

October 25, 2017

1:30 PM

### Willits

Willits City Hall
111 E. Commercial Street
Conference Room

#### **AGENDA ITEMS**

1. Call to Order:

**Public Comment:** Anyone is welcome to attend MTA Board meetings to address items that are on the agenda, or to bring other transit related matters to the attention of the Board. The time limit is 3 minutes per speaker.

### **CONSENT CALENDAR**

2.	Minutes of September 27, 2017 Board Meeting Information	1
3.	Service Performance Report: July – September 2017 <u>Information</u>	5
4.	Financial Report: MTA Financial Position <a href="Information">Information</a> : To be presented at Board of Directors Meeting	-
5.	Board Meeting Dates and Locations <u>Information</u>	7
6.	Capital Program: Update/Progress Report Information	9

#### **ACTION & DISCUSSION**

#### ADJOURN Anticipated adjournment is 3:30 pm

# Americans With Disabilities Act (ADA) Compliance

The Mendocino Transit Authority complies with ADA requirements and, upon request, will attempt to reasonably accommodate individuals with disabilities by making meeting material available in appropriate alternative formats (pursuant to Government Code Section 54953.2). Anyone requiring reasonable Interpreter services are available for the meeting by calling 707-462-5765, with seven (7) day advance notice.

Mendocino Transit Authority Board of Directors Meeting September 27, 2017 1:30 p.m.

#### MINUTES

Point Arena Garcia Grange 43970 Crispin Lane Manchester, Ca 95459

#### **CALL TO ORDER**

1. Chair Mastin called the meeting to order at 1:58 p.m.

#### **ROLL CALL:**

Directors Present: Cross, Rodriquez, Tarbell, Chair Mastin

Directors Present via Video Conference: None

Directors Absent: Peters, Gjerde, Mulheren

Staff Present:

Carla Meyer, General Manager

Bob Butler, Maintenance Manager

John Pegan, Human Resource Manager Rosalind Marshall, Interim Finance Manager Heather Lindsteadt, Recording Secretary Candy Lodge, North Coast Transit Operator

Others: None

#### **PUBLIC COMMENT**

**Harm Wilkinson** - Redwood Coast Medical Services regarding transportation collaboration for Community Resources Connections clients.

**Kenneth Jowers** – Point Arena Resident interested in MTA support for a letter to County of Mendocino and Caltrans regarding cyclist safety and alternative access when Garcia River is flooded. Kenneth said he would contact County and Caltrans and requested MTA's support if possible.

#### **CONSENT CALENDAR**

- 2. Minutes of September 7, 2017
- 3. Service Performance Report: July-September 2017 to be presented at next meeting;
- 4. Financial Report:
- 5. Board Meeting Dates and Locations
- 6. Capital Program: Update and Progress Report

<u>Upon Motion</u> by **Director Tarbell**, and seconded by **Director Cross**, Consent Calendar items 2,4,5, and 6 were accepted as presented after a brief discussion and item 3 was removed from the Agenda.

AYES:

Cross, Tarbell, Rodriguez, Mastin

NO:

None

ABSTAIN:

None

ABSENT:

Peters, Mulheren, Gjerde

#### **ACTION & DISCUSSION**

#### 7. Unmet Transit Needs

Correct existing Unmet Needs listing to read "Ukiah to Point Arena."

Possible Shuttle on South Coast (Sea Ranch to Gualala/Manchester).

Mendocino Coast Parks and Recreation Department possible shuttle for youth activities and possible service to and from public pool in Gualala;

Possibility of addition of service to Willits Pool and High School.

# 8. Review and Approve 2017-2018 Board Meeting Schedule

No Action taken.

9. Review and Adoption of Resolution 2017-04 Approving an MTA Policy Request for Public Information

<u>Upon Motion</u> by **Director Cross**, seconded by **Director Tarbell**, the Board Adopted Resolution # 2017-04 Approving an MTA Policy regarding Public Request for Information.

AYES:

Cross, Tarbell, Rodriguez, Mastin

NO:

None

ABSTAIN:

None

ABSENT:

Peters, Mulheren, Gjerde

#### 10. Management Reports

**General Manager Meyer** updated the Board on recent staffing changes, Dial-A-Ride ridership and she said that MTA has saved 33% in costs since the implementation of the RouteMatch software.

**John Pegan** update the Board on current recruitments, health benefits open enrolment period, payroll coordination, and continued work on Human Resource Policies and Procedures related to CalPERS, 401K program, COBRA, and updated classifications as well as an updated Drug Policy.

**Rosalind Marshall** updated the Board on MTA's new public finance bank for day-to-day financial matters which is saving MTA a considerable amount of money. She also updated the Board on the Audit, preparation of updated financial documents, and also updating of the Finance Policy and Procedures.

**Bob Butler** told the Board that Mendocino College and MTA have come up with a solution to the Pot holes which have developed in the parking lot. He updated the Board with the progress related to RouteShout implementation estimated for December 1, 2017. He also reported on concerns related to Fischer Communications. He said that the fiber optic line will be installed soon.

#### 11. Matters from Directors:

**Chair Mastin** reported on the SB 1 repeal effort which may have an impact on MTA. He also reported that he will not be attending the December 2017 Board meeting.

#### 12. Adjournment

Chair Mastin adjourned the meeting at 3:04 p.m.

Jim Mastin, Chair	Heather Lindsteadt, Recording Secretary

Comta			FY 17-18 RIDERSHIP	18 RIC	ERSH	IIP PE	RFOF	PERFORMANCE BY ROUTE	CEB	Y RO	UTE					
	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	NOT	2017-18 VTD	2016-17 YTD	# Change	% Change
01 - Willits Local	978	1288	859										3125	3566	171	12%
03 - Ukiah - DAR	1450	710	882										3042	5430	1450	44%
04 - Fort Bragg - DAR	1142	705	604										2451	3934	1483	38%
05 - BraggAbout	1478	1591	1490										4559	4904	345	7%
07 - Jitney	126	215	257										598	744	146	20%
08 - Ukiah Evening	621	861	830										2312	3256	944	29%
09 - Ukiah Local	9145	9790	10513										29448	35749	6301	18%
20 - Willits - Ukiah	2274	3035	3303										8612	9048	436	2%
60 - Coaster	935	858	296										2760	3470	710	20%
64 - Ukiah to Fort Bragg	390	489	473										1352	178	1174	%099
65 - CC Rider	1083	982	944										3009	3335	326	10%
65A - New Route 65	636	723	738										2097	543	1554	286%
74 - Saturday Gualala-Ukiah	106	78	118										302	307	5	2%
75 - M-F Gualala to Ukiah	483	649	830										1962	2070	108	2%
95 - Pt. Arena to Santa Rosa	482	509	537										1528	1482	-46	-3%
97 - Redwood Coast Regional	260	300	289										849	953	104	11%
Monthly Totals	21589	22783	23634	0	0	0	0	0	0	0	0	0	90089	78969	11969	14%
													-			



# **Board of Directors Meeting Schedule**

Last Wednesday of every month - 1st Wednesday of the month in December Subject to Change

Date		Time	Location	Video Conferen With	ce Major Agenda Items
2017			Location		major rigoriaa nome
2011					Cancelled due to lack of quorun
July	26	1:30	Willits	only	2018/19 Transit Needs: Willits
					Rescheduled to Ukiah 9-7-17
August	30	1:30	Point Arena	only	2018/19 Transit Needs: Point Arena
September	7	1:30	Ukiah	Ft. Bragg	Special Mtg. due due previous two cancellations
September	27	1:30	Point Arena	only	2018/19 Transit Needs:Pt. Arena
October	25	1:30	Willits	only	2018/19 Transit Needs: Willits
November	. 1	no meet	ing scheduled		
December	6	1:30	Ukiah	Fort Bragg	2018/19 Transit Needs: Ukiah
2018			*		
January	31	1:30	Fort Bragg	Ukiah	2019/20 Transit Needs: Ft Bragg
February	28	1:30	Willits	only	2019/20 Transit Needs: Willits Initial 2018/19 Budget Discussion
			TERM I	EBRAN	2019/20 Transit Needs: Ukiah
March	28	1:30	Ukiah	Fort Bragg	DRAFT 2018/19 Budget & Claim
April	25	1:30	Point Arena	only	2019/20 Transit Needs: Point Arena
May	30	1:30	Fort Bragg	Ukiah	General Manager Evaluation
	27		Ukiah	Fort Bragg	General Manager Contract FINAL 2018/19 Budget

To: MTA Board of Directors

From: Carla Meyer, General Manager

Date: October 25, 2017

Subj: Capital Program: Progress Report

This report is consistent with the capital budget dated June 2017/18

#### 2016-17 Projects - Cont.

Two-way Radio Replacement incl. Dispatch Console (Prop 1B and STA) \$451,635

Action: Video project was carried over to FY16/17 and is now complete.

The radio project continues to be problematic due to issues at repeater sites. At the October, 2016 Board of Directors meeting, the Board unanimously agreed to reprogram pending Safety and Security funds to purchase CAD Dispatch software and pursue funding for radios at a later date. Potential

funding source is FY 15-16 Safety and Security grant funds.

Problems: Significant delay from Fisher Wireless converting tower sites to digital. Delayed

project implementation.

**2-22-17:** Fisher has been moving ahead on tower conversion to digital. However, Route Match (demand-response CAD) has a push to talk option on the tablets to be installed for Dial-A-Ride. MTA is delaying conversion of radio/dispatch console until further investigation of this option.

**5-31-17:** Project still delayed by Fisher Communications and pending Board Decision to pursue alternative software options or patchwork existing system. **6-26-17:** Project presented to the MCOG Transit Performance Committee for review and comment. Sent on to MCOG for approval of use of one-time excess LTF funds for purchase of RouteMatch AVL and Push to Talk software which will eliminate the need for continued work with Fisher Communications.

**7-25-17:** The MCOG Board of Directors unanimously voted to provide one-time excess LTF funds in the amount of \$380,000 to supplement the MTA purchase of Fixed Route AVL.

**8-10-17:** Contract for MTA and RouteMatch signed, project commences. Hopeful operational date within 120 days.

**9-20-17:** RouteMatch Fixed Route AVL, Push to Talk Kickoff meeting completed; RouteMatch staff to arrive at MTA second week in October for initial fleet assessment and installation process begins.

**10-12-17:** RouteMatch staff on-site for fleet assessment and data entry for fixed route assessment.

# Three Large Cutaway Buses

\$330,000

Action:

Due to PTIMSEA Bond Sale schedules, MTA is receiving \$87,606.70 within 30 days, with the remaining balance of \$219,236.30 after the Spring Bond Sale. While MTA had anticipated receiving all of the funding at once, waiting until the Spring Bond Sale moves the award from \$268,000 to \$304,833. Preliminary vehicle purchase requirements have begun, project will rollover to FY 2017/18.

2-23-17: MTA received \$87,606.70 of the allocated revenues. Remaining funds

D O

are due to arrive to MTA within the next 30-60 days.

**6-19-17:** Advised by CalTrans, remaining \$219,236 to be sent out on 6/23/17. **6-29-17:** Funds have been received, Purchase Order has been issued and vehicles are on order.

### RouteMatch Demand Response Software

\$80,000

Action: 5-18-17: Approval for project change from Cal-OES.

5-19-17: Contracts signed

6-16-17: Kickoff Meeting with Project Manager

6-20-17: Project Manager Daniel Mulkey at MTA to fully assess current operation

and start design of MTA IT system.

**7-1-17**: System design completed, equipment has been ordered. After arrival at RouteMatch, they will enter data into software. Staff Training is being scheduled.

8-2/3-17: Staff training completed.

**8-15-17:** Dispatch/Bus Operator Go Live **10-10-17**: Conditional Acceptance Signed

#### **Additional Trolley Purchase**

\$175,139

Action:

The original reason for purchasing an additional trolley was to have a Trolley available at Christmas for both Ukiah and Fort Bragg. At this time staff is delaying purchase until completion of Draft FY 2017/18 Budget. At that staff will make a recommendation to the Board of Directors regarding purchase of additional trolley.

**6-19-2017:** At this time, both the General Manager and Maintenance Manager agree that purchase of an additional trolley for charter purposes is not advisable. However, until complete transition of the current financials are completed into QuickBooks and Capital funding accounts are clearly defined,

recommendation to the Board of Directors will be delayed until FY 18/19

Problems:

Funding resources.

# **2017-18 Projects**

#### Managed IT Care

\$80,437

Action:

The MTA IT system was currently developed by in-house staff and local Vendors. The original server is at maximum capacity is now being backed up by an external hard drive. Estimated 6 months longevity. Through application for Prop 1B Safety and Security funds, MTA has contracted for a complete revamp of the IT network to include non-existing firewalls, off-site backup of data and utilization of fiber optic.

Problems:

Awaiting MCOG Board Resolution approval for access to the funds on October 2, 2017, delaying implementation. However, with the project already approved, it is hoped that after receipt of the resolution, funding will be expedited.

P. 10

10-02-17: MCOG Board of Directors approved allocation of Prop1B Safety and Security funds.

10-09-17: Receipt of signed resolutions; grant documents mailed to Cal-OES

TO:

**MTA Board of Directors** 

FROM:

Carla Meyer, General Manager

RE:

**ADA Policy** 

DATE:

October 25, 2017

The Americans with Disabilities Act of 1990 "set the foundation for guaranteeing equal opportunity for people with disabilities in employment; public transportation; public accommodations, such as stores, shopping malls, restaurants and hotels; government services; and telecommunications.

ADA regulations for public transportation are complex and are subject to constant change at the federal level. Some requirements apply to all providers regardless of the type of service. These include nondiscrimination, vehicle accessibility, provision of service, and "other" vehicle requirements. Other requirements only apply to operators of fixed route or demand response service.

A clear statement of organizational policy will clarify exactly how MTA will deliver public transit service in a non-discriminatory manner. These requirements apply to both MTA's fixed route systems and Dial-A-Ride transit service.

This policy covers all the federal regulations for rider eligibility, non-discrimination requirements, provision of service requirements, special considerations for service animals, standard and non-standard mobility devices, service options and requirements, stop announcements, capacity constraints and other system policies specific to the MTA paratransit services and geographic area.

This policy has been reviewed by legal representation.

Recommendation: Review, approve and adopt Resolution 2017-12, MTA ADA Policy.



# ADA Policy

As approved by the MTA Board of Directors, October 25, 2017

Mendocino Transit Authority 10/25/2017

# Contents

ADA	A Plan	3
	Days/Hours of Operation	4
	Fares	4
	Holiday Closures	6
	Approved Equipment	6
	Mobility Device Brakes	6
	Portable Oxygen Use	7
	Securement Policy	8
	Stop Announcements	8
	Personal Care Attendants	8
	Service Animals	8
	Adequate Scheduled Time for Boarding and Disembarking - Boarding Assistance	9
	Maintenance of Lifts or Ramps	9
	Priority Seating	. 10
	Reserved Seating	10
	Notification of Policy	10
	Dial-A-Ride (Para transit) Eligibility	11
	Visitor Certification	12
	Capacity Constraints	13
	Abusive or Disruptive Behavior	13
	No Show-Cancellation Policy	15
	Suspension of Service	15
	Administrative Appeals Process for Individuals Denied Fligibility	16

#### ADA Plan

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

Mendocino Transit Authority is committed to providing equal opportunity for persons with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring transit operators to train their personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of common wheelchairs.

#### Policy

It is the policy of Mendocino Transit Authority to provide quality transportation service within *our* area of operation. This service will be provided without discrimination against any person including any person with a disability. Discrimination on the basis of disability against any person by Mendocino Transit Authority employees will not be condoned and will not be tolerated.

It is the policy of Mendocino Transit Authority that, when viewed in their entirety, services, programs, facilities, and communications provided by Mendocino Transit Authority, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49. CFR 37.105

*Travel Training:* Mendocino Transit Authority offers free travel training for anyone who may feel unsure about riding the bus. The training is customized to meet each person's needs such as reading the schedule, making transfers, boarding the bus, etc.

#### Consequences of Non-Compliance

All complaints of discrimination on the basis of disability will be promptly and objectively investigated.

Corrective or disciplinary action will be instituted for behavior prohibited by this policy.

### Days/Hours of Operation

*Dial-A-Ride Hours:* Mendocino Transit Authority Dial-A-Ride operates the same hours as the Mendocino Transit Authority fixed route system: Monday-Friday: 5:30 a.m. – 6:30 p.m. Trips must be scheduled by 4:30 p.m. the day prior to the trip to be guaranteed. Same day or late requests will be granted if the schedule permits.

#### Fares: Ukiah

Zone 1......\$6.00 full / \$3.00 reduced

All of The city of Ukiah;
North to N. State St. at Hwy 101;
South Hwy 101 at Hwy 253;
East to Hwy 101 entire including Manor Oaks development.

Zone 2......\$12.00 full / \$9.00 reduced

North to Hensley creek Rd. at N. State St.; South to Sanford ranch Rd. and Talmage Rd.; East to Perkins St and Redimeyer Rd. West to end of zone one.

Zone 3.......\$18.00 full / \$15.00 reduced

North to Ben RD at N State ST., Lake Mendocino at East side RD.;

South to Ruddick Cunningham RD. and Gielow In.;

East to Old River Rd to Mill Creek Rd.;

West to End Zone Two.;

Zone 4......\$24.00 full / \$21.00 reduced

North at Pomo Ln and N State St;

South to Gielow Ln and Old River Rd:

East Lake Mendocino Dr to Lake Mendocino.

West at Zone Three.

Zone 5......\$30.00 Full / \$24.00 reduced North at Western hills trailer park.; East N/A West N/A South at Pomo Ln and N State St; **Fares: Fort Bragg** reduced All of downtown Fort Bragg; North to Kemgas on Hwy 1; South to Simpson Lane and Hwy 1 (roundabout); East to Babcock Lane and Highway 20. East to end of pavement on Sherwood Road (end of service area on Sherwood Road.) Zone 2......\$12.00 full / \$9.00 reduced Kemgas, North to Odom Lane on Highway 1; Simpson Lane, South to Boice Lane on Highway 1; Roundabout to Ellison Lane on Simpson Lane; Babcock Lane, East to Benson Lane on Highway 20. Orca Towing to end of pavement on Airport Road. Zone 3......\$18.00 full / \$15.00 reduced Odom Lane, North to Ward Avenue on Highway 1; Boice Lane, South to Gibney Lane on Highway 1; Ellison Lane to Mitchell Creek Drive on Simpson Lane; Benson Lane, East to Wildwood Campground on Highway 20 (end of service area on Hwy 20);

Zone 4......\$24.00 full / \$21.00 reduced

Ward Avenue, North to Charlene Lane on Highway 1 (end of service area on North Hwy 1); Gibney Lane, South to Jughandle State Park on Highway 1 (end of service area on SB Hwy 1); Mitchell Creek Drive, East to end of pavement on Simpson Lane and all paved feeders. (End of service area on Simpson Lane.)

Children 5 years and under ride free with paid companion over 12 years.

#### **Holiday Closures**

Mendocino Transit Authority- Dial-A-Ride (Para transit) and fixed route service does not run on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Friday after Thanksgiving and Christmas Day.

# **Approved Equipment**

In order to accommodate a wheelchair or power scooter on an Mendocino Transit Authority vehicle it must meet the following standards:

The equipment must have three (3) or more wheels.

The measurement of the equipment must fit safely in the vehicle securement area, including footrests and backpacks.

The equipment must not weigh more than 800 lbs. when occupied.

Walkers must be collapsible and stored between seats.

Equipment must be in good working order, with batteries charged, tires inflated, brakes working, footrests attached, and all parts secure. (49 CFR 37.3)

Segway or similar electrically motorized personal transportation devices are allowed on Mendocino Transit Authority when used as a mobility device by a person with a disability. The passenger may board with the device but may not use the device as a seat when aboard an Mendocino Transit Authority vehicle.

# **Mobility Device Brakes**

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the "off" position. Again, this is not mandatory.

# Portable Oxygen Use

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must not obstruct the aisle. 49 CFR 37.167(h)

#### **Securement Policy**

As per DOT ADA regulation, (49 CFR Part 38. Section 37.165©(3), Mendocino Transit Authority (MTA) has a mandatory mobility device securement policy for all passenger using a mobility aid. This policy is for the safety of persons using these devices as well as all other passengers, including the driver. Whenever possible, it is also MTA's policy to use the four-point tie down system to secure all mobility devices in the vehicles. Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Drivers will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment.

MA will not and cannot force any passenger including a passenger in a mobility device to use a seatbelt unless it is part of the securement system, but MTA does recommend that <u>all</u> <u>passengers</u> use seatbelts when they are available for their safety.

#### **Stop Announcements**

Stops at major intersections, transfer points, and destination points will be announced on fixed route buses. Transit operators will announce other stops upon request. (49 CFR 37.167 (a-c)

#### **Personal Care Attendants**

A Personal Care Attendant (PCA) may ride with you at no charge. A PCA is someone who travels with, and helps, a rider with their personal needs. Passengers must provide their own PCA if they need one. The Dial a Ride Application form should include a space that gives the applicant the opportunity to indicate whether or not they will be accompanied by a PCA.

Guests and companions may ride with passengers on Mendocino Transit Authority Dial a Ride. Guests and companions must pay regular fare. A companion is anyone who rides with a passenger who is not designated as a PCA. (49 CFR 37 (d)

#### Service Animals

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. The use of a service animal must be identified on the ADA application. In order to ride Mendocino Transit Authority:

 The animal must be on a leash and remain under control of the owner, and behave appropriately.

- Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat.
- The animal must not be aggressive toward people or other animals.
- You are responsible for any damage caused by the animal. (49 CFR 37.167 (d))

# Adequate Scheduled Time for Boarding and Disembarking - Boarding Assistance

Mendocino Transit Authority will provide adequate time to allow passengers with disabilities to safely board and disembark the vehicle. Operators shall position the bus to make boarding and de-boarding as easy as possible, and minimize the slope of the ramp. Bus operators shall provide assistance to passengers upon request. Mendocino Transit Authority staff will periodically review on-time performance data and/or passenger complaints to determine if schedule adjustments are warranted.

#### **Response Time**

"Response time. The entity shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means.

- (1) The entity shall make reservation service available during at least all normal business hours of the entity's administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day.
- (2) The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.
- (3) The entity may use real-time scheduling in providing complementary paratransit service.

The entity may permit advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individuals desired trips. When an entity proposes to change its reservations system, it shall comply with the public participation requirements equivalent to those of § 37.137 (b) and (c)

# **Maintenance of Lifts or Ramps**

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible and cannot be returned to

service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available. (49.CFR 37.163)

#### **Priority Seating**

Upon request, bus operators shall ask – but cannot require – passengers to yield priority seating at the front of the bus to seniors and persons with disabilities. Drivers are not required to enforce the priority seating designation beyond making such a request.

#### **Reserved Seating**

Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Bus operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

#### **Notification of Policy**

Mendocino Transit Authority will notify the public of the ADA policy on the website and in the rider's guide.

#### Dial-A-Ride (Paratransit) Eligibility

Eligibility Requirements: A person may qualify for Mendocino Transit Authority Dial-A-Ride service if he or she has a functional disability or disabling health condition that prevents him or her from independently using our buses some or all of the time. 49 CFR 37.123

Presence of a disability or a disabling health condition by itself does not automatically make a person eligible for Dial-A-Ride service. The ability to ride our buses is the basis for eligibility.

Applications will be reviewed by Mendocino Transit Authority based on the following eligibility qualifications. A person is eligible for Mendocino Transit Authority Dial-A-Ride service if he or she:

- is unable to board, ride, or exit a lift-equipped bus without assistance, OR
- needs to use a lift but it cannot be deployed safely at a bus stop, OR
- has a disability that prevents travel to and from a bus stop under certain conditions,
   AND
- is certified to use Mendocino Transit Authority Dial-A-Ride.

#### Presumptive Eligibility

Mendocino Transit Authority will respond to applicants in writing within 21 days of receiving an application. If the applicant does not receive an answer within 21 days, the applicant shall be treated as eligible and provided services until an answer is received. Applicants are eligible for service from the date a completed application is received until they are deemed not to meet eligibility requirements.

#### Determination in Writing

Mendocino Transit Authority's determination concerning eligibility will be in writing. If the determination is that the individual is ineligible, the determination will state the reason(s) for the finding.

#### Documentation of Eligibility

Mendocino Transit Authority will provide documentation to each eligible individual stating that he or she is ADA Paratransit Eligible."

#### Re-certification Process

Mendocino Transit Authority may require re-certification of the eligibility of ADA paratransit eligible individuals at reasonable intervals, or as needed.

#### **Visitor Certification**

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day the service is used by the visitor. For additional days of service, the individual is expected to register under Mendocino Transit Authority eligibility procedures. For individuals who reside outside the Mendocino Transit Authority service jurisdictions, Mendocino Transit Authority shall certify an individual with a disability as a visitor when providing documentation of residence and a statement that because of their disability they are unable to access the fixed route. (49 CFR 37.121)

Categories of Eligibility: Mendocino Transit Authority Dial-A-Ride applicant's eligibility may be classified as conditional, unconditional, or temporary. These categories are defined and mandated by the Americans with Disabilities Act (ADA) regulation.

Category Type	Description	Type of eligibility
Category 1	A person with a visual, physical, or cognitive disability who cannot independently ride transit.	Unconditional
Category 2	Prevented by disability or combination of disability and architectural barriers from getting to the boarding area.	Conditional
Category 3	Prevented from using fixed route during a certain amount of time.	Temporary

Service Area: Mendocino Transit Authority Dial-A-Ride service is provided within ¾ of a mile of Mendocino Transit Authority's fixed-route services throughout Mendocino County. Route deviations may be made for ADA eligible riders within ¾ of a mile from all other Mendocino Transit Authority fixed-route service, except for commuter routes. 49 CFR 37.131 (a)

*Origin to Destination Service:* Based on the functional ability of the rider at the time of application, the driver will provide one of the following types of trips 49.CFR 37.129

Curb to Curb	Customer taken from curb of pickup to curb of destination.
Door to Door	Customer taken from door of pickup point to door of destination.
Door Though Door	Customer taken from point of pickup into the door of the
	destination. (Provided by area Senior Center Transportation Services.)

*Trip Scheduling*: Dial-A-Ride trips may be scheduled from 14 days before the desired trip date and are guaranteed if made at least 24 hours in advance. Reservations will be accepted the day of the trip, provided that there is room in the day's schedule to accommodate them. Rides will be curb-to-curb unless previously arranged.

*Trip Cancelation:* Dial-A-Ride trips <u>must be canceled</u> before 4:30 p.m. the day before the scheduled trip or they may be considered a "no-show."

*No-Show Policy:* The definition of a No-Show is an inability to find a passenger at the specific pick-up location or a passenger refusal of the trip at the door.

Riders who schedule Dial-A-Ride or Deviated Fixed Route service trips and repeatedly no-show or have excessive late cancellations may be suspended from both services. If a trip is missed, the return trip is automatically cancelled. Suspensions will not be imposed for circumstances that are beyond a riders control such as sudden personal emergencies, sudden or worsening illness, inability to get through on phone lines, late arrival of the vehicle, or disruptive behavior caused by a disability.

### **Capacity Constraints**

Mendocino Transit Authority shall not limit the availability of complementary Dial-A-Ride to ADA eligible individuals by any of the following:

- Restrictions on the number of trips an individual will be provided;
- Waiting lists for access to the service; or
- Any operation pattern or practice that significantly limits the availability of service to ADA eligible persons, such as, but are not limited to:
- A substantial number of significantly untimely pickups for initial or return trips;
- Substantial numbers of trip denials or missed trips;
- Substantial numbers of trips with excessive trip lengths; or operational problems attributable to causes beyond the control of the entity including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled.

# **Abusive or Disruptive Behavior**

Service will immediately be denied on a long-term or indefinite basis to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Mendocino Transit Authority staff. Such conduct includes, but is not limited to: threats or fear of physical or verbal abuse, unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

# No Show/Late Cancellation

Drivers are required to wait for customers five minutes from arrival within the pick-up window at the pickup location to present themselves for board. Upon arrival, drivers will proceed to the outermost exterior door and announce themselves. They will wait one minute at the door for the customer. If the customer is not present for boarding within that time, the driver will

return to the vehicle and request that the Mendocino Transit Authority Dispatch Center begin the no show authorization process.

Dispatch personnel will then verify that the driver is at the correct location and make a good faith effort to call the customer before authorizing the driver to proceed to the next destination. If the customer can be reached and becomes available for boarding while the driver is still on site during this process, the driver will return to the door to assist the customer. Customers who are not ready for boarding upon the driver's arrival and are still not present at the end of the five-minute waiting period, will be considered a "No-Show" and will be subject to the terms and conditions of the Mendocino Transit Authority Late cancellation and No-Show Policy as described below:

# Mendocino Transit Authority No Show/Late Cancellation Policy

As per 49CFR Section 37.125 of the DOT ADA regulations, a transit provider "may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips". A pattern or practice involve intentional, repeated or regular actions, less than an hour's notice, not isolated, accidental or singular incidents. Transit agencies cannot base a suspension of service on any trips missed by a rider for reasons beyond his or her control, including trips missed due to illness, family emergency or transit agency error or lateness. Before suspending service, Mendocino Transit Authority will notify the individual in writing, provide an opportunity for an appeal and issue written notification of the decision and reasons for it.

In any calendar month, any customer who has booked ten (10) trips or more and has "no-showed" or "late cancelled" at least 10% of those trips will receive a suspension notice. Additionally, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the minimum number of trips booked and minimum number of penalty points are reached during the calendar month. A "No-Show" occurs when a customer does not present themselves for boarding the vehicle within five (5) minutes of the vehicle's arrival within the 30-minute pickup window.

Each No-Show is counted as one penalty point.

A "Late Cancellation" occurs when a customer cancels a trip less than one hours before the start of the 30minute pickup window.

Each Late Cancellation is counted as one-half penalty point.

A "cancellation at Door" is when a customer cancels a trip after the driver arrives. This includes cancelling via telephone.

Each Cancellation at Door is counted as one penalty point.

All suspension periods will begin on Monday. The length of a customer's suspension will follow this schedule:

First Violation in the calendar year: Warning Letter

Second Violation: 7-day (1-week) suspension

Third Violation: 14-day (2-week) suspension

Fourth violation: 21-day (3-week) suspension

Firth and subsequent violations: 28 day (4-week) suspension

Mendocino Transit Authority will retain records on customer compliance with this policy for the calendar year. A warning letter and a copy of this policy will be issued upon the first violation of the year.

Further violations of this policy will result in suspension, per the schedule.

If you no-show or late cancel because of circumstances beyond your control, please call the Mendocino Transit Mobility Manager at 707-234-6446 to explain the circumstance, and request the removal of the no-show or late cancellation. The hours of the Mobility Manager are Monday-Friday from 8:30 AM to 4:30 PM. Voice messages may be left for the Mobility Manager 24 hour a day, seven days a week.

# Suspension of Service

A rider's privileges may also be suspended for any of the following infractions on any Mendocino Transit Authority property, including vehicles, bus stops, or stations.

- Smoking on, or carrying a lit pipe, cigar, or cigarette within 20 feet from the vehicle.
- Discarding or dumping litter in places other than the recognized receptacles.
- Deliberately evading paying a fare.
- Consuming alcoholic beverages or in procession of alcoholic beverages.
- Eating or drinking without medical indication.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Unauthorized use of equipment on the vehicle, or defacing equipment.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

# Administrative Appeals Process for Individuals Denied Eligibility or Suspension of Riding Privileges

Mendocino Transit Authority requires that an applicant file a written appeal within 60 days of receipt of eligibility denial or suspension of riding privileges. Notification of eligibility denial or suspension of riding privileges will be in writing by the Mendocino Transit Authority Mobility Manager and will be sent within 30 days of determination by Registered Mail via the U.S. Postal Service.

Mendocino Transit Authority will provide an opportunity to be heard and to present information and arguments to an Appeals Committee within 30 days of receipt of appeal. The Appeals Committee is comprised of:

- 1. Mendocino Transit Authority General Manager
- 2. Mendocino Transit Authority Mobility Manager
- 3. Mendocino Transit Operations Manager
- 4. Chair of the Social Services Transportation Advisory Council (SSTAC)

Mendocino Transit Authority <u>will not</u> provide paratransit service to the individual pending the determination of the eligibility appeal. However, if the Appeals Committee has not made a determination within 30 days of the completion of the appeals process, Mendocino Transit Authority will provide ADA service from that time until and unless a decision to deny the appeal is issued.

Mendocino Transit Authority <u>will</u> provide paratransit service to the individual pending the determination of suspension of riding privileges. However, if the Appeal Committee determines the suspension to be justified, the suspension will occur following the appeal committee decision.

# MENDOCINO TRANSIT AUTHORITY RESOLUTION 2017-12

**WHEREAS:** MTA is a public transportation entity and in collaboration with the Americans with Disabilities Act of 1990;

- 1. As required by law, MTA has prepared an ADA (Americans with Disabilities Policy; and
- 2. Is committed to non-discrimination for said public transportation services; and
- 3. Is committed to the highest level of transportation services available with safety of all riders first and foremost:

NOW, THEREFORE, BE IT RESOLVED that the MTA Board of Directors hereby:

1. Approves and Adopts the MTA ADA Policy.

**ADOPTION** of this RESOLUTION was MOVED by Director \_and SECONDED by Director \_ at a regular meeting of the MTA Board of Directors on October 25, 2017 by the following Roll Call vote:

AYES: NOES: ABSTAIN: ABSENT:			
ATTEST:			
James W. Mastin, Chairman	Carla A. M	eyer, General M	anager

TO:

MTA Board of Directors

FROM:

Carla Meyer, General Manager

RE:

MTA Morale, Health and Welfare Program

DATE:

October 25, 2017

Worksite morale health and welfare programs produce organizational and employee benefits, such as lower healthcare costs, increased productivity, improved recruitment and retention, reduced absenteeism and presenteeism, and enhanced employee engagement.

In recently located documents MTA had in the past had provided longevity awards to employees at \$100 for 10 years with an additional \$50 added for each subsequent five years. However, without a clear policy stating approval from the Board of Directors, those awards can be considered "gifts of public funds".

MTA employees have appreciated and benefited from this practice. Therefore, we are presenting a formal policy for review and adoption by the Board of Directors to reinstitute the program and also include the annual picnic and holiday events for staff.

**Recommendation:** Review, approve and adopt **Resolution 2017-13** the 'MTA Morale, Health and Welfare Policy.

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# MORALE, HEALTH AND WELFARE POLICY

As approved and adopted by MTA Board of Directors on October 25, 2017

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#### MTA'S EMPLOYEE MORALE, HEALTH & WELFARE PROGRAM

It is the policy of MTA to have a safe, healthy and attractive workplace and a motivated group of helpful employees, in order to provide better service to the community.

It is MTA's policy to enhance – to the extent practical – employee morale, health, and welfare.

The following activities are allowed, subject to the approval of the General Manager; annual and other programs for formal recognition of achievement and longevity of service or retirement. This includes providing for recognition of longevity in service rewards, retirement recognition, and other forms of recognition and employee engagement that will provide MTA with a better work environment thereby fostering better service to the communities we serve.

- To foster continued service, as hiring and orientation of employees is an expensive and counter-productive process, MTA will offer longevity rewards in amounts to be annually determined by the General Manager based on availability of funds in the budget.
- 2) Example of such rewards to continue productive service, MTA will offer to employees with excellent service and job performance evaluations, service rewards, simply by way of example (but not confined to): \$100 for 10 years of service, and \$50 increases for each additional 5 years of service.
- 3) Retirement recognition for employees that have maintained positive job performance throughout their career with MTA. This recognition could be performed with monetary recognition for years of service, or gifts or certificates similar in kind to longevity rewards.
- 4) Recognition parties or celebrations, gifts or rewards for achievements at work or in the community or assisting in the respect or positive image or recognition of MTA.
  - a. An annual MTA picnic and holiday party to foster organizational cohesiveness, and Administration / Staff relations.
  - b. Training activities to further understanding, coordination, and cooperation.
  - c. The provision of satisfactory working conditions, including employee lounge or break room and related equipment.
  - d. MTA-sponsored health related activities for employees.

Any income generated from these activities will be used to offset expenses.

# MENDOCINO TRANSIT AUTHORITY RESOLUTION 2017-13

**WHEREAS:** MTA is a public entity and recognizes that a Morale, Health and Welfare Program is beneficial to staff; and

- 1. Morale, Health and Welfare Programs contribute to employee longevity; and
- 2. Morale, Health and Welfare Programs build employee morale;

NOW, THEREFORE, BE IT RESOLVED that the MTA Board of Directors hereby:

1. Approves and Adopts the MTA Morale, Health and Welfare Policy

**ADOPTION of this RESOLUTION** was MOVED by Director \_and SECONDED by Director \_ at a regular meeting of the MTA Board of Directors on October 25, 2017 by the following Roll Call vote:

ATTEST:	
AYES: NOES: ABSTAIN: ABSENT:	