



## **Board of Directors Regular Meeting Agenda**

July 31, 2019

1:30 p.m.

### **Willits**

City of Willits Council Chambers  
111 East Commercial Street  
Willits, CA

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### **AGENDA ITEMS**

- 1. Call to Order**
- 2. Public Comment**

*Members of the public are welcome to attend MTA Board meetings to address items that are not 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**

- 3. Minutes of June 26, 2019 Board Meeting**
- 4. Board Meeting Calendar 2019-2020**
- 5. Service Performance Report**
- 6. Financial Statements July 1, 2018 to May 31, 2019**

### **ACTION & DISCUSSION**

- 7. Unmet Needs**  
**Action:** Solicit Public Input
- 8. Discussion and Possible Adoption of Resolution No. 2019-13 Dial-A-Ride Fare Revision and Service Area Expansion**  
**Action:** Adopt Resolution 2019-13 Approving Dial-A-Ride Fare Revision and Service Area Expansion
- 9. Discussion and Possible Approval of MTA Customer Satisfaction and Complaint Policy**  
**Action:** Approve MTA's Customer Satisfaction and Complaint Policy

## **CLOSED SESSION**

10. **Conference with Labor Negotiators Pursuant to Government Code §54957.6(a)**  
**Agency Designated Representatives:** General Manager, Carla Meyer  
**Employee Organization:** Teamsters Union Local 665
11. **Employee Performance Evaluation: General Manager Evaluation of Performance Pursuant to Government Code §54957**

## **ANNOUNCEMENT OUT OF CLOSED SESSION**

12. **Announcement out of Closed Session**
13. **Matters from Management**
14. **Matters from Directors**

## **ADJOURN**

Anticipated adjournment is 3:30 p.m.

### **Americans with Disabilities Act (ADA) Compliance**

*The Mendocino Transit Authority complies with AMERICANS WITH DISABILITIES ACT (ADA). Upon request, MTA will attempt to reasonably accommodate individuals with disabilities by making meeting material available in appropriate alternate formats (pursuant to Government Code Section 54953.2). Anyone requiring reasonable accommodation to participate in the meeting should contact the Mendocino Transit Authority by calling (707) 234-6447 at least five days prior to the meeting.*



## Board of Directors Regular Meeting Minutes

June 26, 2019

1:30 p.m.

### Ukiah

Ukiah Valley Conference Center  
200 South School Street  
Zinfandel Room

*Video-Conference with:*

### Fort Bragg

Diana Stuart Fort Bragg Division  
190 East Spruce  
Conference Room

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## AGENDA ITEMS

### 1. Call to Order

Chair Mastin called the meeting to order at 1:32 p.m.

Directors Present Ukiah:	Rodriguez, Mulheren, Chair Mastin
Directors Present Fort Bragg:	Tarbell, Cross, Gjerde, Albin-Smith
Directors Absent:	None

Staff Present:	Carla Meyer, MTA General Manager Bob Butler, MTA Maintenance Manger Mark Harvey, MTA CFO Jacob King, MTA Operations Manager Heather Lindsteadt, Recording Secretary
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Also Present:	Loretta Ellard, MCOG Cole Featherston, Intern
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### 2. Resolution 2019-08 A Resolution of Recognition and Appreciation for Retiring MTA Board Chair James W. Mastin

General Manager Meyer presented Resolution 2019-08 to Chair Mastin and thanked him for over 25 years of service to the Mendocino Transit Authority Board of Directors.

Upon Motion by Director **Rodriguez**, seconded by Director **Tarbell** the Board adopted Resolution 2019-08, a Resolution of Appreciation for James W. Mastin by unanimous roll call vote. **AYES:** Gjerde, Tarbell, Cross, Rodriguez, Mulheren, Albin-Smith, Mastin  
**NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0

### 3. Public Comment

No Public Comment

### CONSENT CALENDAR

#### 4. Minutes of May 29, 2019 Board Meeting

#### 5. Board Meeting Calendar 2018-2019

#### 6. Service Performance Report Fiscal Year 2018-2019

#### 7. Capital Project Progress Report – June 2019

Item # 6 was pulled for discussion.

**Upon Motion** by Director **Rodriguez**, seconded by Director **Tarbell** the Board approved Consent Calendar item # 4 with a correction to the date on page 2, line 11. The date of June 16 was changed to June 26. Motion passed by unanimous roll call vote: **AYES:** Gjerde, Tarbell, Cross, Rodriguez, Mulheren, Albin-Smith, Mastin **NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0.

**Upon Motion** by Director **Tarbell**, seconded by Director **Mulheren**, the Board approved Consent Calendar items #5 and #7 by unanimous roll call vote: **AYES:** Gjerde, Tarbell, Cross, Rodriguez, Mulheren, Albin-Smith, Mastin **NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0

General Manager Meyer provided the Board of Directors and members of the public with an example of the newly formatted Service Performance Report which will be presented to the Board moving forward. Performance Summary document is hereby made part of these minutes by reference.

**Upon Motion** by Director **Mulheren**, seconded by Director **Tarbell**, Consent Calendar item # 6 was approved by unanimous roll call vote: **AYES:** Gjerde, Tarbell, Cross, Rodriguez, Mulheren, Albin-Smith, Mastin **NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0

### COMMITTEE REPORTS

#### 8. June 14, 2019 Finance Committee – Report Only

General Manager Meyer updated the Board on the June 14, 2019 Finance Committee Meeting.

### ACTION & DISCUSSION

#### 9. Discussion and Possible Approval of Capital Project Progress Report Modification

General Manger Meyer requested permission to provide the Capital Project Progress Report

only when there are major projects rather than monthly. General Manager Meyer confirmed that oral reports will be provided by members of management at each Board meeting. The Board of Directors authorized the changes through consensus.

**10. Unmet Needs**

**Action:** Solicit Public Input

Director **Rodriguez** reported that she received a request that MTA provide service to and from Laytonville. General Manager Meyer reported that Laytonville service is currently on the Unmet Needs list.

**11. Election of Officers**

- A. Election of Chair to serve two-year term from July 1, 2019 to June 30, 2021
- B. Election of Vice-Chair to serve two-year term from July 1, 2019 to June 30, 2021

Director **Mulheren** moved to nominate Director **Tarbell** for Chair and Director **Rodriguez** as Vice Chair.

Director **Tarbell** suggested that Director **Rodriguez** should serve as Chair and he will accept the Vice Chair position.

Director **Mulheren** Amended her motion and nominated Director **Rodriguez** as Chair and Director **Tarbell** as Vice Chair.

Director **Rodriguez** accepted the position of Chair. Director **Tarbell** accepted the position of Vice Chair.

**Upon Amended Motion** by Director **Mulheren**, seconded by Chair **Mastin**, Director **Rodriguez** was elected Chair of the MTA Board of Directors and Director **Tarbell** was elected Vice Chair of the MTA Board of Directors for the period of July 1, 2019 through June 30, 2021. **AYES:** Gjerde, Tarbell, Cross, Rodriguez, Mulheren, Albin-Smith, Mastin **NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0

**12. Financial Statements July 2018 – April 2019**

**Upon Motion** by Director **Cross**, seconded by Director **Tarbell**, the Board accepted the July 2018 - April 2019 Financial Statements by unanimous roll call vote. **AYES:** Gjerde, Tarbell, Cross, Rodriguez, Mulheren, Albin-Smith, Mastin **NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0

**13. CalPERS Unfunded Liability Update – Discussion Only**

CFO Mark Harvey updated the Board on the Unfunded Liability payments that will need to be budgeted for in 2019-2020 and beyond. CFO Harvey reported that the payments have increased to \$103,386 for fiscal year 2019-2020 which is significantly more than what staff originally budgeted.

**14. Discussion and Possible Adoption of Resolution 2019-09 Adopting Mendocino Transit Authority Amended Bylaws**

**Upon Motion** by Director **Mulheren**, seconded by Director **Rodriguez**, the Board adopted Resolution 2019-19 adopting MTA's Board Bylaws unanimously by the following roll call vote:

**AYES:** Mulheren, Rodriguez, Tarbell, Gjerde, Cross, Albin-Smith, Mastin. **NOES:** 0, **ABSTAIN:** 0, **ABSENT:** 0

**15. Discussion and Possible Adoption of Resolution 2019-10 Acknowledging Mendocino Transit Authority (MTA) Approval of the Amended Joint Powers Agreement Forming the California Transit Systems Joint Powers Authority and Authorizing the General Manager to Sign the Amended Agreement**

**Upon Motion** by Director **Cross** and seconded by Director **Mulheren**, the Board adopted Resolution No. 2019-10 Approving the Amended JPA Forming the California Transit System Joint Powers Authority and Authorizing General Manager to sign the Amended Agreement unanimously by roll call vote: **AYES:** Mulheren, Rodriguez, Tarbell, Gjerde, Cross, Albin-Smith, Mastin. **ABSTAIN:** 0 **ABSENT:** 0 **NOES:** 0

**16. Discussion and Possible Approval of Fiscal Year 2019-2020 Overall Work Plan (OWP)**

General Manager Meyer presented the 2019-2020 Overall Work Plan (OWP) to the Board. The Board reviewed the OWP and suggested that the General Manager evaluate the list to see if any of the GM duties could be assigned to the Operations Manager or other department heads.

No action taken.

*Director Albin-Smith leaves meeting at 2:53 p.m.*

**17. Discussion and Possible Adoption of Resolution 2019-11 Adopting Fiscal Year 2019-2020 Operating and Capital Budgets**

**Upon Motion** by Director **Cross**, seconded by Director **Tarbell**, the Board adopted Resolution 2019-11 Adopting the Final Fiscal Year 2019-2020 Operating and Capital Budgets by unanimous roll call vote: **AYES:** Mulheren, Rodriguez, Tarbell, Gjerde, Cross, Mastin. **ABSTAIN:** 0 **ABSENT:** Albin-Smith **NOES:** 0

**18. Discussion and Possible Adoption of Resolution 2019-12 Approving Transition from General Public Dial-A-Ride in Ukiah to ADA/Senior Service**

**Upon Motion** by Director **Mulheren**, seconded by Director **Rodriguez**, the Board adopted Resolution 2019-12 Approving the Transition from General Public Dial-A-Ride in Ukiah to ADA/Senior Service by roll call vote: **AYES:** Mulheren, Rodriguez, Tarbell, Gjerde, Cross, Mastin. **ABSTAIN:** 0 **ABSENT:** Albin-Smith **NOES:** 0

**19. Discussion and Possible Approval of Board Meeting Schedule for 2019-2020**

**Upon Motion** by Director **Rodriguez**, seconded by Director **Cross**, the Board approved the 2019-2020 Board meeting schedule by roll call vote: **AYES:** Mulheren, Rodriguez, Tarbell, Gjerde, Cross, Mastin. **ABSTAIN:** 0 **ABSENT:** Albin-Smith **NOES:** 0

## **20. Discussion and Possible Approval of Special Events Schedule Addition of Point Arena Independence Day Celebration**

**Upon Motion** by Director **Cross**, seconded by Director **Rodriguez**, the Board approved the addition of Point Arena Independence Day Celebration to the Special Events Schedule conditioned on increased pedestrian control staffing provided by the City of Point Arena by roll call vote: **AYES**: Mulheren, Rodriguez, Tarbell, Gjerde, Cross, Mastin. **ABSTAIN**: 0 **ABSENT**: Albin-Smith **NOES**: 0

## **21. Appointment of Ad Hoc General Manager Evaluation Committee**

Chair Mastin appointed Directors **Rodriguez**, **Tarbell**, and **Cross** to serve on Ad Hoc General Manager Evaluation Committee by consensus.

## **22. Matters from Management**

CFO Mark Harvey reported that the finance department is continuing its migration to QuickBooks.

Maintenance Manager, Bob Butler, reported that inventory and maintenance software will be implemented in July 1. He also reported that he expects Zonar will go live on July 1 for pre and post trip management. He said he is still looking into one fully electric cutaway bus funded through the Volkswagen Settlement funds and that he is expecting delivery of two cutaway vehicles as well as the new Senior Center buses.

Operations Manager, Jacob King, is continuing to work with Route Committee and said the Adventist Health Ukiah Valley bus stop will go live on July 15 and reported that MTA is implementing a new phone system.

General Manager Meyer provided a copy of the Fort Bragg Trespass letter and said that she appreciates the letter from Fort Bragg.

## **23. Matters from Directors**

Director **Tarbell** asked staff to contact him about the Caspar bus stop.

Director **Cross** thanked the Board for approval of the Point Arena Independence Day event and thanked the CFO for providing the financial statements.

Director **Mulheren** provided the Ukiah General Plan flyer and said that input on the plan is very important.

Director **Rodriguez** thanked Director **Mastin** for his years of service.

Chair **Mastin** requested that MTA maintain its involvement with CTA and to involve staff and the Directors in the CTA meetings.

## **ADJOURN**

Chair Mastin adjourned the meeting at 3:59 p.m.





## Board of Directors Meeting Schedule

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

Date	Time	Location	Video Conference With	Major Agenda Items
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### 2019

July	31	1:30	Willits	only	2019/20 Transit Needs: Willits
August	28	1:30	Point Arena	only	2019/20 Transit Needs: Point Arena
September	25	1:30	Fort Bragg	Ukiah	2019/20 Transit Needs: Fort Bragg
October	30	1:30	Ukiah	Fort Bragg	2019/20 Transit Needs: Ukiah
November	no meeting scheduled				
December	4	1:30	Ukiah	Fort Bragg	2019/20 Transit Needs: Ukiah

### 2020

January	29	1:30	Fort Bragg	Ukiah	2019/20 Transit Needs: Ft Bragg
February	26	1:30	Willits	only	2019/20 Transit Needs: Willits Initial 2019/20 Budget Discussion
March	25	1:30	Ukiah	Fort Bragg	2019/20 Transit Needs: Ukiah DRAFT 2019/20 Budget & Claim
April	29	1:30	Point Arena	only	2019/20 Transit Needs: Point Arena
May	27	1:30	Fort Bragg	Ukiah	General Manager Evaluation General Manager Contract
June	24	1:30	Ukiah	Fort Bragg	FINAL 2010/21 Budget

# MENDOCINO TRANSIT AUTHORITY PERFORMANCE SUMMARY

FY 2018/19  
Month: June 2019

	18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	19-Jan	19-Feb	19-Mar	19-Apr	19-May	19-Jun	YEAR TO-DATE	LAST FY TO-DATE
<b>RIDERSHIP-FIXED ROUTE/DAR</b>														
ADULT	7383	7734	6961	7099	6022	6874	6581	5612	6683	7162	7720	7584	83415	
SENIORS	3764	4650	3830	4549	3784	3721	3986	3591	4253	4455	4684	4302	49569	
DISABLED	3632	3876	3350	3964	3708	3551	3624	3136	3518	3642	4032	4080	44113	
PCA	349	354	397	329	432	443	417	384	401	427	444	408	4785	
COLLEGE	3416	3684	5852	7696	4072	3018	4271	5146	4277	5274	4050	34	50790	
FREE CHILD	632	739	649	632	565	436	547	432	477	586	623	648	6966	
YOUTH PASSES	189	209	50	38	30	32	80	13	48	13	38	1410	2150	
MONTHLY PASSES	1175	1453	1191	1283	1137	1087	1427	1183	1340	1369	1731	1004	15380	
TRANSFERS	1069	1144	1225	1393	1165	1266	1277	1074	1195	1076	1572	1334	14790	
STAFF PASSES	99	164	170	279	148	106	142	175	138	96	67	91	1675	
WHEELCHAIR	642	850	739	863	773	787	777	697	822	937	859	723	9469	
BIKES	242	216	242	285	207	191	205	170	198	219	230	262	2667	
TOTAL RIDERSHIP	21708	24007	23675	27262	21063	20534	22352	20746	22330	24100	24961	20895	273633	
<b>OPERATIONS</b>														
TOTAL SERVICE DAYS (Mon-Fri)	21.00	23.00	19.00	23.00	19.00	20.00	21.00	19.00	21.00	22.00	22.00	20.00	250.00	
VEHICLE SERVICE HOURS	4185.48	4405.51	3909.17	4464.02	3784.63	4078.51	4146.85	3774.50	4227.05	4305.31	4334.38	3994.78	49610.19	
PASSENGERS PER HOUR	5.19	5.45	6.06	6.11	5.57	5.03	5.39	5.50	5.28	5.60	5.76	5.23	5.52	
VEHICLE SERVICE MILES	77458	87483	76372	88412	68930	78568	78898	76630	87005	88363	87574	74247	969940	
VEHICLE NON-SERVICE MILES	2408	2475	1818	1760	1396	1633	2498	1645	2118	2037	2023	2298	24109	
PASSENGER PER MILE	0.28	0.27	0.31	0.31	0.31	0.26	0.28	0.27	0.26	0.27	0.29	0.28	0.28	
<b>COSTS</b>														
MONTHLY EXPENSES (Operating Costs)	\$281,898.52	\$439,423.53	\$319,271.05	\$307,243.11	\$379,212.25	\$403,584.53	\$829,414.39	\$284,168.56	\$343,454.45	\$330,828.55	\$344,498.69	\$399,548.97	\$4,662,546.60	
COST PER PASSENGER	\$12.99	\$18.30	\$13.49	\$11.27	\$18.00	\$19.65	\$37.11	\$13.70	\$15.38	\$13.73	\$13.80	\$19.12	\$17.04	
COST PER MILE	\$3.64	\$5.02	\$4.18	\$3.48	\$5.50	\$5.14	\$10.51	\$3.71	\$3.95	\$3.74	\$3.93	\$5.38	\$4.81	
COST PER HOUR	\$67.35	\$99.74	\$81.67	\$68.83	\$100.20	\$98.95	\$200.01	\$75.29	\$81.25	\$76.84	\$79.48	\$100.02	\$93.98	
<b>REVENUE</b>														
FIXED ROUTE/DAR FAREBOX REVENUE	\$46,814.61	\$33,711.42	\$41,985.30	\$98,815.11	\$43,274.64	\$43,191.84	\$60,334.42	\$42,767.45	\$47,964.68	\$50,211.73	\$38,079.59	\$49,152.20	\$596,302.99	
ADVERTISING SALES	\$8,439.75	\$6,966.00	\$0.00	\$15,738.25	\$7,016.00	\$0.00	\$46,784.50	\$0.00	\$26,249.62	\$0.00	\$0.00	\$9,433.38	\$120,627.50	
AG VAN LEASE	\$6,643.80	\$10,692.80	\$1,018.00	\$20,477.02	\$0.00	\$14,890.50	\$180.00	\$0.00	\$596.60	\$0.00	\$0.00	\$1,052.20	\$55,550.92	
TOTAL FAREBOX RATIO	17%	8%	13%	32%	11%	11%	7%	15%	14%	15%	11%	12%	13%	
<b>OPERATING COST</b>														
<b>MCOG PERFORMANCE MEASURE</b>														
DIAL-A-RIDE	2404	2589	2344	2620	2316	2411	2613	2418	2731	2967	3560	2481	31454	
PASSENGERS PER HOUR /STANDARD 4.5	2.82	3.18	3.08	3.01	3.11	3.02	3.15	3.30	3.39	3.49	4.05	3.49	3.26	
FAREBOX RATIO /STANDARD 10%	34%	25%	24%	53%	22%	22%	18%	24%	34%	25%	20%	18%	25%	
OPERATING COST PER HOUR /STANDARD \$95.12	\$36.58	\$58.27	\$41.47	\$33.87	\$56.08	\$59.38	\$116.79	\$45.16	\$52.21	\$47.87	\$55.84	\$66.81	\$55.77	
COST PER PASSENGER /STANDARD \$21.14	\$12.99	\$18.30	\$13.49	\$11.27	\$18.00	\$19.65	\$37.11	\$13.70	\$15.38	\$13.73	\$13.80	\$19.12	\$17.11	
SHORT DISTANCE BUS ROUTES*	12645	14403	14172	16503	12267	12163	13370	12497	13112	14261	14910	12842	163145	
PASSENGERS PER HOUR /STANDARD 14	5.79	5.96	6.78	6.86	6.16	5.52	5.95	6.03	5.73	6.12	6.20	5.61	6.06	
FAREBOX RATIO /STANDARD 10%	20%	10%	12%	43%	12%	13%	12%	20%	20%	14%	9%	14%	15%	
OPERATING COST PER HOUR /STANDARD \$85.97	\$75.23	\$109.13	\$91.41	\$77.31	\$110.98	\$108.58	\$220.84	\$82.55	\$88.08	\$83.98	\$85.50	\$107.20	\$103.29	
COST PER PASSENGER /STANDARD \$6.14	\$12.99	\$18.30	\$13.49	\$11.27	\$18.00	\$19.65	\$37.11	\$13.70	\$15.38	\$13.73	\$13.80	\$19.12	\$17.05	
LONG DISTANCE BUS ROUTES**	6659	7015	7159	8139	6480	5960	6369	5831	6487	6872	6491	5572	79034	
PASSENGERS PER HOUR /STANDARD 3.2	5.79	5.96	6.78	6.86	6.16	5.52	5.95	6.03	5.73	6.12	6.20	5.61	6.06	
FAREBOX RATIO /STANDARD 10%	20%	10%	12%	43%	12%	13%	12%	20%	20%	14%	9%	14%	15%	
OPERATING COST PER HOUR /STANDARD \$90.44	\$75.23	\$109.13	\$91.41	\$77.31	\$110.98	\$108.58	\$220.84	\$82.55	\$88.08	\$83.98	\$85.50	\$107.20	\$103.07	
COST PER PASSENGER /STANDARD \$28.26	\$12.99	\$18.30	\$13.49	\$11.27	\$18.00	\$19.65	\$37.11	\$13.70	\$15.38	\$13.73	\$13.80	\$19.12	\$17.00	

# Mendocino Transit Authority

## Balance Sheet

### with Beginning Year Comparison

	May 2019	Jun 2018	\$ Change
<b>ASSETS</b>			
Current Assets			
Checking/Savings	1,523,436.88	1,975,146.54	-451,709.66
Accounts Receivable	20,521.98	135.65	20,386.33
Other Current Assets			
102.900 · Receivables Other	485,341.14	342,082.87	143,258.27
102.990 · Grants Receivable Total	696,482.00	1,145,881.00	-449,399.00
103.990 · Inventory	138,528.35	105,480.24	33,048.11
104.199 · Prepaid Expenses Total	275,424.82	64,162.86	211,261.96
104.200 · Undeposited Funds	1,754.40		1,754.40
Total Other Current Assets	1,597,530.71	1,657,606.97	-60,076.26
Total Current Assets	3,141,489.57	3,632,889.16	-491,399.59
Fixed Assets			
111.900 · Fixed Assets	20,639,796.97	20,287,627.50	352,169.47
111.910 · Accumulated Depreciation	-10,193,231.29	-9,168,482.29	-1,024,749.00
121.900 · Intangible Total	15,000.00	15,000.00	0.00
121.910 · Accum Amortization Total	-15,000.00	-15,000.00	0.00
Total Fixed Assets	10,446,565.68	11,119,145.21	-672,579.53
Other Assets			
131.900 · Deferred Outflows of Resource	701,870.00	701,870.00	0.00
Total Other Assets	701,870.00	701,870.00	0.00
<b>TOTAL ASSETS</b>	<b>14,289,925.25</b>	<b>15,453,904.37</b>	<b>-1,163,979.12</b>
<b>LIABILITIES &amp; EQUITY</b>			
Liabilities			
Current Liabilities			
Accounts Payable	70,723.61	235,356.14	-164,632.53
Credit Cards	7,053.02	3,096.30	3,956.72
Other Current Liabilities			
203.160 · CalPERS Loan Repayments	10,092.22	0.00	10,092.22
205.700 · Uncashed Checks	6,491.04	6,491.04	0.00
205.900 · Accruals Total			
202.100 · Deferred Revenue	705,784.41	417,115.41	288,669.00
203.100 · Federal Payroll Tax Payable	-100.00	10,549.76	-10,649.76
203.110 · Medicare Payroll Tax Payable	1,834.82	3,240.68	-1,405.86
203.120 · State Income Tax Payable	-1,834.70	3,286.48	-5,121.18
203.130 · State Disability Payable	45.00	1,180.00	-1,135.00
203.140 · Misc Deductions	1,179.02	1,666.01	-486.99
203.150 · Garnishments Payable	237.06	0.00	237.06
203.200 · Workers Comp Payable	0.00	47,463.55	-47,463.55
205.200 · Accrued Payroll	5,142.31	89,189.25	-84,046.94
205.300 · Accrued Retirement	-10,868.06	38,002.62	-48,870.68
205.400 · Accrued Deferred Comp	-15,526.30	12,496.46	-28,022.76
205.500 · Accrued Vacation	153,316.54	163,901.93	-10,585.39
205.600 · Accrued Sick Leave	70,539.64	66,649.42	3,890.22
Total 205.900 · Accruals Total	909,749.74	854,741.57	55,008.17
Total Other Current Liabilities	926,333.00	861,232.61	65,100.39

# Mendocino Transit Authority

## Balance Sheet

### with Beginning Year Comparison

July 31, 2019  
Agenda Item # 6

	May 2019	Jun 2018	\$ Change
<b>Total Current Liabilities</b>	1,004,109.63	1,099,685.05	-95,575.42
<b>Long Term Liabilities</b>			
231.900 - Prov-Restricted Funds	195,989.19	249,196.09	-53,206.90
235.300 - Deferred Inflows of Resource	176,255.00	176,255.00	0.00
235.910 - Pension Liabilities	1,460,625.72	1,527,653.78	-67,028.06
<b>Total Long Term Liabilities</b>	1,832,869.91	1,953,104.87	-120,234.96
<b>Total Liabilities</b>	2,836,979.54	3,052,789.92	-215,810.38
<b>Equity</b>			
32000 - Unrestricted Net Assets	-1,052,037.76	-243,104.33	-808,933.43
399.900 - Equity			
304.100 - Equity-Contributed Capital	15,890,100.96	15,890,100.96	0.00
304.500 - Accum Depr-Contributed Capital	-3,568,956.72	-3,568,956.72	0.00
304.600 - Equity Capital	512,349.13	512,349.13	0.00
305.100 - Retained Earnings	619,658.84	619,658.84	0.00
<b>Total 399.900 - Equity</b>	13,453,152.21	13,453,152.21	0.00
<b>Net Income</b>	-948,168.74	-808,933.43	-139,235.31
<b>Total Equity</b>	11,452,945.71	12,401,114.45	-948,168.74
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>14,289,925.25</b>	<b>15,453,904.37</b>	<b>-1,163,979.12</b>

Cash & Fund Balances	MTA	MCOG	TOTAL
Operating Cash	\$ 306,819.87		\$ 306,819.87
Operating Reserve	\$ 75,193.11		\$ 75,193.11
PTIMSEA	\$ 572,674.23		\$ 572,674.23
LCTOP	\$ 158,801.07		\$ 158,801.07
CAL OES	\$ 99,370.40		\$ 99,370.40
CAPITAL #4100	\$ 310,578.20		\$ 310,578.20
STA		\$ 678,776.00	\$ 678,776.00
STA -Unallocated		\$ 493,158.92	\$ 493,158.92
Fuel Reserve		\$ 175,000.00	\$ 175,000.00
State of Good Repair		\$ 129,579.00	\$ 129,579.00
<b>Total</b>	<b>\$ 1,523,436.88</b>	<b>\$ 1,476,513.92</b>	<b>\$ 2,999,950.80</b>

**Mendocino Transit Authority**  
**Statement of Revenues, Expenses**  
**July 2018 through May 2019**

	Jul '18 -May 19	Budget Yr	Balance
Ordinary Income/Expense	91.7% of Year	100% of Year	
<b>Income</b>			
400.000 · Operating Revenue	841,448.54	907,000.00	65,551.46
400.999 · Non Operating Revenue	3,928,796.29	3,954,729.00	25,932.71
<b>Total Income</b>	<b>4,770,244.83</b>	<b>4,861,729.00</b>	<b>91,484.17</b>
<b>Gross Profit</b>	<b>4,770,244.83</b>	<b>4,861,729.00</b>	<b>91,484.17</b>
<b>Expense</b>			
501.100 · Wages	2,547,975.23	2,384,982.56	-162,992.67
502.200 · Health	577,285.07	654,290.00	77,004.93
502.300 · Workers Comp	85,743.00	147,729.00	61,986.00
502.400 · Retirement	186,007.19	235,550.00	49,542.81
502.500 · Payroll Taxes	35,274.72	28,500.00	-6,774.72
502.600 · Uniform Allowance	12,204.69	19,000.00	6,795.31
502.700 · Travel Expenses	21,764.44	7,000.00	-14,764.44
503.100 · Outside Labor	29,136.97	130,000.00	100,863.03
503.200 · Professional Services	58,264.75	90,000.00	31,735.25
504.110 · Fuel	312,871.40	375,000.00	62,128.60
504.115 · Lube	23,811.18	10,500.00	-13,311.18
504.120 · Tires/Tubes-Revenue Vehicles	35,587.40	27,300.00	-8,287.40
504.200 · Expense Parts	35,697.75	72,500.00	36,802.25
504.300 · Non-Capital Equipment	334.81		-334.81
504.400 · Office Expense	66,550.24	53,500.00	-13,050.24
504.500 · Subscriptions	1,529.01		-1,529.01
504.510 · Dues & Memberships	9,145.32	7,000.00	-2,145.32
504.600 · Janitorial Supplies	16,583.38	11,000.00	-5,583.38
504.610 · Shop Supplies	9,352.16	6,000.00	-3,352.16
504.620 · R & M-Buildings & Property	10,272.80	23,500.00	13,227.20
504.630 · Shelter's Expense	185.92		-185.92
505.100 · Telephone	18,618.76	17,500.00	-1,118.76
505.200 · Utilities	31,585.77	55,275.00	23,689.23
506.100 · Insurance	176,880.05	350,000.00	173,119.95
508.100 · Purchased Transportation	2,071.65	3,500.00	1,428.35
509.999 · Misc. Op. Expense	76,143.25	80,500.00	4,356.75
510.100 · Contracts-Senior Centers	330,453.35	n/a	n/a
512.200 · Equipment Rental	1,415.96		-1,415.96
512.300 · Property Rental	21,486.22	19,000.00	-2,486.22
550.200 · Vehicles	17,068.54		-17,068.54
<b>Total Expense</b>	<b>4,751,300.98</b>	<b>4,809,126.56</b>	<b>388,278.93</b>
<b>Net Ordinary Income</b>	<b>18,943.85</b>	<b>Total Budg Exp</b>	<b>Balance Avail</b>
<b>Other Income/Expense</b>			
<b>Other Income</b>			
407.301 · Interest Income-Capital	4,964.41		
409.112 · State, Prop. 1B, TSSSDRA-CalIOES	52,672.00		
<b>Total Other Income</b>	<b>57,636.41</b>		
<b>Net Other Income</b>	<b>57,636.41</b>		
<b>Net Income Before Depreciation</b>	<b>76,580.26</b>		
 <b>Depreciation Expense</b>	 <b>1,024,749.00</b>		
 <b>Net Income After Depreciation</b>	 <b>-948,168.74</b>		

Agenda Item # 7

## 2019-2020 UNMET NEEDS REQUESTS

[illegible]



Meeting Date: July 31, 2019

Agenda Item: # 8

## AGENDA SUMMARY REPORT

### SUBJECT:

Discussion and Possible Adoption of Resolution No. 2019-13 Dial-A-Ride Fare Revision and Service Area

### SUMMARY:

As mandated by federal law, MTA is required to offer complimentary paratransit service the same hours per day as fixed-route service. MTA is also required by the Transit Development Act of California to meet required performance measures as established by the designated Regional Transportation Agency (MCOG).

Over the last decade, in an effort to meet the 'farebox' performance measures MTA has had to raise passenger fares two times, forcing many MTA riders to move to Senior Center transportation provided at a lower cost. As a result, while MTA is now exceeding the mandated 'farebox' performance measure, due to loss of ridership, MTA is no longer meeting the 'passenger per hour' performance measure.

Earlier this year, MCOG lowered MTA's farebox performance requirement from 14.6% to the state mandated 10%. MTA proposes to pass that savings onto its current and former riders by expanding its Dial-A-Ride service area (meeting an annually requested Unmet Need) and establishing fare consistency throughout county transportation services. In addition, this provision will also offer earlier and later service to seniors and disabled passengers on fixed income.

Ukiah Current Dial-A-Ride Service Area: See Attachment 'A'

Current Ukiah Zone Fares:

Zone #1: \$3.00  
Zone #2: \$9.00  
Zone #3: \$15.00  
Zone #4: \$21.00  
Zone #5: \$27.00

Proposed Ukiah Proposed Dial-A-Ride Service Area: See Attachment 'B'

Proposed Ukiah Fares:

Local Ukiah \$3.00  
Forks, Mendocino Drive, Calpella, Rogina Heights, Deerwood and Talmage \$4.00  
Redwood Valley \$6.00

The current Ukiah MTA Dial-A-Ride fares are the most expensive I have encountered in my 27-year career in public transportation. As has been noted in several past Short-Range Transit Plans, the fare structure for MTA has resulted in less ridership and prevented MTA from being able to meet its required performance measure of 4.5 passengers per hour. Implementation of the expanded service area and reduction of fares is recommended by staff to begin September 1, 2019 with the transition from General Public Dial-A-Ride to Paratransit/Senior service.

### Staff Recommendation

Adopt Resolution No. 2019-13 Dial-A-Ride Fare Revision and Service Area Expansion



MENDOCINO TRANSIT AUTHORITY  
RESOLUTION 2019-13

Approval of Expansion of Dial-A-Ride Service Area  
And  
Reduction of Dial-A-Ride Fares

**WHEREAS:**

1. MTA is committed to providing the best ADA/Senior transportation possible, and
2. The MCOG lowered the farebox performance measure from 14.6% to 10%, and
3. MTA is dedicated to its commitment to expanding service to meet identified MCOG Unmet Needs;

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

1. Approves the expansion of the Ukiah ADA/Senior Dial-A-Ride service area, and
2. Reduces the Ukiah area Dial-A-Ride passenger fares to provide continuity with all county transportation services, to be effective September 1, 2019;

**ADOPTION of this RESOLUTION** was MOVED by Director \_\_\_\_\_ and  
SECONDED by Director \_\_\_\_\_ at a regular meeting of the MTA Board of  
Directors on July 31, 2019 by the following roll call vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST: \_\_\_\_\_

Chair Rodriguez

General Manager Meyer

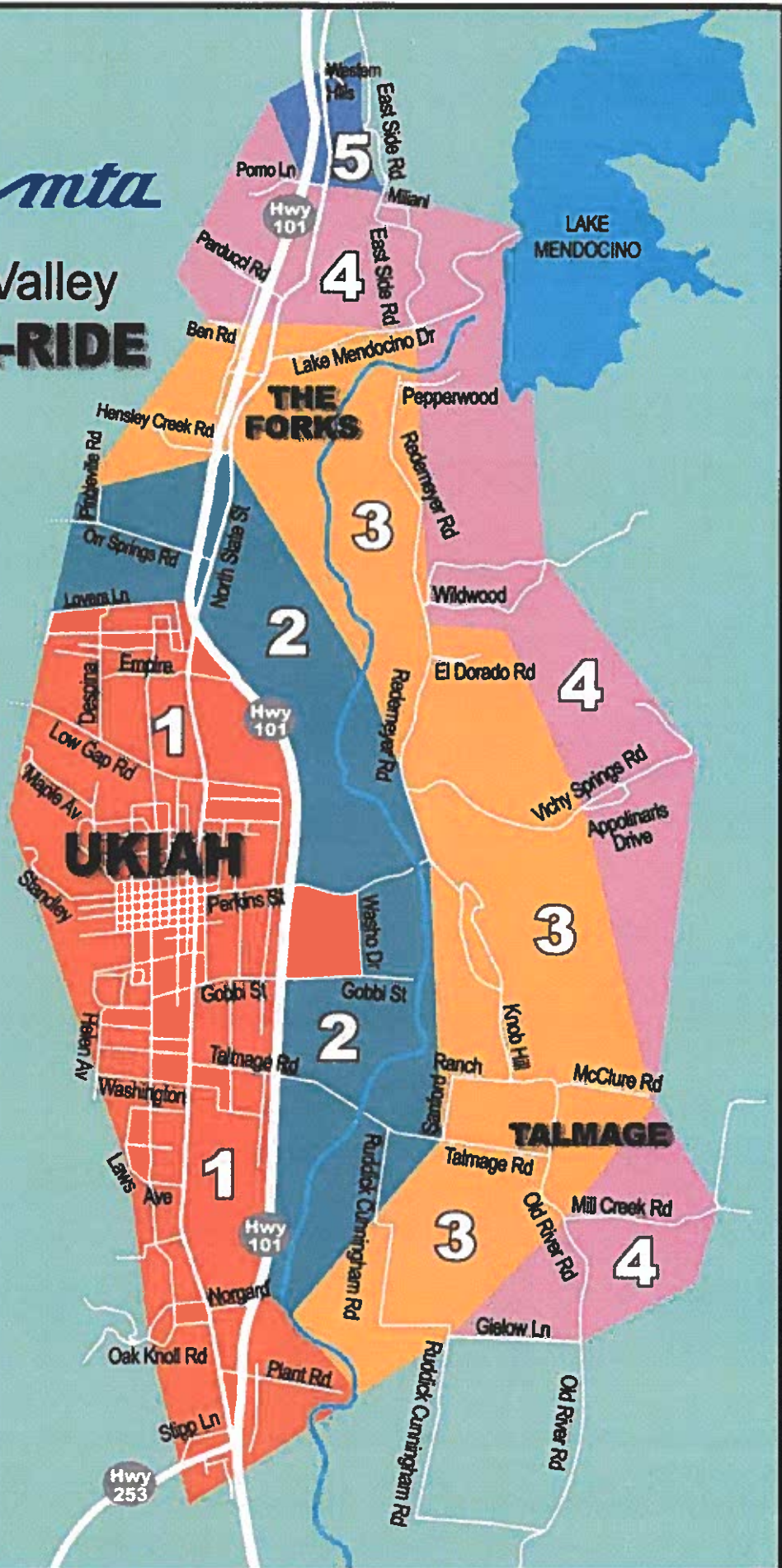


# **ATTACHMENT 'A'**



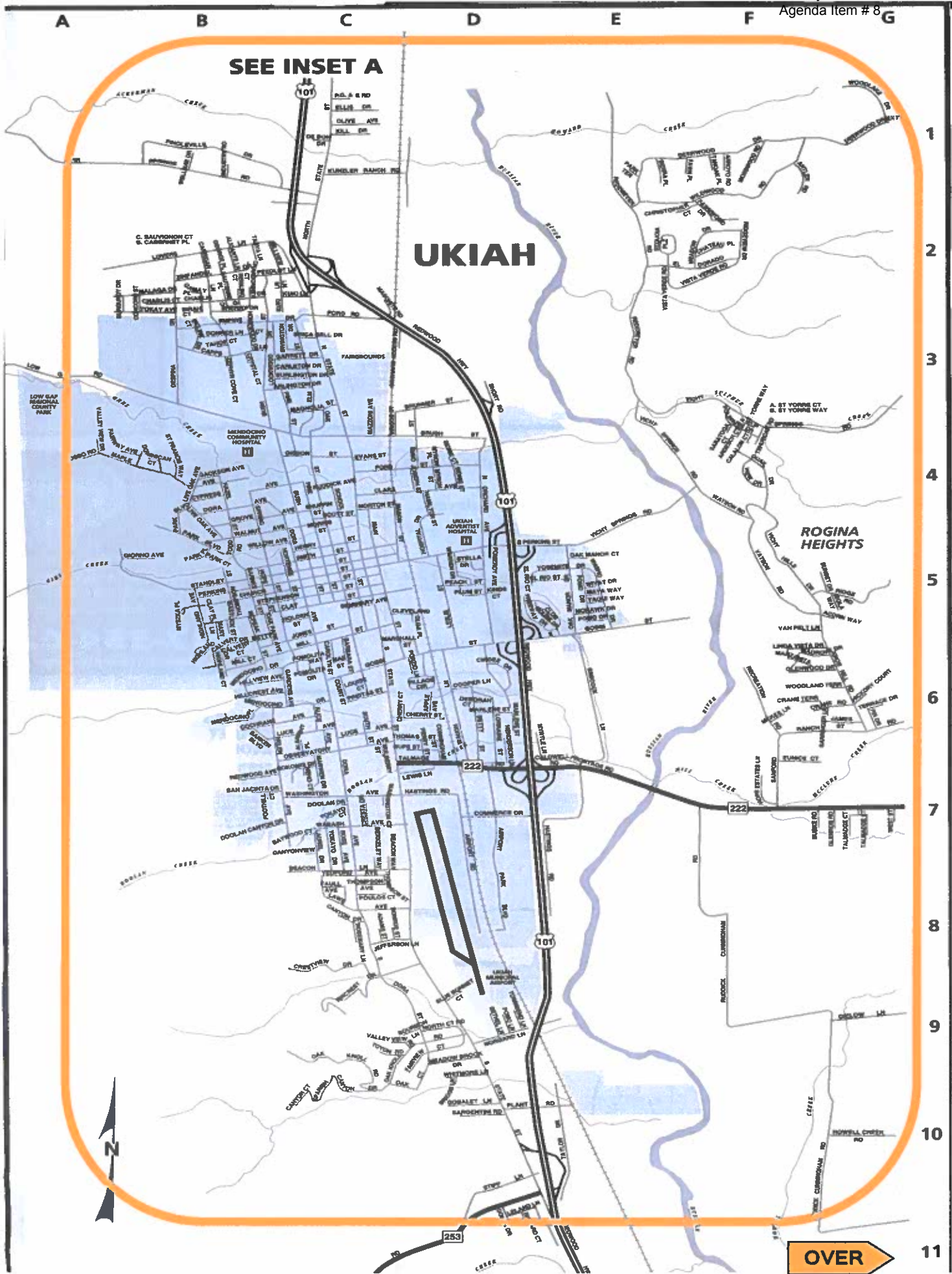
# Ukiah Valley DIAL-A-RIDE

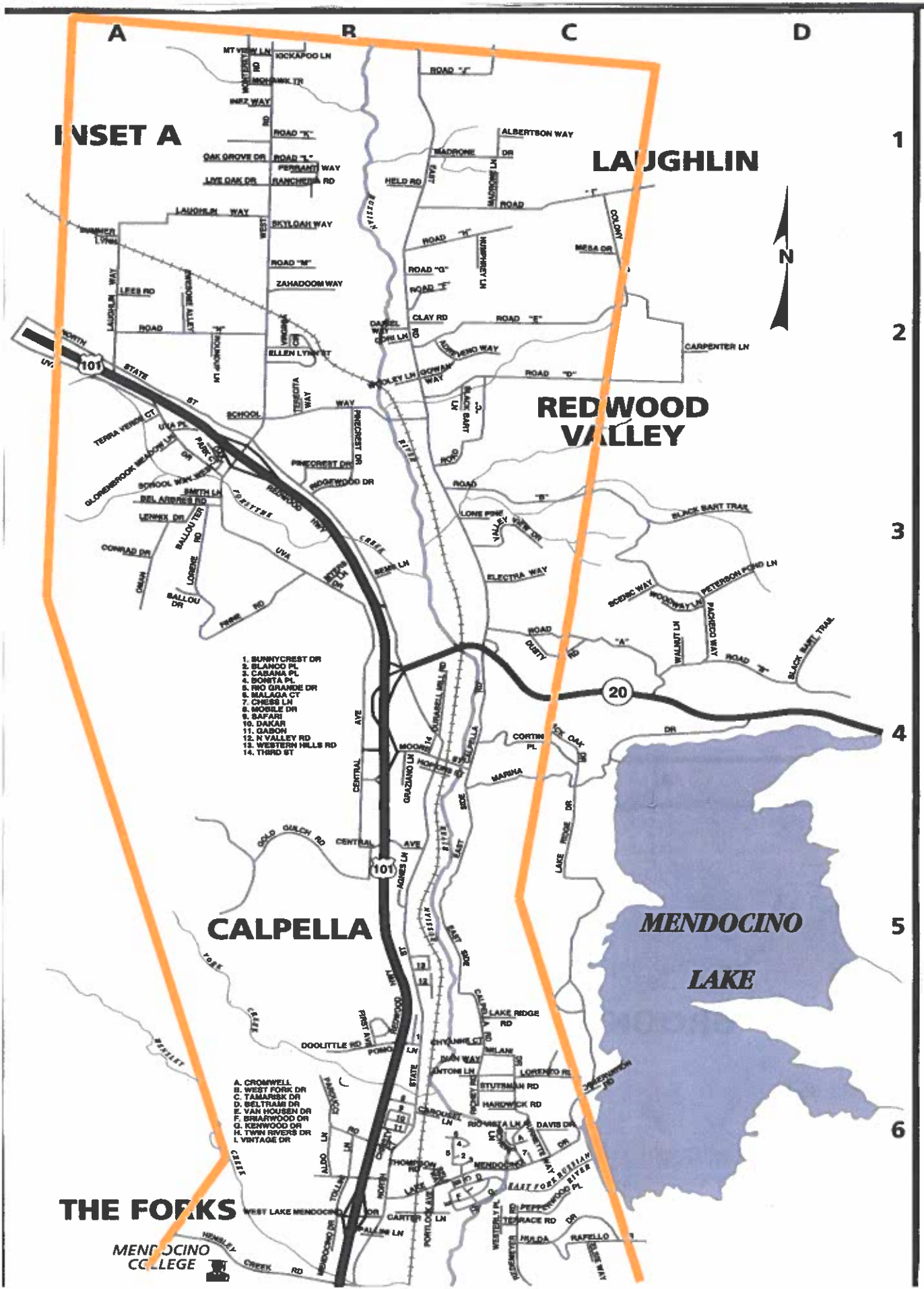
- ZONE 1**
- ZONE 2**
- ZONE 3**
- ZONE 4**
- ZONE 5**



# **ATTACHMENT 'B'**









Meeting Date: July 31, 2019

Agenda Item: # 9

## AGENDA SUMMARY REPORT

**SUBJECT:**

Review and Possible Approval of MTA Customer Complaint and Satisfaction Policy and Procedures

**SUMMARY:**

The purpose of the MTA Complaint Policy is to protect the customer's rights, including the right to comment and complain; provide an efficient and fair process for resolving customer complaints; and to monitor complaints in an effort to improve the quality of operations and services the MTA provides.

This policy will provide MTA an opportunity to provide service and satisfaction to dissatisfied customers; ensure a consistent method of management; monitoring and reporting of complaints; and identify areas that need improvement.

**STAFF RECOMMENDATION:**

Approve Mendocino Transit Authority Customer Complaint and Satisfaction Policy and Procedures.

**ATTACHMENTS:**

Customer Complaint and Satisfaction Policy and Procedures





## **CUSTOMER COMPLAINT AND SATISFACTION POLICY AND PROCEDURES**

The Mendocino Transit Authority's (MTA) Administration Office, Operations Department, Mobility Manager and Human Resources Department receive complaints from customers or their representatives regarding, employee behavior, equipment issues, customer service, Title VI and American with Disabilities Act (ADA) complaints and other customer service issues.

The following policy outlines the process for recording, investigating, responding to, and maintaining complaints.

### **OBJECTIVES**

The objectives of the complaint procedures are to:

- ❖ Provide an opportunity for customers to report any policies, procedures, or actions by MTA they believe violate any regulations.
- ❖ Document and investigate the allegations in a timely and thorough manner.
- ❖ Timely respond to customers and provide the outcome of the investigation.

### **COMPLAINT INTAKE**

1. MTA Administrative Office receives the complaint from a customer or their representatives via telephone 707-234-6456, mail (address shown below), on the MTA website at <https://www.mendocinotransit.org>, on MTA social media (Facebook & Twitter) or in person at:

**Mendocino Transit Authority  
Attn: Administrative Office  
241 Plant Road  
Ukiah, CA 95482**

### **COMPLAINT POLICIES**

- A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- Complaints are accepted at MTA by telephone, in person, online, and/or delivered in writing.
- MTA drivers are prohibited from accepting complaints from customers and instructed to inform customers of the complaint procedure.
- Customers will receive a response within 10 business days to every complaint filed.
- Customers will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality.
- MTA maintains a "separation of authority" for the complaint investigation and resolution process – complaints are reviewed by administrative staff not involved in the original situation.



- Complaints are taken up to one hundred eighty (180) days past the date of the incident. Beyond that time period, complaints will be classified as comments.
  - The complaint is entered into our Customer Service Database by Human Resources and/or Administrative Office upon receipt and forwards the complaint or compliment to the appropriate Department Head. For a complaint to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments.
  - The appropriate Department Head reviews the complaints for completeness and accuracy and call the customer if additional details are needed for the investigation. Some details that may be requested are: date and time of incident, location of incident, Vehicle ID number (if known), name or ID # of agency employee (if known), and description of what transpired (if not already provided).
  - MTA Staff has three (3) business days to complete the initial review for general service complaints.
2. The General Manager has one (1) business day to complete initial review for all “high priority” complaints including Title VI and ADA complaints.
  3. All complaints are then routed to the appropriate department for investigation and customer follow up.
  4. Any complaint that alleges discrimination based on Title VI or on disability in accordance with ADA should be coded Title VI or ADA and complaint and sent to:

**Carla Meyer**  
**241 Plant Road**  
**Ukiah, CA 95482**  
**707-234-6446**

[carla@mendocinotransit.org](mailto:carla@mendocinotransit.org)

#### **CUSTOMER COMPLAINT INVESTIGATION AND CUSTOMER FOLLOW-UP**

1. The designated department head is then responsible for gathering any other information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
2. Once the designated department head has completed their investigation, a determination as to what remedial action (if any), is made within ten (10) business days for all general service complaints.
3. The department’s finding is then recorded in the Customer Service Database. ADA and Title VI complaints are coded “high priority,” therefore the General Manager must recommend remedial action, if any, no later than one (1) business day from their receipt of the complaint. The department’s finding is then recorded in the Customer Service Database. Customers will





then receive a response to their complaint in the mode they selected (phone, email, written letter). If a customer chooses not to be contacted this is noted in the Customer Service Database.

3. The Customer Service Representative ensures all complaints are recorded as 'closed' in the Customer Service Database within twenty (20) days of complaint receipt; the complainant will have been contacted within that time period.
4. If complainant(s) disagree with the determination by the designated department, they can appeal the decision in writing within thirty (30) days from the date of the determination notification. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

**Carla Meyer, MTA General Manager**  
**241 Plant Road**  
**Ukiah, CA 95482**

#### **CUSTOMER SATISFACTION POLICY**

Customer Satisfaction notifications can be submitted in the same manner as a complaint. See Section 1. Copies of customer satisfaction will be forwarded to Human Resources for inclusion in employee personnel file and forwarded to the employee's Supervisor. Records of Customer Satisfaction will be maintained as outlined below.

#### **COMPLAINT AND SATISFACTION TRACKING AND RECORD RETENTION**

The MTA Administrative Office will maintain a summary log of all customer complaints and customer satisfaction comments. In addition, all complaint and customer satisfaction documents and materials gathered during the investigation are maintained for no less than five (5) years.