

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**BOARD OF DIRECTORS REGULAR MEETING AGENDA
MARCH 10, 2000 (Second Friday of Each Month)
SCMTD ENCINAL CONFERENCE ROOM
370 ENCINAL STREET, SUITE 100
SANTA CRUZ, CALIFORNIA**

SECTION I: OPEN SESSION - 8:30a.m.

1. ROLL CALL
2. ORAL AND WRITTEN COMMUNICATIONS: None
3. LABOR ORGANIZATION COMMUNICATIONS
4. METRO USERS GROUP (MUG) COMMUNICATIONS
5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS
6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA

- 7-1. Approve Minutes of Regular Board of Directors Meeting of 2/11/00 and Regular Board of Directors Meeting of 2/18/00
Minutes: Attached
- 7-2. Accept and File Preliminary Approved Claims
Report: Attached
- 7-3. Accept and File Passenger Lift Report for February 2000
Report: Attached
- 7-4. Consideration of Tort Claims: None
- 7-5. Accept and File Minutes of MASTF Committee Meeting of 2/17/00
Minutes: Attached
- 7-6. Accept and File Minutes of MUG Committee Meeting of 2/16/00
Minutes: Attached

* Please note: Location of Meeting Place

- 7-7. Accept and File Monthly Budget Status Report for January 2000 and Approve Budget Transfers
Staff Report: Attached
- 7-8. Accept and File Highway 17 Status Report for January
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: Attached
- 7-9. Accept and File Status Report on ADA Paratransit Program for January
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: Attached

REGULAR AGENDA

- 8. Presentation of Employee Longevity Awards
Presented by: Jan Beautz, Chairperson
Staff Report: Attached
- 9. Consideration of Approval of FY 00/01 Preliminary Line Item Budget
Presented by: Elisabeth Ross, Finance Manager
Staff Report: Attached
- 10. Accept and File Presentation of Service Planning Issues Related to Title VI Civil Rights
Presented by: Kim Chin, Planning & Marketing Manager
Staff Report: Attached
- 11. Consideration of Approval of 1999 Comprehensive Bus Evaluation Final Report
Presented by: Kim Chin, Planning & Marketing Manager
Staff Report: Attached
- 12. Consideration of Amending Bus Acquisition Grants to Reflect 40' CNG Powered Vehicles
Presented by: Les White, General Manager
Staff Report: Attached
- 13. Consideration of Adoption of 5-year Operating and Capital Plan
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: To Be Included in Add-On Packet
- 14. Consideration of Authorization to Apply for Carl Moyer Funds
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: Attached

15. Consideration of Award of Radio Services Contract
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: To Be Included in Add-On Packet
16. Consideration of Award for Scotts Valley Transit Center Janitorial Services
Presented by: David Konno, Facilities Maintenance Manager
Staff Report: To Be Included in Add-On Packet
17. Consideration of Contract with Nationwide Auction System
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: To Be Included in Add-On Packet

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 podium during consideration of Agenda Item #1 "Oral and Written Communications", under Section III. Presentations will be limited in time in accordance with District Resolution 69-2-1.

Members of the public may address the Board of Directors on a topic on the agenda by approaching the podium 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.

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.

The Santa Cruz Metropolitan Transit District does not discriminate on the basis of disability. The Santa Cruz City Council Chambers is located in an accessible facility. If you wish to attend this meeting and require special assistance in order to participate, please Dale Carr at 426-6080 at least 72 hours in advance of the Board of Directors meeting.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

February 11, 2000

A Special Workshop Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, February 11, 2000, at the Holiday Inn, 611 Ocean Street, Santa Cruz, California.

Chairperson Beautz called the meeting to order at 8:41 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Bruce Arthur
Jan Beautz
Kenneth Burch
Bruce Gabriel
Michelle Hinkle
Mike Keogh
Oscar Rios
Mike Rotkin

DIRECTORS ABSENT

Jeff Almquist (arrived 8:57 a.m.)
Katherine Beiers (arrived 8:46 a.m.)
Bart Cavallaro (arrived 8:52 a.m.)
Tim Fitzmaurice (arrived 8:42 a.m.)

STAFF PRESENT

John Aspesi, Fleet Maint. Supervisor
Bryant Baehr, Operations Manager
Paul Chandley, Human Resources Manager
Kim Chin, Planning & Marketing Manager
Mark Dorfman, Assistant General Manager
Marilyn Fenn, Assistant Finance Manager
Linda Fry, Service Planning Supervisor
Terry Gale, MIS Manager

Margaret Gallagher, District Counsel
Tom Hiltner, Transit Planner
David Konno, Facilities Maint. Manager
David Moreau, Bus Operator
LeAna Olson, H. R. Analyst
Elisabeth Ross, Finance Manager
Judy Souza, Base Superintendent
Tom Stickel, Acting Fleet Maint. Manager
Leslie R. White, General Manager

OTHER ATTENDEES

Roger Boldt, Roger Boldt Consulting
Janet Brennan - MBUAPCD
Scott Bugental, Lift Line
Jim Dong, Raymundo Engineering
Spence Erickson, PG&G
David Fairchild, MBUAPCD
Ron Goodman, Neighbor
Debbie Hale, SCCRTC
Stuart Hoffman, Sierra Detroit Diesel
Madelein Hormann, SCCRTC

Ian McFadden, UTU Local 23
Camille Pierce, Bus Rider
Will Regan, VMU Representative
Bob Scott, Construction Engineer
Celia Scott, Attorney
Peter Scott
Wes Scott, UCSC
Michael & Janet Singer, S.C. Walk & Roll
Jon Styner, WaterLeaf Arch. & Engineering
Keith Sugar, Mayor, Santa Cruz City
Tom Tate, Liberty Fuels
Marion Taylor, League of Women Voters

OTHER ATTENDEES

Pattie Korba, SEA President
Jeff LeBlanc, MASTF
Manuel Martinez, PSA Chairperson

Tom Whittaker, WaterLeaf Arch. & Eng.

2. ORAL AND WRITTEN COMMUNICATIONS

None

3. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

None

4. REGULAR AGENDA

Issue 1 Presentation and Discussion of Management Information System (MIS) Study

Terry Gale, MIS Manager, introduced Roger Boldt, Consultant, to review his findings regarding the District's information technology environment. Mr. Boldt offered credentials from his twenty years of experience and highlighted his participation on the IT Committee of APTA. The objective of Mr. Boldt's review was to make a broad diagnostic of the technology of the system and of the state of technology across the entire organization. Mr. Boldt offered the following advice and changes to better position the District for the future:

- a. Intelligent Transportation System (ITS) - Attempts to use technology to increase capacity (i.e. electronic tolls). Real Time Systems (RTS) are a way to enhance capacity. The benefit from introducing ITS and RTS is seen particularly in paratransit where there is evidence that ridership can be increased as much as four-fold.
- b. Purchasing individual technologies that can be linked together. Commercial operating systems can be bought off-the-shelf.
- c. Intelligent System - Needs to be replaced or sufficiently upgraded every four years in order to keep up with technology.
- d. Current IT environment needs to be enhanced with one position: Database Administrator. To attract and retain IT professionals, pay structure must be more competitive.
- e. Incrementally replace core systems with best of breed vendors.
- f. Continue to evaluate new technological opportunities like ITS and Internet.
- g. Leasing of both technology and hardware is a good idea and cost effective.
- h. Graphical Information Solutions (GIS) enables management to run different scenarios, which gives good information to recommend changes to the system.

Accomplishments in the MIS Department

- a. Aggressively introduced new platform environment replacing the old one. The District is now a UNIX/NT environment that is supportable long term.
- b. New financial system has been acquired.
- c. Bid Dispatch has been upgraded with the same vendors.

- d. Platform and application environments have been tied together into a single LAN/WAN (Local Area Network/Wide Area Network).

Scott Bugental asked if the Automated Vehicle Location (AVL) software can be used with the Trapeze software he is currently utilizing. Mr. Boldt reported that Trapeze and Giro are the two best products on the market. The cost of AVL is approximately \$4.5M; however, the return on the investment is very strong -- within 2 - 2 1/2 years.

Director Fitzmaurice asked how the District can minimally improve the IT system and provide better information to the ridership. Jeff LeBlanc discussed the "talking buses" and the need to prioritize this. Mr. Boldt responded to both issues stating that the infrastructure needs to be complete before addressing these issues.

Director Beiers requested confirmation that the implementation of the recommendations from Mr. Boldt would cost \$107,000, including salary and benefit costs. Les White reported that staff will return to the regular Board of Directors meeting scheduled for February 18th with a report to consider Mr. Boldt's recommendations.

Mr. White further reported that the framework in being put into place which will allow staff to conduct a per trip, per bus, passenger count. It is impractical at this time for the District to look at a Real Time trip using the ITS and RTS systems. Mr. Boldt explained that all RFPs for new technology need to state what the District's existing standards are. Mr. Boldt further stated that a way to keep capital costs down is through a maintenance materials inventory.

Issue 2 Presentation and Discussion of Issues Related to the MetroBase Project

Les White introduced this topic with the history of the Watsonville MOF (Maintenance Operating Facility) which went off-line in 1989 after suffering from earthquake damage. This facility was replaced with a remodeled Kentucky Fried Chicken processing warehouse. Currently, seven service bays are utilized to perform the work that was previously done in seventeen service bays. Mr. White showed a series of slides which conveyed the inadequacies of the current transit district maintenance and bus parking facilities. In 1989 the District's fueling facility went off-line. Staff currently fuels District buses and vehicles at Devco Oil and pays premium market prices. The River Street facility went on-line in 1981 and was designed to house 35-40 buses. Currently, as many buses as possible are parked there, intermingled with employee vehicles. This facility is in a flood zone. Mr. White went into detail regarding the vehicle service workers' working conditions.

- a. Drainage Ditch Relocation Project for the Site

In 1995 Gannett Flemming was hired to find a site location for MetroBase. Other options viewed were the Skyview Drive-in, Neigh Lumber, and Harvey West which would have to be utilized in a clustered configuration. For various reasons, these sites were disqualified. When the Lipton site was initially viewed, only the back half of the property was being considered. An initial study was prepared, a negative declaration was issued and the Board adopted this in 1996. The major challenge at that time was the ditch and the District's need to relocate this

somewhere other than the center part of the property. The Board also adopted a negative declaration regarding traffic, emissions, and systems flow. This project was shelved due to FEMA and was taken off the shelf in the Fall of 1997. At that time, the Mission Linen portion of the property had been sold. The site was reconfigured to add the Union Pacific right-of-way for ingress and egress. The Board of Directors adopted a negative declaration of the current configuration of the property in 1998. The current status is that the ditch relocation is still an issue. WaterLeaf is doing an initial design criteria, non-site specific. Lipton is still desirous of selling the property and wants to perfect the site for the sale. More recently, the Zoning Board denied the District's negative declaration with a 3:1 vote. A wetlands expert stated that the ditch is a man-made channel with no established habitat. Director Fitzmaurice reported that the staff of the Zoning Board felt that the ditch relocation should be brought before the Zoning Board in conjunction with the MetroBase project and that it was inappropriately divided. Director Rotkin reported that it was Lipton who split this issue and asked that the District staff not attend the Zoning Board meeting.

Les White was informed by Mr. Tosta, Lipton's representative, that they plan to divest themselves from this property by:

1. Selling to the Transit District;
2. Selling to someone else;
3. If ditch is non-movable, Lipton will sell it forcibly to the City

Mr. White was also informed that if District staff was at the Zoning Board meeting and something negative happened, Lipton would hold the District responsible. Both Directors Beiers and Beautz voiced their desire to have Board representatives and District Staff present at the Zoning Board meeting and staff was directed to attend this Thursday night meeting. Mr. White stated that the MetroBase project would be subjected, at a minimum, to a focused Environmental Impact Report.

Mr. White discussed the steps for condemnation:

1. Re-assert that there is no other alternative location available to the District.
2. Make a finding of public necessity for the property in that location and no other.
3. The Board would send a formal request to the City Council, which requires a majority on the part of the Board for permission to condemn. If agreed to, condemnation action goes before the Board with a possible 2/3rds vote to take that action.
4. With that, the District would gain possession of the property and work out just compensation to the property owner, through the legal process.
5. If the City Council agrees to allow the District to condemn, the property owner cannot stop this process.

b. Drainage Ditch Setback Requirements' Affect on Design

Les White reported that if the District creates a riparian corridor, a setback of 100' will be required. The design team was asked if the project would still be viable if the District took 200' off the property. WaterLeaf responded that multi-story buildings would be one way to work within this parameter. A 200' setback would accommodate a smaller fleet; a 70' setback would accommodate a fleet of 200 buses. Mr. White reported that the setback requirement is now affecting the schedule and completion of this project and each month this project is pushed back, costs will be increased by \$80,000.

Director Fitzmaurice asked about the ambient noise from the facility and was informed that the noise would be generated from HVAC types of things plus the startup of buses. Tom Whittaker reiterated that an acoustical expert is part of the design team.

Tom Whittaker and Jon Styner of WaterLeaf spoke regarding the 200' setback and the constraints this would have on the site. Some of the constraints would be: 175 buses only on the site, a different angle of parking would need to be utilized with the riparian corridor off to the side, diminished parking for staff and visitors. A 70' setback is doable and the riparian corridor could be presented as a huge opportunity to the community. Mr. White commented that if the 200' setback is required, there will almost definitely be a condemnation process.

CELIA SCOTT REQUESTED THAT ITEM 2-f OUTREACH MEETING BE TAKEN OUT OF ORDER.

f. Discussion of Outreach Meeting (2000)

Les White reported that the MetroBase project currently sits at \$37M with an estimated opening date of November 2002. Mr. White's concern is that the design team will need specifics as it relates to the site for such things as building layouts. With a delay due to no resolution of the site issue, the \$2M in savings from having a consolidated facility will go towards debt incurred and not to service improvements as desired. There are approximately \$12M in mitigation factors, such as noise and sound retention, which should be discussed with the community.

A public meeting was scheduled for Wednesday, March 29, at 7:00 p.m. Location to be determined at a later date.

DIRECTOR RIOS DEPARTED MEETING AT 12:00 NOON
DIRECTOR FITZMAURICE DEPARTED THE MEETING AT 12:09 P.M.

- c. Project Schedule
- d. Choice of Fuel System (CNG, Diesel, Other)

Mark Dorfman introduced David Fairchild and Jeff Brennan from the Monterey Bay Unified Air Pollution Control District, Spence Erickson from PG&E, Jim Dong from Raymundo Engineering who is on the design team, and Stuart Hoffman who is the Detroit Diesel representative. Mark informed the Board that the entire fleet, except for 4 28-foot Champions which are gasoline, are diesel. A study of alternative fuels was conducted in 1993 by Booz-Allen and Hamilton. This study concluded that at that point in time, the District was not in a position to move to alternative fuels since we had no diesel site, no operating budget to support this change, and no capital to buy CNG-capable fueling stations or adding to the price of the bus. The Booz-Allen findings were presented to the Board. These findings were adopted with a proviso requesting that staff continue to look at this, and when it was more economically feasible or when design for a new building was implemented, staff would re-examine this issue. A base assumption which needs to go into the new site is the fuel type. This will affect the height of the bays and heating system, to name but a few.

Mr. Dorfman went on to state that there are two paths the District needs to discuss: Diesel or Alternative Fuel. Diesel emissions have been deemed toxic air contaminants. If the District stays with diesel fuel, emissions would need to be reduced in an accelerated manner. The Air Pollution Control District's goal is to get to a Zero Emissions Bus (ZEB). With a CNG engine the particulants are finer and the impact of these is unknown. European countries have utilized the Clean Diesel approach. The increase in cost of a bus is approximately \$50,000 for the CNG method (i.e. \$275,000-\$280,000 for a 40' diesel bus plus \$50,000 for the CNG choice).

Mr. Dorfman discussed approved grants for buses. The decision of low floor, high floor needs to be made first. If the District converted to a diesel 40' fleet (not articulated) the grant funds would buy 27 buses. If the District converted to a CNG fleet (not articulated) grant funds would buy 23 buses. The year 2007 is when the rehab buses will be scheduled for replacement. Issues to think about are: a) if CNG is chosen, it gives WaterLeaf their direction and a bid can be put out. However, since the District has nowhere to fuel CNG, the buses could not be delivered until MetroBase opens up. b) the District continues to operate diesel, under the circumstances that only low sulfur fuel will be used as it becomes available; nothing will be done to extend the life of the buses; as an engine dies, the District would commit to go to the newest, cleanest technology available.

Issues related to CNG as a fuel source: a) higher vehicle weight due to the tanks; shorter brake line, suspension life, and tire life.

A drawback to CNG is a shorter range that buses can travel. This will be a big issue on the Highway 17 route. The existing low floor buses cannot be converted

to CNG because the roof structure will not support tanks. CNG is susceptible to changes in altitude, however, Jim Dong of Raymundo Engineering feels even at 1800', this would not make much difference. There is a higher fire and explosion factor with CNG. Training is a major component with handling, safety procedure, facility design, alarm systems with sensors which would shut down the power in the entire facility if necessary. CNG will not be stored on site as there is an excellent line of supply on the Lipton site.

DIRECTOR BURCH DEPARTED MEETING AT 12:56 P.M.

Ian McFadden, UTU Representative, asked if the Air Resources Board looked at CNG and was informed that it has not found that CNG fumes are toxic, however, diesel emissions are toxic.

Jim Dong stated that there are two methods of CNG available: Fast fill - anything less than 5-7 minutes; Time fill - 20 minutes or more, which is reserved for overnight filling. Range: A van or sedan can travel 200 miles on a fill-up. A bus can travel 300 miles. Pressure: There are two systems - one for vehicles that will accept up to 3,000 psi, another system for vehicles which will accept up to 3,600 psi. Transit buses are usually at the higher pressure so more fuel can be on-board for greater range. Other alternatives are liquified natural gas and hybrid electric. Hybrid electric is closer to zero emissions because most of the time the vehicle is running on the battery. Fuel cells, the direction most people in the industry feel we will end up at, are very experimental and very expensive. CNG would be the preliminary step for the onset of fuel cells. Spence Erickson stated that funding is available to move towards alternative fuels.

Director Beautz asked if this issue would be addressed at the outreach meeting. Director Rotkin asked if staff would make a recommendation to the Board and questioned if staff will conduct an exhaustive study of the "downside" of CNG prior to a public meeting. He also asked if during the transition there will be above-ground diesel tanks. Les White replied that the vehicle for the recommendation from staff will be the authorization to issue specifications for bus acquisition. This should come to the Board next month. Additional information on safety concerns will be put together by staff. If the Board chooses not to go with articulated buses, staff will go to the Board with a recommendation to reprogram the grant funds away from articulated and into the 40' standard buses. Add to that the additional grant funding we have to issue specifications for CNG powered buses to be delivered in early 2003. Staff will also go back to the Board with a choice: sell the 30 low floors to another transit property to obtain money for replacement. In other words, to go completely CNG when MetroBase opens or should temporary above-ground facilities be made for diesel fueling and transition those diesel buses out in 2010. Director Rotkin feels that the diesel issue would kill the MetroBase project.

Wes Scott of UCSC stated that the university is purchasing CNG equipment on campus and they would be interested in purchasing CNG fuel from the District.

e. Articulated Buses vs. 40' Buses

Tom Stickel, Fleet Maintenance Manager, spoke regarding 60' articulated buses vs. 40' buses. The 60' articulated buses have a possible capacity of 120 passengers which translates to a lower cost per passenger in terms of fuel, and slightly lower maintenance costs since two buses are being replaced with one. The negative side of this is that when an articulated bus is out of service, it requires two 40' buses to replace it. Facility costs would be affected by accommodating articulated buses, such as, the length of maintenance bays, lifting equipment, parking spaces, and bus washer. A major consideration is the current bus pullouts which will inhibit the use of articulated buses in some places, as well as turning radius constraints. The articulated buses would work well on the university routes and 71 route. Another major consideration is that the bus operator cannot see the end of the bus during turns. A 40' diesel bus currently costs approximately \$280,000; an articulated bus will be in the \$400,000 range. With a 40' bus there is a wider selection of manufacturers and a choice of fuel systems. There are no CNG or alternate fuel powered articulated buses.

Ian McFadden commented that on the Route 71 and USCS bus, the frequency of buses would solve the problem instead of a 60' bus. Increasing frequency on campus would also address the quantity of bikes that can be carried. Will Regan, VMU Representative, addressed the problem of increased vandalism on articulated buses as the operators would not have a view of the back portion of the bus.

This item will be brought back at a future Board Meeting.

Issue 3 Presentation and Discussion of Transit Service Development Issues

a. Transit Service Expansion Capabilities

Tom Stickel reported that the District has added 16 buses and 1,000,000 miles of service since 1988. Major areas of concern are maintenance personnel, bus parking, and maintenance bays.

Personnel: There is a shortage of trained technical people in the maintenance field. Strategies to overcome issues: 1) recruitments for mechanics, 2) new ways of recruiting personnel, recruit out of state more aggressively, approach trade schools, job fairs, recruiting agencies, promote a job apprenticeship program, work with other transit districts to see what works for them, possibly work on scholarship program. Director Rotkin suggested that staff work in conjunction with the State and County to fill these positions. Director Arthur suggested job shadowing days which would encourage students to "shadow" a mechanic for a day. Ian McFadden suggested a mentoring program at Juvenile Hall, and initiation of an adult education program.

Bus Parking: David Konno discussed the current parking situation with 60 buses being parked at the Operations Building, which was designed to accommodate 43 buses. Twenty-three buses are currently being parked on Vernon Street, which is suitable for 15 buses only, with a very limited amount of lighting. Staff is in negotiations with Plantronics to expand parking capabilities at their site. Staff is investigating better ways of parking the buses since there is trouble maneuvering them at night. In some instances bus operators need to go to all three facilities in order to find a spot to park. Staff is also investigating on-street parking at Harvey West.

Tom Stickel reported that there has been no increase in maintenance bays or personnel since the expansion of service. Staff is looking into possibly opening up an afternoon shift and/or recruiting adequate personnel to utilize the DuBois facility, and also working in conjunction with SEIU to possibly change the number of hours worked. There are 30 low floor buses that are coming out of warranty, therefore, repairs will need to be made in-house. When the ten Gillig buses return from rehab, Staff hopes to pull the flexible fleet off line since they are past their useful life. When the flexibles are out of service, a huge inventory of parts can be discarded, thereby opening up more space.

Les White listed projects that are being requested immediately to expand service. Mr. White stated that the District has the operating money for these expansions, and staff could acquire additional Golden Gate buses and SanTrans buses to expand the local service. The problem is that there is no where to park these additional buses. Mr. White stated that staff would return to the Board with action reports to implement strategies to work these issues out.

Will Regan discussed the maintenance workforce and positions that have not been replaced since the earthquake. He pointed out that the ten rehabilitated buses did not include engine or transmission work. The fleet is aging, lifts are needed, and so on. Mr. Regan asked for more information regarding the Peer Review Process and reiterated that the most experienced personnel are already District employees. He would like to see VMU be a part of this review. Mr. White clarified that the Peer Review Process is a two-stage process as part of the new facility. Staff will look to industry sources for mechanical, maintenance and management-types of assessments that will help to expand capacity for existing facilities as well as possible recommendations for the new facility. Mr. White did confirm that VMU and mechanics would be involved in this process. A report will be made to Les White regarding internal procedures that might be suggested in order to alleviate some of the challenges in this department. The staff report addresses the need for hoists and staff will bring this to the Board next week as an action item if the Board is comfortable with the outline.

DIRECTOR FITZMAURICE RETURNED TO THE MEETING AT 2:20 P.M.

Patti Korba, SEIU President, commented that personnel needs to run on a parallel track with the MetroBase facility.

b. Low Floor Buses vs. High Floor Buses

Tom Stickel provided "pros" and "cons" related to each style of bus. Staff will give a recommendation to the Board as to preference. The recommendation will apply to the next fleet of buses the District procures. The specifications from the staff report will be given to both MUG and MASTF for their comments. Les White stated that this item will probably go before the Board in March.

DIRECTOR GABRIEL DEPARTED THE MEETING AT 2:44 P.M.

Issue 4 Presentation and Discussion of Financial Issues

a. Five Year Capital/Operating Plan

Elisabeth Ross reported that the District forecasts having \$1.9M in the bank at the end of 6/30/00 and is projecting most costs will increase by approximately 4%. Five percent was used for sales tax and TDA. On the expense side, 5% was used for fringe benefits, 4% for the labor components, and 12% for paratransit. Operating expenses are increasing from \$25.5M up to \$32M. Ms. Ross reported that the budget is in balance and includes \$150,000 of expansion each year. Anticipated revenues were reviewed, including CMAQ/STP funds of \$1.2M which represents 30% of what the Transportation Commission has available. Funding that was not included last year is SB45 funding. STA funding is straight lined at \$700,000. Over a five-year period, funds in the amount of \$17.4M will come into the District. Ms. Ross reviewed Attachment E of the staff report which reflects earmark funds in the amount of \$32.8M. The Metro Center rehab project is projected to cost \$6M. Director Rotkin inquired about expenditures for new buses and if these expenditures reflect costs of mechanics, drivers, etc. Ms. Ross pointed out that the expanded service line items include these factors.

Les White discussed earmarked funds and that the District has full-time representation in Washington, DC, to stay in front of Congress advising them what is needed by the District. Director Rotkin confirmed that from the state funds the District would not be asking just for general money but will ask Fred Keeley for the CNG project itself. Mr. White reported that Fred Keeley has indicated an interest in working for this.

b. Reserves and Federal Operating Assistance

Elisabeth Ross discussed why money left at the end of the year goes into reserves rather than utilizing it as operating money. Federal operating assistance for last year was approximately \$500,000 and is the same for this year. The restrictions attached to Federal operating dollars are widespread, especially in purchasing when vendors will not bid on items due to the paperwork involved. To ensure the District qualifies for this assistance, a deficit must be shown at the end of the year. Many years, because the District does not have a true deficit, staff retires money to reserves to create this deficit. Ms. Ross asked whether was it worth it to

continue taking this operating assistance, or should Metro take Federal dollars on the capital side? Ms. Ross confirmed that there are no restrictions on how the District spends sales tax money so if this were needed, staff could backfill the hole created in the operating budget if the Federal operating assistance was not pursued. Mr. White stated that staff would bring this issue back before the Board with a revised 5-year operating plan.

c. Continued Use of Bus Advertising

Kim Chin reported that the District is currently in the third year of a five-year contract with Obie Advertising for selling advertising space, both interior and exterior, on buses. Over the course of the last two years, no interior advertising has been sold at all. Terms negotiated with Obie Advertising are either 50% of gross revenues or a minimum annual guarantee, whichever is greater. Over the last two years, the minimum annual guarantee has been greater than the gross revenues. The District will receive a minimum of \$712,000 over the life of the contract. Currently, the District has 81 buses available for advertising, which constitutes 237 spots. Of the 237 available spots, 164 are sold. Buses not included in the advertising fleet are the 8 Golden Gate, 7 Discovery, and 10 Samtrans buses. There are currently 8 ads running on the buses; this constitutes about 5% of the total ads.

There is a new self-promotional program whereby the District pays for the production costs only and District ads are run on a space available basis. Mr. Chin is expecting to negotiate 15-20 spots to promote the Transit District. Mr. Chin highlighted some of the stipulations for ads; namely, no bus number can be covered up, no ads will be accepted that promote alcohol, tobacco or pornography. There are, however, no restrictions on auto-related ads which constitute 20% of the total ads sold. Mr. Chin discussed the "full wrap" which is the current advertising that covers the windows of the buses. The District would have to negotiate with Obie Advertising to eliminate this type of advertising and this elimination would affect the District's guarantee.

A letter of concern from Mr. Jerry Kiser regarding the advertising was distributed. Mr. Kiser was responsible for bringing this matter to the attention of KSBW TV. Both Kim Chin and Les White were interviewed earlier by KSBW on this subject. Mr. Kiser was present to voice his concerns about how the advertising affects the bus riders and to ask for restraint on the part of the District regarding auto ads and "full wrap" advertising. There was concern that when the advertising is removed, the paint is removed with it. Mr. Chin replied that Obie Advertising is responsible for the cost of repainting the buses. Ian McFadden expressed his desire to keep the advertisements below the windows on the High Fliers in order to increase visibility for the bus operators. Director Beiers would like the staff to scale down on the advertisements and to be more selective on the auto advertising. Staff was directed to return to the Board with a strategy on this matter. Director Rotkin asked what revenues the District would lose by turning down "full wrap"

advertising. Mr. White proposed that staff would talk with Obie Advertising and return to the Board in March with Obie's response.

ADJOURN

There being no further business, Chairperson Beautz adjourned the meeting at 3:28 p.m.

Respectfully submitted,

DALE CARR
Administrative Services Coordinator

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

February 18, 2000

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, February 18, 2000, at the City Hall Council Chambers, 809 Center Street, Santa Cruz, California.

Vice Chairperson Rotkin called the meeting to order at 8:33 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Jeff Almquist
Bruce Arthur
Katherine Beiers
Tim Fitzmaurice
Bruce Gabriel
Michelle Hinkle
Mike Keogh
Oscar Rios
Mike Rotkin

DIRECTORS ABSENT

Jan Beautz
Kenneth Burch
Bart Cavallaro

STAFF PRESENT

Bryant Baehr, Operations Manager	Terry Gale, MIS Manager
Kim Chin, Planning & Marketing Manager	Margaret Gallagher, District Counsel
Mark Dorfman, Assistant General Manager	Leslie R. White, General Manager

2. ORAL AND WRITTEN COMMUNICATION REGARDING CLOSED SESSION

None

SECTION II: CLOSED SESSION

Vice Chairperson Rotkin adjourned to Closed Session at 8:34 a.m. and reconvened to Open Session at 9:32 a.m.

DIRECTOR BEAUTZ ARRIVED AT 8:41 A.M.

DIRECTOR CAVALLARO ARRIVED AT 8:48 A.M.

SECTION III: RECONVENE TO OPEN SESSION

DIRECTORS PRESENT

Jeff Almquist
Bruce Arthur

Tim Fitzmaurice
Bruce Gabriel

Jan Beautz
Katherine Beiers
Bart Cavallaro
Michelle Hinkle

Mike Keogh
Oscar Rios
Mike Rotkin

DIRECTORS ABSENT

Kenneth Burch, Ex Officio

STAFF PRESENT

Bryant Baehr, Operations Manager
Wally Brondstatter, Bus Operator
Kim Chin, Planning & Marketing Manager
Paul Chandley, Human Resources Manager
Mark Dorfman, Assistant General Manager
Marilyn Fenn, Asst. Finance Mgr.
Linda Fry, Service Planning Supervisor
Margaret Gallagher, District Counsel

Terry Gale, MIS Manager
David Konno, Facilities Maint. Manager
David Moreau, Bus Operator
LeAna Olson, H. R. Analyst
Elisabeth Ross, Finance Manager
Judy Souza, Base Superintendent
Tom Stickel, Acting Fleet Maint. Manager
Leslie R. White, General Manager

OTHER ATTENDEES

Scott Bugental, Lift Line
Ian McFadden, UTU President
Debbie Hale, SCCRTC
Patti Korba, SEA President

Bob Scott, Consultant
Wes Scott, UCSC
Manuel Martinez, PSA Chairperson

1. REPORT ON CLOSED SESSION - District Counsel

District Counsel Gallagher reported that in Closed Session the Board discussed whether to set a price and terms of payment to negotiate an option to purchase the Lipton property. The Board unanimously decided not to set a price to negotiate the option for purchase of the property.

District Counsel Gallagher further reported that the claim of Jamie Goldman was discussed, and the Board, on a 6 to 5 vote, deemed that the claim should not be settled because fault rests with Jamie Goldman. Those voting to support this determination were Director Rotkin, Director Almquist, Director Gabriel, Director Hinkle, Director Arthur, and Director Keogh. Those voting to settle the claim were Director Cavallaro, Director Beautz, Director Fitzmaurice, Director Beiers, and Director Rios.

2. ORAL AND WRITTEN COMMUNICATIONS

- Chairperson Beautz received a request to add an emergency item to the agenda since this matter came to the attention of the Board after the agenda was posted and there is a need to take action. District staff is recommending the award of the bid for the purchase of replacement vehicles in the amount of \$57,783.49 to S&C Ford of San Francisco, CA and \$21,421.64 to Lasher Auto Center of Woodland, CA. The Staff Report was distributed to the Board.

ACTION: MOTION: Director Almquist SECOND: Director Rotkin

A Motion was made to add this Staff Report as a necessary emergency item to the agenda.

The Motion passed unanimously.

- Director Cavallaro reported that he attended the Aptos Chamber Forum and was distressed to hear one of the candidates discuss deleting 50 buses for transit allocation and putting the funds into roads. This candidate also made a statement regarding ".....belching transit buses" and that Aptos does not have the need for them. Director Cavallaro thought that Les White could inform all the candidates on the need for transit services in the County.

Written Communications:

- a. Correspondence from Winona Hubbard
RE: Service to San Jose Airport
- b. Correspondence from Board of Supervisors
RE: Committee and Commission Appointments
- c. Correspondence from Gerry Kiser
RE: Exterior Bus Advertising

3. LABOR ORGANIZATION COMMUNICATIONS

None

4. METRO USERS GROUP (MUG) COMMUNICATIONS

Director Gabriel reported that at MUG's last meeting there were lengthy discussions regarding MetroBase and that the MUG committee passed a motion similar to that passed by MASTF which basically was to co-sponsor a meeting regarding MetroBase.

Director Fitzmaurice referred to previous MUG Minutes which discussed a Spanish translation of Headways and also Spanish on the website. Translation of the bus signs in some areas would also be useful. Director Gabriel reported that time has been set aside prior to the March MUG meeting to discuss redesigning the Headways to include Spanish translation.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

Jeff LeBlanc reported that MASTF passed a motion supporting the demonstration grant proposal submitted by Lift Line for training in the community vehicle program and MASTF recommends that the Metro Board support this program. A letter of support for the grant proposal will be sent by MASTF to the Santa Cruz County Regional Transportation Commission.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA:

- DELETE ITEM #6-10** Accept and File Quarterly Performance Report, Second Quarter 1999/00
(Deferred to March meeting)
- DELETE ITEM #6-11** Accept and File Quarterly Ridership Report, Second Quarter 99/00
(Deferred to March meeting)

REGULAR AGENDA:

- ADD TO ITEM #14:** Consideration of Authorization to Amend the 111 DuBois Lease to Include Remainder of Leasable Space
(Staff Report Attached)
- ADD TO ITEM #18:** Consideration of a Resolution for Applications to the Santa Cruz County Regional Transportation Commission for FY 2002 and FY 2003 Surface Transportation Program (STP) and Congestion Mitigation and Air Quality Improvements (CMAQ) Programs
(Staff Report Attached)

CONSENT AGENDA

Review Consent Agenda Items 6-1 through 6-15

- 6-1. **Approve Minutes of Regular Board of Directors Meeting of 1-14-00 and Regular Board of Directors Meeting of 1-21-00.**
- 6-2. **Accept and File Preliminary Approved Claims**
- 6-3. **Accept and File Passenger Lift Report for January 2000**
- 6-4. **Consideration of Tort Claims: Deny the Claim of: Shoreline Property Management, William Cellitti, Jamie Goldman**
- 6-5. **Accept and File Minutes of MASTF Committee Meeting of 1/20/00**
- 6-6. **Accept and File Minutes of MUG Committee Meeting of 1/19/00**
- 6-7. **Accept and File Monthly Budget Status Report for December 1999 and Approve Budget Transfers**
- 6-8. **Accept and File Highway 17 Status Report for December**
- 6-9. **Accept and File Status Report on ADA Paratransit Program for December**
- 6-10. **Deleted**
- 6-11. **Deleted**
- 6-12. **Consideration of Resolution Authorizing a Deposit Account and Facsimile Signature Agreement with Coast Commercial Bank**
- 6-13. **Consideration of Approval of Revised Employee Incentive Program**
- 6-14. **Accept and File Status Report - WTC Property Management RFP**
- 6-15. **Consideration of Authorization to Operate a Shuttle for the United Transportation Union (UTU) Senior Dinner**

ACTION: MOTION: DIRECTOR BEIERS SECOND: DIRECTOR RIOS

A Motion was made to accept the Consent Agenda.

Director Beautz requested that Items 6-10 and 6-11 of the Consent Agenda, Quarterly Performance and Ridership Reports, be left off the agenda until the following month if the reports are not ready.

The Motion passed unanimously.

REGULAR AGENDA

7. CONSIDERATION OF RESOLUTION AUTHORIZING REVISION TO FY 1999-2000 BUDGET

Summary:

Elisabeth Ross asked the Board to revise the budget for the current year. All changes are listed in Exhibit A of the Staff Report. Ms. Ross reported that there is an increase of \$680,000 in operating revenue, mostly due to sales tax interest income and special allocation from commission. However, there are also expenses which will consume this additional revenue.

ACTION: MOTON: DIRECTOR ROTKIN SECOND: DIRECTOR RIOS

A Motion was made to adopt a resolution revising the FY 1999-2000 budget.

The Motion passed unanimously.

8. CONSIDERATION OF ACCEPTANCE OF FINANCIAL STATEMENTS AND REPORTS OF INDEPENDENT AUDITOR FOR YEAR ENDING JUNE 30, 1999.

Summary:

Kim McCormick of Grant Thornton, LLP reported on the audited financial statements for year-ending June 30, 1999. Ms. McCormick stated that two types of audits were conducted: Financial Statement and Internal controls with how Federal monies are spent. The Financial Statements were accurately stated. There were no findings regarding the Federal audit. Adjustments were made to property, equipment, and fixed assets. The District will conduct a physical count of all property and equipment since this is a requirement because of Federal fund assets.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR BEIERS

A Motion was made to accept financial statements and reports of the independent auditor for year ending June 30, 1999.

The Motion passed unanimously.

9. CONSIDERATION OF AGREEMENT WITH THE SANTA CRUZ SEASIDE COMPANY FOR THE PROVISION OF LATE-NIGHT SERVICE

Summary:

Mark Dorfman reported that last year the District operated a late-night trip on Route 71 in conjunction with the Boardwalk. The Seaside Company only paid a portion of this service, however. The District paid a portion of this also in order to have this service available for the full bid. This route was successful and was added into the schedule. Seaside Company is requesting this service again but with an earlier departure time and initiating at the Boardwalk. They have a limited interest in the number of days but have agreed to underwrite the entire cost for the leg from the Boardwalk to the Metro Center for the duration of the bid.

Discussion:

Mr. Dorfman informed Director Rios that the change involves an 11:30 p.m. trip going to Watsonville. Director Arthur was informed by Bryant Baehr that 25-28 passengers per trip rode this bus into Watsonville last year.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR BEIERS

A Motion was made to approve the agreement with the Santa Cruz Seaside Company for the provision of late-night service.

The Motion passed unanimously.

10. CONSIDERATION OF APPROVAL FOR SANTA CRUZ BEACH SHUTTLE SERVICE

Summary:

Mark Dorfman requested authorization from the Board to approach the agencies that funded the beach shuttle service last year. Last year the District's share of the cost was 23%. County Parks traded the use of their parking lot for parking the cars in return for bus passes. If the District cannot achieve 100% funding participation, staff will bring this issue back before the Board.

Discussion:

Director Rotkin inquired about the cost increase from \$28,000 last year to a projected \$36,135 this year. Bryant Baehr responded that since last year, the District has gone through labor agreements, rate adjustments, and is experiencing large increases in diesel costs. Director Almquist stated that discussion should focus on how to increase participation from the businesses that benefit from the shuttle. Les White assured the Board that staff would report back regarding the contributors and their level of participation, or shortfall, if any. At that time the Board would decide whether to approve the shuttle service or backfill any shortfalls with

general fund money. Suggestions of contributors to contact: contributors from last year, the Beach Area Association, Santa Cruz Chamber of Commerce via Michael Schmidt, the Downtown Business Association, and the Santa Cruz County Business Council. Mr. White asked if it would be appropriate to have City staff work with District staff on the requests so it is viewed as a joint request and was informed that it is appropriate and City staff would have to be given that instruction as well. Director Cavallaro suggested that since these shuttles are such a success, the District should include in future budgets 50% of the cost of operation. Director Rotkin suggested that a meeting be initiated to talk with all the parties involved at one time.

Ian McFadden stated that signage on Ocean Street should be clearer, possibly flags advertising the free beach shuttle as in past years. Debbie Hale of the Transportation Commission reported that due to the number of requests for supplemental sponsors last year, there is now a new process for sponsors. Going forward, all sponsor requests must be received by the Transportation Commission by August 1st and their participation will be based on the TDA revenue at that time. Director Rios asked if all jurisdictions will be notified of this new process and was informed that they would. Director Beiers stated that this shuttle is out of sync with the adoption process and that one of the District Board members should bring this request to the Transportation Commission.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR ALMQUIST

A Motion was made to direct staff to work with other agencies to find a way to obtain a funding packet for this shuttle.

The Motion passed unanimously.

11. CONSIDERATION OF AWARD OF BID OF PIPE RAIL FENCE PROJECT - SCOTTS VALLEY TRANSIT CENTER

Summary:

David Konno reported that bids were sent out for this project in October. No responses were received. Bids were once again sent out in January and staff received four responses. Staff is recommending that the contract be awarded to Golden Bay Fence in San Leandro, CA for the amount of \$9,472.50.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR CAVALLARO

A Motion was made to approve staff's recommendation.

Discussion:

Director Keogh asked what the financial limits are on a project that staff is authorized to execute and was informed that construction projects of \$10,000 or less do not require Board approval. Mr. Dorfman noted that in this instance, the initial estimates for this project were above the \$10,000 limit. David Konno also stated that the pipe rail is skateboard proof. Les White confirmed that the stairway at the Scotts Valley Transit Center has been removed.

The Motion passed unanimously.

12. CONSIDERATION OF AWARD OF PURCHASING CONTRACT 99-08 CONCRETE REPAIR WORK - SANTA CRUZ METRO CENTER

Summary:

David Konno reported that this project is to repair areas at the Metro Center. Staff is recommending the contract be awarded to T. Boyd Construction of Boulder Creek, CA.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR ROTKIN

A Motion was made to approve staff's recommendation.

The Motion passed unanimously.

13. CONSIDERATION TO AMEND HAZARDOUS WASTE DISPOSAL CONTRACT TO EXTEND CONTRACT TO JANUARY 31, 2001

Summary:

David Konno reported that this is a recurring contract for disposal of hazardous waste. Staff is recommending that the General Manager be authorized to execute an amendment to the contract with Evergreen Environmental to extend the term of the contract for one year.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR ROTKIN

A Motion was made to approve staff's recommendation.

The Motion passed unanimously.

14. CONSIDERATION OF AUTHORIZATION TO AMEND THE 111 DUBOIS LEASE TO INCLUDE REMAINDER OF LEASABLE SPACE

Summary:

David Konno reported that staff recommends acquiring additional space at 111 DuBois for the Fleet Maintenance Department.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR ALMQUIST

A Motion was made to approve staff's recommendation.

The Motion passed unanimously.

15. CONSIDERATION OF RESTRUCTURE OF MIS DEPARTMENT

Summary:

Les White reported that this issue was discussed at the Workshop meeting of February 11, 2000. The District employed the services of Roger Boldt to look at the long-term Management Information System needs both in terms of hardware, software, and integration of IT System into the other operations of the District. Some of the challenges are revenue collection, automatic vehicle locate, monitoring requirements including updated maintenance practices with state-of-the-art operating coaches, and automatic passenger counter installation. In order to accomplish these things, the basic structure of our system needs to be in place and the District needs to be properly staffed and structured for the purpose of executing a long-term plan.

DIRECTOR ROTKIN LEFT THE MEETING AT 10:29 A.M.

The output of Roger Boldt's report are included in the staff report with a recommendation from staff that the MIS Dept. be reorganized with a staff increase of one position and recraft the job descriptions and salary levels to be consistent with outside positions. The other product of the report was an articulation of budget recommendation for the capital and operating plan that would support these other activities. Staff Report recommends adjusting the MIS budget by half of the \$107,000, to accept the modified job descriptions and salary levels, and to recognize in the budgeting process that staff would come in with multi-year recommendations with regard to hardware, software and system integration.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR RIOS

DIRECTOR ROTKIN RETURNED TO THE MEETING AT 10:31 A.M.

Director Fitzmaurice inquired about website management Mr. Dorfman reported that the work on the website has never been funded. There are two facets to the website: the hardware side which would fall into the IT side and the information or marketing side of the website. Staff will need to look at a mechanism for melding of these two facets in the coming year. Director Fitzmaurice recommends that the website requirements be added to the job descriptions.

DIRECTOR RIOS LEFT THE MEETING AT 10:37 A.M.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR KEOGH

A Motion was made to approve the staff recommendation with the job description change to reflect website management.

The Motion was passed unanimously with Director Rios absent.

DIRECTOR RIOS RETURNED TO THE MEETING AT 10:39 A.M.

16. CONSIDERATION OF AUTHORIZATION TO DONATE PRIZES FOR RIDESHARE WEEK

Summary:

Mark Dorfman reported that the date in the Discussion area of the staff report should be updated to reflect the current year. The reason this is before the Board is to set this as a public purpose for the donation so it is not considered a gift of public funds. Director Rotkin stated that this donation would encourage ridership on public transportation.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR ALMQUIST

A Motion was made to approve this item.

Director Almquist asked why the District is combining these into three one-year gifts rather than having 38 per month gifts. Mr. Dorfman responded that it is a bigger prize to say free rides for an entire year. Director Almquist stated that offering 28 one-month gifts or 19 two-month gifts would convert more people into bus riders.

Ian McFadden spoke advocating "free fare day" and stated that Rideshare Week would be the perfect time to initiate this. Mr. Dorfman reported that when "free fare day" was held approximately six years ago, Taco Bell underwrote the cost of the free rides for that day. The problem with "free fare day" is that staff would require waivers from Cabrillo and UCSC stating they would continue to give the amounts they normally would. Both Cabrillo and UCSC cooperated with this request. Elisabeth Ross reported that in the late 70's and early 80's the District offered four free fare days per year; the general fund was utilized in that instance. Another challenge with the "free fare day" is that monthly bus pass buyers feel they should be rebated for the free day(s). Director Beiers asked that the "free pass day" be agendized. Debbie Hale expressed interest in being a part of this discussion. Director Almquist discussed a managed program of promotions to increase ridership, such as "free fare day", and asked that this be agendized for a future meeting.

The Motion passed unanimously.

17. CONSIDERATION OF AGREEMENT WITH PACIFIC GAS AND ELECTRIC COMPANY FOR ENGINEERING AND INVESTIGATION RESEARCH FOR GAS AND ELECTRIC SERVICE REQUIREMENTS FOR METROBASE AT THE LIPTON PROPERTY SITE

Summary:

Margaret Gallagher reported that Bob Scott, Consultant to the District, requested PG&E to proceed with preliminary work for gas and electric service requirements at the Lipton site. There is a \$3,000 deposit required. Counsel Gallagher further reported that if the work is stopped or if the deposit is not used, the District will be refunded the remaining deposit. If additional money is needed, an amended agreement will be drawn up.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR ALMQUIST

A Motion was made to approve the agreement with Pacific Gas & Electric.

Director Keogh asked Bob Scott if the District is just asking for available capacity in surrounding energy delivery system? Mr. Scott confirmed that PG&E is looking at available resources and our demands, as staff looks at using CNG as a fuel. PG&E is also putting some engineering time into this. If the District does use PG&E services, this amount will be credited to Metro at that time.

The Motion passed unanimously.

18. CONSIDERATION OF A RESOLUTION FOR APPLICATIONS TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR FY 2002 AND FY 2003 SURFACE TRANSPORTATION PROGRAM (STP) AND CONGESTION MITIGATION AND AIR QUALITY IMPROVEMENTS (CMAQ) PROGRAMS

Summary:

Mark Dorfman reported that there is a two-year funding cycle of money available in the STP/CMAQ funds. From these Federal funds that are available to Santa Cruz County, the District is asking for funds for replacement buses. Our first priority is to request a total of \$2.8M in STP/CMAQ money which requires an 11.47% match. From these funds, the District would be able to acquire over \$3M worth of buses. Staff is stating "clean fuel vehicles" in the request for funds. This will allow the District to go with either clean diesel or CNG. The second project is a request for \$840,000 of STP/CMAQ funds from UCSC who is providing a match of \$244,894.00. These funds are for reworking of bus stops to accommodate large buses on campus and will allow for implementation of two-way service, which is a major improvement of service on campus.

ACTION: MOTION: DIRECTOR GABRIEL SECOND: DIRECTOR FITZMAURICE

A Motion was made to move for unanimous resolution.

The Motion passed unanimously.

19. CONSIDERATION OF A RESOLUTION AUTHORIZING AN APPLICATION AND CLAIM TO THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FOR TDA DEMONSTRATION PROGRAM FUNDS

Summary:

Les White reported that Cabrillo College approached the District requesting that the District submit an application as the host agency for financial support for development of a Transportation Management Plan directed toward increasing the use of alternative transportation to Cabrillo. Mr. White further reported that this would establish a working group, including District staff, that would develop a trip reduction/trip management plan for the college. If Cabrillo's Board adopts this plan, it would be a guiding principle for how they design their facilities. Cabrillo's Campus Capital Plan includes a parking garage, however, according to

Cabrillo sources, they want to make a strong commitment to increasing the volume of students coming to campus by alternative means of transportation.

Discussion:

Since the District would be a working member of the group, Director Gabriel asked if staff would be able to negotiate a mandatory pass system. Mr. White reported that at this time Cabrillo staff is resistant to the mandatory pass program, however, the District could provide incentives in place of the mandatory pass program and Mr. White feels this would be a subject of discussion.

Director Keogh volunteered to be a member of the working group provided Les White is also a member.

ACTION: MOTION: DIRECTOR KEOGH SECOND: DIRECTOR ROTKIN

A Motion was made to approve the staff recommendation with Director Keogh and Les White as members of the working group.

Motion was passed unanimously.

20. CONSIDERATION OF THE PURCHASE OF NEW VEHICLES

Summary:

Staff is recommending that S&C Ford of San Francisco and Lasher Auto Center of Woodland be awarded the bids for replacement vehicles in the amount of \$57,783.48 and \$21,421.64, respectively.

Mark Dorfman reported that thirty-five bids were sent out and four were received.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR BEIERS

A Motion was made to approve staff recommendation.

Motion was passed unanimously.

ADJOURN

There being no further business, Chairperson Beautz adjourned the meeting at 11:00 .m.

Respectfully submitted,

DALE CARR
Administrative Services Coordinator

DATE: 02/01/00 THRU 02/29/00

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
50762	02/15/00	12,012.75	WATERLEAF ARCHITECTURE		68092	VOID CHECK # 050692	12,012.75	PRE-PAID
			VOID CHECK # 050692					
50770	02/02/00	0.00	GABRIEL, BRUCE		67887	JANUARY MEETINGS	0.00	
50771	02/02/00	261.00	GREEN LINE		67887	PUMP GREASE TRAP-MTC	261.00	
50772	02/04/00	1,234.55	HOLIDAY INN		67892	BOD WORKSHOP MTC	1,234.55	
50773	02/04/00	66.50	SCC CAFE		67891	LUNCH INTERVIEW PANEL	66.50	
50774	02/11/00	73.85	PACIFIC BELL - SAC		67925	JAN PHONE - OPS	20.05	
					67926	JAN PHONE - SVTC	53.80	
					68046	JAN PHONE - HRD	20.00	
50775	02/11/00	8,477.57	VISION SERVICE PLAN		67987	VISION INSURANCE	8,477.57	
50776	02/11/00	3,125.85	NEW FLYER INDUSTRIES LIMITED		67995	REV VEH PARTS 220	320.32	
					67894	REV VEH PARTS 109	108.85	
					67995	REV VEH PARTS 2800	2,799.70	
50777	02/11/00	5,365.61	ROBERT'S TIRE AND AUTO SERVICE		67996	TIRES & TIRES- FLEET	5,365.61	
50778	02/11/00	1,218.61	CAP I TOL CLUTCH AND BRAKE, INC		67996	OUT REPAIR REV VEH	1,218.61	
50779	02/11/00	126.55	WASTE MANAGEMENT OF S I		67999	JAN-MAR LOMOND /HWY P	34.80	
					67990	JAN - KINGS PLG RD	86.95	
					67991	JAN-MAR BIG BASIN/HW	34.80	
50780	02/11/00	83,352.56	DEVCO OIL		67897	DEVCO LUBRICANTS	83,352.56	
50781	02/11/00	2,184.00	LIEBERT, CAROLYD & FRERSON		67896	MEMBERSHIP 2000	2,184.00	
50782	02/11/00	23.28	WASTE		67992	LONG DISTANCE-HRD	21.46	
					67993	LONG DISTANCE-HRD	11.75	
					67994	LONG DISTANCE-OPS	2.07	
50783	02/11/00	29,911.05	UNION		67995	LONG TERM DISABILIT /	29,911.05	
50784	02/11/00	1,016.25	SANTA CRUZ AREA TMA		67996	MEMBERSHIP DUES 2000	1,016.25	
50785	02/11/00	4,324.75	ITT HARTFORD		67997	LIFE & AD & D INSUR.	4,324.75	
50786	02/11/00	5,721.00	FIRM SOLUTIONS, INC.		67998	W/O MONTHLY SVC FEE	5,721.00	
50787	02/11/00	774.59	THERMO KING OF SALINAS, INC		67899	REV VEH PARTS	774.59	
50788	02/11/00	171.25	VIKING OFFICE PRODUCTS		67997	OFFICE SUPPLIES- OPS	171.25	
50789	02/11/00	69.00	SANTA CRUZ POLICE DEPARTMENT		67900	POLICE REPORTS	69.00	
50790	02/11/00	2,244.96	BAY STAFFING		67901	TEMP HELP W/E 1/2 19	1,344.00	
					67902	TEMP HELP W/E 1/2	294.00	
					67903	TEMP HELP W/E 12/26	470.40	
					67904	TEMP HELP W/E 01/02	262.24	
					67905	TEMP HELP W/E 1/2	376.32	
50791	02/11/00	102.91	GRIZZCO		67906	COMP GAS DUSTER	102.91	
50792	02/11/00	588.90	A TOOL SHED, INC.		67909	PLATFORM LIFT, ETC	588.90	
					67910	SKIFF LADDER, TRAILER	261.85	
50793	02/11/00	37,679.00	BIRD, INC.		67911	HASTUS SOFTWARE	29,354.00	
					68001	SOFTWARE MAINTENANCE	8,315.00	
50794	02/11/00	55.00	ENVIRONMENTAL DEVELOPMENT COFF		67912	ENVIRNMT GUIDE	55.00	
50795	02/11/00	505.00	TYCHO NETWORKS, INC.		67913	FEB CENTRIX LINE	505.00	
50796	02/11/00	5,066.85	CALIFORNIA SERVICE EMPLOYEE		68002	MEDICAL INSURANCE	5,066.85	
50797	02/11/00	20,770.17	FIRST ALARM		67914	SECURITY SERVICES	20,770.17	
50798	02/11/00	2,000.00	UNITED STATES POSTAL SERVICE		68003	POSTAGE FOR METER	2,000.00	
50799	02/11/00	55.00	ARCHITECTURE		67915	ONE YR SUBSCRIPTION	55.00	
50800	02/11/00	135.00	MOBILE STORAGE GROUP, INC.		67916	EQUIPMENT RENTAL	135.00	
50801	02/11/00	500.00	FREEDOM SHEET METAL, INC.		67917	JAN QUARTERLY SVC	500.00	
50802	02/11/00	334.82	BORDEN DECAL CO., INC.		67918	2000 DECALS - FLEET	334.82	
50803	02/11/00	125.96	A BETTER SLEEP		68046	JANUARY PAGES	125.96	

DATE: 02/01/00 THRU 02/29/00

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
50804	02/11/00	215.00	002448 CLEARVIEW WINDOWS		67919	JAN/OTRALY SVC/WTC	215.00	
50805	02/11/00	1,970.00	002495 CYNTHIA BELLAVERSON HIRSCHFELD		67919	SURVEY OF INSURANCE	1,970.00	
50806	02/11/00	1,575.00	002602 GOLDEN GATE UNIVERSITY		67920	SUPERVISORY CERTIF.	1,575.00	
50807	02/11/00	538.49	002639 WRYTE COMMUNICATIONS		67921	MONTHLY SERVICE CHGS	538.49	
50808	02/11/00	4,880.00	002657 SURF SOFTWARE LC		67922	DATABASE CONSULTING	4,880.00	
50809	02/11/00	155.00	002684 JANE BROSMAN REPORTING SVCS.		67923	TRANSCRIPT SERVICE	155.00	
50810	02/11/00	399.60	002690 HILTON HOTEL		67924	HOTEL/2 NIGHTS/	399.60	
50810P02	02/15/00	-399.60	002690 HILTON HOTEL		68055	VOID CHECK # 050810	-399.60	FRE-PAID
						VOID CHECK # 05081		
50811	02/11/00	687.50	002693 MELVIN D. SILVER, INC.		67925	DEPOSITION SERVICES	687.50	
50812	02/11/00	215.00	002694 RAMCO ENGINEERING, INC.		67926	REV VEH PARTS 215	215.00	
50813	02/11/00	646.00	002695 CALIFORNIA SEMI/NO EMPLOYEES		67927	MED INS-MAR 1 APR 00	646.00	
50814	02/11/00	54.00	002696 UNITED BUS CORPORATION		67928	VENT GLASS WINDOW	54.00	
					67929	REV VEH PARTS	54.25	
50815	02/11/00	1,112.47	002698 NORMAC		68005	DRINKING FOUNTAIN	1,112.47	
50816	02/11/00	380.00	002699 SAN LORENZO VALLEY BUSINESS		68006	AD - DISTRICT PRIMO	380.00	
50817	02/11/00	304.92	004 NORTH BAY FORD LINCOLN-MERCURY		67930	REV VEH PARTS FLEET	304.92	
50818	02/11/00	3,378.50	009 PACIFIC GAS & ELECTRIC		68007	12/26-1/25 SARATA LN	75.99	
					68008	12/30/01/1 BEACH ST	90.59	
					68009	12/28-2/1 RODRIGUEZ	205.50	
					68010	12/30-2/1 RODRIGUEZ	1,025.68	
					68011	1/5-2/2 - 111 CHICAGO	1,409.54	
					68012	12/28-1/28 SARATA LN	13.46	
					68013	1/5-2/2 970 ENDICINAL	556.33	
50819	02/11/00	2,037.69	013 UNIVERSAL COACH PARTS INC		67931	REV VEH PARTS FLEET	17.90	
					67932	REV VEH PARTS FLEET	3,020.59	
50820	02/12/00	500.00	017 SUN MICROSYSTEMS, INC.		67933	SOFTWARE SUPPORT	500.00	
50821	02/11/00	4,466.79	018 SALINAS VALLEY FORD SALES		67934	REV VEH PARTS FLEET	1,431.63	
					67935	REV VEH PARTS FLEET	2,415.16	
50822	02/11/00	411.54	020 ADT SECURITY SYSTEMS,		67936	FEB/FIRE ALARMS/SMD	160.53	
					67937	FEB/FIRE ALARMS/MDF	82.95	
					67938	FEB/FIRE ALARMS/SOLF	45.78	
					67939	FEB/FIRE ALARMS/SVTC	26.26	
					67940	FEB/FIRE ALARMS/OPS	38.23	
					68014	FEB/FIRE ALARMS/DUB	28.82	
					68015	FEB/FIRE ALARMS/WTC	28.82	
50823	02/11/00	45.25	021 WOOD WATER PURIFICATION PERM.		67941	INSTALL WATER COOLER	45.25	
50824	02/11/00	36.56	036 KELLY-MOORE PAINT CO INC,		68016	RED MARKER PAINT-FAC	36.56	
50825	02/11/00	1,354.43	039 KINKO S INC,		67942	PRINTING - FLEET	63.04	
					67943	PRINTING - ADMIN	303.09	
					67944	PRINTING/HAD/FEEDLIN	488.30	
50826	02/11/00	1,506.83	041 MISSION UNIFORMS		68017	UNIFORMS & LAUNDRY	153.25	
					68018	UNIFORMS & LAUNDRY	791.76	
					68019	UNIFORMS & LAUNDRY	366.28	
					68020	UNIFORMS & LAUNDRY	199.51	
50827	02/11/00	27.18	042 ORCHARD SUPPLY HARDWARE		67945	THERM MOTOR & OUTLET	27.18	
50828	02/11/00	367.33	081 KAR PRODUCTS		67946	PARTS & SUPPLIES	367.33	
50829	02/11/00	148.37	095 SONDT PETTY CASH/ BSB		67947	PETT CASH REIMBURSE	148.37	
50830	02/11/00	43,662.62	101 FIRM SOLUTIONS		68021	W/C TRUST ACCOUNT	43,662.62	
50831	02/11/00	1,579.17	107 SAN LORENZO LUMBER CO., INC.		67948	PARTS & SUPPLIES	1,579.17	

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
					67949	PARTS & SUPPLIES	122.41	
					67950	PARTS & SUPPLIES	3.32	
					68022	INSULATION-RE-STOCK	100.00	
50832	02/11/00	21,765.123	SA - AUDIO BLIND		68049	PHOTO PROCESSING-LEE	20.63	
50833	02/11/00	2,762.92	WATSONVILLE CITY WATER DEPT		67951	11/14-1/14 RODRIGUEZ	16.96	
					67952	CONTAINER-RODRIGUEZ	2,240.00	
					67953	11/14-1/13 RODRIGUEZ	392.18	
					67954	11/14-1/13 RODRIGUEZ	59.56	
					67955	11/14-1/13 RODRIGUEZ	53.62	
50834	02/11/00	912.20	MOBILE RADIO ENGINEERS		67956	HAND HELD RADIOS	719.20	
50835	02/11/00	2,221.90	SANTA CRUZ AUTO PARTS, INC.		67957	TRUCKPARTS-GUN-FLEET	855.45	
					67958	FAF-572 SUPPLIES	2,376.41	
50836	02/11/00	64.15	BOSS MANUFACTURING CO.		67959	SAFETY SUPPLIES-FLEET	24.15	
50837	02/11/00	451.01	DEF MANUFACTURING COMPANY		67960	SIKHARZARD EYE PROTECT	451.01	
50838	02/11/00	377.44	PRINT GALLERY, THE		67961	PRINTING - PLANNING	377.44	
50839	02/11/00	51.54	OCEAN CHEVROLET INC		67962	REV VEH PARTS FLEET	51.54	
50840	02/11/00	34,097.84	MEOPART		67963	REV VEH PARTS FLEET	34,097.84	
50841	02/11/00	1,570.20	AT-TOUCH FASING		68023	FEE-EQUIP RAC/VEH	150.00	
50842	02/11/00	1,685.32	BOWMAN DISTRIBUTION		67964	PARTS & SUPPLY 1685	1,685.32	
50843	02/11/00	932.47	LABOR READY, INC.		67965	TEMP HELP 1/13-1/14	512.00	
					67967	TEMP HELP 1/13-1/14	414.40	
50844	02/11/00	58.92	MISSION PRINTERS		67968	BUSINESS CARDS	58.92	
50845	02/11/00	25,700.24	NETWORK SOLUTIONS, INC.		68024	WEB CAMERAS-RERWAL	25,000.00	
50846	02/11/00	215.50	BRANINGER INC. W. W.		67969	FLUORIVALVE - FWC	215.50	
50847	02/11/00	656.72	NORTH COUNTY RECOVERY & TOWING		67970	OUT REPAIR 99 VEH	656.72	
50848	02/11/00	1,243.73	ANDY'S AUTO SUPPLY		67971	PARTS & SUPPLIES	1,243.73	
50849	02/11/00	310.23	MINT COMPUTER RESOURCES		67972	PERSONAL COMPUTER	1,134.00	
					67973	PERSONAL COMPUTER	1,968.32	
50850	02/11/00	450.00	AC TRANSIT		68047	REGISTRATION FEE	450.00	
50851	02/11/00	74.50	FEDERAL EXPRESS		68050	DEFENSE-REPAIRING	74.50	
50852	02/11/00	2,125.00	MULTISYSTEMS, INC		67974	SOFTWARE MAINTENANCE	2,125.00	
50853	02/11/00	521.89	SIERRA DETROIT DIESEL ALLISON		67975	- - FLEET	169.51	
					67976	REV VEH PARTS FLEET	172.12	
					67977	REV VEH PARTS FLEET	169.76	
50854	02/11/00	550.00	SIERRA DETROIT DIESEL ALLISON		68025	REG CLASS 2/21-24	550.00	
50855	02/11/00	369.92	DIRECT SAFETY		67978	PARTS & SUPPLIES 570	369.92	
50856	02/11/00	445.32	WEST GROUP PAYMENT CTR		68026	MONTHLY CHGS JUN-SEP	445.32	
50857	02/11/00	3,350.49	APTA - MEETINGS DEPARTMENT		68027	REG TRANSP CONFERENCE	335.00	
50858	02/11/00	133,397.86	PUBLIC EMPLOYEES'		68028	MEDICAL INSURANCE	133,397.86	
50859	02/11/00	1,025.52	LAB SAFETY SUPPLY INC.		67979	SMITTY GLOVE-FL 1025	1,025.52	
50860	02/11/00	36,759.07	PRUDENTIAL HEALTHCARE		68029	DENTAL INSURANCE	36,759.07	
50861	02/11/00	58.50	CITY OF SCOTTS VALLEY		67980	11/13-1/15 KINGS VLS	58.50	
50862	02/11/00	72.77	CALIFORNIA HIGHWAY PATROL		67981	INSPECTION GUIDE	7.72	
50863	02/11/00	114.00	HISPANIC HOTLINE		68030	AD - LEGAL SEC	114.00	
50864	02/11/00	328.99	KENT-MOORE TOOL GROUP		67982	SMALL TOOLS - FLEET	328.99	
50865	02/11/00	158.30	SOMTO PETTY CASH - FINANCE		68031	PETTY CASH - FINANCE	158.30	
50866	02/11/00	5.77	MOBRIDE & ASSOCIATES		67983	TRANSCRIPTS	618.59	
50867	02/11/00	74.00	ENR - ENGINEERING NEWS RECORD		67984	SUBSCRIPTION - ENR	74.00	
50868	02/11/00	47.94	STICKEL, TOM		68032	MEDIA INTERVIEW PANEL	47.94	
50869	02/11/00	59.66	MANGINI, LAURA		68032	COFFEE SUPPLIES	59.66	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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50870	02/11/00	54.00	REGAN, MICHAEL		68032	DMV FEES - FLEET	34.00	
50871	02/11/00	67.00	LYNCH, GLENN		68034	REPLACE GLASSES/ACCD	67.00	
50872	02/11/00	44.00	LAWSON, MARGORIE		68035	DMV/VTT FEES - OPS	44.00	
50873	02/11/00	70.00	PEREZ, JOHN		68035	SUPERVISOR SHIRTS	70.00	
50874	02/11/00	87.94	SALE, TERRY		68037	WINDOWS AT TERM SVR	87.94	
50875	02/11/00	21.13	DOREMAN, MARK		68038	TRAVEL EXP/PTM DOWE	21.13	
50876	02/11/00	10.00	DUMKINS, MAJOR BUDDY		68039	[DMV/VTT FEES	10.00	
50877	02/11/00	50.00	BALLAGHER, MARGARET		68040	CEB SEM INGR	50.00	
50277P02	02/15/00	-50.00	BALLAGHER, MARGARET		68054	VOID CHECK # 050877	-50.00	PRE-PAID
			VOID CHECK # 050877					
50878	02/11/00	34.00	DAY, LONI		68041	DMV/VTT FEES	34.00	
50879	02/11/00	59.98	WHITE LIPS		68042	TRAVEL EXP / SAC STD	59.98	
					68043	TRAVEL EXP / APTA	51.50	
50880	02/11/00	160.00	HERNANDEZ, JAIME		68044	TRAVEL ADV 03/31-24	160.00	
50881	02/11/00	28.00	PERFICK, MARY		68045	SUPERVISOR SHIRT	28.00	
50882	02/15/00	3,015.75	MATERIALS ARCHITECTURE		68053	METROBASE PROF SVCS	3,015.75	
50883M02	02/18/00	1,211.00	BOARD OF EQUALIZATION		68227	90% JAN TAX BILL	1,211.00	MANUAL
			90% JAN USE TAX					
50884	02/25/00	3,703.22	PACIFIC BELL / SAC		68054	JAN PHONE - FLEET	21.72	
					68057	FEB PHONE - OPS	81.39	
					68058	FEB PHONE - OPS	81.62	
					68059	FEB PHONE - OPS	139.07	
					68060	FEB PHONE - SAC	82.45	
					68061	FEB PHONE AR LEADONE	3,296.44	
50885	02/25/00	8,623.26	VISION SERVICE PLAN		68184	VISION INSURANCE	8,623.26	
50886	02/25/00	319.44	MID VALLEY SUPPLY		68062	VEH CLEANING SUPPLY	319.44	
50887	02/25/00	4,122.63	NPW FLYER INDUSTRIES LIMITED		68063	REV VEH PARTS 173	177.62	
					68064	REV VEH PARTS 573	571.77	
					68065	REV VEH PARTS 024	1,023.79	
					68066	REV VEH PARTS 994	993.80	
					68067	REV VEH PARTS 123	122.93	
					68068	REV VEH PARTS 18	17.92	
					68069	REV VEH PARTS 1115	1,115.00	
50888	02/25/00	50.91	BEJANK'S TROPHY SHOPPE		68070	NAMEPLATES - ADMIN	50.91	
					68071	ENGRAVING BADGES	38.23	
50889	02/25/00	1,572.62	MADERICH PARTNERSHIP, LP, THE		68185	LEASE- CAPITOLA MALL	1,572.62	
50890	02/25/00	15.00	DEPARTMENT OF MOTOR VEHICLES		68072	EMPLOYER TESTING	15.00	
50891	02/25/00	100.00	RIOS, OSCAR		68225	FEBRUARY MEETINGS	100.00	
50892	02/25/00	597.81	SAFETY-KLEEN CORP		68073	NMF/VS UNITS/SERVICE	687.51	
50893	02/25/00	573.59	RED WING SHOE STORE		68186	BOOTS - SAC & FLEET	573.59	
50894	02/25/00	415.65	MOORE MATERIAL HANDLING GROUP		68074	TUNE-UP/SERVICE UNIT	415.65	
50895	02/25/00	357.00	EVERGREEN		68075	HAZEROUS WASTE DISP	357.00	
50896	02/25/00	1,381.84	AMERICAN MAIL - WELL ENVELOPE		68076	ENVELOPES - OPS	1,381.84	
50897	02/25/00	3,020.00	SCOTT P.E., ROBERT W.		68077	JAN PROF SERVICES	3,020.00	
50898	02/25/00	29,574.77	UNUM		68187	LONG TERM DISABILITY	29,574.77	
50899	02/25/00	10.53	STEVE'S UNION		68078	FUELS & LUBRICANTS	10.53	
50900	02/25/00	100.00	BEIERS, KATHERINE		68274	FEBRUARY MEETINGS	100.00	
50901	02/25/00	4,340.25	117 HARTFORD		68188	LIFE INSURANCE	4,340.25	
50902	02/25/00	157,347.24	FOOD & NUTRITION SERVICES, INC		68189	DISTRATCH FEE	33,550.00	
					68190	ADA PARATRANSPORT	123,417.24	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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50903	02/25/00	100.00	001824 GABRIEL, BRUCE		68222	FEBRUARY MEETINGS	100.00	
50904	02/25/00	100.00	001827 ROTKIN, MICHAEL		68225	FEBRUARY MEETINGS	100.00	
50905	02/25/00	424.00	001844 BRINKS INCORPORATED		68191	FEB SERVICES	424.00	
50906	02/25/00	900.00	001887 HUMPHREY, YVONNE M.		68192	RENT VERNON ST LOT	900.00	
50907	02/25/00	251.39	001936 WORLDCOM TECHNOLOGIES, INC.		68079	JAN LONG DISTANCE	251.39	
50908	02/25/00	100.00	001956 HINKLE, MICHELLE		68223	FEBRUARY MEETINGS	100.00	
50909	02/25/00	535.95	001976 SPORTWORKS NORTHWEST, INC.		68020	REV VEH PARTS 150	150.20	
					68081	REV VEH PARTS 30	325.65	
50910	02/25/00	5,823.50	001991 BAY STAFFING		68193	TEMPS W/E 1/22	171.10	
					68194	TEMPS W/W 1/23	470.40	
					68195	TEMPS W/E 1/22	250.00	
					68196	TEMPS W/E 1/22	358.40	
					68197	TEMPS W/E 1/23	358.40	
					68198	TEMPS W/E 1/15	452.20	
					68199	TEMPS W/E 1/22	505.68	
					68200	TEMPS W/E 1/16	2,443.00	
					68201	TEMPS W/E 12/19	824.32	
50911	02/25/00	545.59	002006 INSI		68082	TURBOCHARG VERSION 6.1	545.59	
50912	02/25/00	1,864.65	002035 BOWMAN & WILLIAMS		68202	UNION PACIFIC PROP.	1,864.65	
50913	02/25/00	277.60	002053 COSTCO		67907	FILM PROCESSING	11.75	
					67908	FILM PROCESSING-DEPS	21.14	
					68203	PHOTO PROCESSING	131.00	
					68204	PHOTO PROCESSING	51.14	
					68205	PHOTO PROCESSING	31.01	
					68206	PHOTO PROCESSING	12.96	
					68207	PHOTO PROCESSING	18.59	
50914	02/25/00	74.20	002077 TERMINIX INTERNATIONAL		68000	FEB PEST CONTROL/S/MC	68.01	
					68083	UNDEFRAY FOR AUG 99	3.00	
50915	02/25/00	91.00	002084 B13 SUR BOTTLED WATER, INC		68208	WATER - ENCIINAL BLDG	91.00	
50916	02/25/00	26,499.11	002115 HINSHAW, EDWARD & BARBARA		68209	RENT 370 ENCIINAL ST	20,551.51	
					68210	RENT 120 WILSON	5,667.60	
50917	02/25/00	8,461.58	002117 TULIANG, NICK		68211	RENT 111 BUSHOIS	8,461.58	
50918	02/25/00	100.00	002167 BEAUTZ, JAN		68278	FEBRUARY MEETINGS	100.00	
50919	02/25/00	10,802.90	002192 BAY EQUIPMENT & REPAIR		68064	OUT REPAIR REV VEH	1,080.90	
50920	02/25/00	1,541.00	002247 DINERS CLUB		68212	3888-300199-6702	1,541.00	
50921	02/25/00	1,250.00	002267 BERBER, SHAW & YODER		68065	SEC/TABLE LEGISLATIVE	250.00	
50922	02/25/00	5,066.85	002287 CALIFORNIA SERVICE EMPLOYEE		68213	MEDICAL INSURANCE	5,066.85	
50923	02/25/00	565.00	002302 SCOTT, CELIA		68086	JAN PROF SERVICES	265.00	
50924	02/25/00	220.32	002311 QUICK CRETE PRODUCTS CORP.		68087	TWO-WHEEL LINERS	220.32	
50925	02/25/00	1,250.00	002346 CHANEY, CAROLYN & ASSOC., INC		68088	FEB PROF SERVICES	1,250.00	
50926	02/25/00	1,750.00	002373 YOLAKS ROW LA RESIDING, INC.		68214	APPRAISAL REPORT	1,750.00	
50927	02/25/00	390.00	002382 CENTRAL COAST WELDING		68089	REPAIR FUEL TANK	390.00	
50928	02/25/00	100.00	002452 SHIMIZU, JEFF		68276	FEBRUARY MEETINGS	100.00	
50929	02/25/00	260.00	002527 SOLAR DESIGN		68090	JAN LANDSCAPING SVC	260.00	
50930	02/25/00	1,358.00	002544 WESTERN DESIGN FLOOR		68215	ELL FOR DISPATCH	1,358.00	
50931	02/25/00	572.00	002565 DAVIS INN		68091	HOTEL/FERDICK GAUER	572.00	
50932	02/25/00	1,520.00	002610 FREDERICK ELECTRONICS CORP.		68216	RENT 375 ENCIINAL	1,520.00	
50933	02/25/00	1,067.66	002632 CIVIC GOVERNMENT, INC.		68092	COMPUTER SUPPLIES	1,067.66	
50934	02/25/00	215.00	002634 PINEY WORKS		68217	POSTAGE BY PHONE	215.00	
50935	02/25/00	266.49	002643 IDS CAPITAL		68218	TOPGERN CHARGES	266.49	

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50936	02/25/00	2,440.00	SURF SOFTWARE LLC	68093	DATABASE CONSULTING	2,440.00	
				68094	DATABASE CONSULTING	2,440.00	
				68095	DATABASE CONSULTING	1,952.00	
50937	02/25/00	373.75	ALAMEDA MARGARET A.	68096	PAINT COLORS PROJECT	373.75	
50938	02/25/00	64,863.75	SPATERCAMP ARCHITECTURE	68097	METROBASE PROJECT	64,863.75	
50939	02/25/00	4,250.00	PLANET PRODUCTS	68098	TRASH CANS/BUS STOPS	4,250.00	
50940	02/25/00	1,204.00	SANTA CRUZ COLONY	68099	HMP/2 HAZ CLASSES	205.00	
				68100	HMP FILING FEE/UBT	387.00	
				68101	HMP FILING FEE/GR2	475.00	
50941	02/25/00	6,305.80	MCLEAN CONSULTING & ASSOC. INC.	68102	JAN CONSULTING	6,305.80	
50942	02/25/00	199.22	SANTISTEWAN, JOSE	68103	EXPENSES- INTERVIEW	199.22	
50943	02/25/00	204.51	EDDY, PHILIP	68104	EXPENSES- INTERVIEW	204.51	
50944	02/25/00	198.66	BRISCOLL, TOM	68219	EXPENSES FLEET MGR	198.66	
50945	02/25/00	7,995.00	PACIFIC TRANSIT MANAGEMENT	68220	DATA TITLE VI SURVEY	7,995.00	
50946	02/25/00	104.00	BEIERS, CATHERINE	68221	LEGISLATIVE CONF.	104.00	
50947	02/25/00	518.15	NORTH BAY FORD LINC-MERCURY	68105	REPAIR HEATER CONTROL	79.95	
				68106	REPAIR BRAKE PEDAL	438.20	
50948	02/25/00	200.11	UNITED PARCEL SERVICE	68222	FREIGHT OUT - FLEET	200.11	
50949	02/25/00	2,774.25	PACIFIC GAS & ELECTRIC	68107	1/3 - 2/2 GOLF CLUB	934.95	
				68108	1/3 - 2/2 RIVER ST	186.52	
				68109	1/6 - 2/7 PACIFIC AV	616.55	
				68110	1/6 - 2/7 PACIFIC AV	303.08	
				68111	1/6 - 2/7 PACIFIC AV	14.24	
				68112	1/6 - 2/7 PACIFIC AV	21.71	
				68113	1/6 - 2/7 PACIFIC AV	253.42	
				68114	1/12 - 2/11 KINGS VL	169.67	
				68115	1/12 - 2/11 KINGS VG	11.23	
				68116	12/31-1/31 NAT GAS	18.30	
50950	02/25/00	791.66	UNIVERSAL COACH PARTS INC	68117	REV VEH PARTS FLEET	62.75	
				68118	REV VEH PARTS FLEET	99.79	
				68119	MANUALS / OPERATORS	629.02	
50951	02/25/00	1,236.74	SALINAS VALLEY FORD SALES	68120	REV VEH PARTS FLEET	627.89	
				68223	REV VEH PARTS -FLEET	610.85	
50952	02/25/00	492.20	USOP NORTHERN CALIFORNIA	68224	OFFICE SUPPLIES-C/S	492.20	
50953	02/25/00	265.42	SANTA CRUZ FLOPFL	68121	FLOWERS/EMP INCENTIVE	265.42	
50954	02/25/00	329.00	MISSION UNIFORM	68225	UNIFORMS & LAUNDRY	329.00	
50955	02/25/00	51.78	ORCHARD SUPPLY HARDWARE	68122	FCAM INHIBITORS	51.78	
50956	02/25/00	1,196.98	PALACE ART & OFFICE SUPPLY	68123	COPY PAPER - ADMIN	516.24	
				68124	COPY PAPER - OPS	129.06	
				68125	OFFICE SUPPLY - OPS	277.62	
				68126	OFFICE SUPPLY - HRD	41.73	
				68226	OFFICE SUPPLIES	232.33	
50957	02/25/00	147.15	ROYAL WHOLESALE ELECTRIC	68127	ELECTRICAL SUPPLY	562.27	
				68128	ELECTRICAL SUPPLIES	54.30	
				68129	CREDITS ON ACCOUNT	-780.97	
				68130	ELECTRICAL SUPPLIES	311.15	
50958	02/25/00	214.00	PITNEY BOWES INC.	68227	MAINTENANCE - EQUIP	214.00	
50959	02/25/00	950.96	BATTERIES U.S.A. INC.	68131	REV VEH PARTS FLEET	950.96	
50960	02/25/00	236.09	REGISTER PAJARONIAN	68228	ADVERTISING - HRD	49.28	
				68229	ADVERTISING - ADMIN	186.81	

CHECK JOURNAL DETAIL BY CHECK NUMBER

ALL CHECKS FOR PACIFIC WESTERN BANK

DATE: 02/01/00 THRU 02/25/00

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
50961	02/25/00	100.00	064	KEEGH, MICHAEL	62264	FEBRUARY MEETINGS	100.00	
50962	02/25/00	85.00	065	ATLANTIC COMPUTER GROUP	62132	17 INCH MONITOR-MIS	85.00	
50963	02/25/00	100.00	070	CAVALLARO, RAY	62280	FEBRUARY MEETINGS	100.00	
50964	02/25/00	149.15	075	COAST PAPER & SUPPLY INC.	62133	CUSTODIAL CLEANING	149.15	
50965	02/25/00	19.18	079	SANTA CRUZ MUNICIPAL UTILITY	62134	DUMP FEES - FACIL.	19.18	
50966	02/25/00	358.63	083	THYSSEN DOVER ELEVATOR	62135	REPAIR ELEVATOR/SVC	358.63	
50967	02/25/00	9,519.15	085	DIXON & SON, INCORPORATED	62136	TIRES & TUBES	9,519.15	
50968	02/25/00	241.75	090	CRYSTAL SPRINGS WATER CO.	62137	WATER - DUBIOS	241.75	
50969	02/25/00	1,400.00	110	TRANSMART	62220	CUSTODIAN SERVICES	1,400.00	
50970	02/25/00	4,114.81	111	ENERGY SYSTEMS	62231	STAYDOWN FOR GENERATOR	4,114.81	
50971	02/25/00	2,486.00	116	SANTA CRUZ COMMUNITY	62232	EMPLOYEE ASST PROG	2,486.00	
50972	02/25/00	3,719.66	117	GILLIG CORPORATION	62137	REV VEH PARTS FLEET	3,719.66	
					62137	REV VEH PARTS FLEET	897.52	
					62140	REV VEH PARTS FLEET	492.25	
50975	02/25/00	185.00	126	EUCALYPTUS COMMERCIAL SERVICES	62141	SWEEP PARKING LOT SV	185.00	
50974	02/25/00	66.46	130	WATSONVILLE CITY WATER DEPT.	62142	1/4-2 1/2 SAKATA LN	12.00	
					62143	1/4-2 1/2 RODRIGUEZ ST	8.46	
					62144	1/4-2 1/2 SAKATA LN	45.99	
50975	02/25/00	828.00	134	MOBILE RADIO ENGINEERS	62145	FEB MAINTENANCE	828.00	
50976	02/25/00	799.62	147	ZEE MEDICAL SERVICE	62146	FIRST AID SUPPLIES	799.62	
50977	02/25/00	799.20	142	ZEP MANUFACTURING COMPANY	62147	VEH CLEANING SUPPLY	799.20	
50978	02/25/00	904.22	149	SANTA CRUZ SENTINEL	62235	ADVERTISING	904.22	
50979	02/25/00	1,444.51	161	OCEAN CHEVROLET INC	62148	REPAIR ENGINE -FLEET	356.98	
					62149	REPAIR VEHICLE-FLEET	1,087.53	
50980	02/25/00	3,717.36	163	COMMUNITY PRINTER, INC.	62150	LETTERHEAD ENVELOPES	659.60	
					247	PRINTING - OPS	3,047.76	
50981	02/25/00	444.96	166	HOSE SHOP, INC.,THE	62152	MEDICAL SUPPLIES	39.14	
					62153	MEDICAL SUPPLIES	39.08	
					62154	REV VEH PARTS FLEET	366.77	
50982	02/25/00	422.15	170	TOWNSEND'S AUTO PARTS	62155	BARB 2 SUPPLIES	422.15	
50983	02/25/00	90.72	172	CENTRAL WELDERS SUPPLY, INC.	62156	SAFETY SUPPLIES	90.72	
50984	02/25/00	68.91	186	WILSON, GEORGE H., INC.	62563	COPPER FITTINGS/PIPE	65.45	
					62234	COPPER FITTINGS	3.46	
50985	02/25/00	2,605.69	191	GOLDEN GATE PETROLEUM	62137	FUELS & LUBRICANTS	2,605.69	
50986	02/25/00	167.22	195	NEOPART	62235	REV VEH PARTS	167.22	
50987	02/25/00	100.00	209	FITZMAURICE, TIM	62281	FEBRUARY MEETINGS	100.00	
50988	02/25/00	75.55	211	BOWMAN DISTRIBUTION	62158	PARTS & SUPPLIES	75.55	
50989	02/25/00	211.20	215	IKON OFFICE SOLUTIONS	62226	COPIER CHARGES	211.20	
50990	02/25/00	1,036.80	216	LABOR READY, INC.	62159	TEMP HELP-FACILITIES	1,036.00	
					62160	TEMP HELP-FACILITIES	310.80	
50991	02/25/00	100.00	222	ARTHUR, BRUCE	62277	FEBRUARY MEETINGS	100.00	
50992	02/25/00	667.00	271	CARLSON, BRENT D., M.D., INC.	62161	JAN/FEB PROF SERVICE	667.00	
50993	02/25/00	511.79	282	BRANINGER INC, W. W.	62162	SMALL TOOLS- FLEET	177.18	
					62163	SMALL TOOLS-FLEET	334.61	
50994	02/25/00	798.16	288	MUNCIE RECLAMATION & SUPPLY	62164	REV VEH PARTS	798.16	
50995	02/25/00	1,513.95	290	NAPA GLOVE COMPANY, INC	62165	UNIFORMS / LAUNDRY	1,513.95	
50996	02/25/00	55.00	299	STANEK, RICHARD	62166	REPAIR TYPEWRITER	55.00	
50997	02/25/00	5,041.06	314	BODDWIN, EILEEN	62167	JAN PROF SERVICES	5,041.06	
50998	02/25/00	2,462.50	315	JB ASSOCIATES	62168	JAN/FEB CONSULTING	2,462.50	
50999	02/25/00	619.23	316	WATSONVILLE AUTO SUPPLY	62169	REV VEH PARTS -FLEET	619.23	

SMITH GRUZ METROPOLITAN (RANB01) DISTRICT
 CHECK JOURNAL DETAIL BY CHECK NUMBER
 ALL CHECKS FOR PACIFIC WESTERN BANK

DATE: 02/01/00 THRU 02/29/00

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
51000	02/25/00	1,344.65	WALLACE ENTERPRISES		68170	PROF SERVICES - JAN	348.30	
					68171	PROF SERVICES - JAN	120.00	
					68172	PROF SERVICES - JAN	876.35	
51001	02/25/00	975.00	BEI CORPORATION		68173	SOFTWARE MAINTENANCE	975.00	
51002	02/25/00	16,224.62	SIERRA DETROIT DIESEL ALLISON		68174	REV VEH PARTS - ELEFT	13,674.38	
					68175	REV VEH PARTS - LEFT	2,504.72	
					68176	PARTS & SUPPLIES	5.52	
51003	02/25/00	234.92	MENS AUTO PARTS, INC.		68177	PARTS & SUPPLIES	234.92	
51004	02/25/00	577.52	QUALITY AUTOMOTIVE		68178	REPAIR VEH BRAKES	577.52	
51005	02/25/00	327.92	FERRIS HOIST & REPAIR INC.		68179	REPAIR VEH SHAFT	327.92	
51006	02/25/00	2,835.61	DIESEL MARINE ELECTRIC		68180	REV VEH PARTS - FLEEL	2,835.61	
51007	02/25/00	133,482.54	PUBLIC EMPLOYEES'		68237	MEDICAL INSURANCE	133,482.54	
51008	02/25/00	94.17	GRANITE ROCK COMPANY		68181	CONCRETE CURB MAINT	94.17	
51009	02/25/00	292.60	SOMTS PETTY CASH -CUST SVC		68182	PETTY CASH-MTRD CNT	292.60	
51010	02/25/00	37,498.65	PRUDENTIAL HEALTHCARE		68232	DENTAL INSURANCE	37,498.65	
51011	02/25/00	6.00	CALIFORNIA HIGHWAY PATROL		68239	CHP ACCIDENT REPORT	6.00	
51012	02/25/00	16.20	LEASE CO., A.L., INC.		68183	PLUMBING SUPPLIES	16.20	
51013	02/25/00	31.88	MANGINI, LAURA		68240	COFFEE CLUB SUPPLIES	31.88	
51014	02/25/00	352.23	FENN, MARILYN		68241	TRAVEL - ROP ETHIO	159.42	
					68242	OFFICE SUPPLIES	192.81	
51015	02/25/00	330.00	SLJAN, FRAN		68243	VMU TOOL ALLOWANCE	330.00	
51016	02/25/00	45.00	WILLIS, DANIEL		68244	ROUTING KITS	45.00	
51017	02/25/00	330.00	LEE, HENRY		68245	VMU TOOL ALLOWANCE	330.00	
51018	02/25/00	330.00	SMART, RANDY		68246	VMU TOOL ALLOWANCE	330.00	
51019	02/25/00	330.00	DEAVANTES, PEDRO		68247	VMU TOOL ALLOWANCE	330.00	
51020	02/25/00	330.00	LOQUINI, FRED		68248	VMU TOOL ALLOWANCE	330.00	
51021	02/25/00	330.00	HANSEN, TARA		68249	VMU TOOL ALLOWANCE	330.00	
51022	02/25/00	330.00	HEBERT, RICHARD		68250	VMU TOOL ALLOWANCE	330.00	
51023	02/25/00	330.00	JENSEN, MICHAEL		68251	VMU TOOL ALLOWANCE	330.00	
51024	02/25/00	330.00	REGAN, MICHAEL		68252	VMU TOOL ALLOWANCE	330.00	
51025	02/25/00	330.00	TOLINE, DALL		68253	VMU TOOL ALLOWANCE	330.00	
51026	02/25/00	330.00	RODRIGUEZ, V L		68254	VMU TOOL ALLOWANCE	330.00	
51027	02/25/00	330.00	HILL, JIM		68255	VMU TOOL ALLOWANCE	330.00	
51028	02/25/00	330.00	BERTEL, STEPHAN		68256	VMU TOOL ALLOWANCE	330.00	
51029	02/25/00	185.72	QUINN, KIM		68257	FILM AND SLIDES	185.72	
51030	02/25/00	330.00	HOWARD, WARD		68258	VMU TOOL ALLOWANCE	330.00	
51031	02/25/00	330.00	TOMAS, RUSSELL		68259	VMU TOOL ALLOWANCE	330.00	
51032	02/25/00	200.00	BAUER, FRANK		68260	BUS -OCCASION -LASS	200.00	
51033	02/25/00	330.00	BOJLA, JOSEPH		68261	VMU TOOL ALLOWANCE	330.00	
51034	02/25/00	330.00	HOLDEN, JAMES		68262	VMU TOOL ALLOWANCE	330.00	
51035	02/25/00	330.00	QJEDA, ROBERTO		68263	VMU TOOL ALLOWANCE	330.00	
51036	02/25/00	330.00	STAIR, CRAIG		68264	VMU TOOL ALLOWANCE	330.00	
51037	02/25/00	330.00	FALLAU, NICHOLAS		68265	VMU TOOL ALLOWANCE	330.00	
51038	02/25/00	149.30	GULE, TERRY		68266	PRIVATE NETWORKS	26.75	
					68267	WIDOW NETWORK WARE	122.55	
51039	02/25/00	34.00	GRANADOS-BOYCE, MARIA		68268	DMV VEH FEES	34.00	
51040	02/25/00	330.00	GARCIA, SAMUEL		68269	VMU TOOL ALLOWANCE	330.00	
51041	02/25/00	57.44	GALLAGHER, MARGARET		68270	DUPLICATE EXPENSES	57.44	
51042	02/25/00	1.00	LEWIS, PETER		68271	DMV VEH FEES	10.00	
51043	02/25/00	17.61	WHITE, LES		68272	EXPENSES - KIT6	10.61	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR PACIFIC WESTERN BANK

DATE: 02/01/00 THRU 02/29/00

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
						68275L	LEGISLATIVE CONF	160.00	
51044	02/25/00	939.00	E521	HERNANDEZ, JAI ME		68274	VMU TOOL ALLOWANCE	939.00	
51045	02/25/00	200.00	EB22	FERRICK, MARY		68275	BUS COLLISION CLAS	200.00	
TOTAL		1,133,200.43		PACIFIC WESTERN BANK			TOTAL CHECKS	279	1,133,200.43

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 OPERATIONS DIVISION - PASSENGER LIFT USAGE REPORT

FEBRUARY 2000

<u>ACCESSIBLE ROUTES:</u>	<u>CURRENT MO.</u>	<u>LAST MO.</u>
ROUTE #1/7 UCSC/BEACH	___23___	___26___
ROUTE #1/3B/4/7 - UCSC/MISSION/HARVEY WEST/ BEACH - WEEKENDS	___4___	- 0 -
ROUTE #8/1 EMELINE/UCSC - WEEKDAYS	___8___	___33___
ROUTE 12A/12B/UCSC/EASTSIDE "DIRECT" - WEEKDAYS	___4___	- 9 -
ROUTE #30/31/6/36 SCOTTS VALLEY/SEABRIGHT - WEEKDAYS	___53___	___52___
ROUTE #30/6/2/3A/4/6 WESTERN/MISSION ST/HARVEY WEST/SEABRIGHT - WEEKENDS	___2___	- 9 -
ROUTE #33/34 FELTON/LOMPICO/ZAYANTE - WEEKDAYS	___0___	- 0 -
ROUTE #35/35A/36 SANTA CRUZ/BOULDER CREEK	___100___	- g o -
ROUTE #40/41 DAVENPORT/BONNY DOON - WEEKDAYS	___0___	- 3 -
ROUTE #40/41/42 DAVENPORT/BONNY DOON - WEEKENDS	___0___	- 3 -
ROUTE #51/52/60/63/81/42 CAPITOLA/SOQUEL/ DOMINICAN - WEEKDAYS	___159___	___122___
ROUTE #54/59/60 LA SELVA/CAPITOLA/SOQUEL - WEEKENDS	___2___	- 6 -
ROUTE #2/3A/3B/4/7/65/66/67 MISSION/WESTERN/ HARVEY WEST/BEACH/LIVE OAK - WEEKDAYS	___268___	___251___
ROUTE #65/66/67 LIVE OAK - WEEKENDS	___27___	___50___
ROUTE #1/3N/54/69/69N/69W UCSC/APTOS/CABRILLO - WEEKDAYS	___243___	___214___
ROUTE #69A/69W SANTA CRUZ/WATSONVILLE - WEEKENDS	___27___	___38___
ROUTE #70/81/36 CABRILLO/SANTA CRUZ/CAPITOLA MALL/ WATSONVILLE - WEEKDAYS	___41___	___28___
ROUTE #71 SANTA CRUZ/WATSONVILLE	___266___	___219___
ROUTE #72/73/75/78/79 WATSONVILLE/LOCAL	___103___	___87___

ROUTE #91/81 COMMUTER EXPRESS/CAPITOLA MALL/
WATSONVILLE - WEEKDAYS

_____ 52 _____ 46 _____

TOTAL LIFT PASSENGERS

1382 1286

NO. OF MECHANICAL FAILURES OF LIFTS IN-SERVICE

_____ 0 _____ 0 _____

TOTAL NO. OF HOURS DROPPED DUE TO LIFT FAILURE

___ 0:00 ___ ___ 0:00 ___

NO. OF PASSENGERS PASSED UP DUE TO NON-FUNCTIONING
LIFT ON ACCESSIBLE ROUTES

_____ 0 _____ 0 _____

NO. OF TIMES DISTRICT BACK-UP LIFT VAN UTILIZED

_____ 0 - 0 - _____

REVISED 12/09/99

BUS OPERATOR LIFT TEST *PULL-OUT* (ACCESSIBLE FLEET ONLY)

VEHICLE	TOTAL	AVG# DEAD	AVG# AVAIL.	AVG# IN	AVG# SPARE	AVG# LIFTS	% LIFTS WORKING
CATEGORY: BUSES	IN GARAGE	FOR SERVICE	SERVICE	BUSES	OPERATING	ON PULL-OUT BUSES	
FLXIBLE	7	2	5	3	2	3	100%
FLYER	63	11	52	48	4	48	100%
Gillig	19	4	15	10	5	10	100%
GMC	8	2	6	4	2	4	100%
CHAMPION	4	1	3	2	1	2	100%

BUS OPERATOR LIFT TEST *PULL-IN* (ACCESSIBLE FLEET ONLY)

VEHICLE	TOTAL	AVG# DEAD	AVG# AVAIL.	AVG# IN	AVG# SPARE	AVG# LIFTS	% LIFTS WORKING
CATEGORY: BUSES	IN GARAGE	FOR SERVICE	SERVICE	BUSES	OPERATING	ON PULL-OUT BUSES	
FLXIBLE	7	n/a	n/a	2	n/a	2	100%
FLYER	63	n/a	n/a	42	n/a	42	100%
GILLIG	19	n/a	n/a	6	n/a	6	100%
GMC	8	n/a	n/a	3	n/a	3	100%
CHAMPION	4	n/a	n/a	1	n/a	1	100%

BIKE AND RIDE REPORT

	<u>THIS MONTH</u>	<u>LAST MONTH</u>
TOTAL BICYCLES CARRIED	12255	13348
*TOTAL BICYCLES CARRIED INSIDE OF FUS	0	0

THIS TOTAL IS INCLUDED IN THE TOTAL BICYCLES CARRIED ABOVE.

METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF)
(An official Advisory group to the Metro Board of Directors
and the ADA Paratransit Program)

MINUTES

The Metro Accessible Services Transit Forum met for its monthly meeting on Thursday February 17, 2000 at the Louden Nelson Community Center, 301 Center Street, Santa Cruz CA.

MASTF MEMBERS PRESENT: Cynthia Adams, Sharon Barbour, Scott Bugental, Jim Bosso, Ted Chatterton, Connie Day, Shelly Day, Michael Doern, Glen Eldred, Kasandra Fox, Jeff LeBlanc, Thom Onan, Laura Scribner, Caryn Simons.

METRO STAFF PRESENT:

John Aspesi, Fleet Maintenance Supervisor
Bryant Baehr, Operations Department Manager
Kim Chin, Planning and Marketing Department Manager
John Daugherty, Accessible Services Coordinator
Jim Hobbs, S.E.I.U. Representative
Steve Paulson, U.T.U. Representative

BOARD MEMBERS PRESENT:

Bruce Gabriel
Michelle Hinkle

***** MASTF MOTIONS RELATED TO THE METRO BOARD OF DIRECTORS**

MASTF recommends that a community meeting on Metro Base issues be held at a Westside Santa Cruz location. MASTF will co sponsor this community event with the Metro Users Group (MUG), the Transportation Think Tank and other interested parties.

MASTF supports the demonstration grant proposal submitted by Lift Line for training for the Community Vehicle Program. MASTF recommends that the METRO Board support the Community Vehicle Program. A letter from

MASTF supporting the grant proposal will be sent to the Santa Cruz County Regional Transportation Commission.

RELEVANT ATTACHMENTS: None.

***MASTF MOTIONS RELATED TO METRO MANAGEMENT**

MASTF recommends that signs posted in the securement areas of some buses that advise passengers that wheelchair users have priority seating in the securement area be posted inside all bus models.

I. CALL TO ORDER AND INTRODUCTIONS

Chairperson Jeff LeBlanc called the meeting to order at 2:14 p.m. Mr. LeBlanc announced that Dennis Papadopulo and Mike Edwards would not be present at the meeting. He noted that Mr. Edwards was recently hired as a teaching assistant at Cabrillo College. Mr. Edwards told Mr. LeBlanc this week that he will not be able to continue service as Bus Stop Improvement Committee Chairperson. Mr. LeBlanc stated that the MASTF Executive Committee would review the situation and place it on next month's agenda if there is a recommendation.

II. APPROVAL OF THE JANUARY 20, 2000 MASTF MINUTES

Two corrections were made to the Minutes:

- Jim Bosso clarified the statement attributed to Laura Scribner on Page Seven: ""There is no excuse for drivers not to be trained." His notes showed that she had said, "There is no excuse for drivers not to be paid for training and should be."
- Scott Bugental noted that the MASTF Motion first written on Page Two needed a one word change. The word "step" should be replaced by "stop" so that the Motion reads: "... When the bus reaches the first stop after the express leg of the trip..."

MASTF Motion: That the January 20, 2000 MASTF Minutes be approved as corrected.

M/S/PU: Fox, Barbour

III. AMENDMENTS TO THE AGENDA

Mr. LeBlanc described a flyer titled “*Westside Neighborhood Alert!*” to the group. This flyer was recently distributed to Santa Cruz residents by Santa Cruz Residents Against MetroBase (SCRAM). After discussion, the following emergency Motion was approved:

MASTF Motion: That “MetroBase Issues” be added to the Agenda as emergency item 6.0.

M/S/PU: Barbour, Kramer

IV. ORAL COMMUNICATION AND CORRESPONDENCE

Bruce Gabriel asked that the Metro Base issue be moved up the agenda since he could not stay long at the meeting.

Mr. LeBlanc circulated copies of the *Westside Neighborhood Alert!* he had just described.

Kasandra Fox and John Daugherty described the Nomination Form (“Attachment A”) recently distributed by the Santa Cruz County Regional Transportation Commission (SCCRTC). The Form is used to nominate businesses, groups and individuals that have contributed to improving transportation in Santa Cruz County during 1999. Nominations are due at the SCCRTC Office by March 17th. More information is available by calling 460-3200.

V. ONGOING BUSINESS

5.0 Metro Base Issues

Mr. LeBlanc explained that the Transportation Think Tank – a group including Michael and Janet Singer – have marked March 29th as a tentative date for a community meeting to share information on the Metro Base Program. Mr. LeBlanc noted that a westside location for the meeting would place it where concerned neighbors live.

Mr. Gabriel noted that the important issue facing the Metro Base Program is approval of the Program by the Santa Cruz City Council. Sharon Barbour

raised concern that opponents of the Program do not “believe us” when impacts and benefits of the Program are described. Other persons discussed the number of meetings that would be appropriate, perceptions of the Metro Base and benefits of the Program.

The following Motion to the Board concluded discussion:

**MASTF Motion: MASTF recommends that a community meeting on Metro Base issues be held at a Westside Santa Cruz location. MASTF will co sponsor this community event with the Metro Users Group (MUG), the Transportation Think Tank and other interested parties.
M/S/PU: Fox, Barbour**

5.1 Paratransit Update

a) ADA Paratransit Report (Scott Bugental)

Scott Bugental reported that during this “grant writing season” Lift Line was putting several proposals forward. Goals of the proposals included acquiring six or seven expansion vehicles. There was discussion of the merits and drawbacks to acquiring Dodge mini van type vehicles.

Mr. Bugental noted that Lift Line was applying for a demonstration grant to start up a Community Vehicle Program. This Program would make two vans available to community groups so that transportation for occasional events could be provided. Mr. Bugental added that Lift Line would train persons driving the vans. Mr. Bugental also noted that the SCCRTC did not recommend support for the demonstration grant.

After discussion, the following Motion to the Board was approved:

**MASTF Motion: MASTF supports the demonstration grant proposal submitted by Lift Line for training for the Community Vehicle Program. MASTF recommends that the METRO Board support the Community Vehicle Program. A letter from MASTF supporting the grant proposal will be sent to the Santa Cruz County Regional Transportation Commission.
M/S/PU: Fox, C. Day**

Mr. Bugental and Mr. Bosso noted that Yellow Cab drivers and Lift Line staff had their first meeting to work out changes in the training of paratransit service drivers. One goal was to train some Yellow and Courtesy Cab drivers so that they became trainers for other drivers. Mr. Bosso noted that drivers were coming to these meetings on their own time. The next meeting was scheduled for February 25th.

Mr. Bugental reported that the number of “turn downs” has increased since December. He explained that a turn down occurs when a person calling to make a reservation for a paratransit trip is told that the reservation can not be booked due to capacity constraints. Mr. Bugental noted that 25 turndowns occurred during December and 40 were noted during January. He noted that these turndowns occurred after a one and a half year period of no turndowns. A discussion of the background of the turndown numbers and the scheduling of vehicles during peak times of demand followed Mr. Bugental’s remarks.

Cynthia Adams reported that a paratransit user attending a weekly meditation class at her home has experienced delays in service. A recent scheduled ride for the person arrived one and half-hours late for pick up. She noted that the person stated that participation in the class could not continue with such delays that tested pain tolerance. Ms. Adams pointed out that waiting for long periods for a ride is painful for some persons with disabilities.

Ms. Adams noted that drivers and dispatchers were often “helpless” to assist persons waiting for rides. She asked if they could be involved in the process of evaluating how service is delivered. She described the process called Total Quality Management (TQM) that she discovered being used at Cabrillo College. Mr. Bugental noted that keeping up with the demand for service is a “constant catch up game” that is assisted by vehicle acquisition and scheduling flexibility for ride requests.

Several people raised the topic of how paratransit users are informed of other transportation options. Discussion concluded when Mr. LeBlanc suggested that Mr. Bugental and Ms. Adams confer on the concerns raised by Ms. Adams.

b) Transportation Advocacy (Thom Onan)

Thom Onan reported that he had received three complaints this month that are being investigated. He noted that the number of complaints suggested that more people are willing to contact the Central Coast Center for Independent Living (CCCIL) with transportation concerns.

Mr. Onan also reported that progress was being made between himself and Lift Line staff to complete the work on signs to be posted inside Lift Line vans that notify consumers about the agencies they can direct concerns to.

Mr. Onan asked Mr. Chin when paratransit recertification would begin. Mr. Chin noted the request for proposal documentation is complete and estimated that recertification would begin four to five months after a consultant is hired. Other steps in the development of a recertification process include the consultant's work to draft a recertification plan with community input, a MASTF recommendation and Board approval.

Mr. Onan announced that CCCIL staff has been invited to participate in disability awareness training for Lift Line employees that is scheduled for March 18th. He noted that Lift Line riders interested in serving on a panel that assists the training should contact him at 462-8720.

5.2 Cabrillo Bus Pass

Mr. LeBlanc tabled this item until next month's meeting.

COMMITTEE REPORTS

5.3 Training and Procedures Committee Report

Mr. LeBlanc reported that Mr. Gabriel had informed him that some new drivers had touched Mr. Gabriel's wheelchair without his permission recently. Mr. LeBlanc noted that Mr. Gabriel had reported the incidents to METRO.

Michael Doern and Ms. Fox reported that training sessions for veteran bus operators had occurred since the January MASTF meeting. Mr. Doern noted that the need for the bus operator to ask permission before touching a passenger's wheelchair had been brought up during a training session yesterday.

5.4 Bus Service Committee Report (Sharon Barbour)

a) Metro Users Group (MUG)

Ms. Barbour reported that MUG had devoted much of its meeting time yesterday to *Headways* design issues. She noted that there would be a pre MUG meeting session at Kim Chin's office at 11:30 a.m. on March 15th to review *Headways* issues in detail. Mr. Chin noted that participants can contact METRO staff at the Information Booth (920 Pacific Avenue in Santa Cruz) to be guided to his office.

Ms. Barbour also noted that Metro Base and restrictions on Amtrak service had also been discussed. She shared that METRO General Manager Les White had described three options for the future of Amtrak service:

- There is no change in the law effective January 1st. One result would be that the number of Amtrak Connector trips from the Santa Cruz Metro Center would drop from 17 to seven a day so that the service does not compete with Greyhound.
- The Amtrak service can transport anyone without advance tickets as long as the service does not run at the same time as Greyhound.
- METRO takes over the Amtrak Connector Service. Mr. LeBlanc noted that METRO might be overextended now and unable to fulfil this option.

Ms. Barbour added that this issue would be discussed during the Elderly and Disabled Transportation Advisory Committee meeting next month.

Ms. Barbour reported that she has observed that some buses have signs posted in the securement areas that inform passengers that wheelchair users have priority seating in those areas and some buses do not have the signs posted. She noted that the signs provide guidance to passengers.

After discussion, the following Motion was forwarded to Management:

MASTF Motion: MASTF recommends that signs posted in the securement areas of some buses that advise passengers that wheelchair users have priority seating in the securement area be posted inside all bus models.

M/S/PU: Barbour, Doern

5.5 Bus Stop Improvement Committee Report

Mr. LeBlanc noted that the improvement of bus stops and the installation of bus shelters have moved “awful slow” during the last several months. He also noted that the improvement of bus stops was important since METRO was approaching the time to decide future bus purchases. Brief discussion on the progress of bus stop improvements and the installation of bus shelters concluded this topic.

5.6 U.T.U. Report

No report.

5.7 S.E.I.U. Report

No report.

5.8 Commission on Disabilities Report (Jeff LeBlanc)

Mr. Daugherty reported that the Commission was preparing a follow up letter to City of Santa Cruz staff regarding unresolved accessibility concerns about the Soquel Avenue Bridge. He noted that Commission members disagreed with City staff that the Bridge met all access law requirements. Mr. Bugental suggested that the Commission and the Elderly and Disabled Transportation Advisory Committee be coordinated.

5.9 Elderly and Disabled Transportation Advisory Committee Report

Ms. Barbour reported that the next Committee meeting is set for March 14th. Mr. Bugental suggested that one item the Committee will discuss – the four year Regional Transportation Plan – be placed on the MASTF agenda for next month.

5.10 Board Working Group Session and Board Meeting Reports (Jeff LeBlanc)

Mr. LeBlanc described highlights of the planning session on February 11th. Topics covered included Metro Base and a comparison of the advantages and disadvantages of high floor vs. low floor buses. He noted that the Board would soon face a decision on the type of bus to order for METRO. He suggested that “New Bus Review” become an agenda item for the MASTF meeting next month.

VI New Business

6.1 Bus Stop Announcements

Mr. LeBlanc shared that Bryant Baehr and Mr. Chin had informed him that METRO staff planned to contract out the installation and programming work for the Talking Signs Program. Mr. Chin pointed out that putting out the work to bid would “speed up the process” of installing the signs.

Mr. LeBlanc tabled further consideration of this topic until next month.

6.2 MASTF Goals for the Year 2000

Before discussion began Mr. LeBlanc shared the recommendation of the MASTF Executive Committee that following two goals listed for 1999 be deleted:

- For the MASTF Executive Committee to develop a strategic planning tool to complete outstanding MASTF issues
- Conduct and/or co-sponsor one community event

During discussion the following goals were added to the list:

- Assist improvement of METRO’s radio system
- Continue to participate in new bus inspections
- Continue working to resolve bicycle capacity constraints in the METRO system
- MASTF representation on the Service Review Committee
- Review bus service changes in a timely manner
- Improved explanation for the paratransit advocate/ombudsman in

Headways

- Restore more Holiday bus service
- Continue to participate in development of the paratransit recertification program and completion of the paratransit service audit

Mr. LeBlanc noted that a revised list of goals for the year 2000 (“Attachment B”) would be included in the March MASTF meeting packet. He added that review and approval of the goals would occur during the MASTF meeting next month.

6.3 Restrictions on Amtrak Connector Service

This topic was covered earlier in the meeting.

6.4 Next Month’s Agenda Items

Noted during the meeting: New Bus Review, Four Year Regional Transportation Plan, Report on Bus Evaluation Study.

Items continued: Cabrillo bus pass/Transportation Letter, Bus Stop Announcements, Approval of MASTF Goals for the Year 2000, Restrictions on Amtrak Connector Service.

VII Adjournment

The meeting was adjourned at 4:03 p.m.

NOTE: NEXT MAST MEETING IS: Thursday March 16, 2000, 2:00-4:00 p.m., at the Loudon Nelson Community Center, 301 Center Street, Santa Cruz, CA.

NOTE: NEXT S.C.M.T.D. SPECIAL BOARD MEETING/WORKSHOP IS: Friday March 10, 2000 at 8:30 a.m. at the S.C.M.T.D. Administrative Offices, 370 Encinal Street, Santa Cruz, CA.

NOTE: NEXT S.C.M.T.D. BOARD OF DIRECTORS MEETING IS: Friday, March 17, 2000 at 9:00 a.m. at the Santa Cruz City Council Chambers, 809 Center Street, Santa Cruz, CA.

Santa Cruz Metropolitan Transit District

Minutes-Metro Users Group

February 16, 2000

The Santa Cruz Metropolitan Transit District Metro Users Group met at 2:20 p.m. on Wednesday, February 16, 2000, at the District's Encinal Conference Room, 370 Encinal Street, Suite 100, Santa Cruz.

MEMBERS PRESENT

Bruce Gabriel, Chair
Sharon Barbour
G. Ted Chatterton
Sandra Coley
Michelle Hinkle
Jeff LeBlanc
Janet Singer
Michael Singer

VISITORS PRESENT

Michael Clark

SCMTD STAFF PRESENT

Bryant Baehr, Operations Manager
Kim Chin, Planning & Marketing Manager
Tom Stickel, Acting Fleet Maintenance Manager
Les White, General Manager

MUG RESOLUTIONS TO METRO BOARD OF DIRECTORS

MUG recommends to the Board of Directors that a community meeting be held on the Westside sponsored primarily by Think Tank, MUG, MASTF and any other supporting groups on MetroBase and that District staff and the Board of Directors be invited as guests and to answer questions from the public.

.....

MUG RESOLUTIONS TO METRO MANAGEMENT

None.

1. CALL TO ORDER AND INTRODUCTION

2. ADDITIONS AND DELETIONS TO THE AGENDA

The following item was added to the Agenda under New Business:

7b. Bus Inspection

3. ORAL AND WRITTEN COMMUNICATIONS AND ANNOUNCEMENTS

4. CONSENT AGENDA

Ted Chatterton noted that the minutes be amended to read under Item 3, Oral and Written communications, "the word "Express" should be deleted from Routes 36 and 91 in Headways.

ACTION: MOTION: Jeff LeBlanc SECOND: Sandra Coley

Approve the following items accepted by the Committee:

- a) Receive and Accept January Meeting Minutes
- b) Monthly Attendance Report
- c) Review of Minutes of Board of Directors Meeting
- d) Review of Board Meeting Agenda Items:
 - 1. Quarterly Performance Report
 - 2. Quarterly Ridership Report

The committee voted unanimously.

5. ON-GOING ITEMS

a) Review of Headways Redesign Issues

Kim Chin reported that the last couple of MUG meetings there has been discussion of printing Headways in English and Spanish. He indicated that he has two proposals that he would like to discuss with the committee, a short-term and long-term redesign process.

Mr. Chin stated the long-term process is a major undertaking. Currently, there are no funds budgeted this year, but that he is recommending that funds be budgeted for next fiscal year. In the mean time, he has received copies of several bus schedules from various transit systems from around the country. The schedules have good examples from which he feels the committee can get ideas from. He said that a lot of the transit systems around the country have very good books and good examples as to what can be done.

Mr. Chin proposes that for the short-term process, minor improvements can be made and the long-term process, the committee can look through the books to get ideas about how they want Headways redesigned.

Mr. Chin is also proposing that a working group be implemented to work on the short-term refinements and also on the long-term process on redesign issues if the funds budgeted for next fiscal year are approved.

Jeff LeBlanc felt that the timing is right because the District is beginning the preliminary budget planning for next fiscal year. He stated that one of the main concerns that the committee expressed was that it might be time to look at having a separate Spanish version of Headways, rather than adding more text which would create more clutter in Headways making it difficult to understand. He pointed out that there is a large Hispanic ridership in the community and Headways needs to be more user friendly for them to be able to utilize bus service. That is one of the issues that should be discussed at the working group.

Kim Chin stated that there was discussion at the Service Review Committee this morning regarding service improvements. For example, the Route 91, if you look at the schedule not every route operates in the same manner throughout the entire service day and would be confusing for passengers who are not familiar with the Headways schedule. Given the nature of the system and given the nature of the route design it would be quite a challenge to try and incorporate everything in English and Spanish together on one route schedule.

Sandra Coley suggested that it would be a good idea funding purposes, students from the Pajaro Valley Unified School District do the translation as a school project. She felt it would be a great project for the students at Watsonville High School.

Kim Chin suggested that before doing the translation that the group should work on whether there is a better way to write the schedule more clearer in English first and once that is done, provide the translation in Spanish to make it user friendly.

Chairperson Gabriel suggested a subcommittee be implemented and that the subcommittee consist of not more than four members from MUG. He suggested that Jeff LeBlanc, Ted Chatterton, Sharon Barbour and himself be on this subcommittee and that they meet at 11:00 a.m. the same day as the MUG meeting. He suggested meeting at the Encinal Office.

Jeff LeBlanc suggested that the subcommittee meet at Kim Chin's office downtown at the Metro Center. It would be easier for all of them to meet the bus downtown.

ACTION: MOTION: Jeff LeBlanc SECOND: Janet Singer

MUG recommends that a subcommittee be implemented to discuss Headways issues and that they meet at the downtown offices of Metro Center at 11:30 a.m. the same day as the MUG meeting.

The committee voted unanimously.

The working group will report back to the regularly scheduled MUG meeting as to what was discussed at their meeting.

Chairperson Gabriel asked if anybody had questions on the short-term and long-term process.

Kim Chin also reported that Headways is in production for the Spring Service changes. He suggested to members that at the end of the meeting, to pick up a copy of Headways and look through it and come up with any ideas the group would want to change in Headways. The members can send him the changes or call him with their feedback.

Janet Singer asked if it was possible to change the "WD/ WE" to Saturday and Sunday, and the "ST". She asked if this was something that could be done in the short-term process.

Kim Chin stated that the changes could be done and will try for the Spring Services Changes and if not, will try for the Summer Service changes.

Bryant Baehr stated that the District SLV's schedule including their minimum days. He stated that when SLV changes their minimum days they do not notify the District. So you have buses showing up on the scheduled minimum day and no buses on the minimum day that changed.

Kim Chin stated that they have a similar issue with Cabrillo College. They have been pretty good about trying to change their class times so that it fits better with the bus schedule.

Chairperson Gabriel asked staff if it would be possible to call all the schools and ask if they have any plans to change their schedule.

Kim Chin stated that they check with all the schools, sometimes they change the scheduled after Headways is printed.

Bryant Baehr suggested that a letter could be sent to all school superintendents thanking them for providing their schedules and also

asking that they contact the District should a change occur in the schedule.

Sandra Coley asked if someone other than the school superintendent should be contacted.

Mike Clark suggested the Transportation Department of the schools should be notified.

b) Service and Planning Update

Kim Chin reported that the Service Review Committee met this morning and service planning is a little more sophisticated, because the District can now plan service for entire year instead of looking at one quarter at a time. He stated that at the Board Workshop last Friday, the Board had a chance to look at service and the ability to provide service for the future.

One of the key challenges that the District has right now is we don't have a lot of space to park buses. The District is currently using leased facilities on a month to month basis and can lose the leases at any time. The District does not have sufficient maintenance facilities to service the buses we currently have. He stated that Chairperson Gabriel has mentioned many times the importance of MetroBase and that this is a critical time for MetroBase. From a service perspective we need to be careful about making service revisions that we cannot sustain. One of the things that we don't want to do is to put service out there and take it away later. That's going to cause a lot of problems for passengers. We want to make cautious decisions about where we put service and make sure the service we do put out is sustained and is a critical factor for the District.

Kim Chin stated that the District just completed a Comprehensive Route Study. The study basically gives the District a much better database from which the District can work from to see what we are doing on different routes, different times during the day. He indicated that this will be going to the Board in March or April for approval.

c) Marketing – Ticket/Advertising

Kim Chin stated that the SCCRTC has a Rideshare Program with a budget allocated for a variety of programs related to the Rideshare Program. He also stated the Highway 17 Express service is operating well, but that trips coming back from San Jose are not well utilized. The District is interested in conjunction with the SCCRTC to develop a joint marketing program that will promote ridership on Highway 17. The District

would also like to work with the SCCRTC to promote transit within Santa Cruz County on underutilized routes. One part of the campaign is to involve printed flyers and transit advertising on the buses to promote transit in English and Spanish. Mr. Chin stated that the next issue of Headways, the Highway 17 Express service will be on the cover.

Sharon Barbour asked why is there less ridership coming back from San Jose.

Kim Chin stated that it is a reverse commute. On peak a.m. trips, passengers go to San Jose to go to work and to school, but when the buses come back to Santa Cruz they do not have the same level of ridership.

d) COF - MetroBase

Chairperson Gabriel stated that a "Westside Neighborhood Alert" flyer is being distributed to Westside residents who live around the proposed MetroBase site. He found the flyer very discouraging.

Janet Singer stated that they got this flyer from their neighbor's door. The Singers distributed copies of the flyer to MUG members.

Kim Chin stated that the District is planning a public outreach meeting tentatively scheduled for March 29th, to offer the public accurate information about the project and to also provide the public an opportunity to ask District staff and members of the Board of Directors questions on MetroBase. Mr. Chin would like MUG members to attend this meeting and will asking MASTF members tomorrow at their meeting to show their support at the public meeting. There is the possibility the meeting may be rescheduled to April 5th to get more support from UCSC. He stated that there is a vocal minority of people who oppose this project, but also a large number of people who are proponents of the project who support this, mainly people who use the service everyday.

Mr. Chin also stated that if we do not have MetroBase, a number of things will have to happen. The District cannot continue to operate the same level as we do today, which will mean some form of eliminating service. We currently operate 110 buses, and in order to meet the expectations of the community and the Major Transportation Investment Study (MTIS) the District needs the capacity to house between 175 and 200 buses.

Janet Singer stated that the Think Tank had been talking since last September about having a community forum to try to get the facts out to

the Westside neighbors. They have talked to MUG about co-sponsoring the community forum and also have MASTF to co-sponsor it as well. They also talked with Jennifer Bragar to help organize this forum.

Kim Chin reported that flyers announcing the public meeting will be put posted inside the buses and the news media will be contacted. Mr. Chin also reported that the Board has indicated that they want to take a visible role at the March 29th meeting. At the Board Workshop last Friday, the Board indicated there is a need for more outreach where the Board and staff members can answer questions from the community.

Janet Singer stated that this was first discussed at the Think Tank, because the meeting is held at Emily's bakery and the owner has had people come in and ask her questions because she sits on the City Transportation Commission. She felt that if they received sponsorship for the community forum from MUG and MASTF, they would like to have Board members and District staff to attend the meeting as guests and answer questions regarding neighborhood concerns. She stated that MUG had made a motion a few months ago to co-sponsor the Think Tank and MASTF also agreed to co-sponsor together with MUG.

Jeff LeBlanc stated that MASTF had made a motion to support MetroBase at one of the previous meetings.

She asked do we want to recommend to staff that instead of this being a Board sponsored event and that it become a MUG, MASTF and Think Tank sponsored event and the Board of Directors and District staff be guests at this meeting.

Chairperson Gabriel felt that since he is a Board member, he should not vote on this issue.

Jeff LeBlanc stated the people involved with the Think Tank are capable of putting on an event and certainly with Metro staff help it would not be difficult to do. A decision as to where it is to be held was not resolved at the Board meeting. He felt that MUG make a recommendation that the community forum meeting be held at Bayside School or somewhere on the Westside where it would seem like a community event rather than a government event. The Think Tank has been talking about doing this informational meeting in cooperation with the Transit District for about six months. He suggested that the members of the Board and District staff be invited as guests to the community forum. Mr. LeBlanc stated he agrees with the Singers that it might be more appropriate to do it on the Westside at Bayview School, for example.

Les White stated that they can make that suggestion to the Board. The Board wants to hold a meeting on March 29th and are looking to hold this meeting at the Santa Cruz Police Station's Community Room. The Board would be responsive to their input and that they should communicate their concerns to the Board at the Board meeting on Friday.

ACTION: MOTION: Jeff LeBlanc SECOND: Sharon Barbour

MUG recommends to the Board of Directors that a community meeting be held on the Westside sponsored primarily by Think Tank, MUG, MASTF and any other supporting groups on MetroBase and that District staff and the Board of Directors be invited as guests and to answer questions from the public.

The committee voted unanimously.

Chairperson Gabriel stated that he is a Board member and is not going to vote on this motion. He stated that he read motions made by MUG to the Board at the regular Board of Directors meeting.

5e. Cabrillo College

Deferred until next month.

6. UPDATES

- a) **New Service**
 - **Holiday**
 - **Late Night 7N**
- b) **ADA Recertification**
- c) **Courtesy Stop Policy**
- d) **Highway 17 - Bikes on Buses**

Les White stated that he met with AMTRAK officials yesterday, and will speak with Assemblymember Keeley and Senator McPherson staff in Sacramento tomorrow regarding SB 804, which is restrictions onboard the AMTRAK connector buses.

He also stated that OSHA came by the SCMTD facilities and found several major violations, which relate to the need to replace the Maintenance facilities. They are going to continue to follow up on the SCMTD facilities and maintenance operations and condition of the District facilities.

7. NEW BUSINESS

8. OPEN DISCUSSION

Chairperson Gabriel stated that Director Tim Fitzmaurice asked for clarification of the MUG minutes. He stated that at one of the previous MUG meetings, under the MetroBase item, Chairperson Gabriel recalled asking MUG members to write letters to the City Council members. He stated that he said Katherine Beiers was a swing vote, Christopher Krohn and Keith Sugar were supportive of the neighbors and that Director Tim Fitzmaurice did not support it. He also stated that Director Tim Fitzmaurice was quoted last Sunday saying he did not think MetroBase would work.

9. ADJOURNMENT

The meeting adjourned at 3:55 p.m.

Respectfully submitted,

DEBBIE GUERRERO
Administrative Secretary

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000
TO: Board of Directors
FROM: Elisabeth Ross, Manager of Finance
**SUBJECT: MONTHLY BUDGET STATUS REPORT FOR JANUARY 2000
AND APPROVAL OF BUDGET TRANSFERS**

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors approve the budget transfers for the period of February 1-29, 2000.

II. SUMMARY OF ISSUES

- Operating revenue for the year to date totals \$14,940,273 or \$9,801 over the amount of revenue expected to be received during the first seven months of the fiscal year.
- Total operating expenses for the year to date, including pass through grant programs, in the amount of \$13,166,192, are at 49.6% of the budget. Day to day operating expenses total \$13,119,441 or 51.3% of the budget.
- A total of \$453,227 has been expended through January 31st for the FY 99-00 Capital Improvement Program.

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 and expenses in relation to the adopted operating and capital budgets for the fiscal year. The attached monthly revenue and expense report represents the status of the District's FY 99-00 budget as of January 31, 2000. The fiscal year is 58.3% elapsed.

A. Operating Revenues.

Revenues are \$9,801 over the amount expected to be received for the period, based on the revised budget adopted by the Board last month. Sales tax revenue is \$5,498 ahead of budget projections. General fund interest income is \$15,560 ahead of budget projections. Variances are explained in the notes following the report.

B. Operating Expenses.

Day to day operating expenses for the year to date (excluding grant-funded programs, capital transfers and pass-through programs) total \$13,119,441 or 51.3% of the budget, with 58.3% of the year elapsed. Variances are explained in the notes following the report.

C. Capital Improvement Program.

For the year to date, a total of \$453,227 has been expended on the Capital Improvement Program. Only 3.2% of budgeted purchases for the year have been completed.

IV. FINANCIAL CONSIDERATIONS

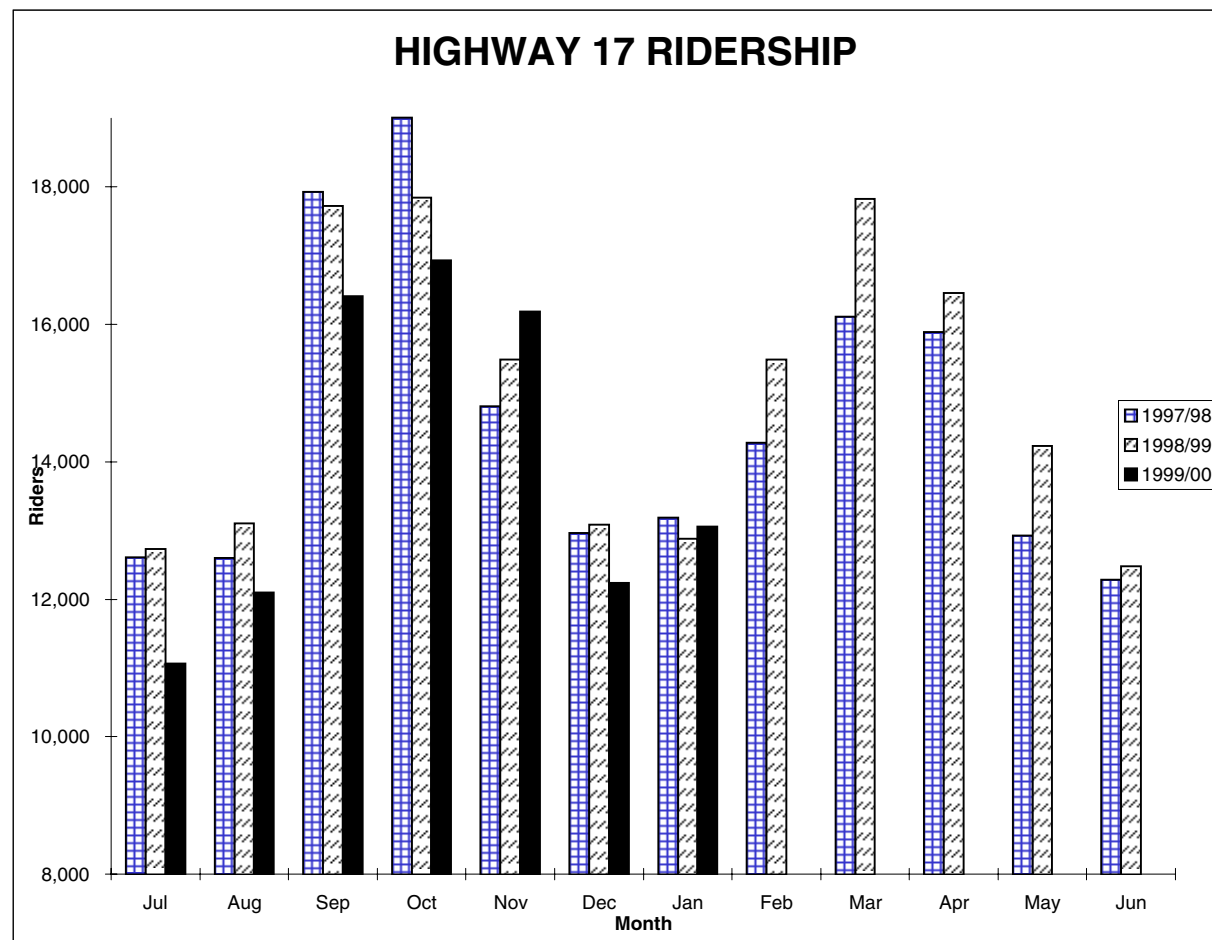
Approval of the budget transfers will increase some line item expenses and decrease others. Overall, the changes are expense-neutral.

V. ATTACHMENTS

Attachment A: Revenue and Expense Report for January, and Budget Transfers

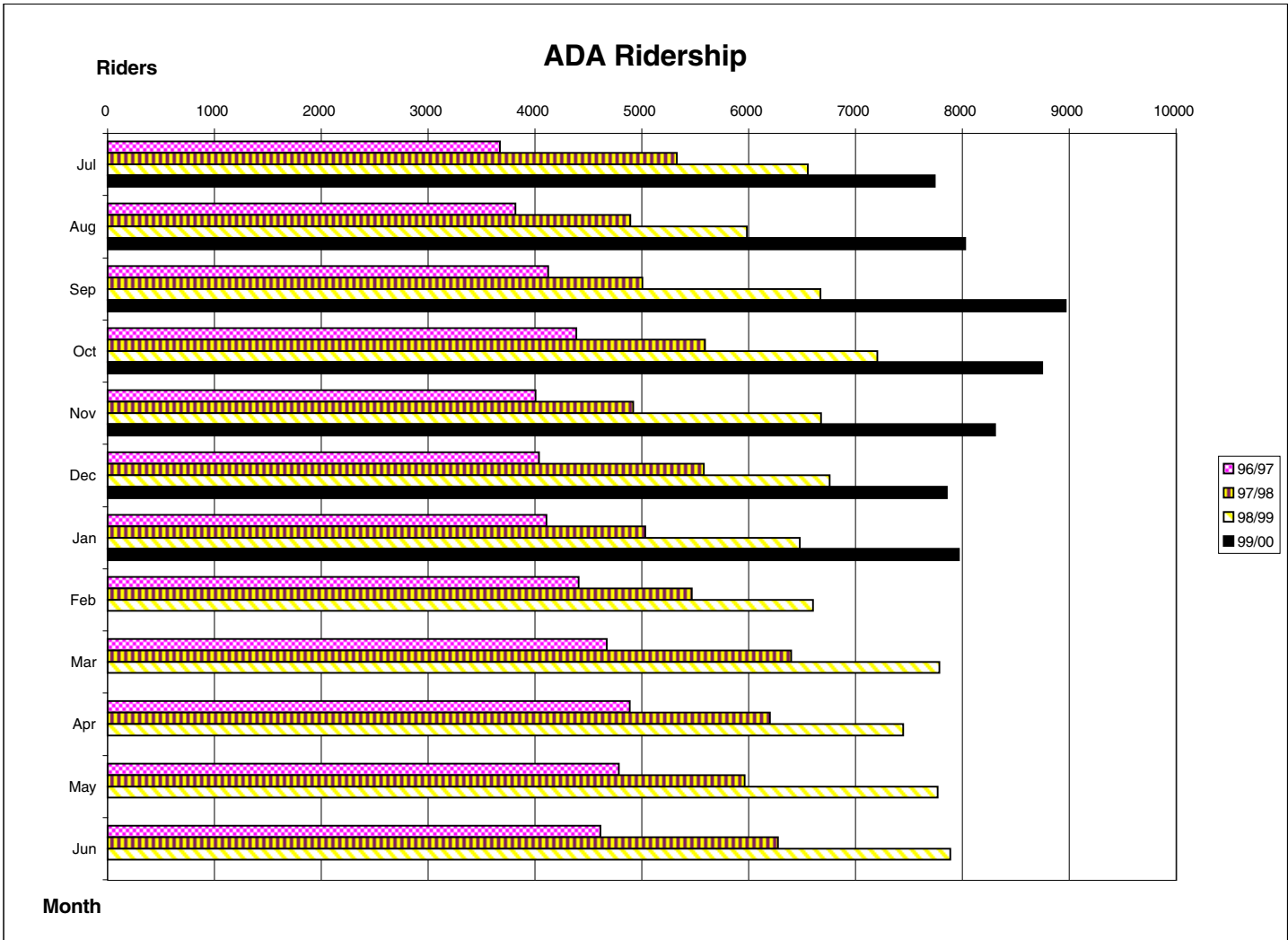
HIGHWAY 17 - JANUARY 2000

	JANUARY			YTD		
	1999/00	1998/99	%	1999/00	1998/99	%
FINANCIAL						
Cost	\$ 98,289	\$ 72,660	35.3%	\$ 786,203	\$ 546,939	43.7%
Farebox	\$ 29,830	\$ 29,448	1.3%	\$ 233,808	\$ 237,998	(1.8%)
Operating Deficit	\$ 68,318	\$ 42,588	60.4%	\$ 539,182	\$ 294,976	82.8%
Santa Clara Subsidy	\$ 28,925	\$ 21,294	35.8%	\$ 248,406	\$ 147,488	68.4%
METRO Subsidy	\$ 39,393	\$ 21,294	85.0%	\$ 412,296	\$ 147,488	179.5%
San Jose State Subsidy	\$ 141	\$ 623	(77.4%)	\$ 13,212	\$ 13,965	(5.4%)
STATISTICS						
Passengers	13,061	12,878	1.4%	97,989	102,869	(4.7%)
Revenue Miles	31,421	29,925	5.0%	221,445	224,438	(1.3%)
Revenue Hours	1,222	1,164	5.0%	8,612	8,729	(1.3%)
PRODUCTIVITY						
Cost/Passenger	\$ 7.53	\$ 5.64	33.4%	\$ 8.02	\$ 5.32	50.9%
Revenue/Passenger	\$ 2.28	\$ 2.29	(0.1%)	\$ 2.39	\$ 2.31	3.1%
Subsidy/Passenger	\$ 5.24	\$ 3.36	56.2%	\$ 5.64	\$ 3.00	87.7%
Passengers/Mile	0.42	0.43	(3.4%)	0.44	0.46	(3.5%)
Passengers/Hour	10.69	11.07	(3.4%)	11.38	11.79	(3.5%)
Recovery Ratio	30.3%	40.5%	(25.1%)	29.7%	43.5%	(31.7%)



ADA Paratransit Program Monthly Status Report

	This January	Last January	% Change	This YTD	Last YTD	% Change
Cost	\$ 177,121	\$ 137,432	28.9%	\$ 1,265,341	\$ 982,792	28.7%
Revenue	\$15,928	\$12,948	23.0%	\$115,150	\$92,576	24.4%
Subsidy	\$161,193	\$124,484	29.5%	\$1,150,191	\$890,216	29.2%
Passengers	7,964	6,474	23.0%	57,575	46,288	24.4%
Cost/Ride	\$22.24	\$21.23	5.3%	\$21.98	\$ 21.23	3.9%
Subsidy/Ride	\$20.24	\$19.23	5.3%	\$19.98	\$19.23	3.9%
Operating Ratio	9.0%	9.4%	-4.5%	9.1%	9.4%	-3.4%
% Rides on Taxi	68.9%	71.1%	-3.2%	71.0%	72.1%	-1.5%
Program Registrants	6,842	5,427	26.1%	6,842	5,427	26.1%
Rides/Registrant	1.2	1.2	-2.4%	8.4	8.5	-1.3%



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000
TO: Board of Directors
FROM: Paul Chandley, Human Resources Manager
SUBJECT: PRESENTATION OF ANNIVERSARY 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 Chairperson 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, a limited number will be invited to attend Board meetings from time to time to receive their awards.

IV. FINANCIAL CONSIDERATIONS

None.

V. ATTACHMENTS

Attachment A: Employee Recognition List

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

EMPLOYEE RECOGNITION

TEN YEAR

Terry Gale, Manager of MIS

FIFTEEN YEARS

Pedro Cervantes, Upholsterer II

Patricia Korba, Accounting Specialist

Jean Leffler, Transit Surveyor

John Mellon, Lead Parts Clerk

Ken Rilling, Bus Operator

Randy Yagi, Sr. Customer Service Representative

TWENTY YEARS

Wally Brondstatter, Bus Operator

Louis Fike, Bus Operator

Justin Hart, Bus Operator

Ruth Jones, Bus Operator

Ed Nelson, Transit Supervisor

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000
TO: Board of Directors
FROM: Elisabeth Ross, Finance Manager
SUBJECT: APPROVAL OF FY 2000-2001 PRELIMINARY LINE ITEM BUDGET FOR REVIEW AND CLAIMS PURPOSES

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors adopt the attached preliminary line item budget for FY 2000-2001, for review and TDA/STA claims purposes.

II. SUMMARY OF ISSUES

- The proposed FY 2000-2001 preliminary line item operating budget totals \$27,758,000, including \$450,000 in pass-through program funding.
- Major operating revenue assumptions in the budget include a 6.0% increase in sales tax revenue; a 2% increase in passenger revenue over current levels; and a 6.9% increase in TDA funding.
- The proposed budget provides for continuation of existing level of service plus an allocation of \$150,000 for service improvements. No funds are available at this time for other new programs or staffing increases.
- The preliminary capital program is comprised of thirteen projects totaling \$18,000,000, requiring a District share of \$3,454,513 from reserves and STA funding to fund local projects.
- A meeting with Union representatives will be scheduled in early May to answer questions about the budget and obtain input from the employee organizations.
- During the budget process, staff will continue to refine revenue and expense projections as updated information becomes available. Staff will present a draft final budget to the Board in May.

III. DISCUSSION

A preliminary line item budget must be adopted by the Board of Directors in March of each year in order to allow submittal of the District's Transportation Development Act (TDA) and State Transit Assistance (STA) claims to the Santa Cruz County Regional Transportation Commission (SCCRTC) by the April 1st deadline.

A. Operating Revenues

Operating revenues total \$27,758,000, including \$450,000 in grant funding for a pass-through program for the Transportation Commission. All fare revenue accounts have been projected based on data through January 2000 and will be updated prior to presentation of the draft final budget in May. Most revenues show little to no increase from FY 99-01 revised budget levels.

Advertising income is projected based on the current contract with Obie Media.

Sales tax revenues have been projected to increase by 6.0% over FY 00-01 projected receipts. The sales tax projection will be updated after the March 25th report from the State Board of Equalization which will detail the sales tax performance during the October – December 1999 sales period.

TDA funding is based on SCCRTC projections, resulting in an increase of 6.9% over the FY 99-00 standard allocation.

In order to balance the preliminary budget, Federal operating assistance has been retained. Federal assistance under Sections 5307 and 5311 is projected to be the same as the current year allocation, based on preliminary communications from the President and Congress. However, the actual allocation for FY 2000-2001 will not be determined by Congress until October 2000.

The operating budget includes funding for three studies: \$35,000 in FTA Section 5303 grant funds to prepare a short range transit plan, and two carryover projects for route realignment, and the Commission's pass-through program.

B. Operating Expenses

Operating expenses are at or near FY 99-00 projected actual levels in most departments. There are no proposed changes in the number of staff positions from the current authorized number at this time. An allocation of \$150,000 for service improvements is included in the preliminary budget.

The paratransit contract transportation expense has been budgeted to allow for 108,000 trips, with 70% by taxi and 30% by Lift Line van. Paratransit fares are budgeted at \$216,000 to reflect the \$2.00 fare per trip. Currently, the system is providing approximately 8,000 trips per month and steadily increasing. The District may need to expand funding in this area.

Labor and benefit costs have increased by about 9% since the District will be operating a full year of service improvements added in December 1999 and March 2000, in addition to the Highway 17 Express.

The preliminary budget amounts for casualty and liability insurance are estimates only, since the actual billings will not be received until May. The projected figures are higher than current year figures because the District received a rebate in FY 99-00 which reduced the premiums in the

current year. Settlement costs have increased by \$150,000 due to projected one-time expenses in FY 00-01.

C. Capital Improvement Program

The FY 2000-2001 capital improvement program contains thirteen projects as shown in the capital budget at the end of Attachment A. The largest capital project, consolidated operating facility, requires a District share of \$1,620,954 for the work to be performed in FY 2000-2001. The second largest project, purchase of replacement buses, requires \$1,520,118 in District funding. The third largest project, farebox replacement, requires \$200,000 in District funds.

IV. FINANCIAL CONSIDERATIONS

The preliminary line item budget must be approved this month in order for the District to submit claims for TDA and STA funding for FY 2000-2001 by the April 1st deadline.

V. ATTACHMENTS

Attachment A: FY 2000-2001 Preliminary Line Item Budget

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000
TO: Board of Directors
FROM: Kim Chin, Manager of Planning and Marketing
SUBJECT: CONSIDER SERVICE PLANNING ISSUES RELATED TO TITLE VI CIVIL RIGHTS

I. RECOMMENDED ACTION

Staff recommends that the Board direct staff to:

1. Incorporate consideration of routes falling below District performance standards into the System Redesign Study.
2. Work with Cabrillo College as part of the development of their Transportation Management Plan to provide more direct service from non-minority areas to the campus.
3. Place a high priority on considering peak-hour capacity increases on routes that have consistent overloads, as identified in the Title VI report as well as in the forthcoming Bus Evaluation Study, when funding becomes available.

II. SUMMARY OF ISSUES

- Title VI of the Civil Rights Act of 1964 states: “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” (U.S. DOT UMTA C4702.1 May 26, 1988)
- The Federal Transit Administration has outlined specific reporting requirements that must be submitted once every three years, to ensure that we are in compliance with Title VI requirements. The most recent report was due and was submitted in the fall of 1999. The full report is not included here for the sake of brevity.
- The FTA regulations “recommend” that transit providers “Establish procedures for developing and maintaining local standards for compliance with Title VI” and “establish internal guidelines for making determinations of compliance with Title VI as part of local decisionmaking processes and continuing project management and contract administration responsibilities.”
- In addition, the Title VI guidelines require the District to “review and take action in all cases in which the service to minority areas does not meet the stated service policy

or standards of the grantee” and also to “compare the average performances for each route in the transit system to the grantee’s service policies and standards, and take action on the observed differences.”

- When the District did a Short Range Transit Plan every year, the Title VI analysis was discussed in the Plan. Because we no longer do the plan update every year, it is necessary that the Board review the Title VI Report’s findings separately.
- The report compares service provided to minority and non-minority areas, using census tracts as the basis for comparison.
- Although there are definite areas for improvement, the assessment shows that service to minority areas is generally comparable to or better than service to non-minority areas.

III. DISCUSSION

District staff completed the 1999 report, with the assistance of Pacific Transit Management (PTM) Corporation of Berkeley. PTM was brought in to conduct bilingual onboard origin/destination and opinion surveys, and analyze the results of the surveys.

The report finds that, in general service provided to minority areas compares favorably to service to non-minority areas.

However, the report identifies several areas for improvement. They are as follows.

1. A number of routes experience overloads. Routes serving UCSC are impacted, as well as Routes 35 San Lorenzo Valley, 71 Watsonville/Santa Cruz, and 91 Commuter Express. The consultant recommends the use of larger buses, and increased monitoring of buses on routes serving UCSC to prevent “caravanning” of buses.
2. The District’s advisory committees, the Metro Accessible Services Transit Forum, the Metro Users’ Group, and the Elderly/Disabled Transportation Advisory Committee, have a low minority representation, even though minorities are encouraged to apply, and some meetings are held in Watsonville to encourage participation from that (minority) area. However, perhaps more could be done to encourage membership and participation by minorities.

As mentioned above, PTM conducted a survey of bus riders in both minority and non-minority areas. One goal of the survey was to determine the top three destinations from both minority and non-minority census tracts.

In accordance with Title VI regulations, no effort is made to determine whether individual riders are “minority” or “non-minority.” Instead, riders are grouped according to where they began their trip – in a census tract that is either classified “minority” or “non-minority.” A minority

census tract is one that has a percentage of minorities equal to or greater than the percentage of minorities in the county.

The top three destinations were as follows.

Top Three Destinations

Minority

Non-Minority

- | | |
|----------------------------|------------------------|
| 1. Downtown Santa Cruz | 1. Downtown Santa Cruz |
| 2. Green Valley at Freedom | 2. UCSC |
| 3. Cabrillo College | 3. Cabrillo College |

A summary of some of the key indicators is shown below.

	<u>Avg. No. Weekday Trips per Route</u>	<u>Avg. Load Factor</u>	<u>Avg. Passengers per Hour</u>	<u>Avg. Travel Time per Trip (Min.)</u>	<u>Avg. No. of Transfers Required</u>	<u>Cost (fare) per Passenger Mile</u>
Minority Areas	24.9	0.460	33.9	45.0	.2	\$.41
Non-Minority Areas	23.9	0.454	33.4	43.3	.6	\$.46

These key indicators can be used to assess how well the District has done in planning service to minority areas.

For example, the survey determined how many transfers were needed for minority and non-minority area passengers to reach their destinations. On an average, minority-area riders had to make one transfer on one trip in five. In contrast, passengers originating in a non-minority area had to transfer on three trips in five. Given the fact that the top three destinations indicate that most of the destinations are a long distance from the origin, the District has done very well in planning service to minimize the need to make transfers from minority origins to destinations. Given that “transfers” do not exist in our system and passengers must pay an additional fare to transfer, the lower rate of transfers from minority areas means that the average cost of the ride to the minority-origin passenger is lower than the cost to non-minority origin passengers.

The summary also shows that more trips per route are provided in minority areas. The load factor and average passengers per hour of service are greater in minority areas, showing a higher rate of utilization.

PTM notes in its report that even though most non-minority census tracts are closer to Cabrillo than the minority census tracts, the travel times are longer from non-minority areas. The consultant suggests that the District provide more direct service to Cabrillo from non-minority areas.

A brief summary of the “opinion” part of the survey is found in Attachment B, on page 10 of the PTM report.

IV. FINANCIAL CONSIDERATIONS

There are no financial considerations.

V. ATTACHMENTS

Attachment A: PTM Report

Attachment A

PTM Report

Title VI Civil Rights Compliance Report

Chapters IV-2.c (1) – (2)

Prepared by:

Pacific Transit Management Corporation
1627 Spruce Street
Berkeley, CA 94709-1615

(510) 644-0943

December 14, 1999

Chapter IV 2.c.(1) Level of Service

Minority communities have been identified by census tracts. Levels of service to these areas have been measured by the number of trips per weekday, vehicle load factors, and passengers per hour.

(a) Sample Size

Data for ten non-minority and fourteen minority census tracts were gathered for this analysis. In all, twenty-four of the forty-four census tracts in the Santa Cruz Metropolitan Transit District service area are discussed in the following section.

(b) Transit Service Inventory

The following table lists each of the census tracts studied (ten non-minority and fourteen minority) for this analysis and the bus routes that serve them:

Tract	Minority?	Route
1003	No	1B - University via Lower Bay 1H - University via High 1 L - University via Laurel 1 W - University via Walnut 12A - University East Side direct 12B - University East Side direct 41 - Bonny Doon
1006	No	1B - University via Lower Bay 1 H - University via High 1L - University via Laurel 1 W - University via Walnut 2 - Western Drive 3A - Lighthouse 3B - Mission 3N - Mission Night 12A - University East Side direct 12B - University East Side direct 40 - Davenport 41 - Bonny Doon
1012	No	2 - Western Drive 3B - Mission 3N - Mission Night 40 - Davenport
1013	No	4 - Harvey West 30 - Scotts Valley/Graham Hill 31 - Scotts Valley/Santa Cruz via Hwy 17

Tract	Minority?	Route
1203	No	33 - Lompico SLV/Felton Faire 34 - South Felton 35 - San Lorenzo Valley to Santa Cruz 35A - San Lorenzo Valley 36 - Valley/Santa Cruz Express
1207	No	30 - Scotts Valley/Graham Hill 3 1 - Scotts Valley/Santa Cruz via Hwy 17 33 - Lompico SLV/Felton Faire 34 - South Felton 35 - San Lorenzo Valley to Santa Cruz 35A - San Lorenzo Valley 36 - Valley/Santa Cruz Express
1209	No	30 - Scotts Valley/Graham Hill 3 1 - Scotts Valley/Santa Cruz via Hwy 17 35 - San Lorenzo Valley to Santa Cruz 35A - San Lorenzo Valley 36 - Valley/Santa Cruz Exnress
1214	No	63 - Dominican Hospital 65 - Live Oak via 30th 66 - Live Oak via 17th 69 - 41st Ave 69N - Cabrillo Night 69W - Watsonville 70 - Santa Cruz/Cabrillo 71 - Watsonville 91 - Commuter Exnress
1217	No	7N - Beach Night 51 - Soquel/Clares 52 - Capitola/Soquel 54 - Aptos - La Selva 60 - Soquel 63 - Dominican Hospital 65 - Live Oak via 30th 66 - Live Oak via 17th 67 - Live Oak via East Cliff 69-41st Ave 69N - Cabrillo Night 69W - Watsonville 8 1 - Capitola Mall 91 - Commuter Express
1218	No	51 - Soquel/Clares 52 - Capitola/Soquel 54 - Aptos - La Selva 69N - Cabrillo Night 69W - Watsonville

Tract	Minority?	Route
1004	Yes	1B - University via Lower Bay 1H - University via High 1 L - University via Laurel 1 W - University via Walnut 41 - Bonny Doon
1008	Yes	6 - Seabright 7N - Beach Night 8 - Emeline 30 - Scotts Valley/Graham Hill 3 1 - Scotts Valley/Santa Cruz via Hwy 17 35 - San Lorenzo Valley to Santa Cruz 35A - San Lorenzo Valley 36 - Valley/Santa Cruz Express 65 - Live Oak via 30th 66 - Live Oak via 17th 67 - Live Oak via East Cliff 69 - 41st Ave 69N - Cabrillo Night 69W - Watsonville 70 - Santa Cruz/Cabrillo 71 - Watsonville 91 - Commuter Express
1010	Yes	1B - University via Lower Bay 1H - University via High 1 L - University via Laurel 1 W - University via Walnut 2 - Western Drive 3A - Lighthouse 3B - Mission 3N - Mission Night 4 - Harvey West 6 - Seabright 7 - Beach 7N - Beach Night 8 - Emeline 9 - Stroke Center 30 - Scotts Valley/Graham Hill 3 1 - Scotts Valley/Santa Cruz via Hwy 17 35 - San Lorenzo Valley to Santa Cruz 35A - San Lorenzo Valley 36 - Valley/Santa Cruz Express 40 - Davenport 41 - Bonny Doon 65 - Live Oak via 30th 66 - Live Oak via 17th

Tract	Minority?	Route
		67 - Live Oak via East Cliff 69 - 41st Ave 69N - Cabrillo Night 69W - Watsonville 70 - Santa Cruz/Cabrillo 71 - Watsonville 91 - Commuter Express
1101	Yes	79 - East Lake
1102	Yes	71 - Watsonville 73 - Airport/Buena Vista 79 - East Lake
1103	Yes	69W - Watsonville 71 - Watsonville 72 - Corralitos 73 - Airport/Buena Vista 75 - Green Valley 79 - East Lake 81 - Capitola Mall 91 - Commuter Express
1104	Yes	69W - Watsonville 71 - Watsonville 72 - Corralitos 73 - Airport/Buena Vista 75 - Green Valley 79 - East Lake 81 - Capitola Mall 91 - Commuter Express
1105	Yes	69W - Watsonville 71 - Watsonville 72 - Corralitos 73 - Airport/Buena Vista 75 - Green Valley 81 - Capitola Mall 91 - Commuter Express
1106	Yes	69W - Watsonville 71 - Watsonville 72 - Corralitos 73 - Airport/Buena Vista 75 - Green Valley 81 - Capitola Mall 91 - Commuter Express

Tract	Minority?	Route
1107	Yes	71 - Watsonville 72 - Corralitos 73 - Airport/Buena Vista 75 - Green Valley 81 - Capitola Mall
1201	Yes	35 - San Lorenzo Valley to Santa Cruz 40 - Davenport
1223	Yes	54 - Aptos - La Selva
1225	Yes	71 - Watsonville 72 - Corralitos 73 - Airport/Buena Vista 75 - Green Valley 79 - East Lake
2001	Yes	79 - East Lake

(c) Route Performance

The following table presents the inbound and outbound trips per weekday, average load factor, the District's passengers per hour standard for the type of route, average actual passengers per hour, and percent of standard passengers per hour for the bus routes serving non-minority census tracts:

Route	Weekday Trips	Load Factor (standard = 1:1.25)	Pax/Hour Standard	Pax/Hour Actual	% of standard
1B - University via Lower Bay	28	0.66	30	44.3	147.7%
1H - University via High	48	0.621	30	48.7	162.3%
1L - University via Laurel	150	0.996	30	81.6	272.0%
1W - University via Walnut	24	0.907	30	84.5	281.7%
2 - Western Drive	14	0.295	20	33.5	167.5%
3A - Lighthouse	12	0.241	20	26.1	130.5%
3B - Mission	26	0.366	30	43.3	144.3%
3N - Mission Night	6	0.158	30	18.8	62.7%
4 - Harvey West	25	0.352	20	41.6	208.0%
7N - Beach Night	8	0.333	30	24	80.0%
12A - University East Side Direct	6	0.814	30	49.5	165.0%
12B - University East Side Direct	5	0.437	30	26.7	89.0%
30 - Scotts Valley/Graham Hill	16	0.532	20	23.4	117.0%
31 - Scotts Valley/Santa Cruz via Hwy 17	12	0.28	20	14.1	70.5%
33 - Lompico SLV/Felton Faire	3	0.436	15	31.6	210.7%
34 - South Felton	6	0.344	20	24	120.0%
35 - San Lorenzo Valley to Santa Cruz	53	0.655	30	32.1	107.0%
35A - San Lorenzo Valley	19	0.499	30	27.5	91.7%
36 - Valley/Santa Cruz Express	4	0.268	30	17.2	57.3%
40 - Davenport	8	0.426	15	20	133.3%
41 - Bonny Doon	8	0.316	15	12	80.0%
51 - Soquel/Clares	8	0.115	20	9.9	49.5%
52 - Capitola/Soquel	13	0.235	20	18.2	91.0%
54 - Aptos - La Selva	29	0.566	20	28	140.0%
60 - Soquel	6	0.144	15	10	66.7%
63 - Dominican Hospital	12	0.208	20	15.3	76.5%
65 - Live Oak via 30th	26	0.429	30	33.6	112.0%
66 - Live Oak via 17th	33	0.607	30	49.6	165.3%
67 - Live Oak via East Cliff	27	0.431	30	35.6	118.7%
69 - 41st Ave	52	0.387	30	50.1	167.0%
69N - Cabrillo Night	13	0.29	30	30.8	102.7%
69W - Watsonville	25	0.738	30	48.8	162.7%
70 - Santa Cruz/Cabrillo	35	0.509	30	43.5	145.0%
71 - Watsonville	67	0.781	30	42.7	142.3%
81 - Capitola Mall	16	0.349	30	22.7	75.7%
91 - Commuter Express	17	0.627	30	39.4	131.3%
Average:	23.9	0.454		33.4	129.0%

The following table presents the inbound and outbound trips per weekday, average load factor, the District's passengers per hour standard for the type of route, average actual passengers per hour, and percent of standard passengers per hour for the bus routes serving minority census tracts:

Route	Weekday Trips	Load Factor (standard = 1:1.25)	Pax/Hour Standard	Pax/Hour Actual	% of standard
1B – University via Lower Bay	28	0.66	30	44.3	147.7%
1H – University via High	48	0.621	30	48.7	162.3%
1L – University via Laurel	150	0.996	30	81.6	272.0%
1W – University via Walnut	24	0.907	30	84.5	281.7%
2 - Western Drive	14	0.295	20	33.5	167.5%
3A – Lighthouse	12	0.241	20	26.1	130.5%
3B – Mission	26	0.366	30	43.3	144.3%
3N - Mission Night	6	0.158	30	18.8	62.7%
4 - Harvey West	25	0.352	20	41.6	208.0%
6 – Seabright	26	0.186	20	17.6	88.0%
7 – Beach	12	0.158	30	30.2	100.7%
7N - Beach Night	8	0.333	30	24	80.0%
8 – Emeline	11	0.298	20	22.6	113.0%
9 - Stroke Center	2	0.043	20	5.9	29.5%
12A – University East Side Direct	6	0.814	30	49.5	165.0%
12B - University East Side Direct	5	0.437	30	26.7	89.0%
30 - Scotts Valley/Graham Hill	16	0.532	20	23.4	117.0%
31 - Scotts Valley/Santa Cruz via Hwy 17	12	0.28	20	14.1	70.5%
35 - San Lorenzo Valley to Santa Cruz	53	0.655	30	32.1	107.0%
35A - San Lorenzo Valley	19	0.499	30	27.5	91.7%
36 - Valley/Santa Cruz Express	4	0.268	30	17.2	57.3%
40 – Davenport	8	0.426	15	20	133.3%
41 - Bonny Doon	8	0.316	15	12	80.0%
54 - Aptos - La Selva	29	0.566	20	28	140.0%
65 - Live Oak via 30th	26	0.429	30	33.6	112.0%
66 - Live Oak via 17th	33	0.607	30	49.6	165.3%
67 - Live Oak via East Cliff	27	0.431	30	35.6	118.7%
69 - 41st Ave	52	0.387	30	50.1	167.0%
69N - Cabrillo Night	13	0.29	30	30.8	102.7%
69W - Watsonville	25	0.738	30	48.8	162.7%
70 - Santa Cruz/Cabrillo	35	0.509	30	43.5	145.0%
71 - Watsonville	67	0.781	30	42.7	142.3%
72 - Corralitos	26	0.495	15	31.8	212.0%
73 - Airport/Buena Vista	13	0.481	20	31.9	159.5%
75 - Green Valley	30	0.515	20	32.2	161.0%
79 - East Lake	13	0.441	20	21	105.0%
81 - Capitola Mall	16	0.349	30	22.7	75.7%
91 - Commuter Express	17	0.627	30	39.4	131.3%
Average:	24.9	0.460		33.9	131.5%

(d) Route Performance in Minority Areas**Trips per Weekday:**

The Santa Cruz Metropolitan Transit District provides several rural communities in its service area with peak hour service. For example, Route 41 to Bonny Doon has two outbound trips in the morning and two inbound trips in the afternoon. Traditional headways for these sorts of routes would not adequately describe the services they provide. As such, this analysis compares the number of trips per weekday rather than traditional headways.

The average number of trips per weekday on bus routes serving minority areas, 24.9, is slightly higher than the overall average of 22.6.

Load Factor:

Overall, bus service in minority areas conforms to the Santa Cruz Metropolitan Transit District's load factor standards. The average load factor (the ratio of the number of seats on a vehicle to the number of passengers) for all routes serving minority areas is 1:0.460, well below the District standard of 1: 1.25.

Some routes in minority areas, however, surpass the District's load factor standard. Routes 1 H, 1 L, 1 W, and 12A, all of which serve the University of California at Santa Cruz campus, experience occasional overloads. Surveyors working from January to March of 1999 recorded 28 instances where buses on these routes were overloaded. Route 1L is the most frequently overloaded route, and has carried loads as high as 1:1.933.

Routes 35, 71, and 91 have also been overloaded on occasion. Route 35 tends to be overcrowded during the school-term midday runs between 2:30 and 3:00 due to additional high school students returning home from school. On routes 71 and 91, overcrowding occurs primarily during the peak commute times and is not severe (at most 30% above the load factor standard).

Passengers per Hour:

The number of passengers per hour on buses serving minority areas is high, with routes averaging 131.5% of the District standard volume. (As the passengers per hour standard varies for routes in urban collector, urban local and rural routes, we standardized the data by determining what percent of its standard each route carries.) Despite carrying more passengers per hour than the District's standards, buses in minority areas are not unduly overcrowded. For those routes above the District's passengers per hour standard, average load factors are below 1: 1. This suggests that routes in minority areas have large numbers of boardings and alightings.

The bus routes that serve the University of California at Santa Cruz have both high passengers per hour and heavy load factors. Passengers complain about the overcrowding and report that full buses occasionally pass them by at bus stops. Outbound headways along the main campus corridor are currently down to at least one bus every 8 minutes.

The District should consider, at minimum, increasing the size of the buses on these routes provided they can operate effectively on the long, steep grade up to the campus. In addition, passengers report “bunching” problems, particularly close to the end of the route. The District should review its operations to ensure that buses maintain their schedules throughout the route.

In addition, both routes 7 1 and 9 1, two routes that run between downtown Watsonville and downtown Santa Cruz, also have high numbers of passengers per hour and heavy load factors when headed toward Santa Cruz. Because the problems associated with routes 7 1 and 9 1 are focused in the Watsonville to Santa Cruz direction, minority communities in the Watsonville area may be more heavily impacted by overcrowding than communities in Santa Cruz. However, it must be noted that these differences are likely due to circumstances beyond the control of the District. Santa Cruz is a major employment center for the County, while Watsonville provides an abundance of **low-**income housing. It is not surprising, therefore, that commute-hour buses heading from Watsonville to Santa Cruz are more crowded than those heading in the opposite direction.

To relieve the overcrowding, in December 1999, the District added two inbound early morning trips on Route 9 1 and one late night outbound trip on route 7 1. The District anticipates providing additional service as funding becomes available.

(e) System-wide Route Performance

The majority of bus routes in the Santa Cruz Metropolitan Transit District, including those listed above, serve both minority and non-minority census tracts. As such, the problem areas described in section (d) apply to both minority and non-minority census tracts.

Routes 33, 34, 51, 52, 60, and 63 serve only non-minority areas. Buses on these routes conform to the District’s performance standards.

Chapter IV 2.(2) Quality of Service

(a) – (b) Methodology

Ten non-minority and ten minority census tracts were surveyed to determine travel patterns and gather opinions about bus services. Bus riders waiting at stops within the targeted census tract were asked questions about trip purpose, origin, destination, time to access transit services, mode of access, transfers, and opinions about the service. Questionnaires were available in English and Spanish. (The survey instruments are attached as Appendices.) In some of the more rural routes, surveyors on board the bus administered the questionnaire to riders who boarded the bus within the target census tract.

(c) Travel Patterns and Opinions

Travel Patterns:

Origins and destinations for bus passengers are widely scattered throughout Santa Cruz County. This reflects the dispersed nature of development in the area. However, both Santa Cruz and Watsonville have distinct downtown commercial and retail neighborhoods. In addition, the University of California at Santa Cruz and Cabrillo College campuses generate significant bus ridership. Not surprisingly, the primary destinations for many of the surveyed bus riders included these destinations. However, the remainder of the County contains dispersed residences, schools, retail outlets, and employment sites.

The top three destinations for all of the surveyed riders were downtown Santa Cruz, UC Santa Cruz, and Cabrillo College. For non-minority census tracts, the top three destinations remained the same. In the minority areas, downtown Santa Cruz was still the most frequently cited destination. The Green Valley Road and Freedom Boulevard area of Watsonville and Cabrillo College were the second and third most popular destinations, respectively.

Opinions:

Overall, bus riders seem to be satisfied with bus services. Of the approximately 170 riders who gave their opinions about the service, eighty-five rated the service either fair or better. Riders' primary complaints are predictable: passengers want more frequent service, longer hours of operation, and more weekend and holiday service. Some riders complained that the buses were late, crowded, or slow. Other issues raised by a few riders (fewer than five) include: comfort, improper or illegible **signage**, more bike racks, rude bus drivers, problems with timed transfers, and inconvenient schedules.

Both praise and complaints were evenly divided between non-minority and minority areas. However, riders in non-minority areas more often requested more frequent service and longer operating hours. More riders in minority areas stated that the buses were late.

(d) Travel Time, Transfers, and Cost

1 Average Peak Hour Travel Times

The following tables present the peak hour travel time from the centroids of the surveyed census tracts to the three most popular destinations for minority and non-minority areas. Travel times were calculated by adding the average reported access time from the survey to the on-board trip duration and transfer times from route schedules.

Minority Census Tracts										
Tract	Centroid	Downtown Santa Cruz			Green Valley x Freedom			Cabrillo College		
		On-Board	Access	Transit Time	On-Board	Access	Transit Time	On-Board	Access	Transit Time
1004	u c s c	22	3	25	85	3	88	70	3	73
1008	Water x Ocean	5	13	18	60	13	73	25	13	38
1010	Metro Center	5	13	18	65	13	78	15	13	28
1102	Crestview	70	9	79	10	9	19	36	9	45
1104	Watsonville TC	46	6	52	12	6	18	20	6	26
1105	Green Valley x Main	41	11	52	14	11	25	15	11	26
1106	Airport x Freedom	59	3	62	3	3	6	19	3	22
1107	Airport x Freedom	59	6	65	3	6	9	19	6	25
1201	Davenport PO	33	11	44	98	11	109	68	11	79
1225	Pioneer x Green Valley	72	8	80	10	8	18	38	8	46
	Averages	41	8	50	36	8	44	33	8	41

Non-Minority Census Tracts										
Tract	Centroid	Downtown Santa Cruz			UCSC			Cabrillo College		
		On-Board	Access	Transit Time	On-Board	Access	Transit Time	On-Board	Access	Transit Time
1003	Bay x Nobel	15	3	18	9	3	12	48	3	51
1006	Bay x Mission	12	6	18	12	6	18	45	6	51
1012	Hwy. 1 x Almar	10	6	16	22	6	28	42	6	48
1013	Encinal @ Goodwill	10	6	16	28	6	34	45	6	51
1203	Hwy 9 x Lomond	60	9	69	80	9	89	95	9	104
1207	Felton Faire	38	10	48	58	10	68	68	10	78
1209	SVTC	25	13	38	45	13	58	55	13	68
1214	Capitola Rd x 7 th	13	6	19	45	6	51	29	6	35
1217	Capitola Mall	18	7	25	38	7	45	15	7	22
1218	Capitola Village	33	5	38	65	5	70	11	5	16
	Averages	23	7	31	40	7	47	45	7	52

2 Number of Transfers

The following tables list the number of transfers necessary to reach the top three most traveled destinations from each of the surveyed census tracts.

Minority Census Tracts				
		Downtown Santa Cruz	Green Valley x Freedom	Cabrillo College
Tract	Centroid	Transfers	Transfers	Transfers
1004	UCSC	0	1	1
1008	Water x Ocean	0	0	0
1010	Metro Center	0	0	0
1102	Crestview	0	0	0
1104	Watsonville TC	0	0	0
1105	Green Valley x Main	0	0	0
1106	Airport x Freedom	0	0	0
1107	Airport x Freedom	0	0	0
1201	Davenport PO	0	1	1
1225	Pioneer x Green Valley	1	0	1
	Averages	0.1	0.2	0.3

Non-Minority Census Tracts				
		Downtown Santa Cruz	UCSC	Cabrillo College
Tract	Centroid	Transfers	Transfers	Transfers
1003	Bay x Nobel	0	0	1
1006	Bay x Mission	0	0	1
1012	Hwy. 1 x Almar	0	1	1
1013	Encinal@Goodwill	0	1	1
1203	Hwy 9 x Lomond	0	1	1
1207	Felton Faire	0	1	1
1209	SVTC	0	1	1
1214	Capitola Rd x 7th	0	1	0
1217	Capitola Mall	0	1	0
1218	Capitola Village	1	2	0
	Averages	0.1	0.9	0.7

3 Total Cost of Trip

The following tables list the total cost of each trip from the centroid of each surveyed census tract to the three most popular destinations. The cost is based on the full price adult fare.

Minority Census Tracts				
		Downtown Santa Cruz	Green Valley x Freedom	Cabrillo College
Tract	Centroid	Fare	Fare	Fare
1004	UCSC	\$1.00	\$2.00	\$2.00
1008	Water x Ocean	\$1.00	\$1.00	\$1.00
1010	Metro Center	\$1.00	\$1.00	\$1.00
1102	Crestview	\$1.00	\$1.00	\$1.00
1104	Watsonville TC	\$1.00	\$1.00	\$1.00
1105	Green Valley x Main	\$1.00	\$1.00	\$1.00
1106	Airport x Freedom	\$1.00	\$1.00	\$1.00
1107	Airport x Freedom	\$1.00	\$1.00	\$1.00
1201	Davenport PO	\$1.00	\$2.00	\$2.00
1225	Pioneer x Green Valley	\$2.00	\$1.00	\$2.00
	Averages	\$1.10	\$1.20	\$1.30

Non-Minority Census Tracts				
		Downtown Santa Cruz	UCSC	Cabrillo College
Tract	Centroid	Fare	Fare	Fare
1003	Bay x Nobel	\$1.00	\$1.00	\$2.00
1006	Bay x Mission	\$1.00	\$1.00	\$2.00
1012	Hwy. 1 x Almar	\$1.00	\$2.00	\$2.00
1013	Encinal@Goodwill	\$1.00	\$2.00	\$2.00
1203	Hwy 9 x Lomond	\$1.00	\$2.00	\$2.00
1207	Felton Faire	\$1.00	\$2.00	\$2.00
1209	SVTC	\$1.00	\$2.00	\$2.00
1214	Capitola Rd x 7th	\$1.00	\$2.00	\$1.00
1217	Capitola Mall	\$1.00	\$2.00	\$1.00
1218	Capitola Village	\$2.00	\$3.00	\$1.00
	Averages	\$1.10	\$1.90	\$1.70

4 Cost per Mile

The following tables list the cost per mile of each trip from the centroid of each surveyed census tract to the three most popular destinations for minority and non-minority areas. The cost of each trip is based on the full price adult fare. Mileage is calculated as route miles.

Minority Census Tracts										
Tract	Centroid	Downtown Santa Cruz			Green Valle x Freedom			Cabrillo College		
		Fare	Miles	Cost/ Mile	Fare	Miles	Cost/ Mile	Fare	Miles	Cost/ Mile
1004	UCSC	\$1.00	4.3	\$0.23	\$2.00	22.56	\$0.09	\$2.00	10.74	\$0.19
1008	Water x Ocean	\$1.00	0.81	\$1.23	\$1.00	17.45	\$0.06	\$1.00	5.63	\$0.18
1010	Metro Center	\$1.00	0.25	\$4.00	\$1.00	18.26	\$0.05	\$1.00	6.44	\$0.16
1102	Crestview	\$1.00	19.17	\$0.05	\$1.00	0.91	\$1.10	\$1.00	12.73	\$0.08
1104	Watsonville TC	\$1.00	20.66	\$0.05	\$1.00	2.67	\$0.37	\$1.00	14.32	\$0.07
1105	Green Valley x Main	\$1.00	17.39	\$0.06	\$1.00	1.58	\$0.63	\$1.00	9.7	\$0.10
1106	Airport x Freedom	\$1.00	17.44	\$0.06	\$1.00	0.81	\$1.23	\$1.00	11.02	\$0.09
1107	Airport x Freedom	\$1.00	17.44	\$0.06	\$1.00	0.81	\$1.23	\$1.00	11.02	\$0.09
1201	Davenport PO	\$1.00	11.08	\$0.09	\$2.00	29.34	\$0.07	\$2.00	17.52	\$0.11
1225	Pioneer x Green Valley	\$2.00	20.17	\$0.10	\$1.00	2.96	\$0.34	\$2.00	13.75	\$0.15
	Averages	\$1.10	12.87	\$0.59	\$1.20	9.74	\$0.52	\$1.30	11.29	\$0.12

Non-Minority Census Tracts										
Tract	Centroid	Downtown Santa Cruz			UCSC			Cabrillo College		
		Fare	Miles	Cost/ Mile	Fare	Miles	Cost/ Mile	Fare	Miles	Cost/ Mile
1003	Bay x Nobel	\$1.00	2.04	\$0.49	\$1.00	2.26	\$2.26	\$2.00	8.75	\$0.23
1006	Bay x Mission	\$1.00	1.12	\$0.89	\$1.00	3.18	\$3.18	\$2.00	7.83	\$0.26
1012	Hwy. 1 x Almar	\$1.00	1.67	\$0.60	\$2.00	5.97	\$0.34	\$2.00	8.38	\$0.24
1013	Encinal @ Goodwill	\$1.00	1.63	\$0.61	\$2.00	5.93	\$0.34	\$2.00	8.34	\$0.24
1203	Hwy 9 x Lomond	\$1.00	15.75	\$0.06	\$2.00	20.05	\$0.10	\$2.00	22.43	\$0.09
1207	Felton Faire	\$1.00	9.26	\$0.11	\$2.00	13.56	\$0.15	\$2.00	15.97	\$0.13
1209	SVTC	\$1.00	6.13	\$0.16	\$2.00	10.43	\$0.19	\$2.00	12.84	\$0.16
1214	Capitola Rd x 7 th	\$1.00	2.28	\$0.44	\$2.00	6.58	\$0.30	\$1.00	4.98	\$0.20
1217	Capitola Mall	\$1.00	4.07	\$0.25	\$2.00	8.37	\$0.24	\$1.00	3.06	\$0.33
1218	Capitola Village	\$2.00	5.78	\$0.35	\$3.00	10.08	\$0.30	\$1.00	2.3	\$0.43
	Averages	\$1.10	4.97	\$0.40	\$1.90	8.64	\$0.74	\$1.70	9.49	\$0.23

(e) Comparison of Quality of Service

Average Peak Hour Travel Time:

On average, travelers from minority and non-minority areas take the same amount of time to access transit services: eight and seven minutes, respectively.

The average peak hour travel times to the three most-traveled destinations are comparable between the minority and non-minority areas. Trips from minority areas to the top three destinations average 45 minutes. Trips to the most popular destinations from non-minority areas average 43.3 minutes.

Because two of the top three destinations are shared by all travelers, it is possible to compare average peak hour trip durations **from** minority and non-minority areas to the same destination. Travelers from minority census tracts spend a substantially longer time in transit to downtown Santa Cruz than do travelers from non-minority areas. This is due to the fact that most of the minority census tracts are geographically far from downtown Santa Cruz rather than inferior bus service to minority areas.

Travelers from minority areas can reach Cabrillo College more quickly than travelers from non-minority areas. However, the non-minority centroids are closer to the college than minority centroids. This suggests that the Santa Cruz Metropolitan Transit District should consider providing more direct routes from non-minority areas to Cabrillo College.

Transfers:

Travelers from non-minority areas must make more transfers to reach the three most popular destinations than travelers from minority areas. Travelers from non-minority areas average .6 transfers, while travelers from minority areas average .2 transfers.

The average number of transfers necessary to reach downtown Santa Cruz is the same from minority and non-minority areas (.1). However, trips from minority areas to Cabrillo College average .3 transfers while trips from non-minority areas average .7 transfers. When analyzed in combination with the average peak hour travel times, it appears that travelers from non-minority census tracts must spend a significant period of time transferring between buses to reach Cabrillo College. As such, the Santa Cruz Metropolitan Transit District should review its routes and schedules to improve timed transfers to the college.

Total Cost of Trip

The number of transfers determined the cost of each trip. According to the Santa Cruz Metropolitan Transit District's fare structure, the full price adult fare for direct trips is \$1. Each additional transfer costs \$1. Travelers whose trips require two or more transfers can purchase a day pass for \$3.

Because the total cost of each trip is derived from the number of transfers, the analysis of transfers described above applies to total trip cost as well. Travelers from minority areas pay less than travelers from non-minority areas due to the District's more direct routes.

However, bus riders can purchase monthly passes for \$40. For frequent riders, the use of the monthly pass can result in significant savings. In addition, seniors, youth, and disabled riders are eligible for discounted fares. These discount passes may equalize the real cost of bus travel between minority and non-minority communities, depending on the percentage of riders from each area that use the passes.

Cost per Mile

The average cost per mile from minority and non-minority areas to the most popular destinations is \$0.41 and \$0.46, respectively.

The cost per mile for trips originating in minority areas to downtown Santa Cruz is \$0.59 compared to \$0.40 for trips **from** non-minority areas. By omitting the trip data from the centroid of census tract 1010, the Metro Center in downtown Santa Cruz, the cost per mile from minority areas drops to \$0.21. This per mile cost is closer to what would be expected for the longer, direct trips from the minority census tracts near Watsonville.

Appendices

Santa Cruz Metropolitan Transit District Passenger Survey

November - December 1999

Survey Location: _____

Census Tract #: _____ Minority Tract? Yes _____ No _____

Hello, I am working with Metro, the bus company, on a very short survey. We are trying to improve service by making it more direct. We are also trying to find out if we serve both minority and non-minority areas of the county in a fair and equal way. Can you answer a few questions? It will only take a couple of minutes.

1. What is the purpose of the trip you are making now? (AWhere are you going? @)

Wo r k

Sh o p p i n g

Medical/Dental

Ho m e

Sc h o o l

Recreation or social

Other (please specify) _____

2. What location are you coming from? (Not necessarily where you boarded the bus.)

Please specify MAJOR building, school, hospital, shopping center
OR cross-streets OR street address

What City or Community is this
in?

3. How did you get from the place where you started this trip to the first bus stop?

Wa l k e d

Bi k e

Car

Ot h e r _____

(Specify)

4. How long did it take you to reach the bus stop on this trip (from your home, work, or the point of origin that you identified in Question 2?)

0 - 2 minutes

11 - 20 minutes

3 - 5 minutes

More than 20 minutes

6 - 10 minutes

5. What is your final destination?

Please specify MAJOR building, school, hospital, shopping center
OR cross-streets OR street address

What City or Community is this
in?

6. How many transfers will you make in your entire trip to reach your final destination?

No t r a n s f e r s

_____ One transfer

Two or more transfers

7. What are your opinions about the bus service? (Continue on back if necessary.)

Santa Cruz Metropolitan Transit District Passenger Survey

November - December 1999

Survey Location: _____

Census Tract #: _____ Minority Tract? Yes _____ No _____

Hola, estoy **haciendo** esta **pequeña** encuesta **para** la **compañía** de autobuses Metro. **Está**mos tratando de mejorar el servicio **hacié**ndo más **directo**. **Tambié**n queremos saber si servimos a las áreas de **minorías** y no-minorfas **del** Condado, de una **manera** **í**gual y **justa**. **¿**Puede **contestar** las siguientes preguntas? Solo **tomará** unos minutos.

1. **¿**Cuál es el propósito del viaje que está haciendo ahora? (“¿A dónde va?”)

T r a b a j o

D e c o m p r a s

Médico/Dentista

Hogar

E s c u e l a

Recreación o social

Otro (especifique por favor) _____

2. **¿**De qué lugar viene Usted? (No necesariamente donde **abordó** el autobús.)

Por favor especifique; edificios importantes,
escuela, hospital, centro **comercial** **ó** **cruce** de calles
ó domicilio

¿De qué Ciudad ó Comunidad?

3. **¿**Cómo llegó a la primera parada de autobús?

C a m i n a n d o

B i c i c l e t a

A u t o

Otro _____

(Especifique)

4. **¿**Cuánto tiempo le tomó llegar a la **parada** de autobús en el viaje (de su **casa**, trabajo, o el **punto** de origen que **identificó** en la pregunta No. 2?)

0 - 2 minutos

11 - 20 minutos

3 - 5 minutos

Más de 20 minutos

6 - 10 minutos

5. **¿**Cuál es el destino final de Cste viaje?

Por favor especifique; edificios importantes, escuela,
hospital, centro **comercial** **ó** **cruce** de calles ó domicilio

¿De qué Ciudad ó Comunidad?

6. **¿**Cuántas veces transbordara en su viaje **para** llegar a su destino?

N i n g u n a

_____ Una vez

D O S ó más

7. **¿**Qué opina **acera** del servicio de autobús? (Continue en el reverso si es necesario)

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000
TO: Board of Directors
FROM: Kim Chin, Manager of Planning and Marketing
SUBJECT: CONSIDER APPROVAL OF BUS EVALUATION STUDY

Public Hearing 9:00 a.m. at Board meeting of March 17.

I. RECOMMENDED ACTION

Staff recommends that the Board conduct a public hearing on the Bus Evaluation Study and approve the report, subject to minor modifications if necessary.

II. SUMMARY OF ISSUES

- The District conducted a comprehensive System Redesign in 1990, in order to reduce service system-wide by 28%. After an initial drop in ridership, passenger levels began to increase in the mid-1990's, and ridership is now approximately 7% higher than the highest pre-earthquake ridership high point.
- In August 1999, the Board reviewed the Request for Proposals and Scope of Work, and approved the consultant rankings in September.
- Nelson/Nygaard the first-ranked firm, was selected as the study consultant.
- The purpose of the Bus Evaluation study is to capture a "snapshot" of current ridership levels and route performance.
- No route or service modification recommendations are to be made by the consultant.
- Doug Langille of Nelson/Nygaard will present the study's findings at the March 17 Board meeting.

III. DISCUSSION

The purpose of the Bus Evaluation study was to capture, to the extent possible given the available funding, the District's current route performance, in terms of passenger loads, ridership by time of day, and schedule adherence. The amount of the grant (\$43,750, with \$35,000 in FTA funds and a \$8,750 local share) funded an onboard study of approximately 75% of the route network, as well as a few additional tasks.

The consultant initially met with the Service Review Committee, composed of District staff and United Transportation Union (UTU) representatives. The Committee and the consultant decided how to prioritize the routes being surveyed.

The consultant then developed a questionnaire to be completed by all bus operators and Operations Supervisors, giving their opinions and suggestions about service, and the consultant also staffed a table in the Operations ready room at pullout and at peak shift change times, in order to speak with bus operators about the study and gather any information on potential areas of concern. District staff and a representative of the study team met with the Metro Accessible Service Transit Forum (MASTF) and the Metro Users Group (MUG) to inform them of the study and gather input.

In addition to the onboard data gathering, the consultant was also charged with two additional tasks: determining where new planned developments will necessitate additional transit service in the near future, and determining how, when, and to what extent class scheduling at UCSC and Cabrillo affects ridership and causes transit overloads.

While the consultant's effort captures a comprehensive look at current route performance, the majority of the work lies ahead: determining how to comprehensively redesign the route network to better serve the District's existing and potential ridership. This task will be taken up in-house, initially by the Service Review Committee, with guidance and input from MUG and MASTF. As specific proposals emerge, public review and comment will be solicited, with the final decision at the Board level.

IV. FINANCIAL CONSIDERATIONS

The District's share (\$8,750) of this grant-funded project was previously budgeted for this fiscal year, so no new appropriation of funds is required.

V. ATTACHMENTS

Attachment A: Study Timeline
Attachment B: Bus Evaluation Study Draft Final Report

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CHAPTER 1. INTRODUCTION

The 1999 Comprehensive Bus Evaluation Study is primarily a data collection project to provide the Santa Cruz Metropolitan Transit District (SCMTD) with an updated data base for short term service planning purposes.

METRO has an ongoing process for the annual collection of bus operating data. System-wide ridership counts are conducted on each route by METRO operators on a quarterly basis. Both weekday and weekend counts are conducted. In addition, onboard ride checks are conducted by two Transit Surveyors. The Transit Surveyors conduct an annual 100% count of every route on weekday and weekend service days. The Transit Surveyors record boardings and alightings on a stop by stop basis and record arrival times at time points for each METRO bus trip. Trip by trip load factors and schedule adherence measures are calculated from the annual ride check data collected by the Transit Surveyors. Operator Count and Transit Surveyor ride check data are summarized in an annual Service And Ridership Summary.

METRO has recognized that some of their current detailed trip by trip data may not be sufficiently current. This has resulted in "data gaps" for specific trips. It has also been recognized that where data gaps exist, more current ridership, load factor and schedule adherence data should be gathered. A more complete and current, detailed data base provides a more objective foundation for both short term and near term service planning. In response to this concern, the key objective of the 1999 Comprehensive Bus Evaluation Study is to:

- Identify existing data gaps and to collect ridership and schedule adherence data on those trips where data is not current and on trips where recent or known overload and schedule adherence problems have been identified.

A secondary objective of the study is to:

- Summarize new service requirements for existing and proposed developments, shopping and business areas, employment centers, education institutions and major trip generators.

Within the scope of the study, a base of 900 bus service hours was established for onboard ride check data collection. Candidate trips were identified and prioritized for onboard ride check data collection. The initial identification of ridership and schedule adherence data gaps and ride check priorities was summarized in Technical Memorandum #1: Ridership and Running Time Gaps. This list was finalized in consultation with METRO management and operations staff. In recognition that a 100% ride check sample was not feasible, priorities were established through the METRO Service Review Committee. Onboard ride checks were conducted over a three week period from October 25 to November 14, 1999. Where data was incomplete, additional ridechecks were carried out on January 22, 23, 25 and 26, 2000.

The secondary objective of the study was accomplished through Task 5 and 6 activities. Task 5 identified potential requirements for transit service based on five year development trends within the County and on enrollment projections for both the University of California at Santa Cruz (UCSC) and Cabrillo College. The findings of this task were presented in the Task 5 Technical Memorandum: Existing and Short Term Future Unmet Demand for Transit Service. Task 6 focused on the identification of hourly and daily class enrollment fluctuations at both UCSC and Cabrillo College. The findings of this task were initially summarized in Task 6 Technical Memorandum: UCSC and Cabrillo College Class Schedules Impact on Transit Ridership.

The 1999 Comprehensive Bus Evaluation Study Final Report includes revised Task 5 and 6 summaries based on METRO staff input as well as the results of the Task 4 route-by-route ride check. Chapter 2 outlines the process for identifying data gaps and the prioritization of trips for ride check surveys. Chapter 3 provides a brief overview of the Operator/Supervisor outreach process. Chapter 4 provides a summary of Task 5 and Task 6 findings. Chapter 5 provides a detailed ride check summary by route and by trip. Overload and schedule adherence problems are identified by route. Chapter 6 provides a brief summary of study findings that have implications for METRO transit service.

CHAPTER 2. ONBOARD DATA COLLECTION METHODOLOGY AND THE ESTABLISHMENT OF RIDE CHECK PRIORITIES

INTRODUCTION

The primary focus of the 1999 Comprehensive Bus Evaluation Study was to provide METRO with updated ridership, overload and schedule adherence data for service evaluation and planning purposes. The majority of study resources and efforts were focused on this goal. This included a process that:

- established a goal for onboard survey coverage of 75% of total weekday and weekend service hours
- the identification of specific METRO trips lacking current passenger load and schedule adherence data
- the establishment of specific trip priorities for onboard ride checks
- the finalization of ride check protocols and an onboard survey schedule
- onboard data collection, and
- the tabulation and summary of ridership and schedule adherence data

THE ESTABLISHMENT OF A RIDE CHECK SURVEY STRATEGY AND BUS SERVICE HOUR COVERAGE GOALS

Through consultation with METRO staff, both a data collection strategy and an onboard survey coverage goal were established. A full onboard ride-check strategy was established as the means of effectively collecting detailed boarding and alighting data by individual bus stop and arrival time data at all time points. METRO established a goal for onboard survey coverage of 75% of total weekday and weekend service hours.

To achieve an onboard survey goal of 75% of METRO bus service hours, a target of 900 onboard survey hours was established. The 900 hours of survey coverage was based on a combined total of 713 bus service hours per weekday and 460 bus service hours per weekend (totaling 1,173 bus service hours). Nine hundred survey hours represents approximately 76% of the total single weekday and weekend bus service hours.

Within the 900 survey hour limit, candidate trips for surveying had to be identified and prioritized so that the best use of the allotted hours could be made. A total of 820 METRO bus trips were surveyed.

IDENTIFICATION AND PRIORITIZATION OF CANDIDATE TRIPS FOR RIDE CHECK COVERAGE

An initial list of candidate trips for possible ride check coverage was established through the identification of specific trips not included in the Operator/Research Count Summaries for FY 97/98. Trip specific data was reviewed from the Operator and Research Count Summaries and compared with existing trips listed in the Fall METRO HEADWAYS (September 16, 1999 through December 8, 1999). All weekday and weekend trips listed in the Fall METRO HEADWAYS and not recorded in the Operator and Research Count Summaries for FY 97/98 were included in a preliminary list of possible candidate trips. This initial list was supplemented with an additional list of specific trips identified in the Service & Ridership Summaries for FY 97/98 with overload and/or schedule adherence problems. These initial lists were presented to METRO staff for review in Technical Memorandum #1: Ridership and Running Time Data Gaps.

Further input into possible candidate trips for ride check coverage was requested:

- at a meeting of the Metro Accessible Services Transit Forum on September 16, 1999,
- at a meeting of the Metro Users' Group on November 17, 1999,

- at a meeting with the Service Review Committee on September 22, 1999,
- through an Operators/Supervisors outreach forum held on September 30, 1999, and
- from an Operator/Supervisor Survey distributed to all operators and supervisors on September 30, 1999.

At the September 22, 1999 meeting, members of the Service Review Committee were asked to identify specific trips that they felt needed to be covered with onboard ride checks. The Service Review Committee was felt to be a critical source of input. This is an operations/planning committee that continually reviews schedule and service design issues brought to their attention by both the public and METRO Operators. The Service Review Committee has a working understanding of current overload and schedule adherence problems. Through the Operator and Supervisor Surveys, all Operators and Supervisors were given an opportunity to identify trips for the Nelson\Nygaard ride checks. This gave an opportunity for a broader base of input into the establishment of a final list of candidate trips.

A final list of candidate trips was presented to METRO staff and members of the Service Review Committee at a meeting on October 6, 1999. At this meeting, Committee members prioritized trips into Primary and Secondary Tier categories. It was agreed that Nelson\Nygaard would assign ride check survey hours to Primary Tier trips initially, and assign any remaining ride check survey hours to Secondary Tier trips.

A final prioritized list was reviewed by METRO planning staff and was used to create the ride check survey assignments and shifts.

RIDE CHECK PROTOCOLS AND SURVEY STRATEGY

Nelson\Nygaard staff reviewed the prioritized list of candidate trips and METRO trip assignment to specific blocks. Ride check surveyor shifts were established to maximize the actual onboard service coverage per surveyor shift. Additional trips were added to fill otherwise unproductive gaps in surveyor shifts. To minimize deadheading, efforts were also made to ensure that surveyors began and finished their individual shifts at the same location. A final set of surveyor trip assignment sheets was sent to METRO Planning staff for review and comment.

Existing METRO ride check survey sheets were used and combined for each surveyor assignment. A sample copy is included in Appendix I. The ride check survey sheets are designed to record trip departure times, arrival times at time points and boardings and alightings at each bus stop along the surveyed route. From the raw data collected in the field:

- total boardings per trip were recorded, and
- passenger load ratios and measures of on time performance were calculated.

The actual onboard survey work was conducted during the period from October 25 to November 14, 1999. During the first week of surveying, efforts were focused on trips serving the Watsonville area to ensure data collection before the seasonal agricultural labor force was reduced in November. METRO staff had indicated that loads in the Watsonville generally decrease as the agricultural work force is reduced at this time of year.

DATA TABULATION AND SUMMARIZATION

Existing METRO service standards and bus capacity information was used in the calculation of passenger load ratios and schedule adherence.

Passenger load ratios for each trip were calculated by dividing the maximum recorded load by the capacity of the bus type assigned to the specific trip. METRO uses a range of bus sizes in its fixed route service. Fixed route bus sizes range from 25 to 40 feet in length and seated capacities range from 17 to 47. METRO formally assigns specific bus types to specific trips based on anticipated passenger load requirements. Bus assignments are coordinated through block assignments.

Passenger overload problems were identified for trips where the maximum load ratio exceeded:

- 1.0 passengers per bus seat for service that operated on highways, and
- 1.25 passengers per bus seat for all other fixed route service.

Under current METRO service performance standards, a maximum desirable load factor is 1.25. Any load factor exceeding 1.25 is considered an overload. METRO's maximum policy capacity is 1.50. At this point operators are required to pass up passengers. Although there is no Board-approved service standard defining highway load factors, load factors exceeding 1.00 on trips operating on highways have also been identified. This is based on a general transit industry safety practice of not operating with standing loads at higher highway speeds.

Under current METRO performance standards a trip is considered "on time" if it arrives either by its scheduled arrival time at the end point of the trip, or within five minutes of its scheduled arrival. From the Nelson\Nygaard ride check survey any trip arriving at its end point later than five minutes was documented as having a schedule adherence problem. The total number of minutes late was recorded for each late trip.

Ride check data is summarized by trip and by route in Chapter 5.

CHAPTER 3. OPERATOR/SUPERVISOR OUTREACH

Operator and Supervisor involvement in the identification of candidate trips for the Nelson\Nygaard ride check survey is considered critical. Both Operators and Supervisors can identify trips that are experiencing emergent overload or schedule adherence problems that may not have been recorded on the most recent Transit Surveyor ride checks.

Operator and Supervisor input was collected in two ways:

- an Operator and Supervisor Outreach Session held at the METRO Operations Facility on September 30, 1999, and
- Operator and Supervisor Surveys placed in Operations mail slots on September 30, 1999.

OPERATOR/SUPERVISOR OUTREACH SESSION

A member of the Nelson\Nygaard consulting team was available in the METRO Operators lounge area from initial AM pull out through the end of the PM pull out on September 30, 1999 to discuss the study work scope and to document any trips identified by Operations staff for ride check coverage. Prior to the Outreach Session, notices had been placed at Dispatch indicating the time and intention of the Session.

The Outreach Session was not as an effective method of obtaining input as initially expected. Many Operators did not have extra time prior to their scheduled pull out to discuss candidate trips. The Session did facilitate the discussion of the study objectives and introduce the purpose of the Operator and Supervisor Surveys. The Session was also

an opportunity to notify Operators that Nelson\Nygaard ride check staff would be riding the system and collecting ridership and schedule adherence data.

At the outreach session, Operators did identify trips on Routes 35 , 66, and 69W for ride check coverage.

OPERATOR AND SUPERVISOR SURVEYS

With input from the Service Review Committee, separate survey questionnaires were designed for Operators and Supervisors. Copies of the questionnaires are provided in Appendix II.

Although the primary purpose of the Operator and Supervisor Surveys was to identify candidate trips for ride checks through the identification of trips experiencing overload and schedule adherence problems, additional questions pertaining to pass-ups, maximum load points, key demand origins and destinations, and surplus running times were asked.

Questionnaires were placed directly in the mail slots of 170 Operators and 13 Supervisors on September 30, 1999. The cover instructions requested a response date of October 6, 1999.

Twenty (12%) Operators and one (8%) Supervisor returned questionnaires. While information was not provided to all questions, a significant number of trips with regular overload and schedule adherence problems were identified as candidate trips. In some cases individual trips or all trips associated with a particular route were identified as problem trips. Problem trips were identified on Routes 1B, 1H, 1L, 1W, 2, 3A, 3B, 4, 8, 12, 30, 35, 42, 54, 59, 66, 69L, 69W, 70, 71, 75 and 91. Trips on Routes 1, 35 and 71 were identified most frequently by survey respondents as having overload and/or schedule adherence problems.

Trips on the Route 1 were identified:

- with overload problems by 10 (50%) respondents, and
- with schedule adherence problems by 6 (28%) respondents.

Trips on the Route 71 were identified:

- with overload problems by 8 (38%) respondents, and
- with schedule adherence problems by 8 (38%) respondents.

Trips on the Route 35 were identified:

- with overload problems by 4 (19%) respondents, and
- with schedule adherence problems by 4 (19%) respondents.

All specific trips or 'Blocks' of trips identified in the Survey responses were included in the final candidate list for prioritization and consideration for ride check coverage. All returned questionnaires will be forwarded to METRO Planning staff for consideration in the service

planning process. The responses to those questions not directly related to the 1999 Comprehensive Bus Evaluation Study provide valuable background information regarding factors influencing specific route performance.

CHAPTER 4. EXISTING AND SHORT-TERM FUTURE UNMET DEMAND

INTRODUCTION

The objective of this chapter is to identify the trends of future transit trip attractors in the METRO service area and to project the potential demand for transit service they may generate. Task 5 identifies future transit trips that will be generated from development projects. Task 6 indicates transit usage by students at University of California at Santa Cruz (UCSC) and from Cabrillo College.

The first section of this chapter presents the Task 5 analysis on future developments in the METRO service area. These developments include residential, commercial, retail, and educational facilities. The educational facilities covered are grammar schools through high schools and the UCSC and Cabrillo College satellite locations. Based on transit use and the amount of development being planned, general geographic areas are prioritized for additional transit service in the future.

The second section of this chapter provides Task 6 trends on when students take classes at UCSC and Cabrillo College. The start times of classes are good indicators of when students will be arriving at campus. Since there will be an increase in enrollment at both campuses, there will also be an increased demand for transit service to the campuses.

The final section is a summary of the findings of the first two sections. The documents contained in Appendix 3 that are referred to in this chapter are intended to provide specific information for future planning.

FUTURE DEVELOPMENTS

The purpose of this section is to prioritize the geographic areas within the METRO based on the amount of developments in each area. When development projects are proposed to a city or county, they often are not built as proposed. Developments may be reduced in size and scope or may not be approved at all, because of environmental reasons, public demand, or funding. Due to this uncertain nature of the development industry, only those developments that have already been approved or are under construction at the time of writing are analyzed for future transit use. Developments in the conceptual stage and not yet approved or under construction are listed separately for informational purposes.

The four geographic areas of development in the METRO service area are presented in a table format and numbered as Figure 4-1 through Figure 4-4. The four areas listed include:

- Capitola area including the City of Capitola, Aptos (Cabrillo College) and Soquel
- Santa Cruz area including the City of Santa Cruz, State-owned land used for the University of California at Santa Cruz (UCSC) campus and the new Seymour Center at Long Marine Laboratory
- Scotts Valley area, including the City of Scotts Valley, the future site of the Cabrillo College satellite campus, and unincorporated area near Scotts Valley, and
- Watsonville area, including the expansion of the Cabrillo College Watsonville Center.

These developments are residential, commercial/retail sites, or educational facilities that have been approved and/or are under construction at the time of this study. A projected daily number of transit trips is provided for each development, and each site is ranked as a priority (low, medium or high) for future transit needs. A subsection for developments that are not yet approved or under construction lists those developments for informational purposes. It does not provide an analysis for the number of transit trips these developments may generate.

The last subsection provides an overview of how future METRO service areas might be prioritized for additional transit service. The intent is to make general recommendations, and not to provide a definitive recommended list of priorities for future METRO service.

Methodology

In the following subsection, each of the four development areas has a figure which lists the developments in the area that are expected. The following subsections explain how the data is represented for each column of the four figures in the next subsection. The locations of development were provided by the planning departments in the cities of Capitola, Santa Cruz, Scotts Valley, and Watsonville, the unincorporated areas of the County of Santa Cruz, the public information office of UCSC, and the President's Office at Cabrillo College.

All school districts in the METRO service area were asked to provide information on future school sites. Watsonville area has two new sites. There is also a new elementary school that is in the planning stages in the Watsonville area, that was not included in this summary because it is still in the conceptual stage and the location has not been determined. This information was also requested from the Santa Cruz City Schools, and the San Lorenzo Valley Unified School District; however, there are no schools approved or under construction in these districts at the time of the responses.

Location

The location of each development is noted with the actual address or cross streets, city or jurisdiction, name of development if applicable, number of units or square feet of development, and type of development. The types of developments are homes, apartments, commercial/industrial/retail space and educational facilities. There is a soccer field in the Watsonville area that is included in that figure for informational purposes; no projections for the number of transit trips are made.

Projected Number of Residents or Employees

The projected number of residents and employees is based on planning standards of 2.5 residents per residential unit and one employee per 1,000 square feet of commercial development. Projections of increased students at UCSC are provided by the public information office, and for Cabrillo College it is provided by the Office of Institutional Research. Projections for the daily number of visitors to the new Seymour Center (east of Natural Bridges beach) are from the executive director of the Friends of Seymour Center. The new high school in Watsonville is projected by the City to have 2,200 students and is expected to open by 2002.

Average Transit Mode Share

The source for the average mode share for transit use is the "Santa Cruz Area Employee Transportation Survey, Spring/Summer 1995", provided by the Santa Cruz Area Transportation Management Association. The transit mode shares for each jurisdiction are as follows: Capitola 3.3%; Santa Cruz 2.1%; Scotts Valley 2.2%; Watsonville 2.0%; and unincorporated County areas 2.4%.

The Watsonville transit mode split from the Transportation Survey was originally indicated as 0.5% in the Employee Transportation Survey. Since commuter survey data tends to focus on employees who work in offices, factories or retail businesses, it usually does not reflect the commute patterns of agricultural employees. According to the planning department in the City of Watsonville, the demographics of the area indicate that there is a significant number of agricultural employees living and working in the Watsonville area. Therefore, the mode share for transit use in the Watsonville area was increased to 2.4% to more accurately represent the true employee characteristics of the Watsonville area and to provide consistency with the other areas transit mode shares. This is the same transit mode share for the unincorporated County areas, as indicated above by the Employee Transportation Survey.

The transit mode share used for UCSC and Cabrillo College students is 18%. This is from the Spring 1997 Modal Mix Study provided by UCSC and represents all passenger trips made on METRO into the UCSC campus. Although the Spring 1997 Modal Mix Study did not measure transit use on the Cabrillo College campus, it is used for Cabrillo College to provide consistency in college transit mode usage.

The transit mode share for high school students is 30%. The School Transportation News (a national school transportation clearing house of information) indicates that 54% of all K - 12 students in the country ride "yellow school buses." This does not include public transit buses. Factoring in those high school students who drive, get rides from friends or parents or walk /bike to school, the average mode share for transit use for suburban high school students is estimated at 30%.

Projected Number of Transit Trips per Day

The projected number of transit trips per day is calculated from the projected number of residents and/or employees in each development multiplied by the transit mode share percentage for that area. This is then multiplied by the average number of transit trips taken per day per person. The number of transit trips used per transit rider per day is two trips, and this is multiplied by the previous figure to result in the projected trips per day. The average number of two transit trips per day per person is from the 1990 National Personal Transportation Survey conducted by the Federal Department of Transportation.

Current Transit Service Available

"Currently served" indicates if there is SCMTD service within approximately 1/4 mile of the development. In transit planning, 1/4 mile is used to determine if the transit stop can be accessed by most transit users. Many people will not walk more than 1/4 mile to get to a transit stop, although some will.

Transit Service Needed in the Future

The priority for service needed in the future is indicated as high, medium or low. This is not intended as a projection for the specific level of future of service needed for each development, but rather as an indicator for prioritizing which of these new development areas should be analyzed in the future to determine if any transit service will be needed.

Future Developments in the METRO Service Area

This section lists future developments in the METRO service area.

For future transit service planning, the last subsection provides a list of the developments that have not yet been approved. A general prioritization is provided in the following summary subsection.

Capitola Area Developments

There are three developments that are reported in the Capitola area, including the City of Capitola, Aptos (Cabrillo College) and Soquel. These developments will add a projected 1,614 employees, residents and students to the area, and a projected demand of 547 additional daily transit trips. Most of these projected trips will be generated from the 1,330 additional students that are expected to enroll in the Cabrillo College main campus in Aptos. This area has the fewest developments at the time of writing, and is a low priority compared to the other areas.

**FIGURE 4-1
CAPITOLA AREA DEVELOPMENTS**

Location	Projected # of Residents, Employees, and/or Students	Average Transit Mode Share	Projected # of Transit Trips/Day from Developments	Current Transit Service Available	Priority for Future Transit Service
1435 41 st Ave. @ Alameda Ave, Capitola, Best Western Hotel, 54 rooms, 39,000 square feet (s.f.)	39	3.3%	3	Yes. 60 minute frequency on #67 on 41 st Street, 60 minute frequency on 51, 52, 59, 65 & 66 w/in 3 blocks	Low Priority
Hilltop Road near Old San Jose Road, Soquel unincorporated county area, "Tan Heights", 30 homes	75	2.4%	4	Yes. #60 provides three trips a day.	Low Priority
Cabrillo College, Aptos campus, increased enrollment in the next 5 years	1,330	18%	479	Yes. 30 - 60 minute service on #s 69W, 81, 69N, 71, 69, 91, 70, & 54	High Priority
Total for Capitola Area	1,444		486		Low Priority

Santa Cruz Area Developments

The Santa Cruz area includes the City of Santa Cruz, State-owned land used for the UCSC campus and the new Seymour Center at Long Marine Laboratory. The Santa Cruz area has eighteen developments that will add a projected 5,432 additional employees, residents and students, and will generate a projected additional 1,627 transit trips a day. Most of these additional projected transit trips will be generated from the Seymour Center at Long Marine Laboratory, which is west of Natural Bridges Beach, and from the additional enrollment expected at UCSC. There is no service currently to the Long Marine Laboratory, except the UCSC shuttle from the campus; with an estimated 80,000 visitors per year expected after the March 2000 opening, there may be demand for METRO service to that area. The METRO routes to UCSC may have increased load factors from the 4,000 additional students expected by 2005, and additional service will probably be needed.

With the additional trips generated from UCSC development, the Santa Cruz area overall is considered a medium priority for future additional transit service. The UCSC development if considered separately, is a high priority, and the remaining Santa Cruz area is considered a low priority due to the existing transit service available.

**FIGURE 4-2
SANTA CRUZ AREA DEVELOPMENTS**

Location	Projected # of Residents, Employees, and/or Students	Average Transit Mode Share	Projected # of Transit Trips/Day from Developments	Current Transit Service Available	Priority for Future Transit Service
155 Chestnut Street, Santa Cruz, 95 units + 9,000 SF retail	247	2.1%	10	Yes. 12 minute frequency on #1 (during school) and every 30 minutes non-school term	Low Priority
115 Cliff Street, Santa Cruz, 32 SRO units above a bowling alley	80	2.1%	3	Yes. Hourly frequency on #7	Low Priority
219 Fern Street, Santa Cruz, 7 SRO units	18	2.1%	1	Yes. Hourly frequency on #4	Low Priority
250 Grandview Ave. @ Mission, Santa Cruz, 72 units	180	2.1%	8	Yes. Hourly frequency on #2	Low Priority
1438 N. Branciforte Ave., Santa Cruz, 10 homes	25	2.1%	1	Yes. Hourly frequency on #8	Low Priority
518 Second Street, Santa Cruz, 15 units	38	2.1%	2	Yes. Hourly frequency on #7	Low Priority
121 Main Street, Santa Cruz, 8	20	2.1%	1	Yes.	Low Priority

Location	Projected # of Residents, Employees, and/or Students	Average Transit Mode Share	Projected # of Transit Trips/Day from Developments	Current Transit Service Available	Priority for Future Transit Service
units				Hourly frequency on #7	
415 Washington Street, Santa Cruz, 4 units	10	2.1%	0	Yes. 3 blocks from METRO Center	Low Priority
943 Hanover Street, Santa Cruz, 11 homes	28	2.1%	1	Yes. 15 minute frequency on #69	Low Priority
Laurel & Chestnut, Santa Cruz, 96 apartments	240	2.1%	10	Yes. Three blocks away from the Santa Cruz METRO Center	Low Priority
2155 Delaware Ave., Santa Cruz, 44,000 SF Santa Cruz Biotech	45	2.1%	2	Yes. Service every 40 minutes on #3B and 3A	Low Priority
1201 Shaffer Road, Santa Cruz, 60,000 SF, Raytech	60	2.1%	3	Yes. Hourly service on #2	Low Priority
111 River Street, Santa Cruz, 85,200 SF, Mini storage, minimal traffic generated from this type of development	2	2.1%	0	Yes. Hourly service on #4	Low Priority
2650 Mission Street, Santa Cruz, 60,830 SF, mini-storage, minimal traffic generated from this type of development	2	2.1%	0	Yes. Hourly service on #2	Low Priority
1509 Ocean Street, Santa Cruz, Hampton Inn 46-room hotel	10	2.1%	0	Yes. 30 minute frequency on #35/35A, hourly service on #8	Low Priority
200 Harvey West Blvd., Santa Cruz, 27,000 SF commercial space	27	2.1%	1	Yes. Hourly service on #1	Low Priority
Seymour Center at Long Marine Laboratory (UCSC) at Terrace Point (west of Natural Bridges State Beach in Santa Cruz), State owned land, Seymour Center public education center is scheduled to open March 2000.	400 visitors/day average including students	18%	144	No, although the Long Marine Lab Shuttle runs about every 50 minutes, 7:30 am - 4:30 pm, from UCSC.	High Priority
UCSC, projected increased enrollment in the next five years	4,000	18%	1,440	Yes. 10 - 60 minute service on #s 1B, 1H, 1L, 1W, hourly service on # 12, and hourly service on 91	High Priority
Santa Cruz Area Total	5,432		1,627		Medium Priority

Scotts Valley Area Developments

The Scotts Valley area includes the City of Scotts Valley, the future site of the Cabrillo Satellite Campus and the unincorporated area near Scotts Valley. The Scotts Valley area has eight developments that have been approved or are under construction at the time of writing. There will be a projected additional 749 employees, residents and students and a projected increased demand of 113 transit trips per day. The Scotts Valley area is considered a low priority for additional future transit service compared to other areas with higher numbers of projected additional daily transit trips.

**FIGURE 4-3
SCOTTS VALLEY AREA DEVELOPMENTS**

Location	Projected # of Residents, Employees, and/or Students	Average Transit Mode Share	Projected # of Transit Trips/Day from Developments	Current Transit Service Available	Priority for Future Transit Service
210 Mt. Hermon Road, Scotts Valley, Rite Aid Pharmacy, 17, 475 square feet	18	2.2%	1	Yes. 1 hour frequency on #s 30, 31, & 36, 30 minutes frequency on #35	Medium Priority
La Cuesta (near Mt. Hermon), Scotts Valley, "Torrey Oaks", 11 homes and condo's	28	2.2%	1	Yes. #s 30 & 31 provide service every hour	Medium Priority
4301 & 4303 Scotts Valley Drive, Scotts Valley, 26 apartments	65	2.2%	3	Yes. 1 hour frequency on #s 30, 31, & 36, 30 minutes frequency on #35	Medium Priority
Kathy Lane @ Scotts Valley Drive, Scotts Valley, 34 townhouses	85	2.2%	4	Yes. 1 hour frequency on #s 30, 31, & 36, 30 minutes frequency on #35	Medium Priority
Glen Canyon @ Mt. Hermon, Scotts Valley, 61 townhomes and apartments	153	2.2%	7	Yes. 1 hour frequency on #s 30, 31, & 36, 30 minutes frequency on #35	Medium Priority
Graham Hill Road @ Sims Road, unincorporated county area near Scotts Valley, "Graham Hill Estates", 60 homes	150	2.4%	7	Yes. #s 30 & 31 provide service every hour	Medium Priority
Cabrillo College, Scotts Valley area future satellite campus, enrollment in the next 5 years	250	18%	90	Unknown, due to undetermined location of satellite campus	Medium Priority
Scotts Valley Area Total	749		113		Low Priority

Watsonville Area Developments

Watsonville area is experiencing an increase in the number of housing units, and its Cabrillo College Watsonville Center is expected to have significant increases in enrollment (an estimated 700 additional students in the next five years according to the Office of Institutional Research). The number of additional residents, employees and students from this added development is 5,053, and the projected number of additional transit trips they will generate per day is 1,641. The Watsonville area is rated as a high priority for future additional transit service. One reason for this is that many of the future developments have either no transit service or only hourly service, most of which is regional and not local. The other reason is that the new high school of 2,200 projected students and the Cabrillo College Watsonville Center with 700 additional students will require more local transit service.

Many of the additional transit trips are expected to be generated from the new high school and the additional enrollment at the Cabrillo College Watsonville Center. There is an elementary school in the conceptual stage planned on the Ohlone Parkway, and another elementary school planned for the current Adult School on Rodriquez; however, elementary school do not usually generate the demand for many transit trips like high schools or colleges. The new soccer field information is provided for future transit planning purposes and due to the recreational use of these types of facilities, a projection for future transit use is not provided.

**FIGURE 4-4
WATSONVILLE AREA DEVELOPMENTS**

Location	Projected # of Residents, Employees, and/or Students	Average Transit Mode Share	Projected # of Transit Trips/Day from Developments	Current Transit Service Available	Priority for Future Transit Service
Harkins Slough Road @ Ohlone Parkway, Watsonville, "Bay Breeze", 114 homes	285	2.4%	14	No Transit Service	Medium Priority
Harkins Slough Road near Ohlone Parkway, Watsonville, "Sunset Cove", 120 homes	300	2.4%	14	No Transit Service	Medium Priority
327 Errington Road, Watsonville, 120 apartments	300	2.4%	14	No Transit Service	High Priority
East Lake @ Wagner Ave., Watsonville, new elementary school	school use, no numbers available yet	unknown	unknown	Yes. #s 78 & 79 provide service every hour	Low Priority
Ramsey Park, Watsonville, "Soccer Central"	recreational use, no	unknown	unknown	Yes. #s 71 & 72 provides	Low Priority

Location	Projected # of Residents, Employees, and/or Students	Average Transit Mode Share	Projected # of Transit Trips/Day from Developments	Current Transit Service Available	Priority for Future Transit Service
Central"	projection for visitor transit usage			hourly service	
Green Valley Road(old hospital site), Watsonville, "Northgate", 80 apartments, office space, & retail	200 residents 100 employees	2.4%	14	Yes. #s 71 & 72 provide service every ½ hour	Low Priority
350 Anna Street, Watsonville, industrial	40	2.4%	2	Yes. #23 hourly service	Medium Priority
Stewart Avenue, Watsonville, 60 apartments	150	2.4%	7	Yes. #78 on weekend every 2 hours #79 Weekday, hourly service	Low Priority
Green Valley Road @ Hope, Watsonville, "Green Valley Highlands", 31 homes	78	2.4%	4	Yes. #s 72 & 75 provides hourly service	Low Priority
New Millennium High School, Harkins Slough Road, west of Highway 1, 2,200 students	2,200	30%	1,320	No transit service.	High priority
New elementary school, 550 Rodriguez Street (currently an Adult School), 600 - 800 students	700	unknown	unknown	Yes. #69W provides hourly service	Low Priority
Cabrillo College Watsonville Center, projected increased enrollment in the next 5 years	700	18%	252	Yes. Near Watsonville Center, #s 69W, 71, 72, 73, 75, 78, 79, 81, 91	High Priority
Watsonville Area Total	5,053		1,641		High Priority

FIGURE 4-5 (CONT.)
CONCEPTUAL DEVELOPMENTS

Conceptual Developments

Figure 4-5 lists the developments that are not yet approved or under construction, as reported by the jurisdictions listed in the methodology section. The location is listed in the "location" column, along with the known size and type of the development.

The second column "Development Status" indicates where in the process of approval the development is at the time of writing.

The third column "Current Transit Service Available" indicates if there is METRO service within approximately 1/4 mile from the proposed development site, which routes serve that area, and the approximate frequency of service they provide.

There are three potential developments of the 25 reported that do not currently have METRO service. One is in Scotts Valley and two are in Watsonville. The remaining potential development sites (88% of the potential developments) all have METRO service within 1/4 mile.

This figure is provided for future transit planning purposes and is not an indication of definitive development.

FIGURE 4-5
CONCEPTUAL DEVELOPMENTS

Location	Development Status	Current Transit Service Available
Clares Street @ Wharf Road, Capitola, Bed & Breakfast, "Rispin Mansion", 26 rooms	Draft Environmental Impact Report in Preparation	Yes. Eight trips a day provided by # 51
School Projects, Capitola. 1) Soquel Union Elementary school may build @ Jade Street Park/45th avenue 2) Soquel Union Elementary School may enlarge the New Brighton Middle School at its present site.	"Under Consideration"	Yes. Hourly service on #s 51, 52, and 59
809 bay Avenue @ Hill Street, Capitola, "Capitola Crossings" retail/office development, 72,000 s.f. retail space, 13,400 s.f. office space.	"Project approved but in litigation"	Yes. Hourly service on # 52
Mt. Hermon Road, Scotts Valley, "Skypark Commercial/Towncenter", 50,000 s.f. retail, 20,000 s.f. cineplex, 30 homes, 30 apartments/condominiums	"In conceptual review"	Yes. # 30 provides hourly service and # 35 provides 30 minute service
Santa's Village Road, Scotts Valley, "Polo Ranch", 40 homes	"submitted" for approval	Yes. #s 30 and 31 provide service approximately every hour
Glenwood Drive, Scotts Valley, "Glenwood", 74 homes	"submitted" for approval	No transit service nearby.

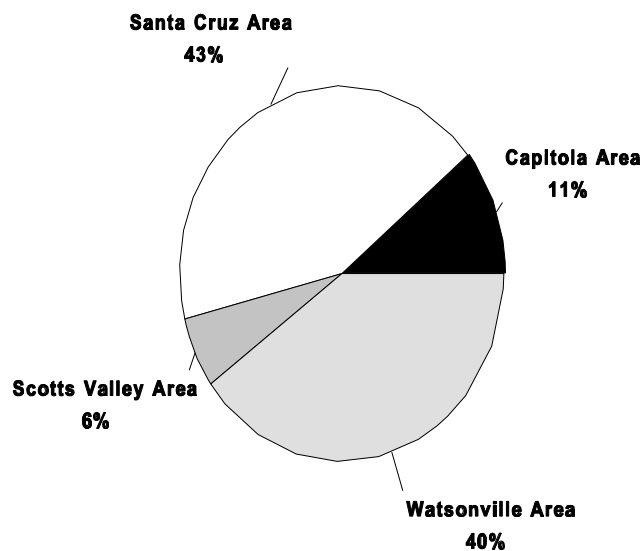
**FIGURE 4-5 (CONT.)
CONCEPTUAL DEVELOPMENTS**

Location	Development Status	Current Transit Service Available
Pajaro Lane, Watsonville, "Corralitos Cottages", 100 condos/townhouses/apartments	"concept only"	Yes. # 71 provides 30 minute average service, and #'s 72, 73, and 75 provide hourly service
"Buena Vista Annexation", Buena Vista Road @ Manfre Road, Watsonville area, 1,200 residential units (homes, townhomes and apartments), and an extended care facility	"area plan being developed; annexation pending"	Yes. On Highway 1, adjacent to this potential development, is served hourly by # 73
108 Green Valley Road, Watsonville, 60 apartments	"concept only"	Yes. #s 71 & 72 provide service every ½ hour
Longview, between Pennsylvania Drive & Auto Center Drive, Watsonville, "Fiorovich", 12 homes	"Submitted; on hold till completion of Area Plan"	Yes. Hourly service on 69W
Auto Center Drive 2 Longview, Watsonville, 60 apartments	"submitted; on hold till completion of Area Plan"	Yes. Hourly service on 69W
351 Anna Street, Watsonville, 6 acres of industrial use	"concept only"	Yes. Hourly service on #73
Loma Preita @ Green Valley Road, Watsonville, 6 acres retail commercial use	"concept only"	Yes. Hourly service on #75
East Lake @ Wagner, Watsonville, 365 homes and apartments	"EIR under preparation"	Yes. Hourly service on #s 78 and 79.
Errington Road, Watsonville, "Franceschi", 600 homes	"concept only"	No transit service nearby
Harkins Slough @ Ramsey Park, Watsonville, 30 apartments	"concept only"	Yes. Hourly service #s 69W, 71 & 72
Errington Road, Watsonville, "Bay Breeze", 144 homes	"EIR under preparation"	No transit service nearby
East Lake @ Wagner, Watsonville, Public Park, 9 acres	"concept only"	Yes. Hourly service on #s 78 and 79.
25 Loma Prieta, Watsonville, "Cherry Blossom", 32 homes	"City Council Approval Pending"	Yes. # 75 provides service every 30 minutes
Mattison Lane, Capitola area, County unincorporated land, "the Grove", 15 homes	"submitted"	Yes. On Highway 1, adjacent to this potential development, is served hourly by #s 69W and 63
Soquel Drive @ Atherton Drive (near Cabrillo College), Capitola area, unincorporated, 58 homes	"submitted"	Yes. Service provided by #s 81, 69N, 71, 69, 91, and 70 approximately every 30 minutes
Capitola Road @ Jose Ave., Capitola area, "Santos", 16 homes	"submitted"	Yes. Service provided by #s 69, 69N and 69W every 30 to 60 minutes
Gross Road @ Virgil Lane, Capitola area, "Rodeo Creek", 10 homes	"submitted"	Yes. Hourly service provided by #s 60, 81 and 91
Trout Gulch @ Soquel Drive, Aptos, "Aptos Village Commons", 35,000 s.f. commercial, 16 dwelling	"submitted"	Yes. Hourly service provided by # 54, and 30 minute service provided on #71
Soquel Avenue @ Chanticleer Ave., Capitola area, 115,000 s.f. commercial development	"submitted"	Yes. Hourly service provided by #63

Future Developments in the METRO Service Area Summary

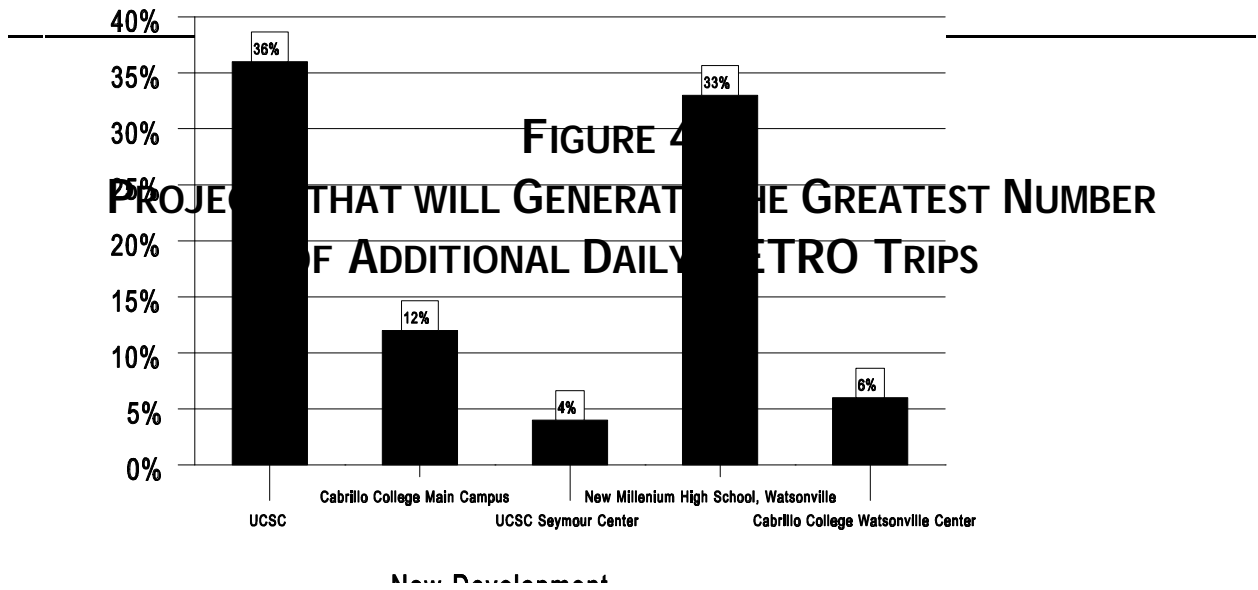
The future development in the next five years will contribute a projected 12,678 additional residents, employees and students. The Santa Cruz area will have the greatest (43%) increase from development. However, this is mainly due to the increased enrollment projections at UCSC. Watsonville area has a large (40%) increase in the number of additional residents, employees and students, due to the new high school and the increased enrollment at the growing Cabrillo College Watsonville Center. The distribution of this development in the four areas in the SCMTD service area is as shown below:

**FIGURE 4-6
DISTRIBUTION OF ADDITIONAL RESIDENTS, EMPLOYEES AND**



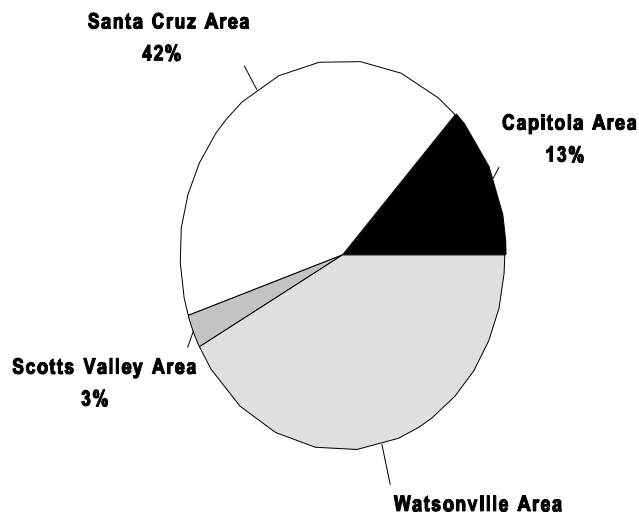
STUDENTS PROJECTED FROM FUTURE DEVELOPMENT

There is a projected 3,967 additional transit trips per day generated by these new developments. Additional student enrollment will comprise most of the increased demand for transit service. The Watsonville area with the new high school and the increased Cabrillo College Watsonville Center enrollment will comprise 42% of the demand for additional daily transit trips. The Santa Cruz area, with the additional UCSC enrollment and the enlargement of the Seymour Center, will comprise 42% of the demand for additional daily transit. The projects in Figure 4-7 below represent 92% of the future METRO trip demand.



All of the projected trips will be distributed in the following areas:

**FIGURE 4-8
 DISTRIBUTION OF PROJECTED ADDITIONAL TRANSIT TRIPS
 RESULTING FROM FUTURE DEVELOPMENTS**



Future Transit Service Priorities

The highest priority is the Watsonville area, due to the projected high number of additional daily METRO trips and the lack of local transit service for the projected numbers of additional residents, employees and students in that area.

The second highest priority is the Santa Cruz area, but more specifically UCSC and the Seymour Center, due to the projected increased enrollment. Most of the remaining developments in the Santa Cruz area have local and regional transit service.

The third priority is the Capitola area, due to the increasing enrollment projections for Cabrillo College Main Campus in Aptos.

The last priority is the Scotts Valley area, which has smaller developments which are generally close to current transit service.

UCSC AND CABRILLO COLLEGE CLASS SCHEDULES IMPACT ON TRANSIT RIDERSHIP

The objective of this section is to identify the current peak periods of transportation demand at UCSC and at Cabrillo College, so METRO can make informed decisions about service levels and schedules.

College class schedules can cause enormous surges in transportation demand. Enrollment at both campuses and their satellite locations is growing in the next five years, as was explained in the previous section. The demand at peak periods will continue to increase at the campuses in the next five years.

The first sub-section identifies the method of data collection used. The data sources include reports from personnel contacted at the two colleges. The second sub-section indicates the weekday trends for the peak enrollment times at UCSC. The third sub-section provides the weekday trends for peak enrollment times for Cabrillo College. The last sub-section provides a summary of what peak times and days additional bus capacity may be needed for the two colleges based on enrollment data provided by the colleges.

Method of Data Collection

To gather data, phone calls were made and e-mails were sent out to the personnel listed below. A website search of each college provided the initial personnel contacts at the

colleges. Through telephone interviews, information was gathered and additional contacts were made.

Each section below details the sources of information for each campus.

University of California, at Santa Cruz (UCSC)

Data Sources:

- Academic Scheduling of Classes and Classrooms 02/16/1999 – a policy guide that lists peak times of enrollment, from the Registrar's Office at UCSC
- Large Lecture Spring 2000 – list of classrooms scheduled by day, and class hour and the total capacity of each classroom, from the Registrar's office at UCSC (Appendix III)
- Enrollment submittal for UC Office of the President, June 1999 – provides UCSC enrollment projections for 1999 and 2000
- Hourly Traffic Volumes through Both Campus Gates – 10/5/98 through 10/7/98, averaged every hour, a report from Larry Pageler, Transportation Analyst for the Transportation and Parking Services office at UCSC (Appendix 3)
- Enrollment Projections for 2005 provided telephonically by the Public Information Office at UCSC

UCSC Personnel Contacted:

- Larry Pageler, Transportation Analyst, Transportation and Parking Service Office, UCSC
- Greta Gil, Interim Computer Resource Specialist, Office of the Registrar, UCSC
- Margie Claxton, Scheduling Office in the Registrar's Office, UCSC

Cabrillo College

Data Sources:

- Schedule Pattern of Classes, Fall 1999 - which tracks classes based upon morning, afternoon and evening hours, provided by the Office of Institutional Research
- Enrollment projections through 2010 provided by the Office of Institutional Research

Cabrillo College Personnel Contacted:

- Gloria Garing, Director of Admissions and Records
- Jing Juan, Director of Institutional Research
- Terrence Willett, Research Technician, Office of Institutional Research
- Nichole Temple, Admissions and Records Office
- Sharon Spence, Department Assistant, Instruction Department

Peak Times During the Week

UCSC

Classes at UCSC tend to be held either on Mondays, Wednesdays and Fridays or on Tuesdays and Thursdays. Each of these two schedules has class starting and ending at different times. This is because the Monday, Wednesday and Friday classes are shorter due to classes being held over three days during the week. Classes held on Tuesdays and Thursdays tend to be longer because they are held only on two days.

The Registrar's Office, which schedules all classes, defines "prime time" on Mondays, Wednesdays and Fridays as 9:30 am - 3:10 pm, and on Tuesdays and Thursdays as 10:00 am - 3:45 pm. The class times and days are set and provided by the Registrar's Office. Scheduling is based on the following priorities in descending order of importance:

- Maximizing campus space utilization
- Maximizing the ability of students to graduate by offering the most classes within the available space, and

- Pedagogical quality of the class being scheduled.

Pedagogical quality refers to the nature of the course. For example, courses that have a lab, such as biology, must be scheduled in a classroom that has a lab.

The peak times of the week are presented as follows. Figure 4-9 shows when and how many students are attending large lecture hall classes in Fall 1999 on Mondays, Wednesdays and Fridays schedule. Figure 4-10 shows when and how many students are attending class in Fall 1999 on Tuesdays and Thursdays schedule. This is based on the large lecture hall classes, which tend to generate the most amount of traffic from students according to the Registrar's Office. The times the classes are scheduled are provided by UCSC.

The peak enrollment time during Mondays, Wednesdays and Fridays is at 11:00 am, with 20% of Mondays, Wednesdays and Fridays enrollment scheduled then. This is followed by another peak at 12:30 pm, with 17% of the Mondays, Wednesdays and Fridays enrollment occurring. The peak enrollment time on Tuesdays and Thursdays begins at 10:00 am and finishes when most students get out of class at 5:45 pm.

FIGURE 4-9
UCSC SPRING 2000 CLASS ENROLLMENT TRENDS ON MONDAY, WEDNESDAY AND FRIDAY SCHEDULE

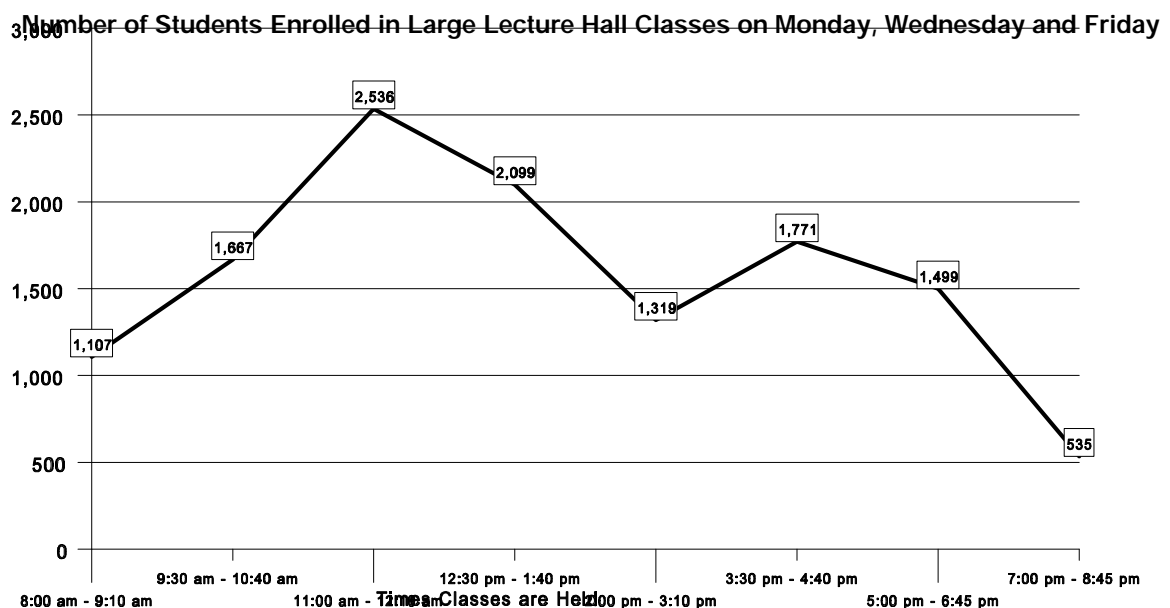
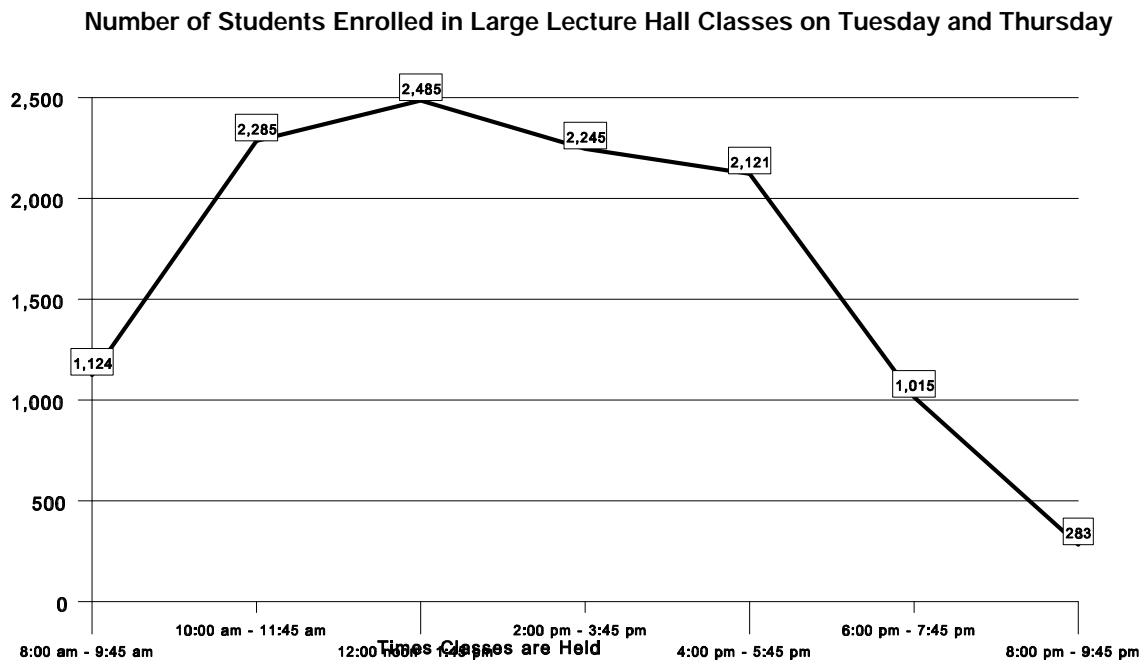


FIGURE 4-10 UCSC SPRING 2000 ENROLLMENT TRENDS ON TUESDAYS AND THURSDAYS SCHEDULE



UCSC Summary

The peak period of enrollment at UCSC begins at 11:00 am on Mondays, Wednesdays and Fridays and ends at about 1:40 pm. On Tuesdays and Thursdays, the peak starts at 10:00 am, with most of the students getting out of class at 5:45 pm. However, this may not be an indicator of when the students use METRO to get to campus. Many students arrive earlier than class begins and leave later than class ends to study in the Library or to socialize on campus. In addition, some students may choose to leave the campus and return later if there is a sufficient break between early and late classes. Some students may make several trips to UCSC per day.

The projected total UCSC enrollment for the 1999-2000 year is 11,150 students and for 2000-2001 it is 11,635 per the document of Enrollment submittal for the UC Office of the President, June 1999. According to the UCSC Public Information Office, enrollment is expected to reach about 15,000 by 2005.

When planning for service in the future, traffic counts and enrollment projections, in addition to class schedule and survey data, are most useful, since they show total traffic patterns, not just those of the students. The hourly total traffic volumes show that the highest peak traffic counts are at approximately 6:00 PM each day. Traffic counts from 1998 are included in Appendix 3 along with the Large Lecture Spring 2000 class schedule for future planning purposes. These traffic counts indicate vehicles both arriving and departing through the two main gates to UCSC. The traffic volume figures reflect the peak hour counts for the morning, mid-day and the evening. Additional data is available upon request from Larry Pageler at the Transportation and Parking Services Office at UCSC.

Cabrillo College

Cabrillo College has class patterns similar to UCSC. Figures 4-11, 4-12 and 4-13 summarize the Fall 1999 class enrollment information received from Cabrillo College. The enrollment information (see Appendix 3) provides class enrollment by time of day for each day of the week, based on class start times provided by Cabrillo College. For the benefit of determining peak enrollment trends, the data is categorized into broader class starting times, and is presented for classes which are held on Monday and Wednesday, classes held on Tuesday and Thursday, and Friday class schedules in Figures 4-11 to 4-13 (see Appendix 3 for detailed enrollment information).

The major difference between the UCSC class schedule and the Cabrillo College class schedule is that there are relatively few students taking classes on Fridays at Cabrillo College. The classes are mostly scheduled for the same time slots on both the Mondays and Wednesdays and the Tuesdays and Thursdays schedules. There are slight differences so these two schedules are broken out as two different figures. The Friday classes have less than 5% of the total enrollment and this enrollment pattern is shown in Figure 4-13 for informational purposes. This small enrollment probably does not impact METRO service.

The peak times of day for the Monday and Wednesday schedule are shown in Figure 4-11. The peak times of day for the Tuesday and Thursday schedule is shown in Figure 4-12. The peak period of enrollment for both class schedules begins at 8:00 am and tapers off after the classes starting at 12:40 pm get out at 2:10 pm. Students who have 8:00 classes tend to continue with classes until 2:10 pm. There is a lull in enrollment between 2:10 pm when the daytime peak enrollment ends, and 6:00 pm when the evening peak enrollment begins. About 12% of the students arrive for evening classes at 6:00 pm, and get out of class at about 9:10 pm.

Cabrillo College Summary

The peak period of daytime enrollment at Cabrillo College begins at 8:00 am Monday through Thursday and ends around 2:10 pm. The evening peak enrollment is almost as big and begins at 6:00 pm with those students leaving class at about 9:10 pm.

The Fall enrollment at the Main Campus is projected to be 13,626 in 2000, 13,831 in 2001, and about 15,000 by 2005 according to the Office of Institutional Research at Cabrillo College. For future route planning, the Watsonville Center Fall enrollment is projected to be 856 in 2000 and 1,027 in 2001. The growth of each campus is highlighted in the previous development section.

FIGURE 4-11
CABRILLO COLLEGE FALL 1999 CLASS ENROLLMENTS - MONDAYS AND WEDNESDAYS

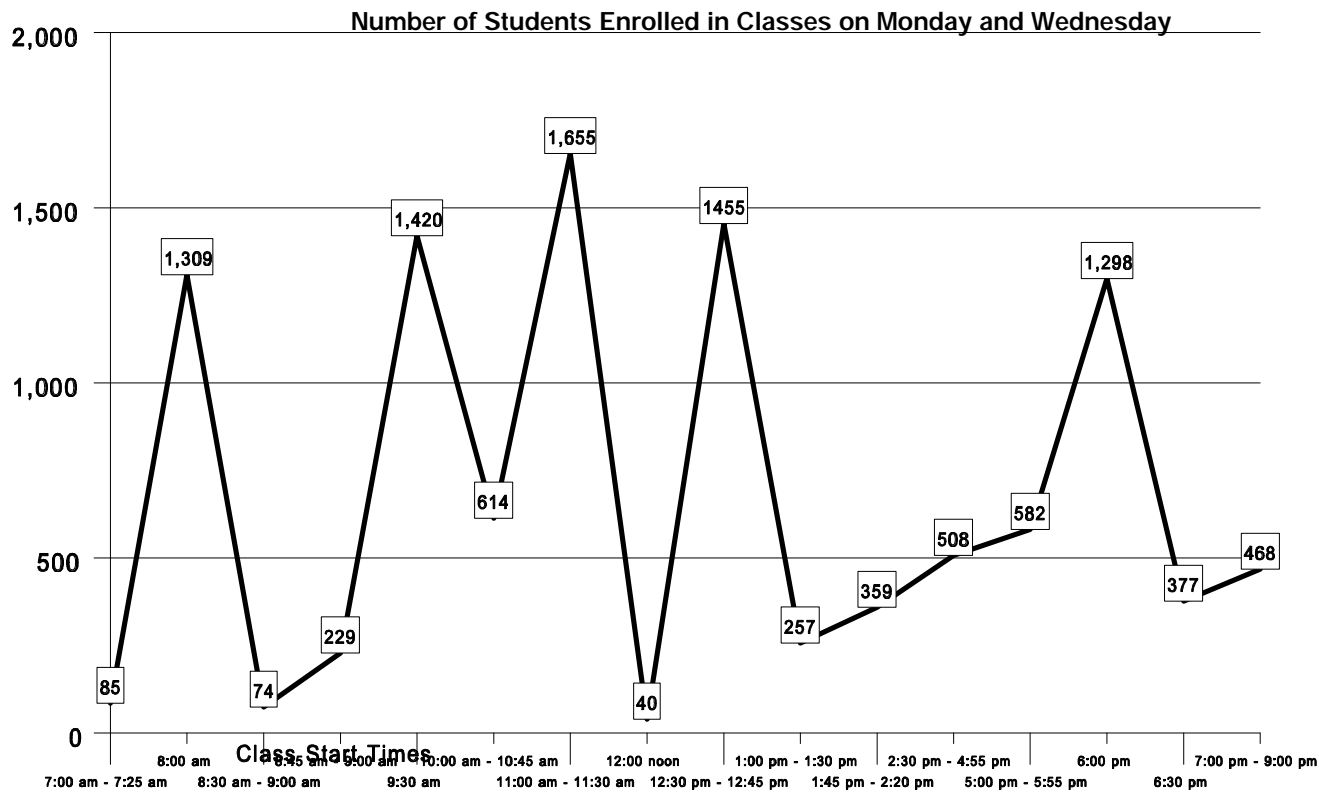


FIGURE 4-12
CABRILLO COLLEGE FALL 1999 CLASS ENROLLMENTS - TUESDAYS AND THURSDAYS

Number of Students Enrolled in Classes on Tuesday and Thursday

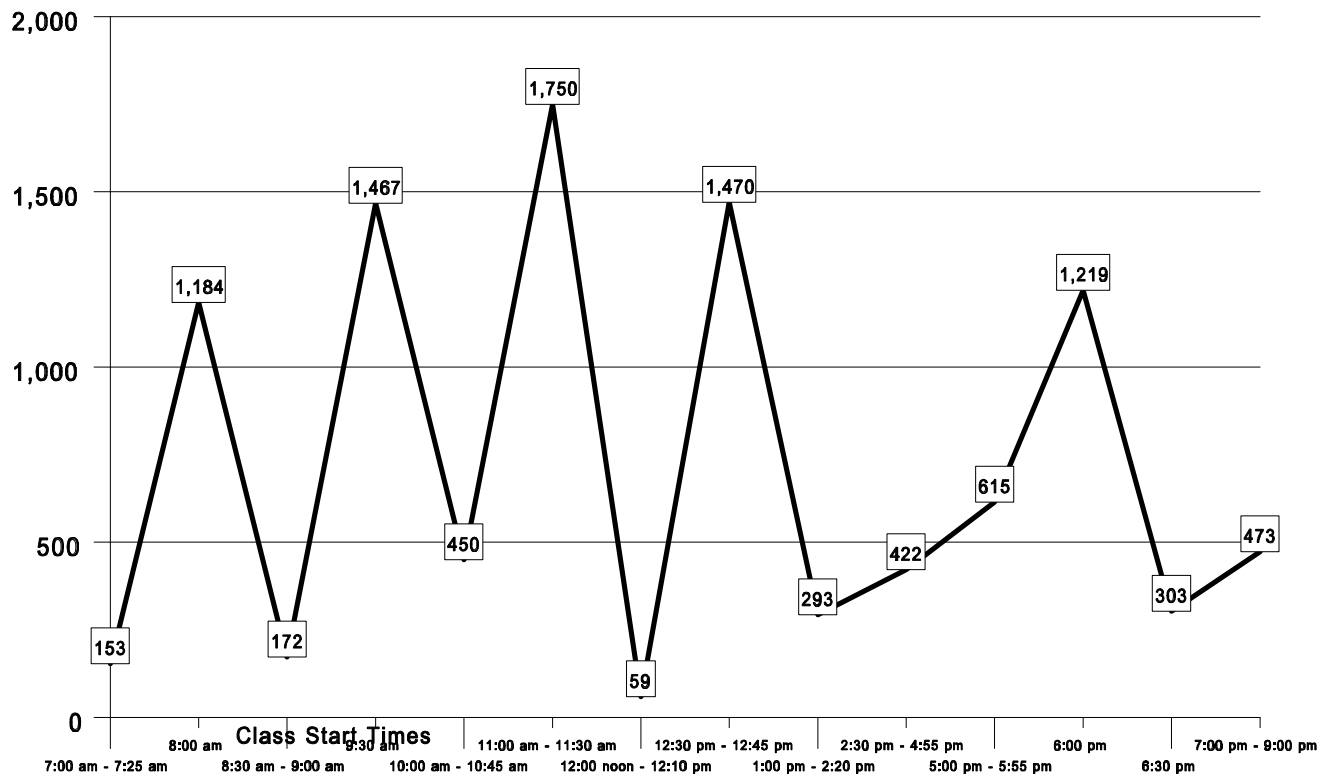
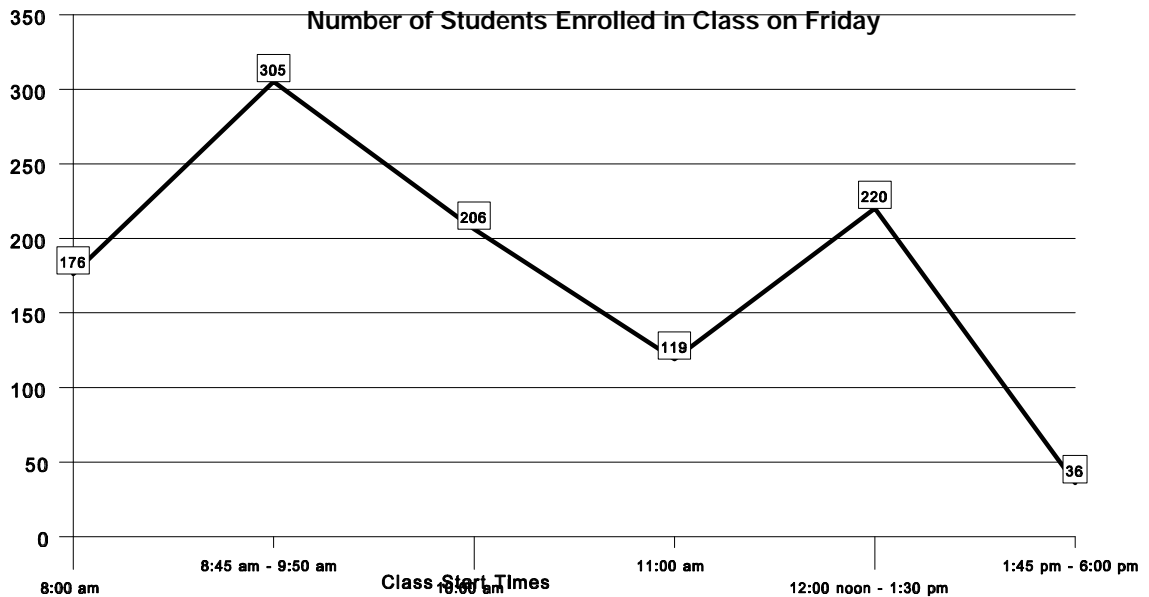


FIGURE 4-13
CABRILLO FALL COLLEGE 1999 CLASS ENROLLMENTS - FRIDAYS



SUMMARY OF UCSC AND CABRILLO COLLEGE ENROLLMENT PATTERNS

The peak enrollment times at the two colleges in METRO service area are as follows in Figure 4-14.

FIGURE 4-14
PEAK PERIODS OF ENROLLMENT

	Monday	Tuesday	Wednesday	Thursday	Friday
UCSC	11:00 am - 1:40 pm	10:00 am - 5:45 pm	11:00 am - 1:40 pm	10:00 am - 5:45 pm	11:00 am - 1:40 pm
Cabrillo College	8:00 am - 2:10 pm	8:00 am - 2:10 pm	8:00 am - 2:10 pm	8:00 am - 2:10 pm	No peak times

	Monday	Tuesday	Wednesday	Thursday	Friday
	6:00 pm - 9:10 pm	6:00 pm - 9:10 pm	6:00 pm - 9:10 pm	6:00 pm - 9:10 pm	

The future enrollment projections show that there will be an increase of about 4,000 students at UCSC over the next five years. The overall transit usage is 18% for students, faculty and staff. Undergraduate transit use for commuting students (not living on campus) is approximately 23%.

Cabrillo College is projected to have the same type of enrollment increases (approximately 4,000 more students), but this is over the next 10 years. In comparison with UCSC, Cabrillo College will have about one-half the total enrollment increases. But by 2005 each college is projected to have about 15,000 students enrolled at each.

Considering the transit mode use at UCSC and the increases in enrollment, the above peak periods of enrollment may be more critical for UCSC than for Cabrillo College and will require additional service capacity in order to accommodate the increases in students, faculty and staff. Students at community colleges tend to rely more on their cars because they are often adults returning to school or are part-time students who go to classes in between their full-time work.

Increased enrollment at both UCSC and Cabrillo College will impact bus loads and schedule adherence. This will be especially true on the Route 1. Current Route 1 ridership trends reflect UCSC transit travel patterns. While overall passenger loads will increase, current peak loads will become especially heavy and capacity will have to be increased at those times when heavy loads are currently being experienced. Peak loads could shift if there are significant changes in class scheduling. A shift in the start time for the first class or the finish time of the last afternoon class could shift the times when METRO experiences peak loads.

SUMMARY OF FUTURE INCREASED TRANSIT DEMAND

This section summarizes the key findings of the development section and the college student enrollment section of this chapter. The areas that will have the greatest increase in transit demand from developments, what will create this demand and the implications of future college student enrollment are summarized below.

The areas that will generate the greatest increase in demand for METRO service will be the Watsonville area and the Santa Cruz area. The area that will need the most additional

transit service in the future is projected to be the Watsonville area due to development and the lack of local transit. The Santa Cruz area will need additional transit service because of increased enrollment at UCSC and the new Seymour Center. The developments that will generate a projected 92% of the future demand for additional transit service are as follows in descending order of magnitude:

- UCSC, due to increased enrollment,
- New Millennium High School in Watsonville,

- Cabrillo College Main Campus in Aptos, due to increased enrollment,
- Cabrillo College Watsonville Center, due to significant facility development and increases in enrolment, and
- UCSC Seymour Center due to lack of METRO service to this site the grand opening of the new visitor facilities in March 2000.

As is noted above, college student enrollment is projected to be the greatest generator of increased transit demand in the future. UCSC is expected to have double the enrollment increases as Cabrillo College Main Campus and both campuses will need additional transit service during their peak hours of enrollment which are listed in Figure 4-14.

CHAPTER 5. RESULTS OF ON-BOARD RIDE CHECK

INTRODUCTION

This chapter presents the results of an on-board passenger ridecheck and on-time performance survey. The chapter is divided into three sections: weekday, Saturday, and Sunday data. Each section is further divided into route tables and summaries. The data in the tables is categorized into total boardings, load ratio (or overload ratio), and schedule adherence by trip. Below each table, there are summaries which note trends and patterns in the route and problematic trips based upon the given data. Some route tables only have data for one recorded trip. These trips were surveyed because of the interlining of buses from the first and second tier trips targeted for ride checks. The surveyors stayed on the bus for these particular trips and recorded data.

A ridecheck was conducted in conjunction with an on-time performance survey between the dates of October 25 and November 14 of 1999. Additional ride checks were conducted on January 22, 23, 25 and 26, 2000. Boarding, alighting, load and schedule adherence data was recorded at every stop on roughly 76% of all service hours. Altogether, Nelson\Nygaard recorded data for 900 hours of operating service. The ridecheck data was collected on 820 METRO bus trips. The data collected over the survey period is combined to create a one day "snapshot" of activity in the SCMTD transit system.

Trends, patterns, and problematic trips are depicted in the route summaries based upon guidelines set by SCMTD. For load ratios, the maximum desirable load is 1.25 (1 for highway routes). Any load above this ratio is mentioned in the summaries. The SCMTD maximum load ratio is 1.5. Any load above this is also particularly noted. Trends in total boardings are noted on a per route basis. Any peaks in ridership are mentioned. The on-

time performance summaries only note late trips (any trip which arrives to a timepoint or endpoint more than 5 minutes late).

WEEKDAY RIDE CHECK

Route 1B

Route #	1B University/Lower Bay	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:30 a.m.	81	1.87	LATE	18
8:30 a.m.	51	1.50	On Time	N/A
10:30 a.m.	53	1.17	On Time	N/A
11:30 a.m.	20	0.30	On Time	N/A
12:30 p.m.	31	0.47	On Time	N/A
1:30 p.m.	96	1.33	On Time	N/A
2:30 p.m.	54	0.77	LATE	8
3:30 p.m.	21	0.37	On Time	N/A
4:30 p.m.	75	1.60	On Time	N/A
5:30 p.m.	30	0.43	On Time	N/A
8:45 p.m.	55	1.07	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 1B trips

Boardings and Overload Trends

- Total boardings ranged from 20 to 96 passengers
- Heaviest loads were recorded from 7:30 a.m. to 10:30 a.m.
- 4 trips exceeded the maximum load standard of 1.25 (36.4%)
- 3 trips exceeded the maximum policy load standard of 1.50 (27.3%)
- 6 trips had standing loads (54.5%)

Schedule Adherence

- 9 trips ran on time (82.0%)
- 2 trips ran late (18.0%)

Route 1H

Route #	1H University/High		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:55 a.m.	35	0.93	On Time	N/A
8:25 a.m.	14	0.33	On Time	N/A
8:55 a.m.	101	2.33	LATE	8
9:25 a.m.	42	0.60	On Time	N/A
10:25 a.m.	101	1.97	On Time	N/A
11:25 a.m.	56	1.43	On Time	N/A
11:55 a.m.	115	1.87	On Time	N/A
12:25 p.m.	20	0.30	On Time	N/A
12:55 p.m.	26	0.40	On Time	N/A
1:25 p.m.	86	1.93	On Time	N/A
1:55 p.m.	74	1.77	On Time	N/A
2:25 p.m.	39	0.73	On Time	N/A
2:55 p.m.	42	1.03	LATE	6
3:25 p.m.	77	1.53	LATE	9
3:55 p.m.	72	1.53	LATE	6
5:25 p.m.	59	1.20	On Time	N/A
5:55 p.m.	70	0.87	On Time	N/A
6:25 p.m.	43	0.87	On Time	N/A

SUMMARY

- Ride checks were conducted on 18 Route 1H trips

Boardings and Overload Trends

- Total boardings ranged from 14 to 115 passengers
- Heaviest loads were during the late morning and most of the afternoon
- 8 trips exceeded the maximum load standard of 1.25 (44.4%)
- 7 trips exceeded the maximum policy load standard of 1.50 (38.8%)

- 10 trips had standing loads (55.5%)

Schedule Adherence

- 14 trips ran on time (77.7%)
- 3 trips ran late (16.7%)

Route 1L

Route #	1L University/Laurel		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:25 a.m.	11	0.27	On Time	N/A
7:10 a.m.	9	0.27	On Time	N/A
7:32 a.m.	12	0.30	On Time	N/A
7:40 a.m.	25	0.57	On Time	N/A
8:10 a.m.	28	0.70	On Time	N/A
8:21 a.m.	12	0.37	On Time	N/A
8:40 a.m.	27	0.77	On Time	N/A
8:47 a.m.	47	1.27	LATE	7
9:02 a.m.	37	0.83	On Time	N/A
9:10 a.m.	77	1.87	On Time	N/A
9:22 a.m.	37	0.97	On Time	N/A
9:40 a.m.	48	1.47	On Time	N/A
9:47 a.m.	43	1.27	On Time	N/A
10:02 a.m.	90	1.80	On Time	N/A
10:10 a.m.	18	0.47	On Time	N/A
10:40 a.m.	83	1.97	LATE	7
10:47 a.m.	41	0.90	On Time	N/A
11:02 a.m.	43	1.17	On Time	N/A
11:10 a.m.	51	0.87	On Time	N/A
11:32 a.m.	44	0.63	On Time	N/A
11:40 a.m.	8	0.13	On Time	N/A
11:47 a.m.	53	0.97	On Time	N/A
12:02 p.m.	123	1.80	LATE	8

Route #	1L University/Laurel		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
12:10 p.m.	85	1.77	On Time	N/A
12:32 p.m.	58	0.90	On Time	N/A
12:47 p.m.	27	0.43	On Time	N/A
1:02 p.m.	88	1.83	LATE	6
1:10 p.m.	69	1.17	On Time	N/A
1:32 p.m.	132	2.30	On Time	N/A
1:40 p.m.	92	2.00	On Time	N/A
1:47 p.m.	64	1.17	On Time	N/A
2:02 p.m.	38	0.77	On Time	N/A
2:40 p.m.	54	0.90	On Time	N/A
2:47 p.m.	67	1.57	On Time	N/A
3:02 p.m.	108	2.00	On Time	N/A
3:10 p.m.	101	1.83	On Time	N/A
3:32 p.m.	80	1.30	On Time	N/A
3:47 p.m.	71	1.67	On Time	N/A
4:10 p.m.	72	1.20	On Time	N/A
4:32 p.m.	30	0.83	On Time	N/A
4:40 p.m.	58	1.37	On Time	N/A
4:47 p.m.	82	2.33	On Time	N/A
5:10 p.m.	65	1.47	On Time	N/A
5:32 p.m.	10	0.23	On Time	N/A
5:40 p.m.	61	1.30	On Time	N/A
7:15 p.m.	82	1.30	On Time	N/A
7:30 p.m.	89	1.67	On Time	N/A
8:00 p.m.	87	2.07	On Time	N/A
8:15 p.m.	29	0.73	On Time	N/A
9:00 p.m.	56	1.07	On Time	N/A
9:15 p.m.	50	0.93	On Time	N/A
9:55 p.m.	14	0.43	On Time	N/A
10:30 p.m.	111	2.00	On Time	N/A

SUMMARY

- Ride checks were conducted on 53 Route 1L trips

Boardings and Overload Trends

- Total boardings ranged from 8 to 132 passengers
- Heavy loads were recorded throughout the service time period
- 24 trips exceeded the maximum load standard of 1.25 (45.3%)
- 16 trips exceeded the maximum policy load standard of 1.50 (30.2%)
- 29 trips had standing loads (54.7%)

Schedule Adherence

- 49 trips ran on time (92.5%)
- 4 trips ran late (7.5%)

Route 1W

Route #	1W University/Walnut		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:17 a.m.	51	0.69	On Time	N/A
11:17 a.m.	19	0.46	On Time	N/A
12:17 p.m.	25	0.57	On Time	N/A
2:17 p.m.	90	1.83	On Time	N/A
3:17 p.m.	37	0.54	On Time	N/A
4:17 p.m.	58	1.11	On Time	N/A
5:17 p.m.	56	0.91	On Time	N/A
6:17 p.m.	97	1.80	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 1W trips

Boardings and Overload Trends

- Total boardings ranged from 19 to 97 passengers
- 2 trips exceeded the maximum load standard of 1.25 (25.0%)
- These two trips also exceeded the maximum policy load standard of 1.50 (25.0%)
- 3 trips had standing loads (37.5%)

Schedule Adherence

- All 8 trips ran on time (100.0%)

Route 1Y

Route #	1Y University Shuttle		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:40 a.m.	14	0.29	On Time	N/A
7:50 a.m.	12	0.29	On Time	N/A
8:20 a.m.	5	0.08	On Time	N/A
8:45 a.m.	22	0.50	On Time	N/A
9:33 a.m.	24	0.55	On Time	N/A
10:23 a.m.	43	0.61	On Time	N/A
11:06 a.m.	11	0.18	On Time	N/A
11:23 a.m.	32	0.63	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 1Y trips

Boardings and Overload Trends

- Total boardings ranged from 5 to 53 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- All eight trips ran on time (100.0%).

Route 2

Route #	2 Mission/Western		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:20 a.m.	17	0.31	On Time	N/A
8:20 a.m.	20	0.23	On Time	N/A
9:20 a.m.	13	0.17	On Time	N/A
10:20 a.m.	13	0.23	On Time	N/A
11:20 a.m.	5	0.09	On Time	N/A
12:20 p.m.	17	0.26	On Time	N/A
1:20 p.m.	21	0.40	On Time	N/A
2:20 p.m.	12	0.17	On Time	N/A
3:20 p.m.	16	0.34	On Time	N/A
4:20 p.m.	11	0.26	On Time	N/A
5:20 p.m.	20	0.37	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 2 trips

Boardings and Overload Trends

- Total boardings ranged from 5 to 21 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- All 11 trips ran on time (100.0%)

Route 3A

Route #	3A Mission/Lighthouse	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
8:00 a.m.	18	0.26	On Time	N/A
9:00 a.m.	25	0.63	On Time	N/A
10:00 a.m.	17	0.26	On Time	N/A
11:00 a.m.	18	0.34	On Time	N/A
12:00 p.m.	17	0.26	LATE	11
1:00 p.m.	22	0.29	LATE	10
2:00 p.m.	20	0.40	LATE	7
4:00 p.m.	11	0.17	On Time	N/A
5:00 p.m.	10	0.23	On Time	N/A
6:00 p.m.	7	0.14	LATE	6

SUMMARY

- Ride checks were conducted on 10 Route 3A trips

Boardings and Overload Trends

- Total boardings ranged from 7 to 25 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- 6 trips ran on time (60.0%)
- 4 trips ran late (40.0%)

Route 3B

Route #	3B Mission/Natural Bridges		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:40 a.m.	17	0.40	On Time	N/A
8:40 a.m.	38	0.80	On Time	N/A
9:40 a.m.	17	0.29	On Time	N/A
10:40 a.m.	8	0.17	On Time	N/A
11:40 a.m.	12	0.26	On Time	N/A
12:40 p.m.	26	0.49	On Time	N/A
1:40 p.m.	19	0.31	On Time	N/A
2:40 p.m.	23	0.40	On Time	N/A
4:40 p.m.	23	0.40	On Time	N/A
5:40 p.m.	12	0.20	On Time	N/A
6:40 p.m.	12	0.23	On Time	N/A
7:40 p.m.	10	0.23	On Time	N/A

SUMMARY

- Ride checks were conducted on 12 Route 3B trips

Boardings and Overload Trends

- Total boardings ranged from 8 to 39 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- All 12 trips ran on time (100.0%)

Route 4 IN

Route #	4 Harvey West Park		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
9:45 a.m.	21	0.37	On Time	N/A
10:45 a.m.	17	0.34	On Time	N/A
11:45 a.m.	24	0.49	LATE	11
12:45 p.m.	21	0.43	LATE	11
1:45 p.m.	9	0.23	On Time	N/A
2:45 p.m.	10	0.14	LATE	6
5:45 p.m.	7	0.14	On Time	N/A

SUMMARY

- Ride checks were conducted on 7 Route 4 IN trips

Boardings and Overload Trends

- Total boardings ranged from 7 to 21 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- 4 trips ran on time (57.1%)
- 3 trips ran late (42.9%)

Route 4 OUT

Route #	4 Harvey West Park	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
8:45 a.m.	17	0.46	On Time	N/A
4:45 p.m.	7	0.20	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 4 OUT trips

Boardings and Overload Trends

- Total boardings were 7 and 17 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- Both trips ran on time (100.0%)

Route 6

Route #	6 Seabright	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:50 a.m.	7	0.17	On Time	N/A
8:50 a.m.	14	0.27	On Time	N/A
9:50 a.m.	7	0.10	On Time	N/A
10:50 a.m.	5	0.10	On Time	N/A
11:50 a.m.	9	0.17	On Time	N/A
12:50 p.m.	5	0.17	On Time	N/A
1:50 p.m.	19	0.43	On Time	N/A
2:50 p.m.	9	0.17	On Time	N/A
3:50 p.m.	11	0.33	On Time	N/A
4:50 p.m.	12	0.27	On Time	N/A

SUMMARY

- Ride checks were conducted on 10 Route 6 trips

Boardings and Overload Trends

- Total boardings ranged from 5 to 19 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- All 10 trips ran on time (100.0%)

Route 7

Route #	7 Beach	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
9:20 a.m.	6	0.11	On Time	N/A
10:20 a.m.	3	0.09	On Time	N/A
11:20 a.m.	5	0.11	On Time	N/A
12:20 p.m.	4	0.09	On Time	N/A
2:20 p.m.	13	0.23	On Time	N/A
3:20 p.m.	12	0.26	On Time	N/A
5:20 p.m.	11	0.29	On Time	N/A
6:20 p.m.	7	0.23	On Time	N/A
10:40 p.m.	20	0.31	On Time	N/A

SUMMARY

- Ride checks were conducted on 9 Route 7 trips

Boardings and Overload Trends

- Total boardings ranged from 3 to 13 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- All 9 trips ran on time (100.0%)

Route 8

Route #	8 Emeline/Morrissey	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
9:30 a.m.	19	0.37	On Time	N/A
11:30 a.m.	17	0.23	On Time	N/A
12:30 p.m.	22	0.53	On Time	N/A
1:30 p.m.	31	0.53	On Time	N/A
2:30 p.m.	46	0.63	LATE	8
3:30 p.m.	21	0.37	LATE	6
4:30 p.m.	27	0.40	On Time	N/A
5:30 p.m.	12	0.23	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 8 trips

Boardings and Overload Trends

- Total boardings ranged from 12 to 43 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- 6 trips ran on time (75.0%)
- 2 trips ran late (25.0%)

Route 9

Route #	9 Stroke Center	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
2:15 p.m.	15	0.32	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 9 trips

Boardings and Overload Trends

- Total boardings were 15 passengers
- This trip did not exceed the maximum load standard of 1.25
- No standing load was recorded

Schedule Adherence

- This trip ran on time

Route 30

Route #	30 Scotts Valley/ Graham Hill	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
12:20 p.m.	27	0.43	On Time	N/A
1:20 p.m.	41	0.57	On Time	N/A
2:20 p.m.	60	1.20	On Time	N/A
3:20 p.m.	33	0.57	On Time	N/A
4:20 p.m.	31	0.47	On Time	N/A
5:20 p.m.	26	0.43	On Time	N/A

SUMMARY

- Ride checks were conducted on 6 Route 30 trips

Boardings and Overload Trends

- Total boardings ranged from 26 to 60 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had standing loads (16.7%)

Schedule Adherence

- All trips ran on time (100.0%)

Route 31

Route #	31 Scotts Valley/Santa Cruz via Hwy. 17		Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late	Variation
7:00 a.m.	14	0.17	On Time	N/A	2
8:20 a.m.	13	0.30	On Time	N/A	2
9:20 a.m.	7	0.10	On Time	N/A	2
10:20 a.m.	18	0.20	On Time	N/A	2
11:20 a.m.	11	0.20	On Time	N/A	1

SUMMARY

- Ride checks were conducted on 5 Route 31 trips

Boardings and Overload Trends

- Total boardings ranged from 7 to 11 passengers
- No trips exceeded the maximum highway load standard of 1.00
- No trips had standing loads

Schedule Adherence

- All trips ran on time (100.0%)

Route 35 IN

Route #	35 San Lorenzo Villy to Santa Crz	Day:	Weekday		
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late	Variation
8:30 a.m.	12	0.34	On Time	N/A	8
9:30 a.m.	12	0.26	On Time	N/A	1
10:27 a.m.	18	0.31	On Time	N/A	5
1:02 p.m.	29	0.66	On Time	N/A	3
1:27 p.m.	33	0.66	On Time	N/A	5
3:27 p.m.	41	0.97	On Time	N/A	5
4:10 p.m.	49	1.11	On Time	N/A	3
4:35 p.m.	24	0.57	On Time	N/A	1
6:00 p.m.	15	0.14	On Time	N/A	3
8:02 p.m.	30	0.51	On Time	N/A	3

SUMMARY

- Ride checks were conducted on 10 Route 35 IN trips

Boardings and Overload Trends

- Total boardings ranged from 12 to 49 passengers
- 1 trip exceeded the maximum highway load standard of 1.00 (10.0%)
- 1 trip had a standing load (10.0%)

Schedule Adherence

- All trips ran on time (100.0%)

Route 35 OUT

Route #	35 Santa Cruz to Scotts Valley Drive/San Lorenzo Valley		Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late	Variation
12:30 p.m.	28	0.43	On Time	N/A	5
1:00 p.m.	25	0.29	On Time	N/A	3
2:30 p.m.	58	1.20	LATE	9	5
3:00 p.m.	45	0.80	On Time	N/A	3
3:30 p.m.	42	0.51	On Time	N/A	1
5:00 p.m.	62	1.77	On Time	N/A	3
5:30 p.m.	38	0.63	On Time	N/A	5

SUMMARY

- Ride checks were conducted on 7 Route 35 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 25 to 62 passengers
- 2 trips exceeded the maximum highway load standard of 1.00 (28.6%)
- 2 trips had standing loads (28.6%)

Schedule Adherence

- 6 trips ran on time (85.7%)
- 1 trip ran late (14.3%)

Route 35A OUT

Route #	35 Santa Cruz to Scotts Valley Drive/San Lorenzo Valley	Day:	Weekday		
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late	Variation
6:00 a.m.	24	0.40	On Time	N/A	4
8:25 a.m.	28	0.63	On Time	N/A	2
7:00 a.m.	46	0.77	On Time	N/A	4
12:00 p.m.	24	0.43	On Time	N/A	4
7:25 p.m.	42	0.89	LATE	9	4
9:45 p.m.	46	0.97	On Time	N/A	4

SUMMARY

- Ride checks were conducted on 6 Route 35A OUT trips

Boardings and Overload Trends

- Total boardings ranged from 24 to 46 passengers
- No trips exceeded the maximum highway load standard of 1.00
- No trips had standing loads

Schedule Adherence

- 5 trips ran on time (83.3%)
- 1 trip ran late (16.7%)

Route 36

Route #	36 Valley/Santa Cruz Express	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
5:45 a.m.	18	0.53	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 36 trip

Boardings and Overload Trends

- There were 18 boardings on this trip
- This trip did not exceed the maximum highway load standard of 1.00

Schedule Adherence

- This trip ran on time

Route 40

Route #	40 Davenport/North Coast Beaches		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:05 a.m.	19	0.40	On Time	N/A
3:10 p.m.	35	0.63	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 40 trips

Boardings and Overload Trends

- Total boardings were 19 and 35 passengers
- No trips exceeded the maximum highway load standard of 1.00
- No trips had standing loads

Schedule Adherence

- Both trips ran on time

Route 42

Route #	42 Davenport/Bonny Doon	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:00 a.m.	20	0.60	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 42 trip

Boardings and Overload Trends

- There were 20 boardings on this trip
- This trip did not exceed the maximum highway load standard of 1.00

Schedule Adherence

- This trip ran on time

Route 51

Route #	51 Soquel/Clares		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:30 a.m.	17	0.56	On Time	N/A
8:30 a.m.	3	0.07	On Time	N/A
10:30 a.m.	2	0.07	On Time	N/A
11:30 a.m.	2	0.07	On Time	N/A
1:30 p.m.	5	0.10	On Time	N/A
2:30 p.m.	6	0.10	On Time	N/A
3:30 p.m.	4	0.13	On Time	N/A
5:30 p.m.	2	0.07	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 51 trips

Boardings and Overload Trends

- Total boardings ranged from 17 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had standing loads

Schedule Adherence

- All 8 trips ran on time (100.0%)

Route 52

Route #	52 Capitola/Soquel		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:50 a.m.	9	0.27	On Time	N/A
7:50 a.m.	6	0.20	On Time	N/A
8:50 a.m.	8	0.27	On Time	N/A
9:50 a.m.	10	0.17	On Time	N/A
10:50 a.m.	19	0.50	On Time	N/A
11:50 a.m.	8	0.23	On Time	N/A
12:50 p.m.	14	0.30	On Time	N/A
1:50 p.m.	12	0.23	On Time	N/A
2:50 p.m.	42	1.23	On Time	N/A
3:50 p.m.	6	0.13	On Time	N/A
4:50 p.m.	14	0.30	On Time	N/A
5:50 p.m.	2	0.03	On Time	N/A
6:50 p.m.	12	0.30	On Time	N/A

SUMMARY

- Ride checks were conducted on 13 Route 52 trips

Boardings and Overload Trends

- Total boardings ranged from 2 to 42 passengers
- No trips exceeded the maximum load standard of 1.25

- 1 trip had a standing load (7.7%)

Schedule Adherence

- All 13 trips ran on time (100.0%)

Route 54

Route #	54 Aptos/La Selva Beach		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:30 a.m.	51	0.63	On Time	N/A
8:30 a.m.	35	0.57	On Time	N/A
9:30 a.m.	39	0.80	On Time	N/A
10:30 a.m.	31	0.40	On Time	N/A
11:30 a.m.	41	0.67	On Time	N/A
12:30 p.m.	85	1.13	On Time	N/A

SUMMARY

- Ride checks were conducted on 6 Route 54 trips

Boardings and Overload Trends

- Total boardings ranged from 39 to 85 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (16.7%)

Schedule Adherence

- All 6 trips ran on time (100.0%)

Route 60

Route #	60 Soquel	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
9:30 a.m.	10	0.17	On Time	N/A
12:30 p.m.	7	0.13	On Time	N/A
4:30 p.m.	5	0.10	On Time	N/A

SUMMARY

- Ride checks were conducted on 3 Route 60 trips

Boardings and Overload Trends

- Total boardings ranged from 5 to 10 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 3 trips ran on time (100.0%)

Route 63

Route #	63 Dominican		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:50 a.m.	12	0.30	On Time	N/A
8:05 a.m.	6	0.13	On Time	N/A
9:05 a.m.	7	0.20	On Time	N/A
10:05 a.m.	12	0.33	On Time	N/A
11:05 a.m.	6	0.13	On Time	N/A
12:05 p.m.	18	0.43	On Time	N/A
1:05 p.m.	16	0.37	On Time	N/A
2:05 p.m.	8	0.20	On Time	N/A
3:05 p.m.	22	0.50	On Time	N/A
4:05 p.m.	6	0.10	LATE	8
5:05 p.m.	4	0.07	LATE	6
6:05 p.m.	10	0.20	On Time	N/A

SUMMARY

- Ride checks were conducted on 12 Route 63 trips

Boardings and Overload Trends

- Total boardings ranged from 4 to 22 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 10 trips ran on time (83.3%)
- 2 trips ran late (16.7%)

Route 65 IN

Route #	65 Live Oak via 30th		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:40 a.m.	20	0.57	On Time	N/A
7:40 a.m.	14	0.29	On Time	N/A
8:40 a.m.	21	0.54	On Time	N/A
9:40 a.m.	9	0.20	On Time	N/A
10:40 a.m.	12	0.31	On Time	N/A
11:40 a.m.	16	0.29	On Time	N/A
12:40 p.m.	25	0.43	On Time	N/A
1:40 p.m.	14	0.23	On Time	N/A
2:40 p.m.	16	0.29	On Time	N/A
3:50 p.m.	35	1.09	On Time	N/A
4:50 p.m.	9	0.17	On Time	N/A
5:50 p.m.	13	0.29	On Time	N/A
6:50 p.m.	13	0.23	On Time	N/A

SUMMARY

- Ride checks were conducted on 13 Route 65 IN trips

Boardings and Overload Trends

- Total boardings ranged from 9 to 35 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (7.7%)

Schedule Adherence

- All trips ran on time (100.0%)

Route 65 OUT

Route #	65 Live Oak via 30th		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:40 a.m.	8	0.20	On Time	N/A
7:40 a.m.	19	0.37	On Time	N/A
8:40 a.m.	22	0.43	On Time	N/A
9:40 a.m.	17	0.37	On Time	N/A
10:40 a.m.	24	0.46	On Time	N/A
11:40 a.m.	15	0.26	On Time	N/A
12:40 p.m.	23	0.51	On Time	N/A
2:40 p.m.	28	0.49	On Time	N/A
3:40 p.m.	34	0.74	On Time	N/A
5:40 p.m.	27	0.63	On Time	N/A
6:40 p.m.	8	0.20	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 65 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 8 to 34 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All trips ran on time (100.0%)

Route 66 IN

Route #	66 Live Oak via 17th		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:00 a.m.	40	1.03	On Time	N/A
8:00 a.m.	36	0.77	On Time	N/A
9:00 a.m.	40	0.97	On Time	N/A
10:00 a.m.	30	0.60	On Time	N/A
11:00 a.m.	24	0.54	On Time	N/A
12:00 p.m.	25	0.60	On Time	N/A
1:00 p.m.	21	0.40	On Time	N/A
2:00 p.m.	25	0.37	On Time	N/A
4:10 p.m.	27	0.37	On Time	N/A
5:10 p.m.	21	0.37	On Time	N/A
6:10 p.m.	17	0.37	On Time	N/A
7:00 p.m.	9	0.17	On Time	N/A
7:35 p.m.	10	0.26	On Time	N/A
8:35 p.m.	13	0.31	On Time	N/A
10:40 p.m.	7	0.14	On Time	N/A

SUMMARY

- Ride checks were conducted on 15 Route 66 IN trips

Boardings and Overload Trends

- Total boardings ranged from 7 to 40 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (6.7%)

Schedule Adherence

- All trips ran on time (100.0%)

Route 66 OUT

Route #	66 Live Oak via 17th		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:00 a.m.	17	0.43	On Time	N/A
8:00 a.m.	14	0.29	On Time	N/A
9:00 a.m.	23	0.46	On Time	N/A
10:00 a.m.	19	0.40	On Time	N/A
11:00 a.m.	17	0.29	On Time	N/A
12:00 p.m.	24	0.54	On Time	N/A
1:00 p.m.	24	0.43	On Time	N/A
2:00 p.m.	25	0.57	On Time	N/A
3:00 p.m.	29	0.54	On Time	N/A
4:00 p.m.	36	0.77	On Time	N/A
5:00 p.m.	29	0.66	On Time	N/A
6:00 p.m.	19	0.49	On Time	N/A
7:00 p.m.	23	0.60	On Time	N/A
8:00 p.m.	17	0.43	On Time	N/A
9:00 p.m.	19	0.40	On Time	N/A
10:00 p.m.	22	0.51	On Time	N/A

SUMMARY

- Ride checks were conducted on 16 Route 66 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 14 to 36 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All trips ran on time (100.0%)

Route 67 IN

Route #	67 Live Oak via East Cliff		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:15 a.m.	14	0.37	On Time	N/A
8:20 a.m.	30	0.77	On Time	N/A
9:20 a.m.	16	0.37	On Time	N/A
10:20 a.m.	11	0.29	On Time	N/A
11:20 a.m.	16	0.37	On Time	N/A
12:20 p.m.	9	0.14	On Time	N/A
1:20 p.m.	19	0.31	On Time	N/A
3:20 p.m.	18	0.31	On Time	N/A
4:30 p.m.	20	0.43	On Time	N/A
6:30 p.m.	7	0.17	On Time	N/A
7:30 p.m.	3	0.09	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 67 IN trips

Boardings and Overload Trends

- Total boardings ranged from 3 to 30 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All trips ran on time (100.0%)

Route 67 OUT

Route #	67 Live Oak via East Cliff		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
8:20 a.m.	17	0.40	On Time	N/A
9:20 a.m.	11	0.23	On Time	N/A
10:20 a.m.	29	0.71	On Time	N/A
11:20 a.m.	22	0.43	On Time	N/A
12:20 p.m.	22	0.51	On Time	N/A
1:20 p.m.	34	0.77	On Time	N/A
2:20 p.m.	32	0.63	On Time	N/A
3:20 p.m.	15	0.29	On Time	N/A
4:20 p.m.	33	0.71	On Time	N/A
5:20 p.m.	23	0.51	On Time	N/A
6:20 p.m.	18	0.51	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 67 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 11 to 34 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All trips ran on time (100.0%)

Route 69 IN

Route #	69 Cabrillo/Capitola Rd. Santa Cruz		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:00 a.m.	29	0.90	On Time	N/A
7:15 a.m.	20	0.63	On Time	N/A
7:45 a.m.	15	0.37	On Time	N/A
8:00 a.m.	30	0.90	On Time	N/A
8:15 a.m.	24	0.77	On Time	N/A
8:45 a.m.	30	0.63	On Time	N/A
9:15 a.m.	11	0.33	On Time	N/A
9:45 a.m.	8	0.17	On Time	N/A
10:00 a.m.	20	0.57	On Time	N/A
10:15 a.m.	9	0.27	On Time	N/A
10:45 a.m.	16	0.27	On Time	N/A
11:00 a.m.	12	0.33	On Time	N/A
11:15 a.m.	14	0.33	On Time	N/A
11:45 a.m.	13	0.37	On Time	N/A
12:00 p.m.	12	0.40	On Time	N/A
12:45 p.m.	9	0.20	On Time	N/A
1:00 p.m.	36	1.03	LATE	12
1:15 p.m.	13	0.30	On Time	N/A
1:45 p.m.	21	0.47	LATE	13
2:00 p.m.	22	0.53	LATE	7
2:15 p.m.	17	0.34	On Time	N/A
2:45 p.m.	12	0.26	On Time	N/A
3:00 p.m.	30	0.71	LATE	6
3:15 p.m.	19	0.53	LATE	7
3:45 p.m.	11	0.33	On Time	N/A
4:15 p.m.	24	0.77	On Time	N/A
4:45 p.m.	27	0.67	On Time	N/A
5:00 p.m.	22	0.70	LATE	7
5:15 p.m.	26	0.73	LATE	9

6:00 p.m.	11	0.30	On Time	N/A
6:30 p.m.	9	0.30	On Time	N/A
7:00 p.m.	4	0.10	On Time	N/A

SUMMARY

- Ride checks were conducted on 32 Route 69 IN trips

Boardings and Overload Trends

- Total boardings ranged from 4 to 36 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (3.1%)

Schedule Adherence

- 25 trips ran on time (78.1%)
- 7 trips ran late (21.9%)

Route 69 OUT

Route #	69 Capitola Road/Cabrillo	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:17 a.m.	3	0.07	On Time	N/A
6:52 a.m.	4	0.13	On Time	N/A
7:07 a.m.	11	0.30	On Time	N/A
7:22 a.m.	7	0.23	On Time	N/A
7:52 a.m.	18	0.53	On Time	N/A
8:07 a.m.	19	0.43	On Time	N/A
8:22 a.m.	17	0.40	On Time	N/A
8:52 a.m.	11	0.23	On Time	N/A
9:07 a.m.	11	0.30	On Time	N/A
9:22 a.m.	10	0.30	On Time	N/A
9:52 a.m.	8	0.20	On Time	N/A
10:07 a.m.	16	0.43	On Time	N/A
10:22 a.m.	10	0.20	On Time	N/A
10:52 a.m.	11	0.37	On Time	N/A
11:10 a.m.	20	0.47	On Time	N/A
11:22 a.m.	20	0.50	On Time	N/A
12:07 p.m.	22	0.47	On Time	N/A
12:22 p.m.	17	0.40	On Time	N/A
12:52 p.m.	19	0.43	On Time	N/A
1:07 p.m.	28	0.83	On Time	N/A
1:22 p.m.	37	1.07	On Time	N/A
1:52 p.m.	10	0.33	On Time	N/A
2:07 p.m.	18	0.47	On Time	N/A
2:22 p.m.	32	0.87	On Time	N/A
2:52 p.m.	22	0.67	On Time	N/A
3:07 p.m.	44	1.20	LATE	8
3:22 p.m.	43	0.90	On Time	N/A
4:07 p.m.	18	0.57	On Time	N/A
4:22 p.m.	24	0.63	On Time	N/A

4:52 p.m.	14	0.33	On Time	N/A
5:07 p.m.	24	0.80	On Time	N/A
6:07 p.m.	24	0.43	On Time	N/A
6:22 p.m.	13	0.40	On Time	N/A

SUMMARY

- Ride checks were conducted on 33 Route 69 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 3 to 44 passengers
- No trips exceeded the maximum load standard of 1.25
- 2 trip had standing loads (6.1%)

Schedule Adherence

- 32trips ran on time (97.0%)
- 1 trips ran late (3.0%)

Route 69N IN

Route #	69N Cabrillo/Capitola Rd. /Santa Cruz		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:10 p.m.	37	1.03	On Time	N/A
8:10 p.m.	15	0.40	On Time	N/A
9:10 p.m.	28	0.60	On Time	N/A
9:40 p.m.	8	0.20	On Time	N/A
10:10 p.m.	10	0.23	On Time	N/A

SUMMARY

- Ride checks were conducted on 5 Route 69N IN trips

Boardings and Overload Trends

- Total boardings ranged from 8 to 37 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (20.0%)

Schedule Adherence

- All 5 trips ran on time (100.0%)

Route 69N OUT

Route #	69N Capitola Rd./Cabrillo	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:30 p.m.	16	0.37	On Time	N/A
8:35 p.m.	21	0.67	On Time	N/A
9:00 p.m.	9	0.20	On Time	N/A
9:30 p.m.	8	0.13	On Time	N/A

SUMMARY

- Ride checks were conducted on 4 Route 69N OUT trips

Boardings and Overload Trends

- Total boardings ranged from 8 to 21 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 4 trips ran on time (100.0%)

Route 69W IN

Route #	69W Capitola Road to Santa Cruz		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:50 a.m.	84	1.31	LATE	7
8:50 a.m.	58	0.80	On Time	N/A
10:50 a.m.	40	0.86	On Time	N/A
11:50 a.m.	25	0.34	On Time	N/A
12:50 p.m.	40	0.63	On Time	N/A
1:50 p.m.	36	0.51	On Time	N/A
2:50 p.m.	60	0.80	LATE	8
3:50 p.m.	29	0.60	On Time	N/A
4:50 p.m.	22	0.40	On Time	N/A
5:50 p.m.	35	0.63	On Time	N/A

SUMMARY

- Ride checks were conducted on 10 Route 69W IN trips

Boardings and Overload Trends

- Total boardings ranged from 22 to 84 passengers
- 1 trip exceeded the maximum load standard of 1.25 (10.0%)
- 1 trip had a standing load (10.0%)

Schedule Adherence

- 8 trips ran on time (80.0%)
- 2 trips ran late (20.0%)

Route 69W OUT

Route #	69W Capitola Road to Watsonville		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:37 a.m.	37	0.69	On Time	N/A
9:37 a.m.	34	0.51	On Time	N/A
10:37 a.m.	29	0.49	On Time	N/A
11:37 a.m.	74	1.31	On Time	N/A
12:37 p.m.	47	0.89	On Time	N/A
2:37 p.m.	66	0.83	On Time	N/A
3:37 p.m.	69	1.34	On Time	N/A
4:37 p.m.	81	1.63	LATE	13
5:37 p.m.	44	0.77	On Time	N/A
6:37 p.m.	40	0.54	On Time	N/A

SUMMARY

- Ride checks were conducted on 10 Route 69W OUT trips

Boardings and Overload Trends

- Total boardings ranged from 29 to 81 passengers
- 3 trips exceeded the maximum load standard of 1.25 (30.0%)
- 1 trip exceeded the maximum policy load standard of 1.50 (10.0%)
- 3 trips had standing loads (30.0%)

Schedule Adherence

- 9 trips ran on time (90.0%)
- 1 trip ran late (10.0%)

Route 70 IN

Route #	70(IN) Santa Cruz/Cabrillo		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
8:05 a.m.	13	0.26	On Time	N/A
11:35 a.m.	6	0.14	On Time	N/A
12:05 p.m.	21	0.46	On Time	N/A
12:35 p.m.	38	0.86	On Time	N/A
1:05 p.m.	20	0.51	On Time	N/A
1:35 p.m.	21	0.37	On Time	N/A
2:05 p.m.	42	1.03	On Time	N/A
2:35 p.m.	12	0.23	On Time	N/A
3:05 p.m.	8	0.20	On Time	N/A
3:35 p.m.	33	0.89	On Time	N/A
4:05 p.m.	26	0.57	On Time	N/A
4:35 p.m.	13	0.34	On Time	N/A
5:05 p.m.	9	0.26	On Time	N/A

SUMMARY

- Ride checks were conducted on 13 Route 70 IN trips

Boardings and Overload Trends

- Total boardings ranged from 6 to 42 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (7.7%)

Schedule Adherence

- All 13 trips ran on time (100.0%)

Route 70 OUT

Route #	70 Santa Cruz/Cabrillo		Day:	Weekday
Trip Time	Total Boardings		Schedule Adherence	Minutes Late
7:30 a.m.	27	0.63	On Time	N/A
9:00 a.m.	22	0.60	On Time	N/A
10:00 a.m.	17	0.37	On Time	N/A
10:30 a.m.	20	0.51	On Time	N/A
11:00 a.m.	17	0.43	On Time	N/A
11:30 a.m.	14	0.31	On Time	N/A
12:00 p.m.	28	0.69	On Time	N/A
12:30 p.m.	25	0.57	On Time	N/A
1:00 p.m.	23	0.57	On Time	N/A
1:30 p.m.	23	0.60	LATE	6
2:00 p.m.	9	0.23	On Time	N/A
2:30 p.m.	22	0.46	On Time	N/A
3:00 p.m.	18	0.37	LATE	12
3:30 p.m.	18	0.34	On Time	N/A
4:00 p.m.	22	0.54	On Time	N/A
4:30 p.m.	14	0.29	On Time	N/A

SUMMARY

- Ride checks were conducted on 16 Route 70 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 9 to 28 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 14 trips ran on time (87.5%)
- 2 trips ran late (12.5%)

Route 71 IN

Route #	71 Watsonville to Santa Cruz		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:40 a.m.	81	1.37	On Time	N/A
8:10 a.m.	61	0.95	On Time	N/A
8:40 a.m.	42	0.46	On Time	N/A
10:40 a.m.	71	0.94	On Time	N/A
11:10 a.m.	64	0.74	LATE	6
11:40 a.m.	56	1.20	On Time	N/A
1:40 p.m.	78	1.09	On Time	N/A
2:10 p.m.	66	1.00	On Time	N/A
4:10 p.m.	50	0.82	On Time	N/A
4:40 p.m.	79	0.67	LATE	20
5:10 p.m.	41	0.57	On Time	N/A
5:40 p.m.	34	0.54	LATE	11
7:30 p.m.	16	0.31	On Time	N/A
8:10 p.m.	12	0.18	On Time	N/A
8:30 p.m.	28	0.36	On Time	N/A

SUMMARY

- Ride checks were conducted on 15 Route 71 IN trips

Boardings and Overload Trends

- Total boardings ranged from 16 to 81 passengers
- 1 trip exceeded the maximum load standard of 1.25 (6.7%)
- 3 trips had a standing standing load (20.0%)

Schedule Adherence

- 12 trips ran on time (80.0%)
- 3 trips ran late (20.0%)

Route 71 OUT

Route #	71 Santa Cruz to Watsonville		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:45 a.m.	51	0.68	On Time	N/A
9:45 a.m.	68	0.91	LATE	6
12:45 p.m.	75	0.91	On Time	N/A
3:45 p.m.	73	0.77	LATE	15
5:15 p.m.	70	1.14	On Time	N/A
5:45 p.m.	81	1.40	On Time	N/A
6:45 p.m.	46	0.85	LATE	12

SUMMARY

- Ride checks were conducted on 7 Route 71 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 46 to 81 passengers
- 1 trip exceeded the maximum load standard of 1.25 (14.3%)
- 2 trips had standing loads (28.6%)

Schedule Adherence

- 4 trips ran on time (57.1%)
- 3 trips ran late (42.9%)

Route 72

Route #	72 Corralitos		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:40 a.m.	34	0.73	On Time	N/A
7:40 a.m.	28	0.37	On Time	N/A
8:40 a.m.	22	0.47	On Time	N/A
9:40 a.m.	31	0.47	On Time	N/A
10:40 a.m.	29	0.57	On Time	N/A
11:40 a.m.	20	0.37	On Time	N/A
12:40 p.m.	26	0.40	LATE	6
1:40 p.m.	40	0.60	LATE	9
2:40 p.m.	28	0.27	On Time	N/A
3:40 p.m.	53	0.90	On Time	N/A
4:40 p.m.	22	0.30	On Time	N/A
5:15 p.m.	26	0.47	On Time	N/A

SUMMARY

- Ride checks were conducted on 12 Route 72 trips

Boardings and Overload Trends

- Total boardings ranged from 20 to 53 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 10 trips ran on time (83.3%)
- 2 trips ran late (16.7%)

Route 73

Route #	73 Airport/Buena Vista		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:15 a.m.	30	0.60	On Time	N/A
8:15 a.m.	17	0.27	On Time	N/A
9:15 a.m.	20	0.37	On Time	N/A
10:15 a.m.	27	0.53	On Time	N/A
11:15 a.m.	32	0.60	On Time	N/A
12:15 p.m.	27	0.47	On Time	N/A
1:15 p.m.	34	0.70	On Time	N/A
2:15 p.m.	32	0.50	LATE	7
3:15 p.m.	57	1.03	On Time	N/A
5:15 p.m.	19	0.47	On Time	N/A
6:15 p.m.	7	0.23	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 73 trips

Boardings and Overload Trends

- Total boardings ranged from 7 to 57 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip has a standing load (9.1%)

Schedule Adherence

- 10 trips ran on time (90.9%)
- 1 trip ran late (9.1%)

Route 75

Route #	75 Green Valley		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:09 a.m.	35	0.53	On Time	N/A
8:09 a.m.	19	0.40	On Time	N/A
9:09 a.m.	23	0.63	On Time	N/A
10:09 a.m.	15	0.23	On Time	N/A
11:09 a.m.	34	0.63	On Time	N/A
12:09 p.m.	23	0.37	On Time	N/A
1:09 p.m.	43	0.60	On Time	N/A
2:09 p.m.	22	0.37	On Time	N/A
3:09 p.m.	69	1.10	On Time	N/A
4:09 p.m.	62	1.13	LATE	11
6:09 p.m.	25	0.50	On Time	N/A

SUMMARY

- Ride checks were conducted on 11 Route 75 trips

Boardings and Overload Trends

- Total boardings ranged from 15 to 69 passengers
- No trips exceeded the maximum load standard of 1.25
- 2 trips had standing loads (18.2%)

Schedule Adherence

- 10 trips ran on time (90.9%)
- 1 trip ran late (9.1%)

Route 79

Route #	79 East Lake		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:51 a.m.	13	0.30	On Time	N/A
7:51 a.m.	11	0.17	On Time	N/A
8:51 a.m.	11	0.37	On Time	N/A
9:51 a.m.	17	0.37	On Time	N/A
10:51 a.m.	8	0.20	On Time	N/A
11:51 a.m.	17	0.30	On Time	N/A
12:51 p.m.	8	0.17	On Time	N/A
1:51 p.m.	28	0.53	LATE	7
2:51 p.m.	14	0.40	On Time	N/A
3:51 p.m.	21	0.37	On Time	N/A
4:51 p.m.	13	0.40	On Time	N/A
5:51 p.m.	10	0.33	On Time	N/A

SUMMARY

- Ride checks were conducted on 12 Route 79 trips

Boardings and Overload Trends

- Total boardings ranged from 8 to 28 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 11 trips ran on time (91.6%)
- 1 trips ran late (8.4%)

Route 81 OUT

Route #	81 Capitola Mall/Watsonville		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:30 a.m.	10	0.21	On Time	N/A
11:30 a.m.	12	0.26	On Time	N/A
12:30 p.m.	35	0.64	On Time	N/A
1:30 p.m.	20	0.36	On Time	N/A
2:30 p.m.	26	0.62	On Time	N/A
3:30 p.m.	8	0.18	On Time	N/A
6:30 p.m.	14	0.33	On Time	N/A
7:30 p.m.	7	0.18	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 81 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 46 to 82 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 8 trips ran on time (100.0%)

Route 81 IN

Route #	81 Watsonville/Capitola Mall	Day:	Weekday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:30 a.m.	26	0.39	On Time	N/A
11:30 a.m.	18	0.30	On Time	N/A
12:30 p.m.	22	0.44	On Time	N/A
1:30 p.m.	16	0.22	On Time	N/A
2:30 p.m.	17	0.24	On Time	N/A
3:30 p.m.	16	0.26	On Time	N/A
7:30 p.m.	4	0.07	On Time	N/A

SUMMARY

- Ride checks were conducted on 7 Route 81 IN trips

Boardings and Overload Trends

- Total boardings ranged from 4 to 26 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 7 trips ran on time (100.0%)

Route 91 IN

Route #	91 Commuter Exp to Santa Cruz		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:05 a.m.	45	0.76	On Time	N/A
8:30 a.m.	58	1.15	On Time	N/A
3:20 p.m.	18	0.26	On Time	N/A
5:30 p.m.	24	0.44	On Time	N/A
6:30 p.m.	11	0.22	On Time	N/A

SUMMARY

- Ride checks were conducted on 5 Route 91 In trips

Boardings and Overload Trends

- Total boardings ranged from 11 to 58 passengers
- 1 trip exceeded the maximum load standard of 1.00 (20.0%)
- 1 trip had a standing load (16.6%)

Schedule Adherence

- All 5 trips ran on time (100.0%)

Route 91 OUT

Route #	91 Commuter Exp to Watsonville		Day:	Weekday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:35 a.m.	35	0.70	LATE	6
9:30 a.m.	17	0.24	On Time	N/A
2:20 p.m.	16	0.28	On Time	N/A
4:20 p.m.	36	0.63	LATE	8
5:05 p.m.	33	0.42	LATE	8

SUMMARY

- Ride checks were conducted on 5 Route 91 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 16 to 36 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 2 trips ran on time (40.0%)
- 3 trips ran late (60%)

SATURDAY RIDE CHECK

Route 1B

Route #	1B University/Lower Bay	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
1:40 p.m.	74	0.87	LATE	14
3:40 p.m.	78	1.00	LATE	8
5:40 p.m.	34	0.43	LATE	8
6:40 p.m.	52	1.20	On Time	N/A
7:45 p.m.	44	0.83	On Time	N/A
8:45 p.m.	45	0.63	On Time	N/A

SUMMARY

- Ride checks were conducted on 6 Route 1B trips

Boardings and Overload Trends

- Total boardings ranged from 34 to 78 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (16.6%)

Schedule Adherence

- 3 trips ran on time (50.0%)
- 3 trips ran late (50%)

Route 1H

Route #	1H University/High	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
4:25 p.m.	53	1.06	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 1H trip

Boardings and Overload Trends

- Total passenger load was 53
- This trip did not exceed the maximum load standard of 1.25
- This trip had a standing load

Schedule Adherence

- This trip ran on time

Route 1L

Route #	1L University/Laurel	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
2:30 p.m.	45	0.83	On Time	N/A
4:30 p.m.	41	0.60	On Time	N/A
5:10 p.m.	61	1.17	On Time	N/A
5:30 p.m.	93	1.57	On Time	N/A
5:55 p.m.	87	1.47	On Time	N/A
6:25 p.m.	62	1.27	LATE	11
7:00 p.m.	87	1.73	On Time	N/A
7:15 p.m.	50	1.13	LATE	7
7:30 p.m.	51	0.90	On Time	N/A
8:00 p.m.	55	0.93	On Time	N/A
8:15 p.m.	58	1.17	On Time	N/A
8:30 p.m.	63	1.07	On Time	N/A
9:00 p.m.	68	1.30	On Time	N/A
9:15 p.m.	73	0.97	LATE	9
9:30 p.m.	51	0.83	On Time	N/A
10:00 p.m.	77	1.93	On Time	N/A
10:35 p.m.	96	1.67	On Time	N/A
11:15 p.m.	68	1.57	On Time	N/A

SUMMARY

- Ride checks were conducted on 18 Route 1L trips

Boardings and Overload Trends

- Total boardings ranged from 41 to 96 passengers
- 8 trips exceeded the maximum load standard of 1.25 (44.4%)
- 5 trips exceeded the maximum policy load standard of 1.50 (27.8%)
- 12 trips had standing loads (66.6%)

Schedule Adherence

- 15 trips ran on time (83.3%)
- 3 trips ran late (26.7%)

Route 3B

Route #	3B Mission/Natural Bridges	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:40 p.m.	9	0.17	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 3B trip

Boardings and Overload Trends

- Total passenger load was 9
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 7

Route #	7 Beach	Day: Saturday		
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
3:20 p.m.	14	0.23	On Time	N/A
5:20 p.m.	4	0.13	On Time	N/A
6:20 p.m.	10	0.23	On Time	N/A

SUMMARY

- Ride checks were conducted on 3 Route 7 trips

Boardings and Overload Trends

- Total boardings ranged from 4 to 14 passengers
- No trips exceeded the maximum load standard of 1.25

Schedule Adherence

- All 3 trips ran on time (100.0%)

Route 7N

Route #	7N Beach Night/Capitola Mall	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:30 p.m.	22	0.43	On Time	N/A
8:30 p.m.	37	0.93	LATE	6
9:30 p.m.	17	0.27	On Time	N/A
10:40 p.m.	16	0.33	On Time	N/A

SUMMARY

- Ride checks were conducted on 4 Route 7N trips

Boardings and Overload Trends

- Total boardings ranged from 16 to 37 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 3 trips ran on time (75.0%)
- 1 trip ran late (25.0%)

Route 35A OUT

Route #	35A Out	Day: Saturday			
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late	Variation
7:30 a.m.	44	1.11	On Time	N/A	3
8:30 a.m.	39	0.80	On Time	N/A	7
10:30 a.m.	16	0.20	On Time	N/A	1
11:30 a.m.	28	0.31	LATE	6	1
12:00 p.m.	22	0.34	On Time	N/A	4
12:30 p.m.	18	0.29	On Time	N/A	1
1:30 p.m.	17	0.20	On Time	N/A	1
2:30 p.m.	23	0.37	LATE	8	3
3:00 p.m.	34	0.60	On Time	N/A	4
3:30 p.m.	31	0.54	LATE	6	1
4:00 p.m.	29	0.60	On Time	N/A	4
5:30 p.m.	38	0.69	On Time	N/A	6
6:00 p.m.	12	0.14	On Time	N/A	4
7:30 p.m.	27	0.51	On Time	N/A	4
8:30 p.m.	24	0.54	LATE	7	4
9:30 p.m.	26	0.57	On Time	N/A	3
9:30 p.m.	17	0.34	On Time	N/A	4

SUMMARY

- Ride checks were conducted on 17 Route 35A OUT trips

Boardings and Overload Trends

- Total boardings ranged from 12 to 44 passengers
- 1 trip exceeded the maximum highwayload standard of 1.00 (5.8%)
- 1 trip had a standing load (5.8%)

Schedule Adherence

- 13 trips ran on time (76.4%)
- 4 trips ran late (23.6%)

Route 35 IN

Route #	35 In Santa Cruz		Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late	Variation
6:55 a.m.	29	0.46	On Time	N/A	11
7:35 a.m.	20	0.34	On Time	N/A	7
8:34 a.m.	43	0.34	On Time	N/A	2
9:50 a.m.	33	0.57	LATE	7	11
10:30 a.m.	43	0.66	On Time	N/A	1
10:32 a.m.	19	0.40	On Time	N/A	2
12:30 p.m.	19	0.34	On Time	N/A	1
1:02 p.m.	27	0.51	On Time	N/A	3
1:30 p.m.	34	0.57	On Time	N/A	1
2:02 p.m.	38	0.69	On Time	N/A	3
2:30 p.m.	34	0.49	On Time	N/A	1
3:02 p.m.	23	0.37	On Time	N/A	3
4:30 p.m.	23	0.46	On Time	N/A	1
5:02 p.m.	23	0.43	On Time	N/A	3
8:02 p.m.	23	0.43	On Time	N/A	3
8:23 p.m.	34	0.31	On Time	N/A	2
10:23 p.m.	34	0.17	On Time	N/A	2

SUMMARY

- Ride checks were conducted on 17 Route 35 IN trips

Boardings and Overload Trends

- Total boardings ranged from 19 to 43 passengers
- No trips exceeded the maximum load standard of 1.00
- There were no standing loads

Schedule Adherence

- 16 trips ran on time (94.1%)
- 1 trip ran late (5.9%)

Route 40

Route #	40 Davenport/North Coast Beaches		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:00 a.m.	21	0.43	LATE	7

SUMMARY

- A ride check was conducted on 1 Route 40 trip

Boardings and Overload Trends

- Total passenger load was 21
- This trip did not exceed the maximum highway load standard of 1.0

Schedule Adherence

- This trip ran late

Route 41

Route #	41 Bonny Doon	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
9:30 a.m.	13	0.43	On Time	N/A
1:15 p.m.	20	0.67	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 41 trips

Boardings and Overload Trends

- Boardings were 13 and 20 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- Both trips ran on time (100.0%)

Route 54

Route #	54 Aptos/La Selva Beach	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
12:30 p.m.	34	0.43	On Time	N/A
2:30 p.m.	22	0.43	On Time	N/A
4:30 p.m.	19	0.40	On Time	N/A
6:30 p.m.	9	0.17	On Time	N/A

SUMMARY

- Ride checks were conducted on 4 Route 54 trips

Boardings and Overload Trends

- Total boardings ranged from 9 to 34 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 4 trips ran on time (100%)

Route 59

Route #	59 Capitola/Soquel	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
12:00 p.m.	7	0.14	On Time	N/A
2:00 p.m.	13	0.34	On Time	N/A
4:00 p.m.	6	0.14	On Time	N/A
6:00 p.m.	11	0.26	On Time	N/A

SUMMARY

- Ride checks were conducted on 4 Route 59 trips

Boardings and Overload Trends

- Total boardings ranged from 6 to 13 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 4 trips ran on time (100.0%)

Route 65 IN

Route #	65 In Live Oak via 30th		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:40 a.m.	22	0.46	On Time	N/A
11:40 a.m.	14	0.34	On Time	N/A
12:40 p.m.	16	0.26	On Time	N/A
1:40 p.m.	26	0.43	On Time	N/A
2:40 p.m.	32	0.71	On Time	N/A
3:40 p.m.	19	0.46	On Time	N/A
4:40 p.m.	24	0.43	LATE	6
5:40 p.m.	22	0.43	On Time	N/A
6:40 p.m.	13	0.29	On Time	N/A

SUMMARY

- Ride checks were conducted on 9 Route 65 IN trips

Boardings and Overload Trends

- Total boardings ranged from 13 to 32 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 8 trips ran on time (88.9%)
- 1 trip ran late (11.1%)

Route 65 OUT

Route #	65 Out Live Oak via 30th		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:40 a.m.	12	0.26	On Time	N/A
12:40 p.m.	20	0.29	LATE	10
1:40 p.m.	17	0.37	On Time	N/A
2:40 p.m.	14	0.26	On Time	N/A
3:40 p.m.	20	0.49	On Time	N/A
4:40 p.m.	16	0.34	On Time	N/A
5:40 p.m.	19	0.40	On Time	N/A
6:40 p.m.	15	0.40	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 65 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 12 to 20 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 7 trips ran on time (87.5%)
- 1 trip ran late (12.5%)

Route 66 IN

Route #	66 In Live Oak via 17th		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:00 a.m.	5	0.13	On Time	N/A
12:00 p.m.	23	0.70	On Time	N/A
1:00 p.m.	23	0.57	On Time	N/A
2:00 p.m.	22	0.43	On Time	N/A
3:00 p.m.	28	0.63	On Time	N/A
4:00 p.m.	27	0.87	On Time	N/A
5:00 p.m.	17	0.37	On Time	N/A
6:00 p.m.	19	0.27	On Time	N/A
7:00 p.m.	22	0.57	On Time	N/A
7:35 p.m.	31	0.73	On Time	N/A
8:35 p.m.	12	0.40	On Time	N/A
9:35 p.m.	13	0.37	On Time	N/A

SUMMARY

- Ride checks were conducted on 12 Route 66 IN trips

Boardings and Overload Trends

- Total boardings ranged from 5 to 31 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 12 trips ran on time (100.0%)

Route 66 OUT

Route #	66 Out Live Oak via 17th		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:00 a.m.	15	0.29	On Time	N/A
11:00 a.m.	13	0.26	On Time	N/A
12:00 p.m.	14	0.29	On Time	N/A
1:00 p.m.	22	0.60	On Time	N/A
2:00 p.m.	30	0.63	On Time	N/A
3:00 p.m.	30	0.57	On Time	N/A
4:00 p.m.	30	0.60	On Time	N/A
5:00 p.m.	15	0.37	On Time	N/A
6:00 p.m.	30	0.54	LATE	6
7:00 p.m.	19	0.51	On Time	N/A
8:00 p.m.	15	0.37	On Time	N/A
9:00 p.m.	16	0.40	On Time	N/A
10:00 p.m.	12	0.31	On Time	N/A

SUMMARY

- Ride checks were conducted on 13 Route 66 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 12 to 30 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 12 trips ran on time (92.3%)
- 1 trips ran late (7.7%)

Route 67 OUT

Route #	67 Out Live Oak via East Cliff	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:20 a.m.	12	0.23	On Time	N/A
12:20 p.m.	18	0.37	On Time	N/A
1:20 p.m.	19	0.43	On Time	N/A
2:20 p.m.	9	0.23	On Time	N/A
3:20 p.m.	29	0.63	On Time	N/A
4:20 p.m.	25	0.63	On Time	N/A
5:20 p.m.	14	0.31	On Time	N/A
6:20 p.m.	15	0.31	On Time	N/A

SUMMARY

- Ride checks were conducted on 8 Route 67 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 9 to 29 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 8 trips ran on time (100.0%)

Route 69A IN

Route #	69A In Capitola Rd. to Santa Cruz	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
3:20 p.m.	30	0.71	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 69A IN trip

Boardings and Overload Trends

- Total passenger load was 30
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 69A OUT

Route #	69A Out Capitola Rd. to Watsonville		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
2:07 p.m.	40	0.74	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 69A OUT trip

Boardings and Overload Trends

- Total passenger load was 40
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 69W IN

Route #	69W In Capitola Rd. to Santa Cruz	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
12:50 p.m.	46	0.71	LATE	12
5:50 p.m.	39	0.71	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 69W IN trips

Boardings and Overload Trends

- Boardings were 39 and 46 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 1 trip ran on time (50.0%)
- 1 trip ran late (50.0%)

Route 69W OUT

Route #	69W Out Capitola Road to Watsonville	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:37 a.m.	47	0.77	On Time	N/A
4:37 p.m.	68	0.94	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 69W OUT trips

Boardings and Overload Trends

- Boardings were 47 and 68 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- Both trips ran on time (100.0%)

Route 71 OUT CRESTVIEW

Route #	71 Watsonville via Crestview	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:15 a.m.	40	0.62	On Time	N/A
7:15 a.m.	44	0.77	On Time	N/A
8:15 a.m.	40	0.59	On Time	N/A
9:15 a.m.	28	0.56	On Time	N/A
10:15 a.m.	58	0.77	On Time	N/A
11:15 a.m.	68	0.80	LATE	7
12:15 p.m.	55	0.62	On Time	N/A
1:15 p.m.	81	1.05	On Time	N/A
2:15 p.m.	44	0.54	On Time	N/A
3:15 p.m.	70	1.00	LATE	8
4:15 p.m.	57	0.72	On Time	N/A
5:15 p.m.	54	0.82	On Time	N/A
7:15 p.m.	43	0.64	On Time	N/A
8:15 p.m.	27	0.59	On Time	N/A

SUMMARY

- Ride checks were conducted on 14 Route 71 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 27 to 81 passengers
- 2 trips exceeded the maximum highway load standard of 1.00 (14.3%)
- 2 trips had standing loads (14.3%)

Schedule Adherence

- 12 trips ran on time (85.7%)
- 2 trips ran late (14.3%)

Route 71 OUT CLIFFORD

Route #	71 Watsonville via Clifford		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:45 a.m.	43	0.67	On Time	N/A
8:45 a.m.	28	0.33	On Time	N/A
10:45 a.m.	74	0.92	On Time	N/A
11:45 a.m.	73	0.87	On Time	N/A
12:45 p.m.	39	0.62	On Time	N/A
1:45 p.m.	56	0.72	On Time	N/A
2:45 p.m.	80	1.23	On Time	N/A
3:45 p.m.	47	0.59	On Time	N/A
4:45 p.m.	45	0.54	On Time	N/A
5:45 p.m.	42	0.74	On Time	N/A
6:45 p.m.	24	0.44	LATE	12
7:45 p.m.	41	0.74	On Time	N/A
8:45 p.m.	23	0.46	On Time	N/A
9:45 p.m.	48	0.80	On Time	N/A
10:45 p.m.	57	1.03	On Time	N/A

SUMMARY

- Ride checks were conducted on 15 Route 71 OUT trips

Boardings and Overload Trends

- Total boardings ranged from 23 to 74 passengers
- 2 trips exceeded the maximum load standard of 1.00 (13.3%)
- 2 trips had standing loads (13.3%)

Schedule Adherence

- 14 trips ran on time (93.3%)

- 1 trip ran late (6.7%)

Route 71 IN CRESTVIEW

Route #	71 Santa Cruz via Crestview	Day:	Saturday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:05 a.m.	60	1.23	On Time	N/A
7:10 a.m.	38	0.62	On Time	N/A
8:10 a.m.	46	0.64	On Time	N/A
9:10 a.m.	39	0.56	On Time	N/A
10:10 a.m.	55	0.77	On Time	N/A
11:10 a.m.	48	0.59	On Time	N/A
12:10 p.m.	52	0.87	On Time	N/A
1:10 p.m.	51	0.56	On Time	N/A
2:10 p.m.	46	0.69	On Time	N/A
3:10 p.m.	33	0.41	On Time	N/A
4:10 p.m.	41	0.62	On Time	N/A
5:10 p.m.	35	0.51	LATE	7
6:10 p.m.	31	0.59	On Time	N/A
7:00 p.m.	55	0.67	LATE	16
8:00 p.m.	19	0.23	On Time	N/A
9:00 p.m.	15	0.18	On Time	N/A

SUMMARY

- Ride checks were conducted on 16 Route 71 IN trips

Boardings and Overload Trends

- Total boardings ranged from 15 to 60 passengers
- 1 trip exceeded the maximum highway load standard of 1.00 (6.3%)
- 1 trip had a standing load (6.3%)

Schedule Adherence

- 14 trips ran on time (87.5%)
- 2 trips ran late (12.5%)

Route 71 IN CLIFFORD

Route #	71 Santa Cruz via Clifford		Day:	Saturday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
6:40 a.m.	49	1.03	On Time	N/A
7:40 a.m.	38	0.89	On Time	N/A
8:40 a.m.	51	0.92	On Time	N/A
9:40 a.m.	49	0.62	On Time	N/A
10:40 a.m.	68	1.13	On Time	N/A
11:40 a.m.	62	0.87	On Time	N/A
12:40 p.m.	58	0.69	On Time	N/A
1:40 p.m.	58	1.08	On Time	N/A
2:40 p.m.	56	0.59	On Time	N/A
3:40 p.m.	62	0.82	LATE	8
4:40 p.m.	43	0.41	On Time	N/A
5:40 p.m.	30	0.51	On Time	N/A
7:30 p.m.	22	0.41	On Time	N/A
8:30 p.m.	21	0.33	On Time	N/A
9:30 p.m.	22	0.56	On Time	N/A

SUMMARY

- Ride checks were conducted on 15 Route 71 IN trips

Boardings and Overload Trends

- Total boardings ranged from 21 to 68 passengers
- 3 trips exceeded the maximum highway load standard of 1.00 (20.0%)
- 3 trips had standing loads (20.0%)

Schedule Adherence

- 14 trips ran on time (93.3%)

- 1 trip ran late (6.7%)

SUNDAY RIDE CHECK

Route 1B

Route #	1B University/Lower Bay	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
8:45 a.m.	11	0.20	On Time	N/A
9:45 a.m.	16	0.37	On Time	N/A
10:45 a.m.	19	0.33	On Time	N/A
11:45 a.m.	43	0.70	On Time	N/A
12:45 p.m.	29	0.60	On Time	N/A
2:45 p.m.	55	0.87	On Time	N/A
4:45 p.m.	62	1.08	On Time	N/A

SUMMARY

- Ride checks were conducted on 7 Route 1B trips

Boardings and Overload Trends

- Total boardings ranged from 11 to 62 passengers
- No trips exceeded the maximum load standard of 1.25
- One trip had a standing load (14.3%)

Schedule Adherence

- All 7 trips ran on time (100%)

Route 1H

Route #	1H University/High	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:25 a.m.	22	0.40	On Time	N/A
11:25 a.m.	14	0.30	On Time	N/A
12:25 p.m.	50	0.73	On Time	N/A
1:25 p.m.	33	0.63	On Time	N/A
2:25 p.m.	15	0.28	On Time	N/A
3:25 p.m.	37	0.67	On Time	N/A
5:25 p.m.	34	0.74	On Time	N/A

SUMMARY

- Ride checks were conducted on 7 Route 1H trips

Boardings and Overload Trends

- Total boardings ranged from 14 to 50 passengers
- No trips exceeded the maximum load standard of 1.25
- No trips had a standing load

Schedule Adherence

- All 7 trips ran on time (100.0%)

Route 1L

Route #	1L University/Laurel		Day:	Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:05 a.m.	16	0.20	On Time	N/A
11:05 a.m.	35	0.73	On Time	N/A
11:55 a.m.	14	0.27	On Time	N/A
12:00 p.m.	77	2.13	On Time	N/A
12:10 p.m.	15	0.30	On Time	N/A
12:35 p.m.	16	0.30	On Time	N/A
12:55 p.m.	23	0.50	On Time	N/A
1:15 p.m.	20	0.40	On Time	N/A
1:55 p.m.	41	0.80	On Time	N/A
2:15 p.m.	70	0.97	On Time	N/A
2:55 p.m.	56	0.87	On Time	N/A
3:10 p.m.	20	0.40	On Time	N/A
3:35 p.m.	54	0.73	On Time	N/A
3:55 p.m.	29	0.57	On Time	N/A
4:10 p.m.	45	1.03	On Time	N/A
4:55 p.m.	28	0.77	On Time	N/A
6:10 p.m.	70	1.30	On Time	N/A

SUMMARY

- Ride checks were conducted on 17 Route 1L trips

Boardings and Overload Trends

- Total boardings ranged from 14 to 80 passengers
- 2 trips exceeded the maximum load standard of 1.25 (11.7%)
- 1 trip exceeded the maximum policy load standard of 1.50 (5.9%)

- 3 trips had standing loads (17.6%)

Schedule Adherence

- All 17 trips ran on time (100.0%)

Route 3B

Route #	3B Mission/Natural Bridges	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:40 a.m.	8	0.20	On Time	N/A
11:40 a.m.	13	0.23	On Time	N/A
12:40 p.m.	9	0.17	On Time	N/A
1:40 p.m.	6	0.13	On Time	N/A
2:40 p.m.	17	0.30	On Time	N/A
4:40 p.m.	13	0.30	On Time	N/A

SUMMARY

- Ride checks were conducted on 6 Route 3B trips

Boardings and Overload Trends

- Total boardings ranged from 6 to 17 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 6 trips ran on time (100.0%)

Route 4

Route #	4 Harvey West Park	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:45 a.m.	5	0.13	On Time	N/A
2:45 p.m.	13	0.34	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 4 trips

Boardings and Overload Trends

- Boardings were 5 and 13 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- Both trips ran on time (100%)

Route 7

Route #	7 Beach	Day:		Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
4:20 p.m.	8	0.20	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 7 trip

Boardings and Overload Trends

- There were 8 boardings on this trip
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 40

Route #	40 North Coast Beaches	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
3:30 p.m.	32	0.50	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 40 trip

Boardings and Overload Trends

- There were 32 boardings on this trip
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 41

Route #	41 Bonny Doon	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
5:15 p.m.	22	0.29	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 41 trip

Boardings and Overload Trends

- There were 22 boardings on this trip
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 54

Route #	54 Aptos/La Selva Beach	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:30 a.m.	27	0.50	On Time	N/A
1:30 p.m.	17	0.23	On Time	N/A
3:30 p.m.	27	0.33	On Time	N/A
5:30 p.m.	17	0.47	On Time	N/A

SUMMARY

- Ride checks were conducted on 4 Route 54 trips

Boardings and Overload Trends

- Total boardings ranged from 17 to 27 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 4 trips ran on time (100.0%)

Route 59

Route #	59 Capitola/Soquel		Day:	Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
1:00 p.m.	1	0.03	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 59 trip

Boardings and Overload Trends

- There was 1 boarding on this trip
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 60

Route #	60 Soquel	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:00 a.m.	1	0.03	On Time	N/A
3:00 p.m.	3	0.07	On Time	N/A

SUMMARY

- Ride checks were conducted on 2 Route 60 trips

Boardings and Overload Trends

- Boardings were 1 and 3 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- Both trips ran on time (100.0%)

Route 69

Route #	69 Cabrillo/Capitola Rd. Santa Cruz	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
4:50 p.m.	29	0.47	On Time	N/A

SUMMARY

- A ride check was conducted on 1 Route 69 trip

Boardings and Overload Trends

- There were 29 boardings on this trip
- This trip did not exceed the maximum load standard of 1.25

Schedule Adherence

- This trip ran on time

Route 69A IN

Route #	69A Capitola Road to Santa Cruz		Day:	Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
9:20 a.m.	30	0.77	On Time	N/A
12:20 p.m.	55	0.56	On Time	N/A
2:20 p.m.	51	1.17	On Time	N/A
4:20 p.m.	25	0.57	On Time	N/A
5:20 p.m.	24	0.77	On Time	N/A

SUMMARY

- Ride checks were conducted on 5 Route 69A IN trips

Boardings and Overload Trends

- Total boardings ranged from 24 to 55 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (20.0%)

Schedule Adherence

- All 5 trips ran on time (100.0%)

Route 69A OUT

Route #	69A Capitola Road to Watsonville		Day:	Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
8:07 a.m.	13	0.33	On Time	N/A
1:07 p.m.	35	0.77	On Time	N/A
3:07 p.m.	50	1.13	On Time	N/A
4:07 p.m.	55	1.20	On Time	N/A
6:07 p.m.	20	0.43	On Time	N/A

SUMMARY

- Ride checks were conducted on 5 Route 69A OUT trips

Boardings and Overload Trends

- Total boardings ranged from 13 to 55 passengers
- No trips exceeded the maximum load standard of 1.25
- 2 trips had standing loads (40.0%)

Schedule Adherence

- All 5 trips ran on time (%)

Route 69W IN

Route #	69W Capitola Road to Santa Cruz	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:45 a.m.	68	1.43	On Time	N/A
1:50 p.m.	54	0.87	On Time	N/A
2:50 p.m.	36	0.73	On Time	N/A

SUMMARY

- Ride checks were conducted on 3 Route 69W IN trips

Boardings and Overload Trends

- Total boardings ranged from 36 to 68 passengers
- 1 trip exceeded the maximum load standard of 1.25 (33.3%)
- 1 trip had a standing load (33.3%)

Schedule Adherence

- All three trips ran on time (100%)

Route 69W OUT

Route #	69W Capitola Road to Watsonville		Day:	Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:37 a.m.	32	0.60	On Time	N/A
12:37 p.m.	44	0.80	On Time	N/A
1:37 p.m.	51	1.20	On Time	N/A
2:37 p.m.	53	0.93	On Time	N/A
3:37 p.m.	90	1.23	LATE	6
5:37 p.m.	42	1.00	On Time	N/A
6:37 p.m.	20	0.37	On Time	N/A

SUMMARY

- Ride checks were conducted on 7 Route 69W OUT trips

Boardings and Overload Trends

- Total boardings ranged from 20 to 90 passengers
- No trips exceeded the maximum load standard of 1.25
- 2 trips had standing loads (28.6%)

Schedule Adherence

- 6 trips ran on time (85.7%)
- 1 trip ran late (14.3%)

Route 72

Route #	72 Corralitos		Day:	Sunday
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:40 a.m.	28	0.56	On Time	N/A
1:40 p.m.	11	0.10	On Time	N/A
3:40 p.m.	29	0.39	On Time	N/A
4:40 p.m.	13	0.13	On Time	N/A
5:40 p.m.	16	0.31	On Time	N/A

SUMMARY

- Ride checks were conducted on 5 Route 72 trips

Boardings and Overload Trends

- Total boardings ranged from 11 to 29 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 5 trips ran on time (100.0%)

Route 73

Route #	73 Airport/Buena Vista	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:15 a.m.	37	0.77	LATE	6
12:15 p.m.	9	0.17	On Time	N/A
1:15 p.m.	28	0.63	On Time	N/A
2:15 p.m.	12	0.20	On Time	N/A
3:15 p.m.	36	0.70	On Time	N/A

SUMMARY

- Ride checks were conducted on 5 Route 73 trips

Boardings and Overload Trends

- Total boardings ranged from 9 to 37 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- 4 trips ran on time (80.0%)
- 1 trip ran late (20.0%)

Route 75

Route #	75 Green Valley	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
11:09 a.m.	44	0.80	On Time	N/A
12:09 p.m.	36	0.63	On Time	N/A
1:09 p.m.	27	0.33	On Time	N/A
2:09 p.m.	45	0.77	On Time	N/A
3:09 p.m.	58	1.03	On Time	N/A
4:09 p.m.	36	0.83	On Time	N/A
5:09 p.m.	37	0.67	On Time	N/A
6:09 p.m.	31	0.67	On Time	N/A
7:09 p.m.	34	0.80	On Time	N/A
8:09 p.m.	13	0.30	On Time	N/A

SUMMARY

- Ride checks were conducted on 10 Route 75 trips

Boardings and Overload Trends

- Total boardings ranged from 13 to 58 passengers
- No trips exceeded the maximum load standard of 1.25
- 1 trip had a standing load (10.0%)

Schedule Adherence

- All 10 trips ran on time (100.0%)

Route 78

Route #	78 East Lake/Fairgrounds	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
10:55 a.m.	5	0.17	On Time	N/A
12:55 p.m.	11	0.30	On Time	N/A
2:55 p.m.	7	0.20	On Time	N/A

SUMMARY

- Ride checks were conducted on 3 Route 78 trips

Boardings and Overload Trends

- Total boardings ranged from 5 to 11 passengers
- No trips exceeded the maximum load standard of 1.25
- There were no standing loads

Schedule Adherence

- All 3 trips ran on time (100.0%)

Route 91 IN

Route #	91 Commuter Express to Santa Cruz	Day:	Sunday	
Trip Time	Total Boardings	Load Ratio	Schedule Adherence	Minutes Late
7:15 a.m.	19	0.60	On Time	N/A

SUMMARY

- A ride check was conducted on this Route 91 trip

Boardings and Overload Trends

- There were 19 boardings on this trip
- This trip did not exceed the maximum highway load standard of 1.00

Schedule Adherence

- The one trip ran on time

CHAPTER 6. SUMMARY

The objectives of the 1999 Comprehensive Bus Evaluation Study were met. The key study objectives were to:

- Identify existing data gaps and to collect ridership and schedule adherence data on those trips where data is not current and on trips where recent or known overload and schedule adherence problems have been identified, and
- Summarize new service requirements for existing and proposed developments, shopping and business areas, employment centers, education institutions and major trip generators.

Within the scope of the study, a base of 900 bus service hours was established for onboard ride check data collection. Ride checks were conducted on 820 individual METRO bus trips. The majority of the ride checks were conducted during the period October 25, 1999 to November 14, 1999. Where data was incomplete, additional ride checks were carried out on January 22, 23, 25 and 26, 2000.

The results of the ride check surveys are summarized in Chapter 5. Development trends and UCSC and Cabrillo College enrollment data affecting short term future METRO service requirements are summarized in Chapter 4.

BOARDING AND PASSENGER LOAD TRENDS

Figure 6-1 summarizes trips by route that exceed either the maximum highway load standard of 1.00 or the general service maximum load standard of 1.25. Figure 6-2 summarizes trips by route that had standing loads. The load ratio and on time performance information is listed for each trip that exceeds the specific load standards.

From the analysis of boarding and load data, the majority of trips were below the applicable maximum load standard. Of the 820 surveyed trips:

- 7612 trips (93.0%) had maximum passenger loads below the load standard of 1.00 for highway service or 1.25 for general transit service
- 59 trips (7.0%) exceeded the maximum load standard of 1.00 for highway service or 1.25 for general transit service
- 35 trips (4.3%) exceeded the 1.50 maximum load policy standard
- 108 trips (13.2%) had standing loads

Trips exceeding the maximum load standards were recorded on Routes 1B, 1H, 1L, 1W, 30, 35, 69W, and 71.

The ride check data illustrates a significant overload problem on the Route 1 series. Of the 153 Route 1 trips surveyed:

- 45 trips (29.4%) exceeded the maximum load standard of 1.25
- 32 trips (20.9%) were at or exceeded the maximum policy load standard of 1.50
- 5 trips (3.3%) had a maximum load maximum load ratio of 2.00 or more
- 65 trips (42.5%) had standing loads

FIGURE 6-1
SUMMARY OF TRIPS WITH PASSENGER OVERLOAD PROBLEMS

Trip Time	Load Ratio	Minutes Late
Route 1B		
Weekday Trips		
7:30 a.m.	1.87	18
8:30 a.m.	1.50	On Time
1:30 p.m.	1.33	On Time
4:30 p.m.	1.60	On Time
Route 1H		
Weekday Trips		
8:55 a.m.	2.33	8
10:25 a.m.	1.97	On Time
11:25 a.m.	1.43	On Time
11:55 a.m.	1.87	On Time
1:25 p.m.	1.93	On Time
1:55 p.m.	1.77	On Time
3:25 p.m.	1.53	9
3:55 p.m.	1.53	6
Route 1L		
Weekday Trips		
8:47 a.m.	1.27	7
9:10 a.m.	1.87	On Time
9:40 a.m.	1.47	On Time
9:47 a.m.	1.27	On Time
10:02 a.m.	1.80	On Time
10:40 a.m.	1.97	7
12:02 p.m.	1.80	8
12:10 p.m.	1.77	On Time
1:02 p.m.	1.83	6
1:32 p.m.	2.30	On Time
1:40 p.m.	2.00	On Time
2:47 p.m.	1.57	On Time
3:02 p.m.	2.00	On Time
3:10 p.m.	1.83	On Time
3:32 p.m.	1.30	On Time
3:47 p.m.	1.67	On Time
4:40 p.m.	1.37	On Time
4:47 p.m.	2.33	On Time
5:10 p.m.	1.47	On Time
5:40 p.m.	1.30	On Time
7:15 p.m.	1.30	On Time
7:30 p.m.	1.67	On Time
8:00 p.m.	2.07	On Time
10:30 p.m.	2.00	On Time

Trip Time	Load Ratio	Minutes Late
Saturday Trips		
5:30 p.m.	1.57	On Time
5:55 p.m.	1.47	On Time
6:25 p.m.	1.27	11
7:00 p.m.	1.73	On Time
9:00 p.m.	1.30	On Time
10:00 p.m.	1.93	On Time
10:35 p.m.	1.67	On Time
11:15 p.m.	1.57	On Time
Sunday Trips		
12:00 p.m.	2.13	On Time
6:10 p.m.	1.30	On Time
Route 1W		
Weekday Trips		
2:17 p.m.	1.83	On Time
6:17 p.m.	1.80	On Time
Route 30		
Weekday Trips		
2:20 p.m.	1.20	On Time
Route 35 IN		
Weekday Trips		
4:10 p.m.	1.11	On Time
Route 35 OUT		
Weekday Trips		
2:30 p.m.	1.20	9
5:00 p.m.	1.77	On Time
Route 35A OUT		
Saturday Trips		
7:30 a.m.	1.11	On Time
Route 69W IN		
Weekday Trips		
7:50 a.m.	1.31	7
Sunday Trips		
11:45 a.m.	1.43	On Time
69WOUT		
Weekday Trips		
11:37 a.m.	1.31	On Time
3:37 p.m.	1.34	On Time
4:37 p.m.	1.63	13
71IN		
Weekday Trips		
7:40 a.m.	1.37	On Time

FIGURE 6-2
SUMMARY OF TRIPS WITH STANDING LOADS

Trip Time	Load Ratio	Minutes Late
Route 1B		
Weekday Trips		
7:30 a.m.	1.87	18
8:30 a.m.	1.50	On Time
10:30 a.m.	1.17	On Time
1:30 p.m.	1.33	On Time
4:30 p.m.	1.60	On Time
8:45 p.m.	1.07	On Time
Saturday Trips		
6:40 p.m.	1.20	On Time
Sunday Trips		
4:45 p.m.	1.08	On Time
Route 1H		
Weekday Trips		
8:55 a.m.	2.33	8
10:25 a.m.	1.97	On Time
11:25 a.m.	1.43	On Time
11:55 a.m.	1.87	On Time
1:25 p.m.	1.93	On Time
1:55 p.m.	1.77	On Time
2:55 p.m.	1.03	6
3:25 p.m.	1.53	9
3:55 p.m.	1.53	6
5:25 p.m.	1.20	On Time
Saturday Trips		
4:25 p.m.	1.06	On Time
Route 1L		
Weekday Trips		
8:47 a.m.	1.27	7
9:10 a.m.	1.87	On Time
9:40 a.m.	1.47	On Time
9:47 a.m.	1.27	On Time
10:02 a.m.	1.80	On Time
10:40 a.m.	1.97	7
11:02 a.m.	1.17	On Time
12:02 p.m.	1.80	8
12:10 p.m.	1.77	On Time
1:02 p.m.	1.83	6
1:10 p.m.	1.17	On Time
1:32 p.m.	2.30	On Time
1:40 p.m.	2.00	On Time
1:47 p.m.	1.17	On Time

Trip Time	Load Ratio	Minutes Late
2:47 p.m.	1.57	On Time
3:02 p.m.	2.00	On Time
3:10 p.m.	1.83	On Time
3:32 p.m.	1.30	On Time
3:47 p.m.	1.67	On Time
4:10 p.m.	1.20	On Time
4:40 p.m.	1.37	On Time
4:47 p.m.	2.33	On Time
5:10 p.m.	1.47	On Time
5:40 p.m.	1.30	On Time
7:15 p.m.	1.30	On Time
7:30 p.m.	1.67	On Time
8:00 p.m.	2.07	On Time
9:00 p.m.	1.07	On Time
10:30 p.m.	2.00	On Time
Saturday Trips		
5:10 p.m.	1.17	On Time
5:30 p.m.	1.57	On Time
5:55 p.m.	1.47	On Time
6:25 p.m.	1.27	11
7:00 p.m.	1.73	On Time
7:15 p.m.	1.13	7
8:15 p.m.	1.17	On Time
8:30 p.m.	1.07	On Time
9:00 p.m.	1.30	On Time
10:00 p.m.	1.93	On Time
10:35 p.m.	1.67	On Time
11:15 p.m.	1.57	On Time
Sunday Trips		
12:00 p.m.	2.13	On Time
4:10 p.m.	1.03	On Time
6:10 p.m.	1.30	On Time
Route 1W		
Weekday Trips		
2:17 p.m.	1.83	On Time
4:17 p.m.	1.11	On Time
6:17 p.m.	1.80	On Time
Route 30		
Weekday Trips		
2:20 p.m.	1.20	On Time
Route 35 IN		
Weekday Trips		
4:10 p.m.	1.11	On Time
Route 35 OUT		
Weekday Trips		

Trip Time	Load Ratio	Minutes Late
2:30 p.m.	1.20	9
5:00 p.m.	1.77	On Time
Route 35A OUT		
Saturday Trips		
7:30 a.m.	1.11	On Time
Route 52		
Weekday Trips		
2:50 p.m.	1.23	On Time
Route 54		
Weekday Trips		
12:30 p.m.	1.13	On Time
Route 65 IN		
Weekday Trips		
3:50 p.m.	1.09	On Time
Route 66 IN		
Weekday Trips		
7:00 a.m.	1.03	On Time
Route 69 IN		
Weekday Trips		
1:00 p.m.	1.03	12
Route 69 OUT		
Weekday Trips		
1:22 p.m.	1.07	On Time
3:07 p.m.	1.20	8
Route 69A IN		
Sunday Trips		
2:20 p.m.	1.17	On Time
Route 69A OUT		
Sunday Trips		
3:07 p.m.	1.13	On Time
4:07 p.m.	1.20	On Time
Route 69N IN		
Weekday Trips		
7:10 p.m.	1.03	On Time
Route 69W IN		
Weekday Trips		
7:50 a.m.	1.31	7
Sunday Trips		
11:45 a.m.	1.43	On Time
Route 69W OUT		
Weekday Trips		
11:37 a.m.	1.31	On Time
3:37 p.m.	1.34	On Time
4:37 p.m.	1.63	13

Trip Time	Load Ratio	Minutes Late
Sunday Trips		
1:37 p.m.	1.20	On Time
3:37 p.m.	1.23	6
Route 70 IN		
Weekday Trips		
2:05 p.m.	1.03	On Time
Route 71 IN		
Weekday Trips		
7:40 a.m.	1.37	On Time
11:40 a.m.	1.20	On Time
1:40 p.m.	1.09	On Time
2:10 p.m.	1.00	On Time
Saturday Trips		
6:05 a.m.	1.23	On Time
6:40 a.m.	1.03	On Time
10:40 a.m.	1.13	On Time
1:40 p.m.	1.08	On Time
Route 71 OUT		
Weekday Trips		
5:15 p.m.	1.14	On Time
5:45 p.m.	1.40	On Time
Saturday Trips		
1:15 p.m.	1.05	On Time
3:15 p.m.	1.00	8
2:45 p.m.	1.23	On Time
10:45 p.m.	1.03	On Time
Route 72		
Weekday Trips		
3:15 p.m.	1.03	On Time
Route 75		
Weekday Trips		
3:09 p.m.	1.10	On Time
4:09 p.m.	1.13	11
Sunday Trips		
3:09 p.m.	1.03	On Time
Route 91 IN		
Weekday Trips		
8:30 a.m.	1.15	On Time

SCHEDULE ADHERENCE TRENDS

Figure 6-3 summarizes trips (by route) that ran more than 5 minutes late at their final destination. Included in the tables are an indication of how late the trip ran late and the trip load factor. Of the 820 trips surveyed:

- 745 trips (91.0%) ran on time
- 75 trips (9.0%) ran late
- From the time check data collected on the 820 trips, the overall on-time performance of the system is quite good.

Late trips were recorded on Routes 1B, 1H, 1L, 3A, 4, 7N, 8, 35, 35A, 40, 63, 65, 69, 69W, 70, 71, 72, 73, 75, 79 and 91. Trends are not readily apparent. Late trips occur throughout the service day and occur both on weekdays and Saturdays. It is also interesting to note from the data summarized in Figure 6-2, there is not a strong relationship between on time performance and heavy passenger loads. This would suggest that specific on-route incidents or traffic congestion may impact schedule adherence on particular trips. The only consistent running time problem to note is that 3 of the 5 Route 91 outbound trips surveyed ran late.

FIGURE 6-3
SUMMARY OF TRIPS WITH SCHEDULE ADHERENCE PROBLEMS

Trip Time	Minutes Late	Load Ratio
Route 1B		
Weekday Trips		
7:30 a.m.	18	1.87
2:30 p.m.	8	0.77
Saturday Trips		
1:40 p.m.	14	0.87
3:40 p.m.	8	1.00
5:40 p.m.	8	0.43
Route 1H		
Weekday Trips		
8:55 a.m.	8	2.33
2:55 p.m.	6	1.03
3:25 p.m.	9	1.53
3:55 p.m.	6	1.53
Route 1L		
Weekday Trips		
8:47 a.m.	7	1.27
10:40 a.m.	7	1.97
12:02 p.m.	8	1.80
1:02 p.m.	6	1.83
Saturday Trips		
6:25 p.m.	11	1.27
7:15 p.m.	7	1.13
9:15 p.m.	9	0.97
Route 3A		
Weekday Trips		
12:00 p.m.	11	0.26
1:00 p.m.	10	0.29
2:00 p.m.	7	0.40
6:00 p.m.	6	0.14
Route 4 IN		
Weekday Trips		
11:45 a.m.	11	0.49
12:45 p.m.	11	0.43
2:45 p.m.	6	0.14
Route 7N		
Weekday Trips		
8:30 p.m.	6	0.93
Route 8		
Weekday Trips		
2:30 p.m.	8	0.63
3:30 p.m.	6	0.37
Route 30		
Saturday Trips		

Trip Time	Minutes Late	Load Ratio
9:50 a.m.	7	0.57
Route 35 OUT		
Weekday Trips		
2:30 p.m.	9	1.20
Route 35A OUT		
Weekday Trips		
7:25 p.m.	9	0.89
Saturday Trips		
11:30 a.m.	6	0.31
2:30 p.m.	8	0.37
3:30 p.m.	6	0.54
8:30 p.m.	7	0.54
Route 40		
Saturday Trips		
11:00 a.m.	7	0.43
Route 63		
Weekday Trips		
4:05 p.m.	8	0.10
5:05 p.m.	6	0.07
Route 65 IN		
Saturday Trips		
4:40 p.m.	6	0.43
Route 65 OUT		
Saturday Trips		
12:40 p.m.	10	0.29
Route 66 OUT		
Saturday Trips		
6:00 p.m.	6	0.54
Route 69 IN		
Weekday Trips		
1:00 p.m.	12	1.03
1:45 p.m.	13	0.47
2:00 p.m.	7	0.53
3:00 p.m.	6	0.71
3:15 p.m.	7	0.53
5:00 p.m.	7	0.70
5:15 p.m.	9	0.73
Route 69 OUT		
Weekday Trips		
3:07 p.m.	8	1.20
Route 69W IN		
Weekday Trips		
7:50 a.m.	7	1.31
2:50 p.m.	8	0.80
Saturday Trips		
12:50 p.m.	12	0.71
Route 69W OUT		
Weekday Trips		

Trip Time	Minutes Late	Load Ratio
4:37 p.m.	13	1.63
Sunday Trips		
3:37 p.m.	6	1.23
Route 70 OUT		
Weekday Trips		
1:30 p.m.	6	0.60
3:00 p.m.	12	0.37
Route 71 IN		
Weekday Trips		
11:10 a.m.	6	0.74
4:40 p.m.	20	0.67
5:40 p.m.	11	0.54
Saturday Trips		
5:10 p.m.	7	0.51
7:00 p.m.	16	0.67
3:40 p.m.	8	0.82
Route 71 OUT		
Weekday Trips		
9:45 a.m.	6	0.91
3:45 p.m.	15	0.77
6:45 p.m.	12	0.85
Saturday Trips		
11:15 a.m.	7	0.80
3:15 p.m.	8	1.00
6:45 p.m.	12	0.44
Route 72		
Weekday Trips		
12:40 p.m.	6	0.40
1:40 p.m.	9	0.60
Route 73		
Weekday Trips		
2:15 p.m.	7	0.50
Sunday Trips		
11:15 a.m.	6	0.77
Route 75		
Weekday Trips		
4:09 p.m.	11	1.13
Route 79		
Weekday Trips		
1:51 p.m.	7	0.53
Route 91 OUT		
Weekday Trips		
7:35 a.m.	6	0.70
4:20 p.m.	8	0.63
5:05 p.m.	8	0.42

DEVELOPMENT AND POTENTIAL DEMAND TRENDS

From the review of future development and UCSC and Cabrillo enrollment trends, there will be an increased requirement for METRO bus services in response to:

- UCSC, due to increased enrollment,
- New Millennium High School in Watsonville,
- Cabrillo College Main Campus in Aptos, due to increased enrollment,
- Cabrillo College Watsonville Center, due to significant facility development and increases in enrollment, and
- UCSC Seymour Center due to lack of METRO service to this site the grand opening of the new visitor facilities in March 2000.

SUMMARY REMARKS

From this limited snapshot of 820 METRO trips the systems appears to be performing well. Ninety-three percent of the trips surveyed in the Nelson\Nygaard ride check had recorded maximum passenger loads below the maximum load standard of 1.00 for highway service or 1.25 for general transit service. Ninety-one percent of the trips ran on time. However, load problems were apparent on the Route 1 series.

UCSC students and staff will continue to be a major market for METRO service. As enrollment increases, passenger overload and schedule adherence problems on the Route 1 will be amplified. Through time there will be a continued requirement to increase bus capacity at critical times on Route 1. Given anticipated increases in traffic congestion in the UCSC area, it may be more appropriate to increase bus size rather than add additional buses. Given the passenger loads, Route 1 may be an appropriate candidate for the operation of articulated buses.

Increased traffic congestion throughout the County will continue to have a negative impact on general transit operations and in particular, schedule adherence. Increased running time and service hours will have to be added to those routes experiencing chronic schedule adherence problems.

METRO currently has a more ambitious performance data collection effort than many transit agencies. While many transit agencies rely on Operator ridership counts and/or data collected through electronic fare box systems, few agencies have staff dedicated to annual ride checks. However, the fact that METRO required an update of their

performance data base suggests that the annual ride check program is not keeping up with changing operating conditions.

As demand increases and traffic conditions change, there may be a requirement to increase transit surveyor resources to respond more readily to problem trips identified by the Service Review Committee. The annual 100% ride check conducted by the transit surveyors provides a valued and comprehensive data base for transit planning purposes. While this program should continue, additional transit survey resources could be assigned to the more real time ride check needs identified by the Service Review Committee. Problem trips could be identified for more immediate ride check attention. Fresh data and trend data could be collected to support responsive, service planning initiatives. Ride checks could be conducted on various routes at specific times or during specific seasons.

As demand and traffic congestion increases, the role of, and challenges for operating METRO will increase. There will be a continued requirement to strategically increase bus capacity where overloads continually occur and to increase bus running times where service continually runs late. Fixes to these problems become critical if METRO is going to both maintain its current demand base and to attract new riders. Ongoing, targeted ride check data collection is required to support planning improvements to these basic service quality and reliability problems.

Appendix 1

ON-BOARD PASSENGER RIDECHECK FORM

Appendix 2

OPERATOR'S AND SUPERVISOR'S QUESTIONNAIRES

Appendix 3

UCSC HOURLY TRAFFIC VOLUMES, LARGE LECTURE ENROLLMENTS – SPRING 2000, AND FALL 1999 CABRILLO COLLEGE ENROLLMENT BY TIME AND DAY

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000

TO: Board of Directors

FROM: Les White, General Manager

SUBJECT: CONSIDERATION OF AMENDING BUS ACQUISITION GRANTS TO REFLECT 40-FOOT CNG VEHICLES.

I. RECOMMENDED ACTION

That the Board authorize Metro staff to file amendments to the current bus acquisition grants to reflect the purchase of 40-foot, compressed natural gas powered buses.

II. SUMMARY OF ISSUES

- Metro currently has grant funding for the acquisition of 14 each 40-foot diesel transit coaches and 10 each 60-foot articulated diesel transit coaches.
- Metro currently operates a diesel-powered fleet of buses.
- The California Air Resources Board has recently adopted new emission standards for transit buses in California.
- In 1993, the District undertook an alternative fuel study
- One of the recommendations made when the Board adopted the alternative fuel study was to reconsider the use of alternative fuels when a new facility was being designed and it was economically and technologically feasible.
- With the construction of the MetroBase facility, it will be possible to implement compressed natural gas as the propulsion source for District Transit coaches.
- The implementation of compressed natural gas will put the District in compliance with the standards established by the California Air Resources Board.

III. DISCUSSION

At the present time, diesel is the primary fuel source for the District's fleet of buses. The only exception to this is the 4 smaller 25-foot Champion buses. The remainder of the District's 110 buses are propelled by diesel. In 1993 the District contracted with the firm of Booz-Allen and Hamilton Inc., to conduct the investigation of alternative fuels. At that time the results of the study were that the District was not in the position to move to alternative fuels. This was primarily due to the fact that the District did not have a fuel site for diesel fuel. The District operating budget was under very tight constraints and the capital cost to put an alternative

fueling structure in place was not available. When the Board of Directors adopted the report, a recommendation to reconsider the use of alternative fuels when a new facility was being designed was included.

In November 1999, Metro hired the firm of Waterleaf Architecture & Interiors to design the new MetroBase project. At the current level of the design process, it is timely for the Board of Directors to select the primary propulsion source which vehicles operating out of the MetroBase facility will utilize.

The California Air Resources Board has adopted new regulations which will have the long-term requirement for near zero bus emissions in California. The California Air Resources Board proposal is structured to encourage transit agencies to voluntarily purchase cleaner alternative fuel buses in order to reduce emissions of NOX and PM. The rule allows transit agencies to choose between two paths of compliance. An agency can move to a clean diesel path or utilize an alternative fuel strategy. The alternative fuel strategy provides immediate NOX and PM emissions benefits. On a long-term basis, the NOX emissions are somewhat equivalent. The PM emissions benefits are greater due to inherently low in-use PM emissions from alternative fuel buses.

Currently the District has funding in place for the purchase of 24 diesel powered buses. Of these buses, 14 are 40-foot standard diesel coaches, and 10 are 60-foot articulated coaches. The funding for these vehicles is currently provided for in grant contracts. Staff recommends that in order to implement a CNG strategy, amendments be filed with the Federal Transit Administration and the Santa Cruz County Regional Transportation Commission to identify the buses to be purchased as 40-foot, standard compressed natural gas powered vehicles. It is anticipated that the additional unit cost per bus will be approximately \$50,000 and therefore, the grant amendment would adjust the budget to recognize this cost. The result would be the financial ability under the current grant contracts to purchase approximately 23 40-foot compressed natural gas powered transit buses. Delivery of these vehicles would be scheduled to coincide with the opening of the MetroBase Facility.

In addition to amending the existing grant applications, a CNG strategy would also require the District to make application for funding for the replacement of the remaining diesel coaches in the fleet. The majority of the diesel fleet at Metro is currently beyond its useful life and eligible for Federal participation for replacement. The exception to this is the 30 coach fleet of low-floor New Flyers delivered in 1998 and the 10 coach fleet of rehabilitated Gillig vehicles delivered in 2000. The Federally identified retirement date for the 30 New Flyer diesels is 2010 and the Federally identified retirement date for the 10 rehabilitated Gillig coaches is 2007. The Board could direct staff to explore opportunities for premature retirement or exchange with another transit property in order to remove these diesel coaches from the fleet at an earlier time.

It is important to recognize that additional funding for the capital replacement activity for the diesel transit fleet will need to be identified as a part of the action taken by the Board of Directors in adopting a CNG strategy.

IV. FINANCIAL CONSIDERATIONS

The adoption of a CNG strategy will increase the cost of each standard transit coach purchase by approximately \$50,000 over the diesel price. The MetroBase project budget currently contains just over \$2,000,000 for the purpose of installing a full service CNG fueling facility.

V. ATTACHMENTS

Attachment A: Approved Grants for Buses Summary

APPROVED GRANTS FOR BUSES

Grant	Buses Approved	Funding	Unit Costs	Diesel/	CNG/
				40 Foot	40 Foot
CA-90-X873	840-foot	\$2,500,000	\$ 312,500	8	6.7
CA-90-X873	240 foot	\$ 790,694	\$ 395,347	2	2.1
CA-90-X902	440 foot	\$1,217,666	\$ 304,417	4	3.2
FY 99-00 CMAQ	1060-foot	\$4,181,841	\$ 418,184	13	11.2
	24	Number of Buses		27	23.2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000

TO: Board of Directors

FROM: Mark J. Dorfman, Assistant General Manager

SUBJECT: CONSIDER AUTHORIZATION TO APPLY FOR CARL MOYER FUNDS

I. RECOMMENDED ACTION

The purpose of this report is to request authorization to apply for \$250,000 in Carl Moyer Program funds from the Monterey Bay Unified Air Pollution Control District for CNG costs related to the purchase of five (5) buses., and to request that the Air District reallocate the Carl Moyer fund so that up to \$250,000 would be available for grants toward purchase of CNG transit buses.

II. SUMMARY OF ISSUES

- The Board of Directors is considering the adoption of Compressed Natural Gas as the propulsion system for future bus orders.
- The Monterey Air Pollution Control District has allocated \$77,412 of its \$281,412 in Moyer Funds to vehicular projects, with the remainder to agricultural pump projects. To enable Moyer funding for \$250,000 of the incremental cost of Metro CNG buses, the Board of Directors should first request the Air District to reallocate its Moyer program for this purpose. Actual applications for Moyer grants must be submitted no later than May first.
- The Air District has applied for \$330,000 for Moyer grant funding next year.

III. DISCUSSION

At the Board Workshop, staff of the Monterey Bay Unified Air Pollution Control District informed the Board of Directors of the availability of Carl Moyer funds to assist with the conversion of diesel buses to Compressed Natural Gas. If the Board of Directors adopts a Compressed Natural Gas strategy for future bus procurements, this program could be an important source of funding.

Currently there are \$281,412 in unused Moyer funds administered by the Monterey Bay Area Unified Air Pollution Control District. With a cost differential of \$50,000 per bus, the transit district could apply for \$250,000 toward the incremental cost of purchase of these five (5) CNG buses. Next year, the Air District has applied for an additional \$330,000 in Carl Moyer funds. As part of the recommendation, staff is asking that a request be made to the Air District to reallocate its Carl Moyer program to allow application by the transit district for these five

vehicular projects. Last month, due to these funds facing expiration, the Air District allocated \$204,000 of the Moyer fund to agricultural pump projects.

Normally, Moyer funds reimburse only the non-federal share of the differential cost of CNG. This would typically amount to \$10,000 per bus. The Transit District is requesting reimbursement of the full amount of the differential as these buses have already been funded and no additional federal funding is available without causing a reduction in the number of buses. Staff from the Monterey Bay Unified Air Pollution Control District is seeking clarification from the Air Resources Board as to whether full increment funding is eligible due to the special circumstances faced by the Transit District. Should full incremental funding not be eligible, \$10,000 per bus, or \$50,000 in Moyer funds could be awarded for the five buses. Air District staff will be available at the March 10, 2000 meeting should there be any questions regarding the program.

IV. FINANCIAL CONSIDERATIONS

If approved by the Air District Board of Directors, Moyer grant funding for this program would provide up to \$250,000 to fund the incremental cost of CNG for five (5) buses.

V. ATTACHMENTS

Attachment A: Carl Moyer Clean Air Technologies Fact Sheet



Carl Moyer Clean Engine Incentive Program

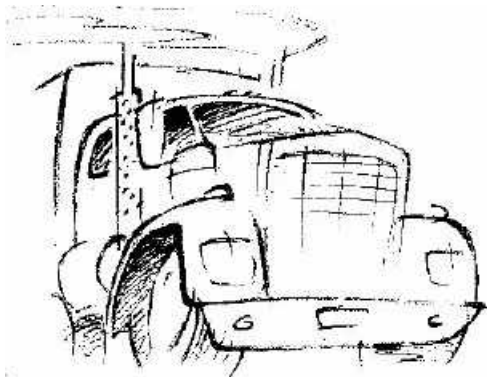
This page updated March 1999.

California's 1998-99 budget contains \$25 million to improve the state's air quality by replacing or rebuilding heavy-duty diesel engines that emit high levels of nitrogen oxide (NOx) with new clean-technology engines. Some engines powered by other fuels may also qualify. The incentive program is named for the late Dr. Carl Moyer, in recognition of his work in air quality and his efforts to bring about this program.

The Carl Moyer Program is administered by the California Environmental Protection Agency's Air Resources Board (ARB). Funds are distributed through local air districts. Incentives, in the form of grants for private companies or public agencies operating heavy-duty engines in California, will cover an incremental portion of the cost of cleaner on-road, off-road, marine and locomotive engines. About 525,000 heavy-duty diesel trucks are driven throughout the state, with another 680,000 diesel-fueled engines used in construction and agriculture. Together, diesel engines contribute about 40% of all NOx emissions from mobile sources. NOx is one of the main contributors to ground-level ozone, one of the most health-damaging components of smog.

What equipment qualifies?

Generally, on-road heavy-duty engines qualifying for the Moyer Program are those powering vehicles (trucks and buses) over 14,000 pounds gross vehicle weight. Qualifying off-road equipment includes construction and farm equipment such as combines, cranes, graders, and tractors; marine vessels and locomotives; stationary agricultural equipment; forklifts; and airport ground support equipment.



Moyer Program grants offset the incremental cost of purchasing cleaner engines. For example, a company may be able to buy a new truck for \$100,000 which meets the state's minimum emission standards, or buy a lower-emission truck for \$125,000. The offsetting cost (\$25,000) is available through the Moyer Program in order to buy the lower-emission truck. This framework is used to determine grants for off-road and other equipment; and for retrofitting or repowering existing engines.

Background

Diesel engines are getting cleaner with the use of cleaner fuels and new technology. New engine emission standards and agreements with industry that will be phased in from 2001

through 2010 will result in still lower diesel emissions. The Moyer Program, by encouraging emission reductions beyond those required by law, regulation, or other agreements, accelerates progress to reduce air emissions and helps the state meet federally-mandated clean-air deadlines.

Other Benefits

Cleaner diesel engines and alternative fuel engines are available now, either for new equipment and engines or through repowering or retrofitting older engines. Cleaner diesel and alternative fuel technology will likely be the dominant choice for complying with future emission standards. For businesses considering the Moyer Program, cleaner engines can, in some cases, mean improved fuel economy and reduced fuel costs. Participation also signals to the local community a commitment to environmental improvement. The Moyer Program will be particularly beneficial to companies needing to reduce diesel emissions at trucking yards or shipping terminals in heavily populated areas.

Summary

The Moyer Program is an incentive-based program which taps into available new environmental technologies to help the state advance clean air goals.

Through this program, California can implement incentive-based reductions in diesel engine emissions that are called for in the State Implementation Plan (SIP), the state's "roadmap" for meeting federal clean-air mandates. The Moyer Program provides the added benefit of bringing California cleaner air sooner than otherwise called for by law or regulation and helps the state's air districts reach clean-air goals in time to meet federal deadlines.

Together with other incentive-based measures, the Moyer Program has the potential to reduce NOx emissions, and can do so cost effectively for between \$5,000 and \$12,000 per ton. By comparison, controls on stationary sources cost between \$10,000 - \$20,000 per ton.

The \$25 million budgeted for the Moyer Program is available in the form of grants through local air districts over the next two fiscal years. However, since distribution of funds will begin in 1999 on a "first-come, first-served" basis in some districts, it is recommended that those interested in the program contact their local air district immediately. Success with reducing air pollutants through this program could lead to additional grant funds in the future.

For more information...

Carl Moyer Program grants are issued locally by [air pollution control districts and air quality management districts](#) in California. Call ARB toll free at 800-242-4450 (regular business hours) or 800-END-SMOG (after hours) to get the phone number of a local district contact.

You may obtain this document in an **alternative format** by contacting the ARB's ADA Coordinator at (916) 322-4505 (voice), (916) 324-9531 (TDD, Sacramento area), or (800) 700-8326 (TDD, outside Sacramento).

* * * * *

Dr. Carl Moyer (1937-97) spent his life seeking practical solutions to environmental and air quality problems, particularly through the development of clean-air technologies. Moyer was sought after by government agencies, industry and environmental groups as a consultant on low-emission technologies, alternative fuels, emissions controls, and many other clean air technologies. He was known for his ability to draw disparate groups into agreement on air quality issues and championed incentive programs as a way to

make clean-air gains.

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[The Carl Moyer Program](#)

[Mobile Source Program](#)

A department of the California Environmental Protection Agency

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000
TO: Board of Directors
FROM: Mark J. Dorfman, Assistant General Manager
**SUBJECT: CONSIDERATION OF AWARD OF RADIO SERVICES CONTRACT
(RFP 99-10)**

I. RECOMMENDED ACTION

The purpose of this communication is to request Board approval of the Rankings shown in Attachment A and to authorize the General Manager to negotiate and execute a contract for Radio Services with Day Wireless of Salinas, California.

II. SUMMARY OF ISSUES

- The existing contract for the provision of maintenance service for the District's Radio System is up for consideration.
- On January 27, 2000, the District issued proposals for Radio Services Contract.
- Three proposals were received for the work.
- A Selection Committee reviewed the proposals submitted to the District.
- It is recommended that the Board approve the rankings shown in Attachment A, and that a contract be negotiated and executed with Day Wireless for the provision of Radio Services.

III. DISCUSSION

The Transit District has a contract to maintain our radio equipment. The contract is up and cannot be renewed, so an RFP for these services was developed. The current firm providing this service to the District is Day Wireless. On January 27, 2000, Requests for Proposals were issued and sent to nine (9) vendors. Proposals were received from three (3) firms on February 28, 2000.

An evaluation committee composed of Tom Stickel (Manager of Fleet Maintenance), Bryant Baehr (Manager of Operations), and David Konno (Manager of Facilities Maintenance) met and interviewed each of the three firms. Attachment A shows the rankings for the three (3) firms who responded to the RFP.

The committee recommended that Day Wireless of Salinas, California be ranked as the number one firm and that the General Manager proceed to negotiate and execute a contract with Day Wireless. The contract is for a one year period with options for up to four (1) one year extensions at costs not to exceed the CPI for the Bay Area. Based upon the current equipment

owned by the District the monthly cost for the contract is \$2,669 per month. The proposal submitted contains per unit costs that will be used to adjust the monthly billings up or down based upon equipment changes.

IV. FINANCIAL CONSIDERATIONS

Funds are contained in the operating budget for these services.

V. ATTACHMENTS

Attachment A: Proposal Ranking

**PROPOSAL RANKING
RFP 99-10
Radio Services Contract**

1. Day Wireless
Salinas, CA
2. Telepath
Freemont, CA
3. Peninsular Communications
Marina, CA

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 10, 2000

TO: Board of Directors

FROM: David J. Konno, Manager of Facilities Maintenance

**SUBJECT: CONSIDERATION OF AWARD OF BID 99-13
FOR SCOTTS VALLEY TRANSIT CENTER JANITORIAL SERVICES**

I. RECOMMENDED ACTION

Staff is recommending that the Board of Directors authorize the General Manager to execute the following contract on behalf of the District: Janitorial Services- SVTC with Ampac.

II. SUMMARY OF ISSUES

- During the past months the Purchasing Office received bids for the services outlined above.
- It is requested that the Board approve these awards and authorize the General Manager to execute the necessary contracts to procure these services.

III. DISCUSSION

Project consists of providing janitorial services to the Scotts Valley Transit Center's public restrooms, lobby, passenger's waiting area, and emptying the trash and recycling receptacles in the parking lot. An Invitation for Bids was sent out to 10 janitorial contractors on January 14, 2000. The District received three responses. On February 15, 2000 bids were opened and Ampac was the apparent low bid. Having met all of the requirements of the District's bid package, staff recommends the award to Ampac of Pacific Grove. The low bid was for a monthly fee of \$2,000 per month to provide janitorial services. Additional hours will be charged at \$12.00 per hour. This is a requirements-type contract with the cost determined by the units of service consumed.

IV. FINANCIAL CONSIDERATIONS

Low bid was received from Ampac for the sum of \$2,000.00 a month. Funds are available within the operating budget.

V. ATTACHMENTS

Attachment A: Bid results

ATTACHMENT A- BID RESULTS

**BID RESULTS 99-13
SVTC JANITORIAL SERVICES
03/07/00**

Item Description	Ampac Building Maint. Pacific Grove, CA	Mosley Properties Santa Cruz, CA	Bewley's Cleaning Capitola, CA
Janitorial Services Monthly Fee	\$ 2,000.00	\$ 2720.50	\$ 2,950.00
Additional Hours	\$ 12.00	No Bid	\$ 18.00

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 17, 2000

TO: Board of Directors

FROM: Mark J. Dorfman, Assistant General Manager

SUBJECT: CONSIDERATION OF CONTRACT WITH NATIONWIDE AUCTION SYSTEM

I. RECOMMENDED ACTION

District staff is recommending that the Board authorize the General Manager to enter into a contract with Nationwide Auction Systems for the disposal of excess vehicles.

II. SUMMARY OF ISSUES

- The Board has declared excess a number of non-revenue vehicles that require disposal.
- Nationwide Auction Systems is an auction company which disposes of property at a fee of seven percent (7%) of the gross sales proceeds for vehicles, twenty percent (20%) of the gross sales proceeds for miscellaneous property.
- There is a need to dispose of these vehicles in a timely manner.

III. DISCUSSION

The District owns seven (7) vehicles which have been taken out of service and declared excess by Board action on September 17, 1999, and January 21, 2000. (Attachment A) In the past the District has worked with other local units of government to dispose of vehicles. This was done because the District retired vehicles so infrequently.

In checking with other local agencies, we were informed that many of them use Nationwide Auction Systems. They are a licensed vehicle dealer with locations nationwide. The northern California facility is located in Benicia, CA. Nationwide auctions vehicles for the County and City of Santa Cruz, Valley Transit Authority (VTA), Long Beach Transit, P.G. & E., Pacific Bell, and other private companies. Nationwide holds their auctions on the second and fourth Saturdays of the month. Nationwide will transport the vehicles to their facility for auction.

The only other company to respond to the District's inquiries does a once-yearly auction at the City yard, which is held in late summer. Nationwide claims in their brochures to return approximately 30% more revenue than other liquidation methods. Due to limited space, the District desires to remove these vehicles as soon as possible. It is therefore recommended that the Board authorize the General Manager to enter into a contract with Nationwide Auction Systems for the disposal of excess vehicles.

IV. FINANCIAL CONSIDERATIONS

Nationwide charges a fee of seven (7) percent of the gross sales proceeds for vehicles and twenty (20) percent of the gross sales proceeds for miscellaneous property.

V. ATTACHMENTS

Attachment A: VEHICLES READY FOR DISPOSAL

ATTACHMENT A

VEHICLES READY FOR DISPOSAL

Vehicle #	Description	Condition
892	Ford one ton van	Poor, heavy rust
896	Chev. Pop top van w/ passenger lift	Poor
897	Chev. Pop top van w/ passenger lift	Poor
8001	Ford sedan	Poor, rust damage
8002	Ford sedan	Poor, rust damage
8011	Dodge half ton van	Poor
910	Dodge/Care Concept conversion van w/ramp	Engine inoperative