-DESTINATION MAPS (BY ORIGIN LOCATION AND TRIP PURPOSE)**

10.9134

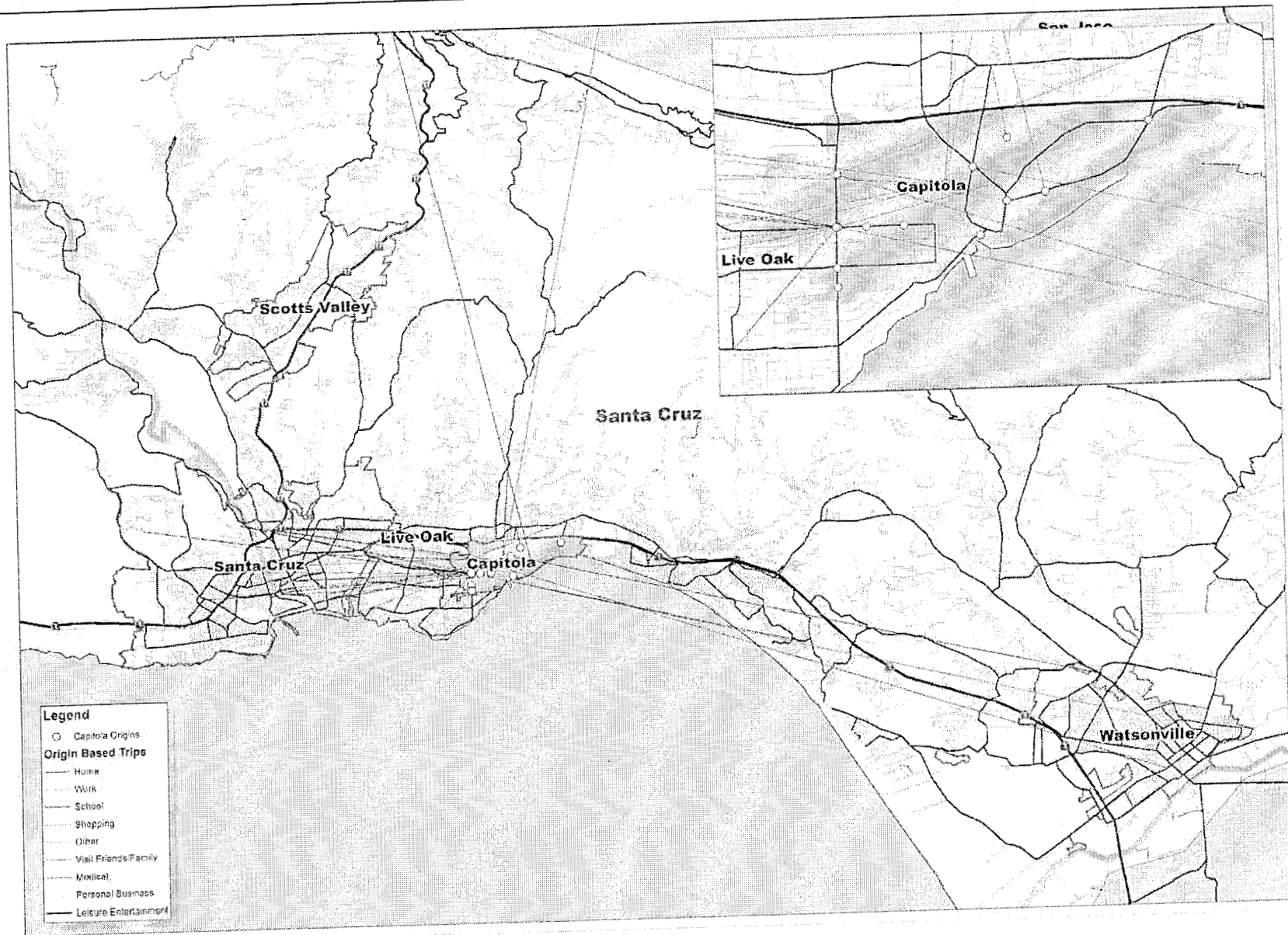




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10.9.136



10.9.137

16.9138



## BUS DRIVER INTERVIEWS

Wilbur Smith Associates met with the METRO bus drivers on May 2, 2007. WSA sent four representatives (two located in the Operation's break room, two located in the METRO Center break room) to sit down with drivers and discuss issues they felt were important to include in the Short Range Transit Plan process. The interviewers were equipped with a questionnaire but the drivers were encouraged to discuss any issues they felt were relative.

Two important ideas were raised:

- An investment by METRO in technology to record and measure performance for services would be beneficial. That way there would be a consistent resource to record information, provide information to customers and measure and monitor performance. Of particular importance is the ability to record on time performance. On time performance of services is affected by increasing congestion on major trunk lines.
- The operators believe that METRO service would be enhanced by regular communication forums being established between planning and operations to discuss route and service opportunities.

## COMMUNITY FOCUS GROUP RESULTS

### Watsonville Focus Group results

As part of the community outreach effort included in the development of the Santa Cruz METRO's 2008-2012 Short Range Transit Plan (SRTP), Wilbur Smith Associates (WSA) conducted a focus groups with non-users of the transit service in the community of Watsonville on Wednesday, May 16 2007. The focus group was held at the La Manzana Community Resources Center, a bilingual, bicultural community resource center serving mostly low-income residents of Watsonville and Pajaro Valley.

The purpose of this focus group was threefold: 1) to identify if the members of the community were aware of METRO service in the City of Watsonville and the surrounding areas, 2) to identify the major reasons why METRO service is not currently used, and 3) to identify what service changes would increase the use of transit. The participants were a representative group of the Watsonville community, comprised of users and non-users, working class and low-income agricultural workers. The participants included the following individuals:

- (2) working class mid to late 20 year old females (former bus riders)
- (1) working class mid 40's female (non-user)
- (1) low-income agricultural worker, mid 30's mother of 4 children (bus rider)
- (1) low-income agricultural worker, late twenties male (occasional bus rider)
- (1) low-income nursery worker, late twenties male (non-user)
- (1) low-income agricultural worker, late 40's male (non-user)

The focus group began with an introduction and presentation by WSA staff person, Elizabeth Cruz, who gave a brief overview of METRO's SRTP and explained why their participation in the process was important. Following the presentation, the group was asked a few preliminary questions to establish their level of familiarity with METRO service in Watsonville. The following sections present the participant's responses to the questions/topics asked:

#### Awareness of METRO Transit Service in Watsonville

In general, participants said they were aware that METRO provided services within the City of Watsonville and to nearby Soquel and Santa Cruz. However, while focus group participants said they were aware METRO serviced these areas they were unclear of how to take the bus to areas they wanted to go. Several participants mentioned that a lack of information was one of the biggest reasons why they did not ride the bus. Notably, they did not know where to seek out bus schedule information as no "headways" were provided at the Watsonville Transit Center.

#### Best Method to Communicate Transit Information

When asked to identify what the best and most efficient way to distribute transit information to them, the responses of participants indicated they preferred to have printed materials made available to them. Several participants said they would like to see schedules and other transit information mailed out to their homes. If flyers or other materials could not be mailed out, interest was expressed in making these printed materials available at key centers of activity such as the METRO Center and the La Manzana Community Resources Center.

### Major Issues Why You Do Not Ride METRO

While participants had individual reasons for not riding METRO, some general themes did emerge during their conversations. The following include the topics identified along with key points expressed:

1. Time schedules are not reliable (non-users or people who stopped riding)
  - You can never be sure what time the bus is going to arrive
  - Buses are consistently late
2. Bus rides are too long (people who stopped riding the riders)
  - It is inconvenient to ride the bus with many stops that result in a 1-hour trip when the alternative (driving or asking for a ride) is much faster
3. Bus driver attitudes
  - When approached with questions about routes and how to get to particular destinations, drivers were accused of being rude and providing a schedule map
  - Some women participants expressed feeling uncomfortable around bus drivers they felt would look at them inappropriately
4. Bus service isn't provided to the areas I need to go (non riders)
  - Bus service isn't provided near agricultural fields, where many of the non-rider population work.
  - Bus service isn't provided to doctor or dentist offices in nearby cities

### Key issues of concern for (bus riders/former bus riders)

1. Price of Fare
  - The price of fare is expensive especially because no transfer system exists. It is unfair for low-income riders to have to pay full fare for a one-way trip that requires transfer of buses.
  - It is especially hard for families with children to travel on the bus for two main reasons:
    1. Children above 46 inches must pay full fare
    2. There is a limit of 3 children per fare-paying adult
2. Bus stop locations
  - Need shelters and good lighting so riders can feel comfortable and safe while waiting for the bus to arrive
  - Need to be provided near major sources of employment for low-income riders (e.g. near agricultural fields)

### Travel Alternatives Used by Non-Riders

#### Carpools

Based on the fact that the majority of the focus groups participants were non-riders questions were asked to determine what alternatives they used to travel and get where they needed to go. Generally, non-riders worked in agricultural fields and said they would carpool with co-workers. They self reported that they would pay approximately \$25 a week to the driver.

**Rides**

Participants said that when they wanted to make trips that were possible by bus they would typically ask a friend, a relative, or neighbor for a ride. However, they expressed feelings of guilt for imposing themselves on their ride providers and would often pay them \$20 or more for their "troubles." Rides became a particularly troublesome when ride providers would have to travel to another field site and left the carpoolers without a ride.

**Taxi**

In emergency situations participants said they relied on taxi service which was often costly but necessary due to the nature of their trips.

**Improvements or modifications that METRO could make to increase your likeliness to use transit**

- Provide an express route between Watsonville and Santa Cruz
- Provide more information about bus scheduling and stop locations
- Provide bus shelters. The majority of bus stops are only designated by a pole with the route number and provide no weather protection
- Provide good lighting and emergency phones at bus stop locations in remote areas
- Widely advertise service changes to bus routes
- Introduce a discounted bus fare price for children
- Introduce a bus transfer system
- Provide more bilingual bus drivers



## CAPITOLA FOCUS GROUP RESULTS

As part of the community outreach effort included in the development of the Santa Cruz METRO's 2008-2012 Short Range Transit Plan (SRTP), Wilbur Smith Associates (WSA) conducted a focus groups with non-users of the transit service in the community of Capitola on Thursday, May 17 2007. The focus group was held during the evening hours at Capitola City Hall.

The purpose of this focus group was threefold: 1) to identify if the members of the community were aware of METRO service in the City of Capitola and the surrounding areas, 2) to identify the major reasons why METRO service is not currently used, and 3) to identify what service changes would increase the use of transit. The participants were a representative group of the Capitola community, comprised of users and non-users, owners and renters. The participants included the following individuals:

Name	Tenancy	Gender	Age	Disabled
Bob Begun	Renter	M	80	
Shirley Forsyth	Owner	F	65+	X
Henry Queen	Owner	M	77	X
Mike Spence	Owner	M	58	
John Nicol	Owner	M	59	
Toni Castro	Owner	F	54	
Mick Routh	Owner	M	62	
Thea Luitin	Owner	F	44	
Julius Burks	Renter	M	52	
John Travers	Renter	M	53	
Lyn Travers	Renter	F	54	
Dewayne Woods	Owner	M	39	
B.J. Crawford	Renter	F	29	
Sharon Presco	Renter	F	59	
Debbie Johnson	Renter	F	49	

The focus group began with an introduction and presentation by WSA staff person, Robert Betts, who gave a brief overview of METRO's SRTP and explained why their participation in the process was important. Following the presentation, the group was asked a few preliminary questions to establish their level of familiarity with METRO service in Capitola. Additional questions were then asked to obtain the group's input on changes and improvements to METRO service in Capitola.

The Capitola focus group attendees had a lot of useful feedback regarding the METRO service. Attendees were non-users, infrequent users, former users almost all had specific comments about existing routes and frequencies, destinations and how METRO might better serve the community. Residents seemed mostly concerned about increasing local service within and around the city as opposed to to-and-from Watsonville and Santa Cruz. Other major concerns included:

- Provision, transparency and convenience of service information
- More convenient start and end schedule for work hours

- Capitola Mall identified as an inconvenient place for most locals that want to go directly to Santa Cruz
  - METRO's buses are too large/noisy for Capitola's small streets
- Each of the issues addressed at the focus group are outlined in greater detail in the sections below:

## Concerns/Complaints/Issues with METRO Transit Service:

### Senior/Disabled concerns

- Metro doesn't send out service information
- Need to go to Capitola Mall, can't get schedules
- Para-Cruz difficult to plan trips, very restrictive/inflexible
- 3-hours out of life each day to take a trip

### Inconvenience – Origins & Destinations

- Most Capitola routes go to Mall – this is inconvenient
- Buses only go to downtown, Santa Cruz or Mall, not around Capitola, or neighborhoods
- 80% of shopping is done within city limits, but most routes are ins and outs

### Information

- Schedules not user-friendly
- Bus-stops are not on web site

### Frequency

- Round-trip 3-hours to DT Santa Cruz
- Wait 10-25 minutes for bus, take to mall and transfer
- Buses at "hill district" only come twice per day during commute hours
- Cannot get home after work (service stops too early)
- Cannot get to work with METRO because service starts too late

### Reliability

- Reliance on transit lost one person a potential job due to negative perception of METRO on-time reliability

### Distance to bus-stops

- Taking METRO to work is convenient only when within 2/blocks of work or home

**Quality of Service**

- Buses are too big (too loud) for the roads in Capitola
- Need smaller buses here
- Buses are filthy
- Feel unsafe

**Equity**

- Capitola should have our share of service based on the amount of sales tax we contribute (we pay more and get less)
- METRO should train potential riders early and give students free passes

**Suggestions for Improvements****Trolley/Circulator**

- Current shuttle goes from Post office to beach and back
- Why not have the same as UCSC shuttle bus system that complements METRO
- Trolley would be fun in Capitola
- Get rides up the hill
- Regular schedule, 10 -20 minute frequency
- Circulator – continual loop
- Luggage, storage area for errands
- Local neighborhoods: JB, Vill, Cliffwood, Gayles Bakery, North 40ths, Beach, NH's, Shopping,
- Serve tourists and residents
- Willingness to pay?
  - Merchant funded
  - Token promotional
  - coupon system

**Serve more destination/routes**

- Direct service from Capitola neighborhoods to Santa Cruz bypassing Mall
- Esplanade would be nice to have bus routes
- Mall, Village, Bay Avenue
- Library, beach, golf course, recreational areas
- Golf course, wharf to wharf

**Provide more information**

- Next Bus
- Mapquest tool: you type in o/d it provides route and stops
- Capitola Local TV – rolling scroll with route change information
- City newsletter

**Environmentally clean buses – natural gas/electric**

- Summer busses are popular, attractive and fun
- Good time, green focus
- Natural gas, electric buses more green

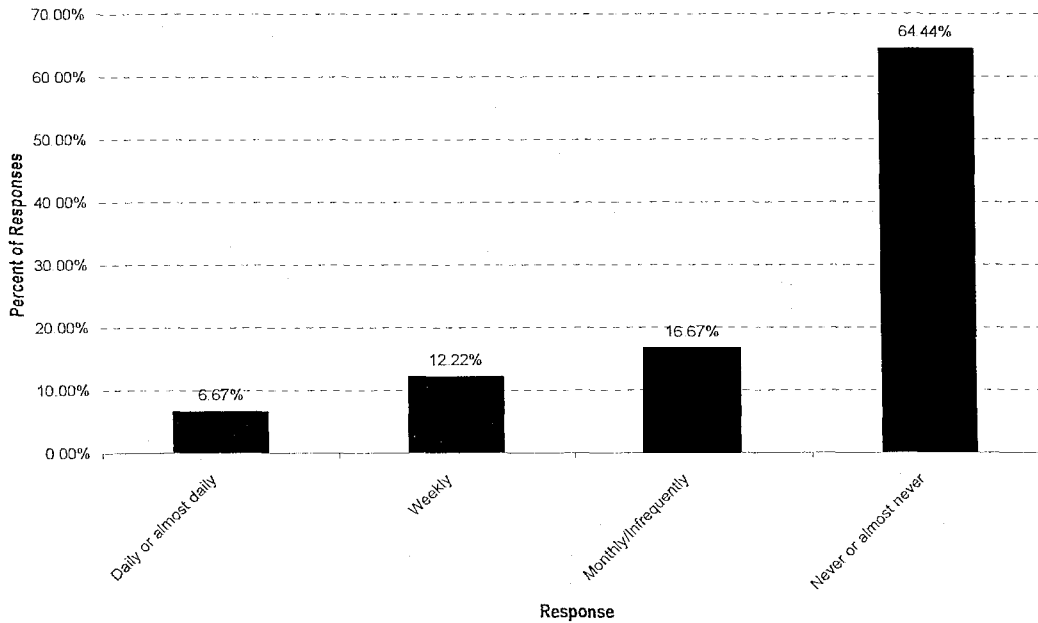
**Other Capitola Information**

- population is declining and aging
- growing rental housing stock
- aging population is transit dependant, needs to get to hospital, doctor, pharmacy
- greater need for inter-city than intra-city transport with a regular (memorizable) frequency
- Watsonville is labor pool
  - Destination 41st Avenue, no housing there
  - Watsonville to Capitola mall routes should be focused on commute hours
- Population would like to be able to take METRO/trolley to dinner/shopping and back

### CABRILLO COLLEGE WEB SURVEY RESULTS

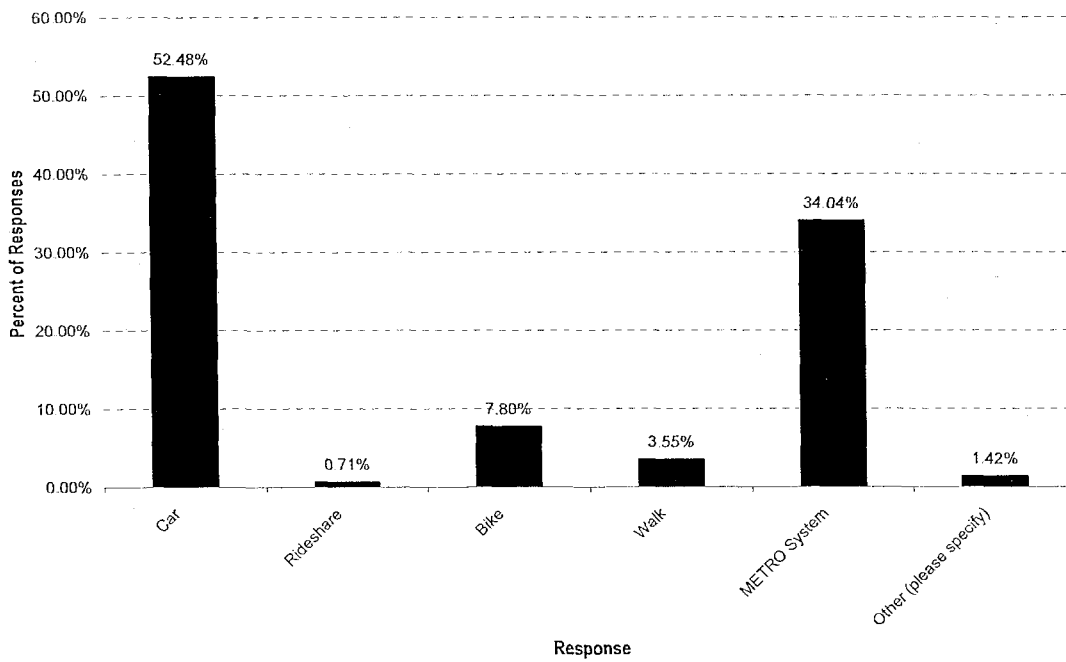
How frequently do you use METRO for trips to Cabrillo College?  
(Transit Non-Users)

n = 90



How do you most often get to Cabrillo College?

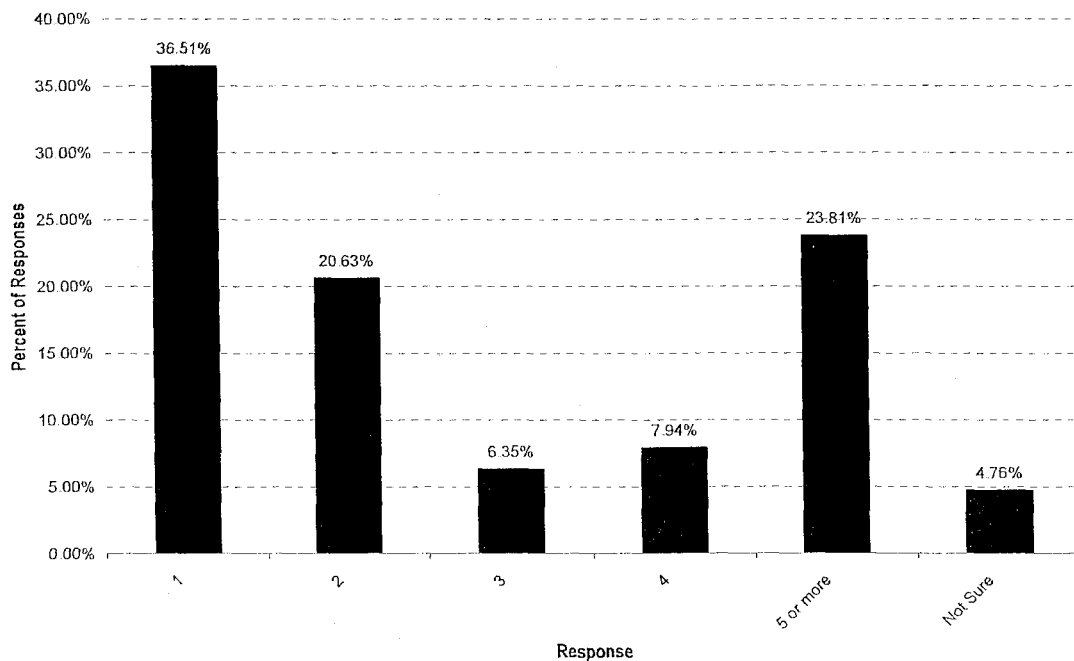
n = 141



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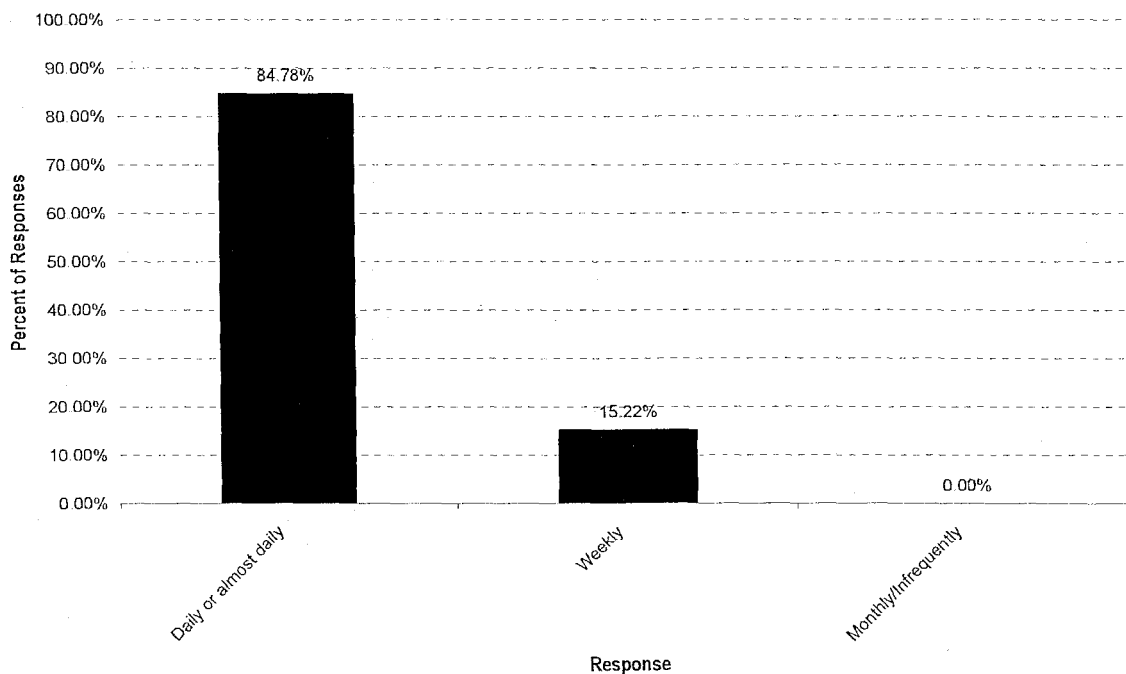
Approximate number of blocks to your nearest bus stop

n = 63



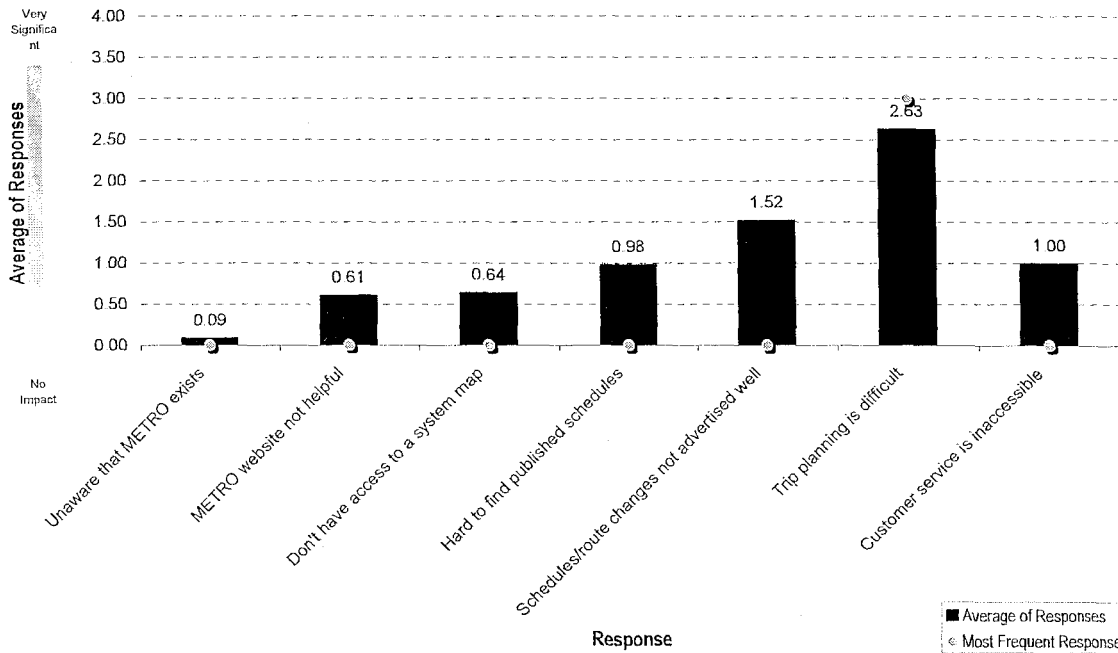
How frequently do you use METRO for trips to Cabillo College?  
(Transit Users)

n = 46



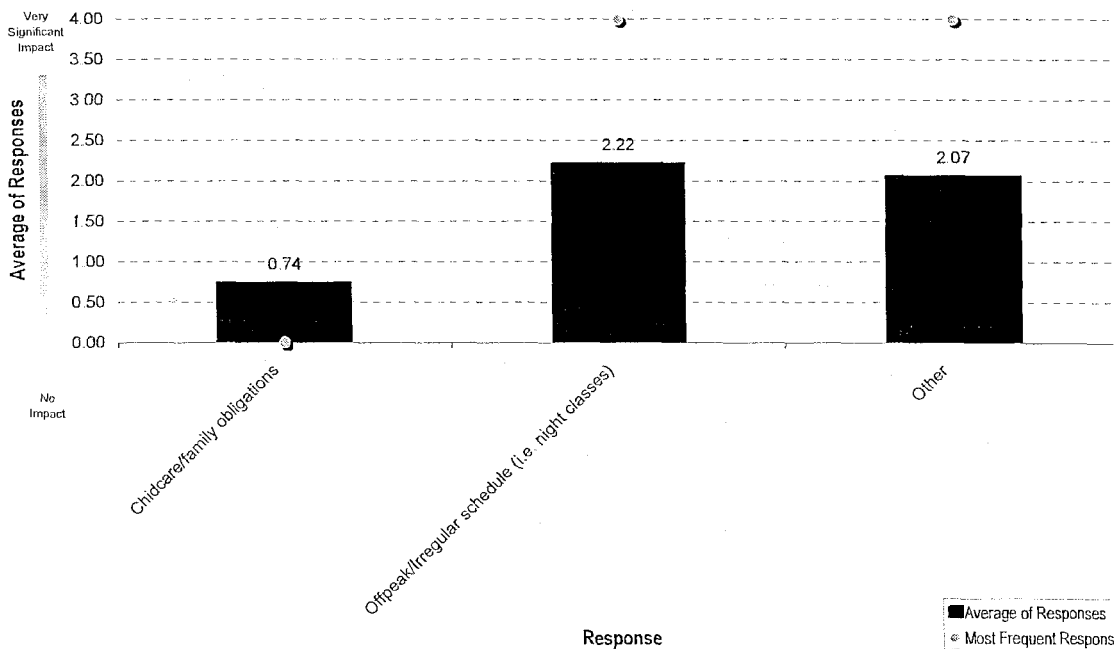
To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 64

Category: Poor Service Information



To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 63

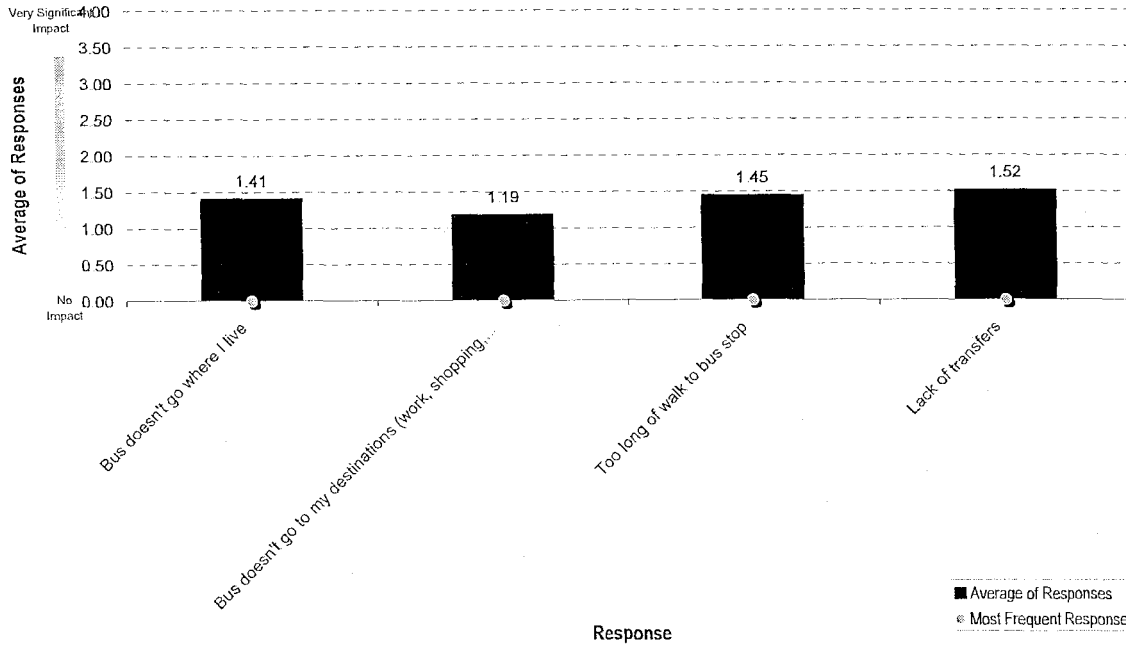
Category: Non-Convenient for My Lifestyle



10.9149

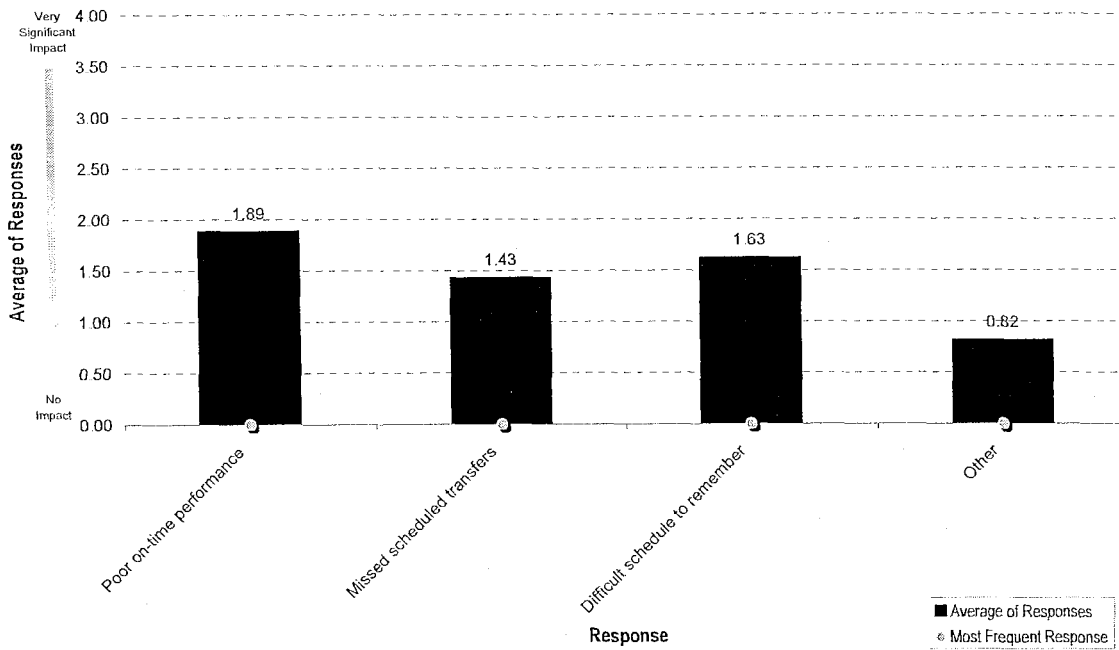
To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 60

Category: Poor or Limited Service Area Coverage



To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 59

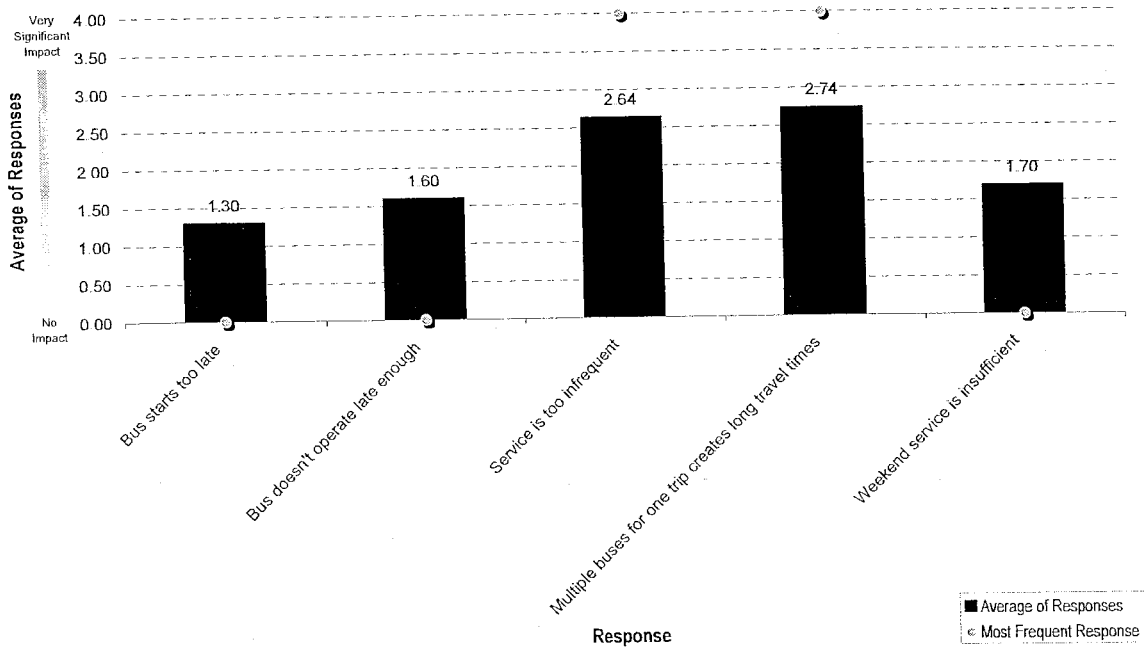
Category: METRO Service Reliability





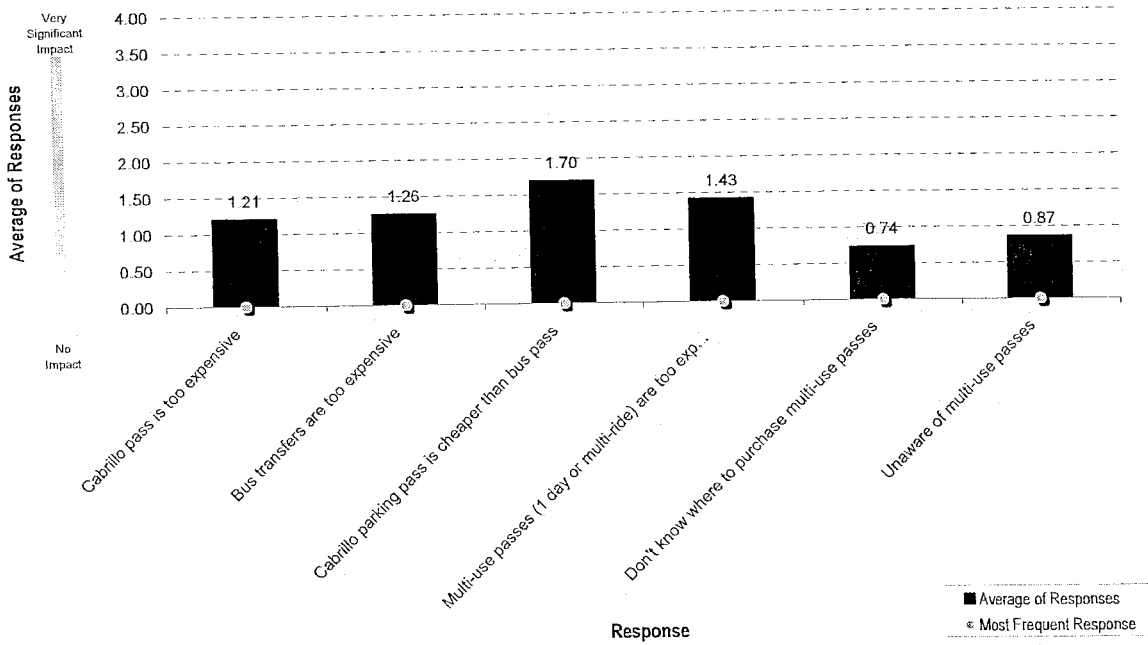
To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 63

Category: Poor or Limited Time Coverage



To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 60

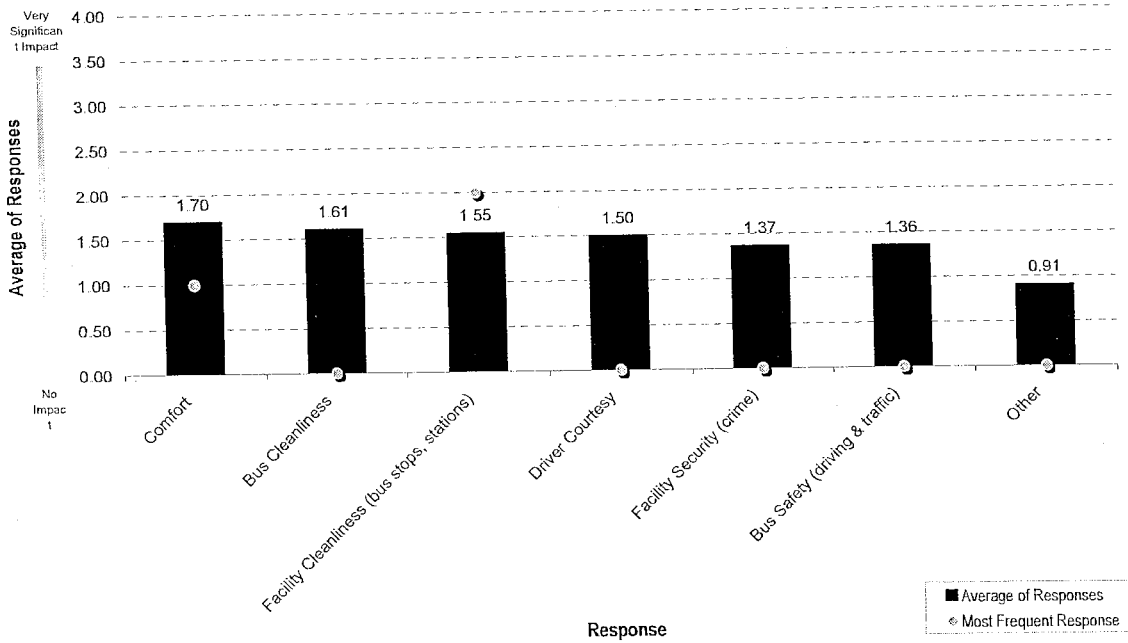
Category: METRO Service Cost



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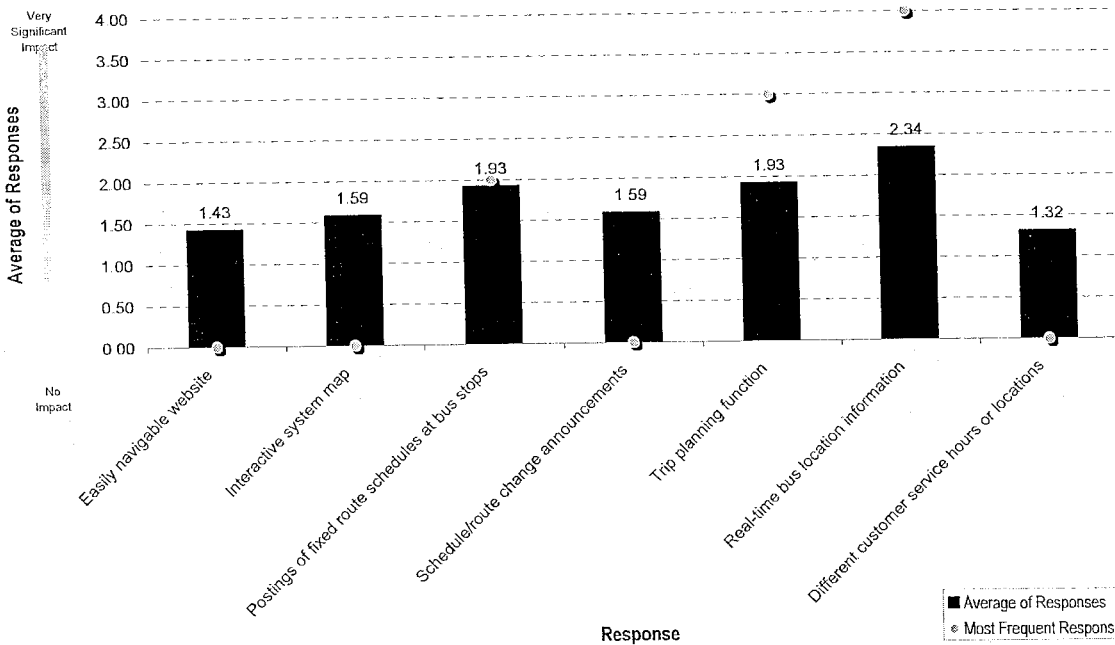
To what extent have the following factors impacted your decision NOT to commute primarily by bus? n = 56

Category: METRO Service Quality



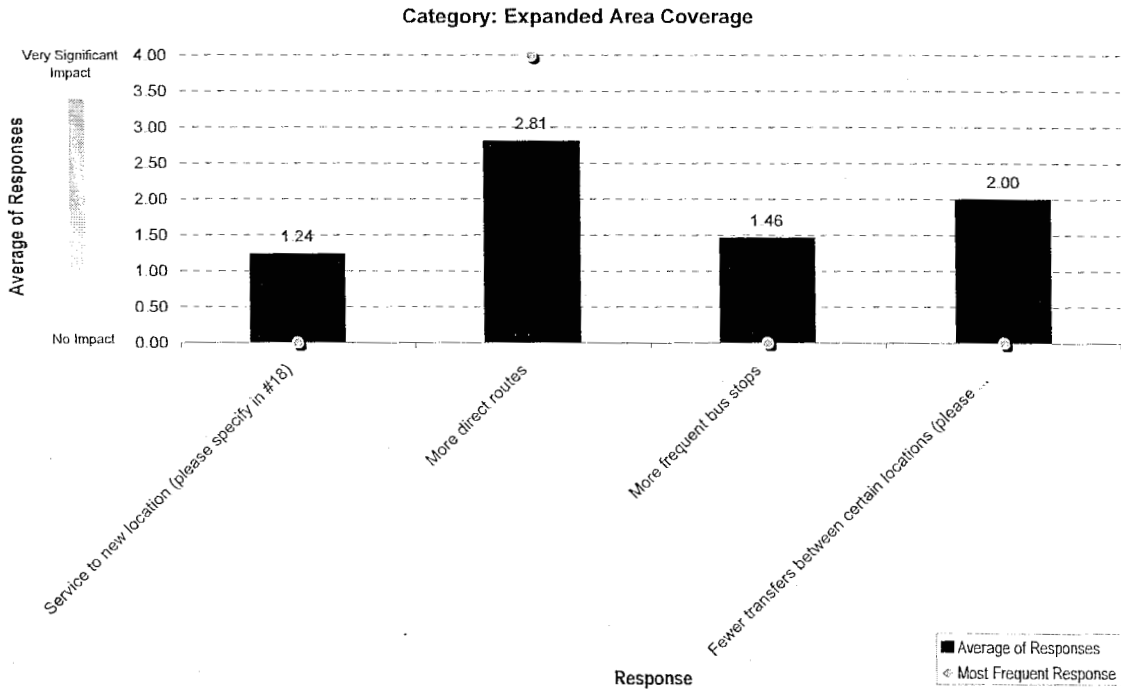
To what extent would the following impact your decision to INCREASE your use of METRO Service in the future? n = 42

Category: Expanded Service Information

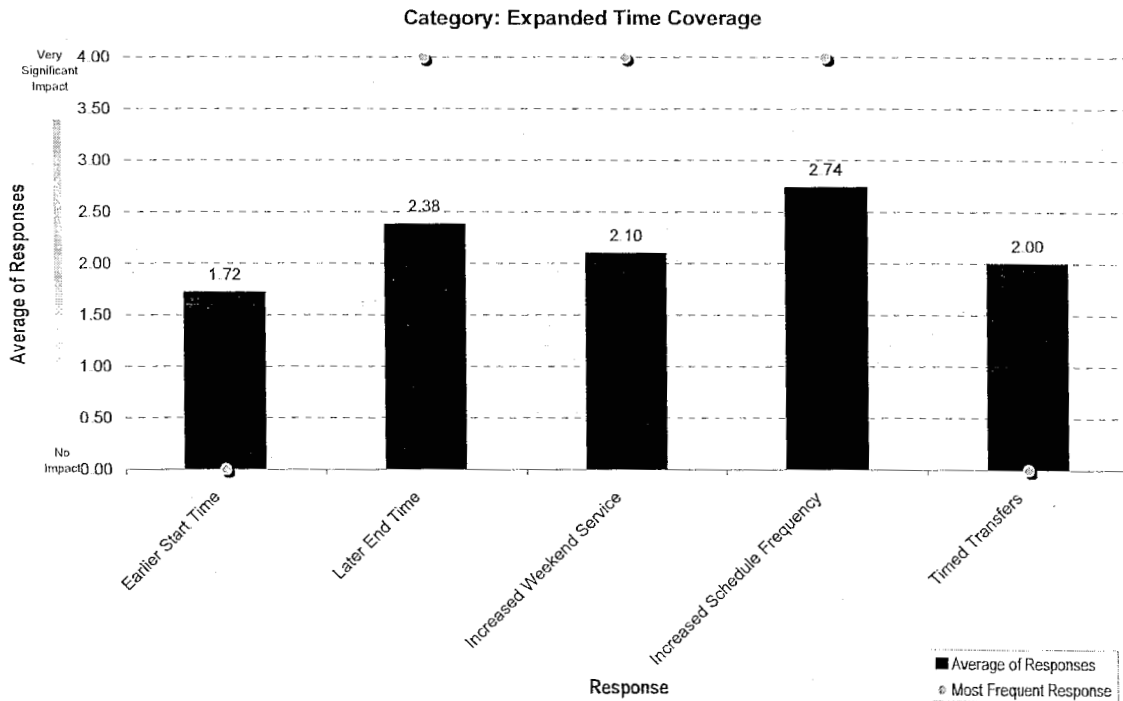


10.9152

To what extent would the following impact your decision to INCREASE your use of METRO Service in the future? n = 42



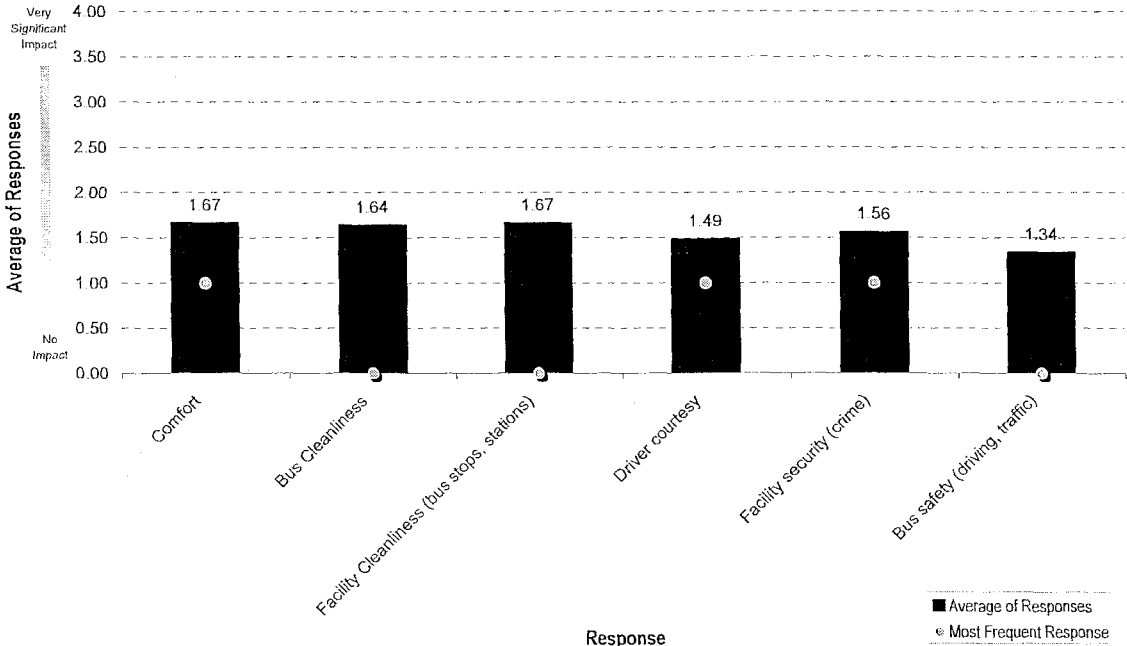
To what extent would the following impact your decision to INCREASE your use of METRO Service in the future? n = 42



10.9153

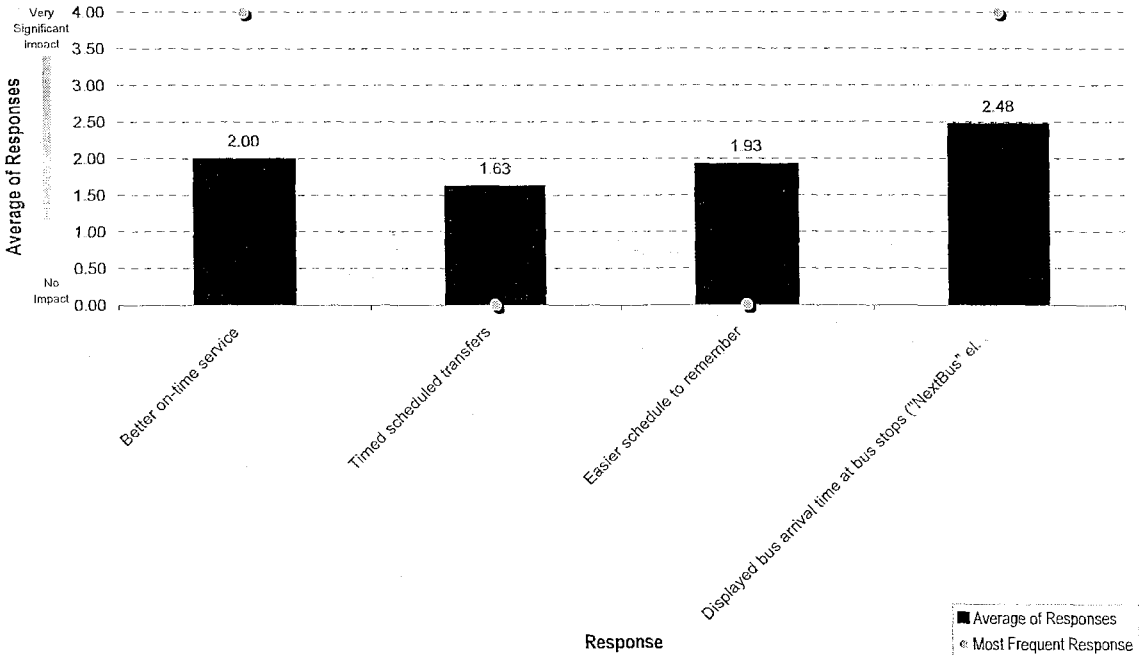
To what extent would the following impact your decision to INCREASE your use of METRO Service in the future? n = 39

Category: Improved Service Quality



To what extent would the following impact your decision to INCREASE your use of METRO Service in the future? n = 40

Category: Improved Service Reliability



10.9154

Comments from "Other" Responses:

Question 1: How do you most often get to METRO?

I use the metro and sometimes get rides
wheelchair

Question 5: Poor Service Information

Sometimes the buses are too packed and some bus drivers are rude and don't wait until you sit down before they start driving. I have almost fallen from this or seen others almost fall.
Routes are not relevant to my commute needs
It is more complicated, time and route-wise for me to take the bus
Some times the bus drivers can be rude and don't stop and it really ruins my day because ill be late to work or school.
I live in Aromas, no bus line.
My area is serviced just 1x during an hour. It's the inflexibility that prevents me from using public transportation.
Infrequent
It took me an hour to get to school from West Santa Cruz to Cabrillo and I had to walk a mile home each night at 11 pm through a sketchy area
Waiting period is too long between buses
Poor service
Even on prime route, busses too infrequent
Service not reliable
Routes ridiculous, inefficient for cross-town+ no transfers
Maps are difficult to read

Question 7: Taking the bus isn't convenient to my lifestyle.

I like biking to school
Convenience of leaving when i want directly home 2 mi
Too Busy, bus takes too long
I apparently have to take 3 different buses from my house to Cabrillo, a trip of about an hour and a half (compared to 20 minutes in a car)
Too many stops

10.9155

IT takes to long.
Fear of not being safe - bus stops are unsafe, people in SLV are scary and predatory at bus stops, where drugs are dealt
I quite often have heavy/bulky artwork supplies to transport
Because I don't know if they are going to stop or leave me there.
Frequently, the 71 is very late and does not follow the time tables listed. I don't take the bus anymore because the bus system is not very efficient or reliable.
Slow service (15 min. car trip takes 30 min. bus)
Needing to be places right after one another. no time to wait for bus
There is no route within three miles of my home.
I live far away from school
I can not be sure I will be on time when I take the bus
No transit service on Glen canyon
Bus pass does not work on Sundays
No bus service near my house
Taking the bus is like a long journey, as opposed to simple transportation
It's all about the drivers, the passengers seem like a secondary consideration. . Everybody doesn't get all those union holidays off. I don't have 3 hours a day for a half hour worth of commuting
Service so limited by time and area
I like to bike but bus is second choice
Bus takes too long
Bus takes too long to transport
Too far to walk for me.
Coordination with employment

Question 13: METRO service reliability?

Plenty reliable, bus trips from downtown to Cabrillo and back too infrequent
Need some express service
Uncertain of reliability - data not published or easily available
I've never taken a bus.
Bus schedules do not reflect ACTUAL arrival times
It's a really cute trick when the bus has came and gone like fifteen minutes before its scheduled time. or doesn't run for the last scheduled run.

10.9156

Not convenient like other cities + how it was here

Question 15: METRO Service Quality?

- Too many fumes/smells
- Some drivers are wonderful and some are abusive. We have no action to take if they are bad
- I've never taken a bus

Question 18: New locations for expanded service?

- Amesti Rd.
- Felton - East Zayante past glen arbor - it must be safe, security camera/well-patrolled stop
- Lockewood and Whispering Pines
- More nonstop from Watsonville
- AROMAS
- Branciforte Drive
- More stops in Bonny Doon
- Shaffer Rd area coverage

Question 19: Reduce the need to transfer between these locations?

- East Zayante and Glen Arbor to downtown Santa Cruz, 17th Ave, River Street (Costco)
- Scotts Valley and Cabrillo
- Capitola and Cabrillo
- Cabrillo Metro Buses specifically for students only
- Western to Cabrillo
- Green Valley rd /Cabrillo/Santa Cruz
- To Cabrillo College
- I have to go downtown first to get anywhere (ie. Cabrillo, Capitola)
- Cabrillo and UCSC
- Westside Santa Cruz and Capitola/Aptos/Soquel
- Cabrillo to UCSC
- Rio del Mar and Santa Cruz
- Westside and Cabrillo
- Westside to Cabrillo without stop at Metro center

10.9.157

Question 23: Other service area improvements or amenities?

Remove billboards/ads on buses
A more efficient system for 71 would be great.
Bus from Cabrillo to SJSU
Expand service not excess technology.

10.9158



## APPENDIX E: FINANCIAL TABLES

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The following tables show the detailed revenue sources for actual end FY07 through projected FY12 using three different projection methodologies including:

- METRO projections based on MTD five year framework (November 2007) – Table H-1
- Projections based on historic METRO budgets – Table H-2
- Recommended projections for SRTP – Table H-3
- Projections based on SCMTD TY 2009 Budget – Table H-4
- Historic budget analysis – Table H-5
- METRO year end actuals – Table H-6
- Historic and projected sales tax revenue – Table H-7

Table H-1: METRO Five Year Framework Projection

REVENUE SOURCE	YEAR END ACTUAL FY07	PROJ. YEAR END ACTUAL FY08	PROJ FY09	PROJ FY10	PROJ FY11	PROJ FY12	AVG. ANNUAL CHANGE FY09/ FY12
Passenger Fares	\$ 3,406,079	\$ 3,450,078	\$ 3,519,080	\$ 3,589,461	\$ 3,661,250	\$ 3,734,475	2%
Special Transit Fares	\$ 2,837,936	\$ 3,050,000	\$ 3,202,500	\$ 3,362,625	\$ 3,530,756	\$ 3,707,294	5%
Paratransit Fares	\$ 229,100	\$ 229,644	\$ 231,940	\$ 234,260	\$ 236,602	\$ 238,968	1%
Highway 17 Fares	\$ 818,902	\$ 842,000	\$ 867,260	\$ 893,278	\$ 920,076	\$ 947,678	3%
Highway 17 Payments	\$ 438,482	\$ 509,000	\$ 524,270	\$ 539,998	\$ 556,198	\$ 572,884	3%
Commissions	\$ 5,695	\$ 5,372	\$ 5,372	\$ 5,372	\$ 5,372	\$ 5,372	0%
Advertising Income	\$ 243,273	\$ 200,461	\$ 175,000	\$ 180,250	\$ 185,658	\$ 191,227	3%
Rent Income - SC Metro Center	\$ 85,935	\$ 81,803	\$ 83,439	\$ 85,108	\$ 86,810	\$ 88,546	2%
Rent Income - Watsonville TC	\$ 50,644	\$ 45,758	\$ 46,673	\$ 47,607	\$ 48,559	\$ 49,530	2%
Rent Income - General	\$ 4,800	\$ -	\$ -	\$ -	\$ -	\$ -	0%
Interest Income	\$ 1,327,929	\$ 875,000	\$ 750,000	\$ 500,000	\$ 450,000	\$ 450,000	
Other Non-Trans Revenue	\$ 269,279	\$ 136,000	\$ 170,000	\$ 175,100	\$ 180,353	\$ 185,764	3%
Sales Tax	\$ 17,652,773	\$ 17,624,453	\$ 18,065,064	\$ 18,516,691	\$ 18,979,608	\$ 19,454,098	3%
Transp Dev Act (TDA) Funds	\$ 6,165,834	\$ 6,362,036	\$ 6,552,897	\$ 6,749,484	\$ 6,951,969	\$ 7,160,528	3%
FTA Sec 5307 - Op Assistance	\$ 3,200,226	\$ 3,153,552	\$ 3,216,623	\$ 3,280,956	\$ 3,346,575	\$ 3,413,506	2%
Repay FTA Advance (5 years)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ -	\$ -	0%
FTA Sec 5311 - Rural Op Asst	\$ 168,582	\$ 149,335	\$ 155,308	\$ 161,521	\$ 167,982	\$ 174,701	4%
Transfer from Capital/Proj Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	4%
<b>SUBTOTAL REVENUE</b>	<b>\$ 6,835,469</b>	<b>\$ 36,644,493</b>	<b>\$ 7,495,427</b>	<b>\$38,251,710</b>	<b>\$ 39,307,767</b>	<b>\$ 40,374,572</b>	
<b>ANNUAL INCREASE</b>			<b>2.3%</b>	<b>2.0%</b>	<b>2.8%</b>	<b>2.7%</b>	
<b>ONE-TIME REVENUE</b>							
Carryover from Prev. Year	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Transfer from Insurance Reserves	\$ -	\$ 30,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	
Transfer from Reserves		\$ 152,270					
FTA Sec 5317 - Op Assistance	\$ -	\$ 17,785	\$ -	\$ -	\$ -	\$ -	
AMBAG Funding (Intern & SRIP)	\$ 39,404	\$ 43,746	\$ -	\$ -	\$ -	\$ -	
<b>SUBTOTAL ONE-TIME REVENUE</b>	<b>\$ 39,404</b>	<b>\$ 243,801</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	
<b>TOTAL REVENUE</b>	<b>\$ 6,874,873</b>	<b>\$ 36,888,294</b>	<b>\$37,645,427</b>	<b>\$38,401,710</b>	<b>\$ 39,457,767</b>	<b>\$ 40,524,572</b>	

10.9.160

Table H-2: Projections Based on Historic METRO Budgets

REVENUE SOURCE	YEAR END ACTUAL FY07	PROJ. YEAR END ACTUAL FY08	PROJ FY09	PROJ FY10	PROJ FY11	PROJ FY12	AVG. ANNUAL CHANGE FY09/ FY12
Passenger Fares	\$ 3,406,079	\$ 3,450,078	\$ 3,450,078	\$ 3,450,078	\$ 3,450,078	\$ 3,450,078	0%
Special Transit Fares	\$ 2,837,936	\$ 3,050,000	\$ 3,202,500	\$ 3,362,625	\$ 3,530,756	\$ 3,707,294	5%
Paratransit Fares	\$ 229,100	\$ 229,644	\$ 231,940	\$ 234,260	\$ 236,602	\$ 238,968	1%
Highway 17 Fares	\$ 818,902	\$ 842,000	\$ 867,260	\$ 893,278	\$ 920,076	\$ 947,678	3%
Highway 17 Payments	\$ 438,482	\$ 509,000	\$ 524,270	\$ 539,998	\$ 556,198	\$ 572,884	3%
Commissions	\$ 5,695	\$ 5,372	\$ 5,372	\$ 5,372	\$ 5,372	\$ 5,372	0%
Advertising Income	\$ 243,273	\$ 200,461	\$ 175,000	\$ 180,250	\$ 185,658	\$ 191,227	3%
Rent Income - SC Metro Center	\$ 85,935	\$ 81,803	\$ 83,439	\$ 85,108	\$ 86,810	\$ 88,546	2%
Rent Income - Watsonville TC	\$ 50,644	\$ 45,758	\$ 46,673	\$ 47,607	\$ 48,559	\$ 49,530	2%
Rent Income - General	\$ 4,800	\$ -	\$ -	\$ -	\$ -	\$ -	0%
Interest Income	\$ 1,327,929	\$ 875,000	\$ 750,000	\$ 500,000	\$ 450,000	\$ 450,000	
Other Non-Transp Revenue	\$ 269,279	\$ 136,000	\$ 170,000	\$ 175,100	\$ 180,353	\$ 185,764	3%
Sales Tax	\$ 17,652,773	\$ 17,624,453	\$ 18,065,064	\$ 18,516,691	\$ 18,979,608	\$ 19,454,098	2.5%
Transp Dev Act (TDA) Funds	\$ 6,165,834	\$ 6,362,036	\$ 6,552,897	\$ 6,749,484	\$ 6,951,969	\$ 7,160,528	3.0%
FTA Sec 5307 - Op Assistance	\$ 3,200,226	\$ 3,153,552	\$ 3,216,623	\$ 3,280,956	\$ 3,346,575	\$ 3,413,506	2.0%
Repay FTA Advance (5 years)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ -	\$ -	0%
FTA Sec 5311 - Rural Op Asst	\$ 168,582	\$ 149,335	\$ 155,308	\$ 161,521	\$ 167,982	\$ 174,701	4%
Transfer from Capital/Proj Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	4%
<b>SUBTOTAL REVENUE</b>	<b>\$36,835,469</b>	<b>\$ 36,644,493</b>	<b>\$ 37,426,426</b>	<b>\$ 38,112,326</b>	<b>\$ 39,096,595</b>	<b>\$ 40,090,175</b>	
<b>ANNUAL INCREASE</b>			<b>2.1%</b>	<b>1.8%</b>	<b>2.6%</b>	<b>2.5%</b>	
<b>ONE-TIME REVENUE</b>							
Carryover from Previous Year	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Transfer from Insurance Reserves	\$ -	\$ 30,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	
Transfer from Reserves		\$ 152,270					
FTA Sec 5317 - Op Assistance	\$ -	\$ 17,785	\$ -	\$ -	\$ -	\$ -	
AMBAG Funding (Intern & SRTP)	\$ 39,404	\$ 43,746	\$ -	\$ -	\$ -	\$ -	
<b>SUBTOTAL ONE-TIME REVENUE</b>	<b>\$ 39,404</b>	<b>\$ 243,801</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	
<b>TOTAL REVENUE</b>	<b>\$36,874,873</b>	<b>\$ 36,888,294</b>	<b>\$ 37,576,426</b>	<b>\$ 38,262,326</b>	<b>\$ 39,246,595</b>	<b>\$ 40,240,175</b>	

10.9.16.1

Table H-3: Recommended Projections for SRTP

REVENUE SOURCE	YEAR END ACTUAL FY07	PROJ. YEAR END ACTUAL FY08	PROJ FY09	PROJ FY10	PROJ FY11	PROJ FY12	AVG. ANNUAL CHANGE FY09/ FY12
Passenger Fares	\$ 3,406,079	\$ 3,450,078	\$ 3,519,080	\$ 3,589,461	\$ 3,661,250	\$ 3,734,475	2%
Special Transit Fares	\$ 2,837,936	\$ 3,050,000	\$ 3,202,500	\$ 3,362,625	\$ 3,530,756	\$ 3,707,294	5%
Paratransit Fares	\$ 229,100	\$ 229,644	\$ 231,940	\$ 234,260	\$ 236,602	\$ 238,968	1%
Highway 17 Fares	\$ 818,902	\$ 842,000	\$ 867,260	\$ 893,278	\$ 920,076	\$ 947,678	3%
Highway 17 Payments	\$ 438,482	\$ 509,000	\$ 524,270	\$ 539,998	\$ 556,198	\$ 572,884	3%
Commissions	\$ 5,695	\$ 5,372	\$ 5,372	\$ 5,372	\$ 5,372	\$ 5,372	0%
Advertising Income	\$ 243,273	\$ 200,461	\$ 175,000	\$ 180,250	\$ 185,658	\$ 191,227	3%
Rent Income - SC Metro Center	\$ 85,935	\$ 81,803	\$ 83,439	\$ 85,108	\$ 86,810	\$ 88,546	2%
Rent Income - Watsonville TC	\$ 50,644	\$ 45,758	\$ 46,673	\$ 47,607	\$ 48,559	\$ 49,530	2%
Rent Income - General	\$ 4,800	\$ -	\$ -	\$ -	\$ -	\$ -	0%
Interest Income	\$ 1,327,929	\$ 875,000	\$ 750,000	\$ 500,000	\$ 450,000	\$ 450,000	
Other Non-Transp Revenue	\$ 269,279	\$ 136,000	\$ 170,000	\$ 175,100	\$ 180,353	\$ 185,764	3%
Sales Tax	\$ 17,652,773	\$ 17,624,453	\$ 17,712,575	\$ 17,889,701	\$ 18,426,392	\$ 18,979,184	2%
Transp Dev Act (TDA) Funds	\$ 6,165,834	\$ 6,362,036	\$ 6,247,519	\$ 6,309,995	\$ 6,499,294	\$ 6,694,273	2%
FTA Sec 5307 - Op Assistance	\$ 3,200,226	\$ 3,153,552	\$ 3,185,088	\$ 3,248,789	\$ 3,313,765	\$ 3,380,040	2%
Repay FTA Advance (5 years)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ -	\$ -	0%
FTA Sec 5311 - Rural Op Asst	\$ 168,582	\$ 149,335	\$ 155,308	\$ 161,521	\$ 167,982	\$ 174,701	4%
Transfer from Capital/Proj Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	4%
<b>SUBTOTAL REVENUE</b>	<b>\$ 36,835,469</b>	<b>\$ 36,644,493</b>	<b>\$ 36,806,025</b>	<b>\$ 37,153,064</b>	<b>\$ 38,269,068</b>	<b>\$ 39,399,937</b>	
<b>ANNUAL INCREASE</b>			<b>0.4%</b>	<b>0.9%</b>	<b>3.0%</b>	<b>3.0%</b>	
<b>ONE-TIME REVENUE</b>							
Carryover from Previous Year	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Transfer from Insurance Reserves	\$ -	\$ 30,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	
Transfer from Reserves		\$ 152,270					
FTA Sec 5317 - Op Assistance	\$ -	\$ 17,785	\$ -	\$ -	\$ -	\$ -	
AMBAG Funding (Intern & SRTP)	\$ 39,404	\$ 43,746	\$ -	\$ -	\$ -	\$ -	
<b>SUBTOTAL ONE-TIME REVENUE</b>	<b>\$ 39,404</b>	<b>\$ 243,801</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	
<b>TOTAL REVENUE</b>	<b>\$ 36,874,873</b>	<b>\$ 36,888,294</b>	<b>\$ 36,956,025</b>	<b>\$ 37,303,064</b>	<b>\$ 38,419,068</b>	<b>\$ 39,549,937</b>	

10.9.16.2

Table H-4: Projections Based on SCMTD TY 2009 Budget (as of March 28, 2008)

REVENUE SOURCE	YEAR END ACTUAL FY07	PROJ. YEAR END ACTUAL FY08	PROJ FY09	PROJ FY10	PROJ FY11	PROJ FY12	AVG. ANNUAL CHANGE FY09/ FY12
Passenger Fares	\$ 3,406,079	\$ 3,450,078	\$ 3,519,080	\$ 3,589,461	\$ 3,661,250	\$ 3,734,475	2%
Special Transit Fares	\$ 2,837,936	\$ 3,050,000	\$ 3,275,000	\$ 3,578,000	\$ 3,756,900	\$ 3,944,745	5%
Paratransit Fares	\$ 229,100	\$ 229,644	\$ 235,335	\$ 241,313	\$ 243,726	\$ 246,163	1%
Highway 17 Fares	\$ 818,902	\$ 842,000	\$ 852,000	\$ 877,000	\$ 903,310	\$ 930,409	3%
Highway 17 Payments	\$ 438,482	\$ 509,000	\$ 548,000	\$ 583,000	\$ 600,490	\$ 618,505	3%
Commissions	\$ 5,695	\$ 5,372	\$ 5,479	\$ 5,589	\$ 5,589	\$ 5,589	0%
Advertising Income	\$ 243,273	\$ 200,461	\$ 92,400	\$ 150,000	\$ 154,500	\$ 159,135	3%
Rent Income - SC Metro Center	\$ 85,935	\$ 81,803	\$ 83,030	\$ 84,275	\$ 85,961	\$ 87,680	2%
Rent Income - Watsonville TC	\$ 50,644	\$ 45,758	\$ 46,216	\$ 46,678	\$ 47,612	\$ 48,564	2%
Rent Income - General	\$ 4,800	\$ -	\$ -	\$ -	\$ -	\$ -	0%
Interest Income	\$ 1,327,929	\$ 875,000	\$ 335,000	\$ 325,000	\$ 450,000	\$ 450,000	
Other Non-Transp Revenue	\$ 269,279	\$ 136,000	\$ 132,000	\$ 132,000	\$ 135,960	\$ 140,039	3%
Sales Tax	\$17,652,773	\$ 17,624,453	\$ 17,682,614	\$ 18,213,092	\$ 18,759,485	\$ 19,322,269	3%
Transp Dev Act (TDA) Funds	\$ 6,165,834	\$ 6,362,036	\$ 6,249,168	\$ 6,436,643	\$ 6,629,742	\$ 6,828,635	3%
FTA Sec 5307 - Op Assistance	\$ 3,200,226	\$ 3,153,552	\$ 3,426,293	\$ 3,570,197	\$ 3,641,601	\$ 3,714,433	3%
Repay FTA Advance (5 years)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ -	\$ -	0%
FTA Sec 5311 - Rural Op Asst	\$ 168,582	\$ 149,335	\$ 161,615	\$ 168,403	\$ 175,139	\$ 182,145	4%
Transfer from Capital/Proj Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	4%
<b>SUBTOTAL REVENUE</b>	<b>\$36,835,469</b>	<b>\$ 36,644,493</b>	<b>\$ 36,573,230</b>	<b>\$ 37,930,651</b>	<b>\$ 39,251,265</b>	<b>\$ 40,412,785</b>	
<b>ANNUAL INCREASE</b>			<b>-0.2%</b>	<b>3.7%</b>	<b>3.5%</b>	<b>3.0%</b>	
<b>ONE-TIME REVENUE</b>							
Carryover from Previous Year	\$ -	\$ -	\$ 2,000,000	\$ -	\$ -	\$ -	
Transfer from Insurance Reserves	\$ -	\$ 30,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	
Transfer from Reserves	\$ -	\$ 152,270	\$ 115,830	\$ 119,305	\$ -	\$ -	
FTA Sec 5317 - Op Assistance	\$ -	\$ 17,785	\$ -	\$ -	\$ -	\$ -	
AMBAG Funding (Intern & SRTP)	\$ 39,404	\$ 43,746	\$ -	\$ -	\$ -	\$ -	
<b>SUBTOTAL ONE-TIME REVENUE</b>	<b>\$ 39,404</b>	<b>\$ 243,801</b>	<b>\$ 2,265,830</b>	<b>\$ 269,305</b>	<b>\$ 150,000</b>	<b>\$ 150,000</b>	
<b>TOTAL REVENUE</b>	<b>\$36,874,873</b>	<b>\$ 36,888,294</b>	<b>\$ 38,839,060</b>	<b>\$ 38,199,956</b>	<b>\$ 39,401,265</b>	<b>\$ 40,562,785</b>	

10.9.163

Table H-5: Historic Budget Analysis

	Adopted Budgets											Historic MTD Budgets		
	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Average Annual Growth Rates		
Revenue Sources			Revised Budget	Feb Revised Budget	Revised Budget	Final Budget	Final	Revised	Final	Final	Adopted	10 years	5 years	3 years
Passenger Fares	\$2,874,886	\$3,058,053	\$3,199,146	\$3,106,966	\$3,051,780	\$3,856,173	\$3,897,107	\$3,574,868	\$3,578,745	\$3,650,320	\$3,450,078	1.8%	-2%	-1.2%
Special Transit Fares	\$1,547,052	\$1,653,000	\$1,605,319	\$1,823,327	\$1,782,662	\$1,645,252	\$2,166,861	\$2,414,780	\$2,488,779	\$2,588,330	\$2,823,253	6.2%	11%	5.3%
Paratransit Fares	\$162,000	\$200,000	\$262,000	\$228,770	\$240,000	\$360,000	\$324,000	\$295,500	\$240,000	\$249,600	\$249,600	4.4%	-7%	-5.5%
Highway 17 Fares		\$655,000	\$819,413	\$915,728	\$915,728	\$375,972	\$326,458	\$626,776	\$688,145	\$708,789	\$843,723		18%	10.4%
Highway 17 Payments								\$409,195	\$442,330	\$455,600	\$462,526			4.2%
Highway 17 VTA Payments						\$524,028	\$337,242							
Highway 17 AMTRAK Payments							\$370,000							
Purchased Transportation Revenue	\$700,291	\$140,309												
Commissions	\$9,000	\$9,000	\$11,000	\$12,000	\$10,000	\$9,200	\$7,400	\$6,000	\$6,000	\$6,000	\$6,000	-4.0%	-8%	0.0%
Advertising Income	\$100,000	\$134,000	\$158,000	\$174,000	\$138,000		\$45,000	\$50,000	\$120,000	\$120,000	\$145,000	3.8%		42.6%
Rent Income - SC Metro Center	\$63,157	\$63,800	\$84,000	\$89,658	\$92,000	\$93,691	\$95,745	\$93,903	\$83,373	\$85,040	\$85,040	3.0%	-2%	-3.3%
Rent Income - Watsonville TC	\$45,303	\$31,600	\$50,000	\$46,509	\$47,000	\$52,959	\$47,877	\$47,995	\$48,516	\$49,486	\$49,486	0.9%	-1%	1.0%
Rent Income - General	\$6,355	\$0	\$7,200	\$7,200	\$7,200	\$3,600	\$9,600	\$4,800	\$4,800	\$0	\$0	-100%	100%	-100%
Interest Income	\$550,000	\$770,000	\$1,171,249	\$737,000	\$508,000	\$300,000	\$288,400	\$428,000	\$960,000	\$1,008,000	\$1,076,000	6.9%	29%	36.0%
Other Non-Transportation Income	\$4,540	\$43,865	\$6,400	\$1,800	\$2,100	\$2,100	\$6,000	\$4,500	\$356,500	\$367,195	\$283,000		167%	297.7%
Sales Tax	\$12,754,000	\$13,900,000	\$16,128,000	\$15,290,422	\$15,134,578	\$15,759,000	\$15,377,900	\$15,839,237	\$16,640,983	\$17,306,622	\$17,624,453	3.3%	2%	3.6%
Sale of Assets	\$20,000	\$0												
Transportation Development Act Funds	\$4,605,126	\$4,674,062	\$5,760,322	\$5,767,827	\$5,134,522	\$5,392,889	\$5,413,251	\$5,677,686	\$5,880,834	\$6,116,067	\$6,362,037	3.3%	3%	3.9%
Special TDA Allocation	\$0	\$150,000	\$649,889	\$417,878					\$285,000	\$285,000				
Other Local Funding	\$425,000	\$0	\$30,000											
State Gateway Funding (PVEA, TCI)	\$425,000	\$450,000	\$450,000											
FTA Section 5303 - Strategic Implementation				\$35,000										
FTA Section 5303 - Custom Info Serv Plan				\$35,000										
FTA Section 5303 - SRTP, Studies	\$42,072	\$70,000	\$70,000											
FTA Section 5307 - Operating Assistance	\$505,614	\$505,614	\$505,614	\$1,229,934	\$2,075,729	\$2,804,435	\$2,950,231	\$3,091,536	\$3,130,496	\$3,287,021	\$3,247,000	20.4%	3%	1.6%

10.9.164

APPENDIX E: FINANCIAL TABLES

	Adopted Budgets											Historic MTD Budgets		
	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	Average Annual Growth Rates		
			Revised Budget	Feb Revised Budget	Revised Budget	Final Budget	Final	Revised	Final	Final	Adopted	10 years	5 years	3 years
<b>Revenue Sources</b>														
Repay FTA Advance (5 years)								(\$70,000)	(\$70,000)	(\$70,000)	(\$70,000)			0.0%
FTA Section 5311 - Rural Operating Assistance	\$36,604	\$39,697	\$42,448	\$46,701	\$46,701	\$46,701	\$92,928	\$65,704	\$168,582	\$177,011	\$149,335	15.1%	26%	31.5%
Transfer from Capital/Proj Mgr				\$848,280		\$94,000	\$102,000	\$102,000	\$107,100	\$112,455	\$112,455			3.3%
<b>Subtotal Revenue Sources</b>	<b>\$19,571,771</b>	<b>\$20,841,638</b>	<b>\$25,124,122</b>	<b>\$24,739,209</b>	<b>\$23,215,830</b>	<b>\$24,558,575</b>	<b>\$24,436,332</b>	<b>\$25,341,381</b>	<b>\$27,722,184</b>	<b>\$28,849,897</b>	<b>\$29,069,806</b>	<b>4.0%</b>	<b>3.4%</b>	<b>4.7%</b>
<i>annual change</i>		6.5%	20.5%	-1.5%	-6.2%	5.8%	-0.5%	3.7%	9.4%	4.1%	0.8%			
<b>One Time Revenue Sources</b>														
FTA Sec 5317 - Op Assistance								\$0			\$17,785			
FTA Sec 5307 - One Time Advance							\$350,000							
Carryover of Paratransit Funding from Previous Year					\$100,000									
Carryover from Previous Year					\$450,000	\$950,000	\$800,000	\$935,500	\$649,817	\$681,462	\$911,228		-1%	-0.9%
Transfer from Reserves					\$1,200,000	\$350,000	\$0	\$335,000						
Transfer from Insurance Reserves				\$35,000	\$130,000	\$100,000	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000		8%	0.0%
AMBAG Funding (Intern & SRTP)											\$100,000			
<b>Subtotal One Time Revenue Sources</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$35,000</b>	<b>\$1,880,000</b>	<b>\$1,400,000</b>	<b>\$1,300,000</b>	<b>\$1,420,500</b>	<b>\$799,817</b>	<b>\$831,462</b>	<b>\$1,179,013</b>		<b>-3%</b>	<b>-6.0%</b>
<i>annual change</i>		#DIV/0!	#DIV/0!	#DIV/0!	5271.4%	-25.5%	-7.1%	9.3%	-43.7%	4.0%	41.8%			
<b>Total Operating Revenue</b>	<b>\$19,571,771</b>	<b>\$20,841,638</b>	<b>\$25,124,122</b>	<b>\$24,739,209</b>	<b>\$23,215,830</b>	<b>\$24,558,575</b>	<b>\$24,436,332</b>	<b>\$25,341,381</b>	<b>\$27,722,184</b>	<b>\$28,849,897</b>	<b>\$29,069,806</b>	<b>4.0%</b>	<b>3%</b>	<b>4.7%</b>
<i>annual change</i>		6.5%	20.5%	-1.5%	-6.2%	5.8%	-0.5%	3.7%	9.4%	4.1%	0.8%			

10.0165

Table H-6: METRO Year End Actuals\* (FY 2003-2008)

	2003	2004	2005	2006	2007	2008	Historic MTD Year End Actuals		
							Average Annual Growth Rates		
							5 years	3 years	1 year
<b>Operating Revenues</b>									
Passenger Fares	\$3,055,479	\$3,789,874	\$3,535,298	\$2,995,665	\$3,406,079	\$3,450,078	2.5%	-1%	1.3%
Special Transit Fares	\$1,837,234	\$2,180,107	\$2,285,492	\$2,029,724	\$2,837,936	\$3,050,000	10.7%	10%	7.5%
Paratransit Fares	\$210,280	\$278,588	\$243,553	\$223,860	\$229,100	\$229,644	1.8%	-2%	0.2%
Highway 17 Revenues	\$795,312	\$738,348	\$1,056,368	\$1,034,340	\$1,257,385	\$1,351,000	11.2%	9%	7.4%
Sales Tax	\$15,187,728	\$15,188,227	\$15,686,399	\$16,654,432	\$17,652,773	\$17,624,563	3.0%	4%	0.2%
Transportation Development Act Funds	\$5,134,522	\$5,337,724	\$5,413,251	\$5,740,612	\$6,165,834	\$6,362,036	4.4%	6%	3.2%
FTA Section 5307 - Operating Assistance	\$1,229,934	\$2,804,435	\$2,950,231	\$3,021,556	\$3,130,226	\$3,153,552	20.7%	2%	0.7%
<b>Subtotal Non-Operating Revenue</b>	<b>\$27,450,489</b>	<b>\$30,317,303</b>	<b>\$31,170,592</b>	<b>\$31,700,189</b>	<b>\$34,679,333</b>	<b>\$35,220,873</b>	<b>5.1%</b>	<b>4%</b>	<b>1.6%</b>
<i>annual change</i>		10.4%	2.8%	1.7%	3.1%	1.6%			

\* Review of historic year end actuals for operating revenues only focused on the key sources: Passenger fares, sales tax, TDA funds and Section 5307 funds. These sources provided approximately 82% of the agency's operating revenue over the last 5 years.

10.9.16



Table H-7: Historic and Projected Sales Tax Revenue (FY 1998-2006)

	1998	1999	2000	2001	2002	2003	2004	2005	2006	8 years	5 years	3 years
										Growth Rates		
Projected Sales Tax Revenue	\$12,563,316	\$13,354,858	\$14,807,812	\$16,356,095	\$15,095,441	\$15,263,828	\$15,135,227	\$15,848,098	\$16,583,132	3.5%	0.3%	2.8%
Actual Sales Tax Revenue	\$12,734,000	\$13,900,000	\$16,128,000	\$15,290,422	\$15,154,578	\$15,759,000	\$15,377,900	\$15,839,237	\$16,640,983	3.4%	2.0%	1.8%
Difference	\$ (170,684)	\$ (545,142)	\$ (1,320,188)	\$ 1,065,673	\$ (59,137)	\$ (495,172)	\$ (242,673)	\$ 8,861	\$ (57,851)			

10.9.16.7

# GOVERNMENT TORT CLAIM

## RECOMMENDED ACTION

TO: Board of Directors

FROM: District Counsel

RE: Claim of: Wu, Peter/ Butler, Elizabeth Received: 5/29/08 Claim #: 08-0016  
Date of Incident: 5/21/08 Occurrence Report No.: SC 05-08-21

In regard to the above-referenced Claim, this is to recommend that the Board of Directors take the following action:

- 1. Reject the claim entirely.
- 2. Deny the application to file a late claim.
- 3. Grant the application to file a late claim.
- 4. Reject the claim as untimely filed.
- 5. Reject the claim as insufficient.
- 6. Allow the claim in full.
- 7. Allow the claim in part, in the amount of \$4,156.45 and reject the balance.

By Margaret Gallagher  
Margaret Gallagher  
DISTRICT COUNSEL

Date: 7/03/08

I, Cindi Thomas, do hereby attest that the above Claim was duly presented to and the recommendations were approved by the Santa Cruz Metropolitan Transit District's Board of Directors at the meeting of July 11, 2008.

By \_\_\_\_\_  
Cindi Thomas  
RECORDING SECRETARY

Date: \_\_\_\_\_

MG/lg  
Attachment(s)

11.1

CLAIM AGAINST THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT


(Pursuant to Section 910 et Seq., Government Code)


Claim # 08-0014

TO: BOARD OF DIRECTORS, Santa Cruz Metropolitan Transit District

ATTN: Secretary to the Board of Directors  
370 Encinal Street, Suite 100  
Santa Cruz, CA 95060

1. Claimant's Name: PETER WU / ELIZABETH BUTLER (REGISTERED OWNER OF VEHICLE)

Claimant's Address/Post Office Box 

Claimant's Phone Number: 

2. Address to which notices are to be sent: 

3. Occurrence: SANTA CRUZ METRO MAINTENANCE EMPLOYEE BACKED INTO LEGALLY PARKED AND UNOCCUPIED PERSONAL VEHICLE OF PETER WU AND ELIZABETH BUTLER  
Date: 5/21/08 Time: 11:30 PM (APPROX) Place: SC METRO OPERATIONS RIVER ST. SANTA CRUZ, CA  
Circumstances of occurrence or transaction giving rise to claim: SANTA CRUZ METRO MAINTENANCE EMPLOYEE, DRIVING COUNTY VEHICLE, WHILE ON DUTY AT WORK, BACKED INTO A LEGALLY PARKED AND UNOCCUPIED VEHICLE BELONGING TO PETER WU. WU'S VEHICLE WAS PARKED AT SC METRO OPERATIONS LOCATED AT RIVER ST AT THE TIME OF THE COLLISION.

4. General description of indebtedness, obligation, injury, damage, or loss incurred so far as is known: DAMAGES TO PETER WU'S PERSONAL VEHICLE, PLUS COST OF RENTAL VEHICLE, PLUS COST OF TIME TO COORDINATE REPAIRS.

5. Name or names of public employees or employees causing injury, damage, or loss, if known: SC METRO MAINTENANCE WORKER "DAVID"  
SC METRO SUPERVISOR KNOWS DAVID'S LAST NAME

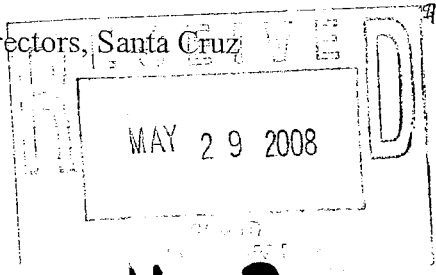
6. Amount claimed now ON 5/29/08 ..... \$ 485.04  
Estimated amount of future loss, if known ..... \$ 3071.89  
TOTAL ..... \$ 3556.93

7. Basis of above computations: AMOUNT NOW: \$296.64 = 8 days of RENTAL CAR + \$188.40 = 6 HOURS OF TIME @ \$31.40/hr getting estimates, renting car, and coordinating w/ METRO

Future estimate: (\$2,638.29 auto repair + \$370.80 = 10 days Rental car + \$62.80 = 2 more hours of time coordination repair @ \$31.40/h  
5/29/08  
DATE

CLAIMANT'S SIGNATURE (or Company Representative or Parent of Minor Claimant)

Note: Claim must be presented to the Secretary to the Board of Directors, Santa Cruz Metropolitan Transit District



11.2

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 11, 2008

**TO:** Board of Directors

**FROM:** Angela Aitken, Finance Manager

**SUBJECT: RENEWAL OF LIABILITY AND VEHICLE PHYSICAL DAMAGE  
INSURANCE PROGRAM COVERAGE WITH CALTIP FOR FY09**

## ACTION REQUESTED AT THE JULY 11, 2008 BOARD MEETING

### I. RECOMMENDED ACTION

**Staff recommends that the Board of Directors authorize payment to the California Transit Insurance Pool (CalTIP) in the amount of \$486,313 for participation in the FY09 liability and vehicle physical damage insurance coverage program.**

### II. SUMMARY OF ISSUES

- The District carries liability and vehicle physical damage insurance through CalTIP, a pool of California public transit properties established in 1987.
- The renewal for FY09 is in the amount of \$425,663 for liability insurance, including an additional \$10 million in excess coverage; and \$60,650 for vehicle physical damage insurance.

### III. DISCUSSION

The District has been a member of CalTIP since its inception in 1987. Each member agency has a representative on CalTIP's Board of Directors. Assistant General Manager Mark Dorfman is the District's representative. Coverage limits are \$20 million for liability with a \$250,000 deductible per occurrence. The FY09 premium for liability coverage is \$425,663, an increase of \$75,683 or 21.6% from FY08.

Vehicle physical damage coverage is for actual cash value of the vehicle with a \$25,000 deductible on buses and a \$500 deductible on non-revenue vehicles. The premium for vehicle physical damage coverage is \$60,650, a decrease of \$1,710 or 2.75% from FY08.

Pool loss experience has been very good and the net cost of this coverage has been very favorable to the District. The liability coverage includes errors and omissions coverage.

### IV. FINANCIAL CONSIDERATIONS

The insurance cost is included in the FY09 final budget.

12.1

**V. ATTACHMENTS**

**Attachment A:** Invoice for Liability Coverage - \$425,663

**Attachment B:** Invoice for Vehicle Physical Damage - \$60,650



1831 K Street  
 Sacramento, CA 95811  
 (800) 541-4591  
 (916) 244-1199 fax  
 WWW.CalTIP.org

Attachment **A**

**INVOICE**

**CalTIP** California Transit Insurance Pool, A Joint Powers Insurance Authority

<b>Bill To</b>
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT Attn: MARK DORFMAN 370 Encinal Street, Suite 100 SANTA CRUZ, CA 95060

<b>Customer #</b> SA115	<b>Invoice #</b> CAL 2009-0166
<b>Invoice Date</b> 7/1/08	<b>Due Date</b> 7/31/08
<b>Policy Period</b> 5/1/2008 to 5/1/2009	
<b>Total Due:</b>	<b>\$ 425,663.00</b>

**2008-2009 Physical Damage Program - (LIABILITY)**

Description	Amount
CalTIP Administrative Deposit	53,082.00
CalTIP Loss Fund Deposit	122,584.00
Retrospective Credit / Debit (1998-99 Adjustment)	(6,951.00)
Retrospective Credit / Debit (1999-00 Adjustment)	16,547.00
Retrospective Credit / Debit (2000-01 Adjustment)	945.00
Retrospective Credit / Debit (2001-02 Adjustment)	(830.00)
Retrospective Credit / Debit (2002-03 Adjustment)	(6,383.00)
Reinsurance Premium: \$1,000,000 to \$5,000,000	117,506.00
Excess Premium: \$5,000,000 to \$10,000,000	52,356.00
Excess Premium: \$10,000,000 to \$20,000,000	76,807.00
<b>TOTAL AMOUNT DUE</b>	<b>\$425,663.00</b>

Payments not received within 30 days of the invoice date will be charged a penalty based on the prime interest rate plus 2 points on the amount of contribution owed. The penalty will be calculated using the prime rate in effect 30 days after the invoice date at the California Bank and Trust (CBT).

Please remit payment to: <b>CalTIP</b> c/o Bickmore Risk Services 1831 K Street Sacramento, CA 95811	For questions regarding your invoice please contact: <b>Vicky Quintrall</b> Phone: (916) 244-1104 Fax: (916) 244-1199 email: vquintrall@brsrisk.com
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12.91



1831 K Street  
 Sacramento, CA 95811  
 (800) 541-4591  
 (916) 244-1199 fax  
 WWW.CalTIP.org

## INVOICE

**CalTIP** California Transit Insurance Pool, A Joint Powers Insurance Authority

<b>Bill To</b>
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT Attn: MARK DORFMAN 370 Encinal Street, Suite 100 SANTA CRUZ, CA 95060

<b>Customer #</b> SA115	<b>Invoice #</b> CAL 2009-0133
<b>Invoice Date</b> 7/1/08	<b>Due Date</b> 7/31/08
<b>Policy Period</b> 5/1/2008 to 5/1/2009	
<b>Total Due:</b>	<b>\$ 60,650.00</b>

**2008-2009 Physical Damage Program - (VEHICLE)**

Description	Amount
Administrative Deposit	10,792.00
Loss Fund Deposit	34,430.00
Excess Insurance Premium	15,428.00
<b>TOTAL AMOUNT DUE</b>	<b>\$60,650.00</b>

Payments not received within 30 days of the invoice date will be charged a penalty based on the prime interest rate plus 2 points on the amount of contribution owed. The penalty will be calculated using the prime rate in effect 30 days after the invoice date at the California Bank and Trust (CBT).

Please remit payment to: <b>CalTIP</b> c/o Bickmore Risk Services 1831 K Street Sacramento, CA 95811	For questions regarding your invoice please contact: <b>Vicky Quintrall</b> Phone: (916) 244-1104 Fax: (916) 244-1199 email: vquintrall@brsrisk.com
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12.61

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** July 11, 2008  
**TO:** Board of Directors  
**FROM:** Robyn D. Slater, Human Resources Manager  
**SUBJECT:** **CONSIDERATION OF APPROVAL OF CALPERS RESOLUTION TO REVISE METRO'S MEDICAL PREMIUM CONTRIBUTION RATES FOR THE UNITED TRANSPORTATION UNION, LOCAL 23, FIXED ROUTE**

## ACTION REQUESTED AT THE JULY 11, 1008 BOARD MEETING

### I. RECOMMENDED ACTION

**It is recommended that the Board of Directors approve the attached Resolution to revise the contribution toward medical premium rates for the United Transportation Union, Local 23 Fixed Route (UTU) under the California Public Employees' Retirement System (CalPERS) medical insurance program.**

### II. SUMMARY OF ISSUES

- METRO contracts with CalPERS to provide employee/retiree medical insurance coverage.
- METRO and employees represented by UTU Local 23 entered into a new Labor Agreement on July 1, 2008. The new contract increases the amount METRO pays towards monthly medical premiums for both active and retired UTU represented employees.
- The recently adopted Labor Agreement with UTU Local 23 for Fixed Route includes language that specifies the percentage that METRO will contribute towards medical premiums. This change takes effect for premium payments as of pay period sixteen for active employees.
- This change will also affect UTU Local 23, Fixed Route operators that retired at the time the Labor Agreement in force provided for medical premium contribution rates that were at a lower level than the new rates.
- The proposed resolution reflects the contribution rates set by the newly adopted Labor Agreement.

### III. DISCUSSION

The United Transportation Union Local 23, Fixed Route (UTU) and METRO entered into a new Labor Agreement effective July 1, 2008. As part of the agreement the amount METRO pays towards active and retiree medical premiums changes. The new premium participation amount



was changed from a set dollar amount to 95% of the medical premium cost of the Health Maintenance Organization (HMO) for employee, employee and one dependent, and family coverage tiers.

The California Public Employees' Medical and Hospital Care Act requires local public agencies contracting with CalPERS for employee medical insurance to fix the amount of the employer's contribution(s). METRO established fixed maximum monthly contributions with CalPERS effective January 2007 UTU Local 23 (fixed route). Based on language in the current labor agreement with UTU Local 23 (fixed route) the resolutions in effect with CalPERS must be revised to reflect the new maximum monthly premium contributions for UTU Local 23 (fixed route).

In order to revise the contribution rates, the attached Resolution must be approved by the Board of Directors and submitted to CalPERS. The resolutions will be effective for September 2008 premiums.

Because active employees pay for premiums one month in advance the new amount paid by METRO towards medical premiums will be reflected in the August 1, 2008 paycheck.

Retirees pay their premium participation amount in the month of the benefit so the amount paid by METRO towards medical premiums will be reflected in retirees' September 2008 pension warrant.

A memo was provided to active employees and a letter will be sent to retirees explaining the change and the effective dates.

The resolution language has been reviewed and approved by Janette Villar, Contract Analyst at CalPERS.

#### **IV. FINANCIAL CONSIDERATIONS**

The increased cost is included in the 2008/2009 fiscal year budget.

#### **V. ATTACHMENTS**

**Attachment A:** Resolution to CalPERS for the UTU Local 23, fixed route employee unit

BEFORE THE BOARD OF DIRECTORS OF THE  
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Attachment **A**

Resolution No. \_\_\_\_\_

On the Motion of Director: \_\_\_\_\_

Duly Seconded by Director: \_\_\_\_\_

The Following Resolution is Adopted:

**A RESOLUTION OF THE  
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
FIXING THE CONTRIBUTION UNDER THE PUBLIC EMPLOYEES' MEDICAL AND  
HOSPITAL CARE ACT FOR THE UNITED TRANSPORTATION UNION LOCAL 23**

**WHEREAS**, Government Code Section 22892(a) provides that a local agency contracting under the Public Employees' Medical and Hospital Care Act shall fix the amount of the employer's contribution at an amount not less than the amount required under Section 22892(b) of the Act: and

**WHEREAS**, Santa Cruz Metropolitan Transit District, hereinafter referred to as Public Agency, is a local agency contracting under the Act for participation by members represented by the United Transportation Union Local 23 who are employees and annuitants of the agency;

**NOW, THEREFORE, BE IT RESOLVED**, that the employer's contribution for each employee or annuitant of the United Transportation Union Local 23 shall be the amount necessary to pay a portion or full cost of his/her enrollment, including the enrollment of his/her eligible family members, in a health benefits plan up to a maximum of 95% of the Bay Area/Sacramento Blue Shield Access Plus Basic rate per month with respect to an employee/annuitant, an employee/annuitant and one eligible family member, or an employee/annuitant enrolled for self and two or more eligible family members; plus administrative fees and Contingency Reserve Fund Assessments.

**BE IT FURTHER RESOLVED AND ORDERED**, that the Board of Directors appoint and direct, and it does hereby appoint and direct the Human Resources Manager to file with the Board of Administration of the Public Employees' Retirement System a verified copy of this Resolution, and to perform on behalf of said public Agency all functions required of it under the Act and Regulation of the Board of Administration; and

**BE IT FURTHER RESOLVED AND ORDERED**, that the maximum employer contribution for coverage under the Act shall be effective for the September, 2008 medical premium payments, for employees in and annuitants from the United Transportation Union Local 23.

13.91

**PASSED AND ADOPTED** this 11th day of July, 2008, by the following vote:

**AYES:** Directors -

**NOES:** Directors -

**ABSTAIN:** Directors -

**ABSENT:** Directors -

**APPROVED** \_\_\_\_\_

JAN BEAUTZ  
Board Chair

**ATTEST** \_\_\_\_\_

LESLIE R. WHITE  
Secretary/General Manager

**APPROVED AS TO FORM:**

\_\_\_\_\_  
MARGARET GALLAGHER  
District Counsel

13.92