



MOBILITY ADVISORY COMMITTEE

1. *Define unmet needs and explore solutions*
2. *Research trends to anticipated future needs*
3. *Review successes elsewhere for applicability locally*

Meeting Date: January 25, 2023
Meeting Time: 1:00 PM Pacific Time (US and Canada)
Location: In-Person and Zoom Conference

Due to the expiration of certain directives contained in the Governor's Declaration of Emergency for the State of California (Executive Order N-29-20), Monterey-Salinas Transit Mobility Advisory Committee will hold meetings in-person and via Zoom virtual meeting as indicated below:

In-Person Participation:

The Regular Meeting of the Monterey-Salinas Transit Mobility Advisory Committee in-person meeting will be held on January 25, 2023 at 1:00 PM at 19 Upper Ragsdale Drive, Suite 100. *Members of the public are required to wear a face covering and will be socially distanced in the Board room.*

OR

Zoom Participation:

The Regular Meeting of the Monterey-Salinas Transit Mobility Advisory Committee Zoom virtual meeting will be held on January 25, 2023 at 1:00 PM via Zoom conference, click <https://us06web.zoom.us/j/84500836234?pwd=aFQ0YUdj3Y0eW94WmtRZ1Myc0Vldz09> and enter the following:

Meeting ID: 845 0083 6234 and Passcode: 652252.

By telephone: (669) 900-6833 same Meeting ID: 845 0083 6234 and Passcode: 652252.

Public comments may be made either in person, via Zoom, or via email. Members of the public may attend the Committee Meeting in person and request to speak to the Committee Members when the Chair calls for public comment. Persons who wish to make public comment on an agenda item are encouraged to submit comments in writing by email to MST at mobility@mst.org by 3:00 PM on Monday, January 23, 2023; those comments will be distributed to the MST Board of Directors before the meeting. Written comments may be emailed to mobility@mst.org, and should include the subject line: "Public Comment Item # (insert the agenda item number relevant to your comment)."

MST District Board and Committee Agendas

Accessibility, Language Assistance, and Public Comments

Materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet are available for public inspection at the Monterey-Salinas Transit District Administration Building at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 during normal business hours.

Upon request, Monterey-Salinas Transit District will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

Mail: MST, Attn: MST Staff Support, 15 Lincoln Ave., Salinas, CA 93901

• **Email:** mobility@mst.org • **Phone:** (888) 678-2871



TTY/TDD: 831-393-8111 • 711 Relay

888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito /
Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원

1. CALL TO ORDER

1-1. Roll Call

1-2. Introduction of Members and Guests

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Members of the public may address the Committee on any matter not on the agenda. There will be a time limit of not more than three minutes for each speaker. The Committee will not discuss or take action, but may ask questions, on matters brought up under this item during the meeting but may choose to follow-up at a later time, either through staff or on a subsequent agenda. (Please refer to page 1 of the agenda for instructions)

3. CONSENT AGENDA

3-1. Approve Minutes of the regular meeting of September 28, 2022 (Chair)

4. PRESENTATION

4-1. Patrons with Disabilities – Materials and Services Highlight, Monterey County Free Libraries (Hillary Theyer)

4-2. Certificate of appreciation for Claudia Valencia (Chair)

5. NEW BUSINESS

5-1. Election of Chair and Vice-Chair for 2023

6. MEMBERSHIP

These items will be approved by a single motion. Any member may request that an item be discussed and considered separately.

6-1. Recommend Jennifer Ramirez to the MST Board of Directors for MAC membership as the representative of Partnership for Children.

6-2. Recommend Steven Macias to the MST Board of Directors for MAC membership as the representative of The Blind and Visually Impaired Center.

6-3. Recommend Bobby Merritt to the MST Board of Directors for MAC membership as the representative of The Veterans Transition Center.

6-4. Recommend Maria Magana to the MST Board of Directors for MAC membership as the representative of the Central Coast Center of Independent Living.

7. REPORTS AND INFORMATION ITEMS

The Committee will receive these report(s), which do not require action by the Committee.

7-1. MV Transit-MST RIDES Service Update (David Cox)

7-2. MST Mobility Updates (Cristy Sugabo)

8. SUBJECT ITEM REQUEST

This item(s) will be included on a future agenda for follow-up

9. ANNOUNCEMENTS AND APPRECIATIONS

10.ADJOURN

NEXT SCHEDULED MEETING DATE: March 29, 2023

1:00 p.m.

NEXT SCHEDULED AGENDA DEADLINE: March 15, 2023

Dates, times, and **teleconference information are subject to change.*

*Please contact MST for accurate meeting date, times and **teleconference** information or check online at <https://www.mstmobility.org/advisory-committee.htm>*

MEETING OF THE MOBILITY ADVISORY COMMITTEE (MAC)

MEETING MINUTES

September 28, 2022

1:00 pm (Pacific)

Present:	Jennifer Ramirez Jessica McKillip Steven Macias Aaron Hernandez Bobby Merritt Alejandro Fernandez Reyna Gross	Partnership for Children ITN Monterey County The Blind and Visually Impaired Center Transportation Agency for Monterey County (TAMC) Veterans Transition Center Davita Dialysis Alliance on Aging
Absent:	Maria Magaña Leticia Garcia Diana Jimenez	Central Coast Center for Independent Living (CCCIL) The Carmel Foundation AAA-Monterey County Dept. of Social Services
Staff:	Norman Tuitavuki Cristy Sugabo Kevin Allshouse Claudia Valencia Ruben Gomez Lesley van Dalen Marzette Henderson Matthew Deal Michael Kohlman Scott Taylor Ezequiel Rebollar	Chief Operating Officer Mobility Services Manager Contract Services Manager Mobility Specialist Mobility Specialist Mobility Specialist Transportation Manager Grants Analyst Chief Information Officer Information Technology Manager IT Technician
Public:	David Cox Chris Duymich Paul Hierling Miranda Taylor	MV Operations Manager AMBAG AMBAG AMBAG

Apology is made for any misspelling of a name.

1. CALL TO ORDER

1-1. Roll Call.

Chair Ramirez called the meeting to order at 1:03 p.m. with roll call taken as the meeting was via Zoom teleconference. A quorum was established.

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

There were no public comments.

3. CONSENT AGENDA

3-1. Approve Minutes of the regular meeting of July 27, 2022.

On a motion by Committee Member McKillip, seconded by Committee Member Merritt and carried by the following vote, which was conducted by roll call, the Committee approved the Minutes:

AYES:	6	McKillip, Ramirez, Macias, Hernandez, Merritt, and Fernandez
NOES:	0	
ABSENT:	4	Gross, Magaña, Garcia and Jimenez
ABSTAIN:	0	

Member Gross joined the meeting at 1:23 p.m.

4. PRESENTATION

- 4-1. Received presentation on the new statewide REAP 2.0 program (Chris Duymich/Paul Hierling)
- 4-2. Received presentation on the Draft 2022 Coordinated Public Transit-Human Services Transportation Plan (Miranda Taylor)

There were no public comments.

5. REPORTS AND INFORMATION ITEMS

- 5-1. MV Transit- MST RIDES Service Update (Kevin Allshouse/ David Cox)
- 5-2. MST Mobility Programs Updates (Cristy Sugabo)

There were no public comments.

6. SUBJECT ITEM REQUEST

- 6-1. None

7. ANNOUNCEMENTS AND APPRECIATIONS

7-1. Committee Member and MST Staff Announcements and Appreciations.

8. ADJOURN

With no further business to discuss, Chair Ramirez adjourned the meeting at 1:51p.m. (Pacific).

PREPARED BY: *Claudia L. Valencia*
Claudia Valencia

REVIEWED BY: *Cristy Sugabo*
Cristy Sugabo



Patrons with Disabilities Materials and Services Highlight

Monterey County Free Libraries

www.eMCFL.org

July, 2022

Monterey County Free Libraries

- 16 branch libraries
- 3 bookmobiles
- Library By Mail
- Literacy
- Youth Services
- Reference
- Programs for all ages
- ... and more!



Playaways

- Self-contained digital audiobook and player
- No moving parts
- Buttons always in same place
- No connectivity needed
- Can speed/slow reading voice
- Patron adds only battery and headphones/speaker

Tutorial video is on our YouTube channel



Braille Talking Books Library

- Adaptive audiobooks and player
 - Librarians can sign eligibility form
 - Service entirely free through the mail
 - Adaptive digital available
 - Magazines, Braille, Descriptive Video available
 - Tutorial video is on our YouTube channel
-
- 800-952-5666
 - <https://www.library.ca.gov/btbl/>



Descriptive Video

- DVDs with additional audio soundtrack that describes the action on the screen
- Play on ordinary DVD or BluRay players
- Search the catalog for “video recordings for people with visual disabilities” or “descriptive audio”
- Access via your branch or Library By Mail
- Ask our Reference Librarians for assistance in placing holds on copies with this added audio soundtrack



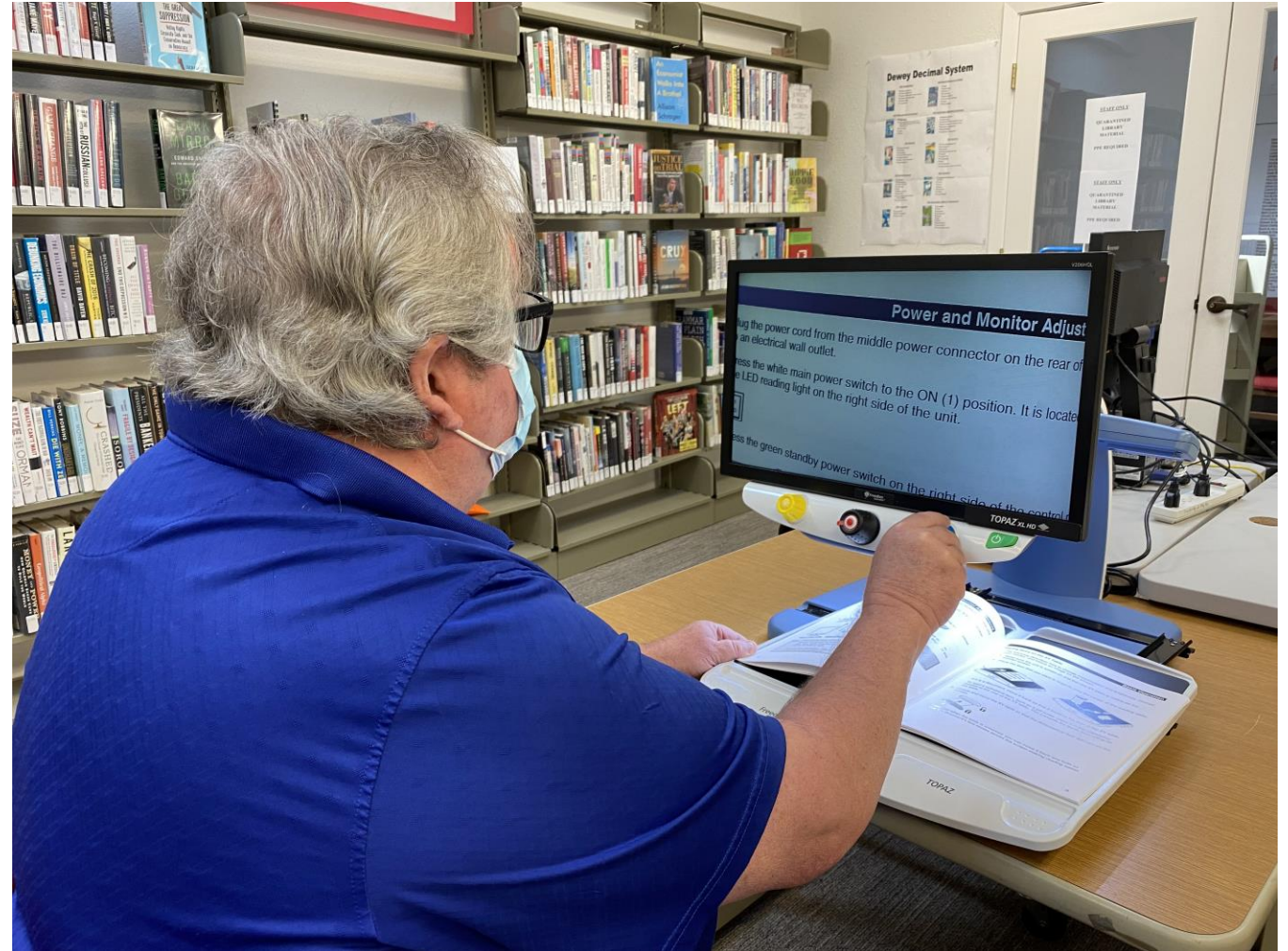
Library By Mail

- Free mailing of library materials within Monterey County
 - 800-322-6884 or Library-By-Mail@co.Monterey.ca.us
 - Place a request, select “Library By Mail” as your pickup point
 - Materials mailed to patron, with return postage provided
 - No proof of need required
 - Any amount of materials, any duration, any frequency (slow delivery)
 - Any MCFL item that can be sent in the mail



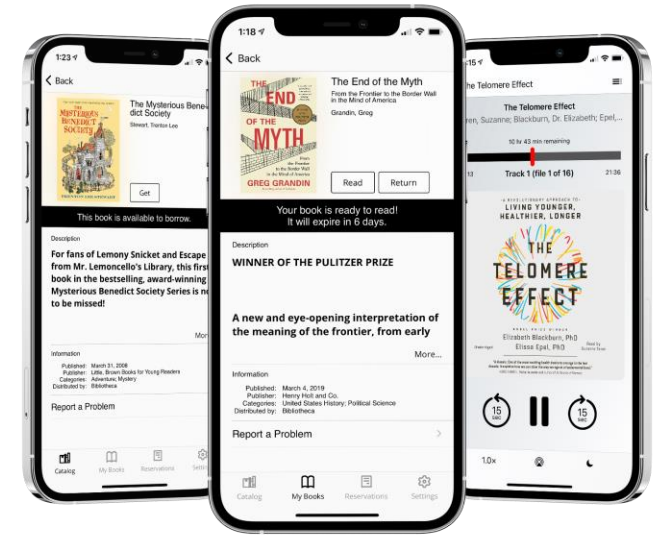
Technology

- Adaptive Computers
- Screen reader software
- Large print keyboard
- Rollerball mouse
- Reader / Magnifiers



Additional Services

- Ebooks (readers have many adaptive functions)
- Downloadable audio (speed/slow reading voice)
- Large Print
- DVDs with subtitles for the hearing impaired
- InterLibrary Loan (including Braille, Large Print, Audio)
- Public computers with MS Office
- Public printing, fax, scan, and copy (small charge)
- Public wireless internet



Digital Navigators

- Assistance with finding and accessing low-cost home connectivity or devices
- Assistance with finding and accessing basic technology skills
- Free to all in California

Phone, web form, email – English and Spanish

<https://www.connectedca.org>

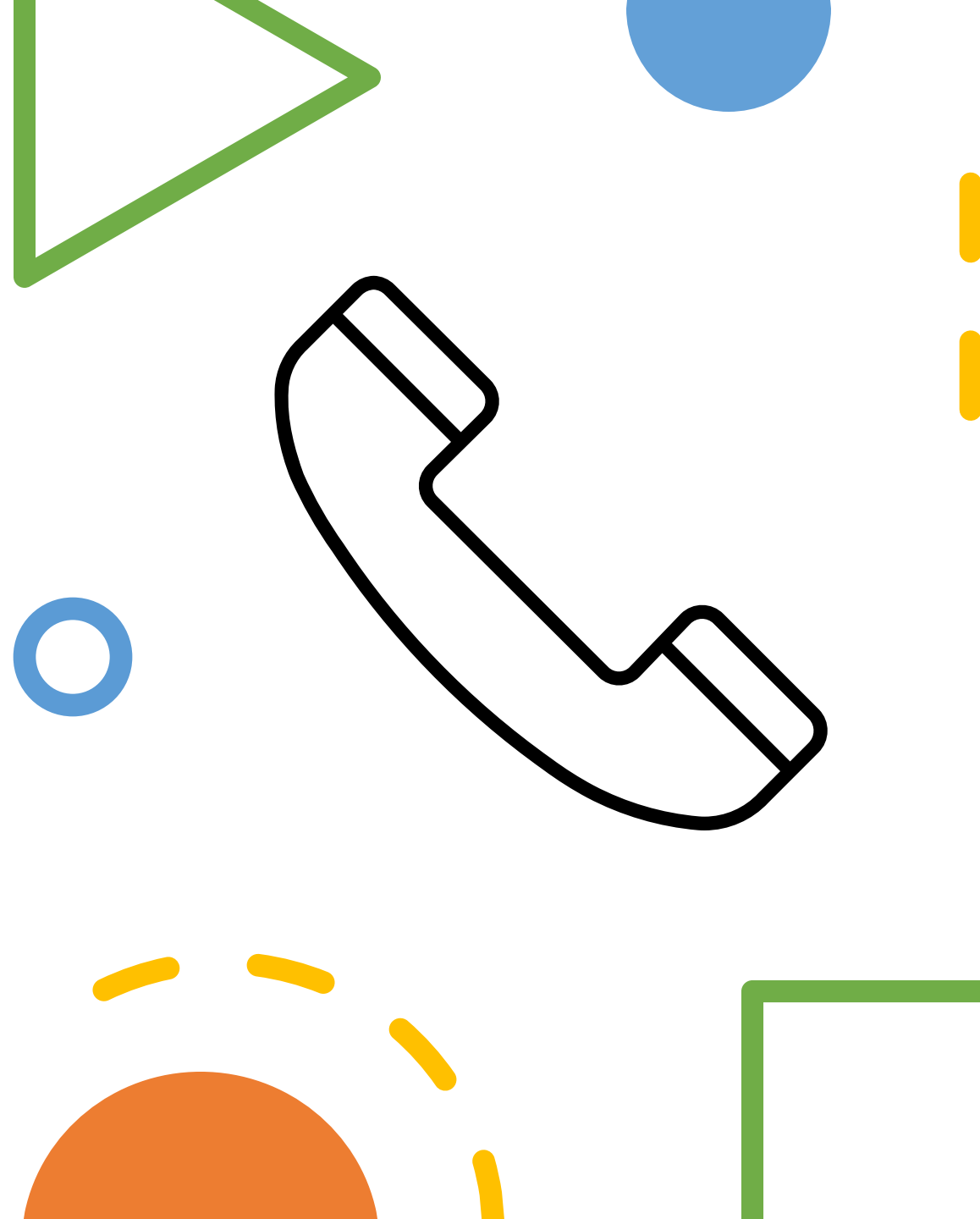
800-790-5319

help@connectedca.libanswers.com



Dial A Story

- 833-339-1234
- Weekly story in English or Spanish, read aloud
- Toll free, landline or cell phone



Your Monterey County Free Libraries

- www.eMCFL.org
- 831-883-7555 (bilingual phone tree for all locations and services)
- 800-322-6884 (toll free bilingual phone tree for all locations and services)
- Library cards are free to any resident of California

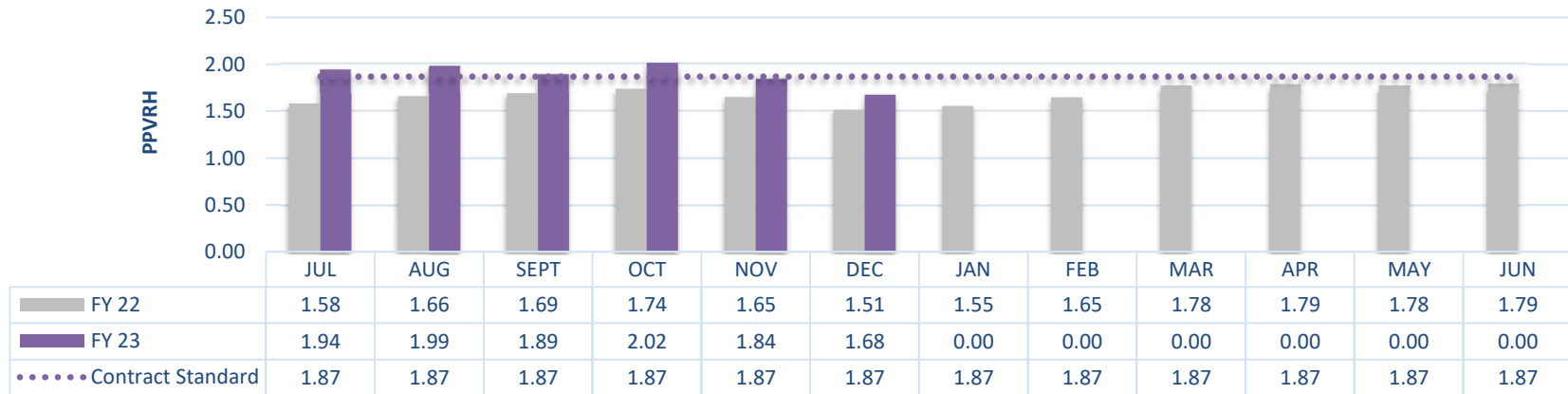
Hillary Theyer, Library Director

theyerha@co.monterey.ca.us

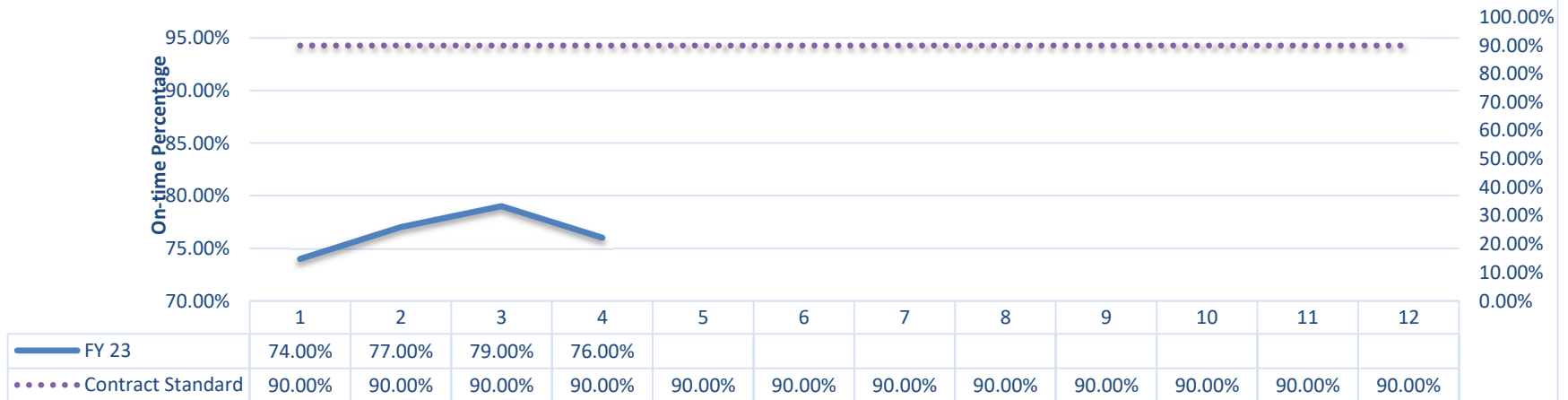
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MST-MV Dashboard
FY 2023

RIDES Passengers per Vehicle Revenue Hour (P/VRH)



RIDES On Time Performance (OTP)



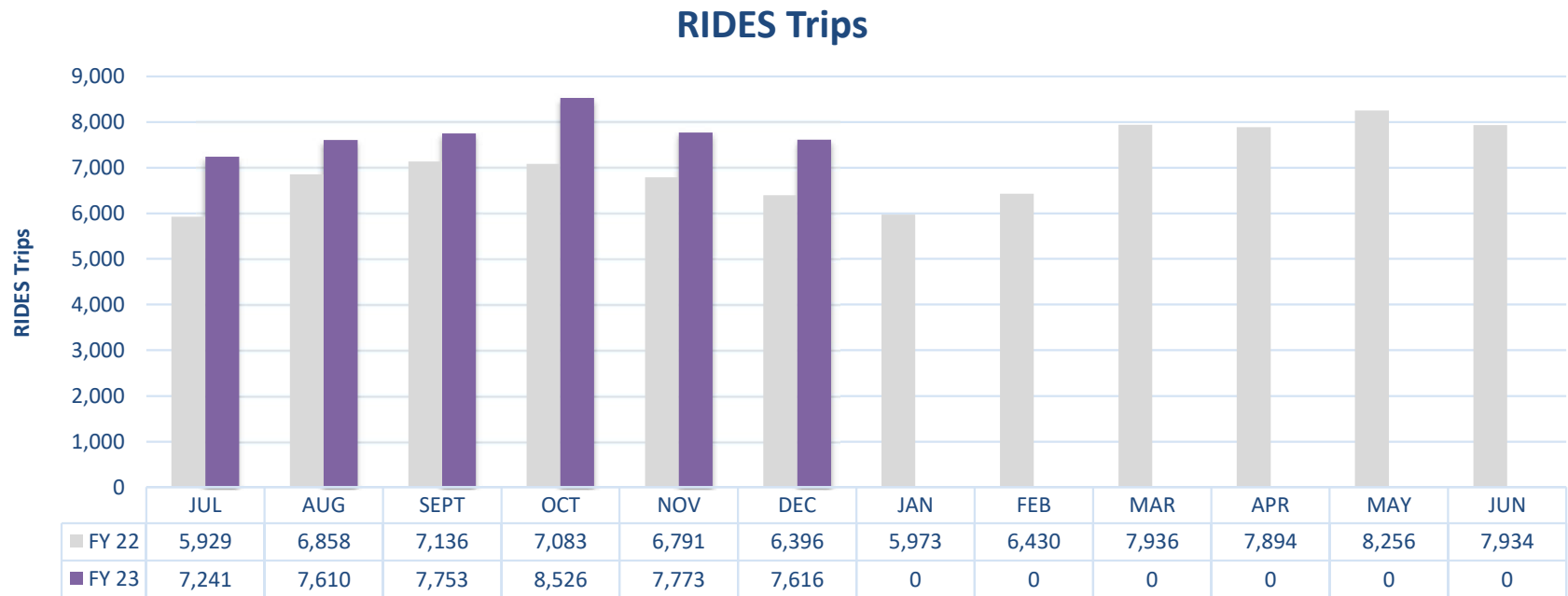
MST-MV Dashboard
FY 2023

RIDES Calls Hold Times



	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Contract Standard <180 (s)	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Contract Standard <300(s)	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
FY 23 %<180(s)	69.71%	70.77%	73.40%	67.89%								
FY 23 %<300(s)	96.43%	96.36%	96.43%	96.43%								
FY 23 Calls Received	10087	11312	10676	11102								

MST-MV Dashboard
FY 2023



Trips by Purpose



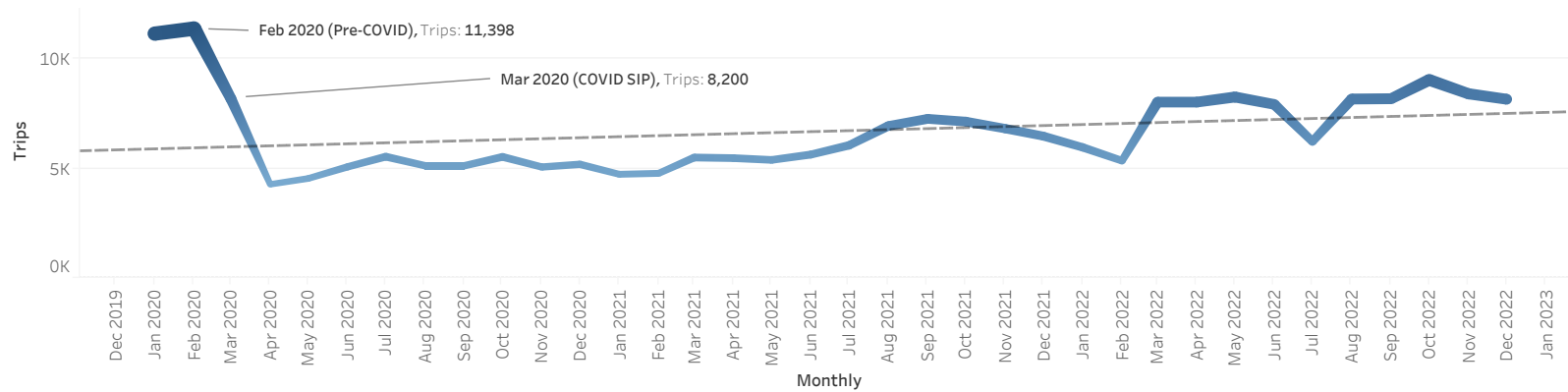
The report counts comp, noshow, cancel trips. Date range: 09/01/2022 - 01/18/2023. Transportation company: MV. Provider types: Normal. Counted passenger types: clients, assistants, children, companions, other passengers. Information is grouped by week.
Cancel Types: None.

	1-Sep	8-Sep	15-Sep	22-Sep	29-Sep	6-Oct	13-Oct	20-Oct	27-Oct	3-Nov	10-Nov	17-Nov
COMMT MTNG	2	0	0	2	0	0	1	0	0	0	0	0
DIALYSIS	180	373	413	398	404	402	427	392	397	408	415	454
EDUCATION\TRAINING\DAYCARE	228	497	521	147	155	549	525	494	518	491	475	506
EMPLOYMENT	39	96	124	101	104	90	95	91	104	89	94	101
FUNCT ASSESSMENT	0	0	0	0	0	4	0	0	0	0	0	0
MEDICAL	79	229	280	342	251	306	264	321	147	230	317	311
NUTRITIONAL	13	20	12	17	15	19	8	15	20	14	4	12
PERSONAL/RECREATIONAL	318	561	628	554	593	462	590	525	510	454	513	445
SHELTERED WORKSHOP	10	21	31	24	26	44	38	43	33	42	33	35
SHOPPING	10	32	28	48	35	44	22	21	16	17	28	18
Total for period	879	1,829	2,037	1,633	1,583	1,920	1,970	1,902	1,745	1,745	1,879	1,882

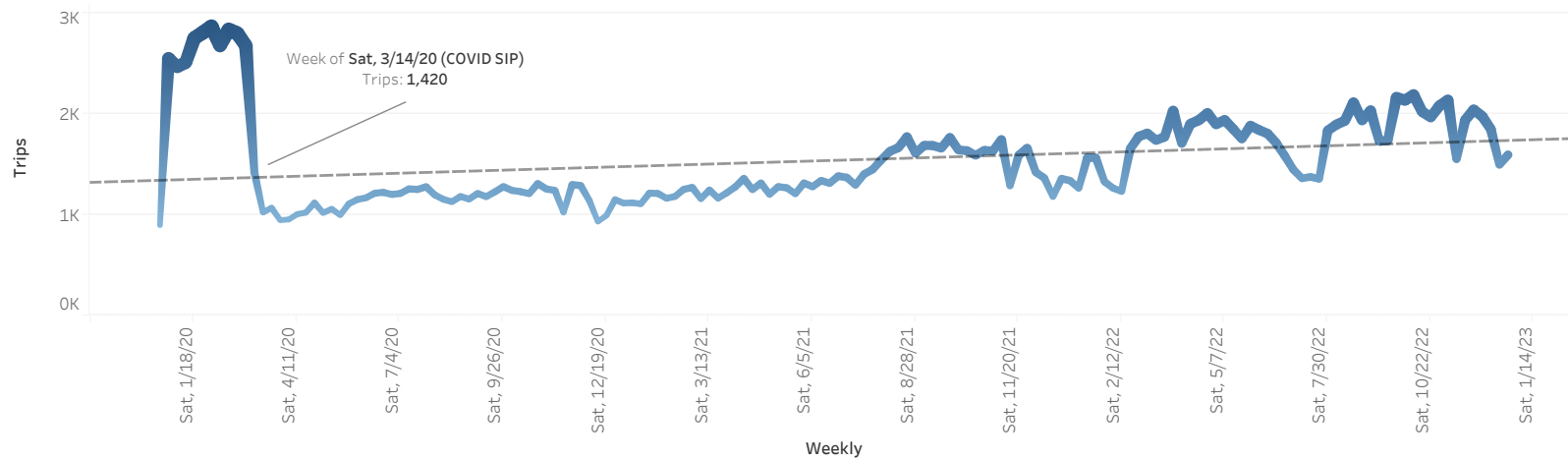
	24-Nov	1-Dec	8-Dec	15-Dec	22-Dec	29-Dec	5-Jan	12-Jan	19-Jan	Total for purpose
COMMT MTNG	0	0	0	1	2	2	0	1	2	13
DIALYSIS	428	426	426	388	380	378	290	294	105	7,778
EDUCATION\TRAINING\DAYCARE	281	466	460	439	416	349	253	262	119	8,151
EMPLOYMENT	78	90	121	98	80	73	51	54	24	1,797
FUNCT ASSESSMENT	0	0	0	0	0	0	0	3	0	7
MEDICAL	211	336	296	277	239	145	153	154	71	4,959
NUTRITIONAL	7	12	7	0	5	7	8	6	4	225
PERSONAL/RECREATIONAL	395	314	300	312	298	245	125	120	25	8,287

	24-Nov	1-Dec	8-Dec	15-Dec	22-Dec	29-Dec	5-Jan	12-Jan	19-Jan	Total for purpose
SHELTERED WORKSHOP	28	35	29	39	34	19	27	24	6	621
SHOPPING	16	48	46	43	113	56	59	33	19	752
Total for period	1,444	1,727	1,685	1,597	1,567	1,274	966	951	375	32,590

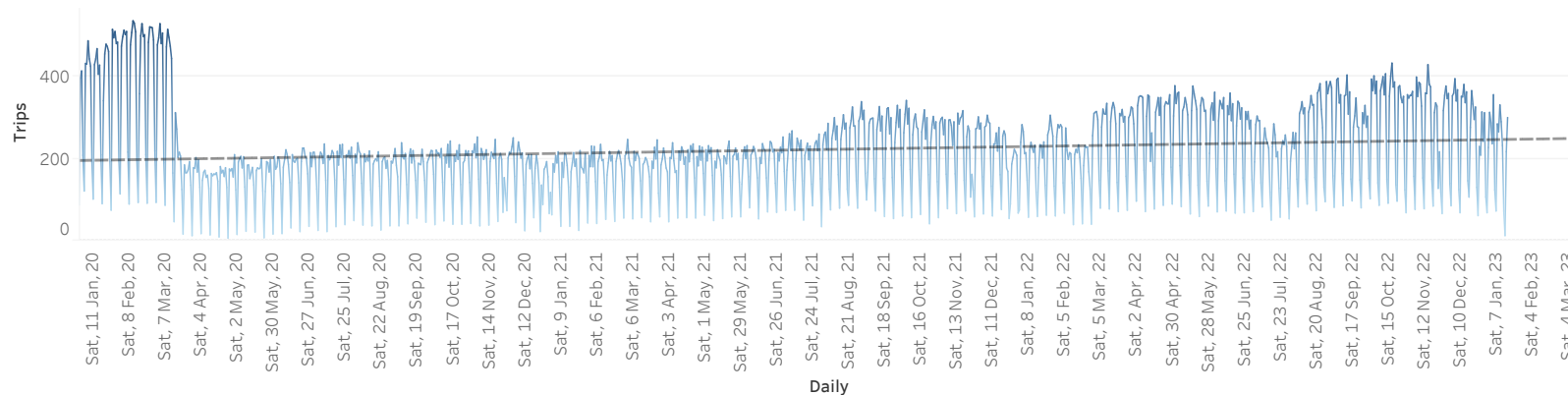
RIDES Trips (COVID Recovery)



Month of Date	
December 2022	8,172
November 2022	8,420
October 2022	9,054
September 2022	8,195
August 2022	8,181
July 2022	6,242
June 2022	7,935
May 2022	8,273
April 2022	8,039
March 2022	8,040
February 2022	5,363
January 2022	5,973
December 2021	6,486
November 2021	6,829
October 2021	7,150



Week of Date	
December 31, 2022	1,594
December 24, 2022	1,497
December 17, 2022	1,848
December 10, 2022	1,975
December 3, 2022	2,040
November 26, 2022	1,937
November 19, 2022	1,554
November 12, 2022	2,136
November 5, 2022	2,079
October 29, 2022	1,967
October 22, 2022	2,021
October 15, 2022	2,188
October 8, 2022	2,135
October 1, 2022	2,162
September 24, 2022	1,735
September 17, 2022	1,730



Day of Date	
Tue, 17 Jan, 23	300
Mon, 16 Jan, 23	217
Sun, 15 Jan, 23	12
Sat, 14 Jan, 23	72
Fri, 13 Jan, 23	232
Thu, 12 Jan, 23	290
Wed, 11 Jan, 23	331
Tue, 10 Jan, 23	265
Mon, 9 Jan, 23	285
Sun, 8 Jan, 23	72
Sat, 7 Jan, 23	124
Fri, 6 Jan, 23	356
Thu, 5 Jan, 23	236
Wed, 4 Jan, 23	227