

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

July 26, 2002

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, July 26, 2002, at the City Hall Council Chambers, 809 Center Street, Santa Cruz, California.

Chairperson Ainsworth called the meeting to order at 9:06 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Sheryl Ainsworth
Tim Fitzmaurice
Michelle Hinkle
Mike Keogh
Emily Reilly
Pat Spence
Marcela Tavantzis

DIRECTORS ABSENT

Jeff Almquist
Jan Beautz
Dennis Norton
Ana Ventura Phares (arrived after roll call)
Ex-Officio Mike Rotkin

STAFF PRESENT

Bryant Baehr, Operations Manager	Ian McFadden, Transit Planner
Francisco DeVillires, Interpreter	Steve Paulson, Paratransit Administrator
Olivia Diaz, Ticket/Pass Specialist	Robyn Slater, Interim H.R. Manager
Mark Dorfman, Asst. General Manager	Tom Stickel, Fleet Maint. Manager
Eileen Hiltner, Paratransit Coordinator	Leslie R. White, General Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO INDICATED THEY WERE PRESENT

Scott Bugental, Seniors Council	Will Regan, VMU
Linda Clayton, SEA	Sam Storey, Community Bridges
Dianna Dunn, SEIU	Marion Taylor, League of Women Voters
Kassandra Fox, MASTF	Candace Ward, UCSC
Bonnie Morr, UTU	Linda Wilshusen, SCCRTC

2. ORAL AND WRITTEN COMMUNICATION

Written:

- | | |
|--|--------------------------|
| a. Central Coast Center for Independent Living | RE: Personnel Issue |
| b. Susan Alford | RE: Service Changes |
| c. Scott Bugental, Chair, E&D TAC | RE: Paratransit Vehicles |

Oral:

Bonnie Morr of UTU expressed her gratitude on the smooth transition with the recent reduction in service and employee layoffs. Due to confirmed retirements, bus operators who had been laid off are beginning to return to work. Ms. Morr gave a special thanks to Les White for all the support he offered through this trying time.

Ms. Morr attended the recent meeting at RTC with Sam Farr and Earl Blumenauer and suggested that at some time in the future, the same group meet to prioritize the issues discussed as well as to work on new projects as they come up.

Mr. White added that with the retirements, all the bus operators who were laid off would be returning to work by August 29th. There have also been additional retirements on the clerical side.

DIRECTOR PHARES ARRIVED.

3. LABOR ORGANIZATION COMMUNICATIONS

Nothing to report at this time.

4. METRO USERS GROUP (MUG) COMMUNICATIONS

Nothing to report at this time.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

Kasandra Fox read two motions that were passed at their recent MASTF meeting:

- 1) MASTF has seen the latest edition (July 2002) of the ParaCruz Customer's Guide and has had input on it.
- 2) MASTF approved of the three-position panel put forward in the proposed paratransit appeals process.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

SECTION I:

- ADD TO ITEM #2**
- b. Susan Alford RE: Service Changes
 - c. Scott Bugental, Chair, E&D TAC RE: Paratransit Vehicles
(Insert Written Communication)

CONSENT AGENDA:

- ADD TO ITEM #7-1** APPROVE REGULAR BOARD MEETING MINUTES OF JUNE 14 AND JUNE 21, 2002
(Insert Minutes of June 21, 2002)

- ADD TO ITEM #7-3** ACCEPT AND FILE JUNE 2002 RIDERSHIP REPORT
(Insert Page 1 of Ridership Report)
- ADD TO ITEM #7-5** ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING
OF JUNE 20, 2002
(Add Minutes)
- ADD TO ITEM #7-8** ACCEPT AND FILE PARACRUZ STATUS REPORT FOR APRIL
2002
(Add Status Report)
- ADD TO ITEM #7-10** ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ
SERVICE UPDATE
(Add Staff Report)
- ADD TO ITEM #7-13** CONSIDERATION OF RENEWING THE HARTFORD INSURANCE
POLICY FOR EMPLOYEE LIFE AND ACCIDENTAL DEATH &
DISMEMBERMENT INSURANCE
(Add Staff Report which has original numbering as Item #12)
- ADD TO ITEM #7-14** CONSIDERATION OF AMENDMENT OF CONTRACT WITH
VISION SERVICE PLAN FOR EMPLOYEE VISION CARE
COVERAGE
**(Add Contract to Staff Report which has original numbering as
Item #13)**
- ADD TO ITEM #7-15** CONSIDERATION OF AMENDMENT TO COPIER LEASE WITH
IKON OFFICE SOLUTIONS
**(Add Contract to Staff Report which has original numbering as
Item #14)**

REGULAR AGENDA:

- DELETE ITEM #9** CONSIDERATION OF ADOPTION OF FINAL RESOLUTION TO
APPROVE AN AMENDMENT TO THE CALPERS CONTRACT TO
PROVIDE SECTION 21354.4 (2.5% @ 55 FULL FORMULA) AND
SECTION 21022 (PUBLIC SERVICE CREDIT FOR PERIODS OF
LAYOFF)
(Action taken at the July 12, 2002 Board Meeting)
- DELETE ITEM #10** CONSIDERATION OF AMENDMENT TO BLANKET PURCHASE
ORDER WITH THERMOKING
(Action taken at the July 12, 2002 Board Meeting)
- DELETE ITEM #11** CONSIDERATION OF CHANGE ORDER TO CHANCE COACH
INC. CONTRACT FOR CNG TROLLEY BUS
(Action taken at the July 12, 2002 Board Meeting)

- ADD TO ITEM #15** CONSIDERATION OF REVISED PARACRUZ USERS GUIDE AND ELIGIBILITY AND APPEALS PROCESS
(Add Staff Report)
- DELETE ITEM #16** CONSIDERATION OF ADOPTION OF ACCESSIBILITY POLICIES AND PROCEDURES OF SANTA CRUZ METRO'S PROGRAMS, SERVICES AND ACTIVITIES, INCLUDING A GRIEVANCE PROCEDURE
(Deferred to a future Board Meeting)
- ADD TO ITEM #17** CONSIDERATION OF SERVICE CHANGES FOR FALL 202
(Add UCSC School-Term Service Attachment)
- ADD TO ITEM #20** CONSIDERATION OF AWARD OF CONTRACTS FOR RESIDENT BUS INSPECTOR SERVICES
(Add Staff Report) NOTE: Contract Attachments will be distributed to the Board only.
- ADD TO ITEM #21** CONSIDERATION OF APPROVAL OF LEASE FOR SCOTTS VALLEY TRANSIT CENTER TENANT
(Add Staff Report)
- ADD TO ITEM #22** CONSIDERATION OF ADOPTION OF RESOLUTION RECOGNIZING THE PASSAGE OF THE AMERICANS WITH DISABILITIES ACT (ADA) OF 1990
(Add Staff Report)

CONSENT AGENDA

7-1. APPROVE REGULAR BOARD MEETING MINUTES OF JUNE 14 AND JUNE 21, 2002

Director Spence questioned a statement in the June 21st Board Minutes regarding allocation of rides by Community Bridges. Les White responded that staff would check the contract and clarify this statement. A correction was made to the June 21st Board Minutes changing "the Vernon Street site" to read "the Harvey West Blvd. site" as it relates to the Plantronics' lot that METRO is currently leasing for bus parking.

7-2. APPROVE PRELIMINARILY APPROVED CLAIMS

7-3. ACCEPT AND FILE JUNE 2002 RIDERSHIP REPORT

7-4. CONSIDERATION OF TORT CLAIMS: Deny the Claim of Sabine Garry, Claim #02-0021; Autoworld Sales & Leasing, Claim #02-0019; Theodore McLean, Claim #02-0022.

7-5. ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING OF JUNE 20, 2002

7-6. ACCEPT AND FILE MINUTES OF MUG COMMITTEE MEETING OF JUNE 19, 2002

7-7. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR MAY 2002, AND APPROVAL OF BUDGET TRANSFERS

- 7-8. ACCEPT AND FILE PARACRUZ STATUS REPORT FOR APRIL 2002
- 7-9. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MAY 2002
- 7-10. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE
- 7-11. ACCEPT AND FILE METROBASE STATUS REPORT
- 7-12. ACCEPT AND FILE QUARTERLY CALL STOP PROCEDURE UPDATE
- 7-13. CONSIDERATION OF RENEWING THE HARTFORD INSURANCE POLICY FOR EMPLOYEE LIFE AND ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE
(Moved to Consent Agenda at the June 12, 2002 Board Meeting. Staff report retained original numbering as Item #12)
- 7-14. CONSIDERATION OF AMENDMENT OF CONTRACT WITH VISION SERVICE PLAN FOR EMPLOYEE VISION CARE COVERAGE
(Moved to Consent Agenda at the June 12, 2002 Board Meeting. Staff report retained original numbering as Item #13)
- 7-15. CONSIDERATION OF AMENDMENT TO COPIER LEASE WITH IKON OFFICE SOLUTIONS
(Moved to Consent Agenda at the June 12, 2002 Board Meeting. Staff report retained original numbering as Item #14)

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR PHARES

Approve Consent Agenda.

Motion passed with Directors Almquist, Beautz and Norton being absent.

Scott Bugental, Chair of E&D TAC spoke regarding the use of the paratransit vehicles by the Consolidated Transportation Services Agency (CTSA) and the goal of maximizing efficiencies with the multiple use of all vehicles to keep costs down for the users. He expressed his hope to discuss ride consolidations with METRO staff.

REGULAR AGENDA

8. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

The following employees were acknowledged with longevity certificates for their years of service:

TWENTY YEARS

Douglas A. Center, Bus Operator
Olivia Diaz, Ticket & Pass Program Specialist

TWENTY-FIVE YEARS

Fred Dakiwag, Vehicle Service Worker II

9. DELETED

10. DELETED

11. **DELETED**
12. **MOVED TO CONSENT AGENDA AS ITEM #7-13**
13. **MOVED TO CONSENT AGENDA AS ITEM #7-14**
14. **MOVED TO CONSENT AGENDA AS ITEM #7-15**
15. **CONSIDERATION OF THE REVISED PARACRUZ USERS GUIDE AND ELIGIBILITY AND APPEALS PROCESS**

Summary:

Bryant Baehr reported that when the Board last saw the User's Guide, it was in raw form and did not include the Appeals Process, which was still being worked on at the time. Mr. Baehr worked with the Chair, Vice Chair and Executive Committee of MASTF on this document. He acknowledged the tremendous contribution that Director Spence made to these two documents as well. Staff is ready to begin the Recertification process and there are currently 100 people scheduled for appointments. The contract with Orthopaedic Hospital goes into effect on August 1, 2002. Mr. Baehr confirmed that policy decisions would be brought back to the Board, however, Staff is authorized to make minor verbiage changes as needed.

Complaints, concerns or comments regarding service will be directed to METRO staff who will hold the vendors responsible for service provided to the customer. The appeals panel was discussed and staff recommended that each of the three panel members receive \$25.00 per hearing, unless they are District employees. Director Reilly asked staff to come up with a plan based on a "minimum/maximum" payment to panel members who would be reimbursed. The goal is to have several hearings scheduled for the same day. Staff anticipates hearings to last 30 minutes each. Current clients who are denied eligibility will continue to receive service throughout their appeals process. However, people who are not existing clients and who are denied eligibility, will not receive service during the appeals process.

Discussion:

Applicants will be informed within seven business days whether they are eligible, conditionally eligible or ineligible. Director Phares pointed out that the Spanish sentence on the front of the guide contains a misspelling. Also, include "Complementary Paratransit Program" in Spanish. Director Fitzmaurice suggested that the customer be notified early in the guide of what will happen if they are late for their pickup and what they should do once they discover they will be late. There was also discussion regarding what a customer should do if the driver is late and it was suggested that a phone number be included in the guide of where the customer could call in this instance.

Staff was encouraged to visit the areas where this service would be used most to give a comprehensive overview of the guide and appeals process. Staff was directed to have a person whom has never seen this documentation before review it for clarity. The phone numbers and hours to call should be listed on each page of the guide. A committee will be formed to

determine the best way to make this information available to the public. Both the guide and the appeals process will be reviewed with each person who goes through the recertification process. Director Reilly expressed interest in visitors to the community being able to utilize this service as well. Mr. Baehr clarified that visitors can use this service for 21 days per year before they need to be certified. METRO's website, the Chamber of Commerce and the Visitors Bureau will all have information regarding this service and the latter two organizations will also have the quick guides available. Staff is talking with Monterey-Salinas Transit (MST) to ensure a smooth transition between the two systems for all customers. METRO is required to provide transportation to the eligibility meetings for all applicants. These funds have been included in the budget. Director Spence informed Bryant Baehr of some outdated cards which are posted in some of the Lift Line vehicles which state that complaints should be directed to CCCIL. Mr. Baehr will take care of this immediately. Director Fitzmaurice asked for clarification on what the "penalty" is for a customer being later than his/her scheduled pickup time. It was further suggested that the word "penalized" not be used.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR REILLY

Approve the revised ParaCruz Users Guide and Eligibility and Appeals Process. Authorize staff to make the necessary minor corrections to the User's Guide and supply the Board with a copy indicating the corrections.

Motion passed with Directors Almquist, Beautz and Norton being absent.

16. DEFERRED TO A FUTURE BOARD MEETING

17. CONSIDERATION OF SERVICE CHANGES FOR FALL 2002

Discussion:

Mark Dorfman reported that staff cut 128 trips from the 1,385 trips operated on a daily basis. These cuts were determined through a joint labor/management committee, service planning review committee and with the unions. The changes proposed in the staff report reflect minor corrections to some of the routes that were recently changed.

DIRECTOR SPENCE LEFT THE MEETING.

Discussion:

Ian McFadden explained the route changes that were an issue for Susan Alford. He added that the on-time performance is still a factor and that once this area is reviewed, he would be able to fully address her concerns.

ACTION: MOTION: DIRECTOR PHARES SECOND: DIRECTOR HINKLE

Approve proposed service changes for implementation in the Fall of 2002.

Director Reilly reminded the Board of a concern from a previous Board meeting that involved restoring the reserves rather than proposing additional service on the streets. Fare adjustments

will be necessary in order to sustain the current service. Director Fitzmaurice commented that the Scotts Valley service to the schools was good work. Director Phares thanked the staff for restoration of the service on Route 69 from Watsonville to Capitola and from Watsonville to Santa Cruz.

Motion passed with Directors Almquist, Beautz, Norton and Spence being absent.

DIRECTOR SPENCE RETURNED TO THE MEETING.

18. CONSIDERATION OF DIRECTING 2000 FEDERAL CAPITAL EARMARK FUNDS TO BUS PROCUREMENT FROM THE METROBASE PROJECT

Summary:

Mark Dorfman reported that \$1.7 million in federal grant funds will lapse because there is no certified Environmental Impact Report (EIR) for the MetroBase project. Staff took steps to save these funds by moving them into some bus projects to purchase 2 CNG buses, 3 gas-powered under 30' fixed route buses, 5 mid-size paratransit gas-powered cutaway-type vehicles, and 17 paratransit gas-type van-type vehicles. He also cautioned the Board that as of September 30, 2003, an additional \$1.5 million in federal grant funds for the MetroBase project are in danger of lapsing as well.

Discussion:

In response to Director Keogh's query, Mr. Dorfman stated that purchasing of paratransit vehicles would give the District flexibility and more control of the paratransit system. Mr. Dorfman added that the 3 gas-powered under 30' buses would be converted to CNG. METRO can only buy 2 CNG vehicles due to the limitations of the interim fueling facility that is being built. There are 10 fueling stations, 8 of which will be used for the CNG buses recently received, leaving only 2 stations for additional CNG buses purchased. The CNG trolley will also need to be fueled but not as often as a fixed route bus. The interim fueling facility should be on-line by October 2002. Regarding the need to trim the trees on streets to accommodate the CNG tanks on top of the buses, Director Reilly asked for input from the bus operators since they are aware of the problem areas around the county. Mr. Dorfman agreed that staff could compile that list and also submit a list to the City and County officials of where the buses run to ensure all trees are trimmed as needed.

There was discussion on the analysis needed to bring paratransit service in-house. Les White confirmed that staff is working on this analysis but that it is not a commitment that this service would be brought in-house, only that the analysis would be done.

ACTION: MOTION: DIRECTOR SPENCE SECOND: DIRECTOR PHARES

Ratify staff action to save the Year 2000 earmark capital funds by shifting them to bus procurement from the MetroBase project where they are scheduled to lapse on September 30, 2002 if no action is taken.

Motion passed with Directors Almquist, Beautz and Norton being absent.

19. CONSIDERATION OF DESIGNATING MEMBERS OF THE BOARD OF DIRECTORS TO PARTICIPATE IN THE PUBLIC OUTREACH PROCESS FOR THE SANTA CRUZ METRO CENTER DESIGN

Summary:

Les White commented that staff is moving forward in the design process of the Metro Center and right-of-way acquisition process. The Board contracted with the City of Santa Cruz to manage the project. Roma Design Group is under contract for this project and they are ready to begin the public outreach process to receive input into the design development. The Redevelopment Agency staff asked for Board member participation in the outreach process over the next eight months. Initially, there would be six evening meetings over the next 4-6 months. Director Fitzmaurice added that the City Council and the Redevelopment Agency will decide about the City Council's involvement in these meetings. Mr. White will inform Ceil Cirillo that Chairperson Ainsworth would like a schedule of those meetings.

The following Directors will be on the outreach committee: Directors Fitzmaurice, Reilly, Keogh and Ainsworth. Director Fitzmaurice suggested the Director Norton be contacted to determine if he is interested.

20. CONSIDERATION OF AWARD OF CONTRACTS FOR RESIDENT BUS INSPECTOR SERVICES

Summary:

Les White recommended to the Board that the discussion regarding inclusion of vendor contracts in the Board packets be held when Director Beautz is present. Tom Stickel reported that federal regulation requires that buses be inspected through out the manufacturing process. Four submittals were received in response to staff's Request for Proposals for resident bus inspector services. Staff recommends a split award between First Transit, Inc. for inspection of the high-floor Orion buses and J&S Maintenance Professional Services, Inc. for the low-floor New Flyer buses. Going forward, bidder ranking sheets will be provided to the Board and will show how bidders compared to each other in the ranking.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR PHARES

Authorize the General Manager to execute two contracts for resident bus inspection services for two separate bus procurements with First Transit, Inc. and J & S Maintenance Professional Services, Inc.

Motion passed with Directors Almquist, Beautz and Norton being absent.

21. CONSIDERATION OF APPROVAL OF LEASE FOR SCOTTS VALLEY TRANSIT CENTER TENANT

This was deferred to the August Board Meeting.

22. CONSIDERATION OF ADOPTION OF RESOLUTION RECOGNIZING THE PASSAGE OF THE AMERICANS WITH DISABILITIES ACT (ADA) OF 1990

Summary:

Les White reported that today is the 12th anniversary of the enacting of the Americans with Disabilities Act (ADA) on July 26, 1990 by President Bush.

Discussion:

There was discussion regarding a cartoon which was distributed at the last MASTF meeting regarding ADA and the Call Stops. Director Fitzmaurice expressed his hope that the Board would authorize the Chair to write a letter to MASTF expressing the Board's dismay at this cartoon. In the future Director Fitzmaurice will tell the bus operators when they do not announce the call stops. Bonnie Morr stated that the cartoon is 1-2 years old and that it does not reflect the feelings or thoughts of any of the drivers. She assured the Board that no driver distributed this cartoon anywhere at all and that UTU is and has been committed to the MASTF Committee since its inception. Director Reilly asked that a letter be sent to CCCIL as well in this regard.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR AINSWORTH

Adopt a resolution recognizing the passage of the Americans with Disabilities Act of 1990 on the 12th anniversary of its Enactment.

Motion passed with a roll call vote and with Directors Almquist, Beautz and Norton being absent.

ADJOURN

There being no further business, Chairperson Ainsworth adjourned the meeting at 11:44 a.m.

Respectfully submitted

DALE CARR
Administrative Services Coordinator