



**Board of Directors
Regular Meeting Agenda**

October 26, 2016

1:30 pm

Lunch: Rollerville Café 1200

Point Arena

**Point Arena City Hall
451 School 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 28, 2016 Board Meeting
<u>Information</u> | 1 |
| 3. | Service Performance Report: August, 2016 and Summer Quarter, 2016
<u>Information</u> | 3 |
| 4. | Financial Report: August, 2016
<u>Information</u> | 9 |
| 5. | Board Meeting Dates and Locations
<u>Information</u> | 15 |
| 6. | Capital Program: Update/Progress Report
<u>Information</u> | 17 |

ACTION & DISCUSSION

7. Unmet Transit Needs – Point Arena 19
Action: Solicit public input
8. ***RouteMatch Demand Response Management / Mobile Data Software and Equip. Presentation***
Teague Kirkpatrick, RouteMatch
Presentation, Question and Answer Session 21

Action: Review and approve Resolution #2016-17: Authorize General Manager to request change in FY 14/15 Safety and Security Grant funding to purchase of Computer Aided Dispatch Software and installation of Comcast line to MTA Base in Ukiah.
9. Mendocino College – Fare Free Rides oral
Update
10. Management Reports oral
11. Matters from Directors oral

Closed Session:

Any public reports of action taken in the closed session will be made in accordance with Government Code sections 54950:

Labor Negotiations

Section 54957.6

Discussion of current labor negotiations with Teamsters Local 665

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.

Agenda #2

Mendocino Transit Authority

Board of Directors

Minutes of the Regular Board Meeting September 28, 2016 Fort Bragg video conferenced with Ukiah

Present: Cross, Doble, Gjerde, Peters, Tarbell
Excused: Mastin, Strong
Staff: Butler, Meyer, Meyer
Others: Ellard

Dir. **Tarbell** called the Meeting to order at 1:32 PM.

Dir. **Tarbell** asked for Public Comment

CONSENT CALENDER

Agenda Item #2: Minutes of September 1, 2016
Agenda Item #3: Service Performance Report: Spring Quarter 2016 and June 2016
Agenda Item #4: Financial Report: Preliminary, June 2016
Agenda Item #5: Board Meeting Dates and Locations
Agenda Item #6: Capital Program: Update/Progress Report

Moved by Dir. **Cross** and seconded by Dir. **Doble** to accept Agenda Items #2 - #6, and approved by the following Roll Call vote:

AYES: Cross, Doble, Gjerde, Peters, Tarbell
NO: None
ABSTAIN: None
ABSENT: Mastin, Strong

Agenda Item #7: Unmet Transit Needs – Willits: Action: Solicit Public Input. No Unmet Transit needs presented.

Agenda Item #8: MTA Advertising Policy. Action: Review and approve MTA Advertising Policy. Adopt Resolution 2016-18. General Manager **Meyer** presented her Advertising Policy to the Board. She reported that bus advertising is an excellent source of additional revenues for MTA, presented a plan to implement this, and recommended approval of **Resolution 2016-18**.

Moved by Dir. **Peters** and seconded by Dir. **Gjerde** to adopt **Resolution 2016-18**, MTA Advertising Policy, and approved by the following Roll Call vote:

AYES: Cross, Doble, Gjerde, Peters, Tarbell
NO: None
ABSTAIN: None
ABSENT: Mastin, Strong

Agenda Item #9: Mendocino College – Fare Free Rides – Update: Gen. Mgr. **Meyer** reported that the program has been moving along, and more detailed information will be presented at the next meeting.

Agenda Item #10: General Manager Report. Gen. Mgr. **Meyer** stressed that use of Modern Technology would help tighten some areas in Dial-A-Ride to improve service over a paper produced, self-routing practice. The technology would route passengers efficiently, and provide real time information on the location of buses. Additional features allow passengers to locate the bus via an app on their phone. Dir. **Doble** suggested looking into long term contracts and propriety software that may be problematic in the future.

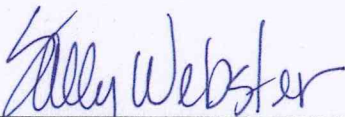
Agenda Item #11: Management Reports: Information.

Maintenance Mgr. **Butler** reported that he received the supplies in for the gate and lighting project in Willits. Fin. Mgr. **Webster** reported that MTA has been continually recruiting for drivers and is understaffed. She also reported MTA will have to hire an actuary in order to obtain the GASB68 data for the audit.

Agenda Item #12: Matters from Directors. Dir. **Doble** reported for the month of December, the City of Ukiah in partnership with the Ukiah Valley Medical Center will have an Ice Skating Rink downtown.

The Regular meeting of the MTA Board of Directors adjourned at 2:20 pm.

Jim Tarbell, Chair



Sally Webster, Finance/Pers. Mgr.

Agenda Item # 3

To: MTA Board of Directors

From: Carla Meyer, General Manager

Date: October 26, 2016

Subj: **Service Performance Report: August and Summer Quarter, 2016**

Attached is the Quarterly Report for Summer, 2016 (June, July, August), plus the usual monthly report which compares performance in August 2016 with the three (3) previous months and August, 2015. Performance of the MTA services for the Summer Quarter exceeded standards in eight (8) of the twelve (12) measures. Data for the Senior Centers has yet to arrive.

Performance in the month of August, 2016 exceeded or equaled five (5) of the twelve measures. Compared to August, 2015, performance improved for only two (2) of the twelve measures.

Also attached is a year-to-date summary of statistics and performance measures by route, with subtotals by service type. Due to month-to-month fluctuations, this year-to-date summary is more meaningful than the monthly reports.

Fare Revenue	Up	7.6%
Ridership	Down	-12.3%
Service hours	Down	-.05%
Total operating cost	Down	-3.1%

That means that compared to last fiscal year after August (two months):

Cost per hour (hourly rate)	Increased	3.7% to \$84.53
Productivity (passengers per hour)	Decreased	7.5% to 6.6
Farebox ratio	Increased	13.7% to 14.3%
The average fare paid	Increased	22.7% to \$1.83

August's data shows an increase in the Farebox Ratio and average fare paid, however, ridership continues to decrease while Cost per Hour increases. It is hopeful that the expanded service between Mendocino, Ft Bragg-Ukiah and the ongoing Mendocino College Free Fare Program will slow this trend. MTA is also beginning development of a new five-year plan with particular emphasis on Marketing and Public Relations.

MONTHLY PERFORMANCE

Service Month	Passengers per Hour	Farebox Ratio	Operating Cost per Hour
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Dial-A-Rides

Aug-15	4.0	13.2%	89.92
May-16	3.6	8.1%	97.44
Jun-16	3.7	17.1%	89.59
Jul-16	3.8	12.9%	95.69
Aug-16	3.8	12.3%	96.03
STANDARD	4.5	15.0%	95.12

Flex Routes (***)

Aug-15	5.7	7.2%	73.30
May-16	5.6	7.3%	77.88
Jun-16	4.9	8.9%	74.46
Jul-16	4.8	6.6%	80.06
Aug-16	5.6	7.8%	79.77
STANDARD	8.2	15.0%	81.62

Short Distance Bus Routes (**)

Aug-15	12.4	13.9%	73.46
May-16	13.1	16.3%	77.75
Jun-16	11.2	17.0%	79.15
Jul-16	10.7	13.5%	76.60
Aug-16	11.0	15.0%	79.24
STANDARD	14.0	15.0%	85.97

Long Distance Bus Routes (*)

Aug-15	3.8	18.8%	78.73
May-16	3.8	10.7%	86.62
Jun-16	3.4	19.0%	90.68
Jul-16	3.0	17.7%	85.40
Aug-16	3.2	16.3%	87.04
STANDARD	3.2	15.0%	90.44

(*) Includes Routes 60 Coaster, 65 C C Rider, 75 Gualala - Ukiah and 95 Point Arena - Santa Rosa

(**) Includes 5 BraggAbout, 7 Jitney, 9 Local, 15 Laytonville, 20/21 Willits, 30 Rdwd Vly

(***) Includes Willits Flex

QUARTERLY PERFORMANCE

Service Quarter	Passengers per Hour	Farebox Ratio	Operating Cost per Hour	Cost per Passenger
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Dial-A-Rides

Summer 2015	3.9	13.5%	92.74	23.70
Fall 2015	4.0	14.5%	101.22	25.42
Winter 2015/16	3.9	13.0%	99.16	25.69
Spring 2016	3.7	11.9%	96.11	25.90
Summer 2016	3.7	14.0%	93.75	25.05
STANDARD	4.5	15.0%	95.12	21.14

Flex Routes (***)

Summer 2015	5.9	7.1%	78.34	13.20
Fall 2015	5.8	8.2%	81.08	14.04
Winter 2015/16	4.4	6.7%	77.10	17.39
Spring 2016	5.1	8.8%	75.91	14.79
Summer 2016	5.1	7.8%	78.06	15.20
STANDARD	8.2	15.0%	81.62	9.95

Short Distance Routes (**)

Summer 2015	12.8	14.6%	79.41	6.20
Fall 2015	13.3	17.8%	81.97	6.17
Winter 2015/16	11.9	16.6%	76.05	6.40
Spring 2016	12.8	20.8%	76.22	5.97
Summer 2016	11.0	15.2%	78.39	7.15
STANDARD	14.0	15.0%	85.97	6.14

Long Distance Routes (*)

Summer 2015	3.5	18.0%	84.80	24.15
Fall 2015	3.9	22.7%	87.94	22.36
Winter 2015/16	3.1	16.9%	83.87	26.89
Spring 2016	3.3	15.9%	84.08	25.11
Summer 2016	3.2	17.6%	87.53	27.55
STANDARD	3.2	15.0%	90.44	28.26

Senior Centers

Summer 2015	3.0	15.6%	48.20	16.07
Fall 2015	2.8	12.4%	49.90	17.82
Winter 2015/16	3.0	11.9%	50.13	16.71
Spring 2016	3.1	10.4%	50.61	16.33
Summer 2016				ERR
STANDARD	3.0	12.0%	48.41	16.14

(*) Includes Routes 60 Coaster, 65 C C Rider, 75 Gualala - Ukiah and 95 Point Arena - Santa Rosa

(**) Includes 5 BraggAbout, 7 Jitney, 9 Local, 15 Laytonville, 20/21 Willits, 30 Rdwd Vly

(***) Includes 1 Willits Flex (2 mos data), 8 Local Evening Service (data for 1 week)

Summer (Jun/Jul/Aug)/ Fall (Sep/Oct/Nov)/ Winter (Dec/Jan/Feb)/ Spring (Mar/Apr/May)

Year-to-Date Statistics and Performance

Tuesday October 25, 2016
File(Budget12\ROUTE\YTD)

Route/Run	YTD Fare Revenue	Thru YTD Pass	Aug-15 YTD Service Hours	YTD Paid Hours	YTD Service Miles	Mileage Based Costs	Hourly Based Costs	Direct Costs	Indirect Costs	Total Costs	Hourly Rate	Pass per Hour	Fare Box Ratio	Pass per \$ Subsidy	Average Fare	Rev per Svc Hr
02 Ukiah - DAR	0	0	0	0	0	0	0	0	0	0	ERR	ERR	ERR	ERR	ERR	ERR
03 Ukiah - DAR	11,069	3,610	1,001	1,218	10,942	8,188	42,762	18,817	26,712	96,479	96.35	3.6	11.5%	0.042	3.07	11.05
04 Fort Bragg - DAR	8,694	2,609	641	679	6,786	5,077	23,874	15,157	16,868	60,977	95.11	4.1	14.3%	0.050	3.33	13.56
Total Dial-A-Ride	19,763	6,219	1,642	1,897	17,728	13,265	66,637	33,974	43,581	157,456	95.87	3.8	12.6%	0.045	3.18	12.03
01 Willits - Flex	0	0	0	0	0	0	0	0	0	0	ERR	ERR	ERR	ERR	ERR	ERR
08 Local Evening Service	2,376	2,151	410	495	4,610	3,448	17,394	2,855	9,081	32,777	79.91	5.2	7.2%	0.071	1.10	5.79
Total Flex Routes	2,376	2,151	410	495	4,610	3,448	17,394	2,855	9,081	32,777	79.91	5.2	7.2%	0.071	1.10	5.79
01 Willits - Flex	2,522	2,437	420	541	5,257	3,932	19,011	3,305	10,074	36,322	86.54	5.8	6.9%	0.072	1.03	6.01
05 Bragg>About	2,709	3,223	458	562	6,248	4,674	19,766	1,966	10,088	36,493	79.61	7.0	7.4%	0.095	0.84	5.91
07 Jitney	159	456	68	79	933	896	2,758	108	1,444	5,206	76.67	6.7	3.1%	0.090	0.35	2.34
09 Local	21,646	22,620	1,473	1,490	18,596	18,652	52,325	2,332	28,111	101,420	68.84	15.4	21.3%	0.284	0.96	14.69
20 & 21 Willits	8,062	5,484	667	737	15,659	15,906	25,858	1,987	16,818	60,569	90.78	8.2	13.3%	0.104	1.47	12.08
22 Willits 22	217	92	76	70	2,988	2,236	2,471	118	1,841	6,665	87.82	1.2	3.3%	0.014	2.36	2.86
Total Inland Routes	35,315	34,312	3,162	3,478	49,681	46,296	122,190	9,815	68,375	246,675	78.00	10.8	14.3%	0.162	1.03	11.17
60 Coaster	1,359	2,131	262	329	7,092	5,305	11,591	1,121	6,883	24,900	95.22	8.1	5.5%	0.091	0.64	5.20
65a New Route 65	4,508	315	344	406	6,872	5,142	14,272	390	7,572	27,376	79.58	0.9	16.5%	0.014	14.31	13.10
65 CC Rider	18,944	2,154	614	690	18,896	14,139	24,265	2,634	15,675	56,712	92.41	3.5	33.4%	0.057	8.79	30.87
74 Gualala - Saturday	676	235	89	98	2,000	1,498	3,451	421	2,028	7,398	83.41	2.6	9.1%	0.035	2.88	7.62
75 Gualala	3,164	1,240	401	445	8,700	6,508	15,633	1,934	9,235	33,311	83.15	3.1	9.5%	0.041	2.55	7.90
95 Point Arena-Santa Rosa	5,015	1,023	590	652	12,099	9,054	22,919	3,105	13,396	48,474	82.20	1.7	10.3%	0.024	4.90	8.50
Total Coastal & Long Routes	33,686	7,098	2,298	2,620	55,659	41,646	92,132	9,605	54,789	198,172	86.23	3.1	17.0%	0.043	4.74	14.65
Total Public Service	91,119	49,780	7,513	8,491	127,678	104,655	298,352	56,248	175,825	635,081	84.53	6.6	14.3%	0.092	1.83	12.13
97 Contract Services	11,569	632	190	190	1,652	1,236	6,678	215	3,114	11,243	59.14	3.3	102.9%	-1.937	18.31	60.86
98 Charter	13,931	2,874	152	152	1,600	1,365	5,386	0	2,547	9,298	61.13	18.9	149.8%	-0.620	4.85	91.59
Total Other	25,500	3,506	342	342	3,252	2,601	12,064	215	5,661	20,541	60.03	10.2	124.1%	-0.707	7.27	74.52
Total	116,619	53,286	7,855	8,833	130,930	107,256	310,416	56,464	181,487	655,622	83.46	6.8	17.8%	0.099	2.19	14.85
Total Mileage, Labor & Direct Costs											474,135					
											38%					
											28%					
											100%					

Mendocino Transit Authority

Comparison

Year to Date Statistics Comparison

FY15/16 - FY16/17

Route/Run	YTD Through			Aug-15			YTD Through			Aug-15			YTD Through			Aug-15		
	15/16 Fare Revenue	16/17 Fare Revenue	% Diff	Amount Diff	15/16 Pass	16/17 Pass	15/16 Hours	16/17 Service Hours	% Diff	Amount Diff	15/16 Total Cost	16/17 Total Cost	15/16 Total Cost	16/17 Total Cost	% Diff	Amount Diff	15/16 Total Cost	16/17 Total Cost
02 Willits - DAR	0	0	ERR	0	3,646	3,610	0	0	ERR	0	0	0	0	0	ERR	0	0	0
03 Ukiah - DAR	10,029	11,069	10.4%	1,040	2,725	2,609	987	1,001	-1.0%	(36)	86,294	96,479	86,294	96,479	11.8%	10,185	86,294	96,479
04 Fort Bragg - DAR	8,423	8,694	3.2%	271	6,371	6,219	670	641	-4.3%	(116)	62,615	60,977	62,615	60,977	-2.6%	(1,638)	62,615	60,977
Total Dial-A-Ride	18,452	19,763	7.1%	1,311	6,371	6,219	1,637	1,642	-2.4%	(152)	148,909	157,456	148,909	157,456	5.7%	8,547	148,909	157,456
08 Local Evening Service	2,192	2,376	8.4%	184	2,416	2,151	420	410	-11.0%	(265)	32,381	32,777	32,381	32,777	1.2%	396	32,381	32,777
Total Flex Routes	2,192	2,376	8.4%	184	2,416	2,151	420	410	-11.0%	(265)	32,381	32,777	32,381	32,777	1.2%	396	32,381	32,777
01 Willits - Flex	1,877	2,522	34.4%	645	2,392	2,437	430	420	1.9%	45	36,200	36,322	36,200	36,322	0.3%	122	36,200	36,322
05 Bragg/About	2,709	2,709	0.0%	224	3,593	3,223	470	458	-10.3%	(370)	36,270	36,493	36,270	36,493	0.6%	223	36,270	36,493
07 Jitney	318	159	-50.0%	(159)	831	456	70	68	-45.1%	(375)	5,263	5,206	5,263	5,206	-1.1%	(57)	5,263	5,206
09 Local	20,090	21,646	7.7%	1,556	26,486	22,620	1,491	1,473	-14.6%	(3,866)	101,915	101,420	101,915	101,420	-0.5%	(495)	101,915	101,420
20 & 21 Willits	7,753	8,062	4.0%	309	6,852	5,484	676	667	-20.0%	(1,368)	60,107	60,569	60,107	60,569	0.8%	462	60,107	60,569
22 Willits 22	205	217	5.9%	12	97	92	74	76	-5.2%	(5)	6,578	6,665	6,578	6,665	1.3%	87	6,578	6,665
Total Inland Routes	32,728	35,315	7.9%	2,587	40,251	34,312	3,211	3,162	-14.8%	(5,939)	246,333	246,675	246,333	246,675	0.1%	342	246,333	246,675
60 Coaster	1,616	1,359	-15.9%	(257)	2,172	2,131	283	262	-1.9%	(41)	24,524	24,900	24,524	24,900	1.5%	376	24,524	24,900
65a New Route 65	3,140	4,508	43.6%	1,368	2,49	315	343	344	26.5%	66	26,551	27,376	26,551	27,376	3.1%	825	26,551	27,376
65 CC Rider	17,537	18,944	8.0%	1,407	2,302	2,154	614	614	-6.4%	(148)	53,982	56,712	53,982	56,712	5.1%	2,730	53,982	56,712
74 Gualala - Saturday	396	676	70.7%	280	188	235	71	89	39.9%	67	5,560	7,398	5,560	7,398	33.1%	1,838	5,560	7,398
75 Gualala	2,949	3,164	7.3%	215	1,428	1,240	404	401	-13.2%	(188)	31,724	33,311	31,724	33,311	5.0%	1,587	31,724	33,311
95 Point Arena-Santa Rosa	5,658	5,015	-11.4%	(643)	1,395	1,023	590	590	-26.7%	(372)	45,877	48,474	45,877	48,474	5.7%	2,597	45,877	48,474
Total Coastal & Long Routes	31,296	33,666	7.6%	2,370	7,714	7,098	2,285	2,298	-8.0%	(616)	188,218	198,172	188,218	198,172	5.3%	9,954	188,218	198,172
Total Public Service	84,668	91,119	7.6%	6,451	56,752	49,780	7,553	7,513	-12.3%	(6,972)	615,841	635,081	615,841	635,081	3.1%	19,240	615,841	635,081
97 Contract Services	11,690	11,569	-1.0%	(121)	706	632	195	190	-10.5%	(74)	11,542	11,243	11,542	11,243	-2.6%	(299)	11,542	11,243
98 Charter	13,947	13,931	-0.1%	(16)	4,150	2,874	148	152	-30.7%	(1,276)	9,812	9,298	9,812	9,298	-5.2%	(514)	9,812	9,298
Total Other	25,637	25,500	-0.5%	(137)	4,856	3,506	343	342	-27.8%	(1,350)	21,354	20,541	21,354	20,541	-3.8%	(813)	21,354	20,541
Total	110,306	116,619	5.7%	6,314	61,608	53,286	7,896	7,855	-13.5%	(8,322)	637,195	655,622	637,195	655,622	2.9%	18,427	637,195	655,622

Subsidy, Ft Bragg DAR (RCRC 268,875

53,286

7,855

655,622

Mendocino Transit Authority
FY15/16 - FY16/17

Year to Date Performance Comparison

Tuesday October 25, 2016

File(Budget12\ROUTEYTD)

Route/Run	YTD Through		Aug-15		YTD Through		Aug-15		YTD Through		Aug-15		YTD Through		Aug-15	
	15/16 Hourly Rate	16/17 Hourly Rate	Amount Diff	% Diff	15/16 Pass per Hour	16/17 Pass per Hour	Amount Diff	% Diff	15/16 Farebox Ratio	16/17 Farebox Ratio	Amount Diff	% Diff	15/16 Average Fare	16/17 Average Fare	Amount Diff	% Diff
02 Willits - DAR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR	ERR
03 Ukiah - DAR	89.24	96.35	7.12	8.0%	3.8	3.6	-0.2	-4.4%	11.6%	11.5%	-0.1%	-1.3%	2.75	3.07	0.32	11.5%
04 Fort Bragg - DAR	93.46	95.11	1.66	1.8%	4.1	4.1	0.0	0.1%	13.5%	14.3%	0.8%	6.0%	3.09	3.33	0.24	7.8%
Total Dial-A-Ride	90.96	95.87	4.91	5.4%	3.9	3.8	-0.1	-2.7%	12.4%	12.6%	0.2%	1.3%	2.90	3.18	0.28	9.7%
08 Local Evening Service	77.10	79.91	2.81	3.6%	5.8	5.2	-0.5	-8.8%	6.8%	7.2%	0.5%	7.1%	0.91	1.10	0.20	21.7%
Total Flex Routes	77.10	79.91	2.81	3.6%	5.8	5.2	-0.5	-8.8%	6.8%	7.2%	0.5%	7.1%	0.91	1.10	0.20	21.7%
01 Willits - Flex	84.19	86.54	2.36	2.8%	5.6	5.8	0.2	4.4%	5.2%	6.9%	1.8%	33.9%	0.78	1.03	0.25	31.9%
05 Bragg/About	77.17	79.61	2.44	3.2%	7.6	7.0	-0.6	-8.0%	6.9%	7.4%	0.6%	8.3%	0.69	0.84	0.15	21.5%
07 Jitney	75.19	76.67	1.48	2.0%	11.9	6.7	-5.2	-43.4%	6.0%	3.1%	-3.0%	-49.5%	0.38	0.35	-0.03	-8.9%
09 Local	68.35	68.84	0.49	0.7%	17.8	15.4	-2.4	-13.6%	19.7%	21.3%	1.6%	8.3%	0.76	0.96	0.20	26.2%
20 & 21 Willits	88.92	90.78	1.87	2.1%	10.1	8.2	-1.9	-18.9%	12.9%	13.3%	0.4%	3.2%	1.13	1.47	0.34	29.9%
22 Willits 22	88.89	87.82	-1.08	-1.2%	1.3	1.2	-0.1	-7.5%	3.1%	3.3%	0.1%	4.5%	2.11	2.36	0.25	11.6%
Total Inland Routes	76.72	78.00	1.29	1.7%	12.5	10.8	-1.7	-13.4%	13.3%	14.3%	1.0%	7.8%	0.81	1.03	0.22	26.6%
60 Coaster	93.25	95.22	1.97	2.1%	8.3	8.1	-0.1	-1.3%	6.6%	5.5%	-1.1%	-17.2%	0.74	0.64	-0.11	-14.3%
65a New Route 65	77.41	79.58	2.17	2.8%	0.7	0.9	0.2	26.1%	11.8%	16.5%	4.6%	39.2%	12.61	14.31	1.70	13.5%
65 CC Rider	87.92	92.41	4.49	5.1%	3.7	3.5	-0.2	-6.4%	32.5%	33.4%	0.9%	2.8%	7.62	8.79	1.18	15.4%
74 Gualala - Saturday	78.31	83.41	5.10	6.5%	2.4	2.6	0.3	12.0%	7.1%	9.1%	2.0%	28.3%	2.36	2.88	0.52	22.0%
75 Gualala	78.52	83.15	4.63	5.9%	3.5	3.1	-0.4	-12.4%	9.3%	9.3%	0.2%	2.2%	2.07	2.55	0.49	23.6%
95 Point Arena-Santa Rosa	77.76	82.20	4.44	5.7%	2.4	1.7	-0.6	-26.6%	12.3%	10.3%	-2.0%	-16.1%	4.06	4.90	0.85	20.9%
Total Coastal & Long Routes	82.37	86.23	3.86	4.7%	3.4	3.1	-0.3	-8.5%	16.6%	17.0%	0.4%	2.2%	4.06	4.74	0.69	16.9%
Total Public Service	81.54	84.53	2.99	3.7%	7.5	6.6	-0.9	-11.8%	13.7%	14.3%	0.6%	4.4%	1.49	1.83	0.34	22.7%
97 Contract Services	59.19	59.14	-0.05	-0.1%	3.6	3.3	-0.3	-8.2%	101.3%	102.9%	1.6%	1.6%	16.56	18.31	1.75	10.6%
98 Charter	66.30	61.13	-5.17	-7.8%	28.0	18.9	-9.1	-32.6%	142.1%	149.8%	7.7%	5.4%	3.36	4.85	1.49	44.2%
Total Other	62.26	60.03	-2.23	-3.6%	14.2	10.2	-3.9	-27.6%	120.1%	124.1%	4.1%	3.4%	5.28	7.27	1.99	37.8%
Total	80.70	83.46	2.76	3.4%	7.8	6.8	-1.0	-13.1%	17.3%	17.8%	0.5%	2.8%	1.79	2.19	0.40	22.2%

Comparison
FY15/16 - FY16/17

Description	YTD Through		Aug-15	
	15/16	16/17	Amount Diff	% Diff
Mileage	131,401	130,930	(471)	-0.4%
Mileage Based Costs	110,299	107,256	(3,043)	-2.8%
Hourly Based Costs	284,726	310,416	25,690	9.0%
Direct Costs	58,285	56,464	(1,821)	-3.1%
Overhead Costs	183,884	181,487	(2,397)	-1.3%
Total Costs	637,195	655,622	18,427	2.9%

(1)

Charter Rate Calculation

Cost per mile calculation:

Minivan	Plus	38.30%	Overhead	0.77	0.554
Van/Small Bus	Plus	0.77	Profit	0.85	0.906
Coach	Plus	1.25	Profit	1.38	1.239
Combined	Plus	1.71	Profit	1.88	0.991

Hourly Rate Calculation:

Actual Hourly Rate	35.14
Plus Direct Costs	18.2%
Hourly Rate	41.53
Plus Overhead	38.30%
Hourly Rate	57.44
Plus Profit	20.0%
Hourly Rate	68.93

Agenda Item # 4

To: Board of Directors
From: Sally Webster, Finance & Personnel Manager
Date: October 25, 2016
Subj: Preliminary Financial Statements as of August 31, 2016

Attached are Financial Statements for the month ending August 2016. The Income Statement shows a gain of \$22,808, with a \$16,247 variance. Comparing year-to-date through Aug 16 to Aug 15: Operating Revenue is up \$9,076 (6.7%). Other Revenue is up 1.5%. Operating Expenses are up 3.3% as compared to the previous year. Our total operating expenses compared to our budget are down 10.4% overall.

The Capital Income/Expense Statement reflects a \$48,287 gain this month. For further details to the capital program, please see Agenda Item #6.

There is still year-end work to be done. Changes will be made to accounts depending on the outcome of the actuarial reports and adjustments to the Balance Sheet.

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Mendocino Transit Authority				
Budget to Actual Income Statement for two months ending			Aug-16	
Description Revenue	-----Year to Date-----		Variance \$	Variance %
	Actual \$	Budget \$		
Operating Revenue	145,485	162,195	(16,710)	-10.3%
Other Revenue	546,826	591,847	(45,021)	-7.6%
Total Revenue	692,311	754,042	(61,731)	-8.2%
Operating Expenses				
Transportation	464,418	530,418	(66,000)	-12.4%
Maintenance	89,995	90,659	(664)	-0.7%
Administration	115,625	126,404	(10,779)	-8.5%
Total Operating Expenses	670,038	747,481	(77,443)	-10.4%
Other (Income)/Expense	0	0	0	ERR
Mobility Management Program				
Revenue	1,673	0	1,673	ERR
Expense	(1,138)	0	(1,138)	ERR
Net Gain/(Loss) Before Depreciation	22,808	6,561	16,247	ERR

Mendocino Transit Authority		
Balance Sheet as of		Aug-16
Description	\$	\$
ASSETS		
Current Assets		
Cash	1,870,702	
A/R, Prepaid Expenses & Inventory	1,343,519	
Total Other Current Assets		3,214,221
Property, Plant & Equip Net of Depreciation		11,262,608
Deferred Outflows of Revenues		157,124
Total Assets		14,633,953
LIABILITIES & EQUITY		
Current Liabilities		
Accounts Payable & Accruals	572,385	
Other Liabilities	143,606	
Provision for Restricted Funds	226,403	
Total Current Liabilities		942,394
Long Term Liabilities		
Net Pension Liability	923,000	
Total Long Term Liabilities		923,000
Deferred Inflows of Resources		394,074
Total Liabilities		2,259,468
Fund Equity		
Contributed Capital	12,211,798	
Retained Earnings	162,687	
Total Fund Equity		12,374,485
Total Liabilities and Equity		14,633,953

Mendocino Transit Authority

Budget to Actual Income Statement for two months ending

Aug-16

Description		Year to Date Actual \$	Annual Budget (Revised Feb 2015) \$	Remaining \$	Actual as % of Budget
Capital Revenue:					
State Grants		131,598	376,544	244,946	34.9%
STA - Capital		56,049	336,294	280,245	16.7%
R/STIP				0	ERR
Federal		70,000	134,000	64,000	52.2%
Transfer from Transit Reserve				0	ERR
Local - Other			10,000	10,000	0.0%
Sale of Assets				0	ERR
Interest Income				0	ERR
Other				0	ERR
Total Revenue		257,647	856,838	599,191	30.1%

Capital Expenses:		Project				
1 Staff Maintenance Truck		10		67,626	67,626	0.0%
1 Heavy Duty Bus				0	0	ERR
2 Paratransit Vans				0	0	ERR
4 Large Vans		11		330,000	330,000	0.0%
2 Medium Duty Buses					0	ERR
2 Paratransit Vans				0	0	ERR
1 Trolley		12		175,138	175,138	0.0%
					0	ERR
					0	ERR
					0	ERR
					0	ERR
Transportation		27		9,500	9,500	0.0%
Maintenance		28		40,500	40,500	0.0%
Office		29		11,000	11,000	0.0%
Bus Stops		30		19,500	19,500	0.0%
					0	ERR
Security Cameras/Projects		80	131,598	25,000	(106,598)	526.4%
Transmissions/Major Repairs					0	ERR
Vehicle Equipment (Radios)				67,582	67,582	0.0%
					0	ERR
				0	0	ERR
Admin/Ops - Preliminary Design	c/o	89			0	ERR
Admin/Ops - Construct		93			0	ERR
					0	ERR
Redwood Coast Senior Center		118		81,689	81,689	0.0%
South Coast Senior Center		119		81,689	81,689	0.0%
Ukiah Senior Center		120	77,762	81,689	3,927	95.2%
Misc - Other					0	ERR
Total Expenses			209,360	990,913	781,553	21.1%

Net Gain/(Loss) before Carryover	48,287	(134,075)	(182,362)
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FY 2015/16 Carryover			
STA - Capital	429,304	134,076	(295,228) 320.2%
Transfer from Transit Reserve			0 ERR

Net Gain/(Loss)	477,591	1	(477,590)
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REVENUE - Budget to Actual Comparison

Date: 25-Oct-16

Dpt	A/C #	Description	Aug-16 Budget	Aug-16 Actual	Aug-16 Variance	Aug-16 %	YTD Budget	YTD Actual	YTD Variance	YTD %
Operating Revenue										
40.	401.100	Fares-Passenger	40,949	31,890	(9,059)	-22.1%	78,874	62,112	(16,762)	-21.3%
40.	401.200	Fares Paid by Agencies	19,627	13,376	(6,251)	-31.8%	37,804	26,369	(11,435)	-30.2%
40.	401.100	Fares - LCTOP	0	2,634	2,634	ERR	0	2,634	2,634	ERR
40.	402.200	Contract Service	5,417	6,186	769	14.2%	10,833	11,568	735	6.8%
40.	405.100	Charter	609	4,343	3,734	613.4%	4,455	14,208	9,753	218.9%
40.	406.100	Displays Ads	781	1,500	719	92.0%	1,563	1,500	(63)	-4.0%
40.	409.200	Sonoma County Participation	14,333	12,761	(1,572)	-11.0%	28,667	27,094	(1,573)	-5.5%
		Total	81,716	72,690	(9,026)	-11.0%	162,195	145,485	(16,710)	-10.3%

Other Revenue

40.	409.100	TDA - Operations	212,464	212,464	0	0.0%	424,927	424,927	(0)	-0.0%
40.	409.110	STA - Operations	14,583	14,583	(0)	-0.0%	29,167	29,167	0	0.0%
40.	411.100	State Planning Grant	0	0	0	ERR	0	0	0	ERR
40.	413.100	Fed Sec 5311 Oper Grant	39,101	39,101	(0)	-0.0%	78,203	78,203	0	0.0%
40.	413.110	Fed Sec 5311(f) Operating Grant	25,000	0	(25,000)	-100.0%	50,000	0	(50,000)	-100.0%
40.	413.200	Fed Planning Grant	0	0	0	ERR	0	0	0	ERR
40.	407.200	Senior Center Admin/Dispatch	2,208	2,208	(0)	-0.0%	4,417	4,417	0	0.0%
40.	407.210	Maintenance Labor Revenue	2,500	5,246	2,746	109.8%	5,000	9,745	4,745	94.9%
40.	407.220	Maintenance Parts Revenue	0	162	162	ERR	0	256	256	ERR
40.	407.400	Rental Income	0	0	0	ERR	0	0	0	ERR
40.	407.500	Other Income	67	77	10	15.5%	133	112	(21)	-16.0%
		Total	295,923	273,841	(22,082)	-7.5%	591,847	546,827	(45,020)	-7.6%
		Combined - Oper/Other Rev	377,639	346,531	(31,108)	-8.2%	754,041	692,312	(61,729)	-8.2%

Revenue - Mobility Management Program

41.	401.100	Fares-Passenger		852	852		1,673	1,673		
41.	401.200	Fares Paid by Agencies		0	0			0		
41.	411.100	State Grant - Ag Worker/Commute Study		0	0			0		
41.	413.110	Federal Operating Grant - JARC		0	0			0		
41.	413.200	Federal Planning Grant - Commute Study		0	0			0		
41.	407.500	Other Income		0	0			0		
		Total	0	852	852		0	1,673	1,673	
		Combined	377,639	347,383	(30,256)	-8.0%	754,041	693,985	(60,056)	-8.0%
		Fares - Passenger/Agency	60,576	47,900	(12,676)	-20.9%	116,678	91,115	(25,563)	-21.9%

Mendocino Transit Authority - Public Service

Budget to Actual Comparison FY 2016/17 YTD thru Aug-16

File: (Budget17\EXPCUMBA)

YTD thru Aug-16 Tuesday October 25, 2016

Description	Budget Transp	Budget Maint	Budget Admin	Budget Total	Actual Transp	Actual Maint	Actual Admin	Actual Total	Diff Amount	Diff %	Actual MMP	Actual Total
Wages	244,095	44,716	49,325	338,136	228,626	49,214	49,944	327,784	(10,352)	-3.1%		327,784
Wages-Vac/Sick/Hol	35,697	8,079	8,707	52,482	36,165	8,523	9,534	54,222	1,740	3.3%		54,222
Health	75,755	9,990	9,990	95,734	62,175	10,401	8,204	80,780	(14,954)	-15.6%		80,780
Workers Comp	27,938	3,270	355	31,563	26,838	3,543	360	30,741	(822)	-2.6%		30,741
Retirement	27,391	5,427	5,681	38,498	20,341	4,757	4,865	29,963	(8,535)	-22.2%		29,963
Payroll Taxes	8,114	1,391	1,683	11,188	7,863	1,518	1,716	11,097	(91)	-0.8%		11,097
Uniform Allowance	1,350	1,100		2,450	2,001	1,102		3,103	653	26.6%		3,103
Travel Expenses	1,100	570	150	1,820	922	59	473	1,454	(366)	-20.1%		1,454
Outside Labor	1,046	906	17,049	19,002	69	2,986	13,189	16,244	(2,758)	-14.5%	196	16,440
Fuel-Revenue Vehicles	62,057			62,057	42,579			42,579	(19,478)	-31.4%	477	43,056
Lube-Revenue Vehicles	1,575			1,575	441			441	(1,134)	-72.0%	465	906
Tires/Tubes-Revenue Vehicles	4,938			4,938	4,585			4,585	(353)	-7.2%		4,585
Parts-Revenue Vehicles		5,597		5,597		1,525		1,525	(4,072)	-72.8%		1,525
Expense Parts		400		400		4		4	(396)	-99.0%		4
Non-Capital Equipment	400	400	500	1,300	147	121	41	309	(991)	-76.2%		309
Office Supplies	50		2,250	2,300	7		2,469	2,476	176	7.7%		2,476
Subscriptions		500	285	785			351	351	(434)	-55.3%		351
Dues & Memberships							1,111	1,111	1,111	ERR		1,111
Janitorial Supplies		2,190		2,190		2,406		2,406	216	9.9%		2,406
Shop Supplies		500		500		177		177	(323)	-64.6%		177
Food & M-Buildings & Property		2,150		2,150		1,742		1,742	(408)	-19.0%		1,742
Shelter Expense		400		400		178		178	(222)	-55.5%		178
Telephone	2,120	300	2,950	5,370	2,359	298	2,856	5,513	143	2.7%		5,513
Utilities	1,100	40	1,476	2,616	977		947	1,924	(692)	-26.5%		1,924
Insurance	27,187	1,500	2,661	31,349	22,406	1,334	2,609	26,349	(5,000)	-15.9%		26,349
Purchased Transportation	300			300					(300)	-100.0%		
Marketing			22,837	22,837			16,878	16,878	(5,959)	-26.1%		16,878
Training	4,479	833		5,312	567			567	(4,745)	-89.3%		567
Board Expense			400	400			77	77	(323)	-80.8%		77
Miscellaneous	225	100	20	345	176	32		208	(137)	-39.7%		208
Vehicle Rental										ERR		
Equipment Rental			85	85	1,372	75		1,447	1,062	275.8%		1,447
Property Rental	3,500			3,500	3,801			3,801	301	8.6%		3,801
Total	530,418	90,659	126,404	747,481	464,417	89,995	115,624	670,036	(77,445)	-10.4%	1,138	671,174
# of Empl (Health benefits)	46	6	6	58	464,417	89,995	115,624	670,036				

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	
2016					
				CANCELLED	
July	28	1:30	Willits	only	2017/18 Transit Needs: Willits
					POSTPONED TO SEPT 1
August	25	1:30	Point Arena	only	2017/18 Transit Needs: Point Arena
September	1	1:30	Willits	only	2017/18 Transit Needs: Willits
September	28	1:30	Fort Bragg	Ukiah	2017/18 Transit Needs: Fort Bragg
October	26	1:30	Point Arena	only	2017/18 Transit Needs: Pt Arena
November	no meeting scheduled				
December	7	1:30	Ukiah	Fort Bragg	2017/18 Transit Needs: Ukiah
2017					
January	25	1:30	Fort Bragg	Ukiah	2018/19 Transit Needs: Ft Bragg
February	22	1:30	Willits	only	2018/19 Transit Needs: Willits Initial 2017/18 Budget Discussion
March	29	1:30	Ukiah	Fort Bragg	2018/19 Transit Needs: Ukiah DRAFT 2017/18 Budget & Claim
April	26	1:30	Point Arena	only	2018/19 Transit Needs: Point Arena
May	31	1:30	Fort Bragg	Ukiah	General Manager Evaluation General Manager Contract
June	28	1:30	Ukiah	Fort Bragg	FINAL 2017/18 Budget

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To: MTA Board of Directors
 From: Carla Meyer, General Manager
 Date: October 26, 2016
 Subj: Capital Program: Progress Report

This report is consistent with the capital budget dated June 2015

2015/16 Projects

Current Budget

Bus Stop Improvements (Other)

\$49,500

New Action: Additional stops have been approved and upgraded.

Problems: None.

Two Senior Center Vehicles (5310)

\$129,161

New Action: Willits Vehicle was accepted in March 2016 and is now in service.

Van for Ukiah arrived in August 2016 and is now in service.

Budget was carried over to FY 2016/17

Problems: None

Two Medium Duty Buses (5311f)

\$346,080

New Action: Projected completed.

Problems: None.

Four Large Vans (Prop 1B and STIP)

\$358,320

New Action: Project completed.

PROBLEMS: None.

Two-way Radio Replacement incl. Dispatch Console (Prop 1B and STA)

\$125,000

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

The radio project is ready to roll early next fiscal year pending approval of the FY14/15 Safety and Security funding.

Cal-OES staff has notified MTA that project grant meets eligibility,

Awaiting 'Notification of Payment'

PROBLEMS: None

Maintenance Service Van (STA)

\$50,386

New Action: Project will be carried over to FY19/20.

Problems: None

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Agenda Item #7

To: MTA Board of Directors
From: Sally Webster, Finance & Personnel Manager
Date: October 25, 2016
Subj.: Unmet Transit Needs

As you know, MTA collects the Unmet Transit Needs submitted in a variety of ways during the fiscal year. We began the FY17/18 Unmet Transit Needs at our December 2015 meeting.

Unmet Transit Needs identified thus far:


- ~~Daily service to Wildwood Campground, east of Hwy 1 on Hwy 20~~
- Solar Powered Transit Center with Electric Vehicles on the old Masonite Property
- More Service on the South Coast
- ~~Restore old Coaster Service to and from Mendocino~~
- Add more service to Anderson Valley from Ukiah
- Move the "Colombi" stop at the intersection of Harold and Oak street in Fort Bragg to Oak Street between Park and Harold.
- Service to/from Burke Hill Road in Ukiah
- Local 9 Service on Sundays
- Dial-A-Ride to Calpella
- ~~Additional trips to Willits and back~~
- Additional Jitney trips
- Local 9 Saturday Service later in the day
- ~~Bus Stop in front of Henny Penny or the Post Office~~

We were able to meet three of the Unmet needs with the award of the 5311(f) grant, which was daily service to Wildwood Campground, additional Coaster Service to and from Mendocino, and additional trips to Willits and back. This new, expanded service began on Sunday, October 23, 2016, and adds daily service from Mendocino to Santa Rosa, as well as two round trips from Fort Bragg to Ukiah and back. Additionally, we were able to place a Bus Stop in front of the Post office in Ukiah.

Staff Recommendation:

Solicit public input for any Unmet Transit Needs for Point Arena and/or other areas of the County. Add any unmet transit needs to the list.

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To: MTA Board of Directors 
From: Carla A. Meyer, General Manager
Date: October 26, 2016
Subject: Application for FY14/15 Prop1B Safety and Security Funds

Proposition 1B made available statewide \$900,000,000 in bond funds over ten (10) years starting in FY 07/08 to improve transit safety and security. Because MTA is the only transit agency in Mendocino County the entire \$80,487 is available only to us.

At the June, 2016 Board of Directors meeting, the Board approved Resolution 2016-16, authorizing the General Manager to apply for FY 2014-15 Safety and Security Grant Funding for replacement of the current failing radio system.

Proposed project:

1. Purchase and install 51 Digital Radios in the MTA Fleet.
2. Purchase 10 mobile handheld radio units.
3. Purchase and install two (2) digital repeaters.

The Maintenance Division has been working with Fisher Communications for approximately three (3) years. To date, Fisher Communications delays the MTA project for one-three months at a time. Unfortunately, at this time, we see no end date in sight.

In order to improve efficiencies in the Dial-A-Ride division, Computer Aided Dispatch software (CAD) is required. In addition, future modules can be added (upon grant funding securement) to provide fixed route AVL, more effective routing and ridership apps for bus arrival/departure times.

MTA has two more cycles of Safety/Security Funding available. The FY 2015-16 call for projects is anticipated in the next six (6) months at which time MTA can reapply for the radio system project. MTA can request a Corrective Action Plan for the current funding award for purchase of the CAD software.

Recommendation: Review, approve and adopt Resolution 2016-17, authorizing General Manager re-apply for FY 2014-15 Safety and Security funds for Computer Aided Dispatch System.

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RESO #: 2016-17

WHEREAS, the Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006 authorizes the issuance of general obligation bonds for specified purposes, including, but not limited to, funding made available for capital projects that provide increased protection against security and safety threats, and for capital expenditures to increase the capacity of transit operators to develop disaster response transportation systems; and

WHEREAS, the California Governor's Office of Emergency Services (Cal OES) administers such funds deposited in the Transit System Safety, Security, and Disaster Response Account under the California Transit Security Grant Program (CTSGP); and

WHEREAS, the **Mendocino Transit Authority** is eligible to receive CTSGP funds; and

WHEREAS, the **Mendocino Transit Authority** will apply for **FY 2014-2015 CTSGP funds in an amount up to \$80,487 for Computer Aided Dispatch Software; to protect sensitive client data and further aid the local emergency services evacuate vulnerable residents of Mendocino County in the event of an emergency;** and

WHEREAS, **Mendocino Transit Authority** recognizes that it is responsible for compliance with all Cal OES CTSGP grant assurances, and state and federal laws, including, but not limited to, laws governing the use of bond funds; and

WHEREAS, Cal OES requires **Mendocino Transit Authority** to complete and submit a Governing Body Resolution for the purposes of identifying agent(s) authorized to act on behalf of **Mendocino Transit Authority** to execute actions necessary to obtain CTSGP funds from Cal OES and ensure continued compliance with Cal OES CTSGP assurances, and state and federal laws.

THEREFORE, IT IS HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE MENDOCINO TRANSIT AUTHORITY THAT CARLA A. MEYER, GENERAL MANAGER AND/OR SALLY WEBSTER, FINANCE AND PERSONNEL MANAGER, is hereby authorized to execute for and on behalf of Mendocino Transit Authority, a public entity established under the laws of the State of California, any actions necessary for the purpose of obtaining financial assistance provided by the California Governor's Office of Emergency Services under the CTSGP.

ADOPTION of this **RESOLUTION # 2016-17** was **MOVED** by Director _____ and **SECONDED** by Director _____ at a regular meeting of the MTA Board of Directors on d this **26th** day of **October, 2016**, by the following roll call vote

AYES:
NOES:
ABSTAIN:
ABSENT:

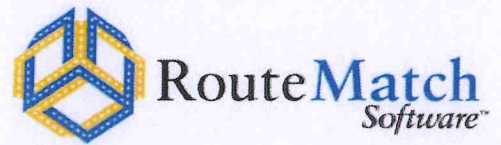
ATTEST:

Jim Tarbell, Vice-Chair, MTA Board of Directors

Carla A. Meyer, MTA General Manager

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RouteMatch Software
Proposal for:



Mendocino Transit Authority

Demand Response Management & Mobile Data Solution

Submitted by:
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Sales Director
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October 24, 2016

TABLE OF CONTENTS

<u>1.0</u>	<u>INTRODUCTION</u>	<u>3</u>
<u>2.0</u>	<u>ROUTEMATCH QUALIFICATIONS</u>	<u>4</u>
<u>3.0</u>	<u>BUDGET PROPOSAL</u>	<u>5</u>
<u>3.1</u>	<u>PRICING</u>	<u>5</u>
<u>3.2</u>	<u>NOTES & ASSUMPTIONS</u>	<u>6</u>
<u>4.0</u>	<u>ROUTEMATCH DEMAND PRODUCT DESCRIPTION</u>	<u>7</u>
<u>4.1</u>	<u>DAILY OPERATIONS</u>	<u>8</u>
4.1.1	TRIP RESERVATIONS MODULE	8
4.1.2	DEMAND SCHEDULING MODULE	10
4.1.3	REAL-TIME DISPATCH MODULE	12
4.1.4	REPORTS & ANALYSIS	13
<u>4.2</u>	<u>MOBILE DATA SYSTEM</u>	<u>15</u>
4.2.1	TABLET-BASED MOBILE DATA DEVICE	15
4.2.2	RMMOBILE SOFTWARE	16
<u>4.3</u>	<u>DATA MANAGEMENT</u>	<u>17</u>
4.3.1	CUSTOMER MODULE	17
4.3.2	VEHICLE MODULE	18
4.3.3	DRIVER MANAGEMENT MODULE	19
4.3.4	ADDRESSES MODULE	20
<u>4.4</u>	<u>SETTINGS & CONFIGURATION</u>	<u>21</u>
4.4.1	SERVICES MODULE	21
4.4.2	SETTINGS MODULE	22
4.4.3	BILLING MODULE	23
4.4.4	FUNDING SOURCE MODULE	24
<u>5.0</u>	<u>IMPLEMENTATION & TRAINING</u>	<u>25</u>
<u>6.0</u>	<u>TOTAL SUPPORT & MAINTENANCE</u>	<u>29</u>

1.0 INTRODUCTION

RouteMatch Software is pleased to submit the enclosed proposal documents to Mendocino Transit Authority for a Demand Response Management and Mobile Data system. RouteMatch is dedicated to the success of our clients and has been established around a philosophy of building state-of-the-art technology and professional services, while providing unparalleled customer support and maintenance. We conduct business as a partnership with our clients, working in tandem with them to provide the best solutions possible. We will always back our products with the best service and support in the industry.

RouteMatch Software is proposing **RouteMatch Demand™**, the industry leading solution for the planning, optimization, and management of a demand response or paratransit service. From customer registration through transport verification, the RouteMatch Demand™ solution provides an end to end demand response management system that truly models your operations workflow. **RouteMatch Demand™** is comprised of multiple modules that model a demand response operations workflow. System provides easy to use components to manage your customers, driver, vehicles, reservations, schedules, dispatch, billing, reporting, and much more.

Fundamental to the system is the **RouteMatch Mobile Data System**, utilizing cost-effective tablet computers to provide automated vehicle location and mobile data communications, including electronic manifests, 2-way communications, configurable data collection and navigation.

RouteMatch understands importance of a successful deployment of a supported solution. The **RouteMatch Implementation Methodology (RIM)** is a proven, pragmatic and adaptable implementation methodology that capitalizes on our collective experience with Go Lives at over 600 locations. This internally developed methodology takes into account the proper staffing to meet the client's timelines and the proper procedures and documentation results in a successful implementation of our systems. Our **Customer Support & Maintenance Program** provides a live 24/7, U.S.-based Support Staff, and includes all product upgrades and updates to protect your investment and ensure that Mendocino Transit Authority is using cutting-edge technologies.

We are truly excited about the chance to partner with you on this important and strategic project. Please do not hesitate to contact me with any questions or concerns.

Regards,

Teague Kirkpatrick
RouteMatch Software
303.997.1507 – teague.kirkpatrick@routematch.com

2.0 ROUTEMATCH QUALIFICATIONS

Proven Transit ITS Solutions

RouteMatch is exclusively focused on providing advanced Intelligent Transportation solutions to the public and private sectors. This includes a full suite of fixed-route and paratransit software applications along with integrated peripheral hardware and software applications to complement the technology. We are the leading supplier of integrated mobile data deployments across North America. Our experience and depth in complex and technical systems integration is unparalleled.

These solutions include Mobile Data Computer, Automatic Vehicle Location, Web Portal Solutions, Brokering Solutions, Passenger Information Solutions, Automated Passenger Counting Solution, and Automatic Voice Annunciation and signage solutions. Our team is comprised of more than 150 software engineers, computer scientists, database management professionals, and transportation operations consultants. Dedicated to the success of its clients, RouteMatch Software is guided by a vision of building state-of-the-art technology while providing unparalleled professional services, customer support, and maintenance. RouteMatch has provided a phased approach to our proposal that provides a flexible model for choosing technologies and options that are most advantageous to Mendocino Transit Authority.

Unparalleled Experience & Qualifications

RouteMatch is one of the largest and fastest-growing U.S.-based providers of Intelligent Transportation Systems. We have deep experience in tackling transit agencies' multi-faceted technology, operational, fiscal and client support needs. While RouteMatch has a comprehensive set of scalable technologies built on advanced algorithms, we firmly believe technology and people go hand in hand. RouteMatch clearly understands the importance of experience, proper communication, and execution. This experience becomes even more important when integrating different types of technologies.

Strategic Project Team & Implementation Approach

RouteMatch Software has institutionalized a standard, proven implementation methodology that capitalizes on our collective experience with Go-Lives at over 600 locations across the USA. This internally-developed methodology, RIM (RouteMatch Implementation Methodology), has evolved through the hundreds of installations that we have completed. RIM takes into account the proper staffing to meet the client's timelines, and the proper procedures and documentation results in a successful implementation of our systems. RIM fundamentals include teamwork, structured client involvement, and discrete, linear stages with concrete deliverables. Each stage has clearly-defined goals, as well as designated roles and responsibilities for, both the client's and RouteMatch Software's, project teams.

3.0 BUDGET PROPOSAL

3.1 PRICING

Software Licensing	
RouteMatch Demand™ (Licensed for 2 Concurrent Users & 10 Vehicles)	\$16,380
Mobile Data System (licensed for 10 vehicles)	\$14,400
Annual Cloud Services - Year 1 (Licensed for 2 Concurrent Users)	\$2,400
Sub-Total	\$33,180
RouteMatch Implementation Services	
Project Management (34 hours)	\$2,618
Phase 0 – Initiate (7 hours)	\$539
Phase 1 – Design (33 hours)	\$2,541
Phase 2 – Build (60 hours)	\$4,620
Phase 3 – Educate (48 hours)	\$3,696
Phase 4 – Deploy (98 hours)	\$7,546
Phase 5 – System Acceptance (5 hours)	\$385
Travel (3 trips)	\$3,900
Sub-Total	\$25,845
3rd Party	
Tablet Bundle, including tablet, ruggedized mount and charger (6 each)	\$6,950
Spare Tablet (1 each)	\$400
GIS TeleAtlas Data	\$600
Sygy Navigation App for Tablets (10 each)	\$375
Tablet Installation (includes travel)	\$1,500
Annual Verizon Data Plan (10MB) for 10 Devices – Year 1	\$720
Sub-Total	\$10,545
Year 1 TOTAL	\$69,570
Annual Maintenance and Support	
Annual Total Support & Maintenance (Year 1)	Included

Ongoing Fees (beginning year 2)	
Annual Total Support & Maintenance	\$6,350
Annual Cloud Services (Licensed for 2 Concurrent Users)	\$2,400
Annual Verizon Data Plan (10MB) for 10 Devices	\$720
TOTAL	\$9,470

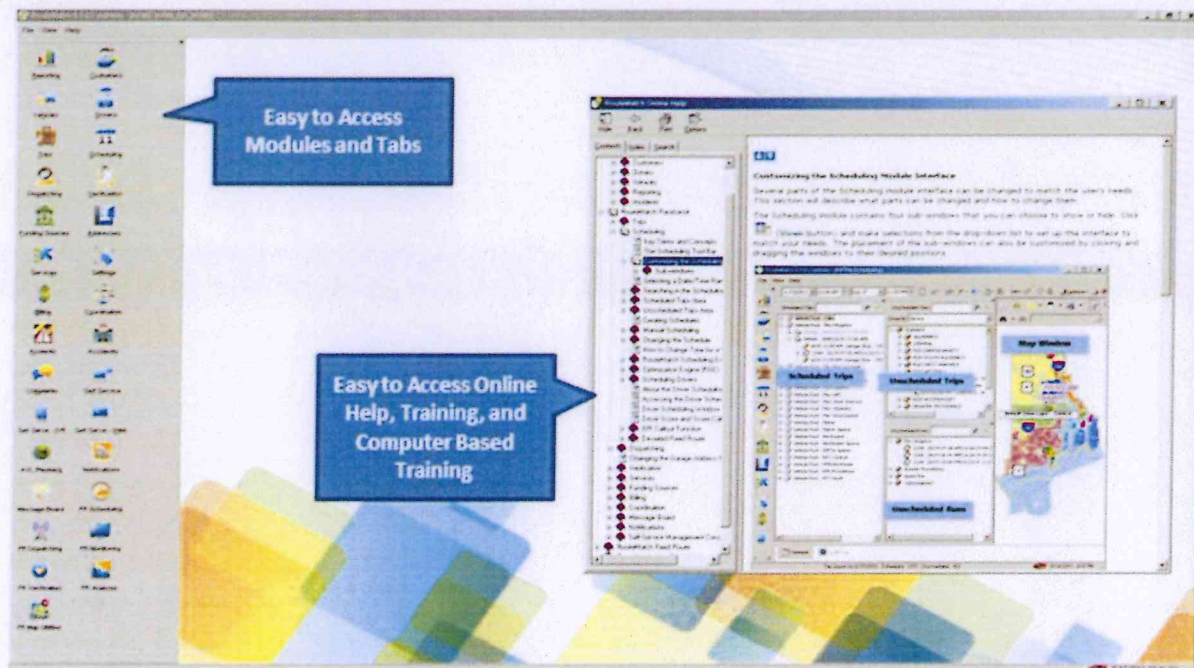
3.2 NOTES & ASSUMPTIONS

1. RouteMatch will invoice goods and services as they are delivered.
2. This is a cost proposal, requested by and provided to Mendocino Transit Authority. It is based upon the information known to RouteMatch Software, Inc. at the time of this proposal and is subject to change in the event of material differences in the information used to form the proposal.
3. All use of cellular data is subject to RouteMatch's current Cellular Data Use Policies. Copies of the applicable policies are available upon request. Licensee is responsible for all fees associated with Cellular Data usage which exceeds the indicated amount. The limitations of warranties and liability included within the Software Enduser License Agreement between the Parties apply to this proposal, and RouteMatch does not guarantee that the Cellular Data will be available at all times or at any particular time.
4. All on-going fees are subject to increase after Year 2, provided that such fees may not increase by more than 10% per year.
5. Pricing is valid for 90 days.

4.0 ROUTEMATCH DEMAND PRODUCT DESCRIPTION

RouteMatch Demand™ is the industry leading solution for the planning, optimization, and management of a demand response or paratransit service. From customer registration through transport verification, the RouteMatch Demand™ solution provides an end to end demand response management system that truly models your operations workflow. Designed from the ground through feedback from our customers and the industry, our solution provides the most usable, practical, and cost effective system for the Demand Response sector. Since one size does not fit all, easily configure the solution to meet your organization's exact needs and processes.

RouteMatch Demand™ is comprised of multiple modules that model a demand response operations workflow. System provides easy to use components to manage your customers, driver, vehicles, reservations, schedules, dispatch, billing, reporting, and much more. RouteMatch Security Policies allows each user to be assigned to a group with specific roles and permissions for control over accessibility and data security.



4.1 DAILY OPERATIONS

4.1.1 Trip Reservations Module

RouteMatch Software streamlines the transportation reservation process quickly and easily through the Trips Module. Users can quickly search for customers and reservations. Customers' trips can then be viewed in the "Trips" window. At this point, any trip can be modified or deleted. Buttons on this form, such as "New Trip" and "Reverse Trip," speed up the data entry function of the reservation. Once vital trip information is collected, reservationists can schedule the trip online using computer-assisted technology. Integrate the RouteMatch Self Service Phone and Web Modules to allow customers to access reservations themselves to confirm, cancel, or create reservations over the phone or website.

Improve Your Reservation Process

- Streamline Reservation Process
- Standing Order and Subscription Management
- Trip Edit Audit Logs
- Appointment Verification

Eligibility Compliance

- Trip by Trip Eligibility
- Conditional Eligibility Tracking
- Trip Negotiation
- ADA and Medicaid Gatekeeping and Process Auditing

Computer Assisted Scheduling and Assignment

- Automated Schedule and Route Assignment
- Online Computer Assistance
- Least Cost Provider Assignment
- Coordinated Trip Assignment

Multi Modal Integration

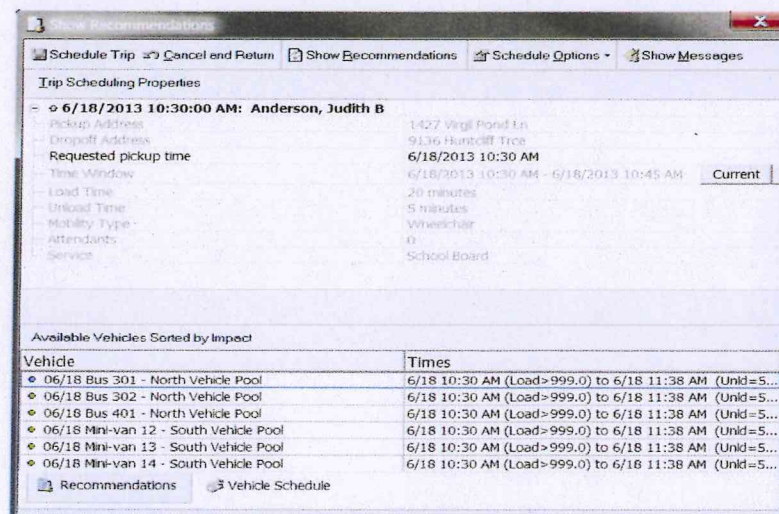
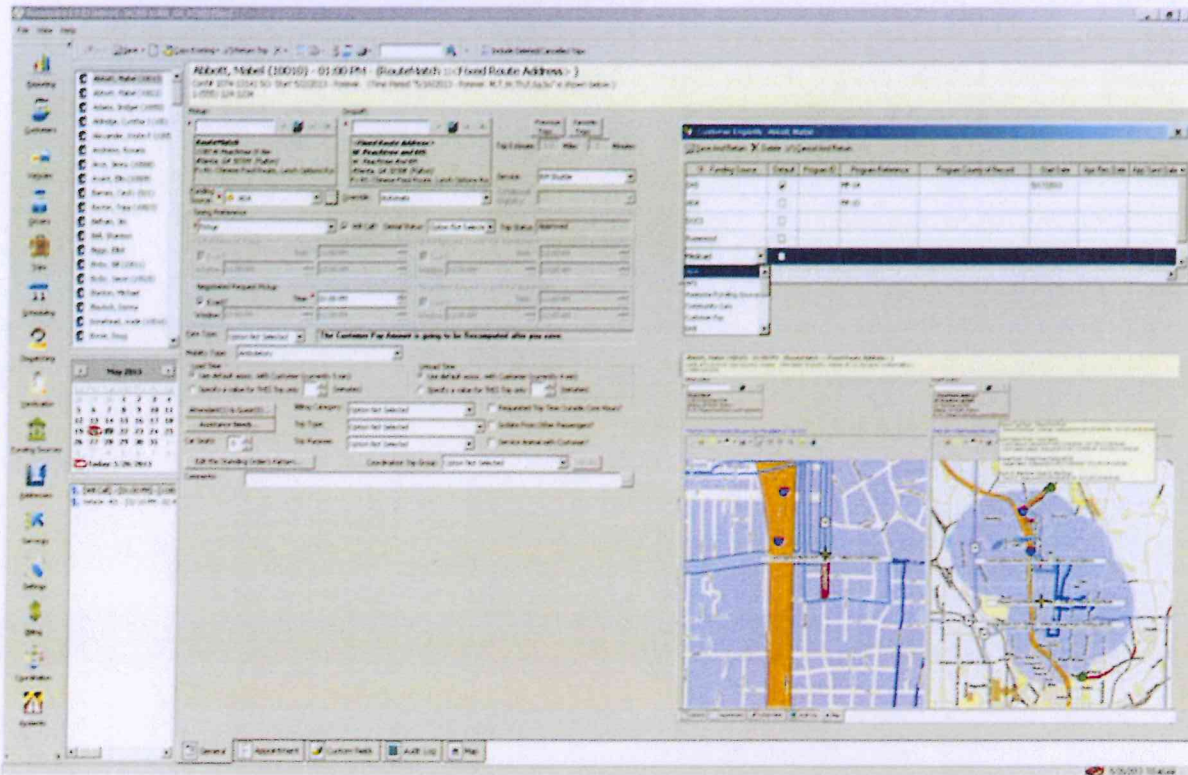
- Leverage local, commuter, express, and intercity fixed route options
- Demand to Fixed Route Integration
- Transfer Connection Protection
- Supports Flex Deviation
- GTFS and Real Time GTFS Support

Call Center Automation and Web Access Options

- Automate Call Center Communications and Workflows
- Monitor, Collect, and Analyze Call Center Contact Statistics
- Supports Customer Trip Alerts and System Notifications
- Integrate the RouteMatch Interactive Voice Response (IVR) to improve call center operations and customer service

One Call One Click

- Easily expand your call center to a one call one click one stop shop
- Integrate advanced telephony, interactive voice response (IVR), automated call distribution (ACD), and regional coordination
- Integrate RouteMatch Customer, Facility, and Provider Web Portal to offer web-based accessibility, coordination, and customer service!

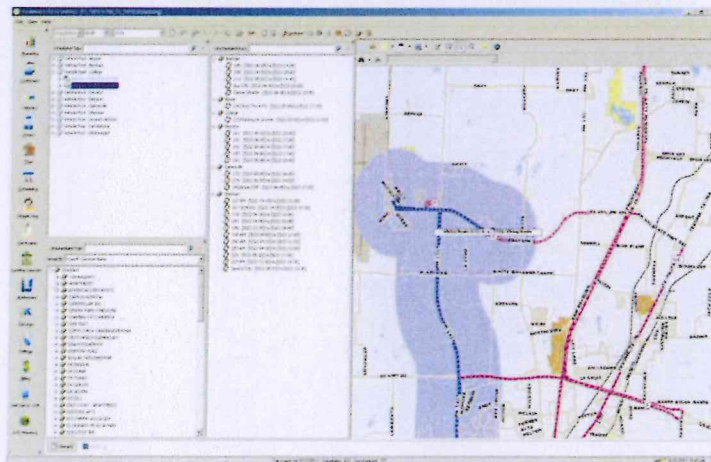


4.1.2 Demand Scheduling Module

RouteMatch has a robust and unique approach to Routing, Scheduling, and Optimization. We provide the most flexible and powerful user interface, work flow, scheduling engine in the industry complemented with a multi-modal approach that looks at multiple services to find the correct scheduling options for stops. Route Optimization is easily and automatically incorporated into your demand response scheduling, monitoring and dispatching systems, all of which are built into the same system and database.

The RouteMatch Demand Scheduling Module is the main workspace for all activities and tasks associated with building, editing, and optimizing your operations schedules and routes. This component provides all necessary route planning tools to:

- Optimize Vehicle and Driver Schedules
- Use RSE Profiles to custom tailor your schedule process
- Easily adjust schedule rules and parameters through RSE Schedule Profile Manager
- Automatically Build Routes and Driving Directions
- Prioritize trips and services using Selective Optimization Tools
- Search and Filter Trips, Runs, and Services
- Efficiently Assign Drivers
- Define Rigid or Flexible Breaks
- Maintain and Manage Runs
- Utilize RouteMatch Schedule Exceptions to quickly identify and fix potential schedule issues
- RouteMatch Schedule Statistics provides planned schedule and route Key Performance Indicators (KPI's) to ensure your schedule meets your operational goals

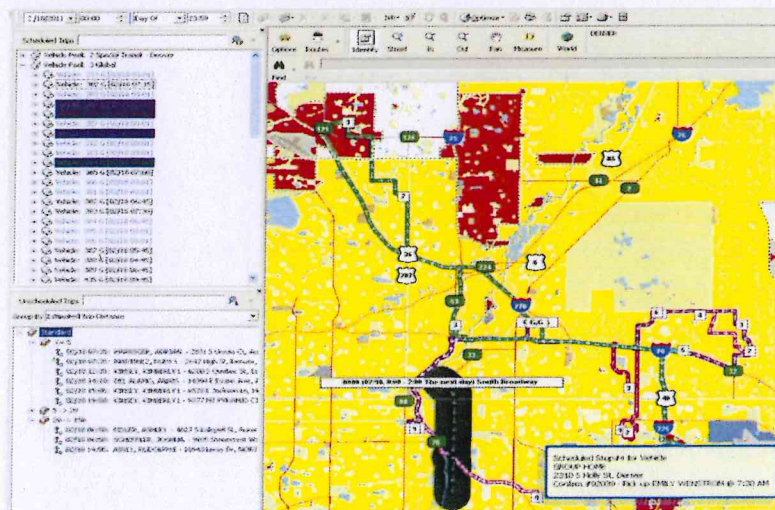


Our schedule and route optimization engine, RouteMatch Scheduling Engine™ (RSE), to automatically generate the most efficient, realistic schedules and routes. This allows our users to enhance their internal routing and scheduling processes. We exclusively own the technology and continuously build enhancements to the innovative technology.

The scheduling and routing technology is built using RSE™ on advanced technologies to automate, assist, and optimize our client's route management processes to produce unparalleled results. RSE™ is a set of GIS-based scheduling and routing algorithms and heuristics that provides a very accurate, efficient solution for fully automated scheduling, routing, and optimization. Although the details of RSE are a trade secret and must be kept confidential, the system is comprised of multiple scheduling algorithms and heuristics that factor in over one hundred (100) configurable variables to affect schedule and route production. The variables generally consist of:

- Global Scheduling Strategy Variables
- Travel Time Manipulation Variables
- Stop Clustering Variables
- Load Variables
- Continuous Optimization
- Human-based decision support
- Vehicle Capacity Variables
- Vehicle Operating Costs
- Driver Break Variables
- Driver Assignment Rules
- Sorting Variables

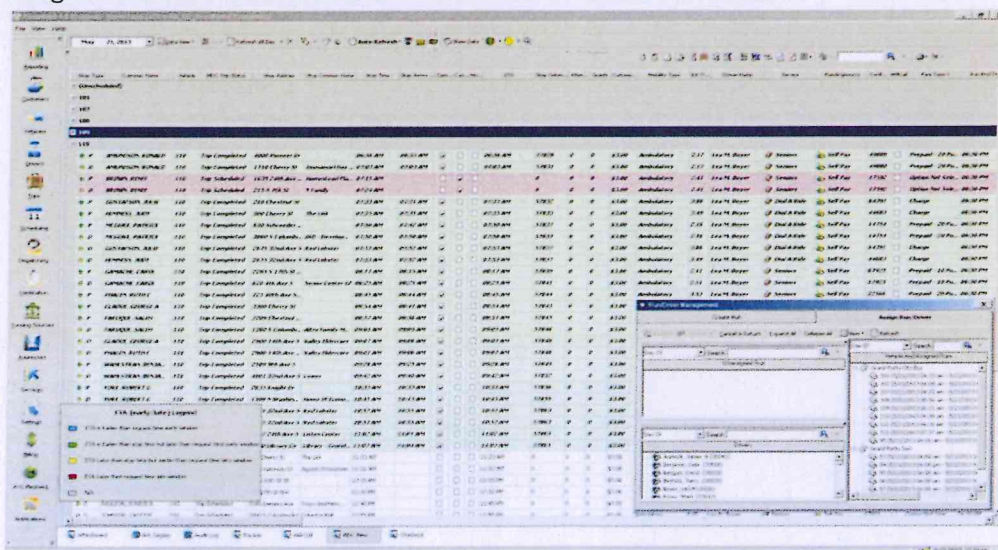
RSE provides a robust, automated scheduling and routing solution for the automation and optimization of your scheduling process. Unlike the traditional "triangulation" method, which plots two points on a map and draws a straight line between them with a "fudge factor" to calculate travel times, RouteMatch's advanced scheduling and routing algorithm uses real-world street conditions (i.e. speed limits, congestion, one way streets, etc.) to calculate very accurate, efficient schedules and routes using Geographic Information System (GIS) street data. This flexibility also makes it easy to schedule and route field trips, transportation to programs or sporting events, or for summer transportation activities. RouteMatch technology was built to manage thousands of trip optimizations daily or in real-time, which provides our customers flexibility to create the most effective and efficient routes and schedules possible.



4.1.3 Real-Time Dispatch Module

RouteMatch Software's dispatching module is specifically designed to allow dispatchers quick access to schedule, trip, and customer information in order to improve daily operational decision-making. The component is very flexible; dispatchers can create and design "Data Views" that are specific to their dispatch needs. This allows each dispatcher to have a custom screen that specifically meets the type and mode of dispatch they use

- Dynamic Dispatch Management
- Continuous Dispatch Optimization and Schedule Modification
- No Show and Late Cancellation Management
- Rules Based Alert Engine
- Customizable Dispatch Views and Configurations
- Accurate Estimated Time of Arrivals
- Real Time Trip Status for all Your Customers
- Monitor and Manage Your Fleets On Time Performance
- Monitor and Manage Incidents, Accidents, and Same Day Performance Issues
- Same Day Trip Assignment
- Sort and Group Daily Operations
- Will Call Management
- Integrated Mapping and Geospatial Viewing
- Format and Filter Operational Data for Quick Access
- Computer Assisted Dispatching Tools
- Same Day Run and Driver Management
- Quick Trip Lookup for Improved Customer Service
- Integrate the RouteMatch Mobile Data System (RMMDS) for real time vehicle tracking, messaging, alerting, and data capture.
- Integrate the RouteMatch Notification Module for real-time vehicle

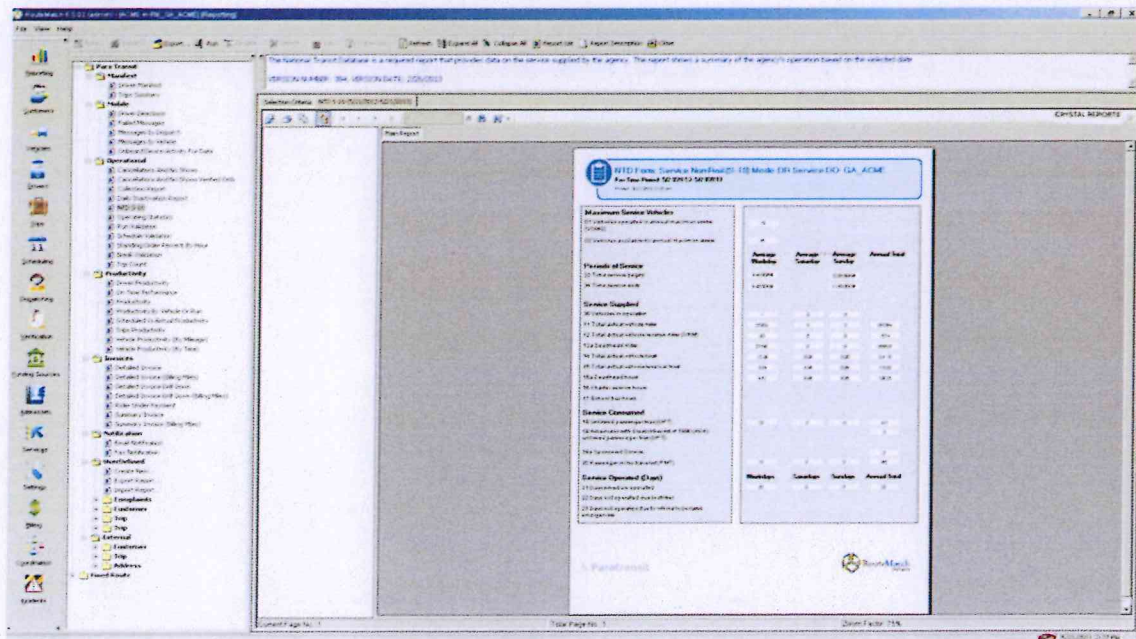


4.1.4 Reports & Analysis

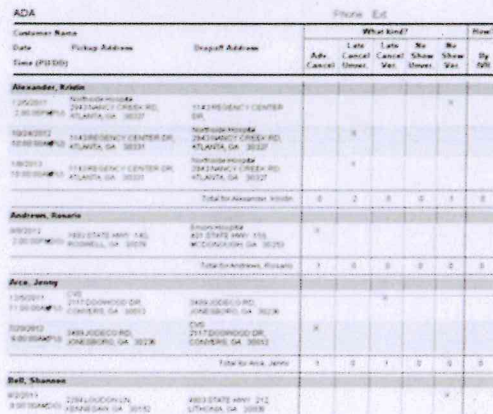
RouteMatch Software integrates state-of-the-art reporting and data analysis tools into all of our products. RouteMatch Demand provides over fifty standard reports covering major operational and planning areas. The RouteMatch Ad Hoc Report Wizard is also included. This easy to use wizard provides a step by step approach to building and editing any report. RouteMatch utilizes flexible user driven front ends to customize and configure each standard report. Due to the open nature of RouteMatch's architecture and open database, all standard, customized, and ad hoc reports are exportable into any ODBC-compliant program (i.e., MS Access, MS Excel). For the purposes of merging reports with other data not captured in the RouteMatch system, our export functionality provides the ultimate flexibility in owning, manipulating, and understanding data that the agency maintains. The Settings Module allows system administrators to define reporting rules and calculations, as well as, assign user permissions to users in the organization.

Major Reporting Areas for Demand Response Transport:

- Manifests
- Mobile Management
- Operational
- Productivity
- Invoices
- Notifications
- User Defined



RouteMatch Software incorporates a wizard-driven, ad hoc report generator that makes building custom reports very simple. Users can simply select the type of report, the information they would like to see, and how it should be filtered, sorted, and titled. The report can then be saved as a public or private report for future use. This feature allows users to build an unlimited number of reports with no assistance or additional fees to RouteMatch. In addition, any custom fields that are utilized to capture information not inherently captured in the solution are accessible for reporting purposes through the ad hoc report generator.



4.2 MOBILE DATA SYSTEM

The RouteMatch Mobile Data System supports multiple mobile data devices (MDD) and wireless communication protocols, combining best-of-breed hardware and software components to meet unique operational requirements. RouteMatch is proposing the a ruggedized Android-based tablet computer as a driver interface device. This crisp and flexible device models the workflow for drivers, electronic manifest as well as other features like, turn-by-turn voice annunciated directions, automated odometer / mileage collection, fare collection, passenger counting, ETA to next stop, and a mailbox for electronic communication with dispatch.

RouteMatch feels strongly that our Commercially Available, Off-the-Shelf (COTS) Approach is superior to our competitors generally and especially for this unique project:

- Commercially Available, Off the Shelf (COTS) technology
- Low cost of maintenance and replacement
- Flexible and Portable for multiple in vehicle applications – i.e. pre and post trip inspections
- Supports Fixed Route, Demand Response, and “Mixed Mode”
- “Mix and Match” devices within same AND across multiple Fleets to meet All Operational Needs
- Leverage continual development of mobile tablet and 3rd party mobile application development

4.2.1 Tablet-based Mobile Data Device

Through significant advancements with consumer mobile tablet computers in recent years, RouteMatch is able to deliver a fully functioning Mobile Data Computer at a fraction of the up front and on-going cost. The mobile device serves as the point of interface for the driver, and manages and streamlines the driver experience as well as automates data communications between the driver and dispatch. The mobile data device (MDD) will be a Fully-Ruggedized Android device with a fully functional touch screen specifically designed (at various levels) for the rugged, demanding transit environment. This device will be integrated into the VLU, and will power when the vehicle is powered on. The device will installed within comfortable reach of the driver and will be securely mounted to the interior as to not obstruct the driver or interfere with other on board equipment.



4.2.2 RMMobile Software

The RM Mobile Application supports multiple mobile data devices (MDD) and wireless communication protocols. The mobile device serves as point of interface for the driver and manages and streamlines the driver experience and automates data communications between the driver and dispatch. Our internally-developed Android-based software application resides on the MDD, and models the workflow for drivers, providing a single sign on to multiple peripherals and electronic manifest as well as other features like, turn-by-turn voice annunciated directions, automated odometer / mileage collection, fare collection, passenger counting, ETA to next stop, and a mailbox for electronic communication with dispatch.

The RMMobile Application is extremely flexible and configurable to each participating agency. Factors to be decided are:

- Frequency of AVL Polling configurable based on operational requirements
- Type of Manifest – Fixed Route Only, Demand Response Only, “Mixed Mode”
- Auto Clear Fixed Route Stops
- Configure Canned Messages
- Configure Personality of Trip Insertions – pop up, acknowledge, etc. (Mobile Messaging)
- Manual Collection of Passenger Counts, Passenger Types, Fare Types
- Display of Schedule Adherence Info
- Design Auto Alerts to Send to Device



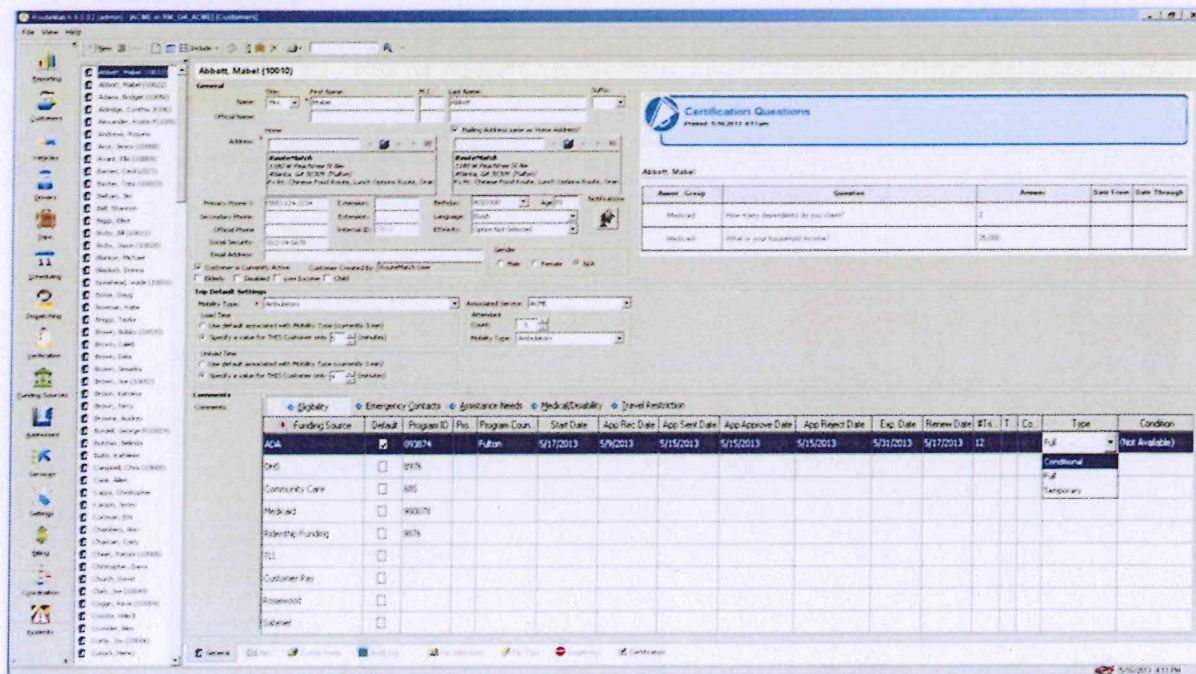
4.3 DATA MANAGEMENT

4.3.1 Customer Module

The Customer Management Module is dedicated to tracking and maintaining all pertinent data for each customer and automating many of the common workflows associated with this process. This module easily manages all of your customers' demographic, ridership statistics, eligibility, ADD program, Medicaid program, and related information. Easily search and find all customers to access data quickly. It also allows you to easily access this data via standard and ad hoc reporting tools to build enterprise customer reporting tools. User-defined custom field forms allow organization to customize data management needs unique to your needs. Below are the major functional areas:

Easily Manage:

- Customer Demographics
- Address and Location Information
- Mobility Management Needs
- Favorite Addresses and Trips
- Program Eligibility
- Medical and Disability Information
- Detailed Audit Logging
- User Defined Custom Fields
- Suspension Policy



Abbott, Mahal (10010)

General

Name: First Name: Last Name:

Official Name:

Address:

Primary Phone: Extension: Cell Phone: Email Address:

Secondary Phone: Extension: Email Address:

Official Phone: Extension: Email Address:

Social Security:

Gender:

☐ Customer is currently Active ☐ Customer Created by:

☐ Elderly ☐ Disabled ☐ Low Income ☐ Child

Top Default Settings

Primary Type: Associated Service:

Issue Type: Associated Count:

☐ Use default associated with Mobility (from comments 3 sec)

☐ Specify a value for THIS Customer only (defaults)

Unlink Time:

☐ Use default associated with Mobility (from comments 3 sec)

☐ Specify a value for THIS Customer only (defaults)

Certification Questions

Printed: 5/16/2013 4:17pm

Answer Group	Question	Answer	Date From	Date Through
Medicaid	How many dependents do you claim?	2		
Medicaid	What is your household income?	\$8,000		

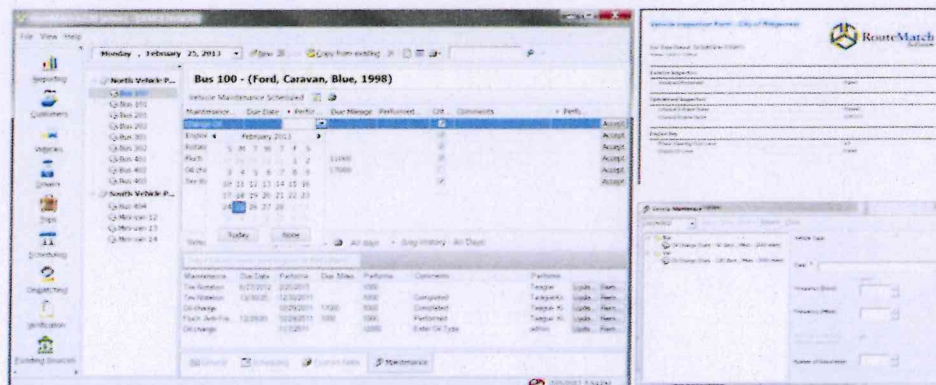
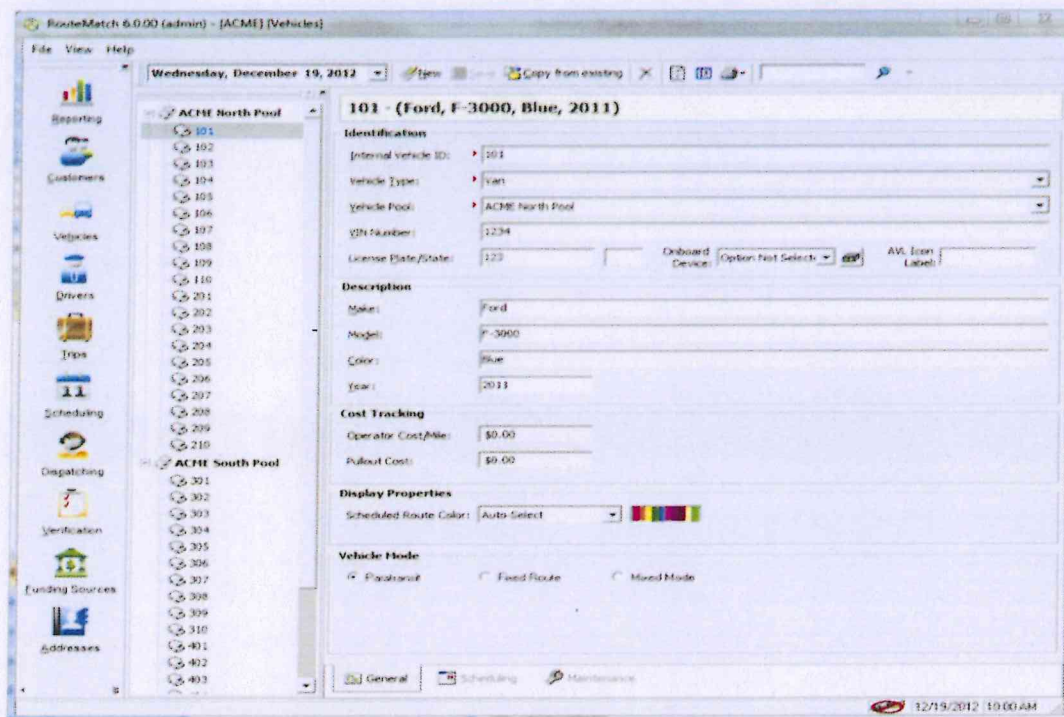
Comments

Funding Source	Default	Program ID	Pos	Program Count	Start Date	App Rec Date	App Serv Date	App Approve Date	App Review Date	Exp Date	Review Date	RTA	T	Co	Type	Condition
ACA	<input checked="" type="checkbox"/>	993074	Fullen		5/17/2013	5/16/2013	5/15/2013	5/15/2013	5/15/2013	5/31/2013	5/17/2013	12			Full	Not Available
CHS	<input type="checkbox"/>	99376													Conditional	
Community Care	<input type="checkbox"/>	99376													Temporary	
Medicaid	<input type="checkbox"/>	993079														
Medicaid Funding	<input type="checkbox"/>	99376														
TCL	<input type="checkbox"/>															
Customer Pay	<input type="checkbox"/>															
Business	<input type="checkbox"/>															
Customer	<input type="checkbox"/>															

4.3.2 Vehicle Module

RouteMatch Software incorporates a Vehicle Management, Maintenance, and Inspection solution to manage each vehicle fleet or pool. The RouteMatch Vehicle Management component manages general vehicle information, as well as more advanced information necessary to perform automated scheduling and routing functions such as capacity, flip seat configuration, availability, and first in last out (FILO) requirements. Extend your vehicle management system with the RouteMatch Vehicle Inspection system for increased benefits. Utilize the module Tabs to access different vehicle functions:

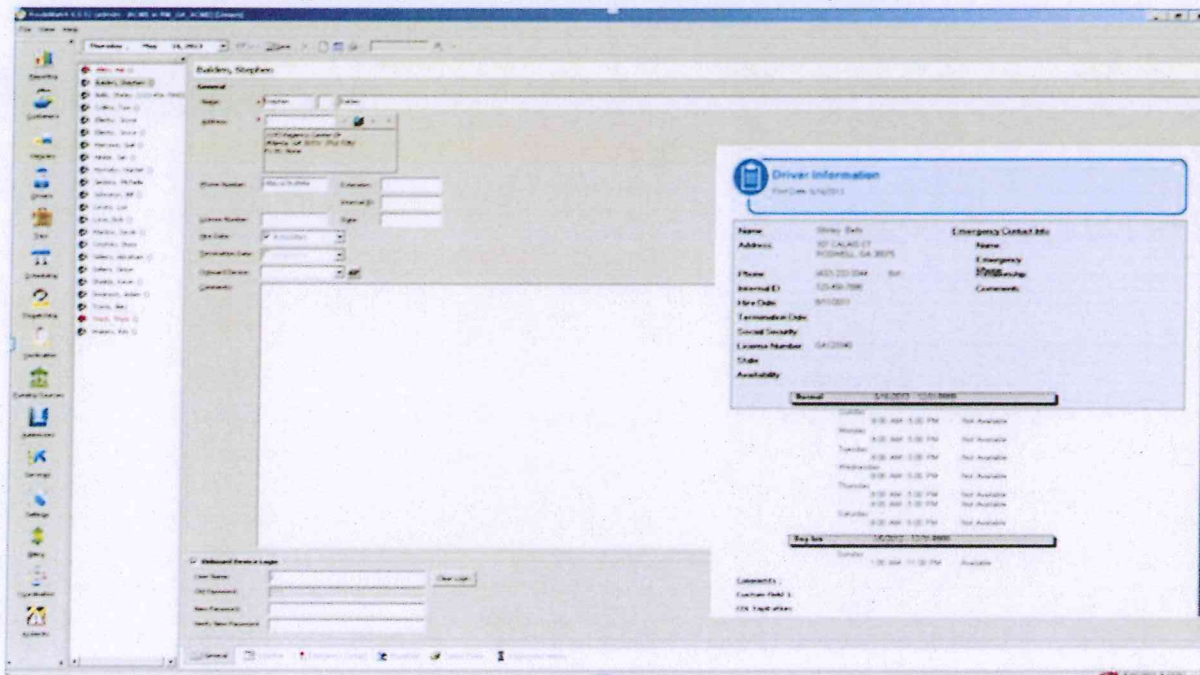
- General
- Scheduling
- Custom Fields
- Maintenance



4.3.3 Driver Management Module

RouteMatch provides users with the ability to manage drivers' schedules and availability within the "Driver Management" module. This module manages relevant information associated with each driver or volunteer driver, including general driver information, work schedule, emergency contact, license information, and other relevant data. RouteMatch also provides the ability to add additional driver information using our "Custom Field" capabilities. This allows agencies to capture variable information specific to its objectives, such as testing data, certifications, or training needs.

- General driver information including address, phone, social, internal ID, license information, hire date, and termination date
- Driver capabilities and properties including user-defined properties associated with equipment training, drug and alcohol requirements, and other important data needed to properly manage your drivers
- Holiday availability
- Multiple labor shifts
- Driver/vehicle assignment
- Driver consideration and assignment recommendations
- Driver ranking and priorities based on user defined work rules and constraints
- Employee History
- Mobile Data Assignment (if utilizing RouteMatch Mobile Data System)



The screenshot displays the RouteMatch software interface for managing driver information. The main window is titled "Driver Information" and shows a profile for a driver named "Wesley Davis". The profile includes fields for Name, Address, Phone, Internal ID, Hire Date, Termination Date, Social Security, License Number, and Title. A section titled "Availability" shows a schedule for the week of April 9, 2012, with shifts for Monday through Saturday, all marked as "Not Available". A "Log In" button is visible at the bottom right of the availability section.

4.3.4 Addresses Module

All RouteMatch products integrate GIS technology for address geocoding, route display and analysis, route optimization, vehicle tracking, estimated time of arrival, and schedule automation. Easily manipulate map views with the integrated system map to assist with scheduling and dispatching. Zoom in or out, centre origin and destination locations, control map color-coding. In conjunction with the RouteMatch GeoUtility, edit street and map network data and implement travel zones, corridors, or barriers.

Key features include:

- Rules Based Geocoding Engine that support both Batch and Interactive Geocoding
- Integrated Google Streetview Mapping
- Automated Batch G Automated Batch Geocoding
- Address and Stop Search and Query
- Interactive Geographic Information System and Map Display
- View street names, postal codes, zones, fixed route data, if applicable, and other GIS layers
- Automated Fixed Route Corridor Assignment (if applicable)
- Automated Zone Assignment (if applicable)
- Batch Address Import Support
- Integrate the RouteMatch Notification Module for automated facility and common destination voice, SMS, or email alerts (ie. John Doe will be arriving in 10 Minutes)



Integrated Google Mapping with StreetViews



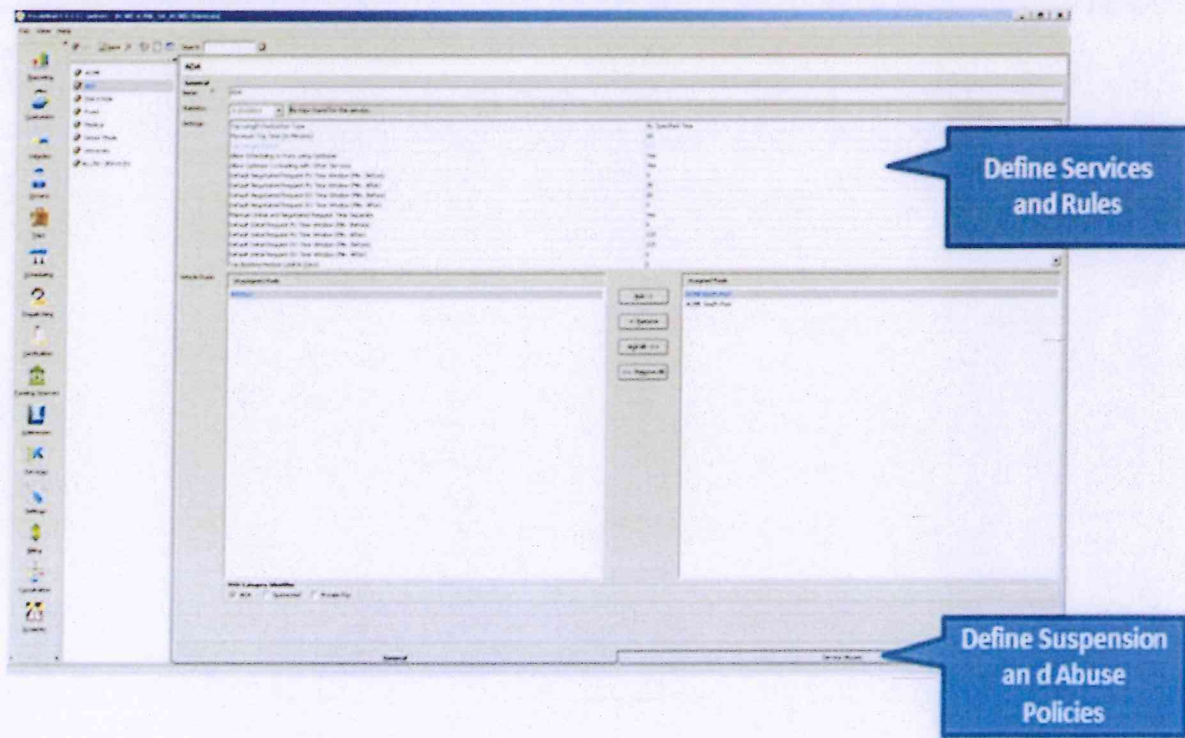
4.4 SETTINGS & CONFIGURATION

4.4.1 Services Module

The Services module allows you to define the settings of the services your agency provides to its customers. You can also assign vehicle pools, view service statistics, and define service abuses in this workspace. The Services Module provides users with the capability of managing multiple programs and services operated by an agency. Vehicle pools or fleets can be assigned to a service to manage transportation services as individual systems, or can be integrated for improved coordination. Business rules and scheduling constraints can be applied to services to ensure the system adheres to customer service and contract requirements. This flexibility allows RouteMatch to support a multiple service delivery organization and integrate services more efficiently. Services allow you to create meaningful distinctions within your RouteMatch system that reflect your agency's operational profile. The services you create allow you to manage each set of trips differently from each other, for whatever purpose you may have.

Key features include:

- Define Services Offered (ie. ADA, Dial A Ride, Fixed, Flexed, Medicaid, etc....)
- Define Service Abuses and Escalation Workflows
- Define Suspension Program and Escalation Workflows
- Define Service Policies and Rules
- View Service Statistics
- Configurable and Flexible



4.4.2 Settings Module

By design and effort, RouteMatch Software solutions have been designed with system and user-configurable components to ensure the deployed product is as flexible and usable as possible. RouteMatch Software wraps around your business processes and workflows. System administrators have access to the Configuration Settings Module to specifically tailor your RouteMatch system to your exact needs. This approach incorporates the concept of scalability and change. As your system grows and changes, our system will grow and change with you. The Settings Module models all base and extensible modules of your RouteMatch system. This includes, but not limited, to the following major system components:

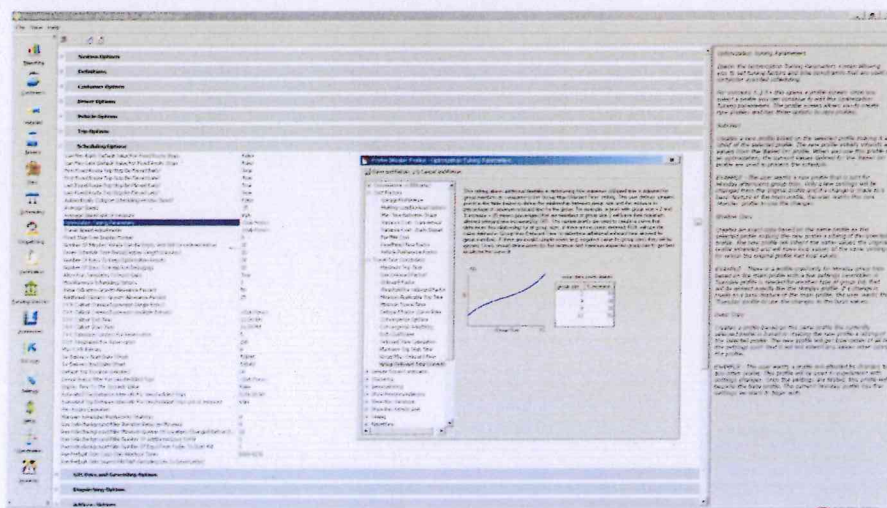
System Options – General settings associated with your organization such as reporting definitions, time zones, user security policies, technical communication settings, and agency specific data..

Definitions – Reporting and data analysis definitions based on your reporting, billing, and data needs.

Definitions	
Revenue Miles And Hours Includes Deadhead?	False
Revenue Miles And Hours Includes Revenue Breaks?	False
Service Miles And Hours Includes Deadhead?	True
Service Miles And Hours Includes Service Breaks?	True
Ignore Garage Pull Out And Pull In?	False
Service Miles And Hours Includes Revenue Breaks?	True
Breaks Are From Lastdropoff Of Previous Trip To Next Trip Pickup?	True
Exclude Gaps Between Runs?	False
Revenue Begins At First Stop?	False
Revenue Ends At Conclusion Of Last Stop?	False
Should Garage Breaks Act As Regular Breaks?	False
Consider Invalid Runs In Revenue Calculation?	False

Schedule and Route Optimization – The foundation of all demand response and transportation management systems, these configurations allow schedule managers to specifically define schedule profiles, RSE tuning parameters, optimization algorithms, speed factors, grouping rules, travel path rules, and many other related schedule and route business parameters.

Module Settings – All base and extensible modules have an integrated configuration management tool built into this module. Custom Fields, business rules, drop down menu items, and graphical user interface customization functions are available in this module.

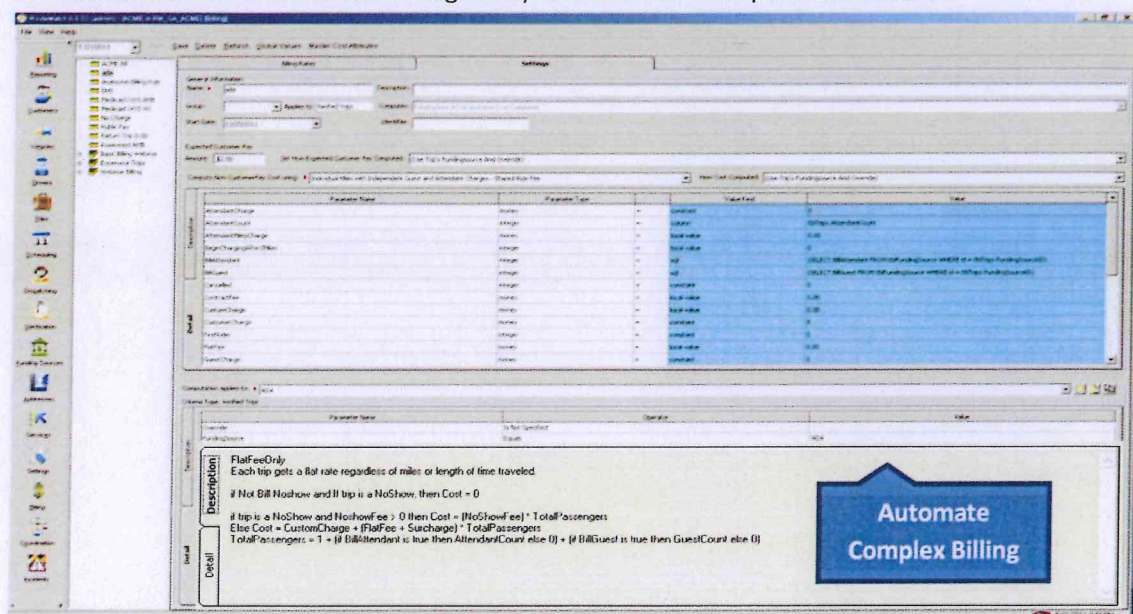


4.4.3 Billing Module

The Billing module allows organizations to model and maintain simple and complex billing rules associated with their services and funding sources. Users can create, edit, and delete billing rules for runs and trips. This module allows you to define the charging parameters of the billing rules and the criteria of their corresponding trips/runs. This allows the RouteMatch Billing Engine (RBE) to automatically determine the cost per trip/run and eliminates the need for assigning billing rules manually when creating a trip request. RBE is an extremely powerful solution to automate your monthly invoicing process and develop very accurate cost allocation models for your planning and operational needs.

Key features include:

- Support stand and user define billing rules and calculations
- Key standard rules include: hours, miles, customer pay, deadhead, group rates, run rates, wait time, shared miles, shared hours, shared miles and hours, shared multi funding source, and many more
- Foundation for a Multi Partner Regionally Coordinated Transportation Model



4.4.4 Funding Source Module

Organizations can have multiple funding sources or contracts and these funding sources can have various management applications and impacts to billing, eligibility, and state and federal reporting. The Funding Sources module is used to create, edit, and delete funding sources for your agency. A funding source and its associated billing rule(s) are used when calculating trip cost for a customer. Various funding sources may be entered in this window, which may include insurance companies, health care institutions, or other funding types. At least one billing rule (usually more) must be created for each funding source.

Key features include:

- Create and Edit Funding Source or Contracting Sources
- Define Primary Contact and Address Information
- Define Contract Start and End Dates
- Define Eligibility Requirements
- Define No Show, Attendant, and Guest Billing Rules
- Define ADA Business Rules
- Define National Transit Database (NTD) Category Identifiers
- Create and Edit Funding Source or Contracting Sources
- Integrate seamlessly into the RouteMatch Billing Module to accurately calculate complex run or trip costs

Name: <input type="text"/>	
Internal Agency ID: <input type="text"/>	
Primary Contact	
First and Last Name: <input type="text"/>	<input type="text"/>
Phone Number (Ext.): () - <input type="text"/>	<input type="text"/>
Fax Number: () - <input type="text"/>	<input type="text"/>
Address	
<input type="text"/>	
<Please select an address>	
Contract Information	
Contract Start Date: <input type="text"/>	Customer's Eligibility Program ID
Contract End Date: <input type="text"/>	<input type="radio"/> Optional
	<input type="radio"/> Required
	<input type="radio"/> Disallowed
<input type="checkbox"/> Bill No-Shows?	<input type="checkbox"/> Bill Attendants?
<input type="checkbox"/> Bill Guests?	
Warning Text To Display When Customer Pay Can't Be Computed	
<input checked="" type="checkbox"/> Participate In This Alert	
<input type="radio"/> Use The Global Default Message	
<input type="radio"/> Custom Message: <input type="text"/>	
ADA Corridor Requirements	NTD Category Identifier
<input type="checkbox"/> ADA Corridor Required?	<input type="checkbox"/> ADA
<input type="checkbox"/> Supervisory Override Required?	<input type="checkbox"/> Sponsored
	<input type="checkbox"/> Private Pay

5.0 IMPLEMENTATION & TRAINING

RouteMatch Implementation Methodology (RIM)

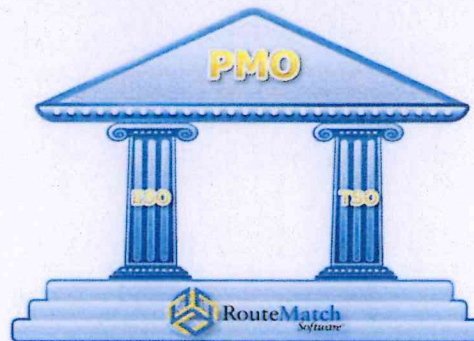
The RouteMatch Professional Services Organization (PSO) has institutionalized a standard proven pragmatic and adaptable implementation methodology that capitalizes on our collective experience with Go Lives at over 600 locations across the USA. This internally developed methodology RIM (RouteMatch Implementation Methodology), has evolved through the hundreds of installations that we have completed. RIM takes into account the proper staffing to meet the client's timelines and the proper procedures and documentation results in a successful implementation of our systems. RIM fundamentals include teamwork, structured client involvement, discrete, flexible stages with concrete deliverables.

Specifically, RIM adds value to a project by:

- Institutionalizing best practices refined through over 600 client implementations
- Defining guidelines for setting roles and responsibilities of both client and project team
- Providing a road map to assist in scheduling and resource planning,
- Standardizing methods in order to assure accuracy and consistency,
- Implementing a systematic, proactive approach to project management,
- Flexibility that enables our staff to tailor the stages and focus energy, time, and expertise where they are most needed,
- Increasing visibility to critical path items and key milestones
- Integrating feedback loops/reviews into the implementation process to drive organizational learning, and
- Ensuring successful communications with clients project team

The below outlines RouteMatch's approach and the associated services for the implementation of a Demand Response Management and Mobile Data system for Mendocino Transit Authority. This approach is built around the 3 core teams of RouteMatch's PSO:

- Project Management Office – provides project management and design expertise
- Technical Services – provided engineering and installation expertise
- Educational Services – provide expertise in adult education of complex transit systems



Refined through more than 600 installations, our technology and implementation expertise ensures that our customers' requirements, timelines, and budgets are met with minimal interruptions and maximum optimization. An implementation team will be assigned from our experienced PSO team which has over 30 employees dedicated to the implementation of our products, with experience ranging from 3 years to 15+ years in implementations. Our PSO group consists of project managers, business consultants, training consultants and technical personnel devoted to assisting customers in all phases.

As illustrated in Figure X, the stages and components of the RouteMatch Software RIM approach include:

- **Phase 0: Project Initiation** - A structured transition from contract award to project kickoff.
- **Phase 1: Design** - Determines the details required to implement RouteMatch Software' solutions in the client's environment.
- **Phase 2: Build** – Software and hardware install, configuration, and Vendor Assembly Testing; prepares the project teams for operation in the client's environment.
- **Phase 3: Educate** – End to End system overviews ensures knowledge share of the updated operational inputs and outputs including end user training in distinct levels of training.
- **Phase 4: Deployment** – Integration, regression and user acceptance testing; confirms the solutions ability to execute a production environment in the client's current IT environment. Integrates the system and operations in a production environment for the client. Includes Go Live.
- **Phase 5: System Acceptance** – Happens once the client is fully operational and ready for transition to customer support. Transition to RouteMatch's Customer Support Organization (CSO)
- **Project Management** – Occurs throughout all phases to ensure project goals, objectives, timeline and budget are being met and communications are clearly executed.
- **Account Management** – Ensures customer satisfaction is maintained over course of entire project, and that transition into RouteMatch's Customer Support Organization (software maintenance) is successful through meeting all project objectives.
- **Executive Sponsorship** – Aligns the project's objectives to RouteMatch's corporate goals to ensure that client satisfaction and return on investment meet organizational expectations for all parties.

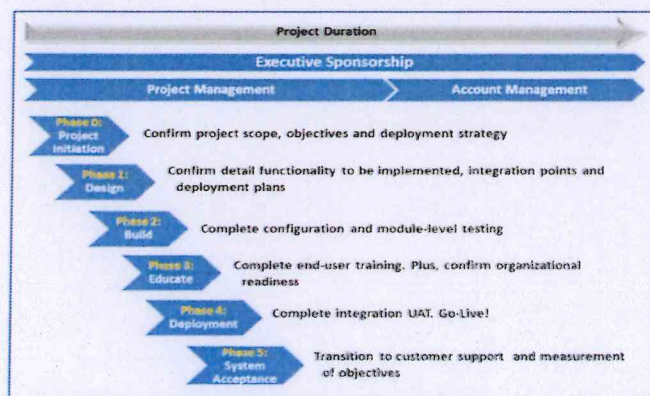


Figure X: RouteMatch Software's RIM Approach

Testing Approach

Our testing strategy for the various components of Vendor Assembly Testing and later in the project lifecycle is based on best practices for software testing and we view testing more than just debugging. Testing is not only used to locate defects and correct them. It is also used in validation, verification process, and reliability measurement with our clients as part of our implementations. Testing is involved in every stage of the software life cycle at RouteMatch, from a Professional Services implementation perspective the spectrum of testing incorporates 4 major phases of testing:

- **Unit Testing** is executed at a low level of the software. The implementation team tests our basic components of software being utilized for the project.
- **Integration Testing** is performed against the functional flow and operational process for the client and will include hardware peripherals
- **System Testing** affirms the end-to-end quality of the entire system. The System test is based on the functional/requirement specification of the system. Non-functional quality attributes, such as reliability, security, and maintainability, are also validated.
- **User Acceptance Testing** is executed when the completed system is handed over from RouteMatch to our customers. The priority of acceptance testing is rather to give confidence that the system is working than to find errors. RouteMatch team members will monitor and record UAT activities as they are completed by City representatives.

Training

RouteMatch realizes that proper training is crucial to a successful project. As outlined in the RIM Approach, all clients are provided with a custom training plan developed by assessing their specific training needs. This type of instruction is called Role Based Training. RouteMatch's Project Manager and Educational Services Manager are able to develop this custom plan by conducting a thorough training needs assessment, listening carefully to Gold Coast Transit's requirements and wishes. With open communication, the RouteMatch Team then draws on their experience and the findings to develop a custom training plan. This Training Plan is then reviewed and agreed upon by all parties before the start of training.

Role based training has been proven to increase efficiency in training and is a more effective way of learning than having all Users learn aspects of the application that do not apply to them. By avoiding generic training and focusing on an individual's roles and responsibilities, RouteMatch effectively prepares each employee with the skills needed to be successful in a desired role. RouteMatch will provide training for staff to operate, administer, troubleshoot, and maintain the solution. The training will be led by an experienced RouteMatch Educational Services Consultant. RouteMatch only requires that the training room be large enough to fit the training class and recommends each Trainee have their own workstation that is networked to the RouteMatch server.

RouteMatch believes in open class participation and that practice is key to learning. Therefore, the training consists of Users learning and actively practicing to use the applications in a hands-on

environment, working with real, local data. This learning-by-doing approach has been shown to be a more effective method of training and provide more significant effects on user adoption and the overall success of the implementation. In addition to exceptional onsite client training, both hard copy and electronic documentation of User Guides, Training Guides, and exercise books for each corresponding module of RouteMatch will be provided to Users on the modules they will be trained on. This estimate below is based on RouteMatch's previous experience training similar agencies. The will include training courses for both technical and non-technical staff including, but not limited to:

- Dispatchers
- Vehicle Operators
- System Administrators
- Management
- Maintenance Technicians

Continuing Education

Continuing education is an integral part of the RouteMatch Customer Support Program. We provide basic training on an as needed basis through our Tier 1 Customer Support Representatives. We provide more specialized, enhanced training through the Educational Services department of RouteMatch provides comprehensive continuing education through several methods and deliver options, as follows:

- Training Webinars – These are on-line, regularly scheduled training classes designed and developed by RouteMatch and offered to the public. Notice of these Training Webinars is provided through emails and on our website.
- Individualized On-line Training Sessions – RouteMatch Customers are entitled to up to 5 on-line training sessions each year free of charge. These are training sessions designed by the Customer and RouteMatch together and intended to address specific needs of the agency.
- RouteMatch In-the-Field – Periodically RouteMatch Customer Support personnel will go on the road to visit clients locally. These sessions generally occur in a location central to a specific region and involve one-on-one, face-to-face customer support and training for each agency. RouteMatch personnel will set up a consulting room with each customer's database and dedicate 2 – 3 hours of time for each agency's needs. This event is generally used for troubleshooting and general education.

6.0 TOTAL SUPPORT & MAINTENANCE

The RouteMatch offers post-implementation warranty and support through its Client Services Operation department. This department includes 25 consultants and IT professionals working in the following divisions:

- **Tier 1** – Tier 1 staff consists of IT and/or Transit professionals with 1 – 2 years prior experience. They are the “front line” contact point for all Customer Support needs. They man our telephone and email case queues and provide training, configuration services, technical assistance, and case processing. Tier 1 staff is responsible for tracking all cases and communicating efforts, resolution plans, and timelines to our customers.
- **Tier 2** – Tier 2 staff are IT and/or Transit Professionals with at least 3 years of prior experience who have specific skill sets tied to more complex matters such as database management, report writing, scheduling engines, real time arrival, transit operations, and billing. Tier 2 staff receives cases from the Tier 1 team and work with customers to resolve issues. Tier 2 staff also works directly with software developers and our Product Management team to process and handle matters.
- **Educational Services** – Educational Service staff members are training professionals with at least 3 years experience in IT or Transit. These professionals are experts in the use of RouteMatch Software and are trained to identify training needs, develop training programs; and to deliver both individual and classroom based training. The Educational Services division provides training “on demand” for more complex issues and otherwise creates and delivers specific training curriculums as requested and needed as well as routine, general Training Webinars for the general customer population to attend.
- **Upgrade Services** – Upgrade Services consists of former Implementation Consultants and Tier 2 support staff who are tasked specifically with delivering upgrades to current clients. Their expertise and efforts include version configurations, data and report migrations, training, operations assessments, and hardware configuration. The upgrade services team is also trained in project management so as to insure seamless transitions to new versions.
- **Transit ITS Consulting / Complex Account Management** – RouteMatch has a team of senior Customer Support Representatives and former Implementation Consultants who are tasked with providing on-going, post implementation consulting services. These services include operations assessments; specific and detailed training on complex software functions such as automated scheduling and billing, and reporting, as well as overall complex account management. Their efforts include weekly project status meetings, issue log reporting, and on-site visits when needed. It also includes carrying out our RouteMatch In-the-Field™ program where we travel to certain locations central to our clients and provide face-to-face customer support and consulting.

Each department operates in conjunction with the others and manages their efforts and information in one consolidated Customer Relations and Support database. The entire department meets bi-weekly to discuss activities and issues to insure that all clients are receiving the most comprehensive and efficient support imaginable.

Accessing Support

Customers are able to report issues by phone, email, or website.

- Phone - We offer toll free phone access which feeds into a call-center staffed from 24 / 7. Two "On-call" staff members are then connected to the phone system after regular business hours and handle all calls from 8:00PM until 6:00AM. All staff members are equipped with BlackBerry hand held units and are informed of all calls coming in during the "on-call" hours.
- Email – Customers are also provided with the option to contact Customer Support through a general email address support@routematch.com. All members of the Customer Support Team receive these emails and are available for support. Tier 1 staff members are primarily responsible for handling these emails and the "on-call" staff are required to ensure the emails are handled in a timely manner.
- Website – RouteMatch provides a "customers only" web portal which provides Customers with access to the status of their current cases. It also allows them to "log" an issue which is sent to the Tier 1 Customer Support team for processing.

Response Time

RouteMatch Customer Support Representatives are required to respond to all issues logged within in two (2) hours. The average response time is less than 15 minutes. All cases are "triaged" based upon the urgency of the issue and severe cases are handled immediately. The prioritization and ultimate response time is determined by a Business Process Impact (BPI) assessment performed as the time a case is communicated to the team. Issues are assigned one of the following "severity" ratings:

- Showstopper – Customer cannot access or use the Software.
- Urgent – Customer cannot effectively operate a significant, material function in the software which is immediately affecting their "daily" business processes.
- High – Customer cannot effectively operate a function of the software which will affect their daily business processes or is immediately affecting their less than daily but routine business processes.
- Low – Customer cannot effectively perform any type of process as designed to be used or otherwise needs assistance.

All types of cases are responded to using commercially reasonable and dictated response times based upon the severity rating. The team is properly staffed so as to avoid any issue taking more than 2 hours for a response.

Documentation Updates

RouteMatch produces new versions of its training and users manuals with all new versions (Upgrades). All Updates and Hot-fixes are documented in release notes and are provided as supplements to the manuals. All manuals are delivered in hardcopy and within the Software through an "On-line" help file. They are made available through the Customer Support portal on the RouteMatch website and are delivered to individual agencies and users as requested. Notices are sent to all clients as the documents become available.

Modifications, Upgrades & Enhancements

RouteMatch maintains its Software primarily through Upgrades and Updates. On occasion we will deliver important or urgent items through "Hot Fixes" or database script releases. Each is implemented by or with the assistance of a qualified RouteMatch staff member and can be delivered remotely, "on-line". Each type of release is defined as follows:

- Upgrade – means and refers to major changes or to a new release of the Software, including any new major release of the Software. Upgrades to the Software are normally indicated by incremental numeric changes as "1" whole units (i.e. release 1.0 to 2.0).
- Update – refers to fixes and minor changes to the Software, which are indicated by internal, incremental numeric changes smaller than "1" unit (i.e. release 1.1 to 1.2).
- Hotfix – refers to specific minor changes to a specific aspect of the software which are indicated by incremental letter changes at the end of the version number (i.e. release 1.1a to 1.1b).

Policy for Providing Releases

- All Upgrade, Updates, and Hotfixes are provided free of charge as they are made Generally Available.



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