



## **AGENDA**

### **Meeting**

of the

### **BOARD OF DIRECTORS**

of the

### **SANTA BARBARA METROPOLITAN TRANSIT DISTRICT**

A Public Agency

**Tuesday, May 16, 2017**

**8:30 AM**

**John G. Britton Auditorium**

550 Olive Street, Santa Barbara, CA 93101

**1. CALL TO ORDER**

**2. ROLL CALL OF THE BOARD OF DIRECTORS**

Dave Davis, Chair; Chuck McQuary, Vice Chair; Bill Shelor, Secretary; Olivia Rodriguez, Director; Dick Weinberg, Director; David Tabor, Director; Paula Perotte, Director

**3. REPORT REGARDING POSTING OF AGENDA**

### **CONSENT CALENDAR**

**4. APPROVAL OF PRIOR MINUTES-(ATTACHMENT-ACTION MAY BE TAKEN)**

The Board will be asked to waive the reading of and approve the draft minutes for the meeting of May 2, 2017.

**5. CASH REPORT-(ATTACHMENTS-ACTION MAY BE TAKEN)**

The Board will be asked to review the cash report of April 25, 2017 through May 8, 2017.

### **THIS CONCLUDES THE CONSENT CALENDAR**

**6. PUBLIC COMMENT**

Members of the public may address the Board on items within jurisdiction of the Board that are not scheduled for public hearing. The time allotted per speaker will be at the discretion of the Board Chair. If you wish to address the Board under this item number, please complete and deliver to the MTD Board Clerk, a "Request to Speak" form including a description of the subject you wish to address. Additional public comment will be allowed during each agenda item, including closed session items. Please fill out the Request to Speak form and indicate the agenda item number that you wish to comment on.

**7. POLICY FOR DISPOSITION OF LOST OR UNCLAIMED BICYCLES (BOARD RESOLUTION NO. 2017-08)- (ATTACHMENT - ACTION MAY BE TAKEN)**

Staff recommends that the Board pass Resolution No. 2017-08 to adopt a Policy for Disposition of Lost or Unclaimed Bicycles.

**8. FISCAL YEAR 2016-17 AUDIT ENGAGEMENT LETTER - (ATTACHMENT - ACTION MAY BE TAKEN)**

Staff recommends that the Board accept the Engagement Letter submitted by McGowan Guntermann for performing audit services for the 2016-17 fiscal year ending June 30.

**9. FINANCIAL UPDATE FOR THE 9 MONTHS ENDING MARCH 31, 2017- (ATTACHMENT-INFORMATIONAL)**

Staff will report on the financial results for the 9 months ending March 31, 2017.

- 10. PROPOSITION 1B – TRANSIT SECURITY GRANT FOR FISCAL YEAR 2016-17 (BOARD RESOLUTION NO. 2017-09) - (ATTACHMENT - ACTION MAY BE TAKEN)**  
Staff recommends that the Board pass Resolution No. 2017-09 for FY 2016-17 Proposition 1B – Transit Security funding, as required by the California Governor's Office of Emergency Services (Cal OES).
- 11. MTD REVISED TITLE VI PROGRAM: 2017 - 2019 - (ACTION MAY BE TAKEN)**  
Staff recommends that the Board review the Revised Title VI Program: 2017 - 2019 and consider approval of the attached Resolution No. 2017-10.
- 12. QUARTERLY STAFF REPORTS - (ATTACHMENTS-INFORMATIONAL)**  
The Board will review quarterly reports for the nine month period of July 1, 2016 through March 31, 2017.
- 13. GENERAL MANAGER'S REPORT UPDATE-(ACTION MAY BE TAKEN)**
  - a. Budget Preparations
  - b. Diesel Fuel Bid Results
  - c. DWE Agreement
  - d. Easy Lift
  - e. Hiring
- 14. OTHER BUSINESS AND COMMITTEE REPORTS-(ACTION MAY BE TAKEN)**  
The Board will report on other related public transit issues and committee meetings
- 15. ADJOURNMENT**

**AMERICAN WITH DISABILITIES ACT:** If you need special assistance to participate in this meeting, please contact the MTD Administrative Office at 963-3364 at least **48 hours in advance** of the meeting to allow time for MTD to attempt a reasonable accommodation.



<b>MINUTES</b>
----------------

**Meeting**  
of the  
**BOARD OF DIRECTORS**  
of the  
**SANTA BARBARA METROPOLITAN TRANSIT DISTRICT**  
A Public Agency  
**Tuesday, May 2, 2017**  
**8:30 AM**  
**John G. Britton Auditorium**  
550 Olive Street, Santa Barbara, CA 93101

- 1. CALL TO ORDER**  
Chair Davis called the meeting to order at 8:30 a.m.
- 2. ROLL CALL OF THE BOARD OF DIRECTORS**  
Chair Davis reported that all members were present.
- 3. REPORT REGARDING POSTING OF AGENDA**  
Lilly Gomez, Office Administrator, reported that the agenda was posted on Friday, April 28, 2017 at MTD's Administrative office, mailed and emailed to those on the agenda list, and posted on MTD's website.

**CONSENT CALENDAR**

- 4. APPROVAL OF PRIOR MINUTES - (ATTACHMENT-ACTION MAY BE TAKEN)**  
Director Tabor moved to approve the draft minutes for the meeting of April 18, 2017. Director Weinberg seconded the motion. The motion passed unanimously.
- 5. APPROVAL OF CASH REPORT - (ATTACHMENTS-ACTION MAY BE TAKEN)**  
Director Tabor moved to approve the cash report for the period of April 11, 2017 through April 24, 2017. Director Weinberg seconded the motion. The motion passed unanimously.

**THIS CONCLUDES THE CONSENT CALENDAR**

- 6. PUBLIC COMMENT**  
Mr. Lee Moldaver acknowledged the excellent coordinated effort from the district including drivers, supervisors, and staff at the Earth Day Festival. The information provided had a positive impact with thousands of people. Mr. Moldaver expressed that he was very impressed with the great visibility, enthusiasm, and information provided for the Festival.
- 7. TRANSPORTATION MANAGEMENT AND TRANSIT SERVICES MASTER AGREEMENT- (ATTACHMENT-ACTION MAY BE TAKEN)**

General Manager, Jerry Estrada informed the Board that the current agreement with the City of Santa Barbara expires June 30, 2017, and that he was pleased to bring a new five-year agreement to the Board for approval. Mr. Estrada also thanked the Downtown-Waterfront Ad hoc committee (Director Tabor and Chair Davis) and MTD and City staff for the assistance provided to negotiate the agreement. Mr. Estrada explained that the new agreement will maintain a CPI increase for each year of the agreement, the City subsidy will be reduced by \$20,000, and in return, MTD will eliminate the 9:00 to 10:00 A.M. State Street service year-round. Also added to the agreement is a reference to assessment of service within the Funk Zone. Mr. Estrada and Director Tabor stated that they are happy with the new agreement. Chair Davis commented that it was an exciting and close call on finalizing the Agreement.

Director McQuary moved to authorize the General Manager to execute the Transportation Management and Transit Services Master Agreement between MTD and the City of Santa Barbara, contingent upon review and acceptance of the new insurance language by legal counsel and risk. Director Rodriguez seconded the motion. The motion passed unanimously.

**8. COMMERCIAL PROPERTY INSURANCE RENEWAL, EFFECTIVE: MAY 24, 2017 THROUGH MAY 23, 2018 - (ACTION MAY BE TAKEN)**

General Manager Jerry Estrada advised the Board that the renewal is significantly less than the prior year's policy. Director Tabor thanked the Finance & Human Resources and Risk committee and staff for their hard work to select a more cost-effective policy. Director Rodriguez moved to authorize MTD staff to bind coverage and place commercial property insurance with Travelers Indemnity Company of Connecticut. Director Tabor seconded the motion. The motion passed unanimously.

**9. EARTHQUAKE INSURANCE RENEWAL, EFFECTIVE: MAY 24, 2017 THROUGH MAY 23, 2018 - (ACTION MAY BE TAKEN)**

General Manager Jerry Estrada advised the board that the recommended policy has a flat premium and is at a lower cost than last year's policy. Director McQuary moved to authorize MTD staff to bind coverage and place earthquake insurance with Lloyd's of London. Director Perotte seconded the motion. The motion passed unanimously.

***TIME CERTAIN 9:00 AM***

**10. FINAL SERVICE PLAN - (ATTACHMENTS-ACTION MAY BE TAKEN)**

Planning Manager George Amoon recommended the Board approve the proposed Final Service Plan for August 2017. The proposal includes a 1.5% increase in revenue hours for FY 2017-18. The approved service level for FY 2016-17 was 221,119 hours. The proposed changes would raise the service level to 224,431 hours, representing an increase of 3,312 hours. The proposed changes primarily focus on improved schedule adherence for Lines 6, 11, 14, 23, 25, and express lines. Other proposed changes include changing A.M. peak-period service on Lines 1 and 2 from the current 10-minute frequency service back to the previous 15-minute frequency. Additionally, the Line 16 schedule adherence and 15x re-route proposal was removed from the service plan due to continued closure of the Line 16 bus stop at the SBCC West Campus into next year. Once the stop is re-opened, Line 16 will be reverted to the standard route and this stop will reduce demand at the main campus bus stop which will be served by the proposed re-routed Line 15x.

Mr. Amoon shared that the service changes were based on input throughout the year from the public and MTD drivers, data review, and extensive field observations. The public input overall has been supportive. Mr. Amoon advised the Board that staff held five community meetings throughout the District. Press releases, social media, and posting at bus stops and in buses have all been utilized to widely distribute the information to the community.

Mr. Amoon also advised the Board that the Carpinteria-Goleta service proposal funded by Caltrans as part of the Traffic Management Plan for the Linden Avenue and Casitas Pass Road Interchange Project was removed from the draft service plan because SBCAG staff is planning to use vanpools between the two communities.

After receiving and reviewing correspondence from a concerned UCSB student and passenger, John Schrank, about proposed changes to Line 24x, Director McQuary stated that the student's concerns seem to be valid arguments and planning staff ought to work closely with staff from UCSB and discuss the matter directly with Mr. Schrank.

Chair Davis stated that the letter from Mr. Schrank is great input regarding the rider's needs. The UCSB partnership with MTD is of high importance and the Board and staff need to alleviate the concerns as much as possible within current service changes.

Mr. Estrada requested a placeholder of an amount of hours that can alleviate UCSB schedule adherence and allow the Finance Department to place it in the budget.

Director Rodriguez expressed concern with the reduction of service being provided on Lines 1 & 2. Chair Davis acknowledged that the Crosstown Shuttle service was originally implemented to alleviate Line 1 & 2 overloads, which it has helped tremendously. Mr. Estrada also advised that 15-minute frequency rather than 10-minute is still more frequent than most service.

Director McQuary moved to approve the proposal with the possibility of adjustments after receiving input from UCSB for up to 2,000 additional service hours. Director Rodriguez seconded the motion. The motion passed unanimously.

Chair Davis also stated that the Planning & Marketing Committee discussed having three Board of Directors meetings at locations throughout the service area later this year to allow more feasibility for others to attend and further discussions of passenger concerns before the proposed service changes are finalized. Chair Davis also thanked Planning staff George Amoon, Mark Clyde, and Jennifer Tanner for preparing a great service plan and working further with UCSB in finalizing the service changes before implementing the proposed service plan.

**11. ESTABLISHMENT OF TRUST TO PREFUND OPEB OBLIGATIONS -  
(ATTACHMENTS-ACTION MAY BE TAKEN)**

Assistant General Manager Brad Davis recommended the Board approve and execute an agreement with the California Employers' Retiree Benefit Trust (CERBT) Fund to establish an irrevocable trust for the prefunding of MTD's Other Postemployment Benefits (OPEB) retiree health insurance obligations. Additionally, Mr. Davis recommended that the Board adopt a resolution for the delegation of authority to request disbursements from the Trust for the payment of OPEB obligations, approve prefunding

the OPEB Trust with \$1,000,000 from MTD reserves during fiscal year 2016-2017, and approve the selection of CERBT Strategy 2 for the investment of prefunding assets.

After a brief discussion, Chair Davis stated that Mr. Davis did a great job with research and his recommendation. Director Perotte also thanked Mr. Davis and the Board for clarifying the process and recommendation. Director Tabor moved to approve execution of the agreement. Director McQuary seconded the motion. Director Perotte moved to delegate authority as requested. Director Tabor seconded the motion. Director Rodriguez moved to approve the prefunding. Director McQuary seconded the motion. All motions passed unanimously with 6 ayes, 0 nays and 1 absent.

## **12. GENERAL MANAGER'S REPORT UPDATE - (INFORMATIONAL)**

General Manager Estrada shared that Robert Lurie has joined the fleet maintenance staff as Temporary Maintenance Supervisor and will be assisting the Maintenance Department in its procurement and maintenance processes. Mr. Lurie has an extensive background in transit maintenance, serving most recently as the Maintenance Manager at Gold Coast Transit.

Mr. Estrada updated the Board with the BYD 30-ft. electric bus production schedule, stating that Marketing Manager Hillary Blackerby and Procurement Specialist Ryan Gripp visited the BYD plant on April 19<sup>th</sup>. The first two buses were on the line in the chassis fabrication stage.

Mr. Estrada thanked Mr. Lee Moldaver for acknowledging staff's efforts at the Earth Day Festival and acknowledged the Marketing Department staff, Ms. Blackerby and Nancy Alexander, for the well-coordinated event.

Mr. Estrada reported that the new Fast Fare electronic fareboxes from Genfare have been installed and are in revenue service. The cashbox vaulting equipment and data systems were simultaneously upgraded, making for a very busy weekend installation. The implementation went very well. There were the expected technical issues that have largely been worked out. Mr. Estrada stated that while it was an MTD team effort, Juan Perez and Josh Martinez, MTD's farebox technicians, and Interim capital projects lead Ryan Gripp were instrumental in the success of the installation and are to be commended for their hard work and long hours. Mr. Estrada was pleased to state that MTD is now in a position to move forward with the smartcard programs for UCSB and SBCC. Progress on this phase continues with the expectation of beginning use later this year.

The Federal Transit Administration (FTA) Triennial Review of MTD began in December, and the site visit element of the Review was conducted on Thursday, April 27, and Friday, April 28. The reviewer looked at MTD's compliance with Federal requirements in detail. Mr. Estrada commended Manager of Government Relations & Compliance Steve Maas, Operations Manager Bill Morris, Superintendent of Maintenance Mike Cardona, Materials Manager Steve Hahn, and Manager of Human Resources & Risk Mary Gregg for the vast amount of time and paperwork provided for the Triennial Review.

Mr. Estrada also briefed the Board about the MTD prequalification submittals from eight diesel fuel vendors. The submittals are being reviewed to determine vendor responsiveness to the bid requirements and the technical and financial capacity to undertake the project. The reason for the prequalification is so that MTD can award the

contract within hours of the bid deadline to enable the contractor to lock in the price of their fuel supply due to the fixed price nature of the contract.

**13. OTHER BUSINESS AND COMMITTEE REPORTS - (ACTION MAY BE TAKEN)**

No other items discussed.

**14. ADJOURNMENT**

Director Tabor moved to adjourn the meeting at 10:41am. Director Rodriguez seconded the motion. The motion passed unanimously.

---

---

**Santa Barbara Metropolitan Transit District**  
**Cash Report**  
**Board Meeting of May 16, 2017**  
**For the Period April 25, 2017 through May 8, 2017**

---

---

**MONEY MARKET**

**Beginning Balance April 25, 2017** **\$13,416,858.57**

Property Tax Revenue	420,133.11
Passenger Fares	150,823.70
Measure "A"	123,481.51
Accounts Receivable	78,111.95
LCTOP Transfers	15,833.33
Advertising/Prepaid Deposi	300.00
Miscellaneous/Asset Sales	156.89
Interest Income	105.55

**Total Deposits** **788,946.04**

Bank/CC Fees	(1,062.65)
ACH Garn/Escrow	(1,257.20)
ACH Pensions Transfer	(33,033.41)
ACH Tax Deposit	(159,396.70)
WC Transfer	(168,356.62)
Operations Transfer	(176,662.88)
Payroll Transfer	(343,229.62)

**Total Disbursements** **(882,999.08)**

**Ending Balance** **\$13,322,805.53**

**CASH INVESTMENTS**

LAIF Account	\$3,371,820.53
Money Market Account	13,322,805.53

**Total Cash Balance** **\$16,694,626.06**

**SELF INSURED LIABILITY ACCOUNTS**

WC / Liability Reserves	(\$3,821,124.03)
-------------------------	------------------

**Working Capital** **\$12,873,502.03**



**Santa Barbara Metropolitan Transit District**  
**Accounts Payable**

Check #	Date	Company	Description	Amount	Voids
115141	4/28/2017	COX COMMUNICATIONS, CORP.	INTERNET & CABLE TV	118.58	
115142	4/28/2017	STATE OF CALIFORNIA	PAYROLL RELATED	1,367.24	
115143	4/28/2017	GENFARE, A DIVISION OF SPX COR	FAREBOX UPGRADE PROJECT	14,583.96	
115144	4/28/2017	NATIONAL DRIVE	PAYROLL DEDUCTION	68.00	
115145	4/28/2017	NATIONAL INTERSTATE INS INC.	LIABILITY INSURANCE	23,003.89	
115146	4/28/2017	ANN BRADY OTTIERI	PAYROLL RELATED	277.00	
115147	4/28/2017	SB COUNTY FEDERAL CREDIT UNI	PAYROLL DEDUCTION	760.00	
115148	4/28/2017	SANTA BARBARA SHERIFF'S DEPT	PAYROLL RELATED	498.87	
115149	4/28/2017	THE GAS COMPANY DBA	UTILITIES	25.23	
115150	4/28/2017	SB CITY OF-REFUSE/WATER	UTILITIES	1,015.64	
115151	4/28/2017	TEAMSTERS UNION LOCAL NO. 18	UNION DUES	1,280.17	
115152	4/28/2017	UNITED WAY OF SB	PAYROLL DEDUCTION	68.00	
115153	4/28/2017	VERIZON WIRELESS	WIRELESS PHONES & AIM CELLULAR	680.03	
115154	4/28/2017	YACO SCHOLARSHIP FUND	PAYROLL DEDUCTION	98.00	
115155	5/3/2017	A.G.S. REBUILDERS, INC.	SERVICE VEHICLE PARTS/BUS PARTS	154.82	
115156	5/5/2017	ABC BUS COMPANIES INC	BUS PARTS	1,008.81	
115157	5/5/2017	ALLIED ELECTRONICS, INC	BUS PARTS	109.55	
115158	5/5/2017	APPLEONE EMPLOYMENT SERVIC	CONTRACT EMPLOYMENT	1,512.32	
115159	5/5/2017	JOSE BAUTISTA	AD MOUNTING/DISMOUNTING	592.00	
115160	5/5/2017	BIG BRAND TIRES, BRANDCO BILL	SERVICE VEHICLE MAINTENANCE	803.68	
115161	5/5/2017	BNS ELECTRONICS, INC.	SANTA YNEZ SITE RENTAL	277.30	
115162	5/5/2017	CALIFORNIA ELECTRIC SUPPLY, I	SHOP/B&G SUPPLIES	3,683.79	
115163	5/5/2017	MANUEL CASTANON	DMV REIMBURSEMENT	320.00	
115164	5/5/2017	CARQUEST AUTO PARTS	BUS PARTS & SUPPLIES	58.79	
115165	5/5/2017	COMMUNITY RADIO, INC.	GIB. SITE RENTAL	249.18	
115166	5/5/2017	CIO SOLUTIONS, LP	IT SERVICES	1,816.25	
115167	5/5/2017	COTTAGE HEALTH SYSTEM	EMPLOYEE ASSISTANCE PROGRAM	1,345.00	
115168	5/5/2017	COAST TRUCK PARTS	BUS PARTS	260.75	
115169	5/5/2017	CUMMINS PACIFIC, LLC	BUS PARTS & REPAIRS	6,067.90	
115170	5/5/2017	DOCUPRODUCTS CORPORATION	COPIER MAINTENANCE/SUPPLIES	93.99	
115171	5/5/2017	DOWNTOWN ORGANIZATION, INC	TC MAINTENANCE	450.00	
115172	5/5/2017	ERGOMETRICS, INC.	DRIVER TEST SCORING	58.00	
115173	5/5/2017	FEDEX dba	FREIGHT CHARGES	342.26	
115174	5/5/2017	FLORES AUTO BODY & PAINT DB	BUS REPAIRS	874.80	
115175	5/5/2017	FTI SERVICES, INC.	IT SUPPORT SERVICES	1,710.00	
115176	5/5/2017	GENFARE, A DIVISION OF SPX COR	FAREBOX UPGRADE PROJECT	882.78	
115177	5/5/2017	GIBBS INTERNATIONAL INC	BUS PARTS	0.00	V
115178	5/5/2017	GIBBS INTERNATIONAL INC	BUS PARTS	4,831.99	

Check #	Date	Company	Description	Amount	Voids
115179	5/5/2017	GILLIG LLC	BUS PARTS	161.48	
115180	5/5/2017	GRAYPHICS DIGITAL IMAGING D	PRINTING SERVICES	1,205.72	
115181	5/5/2017	RYAN GRIPP	REIMBURSEMENTS	373.80	
115182	5/5/2017	H.G. MAKELIM CO., INC.	BUS PARTS	3,357.90	
115183	5/5/2017	HOME IMPROVEMENT CTR.	SHOP/B&G SUPPLIES	123.72	
115184	5/5/2017	HR AUTOGLASS DBA	BUS PARTS/REPAIRS	210.00	
115185	5/5/2017	INTEGRATED SOFTWARE SYSTEM	WEB SITE CONSULTING	110.00	
115186	5/5/2017	KLIPPEL TOOL REPAIR DBA	COMPRESSORS MAINT/BUS PARTS	435.00	
115187	5/5/2017	LAWSON PRODUCTS INC	SHOP SUPPLIES	214.40	
115188	5/5/2017	LENZ PEST CONTROL DBA	FUMIGATION SERVICES	40.00	
115189	5/5/2017	MANSFIELD OIL CO.- GAINESVILL	DIESEL FUEL	50,536.45	
115190	5/5/2017	MC CORMIX CORP. (OIL)	LUBRICANTS	2,719.80	
115191	5/5/2017	MC CORMIX CORP. (GAS)	FUEL-SERVICE VEHICLES	2,192.48	
115192	5/5/2017	MCMASTER-CARR SUPPLY CO.	SHOP/B&G SUPPLIES	366.64	
115193	5/5/2017	MISSION LINEN SUPPLY, INC	UNIFORM & LINEN SERVICE	5,435.79	
115194	5/5/2017	MOUNTAIN SPRING WATER	SHOP & OFFICE SUPPLIES	1,137.95	
115195	5/5/2017	WILLIAM MORRIS	PER DIEM	192.00	
115196	5/5/2017	NEWEGG, INC	IT EQUIPMENT & SUPPLIES	1,076.67	
115197	5/5/2017	NU-COOL REDI GREEN, INC	COOLANTS & SHOP SUPPLIES	916.95	
115198	5/5/2017	PREVOST CAR INC.- CREDIT DEPT.	BUS PARTS	414.77	
115199	5/5/2017	JUAN PEREZ	REIMBURSEMENT	252.95	
115200	5/5/2017	PETTY CASH- HAHN, STEVE	MISC SHOP NEEDS	226.46	
115201	5/5/2017	POWERSTRIDE BATTERY CO.	EV BATTERIES	1,780.19	
115202	5/5/2017	PRAXAIR DISTRIBUTION, INC.	SHOP SUPPLIES	377.75	
115203	5/5/2017	RON WILLIAMS MACHINE SHOP, I	BUS REPAIRS	1,483.00	
115204	5/5/2017	SOFIA RUBALCAVA	MISC SERVICES	75.00	
115205	5/5/2017	SANSUM CLINIC	MEDICAL EXAMS	2,310.41	
115206	5/5/2017	SB LOCKSMITHS, INC.	B&G REPAIR & SUPPLIES	51.99	
115207	5/5/2017	SILVAS OIL CO., INC.	LUBRICANTS	425.40	
115208	5/5/2017	SANTA BARBARA TROPHY	DRIVER NAME PLATES	10.34	
115209	5/5/2017	SHIELD HEATING & AIR DBA	B&G REPAIRS & SUPPLIES	1,342.00	
115210	5/5/2017	SM TIRE, CORP.	BUS TIRE MOUNTING	331.00	
115211	5/5/2017	SO. CAL. EDISON CO.	UTILITIES	2,988.64	
115212	5/5/2017	SOFTCHOICE CORP, INC.	COMPUTER SOFTWARE	511.86	
115213	5/5/2017	STAPLES CONTRACT & COMMERC	OFFICE SUPPLIES	31.45	
115214	5/5/2017	STEWART'S DE-ROOTING & PLUM	PLUMBING REPAIRS	1,878.62	
115215	5/5/2017	SB CITY OF-REFUSE/WATER	UTILITIES	2,368.49	
115216	5/5/2017	THE MEDCENTER	MEDICAL EXAMS	3,095.00	
115217	5/5/2017	TANK TEAM INC.	TANK TESTS	123.00	
115218	5/5/2017	TOTAL BARRICADE SERVICE, INC.	TRAFFIC MANAGEMENT	1,407.00	
115219	5/5/2017	TRANSIT PRODUCTS AND SERVIC	BUS PARTS	5,002.00	

Check #	Date	Company	Description	Amount	Voids
115220	5/5/2017	U.S. BANK CORP. PAYMENT SYSTE	MISC. CC PURCHASES	4,926.92	
115221	5/5/2017	VALLEY POWER SYSTEMS, INC.	BUS PARTS	1,250.14	
115222	5/5/2017	VENTURA STEEL, INC.	B&G REPAIRS & SUPPLIES	65.89	
115223	5/5/2017	WALTER TERRY DISTRIBUTOR, IN	BUS PARTS	752.30	
115224	5/5/2017	WAXIE SANITARY SUPPLY DBA	JANITORIAL SUPPLIES	808.36	
115225	5/5/2017	WURTH USA WEST INC.	SHOP SUPPLIES	216.63	
				<b>176,662.88</b>	
				<b>Current Cash Report Voided Checks:</b>	0.00
				<b>Prior Cash Report Voided Checks:</b>	0.00
				<b>Grand Total:</b>	<b>\$176,662.88</b>

---

---

**Santa Barbara Metropolitan Transit District**  
**Cash Receipts of Accounts Receivable**

---

---

<b>Date</b>	<b>Company</b>	<b>Description</b>	<b>Amount</b>
4/25/2017	SB School District	Passes/Token Sales	41,250.00
4/26/2017	CoreGen Insurance	Advertising on Buses	166.00
4/27/2017	Rabobank/New & Improved Media Ag	Advertising on Buses	3,017.57
5/1/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	4,250.96
5/1/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	4,250.96
5/1/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	2,828.92
5/1/2017	City of SB Creeks Division	Advertising on Buses	300.00
5/2/2017	Gem Faire, Inc	Advertising on Buses	3,260.00
5/3/2017	LOSSAN Rail Corridor Agency	LOSSAN Contract Revenue	1,131.50
5/4/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	4,250.96
5/4/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	4,250.96
5/4/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	4,250.96
5/4/2017	City of S.B. Waterfront Department	Waterfront Shuttle Service-Cruise Ship	4,250.96
5/4/2017	Department of Rehabilitation	Passes/Passports Sales	640.00
5/8/2017	Jim Haggerty	Retiree - Vision	12.20
<b>Total Accounts Receivable Paid During Period</b>			<b>\$78,111.95</b>

---

---



## BOARD OF DIRECTORS REPORT

**MEETING DATE:** MAY 16, 2017

**AGENDA ITEM #:** 7

**TYPE:** ACTION

**PREPARED BY:** HILLARY BLACKERBY

\_\_\_\_\_  
*Signature*

**REVIEWED BY:** GENERAL MANAGER

\_\_\_\_\_  
*GM Signature*

**SUBJECT:** Policy for Disposition of Lost or Unclaimed Bicycles  
(Board Resolution No. 2017-08)

### RECOMMENDATION:

Staff recommends that the Board pass Resolution No. 2017-08 to adopt a Policy for Disposition of Lost or Unclaimed Bicycles.

### DISCUSSION:

MTD staff has created a proposed plan to improve our process of disposition of lost or unclaimed bikes left on MTD buses or at MTD facilities.

Staff has consulted with the Santa Barbara Police Department, Santa Barbara County Sheriff's Department, University of California Police Department, Bike Index, and the Santa Barbara Bicycle Coalition to work in partnership to find the best solution for bike owners and the broader community.

### ATTACHMENTS:

- Resolution for Policy of Disposition of Lost or Unclaimed Bicycles



## **Santa Barbara Metropolitan Transit District Policy for Disposition of Lost or Unclaimed Bicycles**

This policy provides for lost or unclaimed bicycles, left either on Santa Barbara Metropolitan Transit District ("MTD") buses or at MTD's premises, to be donated to a non-profit organization if checking with local law enforcement fails to enable such bicycles to be returned to their lawful owner. In order to achieve a consistent process for handling such bicycles, MTD has established the following rules and procedures:

1. Bicycles left on buses or at MTD premises will be brought to MTD's Administrative Offices, where they will be logged into a tracking system and stored for at least 90 days.
2. Individuals who leave bicycles on a bus or at an MTD facility must come to MTD's Administrative Offices with a description of their bicycle. If a bicycle is properly identified, the owner will be charged a \$10 storage/handling fee to be paid in cash, with a local check, or money order, only. The bicycle will then be returned to the owner.
3. MTD's tracking system logs bicycles by description, make, and serial number. MTD staff will periodically check logged bicycles against the Bike Index System for reported lost, missing or stolen bicycles.
4. MTD will also periodically provide a list of descriptions and serial numbers of such bicycles to the Santa Barbara Police Department, Santa Barbara County Sheriff's Department, and the University of California Police Department.
5. Once a bicycle has remained unclaimed at MTD for at least 90 days, it may be donated to the Santa Barbara Bicycle Coalition, a non-profit organization, which will then become the new owner.
6. MTD will not be responsible for, and disclaims any liability for, any bicycle in its possession left unclaimed for longer than 90 days, even if it is first reported stolen or missing after that time.

**RESOLUTION**  
*of the*  
**BOARD OF DIRECTORS**  
*of the*  
**SANTA BARBARA METROPOLITAN TRANSIT DISTRICT**

IN THE MATTER OF APPROVING THE SANTA BARBARA METROPOLITAN TRANSIT DISTRICT POLICY FOR DISPOSITION OF LOST OR UNCLAIMED BICYCLES

RESOLUTION NO. 2017-08

**WHEREAS**, the Santa Barbara Metropolitan Transit District ("District") is established and existing under Part 9, Division 10, of the California Public Utilities Code, codified at Sections 95000-97100, and empowered to provide public transportation service in the South Coast of Santa Barbara County; and

**WHEREAS**, the District comes into possession of lost or unclaimed bicycles on a regular basis; and

**WHEREAS**, the District makes an effort to track and return bicycles to their lawful owner by providing information on lost and unclaimed bicycles to area law enforcement agencies; and

**WHEREAS**, the District, once a bicycle has remained unclaimed at MTD for at least 90 days, may donate said bicycle to the Santa Barbara Bicycle Coalition, a non-profit organization; and

**NOW THEREFORE, BE IT RESOLVED** that the Board of Directors approves the Santa Barbara Metropolitan Transit District Policy for Disposition of Lost or Unclaimed Bicycles.

**PASSED AND ADOPTED** by the Board of Directors of the Santa Barbara Metropolitan Transit District this 16<sup>th</sup> day of May 2017, by the following vote:

AYES: \_\_\_\_\_  
NAYS: \_\_\_\_\_  
ABSENT: \_\_\_\_\_

\_\_\_\_\_  
Chair, Board of Directors

ATTEST:

\_\_\_\_\_  
Secretary, Board of Directors

## BOARD OF DIRECTORS REPORT

**MEETING DATE:** MAY 16, 2017

**AGENDA ITEM #:** 8

**TYPE:** ACTION

**PREPARED BY:** THAIS SAYAT

\_\_\_\_\_  
*Signature*

**REVIEWED BY:** GENERAL MANAGER

\_\_\_\_\_  
*GM Signature*

**SUBJECT:** Fiscal Year 2016-17 Audit Engagement Letter

### **RECOMMENDATION:**

Staff recommends that the Board accept the Engagement Letter submitted by McGowan Guntermann for performing audit services for the 2016-17 fiscal year ending June 30.

### **DISCUSSION:**

MTD has received the annual engagement letter from McGowan Guntermann to provide professional auditing services. The purpose of the audit is to express opinions as to whether MTD's financial statements are fairly presented, in all material respects, in conformity with U.S. generally accepted accounting principles and to report on the fairness of the required supplementary information. The audit objectives also include reporting on:

- Internal control over financial reporting and compliance with provisions of laws, regulations, contracts, and award agreements, noncompliance with which could have a material effect on the financial statements in accordance with *Government Auditing Standards*.
- State compliance on Transportation Development Act (TDA) requirements.
- Internal control over compliance related to major programs and an opinion (or disclaimer of opinion) on compliance with federal statutes, regulations, and the terms and conditions of federal awards that could have a direct and material effect on each major program in accordance with the *Single Audit Act Amendments of 1996* and *Title 2 U.S. Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)*.

McGowan Guntermann estimates that the cost to conduct the audit will be \$42,000. The cost was increased to the current level in 2010.





CERTIFIED PUBLIC ACCOUNTANTS AND CONSULTANTS

111 E. Victoria Street 2<sup>nd</sup> Floor, Santa Barbara, CA 93101, (805) 962-9175, Fax: (805) 962-8925, [www.mcgowan.com](http://www.mcgowan.com)

May 5, 2017

Mr. Jerry Estrada, General Manager  
Santa Barbara Metropolitan Transit District  
550 Olive Street  
Santa Barbara, CA 93101

Dear Jerry:

This letter is to confirm our understanding of the terms and objectives of our engagement and to clarify the nature and limitations of our services to Santa Barbara Metropolitan Transit District (the District). You should read it carefully in its entirety.

We will audit the financial statements of the District as of the year ended June 30, 2016. Also, the document we submit to you will include the schedule of expenditures of federal awards that will be subjected to the auditing procedures applied in our audit of the financial statements. Accounting standards generally accepted in the United States of America provide for certain required supplementary information (RSI), such as management's discussion and analysis (MD&A), to supplement the District's basic financial statements. Such information, although not a part of the basic financial statements, is required by the *Governmental Accounting Standards Board* who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. As part of our engagement, we will apply certain limited procedures to the District's RSI in accordance with auditing standards generally accepted in the United States of America. These limited procedures will consist of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We will not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance. Management's Discussion and Analysis and the schedule of funding progress of other postemployment healthcare plan is required by generally accepted accounting principles and will be subjected to certain limited procedures, but will not be audited.

Enclosed are the following attachments expanding on issues related to the above services and firm policies:

Audit - pages 3 - 6

Management responsibilities pages 7 - 9

Administration, Timeframe, Billing and Fee Policies - page 10 - 11

Jerry Estrada, General Manager  
Santa Barbara Metropolitan Transit District  
May 5, 2017  
Page 2

If your needs change during the year, the nature of our services can be adjusted appropriately.  
This agreement may be altered by either party with advanced written notice.

If you have any questions, please call me. If this agreement fairly sets forth your understanding, please sign the "acknowledgment copy" of this letter and return it all to us.

We appreciate the opportunity to serve you.

**McGOWAN GUNTERMANN**



Scott Davis, CPA

I have carefully read this agreement and APPROVE:

**SANTA BARBARA METROPOLITAN TRANSIT DISTRICT**

---

Jerry Estrada, General Manager

Date

---

Board Member, Title

Date

### **Audit Objectives**

The objective of our audit is the expression of opinions as to whether your financial statements are fairly presented, in all material respects, in conformity with U.S. generally accepted accounting principles and to report on the fairness of the supplementary information referred to on the first page when considered in relation to the financial statements as a whole. The objective also includes reporting on—

- Internal control over financial reporting and compliance with provisions of laws, regulations, contracts, and award agreements, noncompliance with which could have a material effect on the financial statements in accordance with *Government Auditing Standards*.
- State Compliance on Transportation Development Act (TDA) Requirements
- Internal control over compliance related to major programs and an opinion (or disclaimer of opinion) on compliance with federal statutes, regulations, and the terms and conditions of federal awards that could have a direct and material effect on each major program in accordance with the Single Audit Act Amendments of 1996 and Title 2 *U.S. Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance).

The *Government Auditing Standards* report on internal control over financial reporting and on compliance and other matters will include a paragraph that states that (1) the purpose of the report is solely to describe the scope of testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance, and (2) the report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. The State Compliance report will state that the purpose of the report on compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the TDA. The Uniform Guidance report on internal control over compliance will include a paragraph that states that the purpose of the report on internal control over compliance is solely to describe the scope of testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. All three reports will state that the report is not suitable for any other purpose.

### **Audit Objectives - continued**

Our audit will be conducted in accordance with auditing standards generally accepted in the United States of America; the standards for financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; the Single Audit Act Amendments of 1996; and the provisions of the Uniform Guidance, and will include tests of accounting records, a determination of major program(s) in accordance with the Uniform Guidance, and other procedures we consider necessary to enable us to express such opinions. We will issue written reports upon completion of our Single Audit. Our reports will be addressed to the board of directors of the District. We cannot provide assurance that unmodified opinions will be expressed. Circumstances may arise in which it is necessary for us to modify our opinions or add emphasis-of-matter or other-matter paragraphs. If our opinions are other than unmodified, we will discuss the reasons with you in advance. If, for any reason, we are unable to complete the audit or are unable to form or have not formed opinions, we may decline to express opinions or issue reports, or we may withdraw from this engagement.

### **Audit Procedures - General**

An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements; therefore, our audit will involve judgment about the number of transactions to be examined and the areas to be tested. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. We will plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether from (1) errors, (2) fraudulent financial reporting, (3) misappropriation of assets, or (4) violations of laws or governmental regulations that are attributable to the District or to acts by management or employees acting on behalf of the District. Because the determination of abuse is subjective, *Government Auditing Standards* do not expect auditors to provide reasonable assurance of detecting abuse.

Our procedures will include tests of documentary evidence supporting the transactions recorded in the accounts, and may include tests of the physical existence of inventories, and direct confirmation of receivables and certain other assets and liabilities by correspondence with selected individuals, funding sources, creditors, and financial institutions. We will request written representations from your attorneys as part of the engagement, and they may bill you for responding to this inquiry. At the conclusion of our audit, we will require certain written representations from you about your responsibilities for the financial statements; schedule of expenditures of federal awards; federal award programs; compliance with laws, regulations, contracts, and grant agreements; and other responsibilities required by generally accepted auditing standards.

### **Audit Procedures – General - continued**

Because of the inherent limitations of an audit, combined with the inherent limitations of internal control, and because we will not perform a detailed examination of all transactions, there is a risk that material misstatements or noncompliance may exist and not be detected by us, even though the audit is properly planned and performed in accordance with U.S. generally accepted auditing standards and *Government Auditing Standards*. In addition, an audit is not designed to detect immaterial misstatements or violations of laws or governmental regulations that do not have a direct and material effect on the financial statements or major programs. However, we will inform the appropriate level of management of any material errors, any fraudulent financial reporting, or misappropriation of assets that come to our attention. We will also inform the appropriate level of management of any violations of laws or governmental regulations that come to our attention, unless clearly inconsequential, and of any material abuse that comes to our attention. We will include such matters in the reports required for a Single Audit. Our responsibility as auditors is limited to the period covered by our audit and does not extend to any later periods for which we are not engaged as auditors.

### **Audit Procedures - Internal Control**

Our audit will include obtaining an understanding of the District and its environment, including internal control, sufficient to assess the risks of material misstatement of the financial statements and to design the nature, timing, and extent of further audit procedures. Tests of controls may be performed to test the effectiveness of certain controls that we consider relevant to preventing and detecting errors and fraud that are material to the financial statements and to preventing and detecting misstatements resulting from illegal acts and other noncompliance matters that have a direct and material effect on the financial statements. Our tests, if performed, will be less in scope than would be necessary to render an opinion on internal control and, accordingly, no opinion will be expressed in our report on internal control issued pursuant to *Government Auditing Standards*.

As required by the Uniform Guidance, we will perform tests of controls over compliance to evaluate the effectiveness of the design and operation of controls that we consider relevant to preventing or detecting material noncompliance with compliance requirements applicable to each major federal award program. However, our tests will be less in scope than would be necessary to render an opinion on those controls and, accordingly, no opinion will be expressed in our report on internal control issued pursuant to the Uniform Guidance.

### **Audit Procedures - Internal Control – continued**

An audit is not designed to provide assurance on internal control or to identify significant deficiencies or material weaknesses. However, during the audit, we will communicate to management and those charged with governance internal control related matters that are required to be communicated under AICPA professional standards, *Government Auditing Standards*, and the Uniform Guidance.

### **Audit Procedures - Compliance**

As part of obtaining reasonable assurance about whether the financial statements are free of material misstatement, we will perform tests of the District's compliance with provisions of applicable laws, regulations, contracts, and agreements, including grant agreements. However, the objective of those procedures will not be to provide an opinion on overall compliance and we will not express such an opinion in our report on compliance issued pursuant to *Government Auditing Standards*.

The Uniform Guidance requires that we also plan and perform the audit to obtain reasonable assurance about whether the auditee has complied with federal statutes, regulations, and the terms and conditions of federal awards applicable to major programs. Our procedures will consist of tests of transactions and other applicable procedures described in the OMB Compliance Supplement for the types of compliance requirements that could have a direct and material effect on each of the District's major programs. The purpose of these procedures will be to express an opinion on the District's compliance with requirements applicable to each of its major programs in our report on compliance issued pursuant to the Uniform Guidance.

### **Other Services**

We will also assist in preparing the financial statements, schedule of expenditures of federal awards, and related notes of the District in conformity with U.S. generally accepted accounting principles and the Uniform Guidance based on information provided by you. These nonaudit services do not constitute an audit under *Government Auditing Standards* and such services will not be conducted in accordance with *Government Auditing Standards*. We will perform the services in accordance with applicable professional standards. The other services are limited to the financial statements, schedule of expenditures of federal awards, and related notes services previously defined. We, in our sole professional judgment, reserve the right to refuse to perform any procedure or take any action that could be construed as assuming management responsibilities.

### **Management Responsibilities**

Management is responsible for (1) establishing and maintaining effective internal controls, including internal controls over federal awards, and for evaluating and monitoring ongoing activities, to help ensure that appropriate goals and objectives are met; (2) following laws and regulations; (3) ensuring that there is reasonable assurance that the District programs are administered in compliance with compliance requirements; and (4) ensuring that management and financial information is reliable and properly reported. Management is also responsible for implementing systems designed to achieve compliance with applicable laws, regulations, contracts, and grant agreements. You are also responsible for the selection and application of accounting principles; for the preparation and fair presentation of the financial statements, schedule of expenditures of federal awards, and all accompanying information in conformity with U.S. generally accepted accounting principles; and for compliance with applicable laws and regulations (including federal statutes) and the provisions of contracts and grant agreements (including award agreements). Your responsibilities also include identifying significant contractor relationships in which the contractor has responsibility for program compliance and for the accuracy and completeness of that information.

Management is also responsible for making all financial records and related information available to us and for the accuracy and completeness of that information. You are also responsible for providing us with (1) access to all information of which you are aware that is relevant to the preparation and fair presentation of the financial statements, (2) access to personnel, accounts, books, records, supporting documentation, and other information as needed to perform an audit under the Uniform Guidance, (3) additional information that we may request for the purpose of the audit, and (4) unrestricted access to persons within the District from whom we determine it necessary to obtain audit evidence.

Your responsibilities include adjusting the financial statements to correct material misstatements and confirming to us in the management representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the latest period presented are immaterial, both individually and in the aggregate, to the financial statements as a whole.

**Management Responsibilities - continued**

You are responsible for the design and implementation of programs and controls to prevent and detect fraud, and for informing us about all known or suspected fraud affecting the District involving (1) management, (2) employees who have significant roles in internal control, and (3) others where the fraud could have a material effect on the financial statements. Your responsibilities include informing us of your knowledge of any allegations of fraud or suspected fraud affecting the District received in communications from employees, former employees, grantors, regulators, or others. In addition, you are responsible for identifying and ensuring that the District complies with applicable laws, regulations, contracts, agreements, and grants. Management is also responsible for taking timely and appropriate steps to remedy fraud and noncompliance with provisions of laws, regulations, contracts, and grant agreements, or abuse that we report. Additionally, as required by the Uniform Guidance, it is management's responsibility to evaluate and monitor noncompliance with federal statutes, regulations, and the terms and conditions of federal awards; take prompt action when instances of noncompliance are identified including noncompliance identified in audit findings; promptly follow up and take corrective action on reported audit findings; and prepare a summary schedule of prior audit findings and a separate corrective action plan.

You are responsible for identifying all federal awards received and understanding and complying with the compliance requirements and for the preparation of the schedule of expenditures of federal awards (including notes and noncash assistance received) in conformity with the Uniform Guidance. You agree to include our report on the schedule of expenditures of federal awards in any document that contains and indicates that we have reported on the schedule of expenditures of federal awards. You also agree to make the audited financial statements readily available to intended users of the schedule of expenditures of federal awards no later than the date the schedule of expenditures of federal awards is issued with our report thereon. Your responsibilities include acknowledging to us in the written representation letter that (1) you are responsible for presentation of the schedule of expenditures of federal awards in accordance with the Uniform Guidance; (2) you believe the schedule of expenditures of federal awards, including its form and content, is stated fairly in accordance with the Uniform Guidance; (3) the methods of measurement or presentation have not changed from those used in the prior period (or, if they have changed, the reasons for such changes); and (4) you have disclosed to us any significant assumptions or interpretations underlying the measurement or presentation of the schedule of expenditures of federal awards.



**Management Responsibilities – continued**

You are also responsible for the preparation of the other supplementary information, which we have been engaged to report on, in conformity with U.S. generally accepted accounting principles. You agree to include our report on the supplementary information in any document that contains, and indicates that we have reported on, the supplementary information. You also agree to make the audited financial statements readily available to users of the supplementary information no later than the date the supplementary information is issued with our report thereon. Your responsibilities include acknowledging to us in the written representation letter that (1) you are responsible for presentation of the supplementary information in accordance with GAAP; (2) you believe the supplementary information, including its form and content, is fairly presented in accordance with GAAP; (3) the methods of measurement or presentation have not changed from those used in the prior period and (4) you have disclosed to us any significant assumptions or interpretations underlying the measurement or presentation of the supplementary information.

Management is responsible for establishing and maintaining a process for tracking the status of audit findings and recommendations. Management is also responsible for identifying and providing report copies of previous financial audits, attestation engagements, performance audits, or other studies related to the objectives discussed in the Audit Objectives section of this letter. This responsibility includes relaying to us corrective actions taken to address significant findings and recommendations resulting from those audits, attestation engagements, performance audits, or studies. You are also responsible for providing management's views on our current findings, conclusions, and recommendations, as well as your planned corrective actions, for the report, and for the timing and format for providing that information.

You agree to assume all management responsibilities relating to the financial statements, schedule of expenditures of federal awards, and related notes, and any other nonaudit services we provide. You will be required to acknowledge in the management representation letter our assistance with preparation of the financial statements, schedule of expenditures of federal awards, and related notes and that you have reviewed and approved the financial statements, schedule of expenditures of federal awards, and related notes prior to their issuance and have accepted responsibility for them. Further, you agree to oversee the nonaudit services by designating an individual, preferably from senior management, with suitable skill, knowledge, or experience; evaluate the adequacy and results of those services; and accept responsibility for them.

### **Audit Administration and Other**

We understand that your employees will prepare all confirmations we request and will locate documentation selected by us for testing. At the conclusion of the engagement, we will complete the appropriate sections of and sign the Data Collection Form that summarizes our audit findings. We will provide copies of our reports to the District; however, it is management's responsibility to submit the reporting package (including financial statements, schedule of expenditures of federal awards, summary schedule of prior audit findings, auditors' reports, and a corrective action plan) along with the Data Collection Form to the designated federal clearinghouse and, if appropriate, to pass-through entities. The Data Collection Form and the reporting package must be submitted within the earlier of thirty days after receipt of the auditors' reports or nine months after the end of the audit period, unless a longer period is agreed to in advance by the cognizant or oversight agency for audits.

The audit documentation for this engagement is the property of McGowan Guntermann and constitutes confidential information. However, pursuant to authority given by law or regulation, we may be requested to make certain audit documentation available to the Department of Transportation or its designee, a federal agency providing direct or indirect funding, or the U.S. Government Accountability Office for purposes of a quality review of the audit, to resolve audit findings, or to carry out oversight responsibilities. We will notify you of any such request. If requested, access to such audit documentation will be provided under the supervision of McGowan Guntermann personnel. Furthermore, upon request, we may provide copies of selected audit documentation to the aforementioned parties. These parties may intend, or decide, to distribute the copies or information contained therein to others, including other governmental agencies.

The audit documentation for this engagement will be retained for seven years after the date the auditor's report is issued or for any additional period requested by the Federal Transit Administration or your pass through entities. If we are aware that a federal awarding agency, pass-through entity, or auditee is contesting an audit finding, we will contact the party(ies) contesting the audit finding for guidance prior to destroying the audit documentation. Upon the expiration of the seven-year period you agree that we shall be free to destroy (shred) our files unless we receive written notice from you. We do not keep any original client records.

*Government Auditing Standards* require that we provide you with a copy of our most recent quality control review report, which we have provided for you previously.

Scott Davis is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it.

### **Timeframe**

We expect to begin preliminary testing in late June, 2017. If we receive the items we will request by August 2, 2017, we plan to begin our audit on August 8, 2017. After your approval of the draft financial statements, we will issue the final report within three days.

### **Billing and Fee Policies**

Our fees for these services will be based upon the time taken, costs incurred including computer costs, and the difficulty of the work. Based on our estimate, the audit fee will be \$42,000.

We will bill you on a semimonthly basis as our efforts are incurred. Our bills are due when you receive them.

If any dispute arises among the parties hereto, the parties agree first to try in good faith to settle the dispute by mediation administered by the American Arbitration Association (AAA) under its rules for professional accounting and related services disputes, before resorting to litigation. Costs of any mediation proceeding shall be shared equally by all parties. Client and accountant both agree that any dispute over fees charged by the accountant to the client will be submitted for resolution by arbitration in accordance with the AAA rules for professional accounting and related services disputes. Such arbitration shall be binding and final. In agreeing to arbitration, we both acknowledge that in the event of a dispute over fees, each of us is giving up the right to have the dispute decided in a court of law before a judge or jury and instead we are accepting the use of arbitration for resolution.

## BOARD OF DIRECTORS REPORT



## FY2016-17 FINANCIAL REPORT

9 Months Ending March 31, 2017

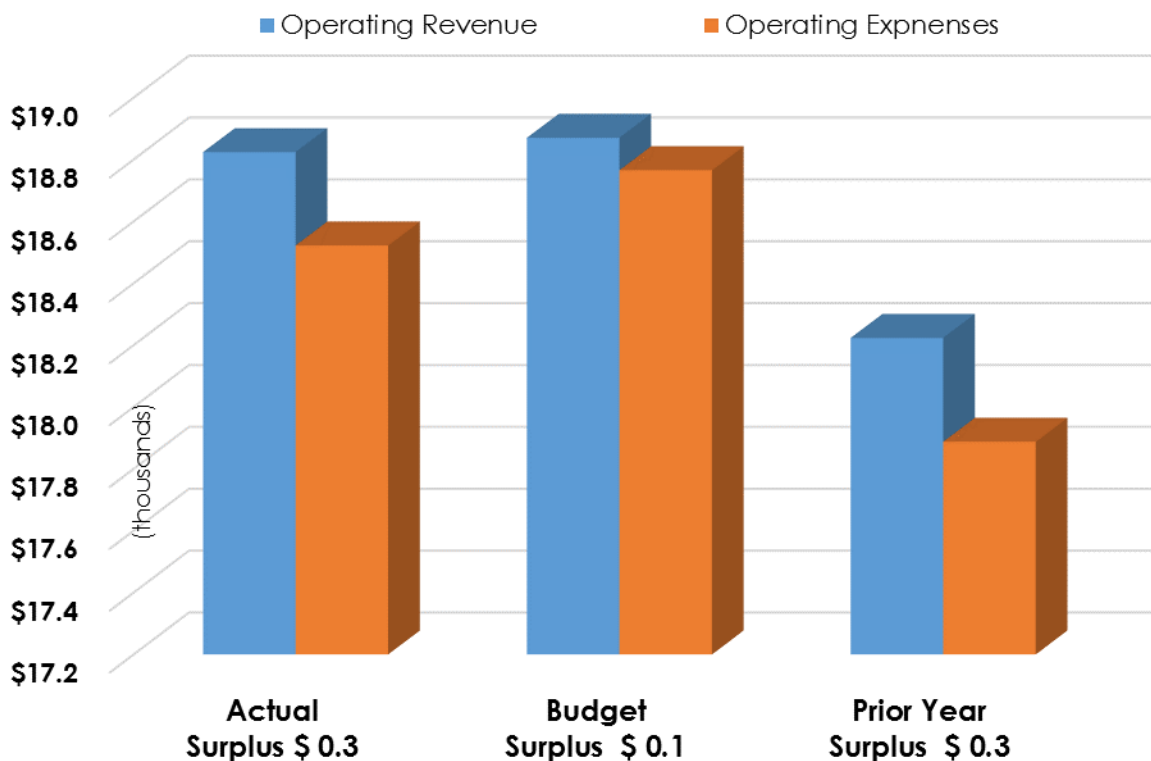
May 16, 2017

### Executive Summary

---

The nine months quarterly update revealed the lingering trend of decreased fares and ridership. However, MTD fared positively in surpassing the projected surplus of \$105,000. The cumulative effect of federal and state subsidies and less than projected costs associated with staffing levels cushioned the higher than anticipated risk related costs encountered this quarter.

**FY16-17 Operating Budget**  
**9 Months thru Mar '17**



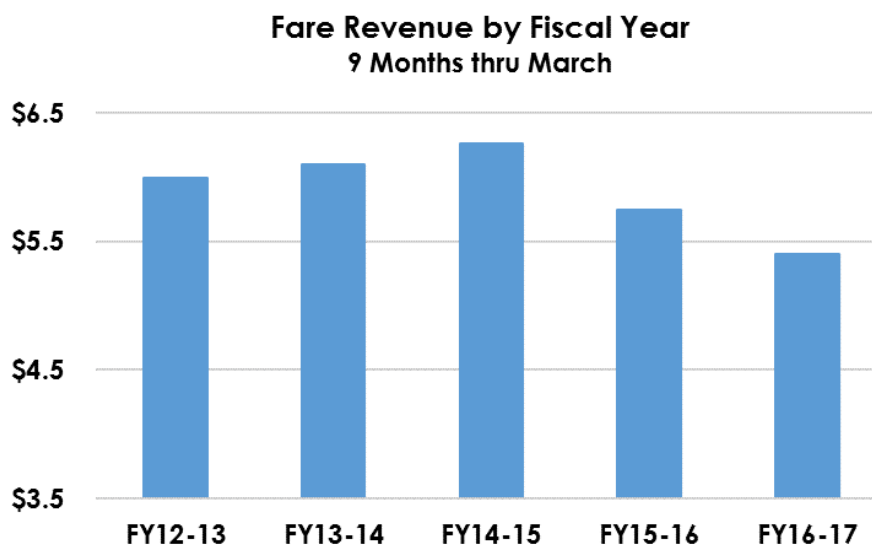
MTD's actual surplus of \$302,000 was based on actual operating revenue of \$18.8 million and actual operating expenses of \$18.5 million. Total revenue was flat with the budget, while total outlays were less than the budget by 1%, or \$243,000. Relative to the prior fiscal year, operating revenues increased

by 3% while expenses grew by 4%. The table on the following page shows operating results by revenue source and functional expense.

<b>Operating Budget</b> <b>9 Months Ending March 31, 2017</b> (\$ thousands)					
	FY 16-17	FY 16-17	Var	FY 15-16	Var
<u>Revenue</u>	Actual	Budget	%	Actual	%
Fare Revenue	\$5,399	\$5,489	-2%	\$5,748	-6%
LTF Sale Tax Revenue	5,823	5,744	1%	5,633	3%
FTA Operating Assistance	3,811	3,811	0%	3,740	2%
Measure A Sale Tax Revenue	1,556	1,551	0%	1,527	2%
State & Local Operating	992	1,019	-3%	329	202%
Property Tax Revenue	630	622	1%	617	2%
Non-Transportation Income	613	633	-3%	630	-3%
	<u>\$18,824</u>	<u>\$18,870</u>	0%	<u>\$18,223</u>	3%
<u>Expenses</u>					
Route Operations	\$11,519	\$11,459	1%	\$10,818	6%
Vehicle Maintenance	3,805	3,968	-4%	3,784	1%
Passenger Accommodations	1,096	1,205	-9%	1,118	-2%
General Overhead	2,102	2,133	-1%	2,167	-3%
	<u>\$18,522</u>	<u>\$18,765</u>	-1%	<u>\$17,888</u>	4%
Net Surplus/(Deficit)	<u>\$302</u>	<u>\$105</u>		<u>\$336</u>	

## Operating Revenue

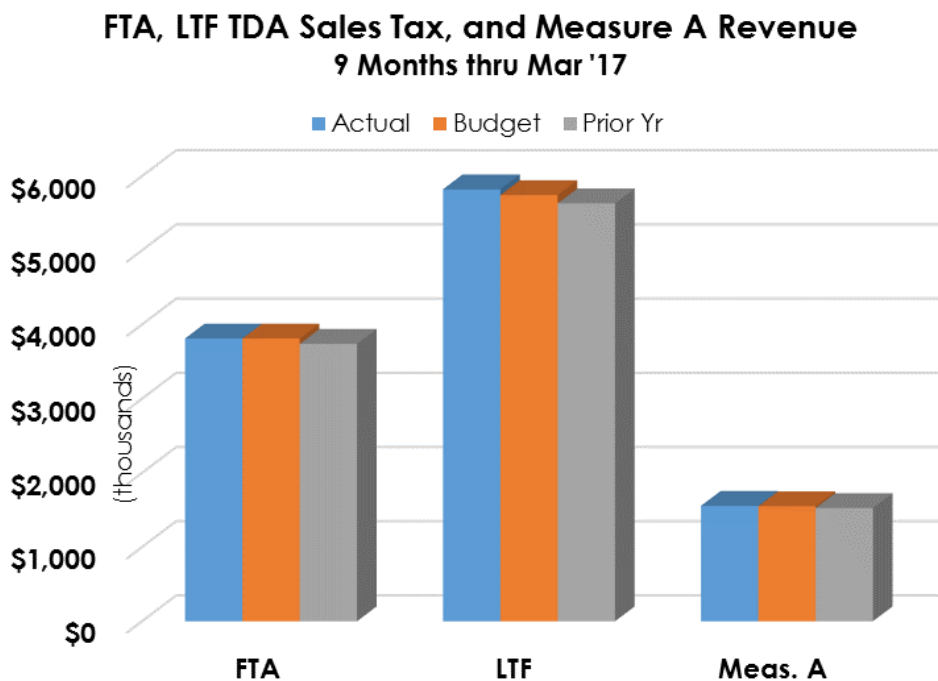
**Fare Revenue** – With the decreased ridership MTD is experiencing, fares as a whole continue to decrease. However the rate of decline has slowed as total fare revenue was down 8% last year at this time compared to the 6% reduction reported in this quarterly update.



The third quarter fares were slightly lower than the budgeted amount. Of more significance was the 6% decrease from prior year. The cash fares decrease of \$181,000 combined with the \$188,000 decrease in adult and youth pass sales were the main factors which lead to the substantial decrease from prior year's fares. There were a few bulk sales that occurred in the prior year, but did not occur by this quarter's end. Last year's \$21,000 Cottage Hospital purchase of adult passes has not transpired this year. In addition there was also a timing matter which negatively impacted this quarter's fares. Last year's fares included a \$41,000 Santa Barbara School District (SBSD) purchase of youth passes. On a positive note, the \$41,000 sale to SBSB did occur after this quarter's end.

Contract fares' trend of not meeting the budgeted projection continued into this quarter. This source of revenue fell short by \$13,000 when compared to the budget, but was flat with the prior year's total as a whole. The upswing in the Downtown Waterfront Shuttle subsidy (DWS) and UCSB enrollment was not sufficient to completely offset the underachieving revenues associated with SBCC enrollment and cruise ship shuttles.

**Grants & Subsidies** – TDA Local Transportation Fund (LTF) sales tax revenue slightly surpassed the budget by 1%, but resulted in a 3% growth over the prior year. Measure A and Property Tax revenues were in line with the budget and grew by 2% over prior year as anticipated. State and local operating assistance was slightly under budget attributable to the absence of revenue associated with the SBCAG Last Mile Service.



Comparing State and local operating assistance to prior year, the robust growth was due to recognizing six months of UCSB funding of the new line 28 and a full nine months of LCTOP funding for the Lines 1 and 2 AM peak service. FTA operating assistance reflects the full appropriation for the nine month period.

**Non-Transportation Income** – Total non-transportation revenue was under budget by 3% or \$20,000 and resulted in a 3% or \$18,000 decrease compared to prior year. Income associated with Advertising on Buses tapered down a bit. It is noted some customers did not extend their contract due to the company experiencing a transition period and/or the customer's marketing needs decreased.

## Operating Expenses

**Wages & Benefits** – Total wage and fringe benefit costs for the nine month period were under budget by 2% and grew by 7% compared to prior year. MTD has made progress in closing the gap of some unfilled positions bringing actual costs closer to the wage & benefits budget as a whole. The increase in costs compared to the prior year was due to the collective bargaining agreement wages increases, service hour increases, filling vacancies in Passenger Facilities, Vehicle Maintenance, and Route Operations. The trend of wages and fringe benefits as a whole coming in under budget is expected to grow into the subsequent quarter. MTD continues to fill pre-existing vacancies in conjunction with filling position recently vacated.

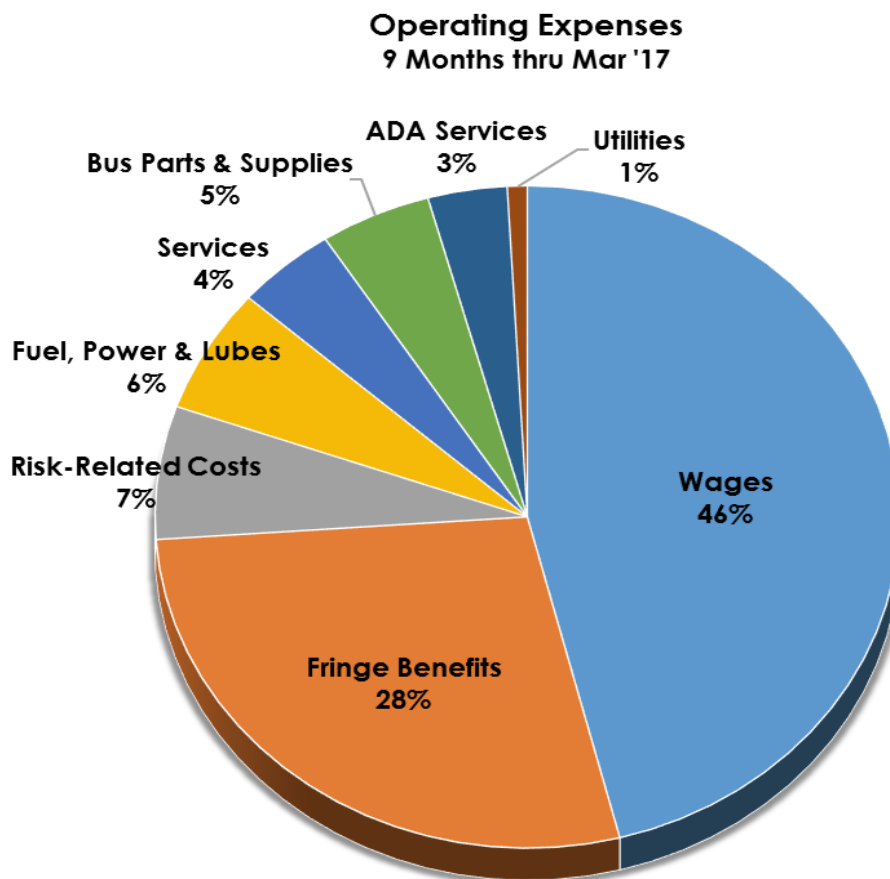
<b>Operating Expenses by Category</b> <b>9 Months Ending March 31, 2017</b> (\$ thousands)					
	FY 16-17 Actual	FY 16-17 Budget	Var %	FY 15-16 Actual	Var %
Wages	\$8,521	\$8,596	-1%	\$7,883	8%
Fringe Benefits	5,169	5,383	-4%	4,914	5%
Risk-Related Costs	1,203	993	21%	1,276	-6%
Fuel, Power & Lubes	1,133	1,194	-5%	1,385	-18%
Services	803	906	-11%	883	-9%
Bus Parts & Supplies	895	884	1%	769	16%
ADA Services	638	638	0%	619	3%
Utilities	160	172	-7%	158	2%
	<u>\$18,522</u>	<u>\$18,765</u>	-1%	<u>\$17,888</u>	4%

**Risk-Related Costs** – As a whole, risk-related costs were 21% or \$210,000 less than projected and 6% or \$73,000 less than last year at this point in time. Budgeted amounts for Liability payouts and reserve levels are fairly conservative and take into consideration claims undergoing review. Although it is favorable that these costs are under budget and offset the increasing WC and Professional services costs, it is not a guarantee this will be the case in the future. Risk related cost can fluctuate abruptly due to the nature of these types of costs.

**Other Expenses** – Outlays for diesel fuel were \$1 million, almost 20% less than in FY 15-16. The decrease reflects nine months of lower fuel pricing, whereas in the prior year the lower price was not reflected until late in 2015. The materials and supplies cost of \$895,000 was in line with the budget, but up 16% from last year. This trend continued from the prior quarter as the revenue fleet has required more in



house maintenance to meet operating and emission control standards. Services were \$100,000 under budget. Deferred promotional costs and lower than projected vehicle maintenance performed by outside vendors contributed to coming in under budget by \$50,000. This quarter MTD received a \$14,000 GEICO reimbursement pertaining to an auto accident that severely damaged one of our vehicles. This reimbursement also contributed to Services coming in under budget.



## Capital Budget

Capital expenditures for the nine months was \$2.7 million. The AIM and fare box upgrade/smart card projects totaled \$1.6 million. The canopy project, charging infrastructure upgrades, the completed Olive/Cota fence as costs associated with the Calle Real property comprise the \$596,000 in Operating Facilities. Passenger facilities costs of \$140,000 stem from Transit Center renovation costs and bus stop improvements such as the completed bus stop near Santa Barbara's Housing Authority and progress with the wooden bus shelter project. MTD recently funded Easy Lift \$100,000 to aid in their purchase of two ADA vans which is reflected in Revenue Vehicle Purchases. Information Systems reflect costs incurred with updated MTD's computers and software programs.

**Capital Projects by Category**  
**For the 9 Months Ending March 31, 2017**

	FY16/17 Actual
Intelligent Transportation Systems	\$1,627,232
Operating Facilities	596,142
Passenger Facilities	140,056
Revenue Vehicle Improvements	145,726
Revenue Vehicle Purchases	100,000
Information Systems	64,340
Shop Equipment	10,132
Revenue Vehicle Purchases	1,080
Total Capital Projects	<u><u>\$2,684,708</u></u>

MTD has recorded \$2.7 million in capital funding. As in previous quarters, Measure A and Prop 1B capital funds make up at least 90% of the total capital funding recognized. MTD has already received payment in the amount of \$2.1 million. The remaining payment request is being processed and will be submitted to SBCAG in the near future.

The statement of net position and detailed revenue and expense schedules are contained on the following pages.

## Detailed Financial Statements

Statement of Net Position			
March 31, 2017			
<u>ASSETS</u>			
<i>CURRENT ASSETS</i>			
Cash & Cash Items	\$ 19,471,688		
Receivables	1,921,013		
Materials & Supplies Inventory	1,317,087		
Prepayments	<u>245,084</u>		
		\$ 22,954,872	
<i>NON-CURRENT ASSETS</i>			
Work in Process	\$ 6,238,534		
Land	5,596,297		
Fixed Facilities	12,985,580		
Revenue Fleet	42,853,899		
Non-Revenue Vehicles	762,621		
Shop Equipment	620,886		
Office & IT Equipment	2,255,000		
Bus Stop Facilities	1,092,202		
Accumulated Depreciation	<u>(39,144,164)</u>		
		<u>33,260,855</u>	
<b>Total Assets</b>			<u><u>\$ 56,215,727</u></u>
<u>LIABILITIES</u>			
<i>CURRENT LIABILITIES</i>			
Accounts Payables	\$ 440,992		
Payroll Liabilities	858,954		
Other Current Liabilities	<u>1,470,808</u>		
		\$ 2,770,754	
<i>NON-CURRENT LIABILITIES</i>			
Accrued Benefits & Payouts	<u>\$ 6,898,147</u>		
		<u>6,898,147</u>	
<b>Total Liabilities</b>			\$ 9,668,902
<u>NET POSITION</u>			
Capital Assets		\$ 33,266,708	
Restricted Net Position		2,155,065	
Unrestricted Net Position		10,823,514	
Year to Date Surplus/(Deficit)		<u>301,538</u>	
<b>Total Net Position</b>			<u><u>46,546,825</u></u>
<b>Total Liabilities &amp; Net Position</b>			<u><u>\$ 56,215,727</u></u>

**Operating Revenue Detail**  
**9 Months Ending March 31, 2017**

	FY 16-17 Actual	FY 16-17 Budget	Var %	FY 15-16 Actual	Var %
<b>FAREBOX REVENUE</b>					
Cash Fares & Tokens	\$1,602,759	\$1,598,617	0%	\$1,783,144	-10%
Adult Pass Sales	831,164	869,125	-4%	960,219	-13%
Youth Pass Sales	392,054	442,935	-11%	449,910	-13%
Senior Pass Sales	128,385	122,622	5%	132,422	-3%
Mobility Pass Sales	110,258	108,904	1%	113,161	-3%
Day Pass Sales	3,333	3,587	-7%	3,987	-16%
Coastal Express Refunds	0	0	n/a	(25,365)	n/a
Downtown-Waterfront Shuttle	825,636	816,977	1%	788,667	5%
SBCC Contract Fares	686,760	689,482	0%	727,296	-6%
UCSB Contract Fares	727,612	720,479	1%	705,225	3%
Other Contract Fares	27,052	30,350	-11%	27,261	-1%
Special Event Fares	63,936	86,250	-26%	82,135	-22%
<i>Subtotal</i>	<u>\$5,398,949</u>	<u>\$5,489,328</u>	-2%	<u>\$5,748,062</u>	-6%
<b>NON-TRANSPORTATION INCOME</b>					
Advertising on Buses	\$429,030	\$450,000	-5%	\$420,312	2%
Property & Other Income	165,457	165,850	0%	182,488	-9%
Interest on Investments	18,168	17,182	6%	27,650	-34%
Property Tax Revenue	630,219	621,972	1%	617,003	2%
<i>Subtotal</i>	<u>\$1,242,874</u>	<u>\$1,255,004</u>	-1%	<u>\$1,247,453</u>	0%
<b>GRANTS &amp; SUBSIDIES</b>					
TDA Sales Tax Revenue	\$5,822,664	\$5,744,438	1%	\$5,632,757	3%
FTA Formula Assistance	3,811,359	3,811,359	0%	3,739,563	2%
Measure A	1,555,929	1,551,063	0%	1,526,629	2%
State & Local Op. Assistance	991,995	1,018,848	-3%	328,732	202%
<i>Subtotal</i>	<u>\$12,181,947</u>	<u>\$12,125,708</u>	0%	<u>\$11,227,681</u>	8%
<i>Total Operating Revenue</i>	<u><u>\$18,823,770</u></u>	<u><u>\$18,870,040</u></u>	0%	<u><u>\$18,223,196</u></u>	3%

### Operating Expense Detail 9 Months Ending March 31, 2017

	FY 16-17 Actual	FY 16-17 Budget	Var %	FY 15-16 Actual	
<i>ROUTE OPERATIONS</i>					
Drivers	\$8,477,574	\$8,625,915	-2%	\$7,833,757	8%
Dispatch & Supervision	446,103	496,120	-10%	442,321	1%
Hiring & Training	279,131	244,331	14%	219,513	27%
Risk & Safety	1,677,703	1,454,292	15%	1,703,065	-1%
Transportation Subsidies	638,325	638,325	0%	619,133	3%
<i>Subtotal</i>	<u>\$11,518,836</u>	<u>\$11,458,983</u>	1%	<u>\$10,817,789</u>	6%
<i>VEHICLE MAINTENANCE</i>					
Mechanics	\$817,136	\$900,695	-9%	\$789,281	4%
Cleaners & Fuelers	630,196	617,275	2%	598,185	5%
Supervision	428,262	452,606	-5%	336,385	27%
Vehicle Consumables	1,259,644	1,322,723	-5%	1,503,785	-16%
Bus Parts & Supplies	608,376	574,443	6%	489,034	24%
Vendor Services	12,378	45,000	-72%	46,133	-73%
Risk & Safety	48,569	55,125	-12%	21,567	125%
<i>Subtotal</i>	<u>\$3,804,561</u>	<u>\$3,967,867</u>	-4%	<u>\$3,784,370</u>	1%
<i>PASSENGER ACCOMMODATIONS</i>					
Passenger Facilities	\$415,626	\$452,611	-8%	\$487,672	-15%
Transit Development	248,420	247,032	1%	247,160	1%
Promotion & Information	247,223	292,494	-15%	178,097	39%
Fare Revenue Collection	185,214	213,078	-13%	205,328	-10%
<i>Subtotal</i>	<u>\$1,096,483</u>	<u>\$1,205,215</u>	-9%	<u>\$1,118,257</u>	-2%
<i>GENERAL OVERHEAD</i>					
Finance	\$388,016	\$387,520	0%	\$341,731	14%
Personnel	125,116	125,377	0%	101,080	24%
Utilities & Communication	242,326	248,946	-3%	250,482	-3%
Operating Facilities	1,186,553	1,199,876	-1%	1,316,321	-10%
District Administration	160,337	171,577	-7%	157,550	2%
<i>Subtotal</i>	<u>\$2,102,348</u>	<u>\$2,133,296</u>	-1%	<u>\$2,167,164</u>	-3%
<i>Total Operating Cost</i>	<u>\$18,522,228</u>	<u>\$18,765,361</u>	-1%	<u>\$17,887,580</u>	4%



## BOARD OF DIRECTORS REPORT

**MEETING DATE:** MAY 16, 2017

**AGENDA ITEM #:** 10

**TYPE:** ACTION

**PREPARED BY:** STEVE MAAS

\_\_\_\_\_  
*Signature*

**REVIEWED BY:** GENERAL MANAGER

\_\_\_\_\_  
*GM Signature*

**SUBJECT:** **Proposition 1B – Transit Security Grant for Fiscal Year 2016-17 (Board Resolution No. 2017-09)**

### **RECOMMENDATION:**

Staff recommends that the Board pass Resolution No. 2017-09 for FY 2016-17 Proposition 1B – Transit Security funding, as required by the California Governor's Office of Emergency Services (Cal OES).

### **DISCUSSION:**

MTD has been allocated \$233,321 in Proposition 1B – Transit Security Grant Program funding for Fiscal Year 2016-17. These funds are available for eligible capital projects that provide increased protection from a security or safety threat.

Staff has prepared an application for these funds for a "Terminal 1 Security Upgrades" project that will enhance the security and safety of Terminal 1 through new automated bus yard gates, enhanced facility lighting, upgrades to the site's video surveillance equipment, and disaster preparedness repairs to the maintenance building roof.

Cal OES requires the adoption of a resolution of approval by the Board as a part of the application process.

### **ATTACHMENTS:**

- Resolution for FY 2016-17 Proposition 1B – Transit Security funding.



## Santa Barbara Metropolitan Transit District

Resolution #: 2017-09

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 SANTA BARBARA METROPOLITAN TRANSIT DISTRICT is eligible to receive CTSGP funds; and

WHEREAS, the SANTA BARBARA METROPOLITAN TRANSIT DISTRICT will apply for FISCAL YEAR 2016-17 CTSGP funds in an amount up to \$233,321 for Terminal 1 Security Upgrades including new automated bus yard gates, enhanced facility lighting, upgrades to the video surveillance equipment, and disaster preparedness repairs to the maintenance building roof; and

WHEREAS, SANTA BARBARA METROPOLITAN TRANSIT DISTRICT 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 SANTA BARBARA METROPOLITAN TRANSIT DISTRICT to complete and submit a Governing Body Resolution for the purposes of identifying agent(s) authorized to act on behalf of SANTA BARBARA METROPOLITAN TRANSIT DISTRICT 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 SANTA BARBARA METROPOLITAN TRANSIT DISTRICT THAT JERRY ESTRADA, GENERAL MANAGER, AND/OR HIS DESIGNEE, is hereby authorized to execute for and on behalf of SANTA BARBARA METROPOLITAN TRANSIT DISTRICT, 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.*

Passed and approved this 16<sup>th</sup> day of May, 2017.

## Santa Barbara MTD Resolution

---

### *Certification*

I, Dave Davis duly appointed and  
(Name)

Chair of the Board of Directors  
(Title) (Governing Body)

do hereby certify that the above is a true and correct copy of a resolution passed and approved by

the Board of Directors of the Santa Barbara Metropolitan Transit District on the  
(Governing body) (Name of Applicant)

16<sup>th</sup> day of May, 2017.

Chair, Board of Directors  
(Official Position)

\_\_\_\_\_  
(Signature)

May 16, 2017  
(Date)

ATTEST:

\_\_\_\_\_  
Secretary, Board of Directors





## BOARD OF DIRECTORS REPORT

**MEETING DATE:** May 16, 2017

**AGENDA ITEM #:** 11

**TYPE:** ACTION ITEM

**PREPARED BY:** STEVE MAAS

\_\_\_\_\_  
*Signature*

**REVIEWED BY:** GENERAL MANAGER

\_\_\_\_\_  
*GM Signature*

**SUBJECT:** MTD Revised Title VI Program: 2017 - 2019

### RECOMMENDATION:

Staff recommends that the Board review the Revised Title VI Program: 2017 - 2019 and consider approval of the attached Resolution No. 2017-10.

### DISCUSSION:

As a direct recipient of funding from the Federal Transit Administration (FTA), MTD is required to prepare and submit a Title VI Program every three years. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin, and FTA has added a prohibition of discrimination on the basis of limited English proficiency. As discussed in the first paragraph of the Title VI Program, MTD is also committed to non-discrimination beyond these Title VI requirements.

The Board approved MTD's current Title VI Program on October 18, 2016, and staff submitted it to FTA shortly thereafter. Staff received a letter from FTA on April 27, 2017, directing MTD to include an expanded discussion of public outreach efforts. In response, staff has added a 23-page section to Appendix C of the Program that summarizes the outreach conducted during each of the last three years. Staff has also made various other revisions, including combining former Appendix C with Appendix B, and the addition of MTD's "Americans with Disabilities Act (ADA) & Reasonable Modification Complaint Form" to Appendix B.

The content of the Title VI Program is dictated by FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The Program provides assurance to the FTA and to our riders and other stakeholders that the District is committed to nondiscrimination, and demonstrates that MTD will:

- Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.

- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
- Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

The revised Title VI Program must be submitted to FTA by May 26, and a resolution of approval is attached. If the Board requests revisions to the Program, staff asks that the resolution be approved subject to staff making the requested revisions.

**ATTACHMENTS:**

- MTD Revised Title VI Program: 2017 - 2019
- Board of Directors Resolution Approving the Revised Title VI Program

# **Santa Barbara Metropolitan Transit District**

## **Title VI Program: 2017 - 2019**

*Prepared by the*

Santa Barbara Metropolitan Transit District  
550 Olive Street, Santa Barbara, CA 93101  
Ph: (805) 963-3364 ♦ Fax: (805) 963-3365  
[www.sbmtd.gov](http://www.sbmtd.gov)



Revised  
May 1, 2017



**Santa Barbara Metropolitan Transit District  
Title VI Program: 2017 - 2019**

**Table of Contents**

MTD Title VI Program Introduction .....	1
MTD Title VI Compliance Policy Statement.....	1
MTD Title VI Compliance Notice to the Public.....	1
MTD Procedures for Tracking Title VI Complaints .....	2
MTD Title VI Investigations, Complaints, or Lawsuits.....	2
MTD Public Participation & Outreach .....	2
MTD Limited English Proficiency Assistance .....	2
MTD Boards, Councils, or Committees Appointed by MTD.....	3
MTD Subrecipient Compliance with Title VI .....	3
MTD Determination of Site or Location of Facilities .....	3
MTD System-Wide Standards and Policies.....	3
MTD Board of Directors Resolution Approving Title VI Program.....	3
Attachment A: MTD Title VI Compliance Policy Statement .....	5
Attachment B: MTD Title VI & ADA Complaint Procedures and Forms.....	7
Attachment C: MTD Public Outreach & Involvement.....	19
Attachment D: MTD LEP Assistance Plan.....	47
Attachment E: MTD Service Standards & Policies .....	53
Attachment F: MTD Board of Directors Resolution .....	55



## **Santa Barbara Metropolitan Transit District**

### **Title VI Program: 2017 - 2019**

#### **MTD TITLE VI PROGRAM INTRODUCTION**

This Title VI program reflects the commitment of the Santa Barbara Metropolitan Transit District (MTD) to ensure that no person shall, on the ground of race, color, national origin, or Limited English Proficiency status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by MTD. MTD also is committed to ensure these same protections for all persons on the grounds of religion, age, marital status, sexual orientation, and disability.

#### **MTD TITLE VI COMPLIANCE POLICY STATEMENT**

A policy statement signed by MTD's General Manager assuring MTD's compliance with Title VI of the Civil Rights Act of 1964 is included as **Attachment A**.

#### **MTD TITLE VI COMPLIANCE NOTICE TO THE PUBLIC**

MTD publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin in the lobby of our administrative office building, at our Transit Center, on our website, and in our Schedule Guide. The Schedule Guide is available on all buses, the Transit Center, and MTD's administrative offices. The posted notice reads as follows:

##### *Notifying the Public of Rights Under Title VI*

*The Santa Barbara Metropolitan Transit District (MTD) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with MTD.*

*For more information on MTD's civil rights program, and the procedures to file a complaint, contact 805-963-3364; email [info@sbmtd.gov](mailto:info@sbmtd.gov); visit [www.sbmtd.gov](http://www.sbmtd.gov); or visit our administrative office at 550 Olive Street, Santa Barbara, CA 93101.*

*A complainant may file a complaint directly with the Federal Transit Administration at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, 1200 New Jersey Avenue, SE, Washington, DC 20590.*

*If information is needed in another language, contact 805-963-3364.*

*Si necesita informacion en otro idioma por favor llame 805-963-3364.*

## **MTD PROCEDURES FOR TRACKING TITLE VI COMPLAINTS**

MTD staff will log and immediately investigate any Title VI complaint. MTD will work with the person(s) making the complaint, the community, and the Federal Transit Administration (FTA) to address and resolve the complaint. MTD's procedures for investigating complaints are included as **Attachment B**. The attachment also includes MTD's Title VI Complaint Form and Americans with Disabilities Act (ADA) & Reasonable Modification Complaint Form. Complaints may be filed with MTD as shown below:

*Santa Barbara Metropolitan Transit District  
550 Olive Street  
Santa Barbara, CA 93101*

*By Phone: (805) 963-3364*

*By Fax: (805) 963-3365*

*Email address: [info@sbmtd.gov](mailto:info@sbmtd.gov)*

*Website: [www.sbmtd.gov](http://www.sbmtd.gov)*

## **MTD TITLE VI INVESTIGATIONS, COMPLAINTS, OR LAWSUITS**

No Title VI investigations, complaints, or lawsuits have been filed with MTD since the previous Title VI Program submission.

## **MTD PUBLIC PARTICIPATION & OUTREACH**

MTD undertakes an extensive annual process to develop a service plan for the coming fiscal year that includes the collection and analysis of a variety of quantitative and qualitative data. An outline of the process is included as **Attachment C**. The attachment also includes summaries of the process and the input received for each of the last three years. The extensive process includes public input gathered through public meetings, passenger comments, e-mail and phone communications, and contacts with advocacy groups. The public meetings are advertised in both English and Spanish, and are held at various locations and at various times of day to encourage attendance by minority and low-income persons. All information is available in both English and Spanish. Translators are available for Spanish-speaking persons.

## **MTD LIMITED ENGLISH PROFICIENCY ASSISTANCE**

MTD's complete Limited English Proficient (LEP) assistance plan is included as **Attachment D**. Several elements of the plan are listed below:

- Spanish-speaking translators are available upon request during normal business hours.
- Route and Schedule guides are available in both English and Spanish.
- Route and schedule information is available in both English and Spanish on the MTD website ([www.sbmtd.gov](http://www.sbmtd.gov)).

- Transit surveys conducted by MTD are available in both English and Spanish.
- Information at public hearings is available in both English and Spanish, and Spanish-speaking translators are available.

### **MTD BOARDS, COUNCILS, OR COMMITTEES APPOINTED BY MTD**

MTD has a seven-member Board of Directors. Two are appointed by the Santa Barbara County Board of Supervisors, two are appointed by the Santa Barbara City Council, one is appointed by the Carpinteria City Council, and one is appointed by the Goleta City Council. MTD has no role in the selection of those six appointees.

Those six appointees choose the seventh member of the Board. That position is currently filled by a Caucasian male. Typically, when that position becomes open, the six appointees conduct an extensive public outreach effort to recruit persons of all backgrounds to apply for the position. The most recent recruitment for that position was held in October 2012. Eleven persons applied, and nine appeared to be interviewed by the six appointees. Six of the applicants were female, and five were male. One applicant was Latino and ten were Caucasian. The incumbent was reappointed in July 2015.

MTD does not have any other transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by MTD.

### **MTD SUBRECIPIENT COMPLIANCE WITH TITLE VI**

MTD does not have any subrecipients.

### **MTD DETERMINATION OF SITE OR LOCATION OF FACILITIES**

MTD did not determine the site or location of any facilities as defined in FTA Circular 4702.1B since the previous Title VI Program submission.

### **MTD SYSTEM-WIDE STANDARDS AND POLICIES**

MTD has developed service standards and policies for shuttle, local, trunk, express, and interregional routes. The system-wide standards and policies are attached as **Attachment E**.

### **MTD BOARD OF DIRECTORS RESOLUTION APPROVING TITLE VI PROGRAM**

The MTD Board of Directors' resolution of approval of the Title VI Program is attached as **Attachment F**.

*This page intentionally left blank*



**ATTACHMENT A: MTD TITLE VI COMPLIANCE POLICY STATEMENT**



## **Santa Barbara Metropolitan Transit District Title VI Compliance Policy Statement**

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Santa Barbara Metropolitan Transit District (MTD) is committed to complying with the requirements of Title VI in all of its programs and activities.

---

Jerry Estrada, General Manager

---

Date

## **ATTACHMENT B: MTD TITLE VI & ADA COMPLAINT PROCEDURES AND FORMS**

*This page intentionally left blank*

**Santa Barbara  
Metropolitan Transit District  
Complaint & Compliment Procedures**



Updated  
October 13, 2015

*This page intentionally left blank*



## **Santa Barbara Metropolitan Transit District Complaint & Compliment Procedures**

### **INTAKE**

- Forward all complaints and compliments to the ***Coordinator of Comments*** (a role that is currently assigned to the Customer & Public Outreach Administrator). Complaints and compliments may come in various media, including:
  - Phone Calls.
  - Letters.
  - E-mails.
  - Passenger or Public Comment Forms.
- Lost & Found complaints should be forwarded to the Coordinator of Comments. However, Lost & Found inquiries should be forwarded to the Administrative Assistant.
- The Coordinator of Comments will forward the complaint or compliment to the appropriate persons (see matrix in attached chart).
  - If a complaint does not apply to the person assigned, notify the Coordinator of Comments immediately so the complaint can be re-assigned to the proper person.
  - If the person assigned a complaint is unsure how to investigate and resolve the complaint, notify the Coordinator of Comments immediately so assistance can be offered.
- Spanish Language. For any complaint or compliment from a person who prefers to communicate in Spanish, the complaint or compliment will also be forwarded to bilingual Customer Relations staff.

### **CIVIL RIGHTS AND REASONABLE MODIFICATION COMPLAINTS**

Complaints related to Title VI, Disadvantaged Business Enterprise (DBE), Equal Employment Opportunity (EEO), the Americans with Disabilities Act (ADA), Reasonable Modification, or another Civil Rights issue will be investigated and resolved using the procedures described in this document. MTD has specific forms for Title VI and Americans with Disabilities Act (ADA) or Reasonable Modification complaints (see Attachments).

The Coordinator of Comments will consider each complaint for possible Civil Rights or Reasonable Modification relevance. If there is such relevance, the Coordinator of Comments will refer the complaint to the Manager of Compliance for consideration. The Manager of Compliance will ensure that all Civil Rights and Reasonable Modification complaints are properly tracked and resolved.

## **RESPONSE**

Complainants will receive a response in all cases except:

- Persons who do not want a response.
- Persons for whom no contact information is available.

Complaints will be responded to in kind when possible (e.g., phone call to phone call, e-mail to e-mail, letter to letter, letter to Passenger or Public Comment Form), unless an alternative is requested. All complaints responded to in writing (e.g., by letter or e-mail) require approval by the General Manager prior to responding to the complainant.

The Coordinator of Comments will make an initial response to all complaints either on the day of receipt or on the next business day, if feasible. If the initial response does not resolve the complaint, the initial response will inform the complainant that a final response will follow after those researching the issue have prepared the final response. The researchers have two options for the final response:

- Send the response to the complainant themselves (following approval by the General Manager as discussed above), and copy the response to the Coordinator of Comments for filing.
- Forward the appropriate information to the Coordinator of Comments for response to the complainant.

Ultimately, the appropriate Manager is responsible to ensure that the final response is conveyed to the complainant.

## **DOCUMENTATION**

All complaints and compliments, and the responses, will be documented and filed. Notes will be kept for phone calls, and letters and emails will be copied and placed in the file.

Complaints and compliments will be filed by month and will be retained for a minimum of five years. Complaints determined to comprise Civil Rights or Reasonable Modification issues will be filed separately, in addition to the monthly file. The civil rights complaints file will include documentation regarding the type of civil rights or reasonable modification complaint and the resolution of the complaint.

## **REMINDERS**

Each week the Coordinator of Comments will send reminders regarding any outstanding complaints. Resolving complaints is important and it is necessary for complaints to be responded to in a timely fashion.



## Santa Barbara Metropolitan Transit District Complaint & Compliment Matrix

RELATED TO	Supt. of Operations	Mgr. of Operations	Training & Safety Officer	Coord. of Comments	Mgr. of HR & Risk	Ass't. Mgr. of HR & Risk	Mgr. of Maint.	Supt. of Maint.	Mgr. of Planning	Ass't. Planning Manager	Mgr. of Compliance	Controller	General Manager
<b>Title VI (Non-Discrimination)</b> Assigned to: Copied to:	x	x			Primary x	x					Alternate x		x
<b>Disadvantaged Business Enterprise (DBE)</b> Assigned to: Copied to:											Primary x	Alternate x	x
<b>Equal Employment Opportunity (EEO)</b> Assigned to: Copied to:					Primary x	Alternate x					x		x
<b>Americans with Disabilities Act (ADA)</b> Assigned to: Copied to:	x	x	x		Primary x	Alternate x					x		x
<b>Reasonable Modification</b> Assigned to: Copied to:	Alternate x	Primary x	x								x		x
<b>Safety-Related With Potential Liability</b> Assigned to: Copied to:	x	x	x		Primary x	Alternate x							x
<b>Safety-Related Without Injury</b> Assigned to: Copied to:	Primary x	Alternate x	x		x	x							x
<b>Fare / Transfer Policy</b> Assigned to: Copied to:	x	x										Primary x	Alternate x
<b>Passenger Related</b> Assigned to: Copied to:	Primary x	Alternate x	x		x	x							x

## Santa Barbara Metropolitan Transit District Complaint & Compliment Matrix

[illegible]

# **Attachments**

**Americans with Disabilities Act (ADA) &  
Reasonable Modification Complaint Form**

***and***

**Title VI Complaint Form**



**MTD Use Only**

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

**Santa Barbara Metropolitan Transit District  
Americans with Disabilities Act (ADA) &  
Reasonable Modification Complaint Form**

The Santa Barbara Metropolitan Transit District (MTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services due to a disability or to the denial of a request for a reasonable modification. If you have a complaint about the accessibility of MTD's bus service or if you believe you have been discriminated against because of your disability, you can file a written complaint.

This completed complaint form must be returned to: Santa Barbara Metropolitan Transit District, Attn: ADA Coordinator, 550 Olive Street, Santa Barbara, CA 93101. If you require any assistance in completing this form, please contact the Manager of Human Resources at (805) 963-3364.

**Date of alleged incident** \_\_\_\_\_

**Complainant**

Your Name:	Phone:
Street Address:	City, State, & Zip Code:

Please describe the alleged incident. Explain what happened and whom you believe was responsible. Attach an additional sheet of paper if necessary.

---

---

---

---

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Print or Type Name of Complainant



**MTD Use Only**

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_

**Santa Barbara Metropolitan Transit District  
Title VI Complaint Form**

The Santa Barbara Metropolitan Transit District (MTD) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

This completed complaint form must be returned to: Santa Barbara Metropolitan Transit District, Attn: Title VI, 550 Olive Street, Santa Barbara, CA 93101. If you require any assistance in completing this form, please contact the Manager of Human Resources at (805) 963-3364. Title VI complaints must be filed within 180 days from the date of the alleged discrimination:

**Date of alleged incident** \_\_\_\_\_

**Complainant**

Your Name:	Phone:
Street Address:	City, State, & Zip Code:

**Person(s) alleging discrimination (if different from complainant)**

Name:	Phone:
Street Address:	City, State, & Zip Code:

Which of the following best describes the reason for the alleged discrimination? (Circle one)

- Race
- Color
- National Origin
- Limited English Proficient

Please use the back of this form to describe the alleged discrimination. Explain what happened and whom you believe was responsible.

## Santa Barbara Metropolitan Transit District Title VI Complaint Form (Continued)

Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Attach an additional sheet of paper if necessary.

---

---

---

---

---

---

---

---

Have you filed a complaint regarding the alleged discrimination with any other federal, state, or local agencies? (Circle one) **Yes** / **No**

If yes, please list agency or agencies and the contact information:

Agency & Contact Name:	Phone:
Street Address:	City, State, & Zip Code:

Agency & Contact Name:	Phone:
Street Address:	City, State, & Zip Code:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information, and belief.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Print or Type Name of Complainant

## **ATTACHMENT C: MTD PUBLIC OUTREACH & INVOLVEMENT**

*This page intentionally left blank*





## **Santa Barbara Metropolitan Transit District Service Planning & Evaluation Policy**

The following outline describes the annual process that MTD staff follows in getting input from the various stakeholders and developing a service plan for the coming fiscal year. As is shown, the extensive public participation process includes the collection and analysis of a variety of quantitative and qualitative data.

### **MTD Data Collection & Service Planning**

- Qualitative Data
  - Public input
    - ✓ Passenger comments
    - ✓ E-mail and phone communications
    - ✓ Public meetings
    - ✓ Advocacy groups
      - ◆ Minority & LEP populations
      - ◆ Low-Income populations
      - ◆ Persons with disabilities
      - ◆ Bicyclist & pedestrian groups
  - MTD employee input
    - ✓ Drivers / supervisors / Transit Center staff comments
    - ✓ Staff ride-alongs
    - ✓ Time point checks
    - ✓ Schedule adherence checks
  - Agency input
    - ✓ California Department of Transportation (Caltrans)
    - ✓ Santa Barbara County Association of Governments (SBCAG)
    - ✓ County
    - ✓ Cities
    - ✓ Other agencies, including:
      - ◆ Santa Barbara County Air Pollution Control District (APCD)
      - ◆ University of California, Santa Barbara (UCSB)
      - ◆ Santa Barbara City College (SBCC)
      - ◆ School Districts

- Quantitative Data
  - Ridership surveys
    - ✓ Various lines as needed
  - Annual Route Analysis
    - ✓ Compare each route to system average and to previous year
  - Annual Service Evaluation
    - ✓ Ridership measure (riders per hour or trip)
    - ✓ Economic measure (subsidy per passenger)
    - ✓ Routes in fourth quartile require recommendation to MTD Board
  - Standard transit industry methodologies
    - ✓ Transit elasticities
    - ✓ Demographic analysis

#### MTD Staff Provides Recommendations to MTD Board

- MTD Board:
  - Board holds one or more public hearings
    - ✓ Information is available in both English and Spanish
    - ✓ Spanish-speaking translators are available
  - Board considers staff recommendations
  - Board considers input from public hearings & other public comments
  - Board adopts annual service plan

#### Documentation of Public Engagement

The following pages present documentation of the public engagement process for each of the last three years. The documentation presented includes:

- Press release.
- Summary of proposed service changes.
- Flyer listing the community meetings to be held.
- Summary of public input received at the community meetings.



**For Information Contact:**

George Amoon  
MTD Planning Manager  
550 Olive Street  
Santa Barbara, CA 93101  
(805) 963-3364  
gamoon@sbmtd.gov

**FOR IMMEDIATE RELEASE**

March 23, 2015

## **MTD SOLICITING INPUT ON BUS SERVICE**

Meetings will be held around the District

Santa Barbara Metropolitan Transit District (MTD) will hold a series of public meetings in Santa Barbara, Carpinteria, Goleta, and Isla Vista to present proposed bus service changes to be implemented in August and November 2015. The public is invited to attend any of the meetings and provide feedback on the proposals or suggest other service improvements for consideration as funding becomes available.

The current proposal includes a grant-funded weekday morning peak commute hour service increase on Lines 1 and 2, a UCSB-funded increase in service on Lines 12x and 24x, service adjustments on Lines 1, 2, 15x, 23, and 25 to improve schedule adherence, and the elimination of the Caltrans-funded Coastal Express Limited commuter service due to full expenditure of the funding. More detailed information about the changes will be available at the meetings, at the Transit Center (1020 Chapala Street, Santa Barbara), and on the MTD website at [www.sbmtd.gov](http://www.sbmtd.gov). The MTD Board of Directors will consider approval of the final service plan for the 2015-16 fiscal year at its meeting on April 28, 2015.

Please attend one of the following community meetings to share your comments:

Thursday, April 9 – 2:00 PM  
Faulkner Gallery, SB Library, 40 E Anapamu Street, Santa Barbara

Thursday, April 9 – 6:00 PM  
Isla Vista Theater, 960 Embarcadero del Norte, Isla Vista

Tuesday, April 14 – 6:00 PM  
Carpinteria Library, 5141 Carpinteria Avenue, Carpinteria

Wednesday, April 15 – 6:00 PM  
Goleta Valley Community Center, 5679 Hollister Avenue, Goleta

Thursday, April 16 – 6:00 PM  
MTD Auditorium, 550 Olive Street, Santa Barbara

MTD always welcomes comments and suggestions. Please send email to [info@sbmtd.gov](mailto:info@sbmtd.gov), write to 550 Olive Street, Santa Barbara, CA 93101, or call (805) 963-3364.

MTD provides nearly 8 million passenger trips per year, fulfilling its mission to enhance the personal mobility of South Coast residents and visitors by offering safe, clean, reliable, courteous, accessible, environmentally-responsible, and cost-effective transit service throughout the district.

####

# SERVICE CHANGES

**Effective August 24, 2015**

LINE	SERVICE CHANGE	DISCUSSION
1 & 2	Three additional buses will be deployed to provide 10-minute service between 6:30 AM and 8:30 AM on weekdays ( <i>beginning November 30, 2015</i> ).  Weekend schedules will be adjusted to improve on-time performance.	A grant will fund 10-minute service during the two-hour weekday morning peak.  Traffic congestion and large passenger loads are causing schedule adherence issues. A few trips will be removed to provide additional time to improve on-time performance.
15x	Schedule will be adjusted to improve on-time performance.	Traffic congestion is causing schedule adherence issues. Some trips will be removed to provide additional time to improve on-time performance.
24x & 12x	Service on Line 24x will be extended to 11:00 PM every day with trips every 35 minutes after 7:00 PM.  Service on Line 12x will be extended to 7:00 PM on weekends.  More frequent weekend service on both routes.	UCSB will fund additional service due to increasing student demand.
23 & 25	Weekday schedules will be adjusted to improve on-time performance.	Traffic congestion is causing schedule adherence issues. A few low-ridership trips will be removed to provide additional time to improve on-time performance.

# CAMBIOS EN EL SERVICIO

**Se harán efectivos el 24 de agosto de 2015**

LÍNEA	CAMBIO EN EL SERVICIO	DISCUSIÓN
1 y 2	<p>Se pondrán tres autobuses adicionales para dar servicio cada 10 minutos entre las 6:30AM y las 8:30AM de lunes a viernes <i>(a partir del 30 de noviembre de 2015)</i>.</p> <p>Los horarios de los fines de semana se ajustarán para mejorar la puntualidad.</p>	<p>Una subvención financiará el servicio cada 10 minutos durante el periodo pico de dos horas de la mañana de lunes a viernes.</p> <p>La congestión del tráfico y el gran número de pasajeros están causando problemas para cumplir el horario. Se eliminarán un par de viajes para dar tiempo adicional para mejorar la puntualidad.</p>
15x	<p>El horario se ajustará para mejorar la puntualidad.</p>	<p>La congestión del tráfico está causando problemas para cumplir el horario. Se han eliminado algunos viajes para dar tiempo adicional para mejorar la puntualidad.</p>
12x y 24x	<p>El servicio en la línea 24x se ampliará hasta las 11:00 PM todos los días, con viajes cada 35 minutos a partir de las 7:00 PM.</p> <p>El servicio en la línea 12x se ampliará hasta las 7:00 PM los fines de semana.</p> <p>Ambas líneas tendrán un servicio más frecuente en general el fin de semana.</p>	<p>UCSB financiará servicios adicionales dado el aumento en la demanda por parte de los estudiantes.</p>
23 y 25	<p>Se ajustará el horario de lunes a viernes para mejorar la puntualidad.</p>	<p>La congestión del tráfico está causando problemas de cumplimiento del horario. Se eliminarán un par de viajes con pocos viajeros para dar tiempo adicional para mejorar la puntualidad.</p>

# COMMUNITY MEETINGS

## PROPOSED SERVICE CHANGES

**Your ideas and input about our transit system are important!**

MTD is planning for service changes to be implemented in August and is also seeking ideas for future transit improvements. Lines 1, 2, 12x, 15x, 23, 24x, 25, and Coastal Express Limited will be affected by the currently proposed changes.

**Please join MTD staff at one of these meetings to participate in the conversation.**

### **JUNTA COMUNITARIA**

#### **CAMBIOS PROPUESTOS EN EL SERVICIO**

*¡Sus ideas y opiniones son muy importantes para el sistema de Tránsito! MTD en este momento está haciendo planes para implementar cambios de servicio en Agosto. Las líneas 1, 2, 12x, 15x, 23, 24x, 25, y Coastal Express Limited se verán afectadas por los cambios propuestos actualmente.*

*Estas reuniones les da la oportunidad para unirse a nuestra conversación.*

**2:00 PM, THURSDAY, APRIL 9**

(2:00 PM, JUEVES, ABRIL 9)

**Faulkner Gallery, Santa Barbara Library**

40 E Anapamu Street Santa Barbara

**6:00 PM, TUESDAY, APRIL 14**

(6:00 PM, MARTES, ABRIL 14)

**Carpinteria Library**

5141 Carpinteria Avenue, Carpinteria

**6:00 PM, THURSDAY, APRIL 9**

(6:00 PM, JUEVES, ABRIL 9)

**Isla Vista Theater**

960 Embarcadero del Norte, Isla Vista

**6:00 PM, WEDNESDAY, APRIL 15**

(6:00 PM, MIÉRCOLES, ABRIL 15)

**Goleta Valley Community Center**

5679 Hollister Avenue, Goleta

**6:00 PM, THURSDAY, APRIL 16**

(6:00 PM, JUEVES, ABRIL 16)

**MTD Administrative Offices**

550 Olive St., Santa Barbara

Detailed information about the proposed changes is available at the Transit Center, on the MTD website ([www.sbmtd.gov](http://www.sbmtd.gov)), or by calling (805) 963-3364. You may send comments by email to [info@sbmtd.gov](mailto:info@sbmtd.gov).

*Hay disponible información detallada sobre los cambios propuestos en el Centro de Tránsito, en la página web de MTD o llamando al (805) 963-3364. Puede mandar sus comentarios por correo electrónico a [info@sbmtd.gov](mailto:info@sbmtd.gov).*

**MTD**  
**Santa Barbara**

**AMERICAN WITH DISABILITIES ACT:** If you need special assistance to participate in this meeting, please contact the MTD Administrative Office at 963-3364 at least 48 hours in advance of the meeting to allow time for MTD to attempt a reasonable accommodation.  
**LEY DE AMERICANOS CON DISCAPACIDADES:** Si necesita asistencia especial para participar en esta reunión, por favor póngase en contacto con la oficina administrativa de MTD en el 963-3364 al menos 48 horas antes de la reunión para permitir que MTD intente conseguir una adaptación razonable.

805-963-3364 x555 · [info@sbmtd.gov](mailto:info@sbmtd.gov) · 550 Olive Street, Santa Barbara, CA 93101 · [www.sbmtd.gov](http://www.sbmtd.gov)

## Attachment 2 – Public Comments from Community Input Meetings:

Community meetings on the draft service changes were recently held in Santa Barbara (two meetings), Caprinteria, Goleta, and Isla Vista as well as at SBCC Student Senate and Santa Barbara Car Free meetings. The following provides a summary of the comments with responses by staff noted and is categorized as follows: 1) part of August 2015 service changes, (2) to be reviewed under work plan for August 2016 service changes, (3) additional items to be considered by Planning Department staff, and (4) bus stop and other comments.

### ***Part of current August 2015 service changes:***

- Add later service to Lines 3 and 7 for Schott and Wake Center night classes or have a deadhead trip back to the yard include a stop at the two Adult Ed centers to pick up passengers for late night classes.

*Response: Planning staff reviewed different deadheads returning to the yard and only one deadhead could provide service as a Line 7 booster trip Monday through Friday beginning at the Calle Real/Turnpike bus stop located near the Wake Center at 9:30 PM and head toward the Transit Center. It would require an additional 30 hours for FY 15-16. Although some classes end at 9:30 PM which is when the bus would depart, approximately three quarters of them end at 8:30 PM and 9:00 PM.*

*For the Schott Center, staff has conducted a quick assessment of the service available to serve this need and is not prepared to recommend a change at this time. Staff will seek input from Schott Center administration regarding potential demand for this service to assist in potentially supporting the request in the future.*

- Line 15x can be late in the afternoons.

*Response: Schedule adjustment is proposed to improve schedule adherence.*

- Support for less bus trips if it will assist in providing better schedule adherence.

*Response: Schedule adjustments proposed for Lines 1, 2, 15x, 23 and 25 to improve schedule adherence. A few less trips per day will result.*

- Additional frequency on weekends.

*Response: Increased weekend frequency proposed as part of the Line 24x/12x enhancements funded by UCSB.*

### ***To be reviewed under work plan for August 2016 service changes:***

- Line 20 with one hour frequency can be difficult to plan on using a bus. Need 30 minute frequency all day. Buses are too crowded for such a long distance to stand.



*Response: Surveys will be conducted. Additional service will involve additional hours/cost.*

- Stagger Line 14 and Line 20 schedules so they are more separate on Milpas Street

*Response: Line 14 is interlined with Lines 5 and 10 therefore need to review how it would affect those lines. Also need to review schedules where Lines 14 and 20 travel along the same roadway such as along Coast Village Road. Creating more separation of trips on Milpas Street will affect the Line 20 schedule in Carpinteria therefore that will need to be reviewed as well.*

- Better timed connection needed between Line 12x and Line 20. A passenger leaving work in Goleta to catch Line 12x at 5:20 PM, arrives at Transit Center at 5:50pm and next Line 20 is 6:15 PM to reach destination in Toro Canyon area.

*Response: Schedules will be reviewed.*

- Inquiry about service at Santa Barbara train station with retimed service.

*Response: In coordination with SBCAG as the lead agency, potential for additional service will be reviewed for the AM commute hour when the State Street shuttle is currently not in service.*

- New line from Santa Barbara lower eastside to SBCC and Mesa along Cabrillo Blvd, Shoreline Drive and Cliff Drive.

*Response: Surveys will be conducted focusing on number of transfers at Transit Center between lower eastside and lines serving SBCC/Mesa.*

- Could the Line 2 wait an extra minute at Trader Joe's instead of at the Milpas/Montecito Street stop.

*Response: Line 2 schedule will be reviewed.*

- It can take hours using the bus to get from western Goleta to Garden/Cota stop.

*Response: Schedules will be reviewed.*

**Other comments noted:**

- Additional service to Santa Barbara Airbus stops

*Response: There is currently a stop close by at Cabrillo and Los Ninos which is serviced by Lines 14 and 20. The Santa Barbara Airbus Facility at 720 Technology Drive in Goleta is 0.6 miles from the closest bus stop at Hollister and Pine Avenue. Due to timing, MTD is unable to detour a route closer to the that facility.*

- Include a Line 5 stop at the Line 16 stop at West Campus turn around during Summer since Line 16 service does not exist during Summer.

*Response: SBCC Summer enrollment is much less than during the school year. A stop for Lines 4 and 5 exists near the West Campus entrance which is less distance than from many classrooms on the main campus to the main campus bus stop which is served by transit year around.*

- Later service to Santa Barbara Bowl on Friday nights and weekend

*Response: Line 2 serving the Bowl will be reviewed as well as transferring to other lines that would be needed at the Transit Center.*

- Adjust Line 11 schedule at UCSB to align with UCSB campus events

*Response: Will be reviewed.*

- Extend Line 6 on Hollister beyond Storke Road to serve University Village near Pacific Oaks Road.

*Response: Will be reviewed.*

- Re-route Crosstown Shuttle from Montecito Street to Alisos Street, Mason Street, Wilson Street, Yanonali Street, Voluntario Street and return to Montecito Street.

*Response: Small neighborhood streets and many turns would not be suitable for transit bus. Additional time per trip would need to be added to accommodate the additional routing.*

- Add service to Mission for opening ceremonies for Old Spanish Days

*Response: Service was provided years ago and ridership was low so the service was discontinued.*

- Install bike racks to hold three bikes on buses.

*Response: State law was recently amended to allow the additional length for a three bus rack to be used on transit buses. MTD intends on seeking grants for such racks as opportunities arise.*

***Bus stops and other comments - all suggestions will be reviewed by Planning Department staff:***

- Add a bench for both directions at Goleta Beach stops
- Add a shelter at Via Real and Bailard Avenue stop
- Add a shelter at Hollister at Magnolia Shopping Center stop.
- Replace bench on Cabrillo at Milpas Street in front of hotel
- Add a stop on Milpas Street at Tri-County Produce as part of the City of Santa Barbara sidewalk project along that location.

- Add a stop on State outbound at Los Olivos to avoid walking a block from Pueblo to reach the Mission,
- Add a shelter at Vons on Coast Village Road
- Schedules posted on poles can be difficult to see at night.
- Turn down volume when handicap ramps are deployed
- Paint top of palm tree green at cement palm tree stop at State and La Cumbre stop.  
Response: The cement palm tree is considered artwork. MTD is not permitted to change the color.
- Expiration dates on passes can be difficult to see.
- Print draft schedules for August changes for public input
- Provide a 7 day pass.
- Extend transfers to two hours.
- Various compliments and complaints related to customer service
- Inquiry of frequency of boosters on routes



**For Information Contact:**

George Amoon  
MTD Planning Manager  
550 Olive Street  
Santa Barbara, CA 93101  
(805) 963-3364  
gamoon@sbmtd.gov

**FOR IMMEDIATE RELEASE**  
March 21, 2016

**MTD SOLICITING INPUT ON  
PROPOSED SERVICE CHANGES**

Meetings will be held throughout the District

Santa Barbara Metropolitan Transit District (MTD) will hold a series of public meetings in Santa Barbara, Carpinteria, Goleta and Isla Vista to present proposed bus service changes to be implemented in August 2016. The public is invited to attend any of the meetings and provide feedback on the proposals or suggest other service improvements for consideration as funding becomes available.

The current proposal includes a new Line 28 funded by UCSB, possible "First & Last Mile" service serving Santa Barbara and Goleta AMTRAK stations, enhanced service on Lines 6, 11, 23, 25 and 20, consolidation of service of Lines 8 and 9 into Line 7, and a few minor service changes. More detailed information about the changes will be available at the meetings, at the Transit Center (1020 Chapala Street, Santa Barbara), and on the MTD website at [www.sbmtd.gov](http://www.sbmtd.gov). The MTD Board of Directors is scheduled to consider approval of the final service plan for the 2016-17 fiscal year at its meeting on May 3, 2016.

Please attend one of the following community meetings to share your comments:

Tuesday, March 29, 6:00 PM  
Carpinteria Library, 5141 Carpinteria Avenue, Carpinteria

Wednesday, March 30, 6:00 PM  
Goleta Valley Community Center, 5679 Hollister Avenue, Goleta

Tuesday, April 5, 6:00 PM  
Isla Vista Theater, 960 Embarcadero del Norte, Isla Vista

Wednesday, April 6, 6:00 PM  
Faulkner Gallery, Santa Barbara Library, 40 East Anapamu Street, Santa Barbara

Thursday, April 7, 2:00 PM  
MTD Auditorium, 550 Olive Street, Santa Barbara

MTD always welcomes comments and suggestions. Please send email to [info@sbmtd.gov](mailto:info@sbmtd.gov), write to 550 Olive Street, Santa Barbara, CA 93101, or call (805) 963-3364.

The mission of MTD is to enhance the personal mobility of South Coast residents and visitors by offering safe, clean, reliable, courteous, accessible, environmentally-responsible, and cost-effective transit service throughout the district.

####



# Summary of Service Changes

## Effective August 22, 2016

Line	Service Change	Discussion
7, 8, & 9	<p>Line 7 will be extended across the Fairview bridge and turn around in Goleta Old Town via Kinman, Armitos, &amp; Kellogg.</p> <p>Line 7 will run every 30 minutes on weekdays and every 60 minutes on weekends.</p> <p>Lines 8 &amp; 9 will be eliminated.</p>	<p>Line 7 will provide direct service between Goleta Old Town and many popular destinations: Fairview Center &amp; Calle Real Center; Goleta Valley Neighborhood Clinic; Maravilla; Wake Center; County Health, Social Services, &amp; VA Clinic; La Cumbre Plaza; &amp; Downtown Santa Barbara.</p>
23 & 25	<p>At Storke &amp; Hollister, Line 23 will become Line 11 continuing toward UCSB, and Line 25 will become Line 6 continuing toward Goleta Old Town.</p> <p>Line 23 will be a one-direction (clockwise) loop through the El Encanto Heights neighborhood, eliminating confusion about which side of the street the bus will be on. It will serve DPHS in both directions.</p> <p>Line 25 will cross over the freeway on Cathedral Oaks and turn around via Winchester Canyon.</p> <p>Lines 23 &amp; 25 will no longer be connected, but in the evening after 7:00 p.m., Line 23 will become Line 25 for its return trip.</p>	<p>Line 23 passengers going toward UCSB will no longer need to transfer.</p> <p>Line 25 passengers traveling along Hollister toward Goleta Old Town and Santa Barbara will no longer need to transfer.</p> <p>Buses will no longer drive around the Marketplace, saving time and enabling 60-minute service on Lines 23 &amp; 25.</p>
6 & 11	<p>At Storke &amp; Hollister, alternate westbound Line 6 buses will continue along Hollister to become Line 25 and alternate northbound Line 11 buses will continue on Storke to become Line 23. Other 6 &amp; 11 buses will be interlined with each other as they currently are.</p>	<p>Fewer transfers will be required for passengers traveling toward Ellwood or El Encanto Heights.</p>
20	<p>A few trips will be added to the weekday Line 20 schedule to provide 40 minute service between Santa Barbara and Carpinteria during the day.</p>	<p>Current Line 20 service is every 60 minutes.</p>
28	<p>Funded by UCSB, this new route will provide frequent service between UCSB, Isla Vista, and Camino Real Marketplace via El Colegio &amp; Storke Roads.</p> <p>Line 28 will run every 15 minutes on weekdays until 6:30pm, then every half hour until 11:30pm. On weekends, Line 28 will run every half hour from 7:30am until 11:15pm.</p>	<p>There will be limited service on Line 28 in the summer, and no service during UCSB's winter and spring breaks.</p>

**Detailed schedule information will be available in early August.**



# Resumen de Cambios de Servicio

Efectiva 22 de Agosto, 2016

Línea	Cambio de Servicio	Conversación
7, 8, & 9	<p>Ampliar la línea 7 sobre el puente de Fairview y dar la vuelta en Goleta Old Town usando las calles Kingman, Armitos, y Kellogg.</p> <p>El servicio de la línea 7 correrá cada 30 minutos de Lunes a Viernes y cada 60 minutos en el fin de semana.</p> <p>Las líneas 8 y 9 serán eliminados.</p>	<p>La línea 7 proporcionará servicio directo entre Goleta Old Town y muchos destinos populares: Fairview Center y Calle Real Center; Goleta Valley Neighborhood Clinic; Maravilla; Wake Center; County Health, Social Services, y VA Clinic; La Cumbre Plaza; y Downtown Santa Barbara.</p>
23 & 25	<p>A Storke y Hollister la línea 23 se convertirá a la línea 11 continuo hacia UCSB y la línea 25 se convertirá a la línea 6 hacia Goleta Old Town.</p> <p>La línea 23 será un lazo de una sola dirección (aguajeros del reloj) por el barrio El Encanto Heights, eliminando la confusión sobre qué lado de la calle del autobús estará encendida. Servirá DPHS en ambas direcciones.</p> <p>La línea 25 cruzará la autopista en Cathedral Oaks y giro de vuelta via Winchester Canyon.</p> <p>Las líneas 23 y 25 ya no se conectan, pero por la noche después de las 7:00 p.m. La línea 23 se convertirá en la línea 25 para su viaje de regreso.</p>	<p>La línea 23 pasajeros que se dirijan hacia la UCSB ya no tendrán que transferir.</p> <p>Línea 25 pasajeros que viajan a lo largo de Hollister hacia Goleta Old Town y Santa Bárbara ya no tendrán que transferir.</p> <p>Los autobuses dejarán de conducir alrededor del mercado, ahorrando tiempo y permitiendo el servicio de 60 minutos en las líneas 23 y 25.</p>
6 & 11	<p>En Storke y Hollister, alterno línea 6 en dirección oeste autobuses continuarán a lo largo de Hollister para convertirse en la línea 25, y alterno línea 11 en dirección norte autobuses continuarán en Storke para convertirse en la línea 23. Otras líneas 6 y 11 autobuses estarán conectados entre sí como lo son ahora.</p>	<p>Se requerirá un menor número de transferencias para los pasajeros que viajan hacia Ellwood o El Encanto Heights.</p>
20	<p>Algunos viajes será añadido a la horario de línea 20 lunes a viernes para proporcionar servicio de 40 minutos entre Santa Bárbara y Carpinteria durante el día.</p>	<p>Actual servicio de la Línea 20 es cada 60 minutos.</p>
28	<p>Financiado por la UCSB, la nueva línea 28 dará servicio frecuente entre UCSB, Isla Vista, y el Camino Real Marketplace.</p> <p>Línea 28 operará cada 15 minutos de lunes a viernes hasta las 6:30pm, y luego cada media hora hasta las 11:30pm.</p> <p>Los fines de semana, Línea 28 operará cada media hora desde las 7:30am hasta las 11:15pm.</p>	<p>Habrà servicio limitado en la Línea 28 en el verano, y no hay servicio durante las vacaciones invierno y primavera de UCSB.</p>

**Información de la programación específica estará disponible a principios de Agosto.**

805.963.3364 • [info@sbmtd.gov](mailto:info@sbmtd.gov) • [www.sbmtd.gov](http://www.sbmtd.gov) • 550 Olive Street, Santa Barbara, CA 93101

# COMMUNITY MEETINGS

## PROPOSED SERVICE CHANGES

**Your ideas and input about our transit system are important!**

MTD is planning for service changes to be implemented in August and is also seeking ideas for future transit improvements. Existing lines 6, 7, 8, 9, 11, 20, 23, & 25 will be affected by the currently proposed changes. A new Line 28 will serve UCSB, Isla Vista, and Camino Real Marketplace.

**Please join MTD staff at one of these meetings to participate in the conversation.**

### **JUNTA COMUNITARIA CAMBIOS PROPUESTOS EN EL SERVICIO**

*¡Sus ideas y opiniones son muy importantes para el sistema de Tránsito! MTD en este momento está haciendo planes para implementar cambios de servicio en Agosto. Las líneas existentes numeros 6, 7, 8, 9, 11, 20, 23, Y 25 seran afectado por los cambios propuestos actualmente. Una nueva línea 28 comenzara servicio en Isla Vista. Estas reuniones les da la oportunidad para unirse a nuestra conversación.*

#### **6:00 PM, TUESDAY, MARCH 29**

(6:00 PM, MARTES, 9 DE MARZO)

##### **Carpinteria Library**

5141 Carpinteria Avenue, Carpinteria

#### **6:00 PM, TUESDAY, APRIL 5**

(6:00 PM, MARTES, 5 DE ABRIL)

##### **Isla Vista Theater**

960 Embarcadero del Norte, Isla Vista

#### **2:00 PM, THURSDAY, APRIL 7**

(2:00 PM, JUEVES, 7 DE ABRIL)

##### **MTD Administrative Offices**

550 Olive Street, Santa Barbara

#### **6:00 PM, WEDNESDAY, MARCH 30**

(6:00 PM, MIÉRCOLES, 30 DE MARZO)

##### **Goleta Valley Community Center**

5679 Hollister Avenue, Goleta

#### **6:00 PM, WEDNESDAY, APRIL 6**

(6:00 PM, MIÉRCOLES, 6 DE ABRIL)

##### **Faulkner Gallery, Santa Barbara Library**

40 E Anapamu Street, Santa Barbara

#### **6:00 PM, THURSDAY, APRIL 14**

(6:00 PM, JUEVES, 14 DE ABRIL)

##### **Goleta Valley Community Center**

5679 Hollister Avenue, Goleta

Detailed information about the proposed changes is available at the Transit Center, on the MTD website ([www.sbmtd.gov](http://www.sbmtd.gov)), or by calling (805) 963-3364.

**You may send comments by email to [info@sbmtd.gov](mailto:info@sbmtd.gov).**

*Hay disponible información detallada sobre los cambios propuestos en el Centro de Tránsito, en la página web de MTD o llamando al (805) 963-3364. Puede mandar sus comentarios por correo electrónico a [info@sbmtd.gov](mailto:info@sbmtd.gov).*

**MTD**  
**Santa Barbara**

805-963-3364 x555 · [info@sbmtd.gov](mailto:info@sbmtd.gov) · 550 Olive Street, Santa Barbara, CA 93101 · [www.sbmtd.gov](http://www.sbmtd.gov)



## Summary of Public Input

The following provides a summary of the public comments received to date are categorized as follows: (1) part of August 2016 service changes, (2) to be reviewed under work plan for August 2017 service changes, and (3) additional comments noted by Planning Department staff.

### Part of current August 2016 service changes:

- Understanding of which outbound Line 6 and 11 buses to use when heading to the Storke/Hollister intersection.

*Response: Headsigns will show which lines the bus serves and which destinations the buses are headed and the Schedule Guide "To Line" column will be updated to indicate to which lines the buses are interlined. The AVL system will also provide interior and exterior announcements as such. A few weeks before the changes are implemented, notices will be posted at all Line 6/11/23/25 bus stops. Staff will also provide tabling hours at major Storke/Hollister bus stops before the changes are implemented and during the initial period afterwards to help inform passengers accordingly. Throughout the initial year of implementation, staff will closely monitor passenger feedback and determine if route number changes would be necessary for the next service year.*

### To be reviewed under work plan for August 2017 service changes:

- Carpinteria – Potential adjustments due to planned Via Real extension
- Corridor Enhancements
  - Increase frequency on Line 25
  - Increase frequency on mid-day Line 20
- Schedule Adherence Concerns
  - Line 10
  - Lines 6 & 11
- Span of Service
  - Old Town Goleta

### Other comments noted:

- Increase service to Santa Barbara Westside Community Center
- New line from Santa Barbara lower eastside to SBCC and Mesa along Cabrillo Blvd, Shoreline Drive and Cliff Drive.
- Interline Line 23/25 with 27/28 instead of Line 11/6, respectively.
- Service on Thanksgiving and Christmas days for service workers.

- Provide service to Rancho Goleta Mobile Home Park.
- Provide Line 20/21x or Seaside Shuttle service to Bates Road at Rincon Beach and to a trailhead for the Coastal Trail.
- Line 14 Sunday Service.
- Use bus line stations at the Transit Center in order for passengers especially elderly and disabled to know where to board buses per line.
- Purchase electric buses for Lines 6/11 because they are quieter in the residential neighborhood.



**FOR IMMEDIATE RELEASE  
MARCH 28, 2017**

**MTD SOLICITING INPUT ON  
PROPOSED SERVICE CHANGES**  
Meetings to be held throughout the District

Santa Barbara Metropolitan Transit District (MTD) will hold a series of public meetings in Santa Barbara, Carpinteria, Goleta and Isla Vista to present proposed bus service changes to be implemented in August 2017. The public is invited to attend any of the meetings and provide feedback on the proposals or suggest other service improvements for consideration as funding becomes available.

The current proposal includes adjusting schedules on Lines 6, 11, 12x, 15x, 20, 21x, 23, 24x and 25 to improve schedule adherence, and reverting frequency on Lines 1 and 2 from 10 minutes to 15 minutes during the weekday morning commute hours due to grant funding limitations. There is also the potential of providing direct transit service from Carpinteria to Goleta employment centers during the weekday morning commute hours, and returning from Goleta to Carpinteria during the weekday evening commute hours funded by Caltrans as part of the Linden Avenue and Casitas Pass Road Interchange Project.

Detailed information about the changes will be available at the meetings, at the Transit Center (1020 Chapala Street, Santa Barbara), and on the MTD website at [www.sbmtd.gov](http://www.sbmtd.gov).

The MTD Board of Directors is scheduled to consider approval of the final service plan at its meeting on May 2, 2017.

Please attend one of the following community meetings to share your comments:

Tuesday, April 4<sup>th</sup> at 6p  
Goleta Valley Community Center, Room 1  
5679 Hollister Avenue, Goleta

Wednesday, April 5<sup>th</sup> at 6p  
Santa Barbara Central Library, Faulkner Gallery  
40 E. Anapamu Street, Santa Barbara

Thursday, April 6<sup>th</sup> at 6p  
Carpinteria Library Multipurpose Room  
5141 Carpinteria Avenue, Carpinteria

Tuesday, April 11<sup>th</sup> at 6p  
Isla Vista Community Room  
970 Embarcadero del Mar, Isla Vista

Thursday, April 13<sup>th</sup> at 2p  
MTD Administrative Office  
550 Olive Street, Santa Barbara

MTD always welcomes comments and suggestions. Please send an email to [info@sbmtd.gov](mailto:info@sbmtd.gov), write to 550 Olive Street, Santa Barbara, CA 93101, or call (805) 963-3364.

The mission of MTD is to enhance the personal mobility of South Coast residents and visitors by offering safe, clean, reliable, courteous, accessible, environmentally responsible, and cost-effective transit service throughout the district.

For Information Contact: Hillary Blackerby  
Marketing and Community Relations Manager  
(805) 963-3364 ext. 218

####



# Summary of Service Changes

Proposed for August 21, 2017

Line	Service Change	Discussion
6, 11, 12x, 15x, 20, 21x, 23, 24x, 25	Schedule adjustments for improved schedule adherence. Minor reroute on Line 23 after 7pm to better serve the neighborhood.	Increased traffic congestion is causing schedule adherence issues. On Lines 12x and 24x, 30 minute frequencies will decrease to 35 minutes with some trips to be removed. On Line 15x, frequency will increase up to 6 minutes and additional trips will be added.
1 & 2	Revert AM weekday commute hour service from 10 minute to 15 minute frequency.	The grant source is no longer sufficient to continue funding the enhanced service.
Potential new direct route between Carpinteria and Goleta	Potentially two trips during the AM commute hours from Carpinteria to Goleta employment centers and two trips returning from Goleta to Carpinteria during the PM commute hours.	This potential service is funded by Caltrans as part of the Traffic Management Plan for the Linden Avenue and Casitas Pass Road Interchange Project to provide regional transit services to reduce traffic in and around the project area. The Santa Barbara County Association of Governments is working with Caltrans on the project and is assessing this and other potential transit options at this time.

**Detailed schedule information will be available in early August.**



# Resumen de Cambios de Servicio

Cambios aprobados para el 21 de agosto, 2017

Línea	Cambio de Servicio	Discusión
6, 11, 12x, 15x, 20, 21x, 23, 24x, y 25	Ajustes de horario para cumplimiento del horario mejorado. Cambio menor de ruta en la línea 23 después de las 7 pm para servir mejor al vecindario.	Un aumento en la congestión del tráfico está causando problemas con el cumplimiento del horario. En las líneas 12x y 24x, las frecuencias de 30 minutos disminuirán a 35 minutos y algunos viajes serán eliminados. En la línea 15x, la frecuencia aumentará hasta 6 minutos y se agregarán más viajes.
1 & 2	Revertir la frecuencia de 10 minutos a 15 minutos en la hora de servicio de los viajes los días de semana en la mañana.	La fuente de financiación no es suficiente para continuar financiando el servicio mejorado.
Posible nueva ruta directa entre Carpintería y Goleta	Posiblemente, dos viajes durante las horas de la mañana de Carpintería a centros de trabajo en Goleta y dos viajes de regreso desde Goleta a Carpintería durante las horas de la tarde.	Este posible servicio es financiado por Caltrans como parte del Plan de Gestión del Tráfico para el Proyecto de Intercambio de Ruta de Linden Avenue y Casitas Pass Road para ofrecer servicios de tránsito regional en y alrededor del área de proyecto. La Asociación de Gobiernos del Condado de Santa Bárbara está trabajando en el proyecto con Caltrans y está evaluando ésta y otras posibles opciones de tránsito en este momento.

**Habrà información detallada del horario al principio de agosto.**

# COMMUNITY MEETINGS

## PROPOSED SERVICE CHANGES

**Your ideas and input about our transit system are important!**

MTD is planning for service changes to be implemented in August and is also seeking ideas for future transit improvements. Minor schedule adjustments to Lines 1, 2, 6, 11, 12x, 15x, 20, 21x, 23, 24x, & 25 are currently proposed. There is also potential for direct service between Carpinteria and Goleta during weekday morning and evening commute hours, funded by Caltrans as part of the Linden & Casitas Pass Interchange Project.

**Please join MTD staff at one of these meetings to participate in the conversation.**

### **JUNTA COMUNITARIA CAMBIOS PROPUESTOS EN EL SERVICIO**

*¡Sus ideas y opiniones son muy importantes para el sistema de tránsito! MTD en este momento está haciendo planes para implementar cambios de servicio en Agosto y también está buscando ideas para futuras mejoras en el tránsito. Ajustes horario menor a las líneas 1, 2, 6, 11, 12x, 15x, 20, 21x, 23, 24x, y 25 están propuestos actualmente. También existe el potencial de servicio directo entre Carpinteria y Goleta durante las horas de la mañana y de la tarde en días laborables, financiado por Caltrans como parte del Proyecto de Intercambios Linden y Casitas Pass. Estas reuniones les da la oportunidad para unirse a nuestra conversación.*

#### **6:00 PM, TUESDAY, APRIL 4**

(6:00 PM, MARTES, 4 DE ABRIL)

##### **Goleta Valley Community Center**

5679 Hollister Avenue, Goleta

#### **6:00 PM, THURSDAY, APRIL 6**

(6:00 PM, JUEVES, 6 DE ABRIL)

##### **Carpinteria Library**

5141 Carpinteria Avenue, Carpinteria

#### **2:00 PM, THURSDAY, APRIL 13**

(2:00 PM, JUEVES, 13 DE ABRIL)

##### **MTD Administrative Offices**

550 Olive Street, Santa Barbara

#### **6:00 PM, WEDNESDAY, APRIL 5**

(6:00 PM, MIÉRCOLES, 5 DE ABRIL)

##### **Faulkner Gallery, Santa Barbara Library**

40 E Anapamu Street, Santa Barbara

#### **6:00 PM, TUESDAY, APRIL 11**

(6:00 PM, MARTES, 11 DE ABRIL)

##### **Isla Vista Community Room**

970 Embarcadero del Mar, Isla Vista

**MTD**  
**Santa Barbara**

More information about the proposed changes is available at the Transit Center, or at [www.sbmtd.gov](http://www.sbmtd.gov) or by calling (805) 963-3364 x555. **You may also send comments by email to [info@sbmtd.gov](mailto:info@sbmtd.gov)**

*Hay disponible más información sobre los cambios propuestos en el Centro de Tránsito, en [www.sbmtd.gov](http://www.sbmtd.gov) o llamando al (805) 963-3364. También puede mandar sus comentarios por correo electrónico a [info@sbmtd.gov](mailto:info@sbmtd.gov)*

## **ATTACHMENT 1**

### **Summary of Public Input**

The following provides a summary of the public comments received to date with respect to service planning. They are categorized as follows: (1) part of August 2017 service changes, (2) to be reviewed under work plan for August 2018 service changes, and (3) additional comments noted by Planning Department staff.

#### *Part of current August 2017 service changes:*

- Lines 12x toward Goleta and Line 24x toward Santa Barbara are late.

*Response: These lines are included in the service plan to improve schedule adherence.*

- Restore uniform 15 minute daytime frequency toward Santa Barbara and 10 minute peak frequency toward Goleta on Lines 6 and 11.

*Response: The schedule adjustments to Lines 6 and 11 include these adjustments.*

- Provide schedules on bus stops without omitting specific scheduled times on Lines 6 and 11 (use 6 column wide format).

*Response: Ranges will no longer be shown on Lines 6 and 11 as a result of restoring the uniform frequency noted above.*

#### *To be reviewed under work plan for August 2018 service changes:*

- Expand Seaside Shuttle to more areas in around Carpinteria including beach.
- More capacity on Line 28 due to overcrowding.
- More direct service between Santa Barbara eastside and Harbor/SBCC
- Loma Alta stop should remain if Line 15x is re-routed using that route.

#### *Other comments noted:*

- Line 23 as an independent line and more frequent.
- Line 10 more frequent and to serve Calle Real shopping center
- Turn all deadheads to and from the yard, Transit Center and other locations into being able to pick up and drop off passengers with special destination signs.
- Lines 12x and 24x express back to downtown Santa Barbara on Highway 101 using Storke Road.
- Consider “dial-a-ride”/on demand type service.
- Coordinate with SBCC to provide residence demographics to show where their students live/reside while in school.
- Line 7 is not timed well enough to allow for ample shopping time later in the evening.



- Express service from Santa Barbara east side to unincorporated area between Santa Barbara and Goleta.
- Independent stops for each line
- Perform origin destinations studies on all routes
- New bus technology should track passenger activity.
- Maintain the 10 minute service during the AM weekday peak hours on Lines 1 and 2
- 30 minute service on Line 20 during the mid day on weekdays
- Consider service planning along Via Real extension once completed (2020).
- Increased public awareness of community meetings
- Raise fares
- How is UCSB mitigating overloading of buses with increased enrollment?
- Same line doing uniform trips e.g., not having short 24x trips.
- Cathedral Oaks Road is isolated on weekends
- Service to Goleta Library
- Less transfer times between certain lines at the Transit Center and at Storke and Hollister.
- Have Line 24x arrive earlier at the Transit Center per working schedules.
- Line 14 Sunday service
- Crosstown weekend service
- Provide Line 20/21x or Seaside Shuttle service to Bates Road at Rincon Beach and to a trailhead for the Coastal Trail.
- Schedule additional booster buses for San Marcos High School after school events
- Add a westbound bus stop closer to San Marcos building entrance
- Provide Downtown Waterfront shuttle schedules
- Add a Downtown shuttle stop sign to the pole at southbound Anacapa at Sola.
- Provide a Downtown shuttle stop on southbound Chapala between Ortega and Haley, to be used during the Farmer's Market detour.
- Provide a bus shelter on Cliff Drive at Loma Alta.

*This page intentionally left blank*

## **ATTACHMENT D: MTD LEP ASSISTANCE PLAN**

*This page intentionally left blank*



## **Santa Barbara Metropolitan Transit District Limited English Proficiency (LEP) Assistance Plan**

MTD is required to implement the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons* (DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087–74100, December 14, 2005). Pursuant to this requirement, MTD has taken steps to ensure meaningful access by LEP persons to the benefits, services, information, and other important portions of our programs and activities. MTD conducted a four-factor analysis to determine the appropriate mix of LEP services to offer.

### **FOUR FACTOR ANALYSIS:**

#### **Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.**

MTD analyzed American Community Survey data regarding the number of LEP persons living in the agency's service area, as presented in the table below. The analysis suggested that 8,460 Spanish-speaking persons who speak English "not well" and 4,081 Spanish-speaking persons who speak English "not at all" live in the agency's service area. These persons represent 6.4% of all persons five years and older residing in the service area.

In addition to the Spanish-speaking LEP persons, the analysis revealed smaller numbers of persons who speak languages other than Spanish and speak English "not well" or "not at all." The Census identified 289 such persons who speak other Indo-European languages, 954 such persons who speak Asian and Pacific Island languages, and 94 such persons who speak other languages. These persons comprise 0.1%, 0.5%, and 0.05%, respectively, of all persons five years and older residing in the service area.

#### **Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, & services.**

MTD serves a large number of Spanish-speaking LEP persons daily. Although the agency does not have a count of the exact number of such persons riding the bus daily, anecdotal data suggest that the number is significant. In addition, bilingual Customer Service Representatives at MTD's Transit Center and staff at MTD's administrative offices respond to numerous questions from Spanish-speaking LEP persons each day. MTD is not aware of any evidence that non-Spanish-speaking LEP persons are frequent users of our services, information, or other important portions of our programs and activities.

### **Factor 3: The Importance to LEP Persons of Your Program, Activities, & Services.**

MTD's program is very important to many Spanish-speaking LEP persons in the agency's service area. MTD provides important transit services to the public through its public transportation program. MTD is the only major public transportation provider in the service area, and provides a vital link between residential areas and major activity centers throughout the agency's service area.

### **Factor 4: The Resources Available to the Recipient and Costs.**

A significant number of Spanish-speaking LEP persons live in MTD's service area, and many of these persons utilize our services frequently. MTD provides schedules and all other public information in both English and Spanish. In addition, MTD ensures that at least one Spanish-speaking staff member is present at public meetings. There is a cost to MTD to provide the assistance necessary to ensure meaningful access by LEP persons to the benefits, services, information, and other important portions of our programs and activities. However, MTD believes the cost is justified, relative to the benefits derived from providing such assistance. MTD will continue to provide such assistance, and will continue to look for ways to enhance the assistance offered.

### **IMPLEMENTATION PLAN:**

Based on the four-factor analysis, MTD recognizes the need to continue providing services for Spanish-speaking LEP persons. The assistance that MTD offers during our public outreach process includes:

- Press releases sent to Spanish-language media and radio stations.
- Flyers in both English and Spanish advertising public meetings are available on all buses and at the Transit Center.
- All flyers are posted on the website and are in both English and Spanish.
- These flyers include information in both English and Spanish on how to comment on the proposed service changes if you cannot get to the meeting.
- Several Customer Service Representatives at MTD's Transit Center are bi-lingual and can answer questions from Spanish-speaking LEP persons.
- Spanish-speaking translators are available at public meetings.

MTD will perform a four-factor analysis every three years to identify what, if any, additional information or activities might better improve MTD's services to assure non-discriminatory service to LEP persons. MTD will then evaluate the projected financial impact and personnel needed to provide the requested services, and assess which of these can be provided cost-effectively.

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH  
FOR THE POPULATION 5 YEARS AND OVER**

Line Item	Carpinteria CCD*	Santa Barbara CCD*	Total
Total Population 5 Years and Older	16,694	180,132	196,826
Speak only English	10,782	119,320	130,102
<b><i>Speak Spanish:</i></b>	4,696	44,044	48,740
Speak English "very well"	2,448	24,710	27,158
Speak English "well"	843	8,198	9,041
<b>Speak English "not well"</b>	<b>1,014</b>	<b>7,446</b>	<b>8,460</b>
<b>Speak English "not at all"</b>	<b>391</b>	<b>3,690</b>	<b>4,081</b>
<b><i>Speak other Indo-European languages:</i></b>	735	8,279	9,014
Speak English "very well"	649	6,889	7,538
Speak English "well"	54	1,133	1,187
<b>Speak English "not well"</b>	<b>32</b>	<b>242</b>	<b>274</b>
<b>Speak English "not at all"</b>	<b>0</b>	<b>15</b>	<b>15</b>
<b><i>Speak Asian and Pacific Island languages:</i></b>	337	7,562	7,899
Speak English "very well"	232	4,468	4,700
Speak English "well"	95	2,150	2,245
<b>Speak English "not well"</b>	<b>10</b>	<b>897</b>	<b>907</b>
<b>Speak English "not at all"</b>	<b>0</b>	<b>47</b>	<b>47</b>
<b><i>Speak other languages:</i></b>	144	927	1,071
Speak English "very well"	99	729	828
Speak English "well"	0	149	149
<b>Speak English "not well"</b>	<b>10</b>	<b>49</b>	<b>59</b>
<b>Speak English "not at all"</b>	<b>35</b>	<b>0</b>	<b>35</b>

\*CCD is "Census County Division." The entire South Coast of Santa Barbara County is divided into only these two CCDs.

Source: 2010-2014 American Community Survey 5-Year Estimates (Table B16004).

*This page intentionally left blank*



## **ATTACHMENT E: MTD SERVICE STANDARDS & POLICIES**



## **Santa Barbara Metropolitan Transit District System-Wide Service Standards & Policies**

### **VEHICLE LOAD STANDARD**

The average of all loads should not exceed vehicles' achievable capacities:

**Santa Barbara Metropolitan Transit District - Maximum Load Factor**

Service Type	Bus Length (Feet)	Seated (Average)	Standing (Policy)	Total Riders	Maximum Load Factor
Shuttle Routes	22'	17	10	27	1.6
Trunk & Local Routes	29'	26	20	46	1.8
	40'	37	30	67	1.8
Express Routes	40'	37	30	67	1.8
	60'	55	60	115	2.1
Interregional Routes	40' - 45'	52	0	52	1.0

### **VEHICLE HEADWAY STANDARD**

Headways shall be based on passenger demand and budgetary considerations. Headway targets for shuttle, trunk and local routes are every 30 minutes or better during weekday peak periods, and every 60 minutes or better off-peak and on weekends. Express and interregional routes should run at least 3 trips during peak commute times to support work shift start and end times.

### **ON-TIME PERFORMANCE STANDARD**

At least 95 percent of trips will depart no more than 5 minutes after their scheduled time.

### **SERVICE AVAILABILITY STANDARD**

Transit service within the District shall be distributed so that a minimum of 80 percent of all residents in the District's boundaries are within a ½-mile walk of bus service, to the extent feasible.

### **VEHICLE ASSIGNMENT POLICY**

Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Local routes with lower ridership may be assigned 29-foot buses rather than 40-foot buses. Routes requiring tight turns on narrow streets may also be assigned 29-foot buses.

### **TRANSIT AMENITIES POLICY**

Installation of transit amenities along bus routes are based on the number of passenger boardings at stops along those routes, and on the availability of funding from various partners.

**ATTACHMENT F: MTD BOARD OF DIRECTORS RESOLUTION**

**RESOLUTION**  
***of the***  
**BOARD OF DIRECTORS**  
***of the***  
**SANTA BARBARA METROPOLITAN TRANSIT DISTRICT**

IN THE MATTER OF APPROVING THE SANTA  
BARBARA METROPOLITAN TRANSIT DISTRICT  
REVISED TITLE VI NONDISCRIMINATION PROGRAM

RESOLUTION NO. 2017-10

**WHEREAS**, the Santa Barbara Metropolitan Transit District ("District") is established and existing under Part 9, Division 10, of the California Public Utilities Code, codified at Sections 95000-97100, and empowered to provide public transportation service in the South Coast of Santa Barbara County; and

**WHEREAS**, the District is a direct recipient of federal Section 5307 operating funding from the Federal Transit Administration; and

**WHEREAS**, the District must ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; and

**WHEREAS**, the District must promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

**WHEREAS**, the District must ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

**WHEREAS**, the District is required by the Federal Transit Administration to prepare and submit a Title VI Program reaffirming the District's commitment to nondiscrimination once every three years.

**NOW THEREFORE, BE IT RESOLVED** that the Board of Directors approves the Santa Barbara Metropolitan Transit District Revised Title VI Program: 2017 - 2019.

**PASSED AND ADOPTED** by the Board of Directors of the Santa Barbara Metropolitan Transit District this 16<sup>th</sup> day of May 2017, by the following vote:

AYES: \_\_\_\_\_

NAYS: \_\_\_\_\_

ABSENT: \_\_\_\_\_

\_\_\_\_\_  
Chair, Board of Directors

ATTEST:

\_\_\_\_\_  
Secretary, Board of Directors



# MTD

Santa Barbara  
FY 2016-17

# QUARTERLY REPORTS

Nine Month Period Ending March 31, 2017

## **Table of Contents**

<b>Fiscal Year 2016-17 Summary.....</b>	<b>1-3</b>
---	------------

### **Planning**

<b>Ridership and Overloads.....</b>	<b>4-10</b>
-------------------------------------	-------------

### **Transit Operations**

<b>Customer Service.....</b>	<b>11</b>
<b>Fleet Maintenance.....</b>	<b>12-19</b>

### **Management & Administration**

<b>Human Resources.....</b>	<b>20-21</b>
<b>Compliance.....</b>	<b>22</b>
<b>Organization Chart.....</b>	<b>23</b>



# **Ridership Summary Fiscal Year 2016-17**

**For the nine-month period ending March 31, 2017**

## **Planning Department**

With 4,762,706 passengers year-to-date through March, ridership is below that for the same period last year by 447,935, or -8.6%. There was one additional weekday, the same number of Saturdays and two fewer Sundays in the first nine months of FY 2016-17 compared to FY 2015-16. On average by day type for the first nine months of the fiscal year, ridership decreased by 11% on weekdays, 10% on Saturdays and 9% on Sundays year-to-date.

According to ridership data prepared by the American Public Transportation Association (APTA), the ridership decrease for the nine months of the year remains consistent with that experienced by other transit agencies statewide. As reported in recent ridership reports, this is likely attributed to lower gas prices, increased vehicle registrations, decreased international student enrollment (e.g., EF -32% year to date) and decreased SBCC enrollment in the Fall and Spring semesters (-7.1% and -7.4% respectively). There were also 20 additional days of measurable precipitation in the third quarter of this fiscal year compared to last fiscal year, and a total of 23 additional days year to date. Precipitation typically negatively affects ridership.

## **Fall 2016 Service Changes:**

Ridership results of the service changes that were implemented in August 2016 are highlighted below:

- Alternating Line 6 and 11 trips were interlined with Lines 25 and 23 respectively at the Storke/Hollister intersection to lessen the need to transfer. Lines 23 and 25 were also de-interlined, and the routing was changed somewhat to provide more direct service in those areas. As opposed to most MTD lines, ridership per revenue hour on Line 23 was significantly better, and total ridership on Line 25 experienced a significant increase.<sup>1</sup> Passengers per hour on Line 23 increased by 28.0% for the third quarter and 19.0% year-to-date. Although passengers per hour on Line 25 decreased by 17.0% for the third quarter and 16.3% year to date, total ridership on

It is important to consider the impacts of the changes to these routes on the number of transfers. When a rider transfers from one line to another, they are counted both when boarding the first bus and when boarding the second. If they no longer need to transfer to complete their trip, they are counted only once. Thus, the elimination of the need to transfer will result in an apparent ridership decrease, even if the actual number of riders does not change. Therefore, it is significant that the ridership increased on Line 25 and the riders per hour improved on Line 23, even with the decrease in transfers. This suggests that the changes are quite popular with our riders.

that line increased for both the third quarter and year-to-date. This is probably because passengers are distributed more throughout the day and night given the more regular service on this line (i.e., there are fewer service gaps). The overall significant positive change on these lines is likely due to the significant increase in passenger convenience.

- Line 7 service was extended over the Fairview Bridge to provide direct service to Old Town Goleta and frequency was increased during weekdays. Lines 8 and 9 were discontinued, and those revenue hours were added to the revised Line 7. On average on weekdays, ridership on Line 7 slightly decreased by approximately 8% (or 79 passengers) when comparing to combined ridership of Lines 7, 8 and 9 of the third quarter of last fiscal year. This is slightly higher than the systemwide average ridership decrease on weekdays of approximately 7% (1,683 passengers). On average on Saturdays, ridership was nearly flat in comparison, and on average on Sunday ridership increased by approximately 16% (or 32 passengers).
- Line 20 frequency was increased from one hour to 40 minutes during the mid-day on weekdays. Consistent with the district-wide trend, Line 20 has experienced a significant decrease in “at capacity” and “too full to board” occurrences for the third quarter and year-to-date, due to the increased frequency as well as decreased overall ridership. Many passengers have commented they are pleased with the greater frequency of service as Line 20 is the only transit line serving between Carpinteria and Santa Barbara during the mid-day.
- The new Line 28, fully funded by UCSB, began service between Camino Real Marketplace and UCSB on August 22, 2016. The passengers per hour, 71.1 for the third quarter and 62.6 year-to-date, is more than double the system average of 30.3 and 29.3, respectively. Many of the riders may be new passengers, given the convenience of the 15-minute frequency during the weekdays and/or as a result of the increase of approximately 1,000 in student enrollment this school year. Many of the passengers may also be previous Line 11, 15x, 24x and 27 passengers, depending on daily class schedules and their origins and destinations. Ridership on those other lines may decrease accordingly as a result. For example, Line 27 at-capacity loads decreased by 71.6%, or an average of 1.3 per day to 0.5 per day. In addition, UCSB faculty and staff can ride Line 28 for free under the UCSB/MTD agreement. This has resulted in a small increase in the “free” fare category compared to the systemwide average.

#### **UCSB, SBCC & Secondary Schools:**

There were five fewer UCSB school days and the same number of SBCC school days for the third quarter of this fiscal year compared to the third quarter of last fiscal year. Year-to-date there were seven fewer UCSB school days and two fewer SBCC school days. Combined UCSB and SBCC student ridership for the third quarter of the year was 38% of total ridership, which is similar to the third quarter of last fiscal year at 35%, and year-to-date was 31% of total ridership, similar to year-to-date of last fiscal year at 29%.



Combined ridership decreased 1.9% (11,446 passengers) for the third quarter and 1.8% (26,976 passengers) year-to-date compared to last year.

On average, there was a UCSB student ridership increase of 31% (or 1,646 UCSB student passengers) per weekday for the third quarter and an increase of 22% (or 901 UCSB student passengers) per weekday year to date. As previously stated, the increase could be partially attributed to the increase in student enrollment this school year as well as the additional direct Line 28 service and more direct service between Line 23 and Line 11, which directly serves Isla Vista and UCSB. The San Joaquin housing is now partially open for occupancy (128 out of 1,005 beds), which also likely contributed to the increase in UCSB student passengers.

On average, there was an SBCC student ridership decrease of 23% (or 1,096 SBCC student passengers) per weekday for the third quarter and a decrease of 20% (or 909 SBCC student passengers) per weekday year to date. As previously stated, SBCC enrollment for the Fall and Spring semesters decreased 7.1% and 7.4% respectively. The enrollment decrease probably eases the SBCC parking situation, which might reduce the incentive for students to reach campus without an automobile. Also, construction of a new building on West Campus began shortly toward the end of the second quarter of FY 2016 which involved closure of the West Campus bus stop served by Line 16.

There was one fewer Santa Barbara Unified School District class day during this third quarter than the third quarter of last year, and four fewer days year-to-date. This has likely contributed to the 5.4% and 4.9% decreases, respectively, in school booster ridership.

### **Cruise Ships:**

There were six cruise ship visits to Santa Barbara in the third quarter of FY 2016. All six were large vessels (over 3,000 total capacity), which required a full compliment of extra shuttles (i.e., four shuttles). There were three cruise ship visits to Santa Barbara in the third quarter of FY 2017, and all three were large vessels requiring four extra shuttles. One scheduled cruise ship visit was cancelled due to inclement weather.

# Planning

## Ridership by Fare Category (January – March 2017)

Fare Categories	Quarter			YTD		
	Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY2015- 2016	% Change
General Fare	211,753	231,652	-8.6%	688,228	774,917	-11.2%
Transfers	121,754	144,327	-15.6%	389,519	457,704	-14.9%
Full Fare Prepaid <sup>(1)</sup>	223,032	266,190	-16.2%	731,388	880,155	-16.9%
Santa Barbara City College	193,324	249,983	-22.7%	567,917	723,523	-21.5%
Senior & Disabled Prepaid <sup>(2)</sup>	162,861	172,227	-5.4%	499,472	514,470	-2.9%
Shuttle (DWE & Seaside)	40,355	52,663	-23.4%	166,667	192,245	-13.3%
UC Santa Barbara	432,220	364,115	18.7%	918,109	789,479	16.3%
Youth Prepaid <sup>(3)</sup>	154,236	174,756	-11.7%	443,151	493,724	-10.2%
Free	28,523	36,220	-21.3%	96,335	119,765	-19.6%
My Ride / Brooks	19,637	23,651	-17.0%	70,939	81,699	-13.2%
Senior	41,346	45,165	-8.5%	142,742	136,234	4.8%
Persons w ith Disabilities	8,886	9,250	-3.9%	28,549	28,311	0.8%
Tokens	7,434	6,807	9.2%	19,690	18,415	6.9%
Total	1,645,361	1,777,006	-7.4%	4,762,706	5,210,641	-8.6%

(1) Includes adult 10-ride and unlimited 30-day Passport use.

(2) Includes seniors' and persons w ith disabilities' 10-ride, and unlimited 30-day Passport use.

(3) Includes K-12 Youth 10-ride and unlimited 30-day Passport use.

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

## Revenue Hours and Revenue Miles (January – March 2017)

Metrics	Quarter			YTD		
	Jan 17 - Mar 17	Jan 16 - Mar 16	%Change	FY 2016-2017	FY2015- 2016	% Change
Passengers	1,645,361	1,777,006	-7.4%	4,762,706	5,210,641	-8.6%
Revenue Hours	54,279	53,200	2.0%	162,615	157,652	3.1%
Passengers per Revenue Hour	30.3	33.4	-9.2%	29.3	33.1	-11.4%
Miles	667,170	649,950	2.6%	1,977,437	1,910,770	3.5%
Passengers per Mile	2.5	2.7	-9.8%	2.4	2.7	-11.7%

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

# Planning

## MTD System Ridership (January – March 2017)

		Quarter			YTD		
LINE		Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY2015- 2016	% Change
1	West Santa Barbara	81,642	100,830	-19.0%	253,649	297,468	-14.7%
2	East Santa Barbara	124,570	146,319	-14.9%	386,959	456,032	-15.1%
3	Oak Park	48,282	49,363	-2.2%	146,240	153,903	-5.0%
4	Mesa / SBCC	29,361	36,485	-19.5%	92,733	106,749	-13.1%
5	Mesa / La Cumbre	33,300	40,401	-17.6%	104,639	122,345	-14.5%
6	Goleta	139,160	157,432	-11.6%	434,583	493,394	-11.9%
7	County Health / Fairview	61,277	31,519	94.4%	174,042	100,424	73.3%
8	County Health	-	24,722	-100.0%	13,743	77,155	-82.2%
9	Calle Real / Old Town Shuttle	-	9,580	-100.0%	4,257	27,399	-84.5%
10	Cathedral Oaks	5,379	7,295	-26.3%	15,869	20,670	-23.2%
11	UCSB	251,451	289,304	-13.1%	705,203	835,677	-15.6%
12x	Goleta Express	49,542	59,560	-16.8%	164,217	185,337	-11.4%
14	Montecito	20,366	22,638	-10.0%	63,185	71,790	-12.0%
15x	SBCC / UCSB Express	69,324	93,222	-25.6%	195,666	261,347	-25.1%
16	City College Shuttle	26,658	39,146	-31.9%	73,772	108,742	-32.2%
17	Lower West / SBCC	38,099	42,798	-11.0%	116,158	130,711	-11.1%
20	Carpinteria	68,447	75,996	-9.9%	214,058	238,569	-10.3%
21x	Carpinteria Express	21,086	22,214	-5.1%	63,348	72,030	-12.1%
23	Winchester Canyon	13,911	15,064	-7.7%	44,203	46,259	-4.4%
24x	UCSB Express	153,704	191,457	-19.7%	434,833	524,112	-17.0%
25	Elwood	14,731	11,607	26.9%	43,628	36,184	20.6%
27	Isla Vista Shuttle	99,794	114,731	-13.0%	206,162	245,280	-15.9%
28	UCSB Shuttle	128,834	-	100.0%	261,948	-	100.0%
36	Seaside Shuttle	13,491	20,208	-33.2%	46,709	61,151	-23.6%
37	Crosstown Shuttle	20,127	22,900	-12.1%	64,790	71,834	-9.8%
	Booster Services	72,842	76,984	-5.4%	179,741	188,959	-4.9%
System Subtotal		1,585,378	1,701,775	-6.8%	4,504,335	4,933,521	-8.7%
Downtown Waterfront Shuttles							
30	Downtown Shuttle	50,961	60,834	-16.2%	214,709	223,357	-3.9%
31	East Beach Waterfront Shuttle	6,129	8,494	-27.8%	30,428	32,712	-7.0%
32	West Beach Waterfront Shuttle	2,893	5,903	-51.0%	13,234	21,051	-37.1%
Unknown							
		-	-	0.0%	-	-	0.0%
System Total		1,645,361	1,777,006	-7.4%	4,762,706	5,210,641	-8.6%
Related Routes							
20, 21x Carpinteria		89,533	98,210	-8.8%	277,406	310,599	-10.7%
1, 2, 37 East/West & Crosstown		226,339	270,049	-16.2%	705,398	825,334	-14.5%
4, 5, 15x, 16, 17 Mesa Lines		196,742	252,052	-21.9%	582,968	729,894	-20.1%
6, 11 State/Hollister		390,611	446,736	-12.6%	1,139,786	1,329,071	-14.2%
7, 8, 9 Calle Real/Fairview		61,277	65,821	-6.9%	192,042	204,978	-6.3%

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

# Planning

## MTD Passengers per Revenue Hour (January – March 2017)

LINE		Quarter			YTD		
		Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY2015- 2016	% Change
1	West Santa Barbara	28.2	34.6	-18.5%	29.1	35.0	-16.8%
2	East Santa Barbara	27.1	31.7	-14.4%	28.0	34.3	-18.4%
3	Oak Park	20.3	19.0	7.0%	19.5	19.8	-1.5%
4	Mesa / SBCC	25.4	31.4	-19.1%	26.6	30.7	-13.3%
5	Mesa / La Cumbre	19.1	23.0	-17.0%	19.9	23.3	-14.4%
6	Goleta	30.2	32.3	-6.4%	31.1	33.8	-8.1%
7	County Health / Fairview	16.2	23.9	-32.5%	17.4	25.5	-32.0%
8	County Health	-	26.6	-100.0%	26.0	27.6	-5.9%
9	Calle Real / Old Town Shuttle	-	15.0	-100.0%	11.7	14.3	-18.3%
10	Cathedral Oaks	12.6	18.9	-33.4%	13.0	17.9	-27.3%
11	UCSB	34.4	37.3	-7.9%	31.5	35.9	-12.4%
12x	Goleta Express	28.1	33.4	-16.0%	30.8	35.4	-12.9%
14	Montecito	16.1	17.9	-10.0%	16.7	19.0	-12.4%
15x	SBCC / UCSB Express	36.6	44.9	-18.5%	36.6	46.6	-21.5%
16	City College Shuttle	35.4	51.9	-31.7%	37.5	54.9	-31.8%
17	Lower West / SBCC	47.2	52.8	-10.7%	47.7	53.8	-11.3%
20	Carpinteria	20.1	22.2	-9.5%	20.4	23.3	-12.8%
21x	Carpinteria Express	23.0	20.6	11.5%	22.3	22.3	-0.4%
23	Winchester Canyon	23.4	18.3	28.0%	22.2	18.7	19.0%
24x	UCSB Express	49.5	61.1	-19.0%	46.8	57.7	-19.0%
25	Ellwood	25.3	30.5	-17.0%	26.4	31.6	-16.3%
27	Isla Vista Shuttle	53.5	59.6	-10.2%	42.0	49.5	-15.1%
28	UCSB Shuttle	71.1	-	100.0%	62.6	-	100.0%
36	Seaside Shuttle	12.8	19.1	-33.0%	14.7	19.2	-23.7%
37	Crosstown Shuttle	13.2	15.0	-12.0%	14.1	15.7	-10.2%
	Booster Services	85.4	89.0	-4.1%	87.4	91.7	-4.7%
System Subtotal		31.0	34.1	-9.1%	29.7	33.8	-12.0%
Downtown Waterfront Shuttles							
30	Downtown Shuttle	20.7	23.4	-11.6%	25.6	25.3	1.1%
31	East Beach Waterfront Shuttle	12.6	16.9	-25.5%	16.2	17.4	-6.7%
32	West Beach Waterfront Shuttle	12.2	22.6	-46.1%	15.1	21.4	-29.4%
Unknown							
		-	-	0.0%	-	-	0.0%
System Total		30.3	33.4	-9.2%	29.3	33.1	-11.4%

Related Routes							
20, 21x Carpinteria	20.7	21.8	-5.1%	20.8	23.1	-10.1%	
1, 2, 37 East/West & Crosstown	25.1	29.8	-15.8%	26.0	31.3	-17.0%	
4, 5, 15x, 16, 17 Mesa Lines	31.0	38.4	-19.4%	31.5	38.9	-19.0%	
6, 11 State/Hollister	32.8	35.4	-7.4%	31.3	35.1	-10.8%	
7, 8, 9 Calle Real	16.2	22.8	-29.1%	17.6	23.7	-25.9%	

Source: MTD Passdat Program, MTD Transit Development Department, Planning Section

# Planning

## MTD “At Capacity” Loads \* (January – March 2017)

LINE	Quarter			YTD		
	Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY2015- 2016	% Change
1 West Santa Barbara	11	8	37.5%	21	24	-12.5%
2 East Santa Barbara	22	34	-35.3%	47	100	-53.0%
3 Oak Park	11	2	450.0%	22	12	83.3%
4 Mesa / SBCC	2	4	-50.0%	7	7	0.0%
5 Mesa / La Cumbre	7	13	-46.2%	29	34	-14.7%
6 Goleta	37	27	37.0%	204	126	61.9%
7 County Health / Fairview	6	8	-25.0%	15	28	-46.4%
8 County Health	-	3	-100.0%	1	7	-85.7%
9 Calle Real / Old Town Shuttle	-	2	0.0%	-	2	0.0%
10 Cathedral Oaks	3	1	200.0%	7	3	133.3%
11 UCSB	91	137	-33.6%	247	343	-28.0%
12x Goleta Express	11	13	-15.4%	41	47	-12.8%
14 Montecito	2	1	100.0%	6	12	-50.0%
15x SBCC / UCSB Express	58	55	5.5%	141	144	-2.1%
16 City College Shuttle	1	5	-80.0%	18	57	-68.4%
17 Lower West / SBCC	8	4	100.0%	23	36	-36.1%
20 Carpinteria	3	17	-82.4%	22	55	-60.0%
21x Carpinteria Express	3	3	0.0%	9	9	0.0%
23 Winchester Canyon	1	2	100.0%	6	2	100.0%
24x UCSB Express	140	192	-27.1%	339	528	-35.8%
25 Elwood	1	1	100.0%	6	1	100.0%
27 Isla Vista Shuttle	41	119	-65.5%	80	282	-71.6%
28 UCSB Shuttle	80	-	100.0%	159	-	100.0%
36 Seaside Shuttle	-	10	-100.0%	5	37	-86.5%
37 Crosstown Shuttle	3	2	50.0%	8	8	0.0%
Booster Services	61	135	-54.8%	156	355	-56.1%
System Subtotal	603	798	-24.4%	1,619	2,259	-28.3%
<i>Downtown Waterfront Shuttles</i>						
30 Downtown Shuttle	28	20	40.0%	113	178	-36.5%
31 East Beach Waterfront Shuttle	2	-	100	9	8	12.5%
32 West Beach Waterfront Shuttle	-	-	0	-	-	0.0%
<i>Related Routes</i>						
20, 21x Carpinteria	6	20	-70.0%	31	64	-51.6%
1, 2, 37 East/West & Crosstown	36	44	-18.2%	76	132	-42.4%
4, 5, 15x, 16, 17 Mesa Lines	76	81	-6.2%	218	278	-21.6%
6, 11 State/Hollister	128	164	-22.0%	451	469	-3.8%
7, 8, 9 Calle Real, Fairview	6	13	-53.8%	16	37	-56.8%
<i>Unknown/Miscellaneous</i>						
	-	17	100.0%	23	20	100.0%
System Total	633	835	-24.2%	1,764	2,465	-28.4%

\* Classified as a 30-foot vehicle with 10 or more standees, or a 40-foot vehicle with 20 or more standees.

Source: GFI Genfare, MTD Transit Development Department, Planning Section

# Planning

## MTD “Too Full to Board” Loads \* (January – March 2017)

LINE	Quarter			YTD		
	Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY 2015- 2016	% Change
1 West Santa Barbara	1	1	0.0%	8	6	33.3%
2 East Santa Barbara	9	6	50.0%	19	38	-50.0%
3 Oak Park	2	1	100.0%	7	2	250.0%
4 Mesa / SBCC	-	-	0.0%	1	-	100.0%
5 Mesa / La Cumbre	4	11	-63.6%	6	24	-75.0%
6 Goleta	17	5	240.0%	80	77	3.9%
7 County Health / Fairview	-	3	-100.0%	2	12	-83.3%
8 County Health	-	-	0.0%	-	-	0.0%
9 Calle Real / Old Town Shuttle	-	-	0.0%	-	-	0.0%
10 Cathedral Oaks	-	-	0.0%	2	-	100.0%
11 UCSB	149	181	-17.7%	327	390	-16.2%
12x Goleta Express	7	2	250.0%	30	38	-21.1%
14 Montecito	-	1	-100.0%	3	1	100.0%
15x SBCC / UCSB Express	49	48	2.1%	101	174	-42.0%
16 City College Shuttle	-	3	-100.0%	6	26	-76.9%
17 Lower West / SBCC	-	-	0.0%	6	11	-45.5%
20 Carpinteria	-	1	-100.0%	5	19	-73.7%
21x Carpinteria Express	-	-	0.0%	-	1	-100.0%
23 Winchester Canyon	4	-	100.0%	8	-	100.0%
24x UCSB Express	168	209	-19.6%	459	654	-29.8%
25 Elwood	-	-	0.0%	4	-	100.0%
27 Isla Vista Shuttle	163	152	7.2%	297	274	8.4%
28 UCSB Shuttle	301	-	100.0%	524	-	100.0%
36 Seaside Shuttle	1	1	0.0%	12	7	71.4%
37 Crosstown Shuttle	5	4	25.0%	10	9	11.1%
Booster Services	32	72	-55.6%	82	186	-55.9%
System Subtotal	912	701	30.1%	1,999	1,949	2.6%
<i>Downtown Waterfront Shuttles</i>						
30 Downtown Shuttle	71	74	-4.1%	516	536	-3.7%
31 East Beach Waterfront Shuttle	12	6	100.0%	41	20	105.0%
32 West Beach Waterfront Shuttle	-	1	-100.0%	2	9	-77.8%
<i>Related Routes</i>						
20, 21x Carpinteria	-	1	-100.0%	5	20	-75.0%
1, 2, 37 East/West & Crosstown	15	11	36.4%	37	53	-30.2%
4, 5, 15x, 16, 17 Mesa Lines	53	62	-14.5%	120	235	-48.9%
6, 11 State/Hollister	166	186	-10.8%	407	467	-12.8%
7, 8, 9 Calle Real, Fairview	-	3	-100.0%	2	12	-83.3%
<i>Unknown/Miscellaneous</i>						
	3	13	-76.9%	51	22	131.8%
System Total	998	795	25.5%	2,609	2,536	2.9%

\* Indicates that passengers were refused service because a vehicle was too full to safely board additional riders.

Source: GFI Genfare, MTD Transit Development Department, Planning Section

# Planning

## MTD Bicycles Carried (January – March 2017)

LINE		Quarter			YTD		
		Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY2015- 2016	% Change
1	West Santa Barbara	543	576	-5.7%	1,745	1,807	-3.4%
2	East Santa Barbara	1,196	1,532	-21.9%	4,104	4,584	-10.5%
3	Oak Park	460	519	-11.4%	1,318	1,887	-30.2%
4	Mesa / SBCC	320	465	-31.2%	1,241	1,637	-24.2%
5	Mesa / La Cumbre	516	607	-15.0%	2,082	2,107	-1.2%
6	Goleta	3,119	3,568	-12.6%	11,055	12,580	-12.1%
7	County Health / Fairview	1,155	573	101.6%	3,910	2,244	74.2%
8	County Health	-	405	-100.0%	330	1,637	-79.8%
9	Calle Real / Old Town Shuttle	-	98	-100.0%	51	301	-83.1%
10	Cathedral Oaks	75	95	-21.1%	325	383	-15.1%
11	UCSB	5,194	6,107	-15.0%	16,421	19,067	-13.9%
12x	Goleta Express	1,363	1,922	-29.1%	5,374	6,513	-17.5%
14	Montecito	268	383	-30.0%	1,131	1,374	-17.7%
15x	SBCC / UCSB Express	971	821	18.3%	2,828	3,204	-11.7%
16	City College Shuttle	229	267	-14.2%	654	898	-27.2%
17	Lower West / SBCC	191	287	-33.4%	907	1,034	-12.3%
20	Carpinteria	1,592	1,825	-12.8%	5,276	6,219	-15.2%
21x	Carpinteria Express	637	482	32.2%	2,030	2,108	-3.7%
23	Winchester Canyon	251	273	-8.1%	868	764	13.6%
24x	UCSB Express	3,054	3,652	-16.4%	9,990	11,216	-10.9%
25	Elwood	289	163	77.3%	913	510	79.0%
27	Isla Vista Shuttle	596	938	-36.5%	1,375	2,167	-36.5%
28	UCSB Shuttle	899	-	100.0%	1,738	-	100.0%
36	Seaside Shuttle <sup>1</sup>	-	-	0.0%	-	-	0.0%
37	Crosstown Shuttle <sup>1</sup>	10	-	100.0%	30	-	100.0%
	Booster Services	28	106	-73.6%	124	183	-32.2%
System Subtotal		22,956	25,664	-10.6%	75,820	84,424	-10.2%
Downtown Waterfront Shuttles <sup>1</sup>							
30	State Street Shuttle	-	-	N/A	-	-	N/A
31	East Beach Waterfront Shuttle	-	-	N/A	-	-	N/A
32	West Beach Waterfront Shuttle	-	-	N/A	-	-	N/A
Related Routes							
20, 21x Carpinteria		2,229	2,307	-3.4%	7,306	8,327	-12.3%
1,2,37 East/West & Crosstown		1,749	2,108	-17.0%	5,879	6,391	-8.0%
4, 5, 15x, 16, 17 Mesa Lines		2,227	2,447	-9.0%	7,712	8,880	-13.2%
6,11 State/Hollister		8,313	9,675	-14.1%	27,476	31,647	-13.2%
7, 8, 9 Calle Real/Fairview		1,155	1,076	7.3%	4,291	4,182	2.6%
Unknown/Miscellaneous							
		44	538	-91.8%	654	650	0.6%
System Total		23,000	26,202	-12.2%	76,474	85,074	-10.1%

<sup>1</sup> MTD electric shuttles cannot carry bicycles.

# Planning

## MTD Wheelchairs Boarded (January – March 2017)

		Quarter			YTD		
LINE		Jan 17 - Mar 17	Jan 16 - Mar 16	% Change	FY 2016-2017	FY2015- 2016	% Change
1	West Santa Barbara	318	319	-0.3%	983	1,008	-2.5%
2	East Santa Barbara	551	426	29.3%	1,560	1,420	9.9%
3	Oak Park	298	421	-29.2%	1,047	1,214	-13.8%
4	Mesa / SBCC	28	26	7.7%	98	79	24.1%
5	Mesa / La Cumbre	162	196	-17.3%	560	605	-7.4%
6	Goleta	586	583	0.5%	1,678	1,854	-9.5%
7	County Health / Fairview	433	235	84.3%	1,323	855	54.7%
8	County Health	-	180	-100.0%	86	528	-83.7%
9	Calle Real / Old Town Shuttle	-	47	-100.0%	33	194	-83.0%
10	Cathedral Oaks	1	8	-87.5%	10	11	-9.1%
11	UCSB	640	663	-3.5%	1,861	2,166	-14.1%
12x	Goleta Express	140	178	-21.3%	501	567	-11.6%
14	Montecito	119	46	158.7%	243	179	35.8%
15x	SBCC / UCSB Express	53	61	-13.1%	174	84	107.1%
16	City College Shuttle	62	68	-8.8%	225	181	24.3%
17	Lower West / SBCC	67	33	103.0%	205	87	135.6%
20	Carpinteria	406	489	-17.0%	939	1,305	-28.0%
21x	Carpinteria Express	74	115	-35.7%	213	254	-16.1%
23	Winchester Canyon	16	19	-15.8%	49	48	2.1%
24x	UCSB Express	133	96	38.5%	406	322	26.1%
25	Ellwood	12	6	100.0%	46	43	7.0%
27	Isla Vista Shuttle	10	13	-23.1%	21	42	-50.0%
28	UCSB Shuttle	23	-	100.0%	38	-	100.0%
36	Seaside Shuttle	9	17	-47.1%	45	85	-47.1%
37	Crosstown Shuttle	14	13	7.7%	61	54	13.0%
	Booster Services	2	1	100.0%	5	6	-16.7%
System Subtotal		4,157	4,259	-2.4%	12,410	13,191	-5.9%
Downtown Waterfront Shuttles							
30	State Street Shuttle	196	143	37.1%	702	439	59.9%
31	East Beach Waterfront Shuttle	10	13	-23.1%	75	106	-29.2%
32	West Beach Waterfront Shuttle	4	9	-55.6%	14	31	-54.8%
Related Routes							
20, 21x Carpinteria		480	604	-20.5%	1,152	1,559	-26.1%
1, 2, 37 East/West & Crosstown		883	758	16.5%	2,604	2,482	4.9%
4, 5, 15x, 16, 17 Mesa Lines		372	384	-3.1%	1,262	1,036	21.8%
6, 11 State/Hollister		1,226	1,246	-1.6%	3,539	4,020	-12.0%
7, 8, 9 Calle Real/Fairview		433	462	-6.3%	1,442	1,577	-8.6%
Unknown/Miscellaneous							
		12	29	-58.6%	48	41	17.1%
System Total		4,379	4,453	-1.7%	13,249	13,808	-4.0%

Source: GFI Genfare, MTD Transit Development Department, Planning Section



# Customer Service

## FY 2017 3rd Quarter Quarter Complaints & Compliments

Category	January	February	March	3rd Quarter		Fiscal Year- YTD	
				2016	2017	2016	2017
Passenger Relations	7	3	4	27	14	101	48
Driving Observations	3	4	2	22	9	74	41
Schedule/ Policy	8	1	2	7	11	44	25
Missed Passengers	3	3	3	12	9	50	24
Total Complaints	21	11	11	68	43	269	138
Passenger Boardings per Complaint	25,448	49,294	51,701	26,132	38,264	19,370	34,512

Compliments	2	2	6	10	10	38	31
-------------	---	---	---	----	----	----	----

### Definitions:

**Passenger Relations:** Perceived negative treatment of passengers by an MTD Employee.

**Driving Observations:** Concerns regarding driving safety.

**Schedule/Policy:** Missed trips, frequency of service, transfer policy, etc.

**Missed Passengers:** Complaints that passengers were passed up at MTD authorized stops.

**Compliments:** Documented praise of MTD Employee's actions.

### MTD Performance Standard:

Passenger complaints shall average no more than 1 complaint per 10,000 MTD passenger boardings.

# Transit Operations



## Fleet Facts

EV Fleet	Number in Fleet	Battery Type	Traction
EV's 13, 16,17, 26-29	7	Ni-Cad	AC Drive
EV's 12, 14,15,18,19,20 and 21	7	LiFePO4	AC Drive

## Fleet Consumption Statistics

### Third Quarter Fiscal Year 2017 (March 31, 2017)

Miles	KWH	MPK	Parts	Labor	Cost per Mile
40,409	58,149	0.70	\$8,444	\$8,807	\$.82

### Third Quarter Fiscal Year 2016 (March 31, 2016)

Miles	KWH	MPK	Parts	Labor	Cost per Mile
43,797	62,669	0.70	\$21,496	\$15,883	\$1.17

### Fiscal Year 2017 to Date (March 31, 2017)

Miles	KWH	MPK	Parts	Labor	Cost per Mile
121,310	171,783	.71	\$37,853	\$32,310	\$.89

### Fiscal Year 2016 to Date (March 31, 2016)

Miles	KWH	MPK	Parts	Labor	Cost per Mile
141,747	205,118	0.69	\$85,068	\$51,672	\$1.29

# Transit Operations



## Fleet Facts

Diesel Fleet	Number in Fleet	Engine	Transmission
1998 Nova LFS 40	15	Detroit Diesel Series 40 inline 6	Allison B400R
2000 Nova LFS 40	2	Detroit Diesel Series 40 inline 6	Allison B400R

## Fleet Consumption Statistics

### Third Quarter Fiscal Year 2017 (March 31, 2017)

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
81847	4.20	\$40,800	\$23,777	\$15,122	\$.97

### Third Quarter Fiscal Year 2016 (March 31, 2016)

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
75,808	4.42	\$32,945	\$35,621	\$15,761	\$1.11

### Fiscal Year 2017 to Date (March 31, 2017) FY to date

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
250501	4.33	\$114,944	\$93,002	\$45,330	\$1.01

### Fiscal Year 2016 to Date (March 31, 2016) FY to date

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
206,306	4.52	\$121,609	\$47,328	\$33,229	\$0.98

# Transit Operations



## Fleet Facts

Diesel Fleet	Number in Fleet	Engine Type	Transmission
2004 Gillig LF 29	14	Cummins ISB inline 6	Allison B300R

## Fleet Consumption Statistics

Third Quarter Fiscal Year 2017 (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
92,332	4.82	\$39,940	\$34,493	\$14,566	\$.96
Third Quarter Fiscal Year 2016 (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
97,634	4.67	\$38,919	\$44,228	\$19,210	\$1.06
Fiscal Year 2017 to Date (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
282,869	4.86	\$115,372	\$92,887	\$42,336	\$.89
Fiscal Year 2016 to Date (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
288,384	4.83	\$154,361	\$123,865	\$57,955	\$1.17

# Transit Operations



## Gillig 700 Hybrid Series Fleet Facts

Diesel Fleet	Number in Fleet	Engine	Transmission
2009 Gillig Hybrid LF 29	3	Cummins ISB Inline 6	Allison EP40

## Fleet Consumption Statistics

### Third Quarter Fiscal Year 2017 (March 31, 2017)

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
8,742	5.20	\$3,361	\$1,281	\$362	\$0.56

### Third Quarter Fiscal Year 2016 (March 31, 2016)

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
13,444	5.47	\$4,532	\$4,853	\$1431	\$0.77

### Fiscal Year 2017 to Date (March 31, 2017)

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
27,221	4.90	\$10,871	\$4641	\$2,559	\$0.66

### Fiscal Year 2016 to Date (March 31, 2016)

Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
28,799	5.26	\$17,622	\$3,337	\$3,780	\$0.86



# Transit Operations



## Fleet Facts

Diesel Fleet	Number in Fleet	Engine Type	Transmission
2004 Gillig LF 40	15	Detroit Diesel Series 50 inline 4	Allison B400R
2011 Gillig LF 40	7	Cummins ISL	Allison B400R
2013 Gillig LF 40	13	Cummins ISL	Allison B400R
2016 Gillig LF 40	5	Cummins ISL	Allison B400R

## Fleet Consumption Statistics

Third Quarter Fiscal Year 2017 (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
401,516	4.72	\$180,345	\$98,991	\$50,020	0.82
Third Quarter Fiscal Year 2016 (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
371,297	4.67	\$154,803	\$48,265	\$48,227	\$0.68
Fiscal Year 2017 to Date (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
1,142,043	4.66	\$495,478	\$245,423	\$150,474	\$0.78
Fiscal Year 2016 to Date (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
1,072,663	4.62	\$603,143	\$141,374	\$133,067	\$0.82

Note: FY16 Fuel/Oil amounts are reflective of \$2.93 per gallon contract pricing for diesel fuel for nearly half of the FY. The FY17 Fuel/Oil amounts are reflective of \$1.97 per gallon contract pricing.

# Transit Operations



## Fleet Facts

Diesel Fleet	Number in Fleet	Engine	Transmission
2007 Gillig Hybrid LF 40	8	Cummins ISB Inline 6	Allison EP40
2011 Gillig Hybrid LF 40	7	Cummins ISB Inline 6	Allison EP40

## Fleet Consumption Statistics

Third Quarter Fiscal Year 2017 (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
121,347	5.05	\$ 49,709	\$25,224	\$13,295	\$0.73
Third Quarter Fiscal Year 2016 (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
117,946	5.10	\$45,287	\$12,351	\$14,704	\$0.75
Fiscal Year 2017 to Date (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
370,175	5.00	\$147,676	\$96,003	\$50,572	\$0.79
Fiscal Year 2016 to Date (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
356,126	5.22	\$189,323	\$95,687	\$48,307	\$0.94

Note: FY16 Fuel/Oil amounts are reflective of \$2.93 per gallon contract pricing for diesel fuel for nearly half of the FY. The FY17 Fuel/Oil amounts are reflective of \$1.97 per gallon contract pricing.

# Transit Operations



## Nova 1000 Series Artic Fleet Facts

Diesel Fleet	Number in Fleet	Engine	Transmission
2014	3	Cummins ISL	Allison B500R

## Fleet Consumption Statistics

Third Quarter Fiscal Year 2017 (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
25,641*	4.53	\$12,000	\$1,930	\$2,231	\$.67

Third Quarter Fiscal Year 2016 (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
36,891	4.40	\$14,835	\$2,557	\$2,908	\$.55

Fiscal Year 2017 to Date (March 31, 2017)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
82,426	4.60	\$35,8720	\$6,155	\$9,246	\$0.62

Fiscal Year 2016 to Date (March 31, 2016)					
Miles	MPG	Fuel/Oil	Parts	Labor	Cost per Mile
91,905	4.65	\$50,929	\$9,559	\$8,082	\$0.75

\*Artics are only being run Monday-Thursday this fiscal year



**Santa Barbara Metropolitan Transit District**  
**FY 2017 National Transit Database Roadcalls ("Reportable Mechanical System Failures") - Third Quarter**  
**FY17**

Fleet	Fiscal Year	All Reportable Mechanical System Failures	Quarterly Miles	Miles between <u>All</u> Reportable Mechanical System Failures	Mileage Variance Between Roadcalls for FY17 2nd Qtr and FY17 3rd Qtr
	3rd Qtr 2017	11	40,409	3,674	(890)
Electric	2nd Qtr 2017	9	41,072	4,564	
Vehicles (EVs)	1st Qtr 2017	25	39,829	1,593	2,971
	3rd Qtr 2017	13	81,847	6,296	-1,979
400 Nova	2nd Qtr 2017	10	82,753	8,275	
40 ft.	1st Qtr 2017	8	85,901	10,738	-2,103
	3rd Qtr 2017	53	401,516	7,576	-2,842
600 Gillig	2nd Qtr 2017	37	385,454	10,418	
40 ft.	1st Qtr 2017	41	355,073	8,660	1,758
	3rd Qtr 2017	21	92,332	4,397	-7,446
700 Gillig	2nd Qtr 2017	8	94,744	11,843	
29 ft.	1st Qtr 2017	16	95,793	5,987	5,856
	3rd Qtr 2017	0	8,742	N/A	N/A
700 Gillig	2nd Qtr 2017	2	4,764	2,382	
29 ft. Hybrid	1st Qtr 2017	0	13,715	13,715	-11,333
	3rd Qtr 2017	20	121,347	6,067	-916
900 Gillig	2nd Qtr 2017	17	118,706	6,983	
40 ft. Hybrid	1st Qtr 2017	20	130,122	6,506	477
	3rd Qtr 2017	3	25,641	8,547	(4,999)
1000 Nova	2nd Qtr 2017	2	27,092	13,546	
60 ft. Artic.	1st Qtr 2017	4	29,693	7,423	6,123
	3rd Qtr 2017	110	731,425	6,649	(2,739)
System Total -	2nd Qtr 2017	76	713,513	9,388	
Excluding EVs	1st Qtr 2017	89	710,297	7,981	1,407
	3rd Qtr 2017	121	771,834	6,379	-2,099
System Total -	2nd Qtr 2017	85	754,585	8,478	
All Vehicles	1st Qtr 2017	114	750,126	6,580	1,898

# Management & Administration

## Liability: Reportable to National Transit Database

Fiscal Year	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
1st Quarter: July - September	1	1	0	0	0
2nd Quarter: October - December	1	2	1	1	0
3rd Quarter: January - March	0	0	1	0	0
Fiscal Year to Date:	2	3	2	1	0

The NTD defines a Reportable Event (Major Incident) as a safety or security event occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle meeting the following criteria:

- An evacuation for life safety reasons
- Estimated property damage equal to or exceeding \$25,000
- Fatality
- Immediate transport away from the scene for medical attention, except illnesses requiring transport for medical attention

## Workers' Compensation Claims

Fiscal Year	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
1st Quarter: July - September	4	6	7	9	8
2nd Quarter: October - December	6	8	4	5	5
3rd Quarter: January - March	7	6	7	2	6
Fiscal Year to Date:	17	20	18	16	19

Claims with a Date of Injury (DOI) this Fiscal Year are down 15% compared to the same time Last Fiscal Year.  
Of the 17 claims with a DOI the Fiscal Year, 6 claims have been closed.

## Management & Administration January through March

### MTD Employee Turnover Rate

Department vs. Total	2017	2016	2015	2014	2013
Staff	0.5%	1.0%	0.0%	3.0%	0.0%
Drivers	0.0%	2.0%	2.0%	1.0%	1.0%
Service Workers	0.5%	0.0%	0.0%	0.0%	0.0%
Mechanics	0.0%	0.0%	1.0%	0.0%	0.0%

# Transit Finance

## Compliance Report for Quarter Ending March 31, 2017

As a recipient of Federal funds from the Federal Transit Administration (FTA), the Santa Barbara Metropolitan Transit District (MTD) is subject to a number of rules and regulations. This report describes actions taken between January 1 and March 31, 2017, to address these requirements.

### MTD Compliance Actions

Submitted MTD monthly National Transit Database Safety and Security reports to FTA, as required.

Submitted MTD monthly National Transit Database Ridership reports to FTA, as required.

MTD FY 2016 National Transit Database Annual Report to FTA accepted and closed, as required.

Developed initial Transit Asset Management (TAM) targets for FY 2017, as required by FTA.

Submitted calendar year 2016 Safety & Security data CEO certification to the FTA, as required.

Submitted semi-annual reports to the California Department of Transportation (Caltrans) for MTD's Proposition 1B grants from the Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA).

Submitted grant application to Caltrans for California cap-and-trade funds from the Low Carbon Transit Operations Program (LCTOP).

Continued to monitor all FTA compliance areas and ensure that MTD is in compliance, including the Americans with Disabilities Act (ADA) complementary paratransit service that is operated by Easy Lift Transportation for MTD. *(MTD is responsible for this service, and must ensure that it complies with all FTA requirements.)*

**PAULA PEROTTE**  
BOARD DIRECTOR

**DICK WEINBERG**  
BOARD DIRECTOR

**OLIVIA RODRIGUEZ**  
BOARD DIRECTOR

**DAVE DAVIS**  
CHAIR

**CHUCK McQUARY**  
VICE CHAIR

**BILL SHELOR**  
SECRETARY

**DAVID TABOR**  
BOARD DIRECTOR

**JERRY ESTRADA**  
GENERAL MANAGER

**LILLY GOMEZ**  
OFFICE ADMINISTRATOR

**STEVE MAAS**  
GOVERNMENT RELATIONS &  
COMPLIANCE MGR.  
(DBE OFFICER)

# ORGANIZATIONAL CHART

**BRAD DAVIS**  
ASSISTANT GENERAL MANAGER  
  
(CONTROLLER - PROCUREMENT OFFICER)

**VACANT**  
FLEET & FACILITIES MANAGER

**BILL MORRIS**  
OPERATIONS MANAGER

**MARY GREGG**  
HR & RISK MANAGER  
  
(EEO OFFICER)

**GEORGE AMOON**  
PLANNING MANAGER

**HILLARY BLACKERBY**  
MARKETING & COMMUNITY  
RELATIONS MANAGER

**RYAN GRIPP**  
INTERIM PROJECT & PROCURE-  
MENT MANAGER

**LIZ DE LA TORRE**  
MANAGER OF ACCOUNTING

**DIANA FLORES**  
BOOKKEEPER

**CLAIRE PATTERSON**  
ACCOUNTING ASSISTANT

**THAIS SAYAT**  
ASSISTANT CONTROLLER

**JUAN PEREZ**  
FAREBOX TECHNICIAN  
LEAD

**JOSH MARTINEZ**  
FAREBOX TECHNICIAN

**TOM SHELTON**  
IT MANAGER

**PABLO ZUNIGA**  
IT SUPPORT SPECIALIST

**MIKE CARDONA**  
ACTING MANAGER  
OF MAINTENANCE

**VACANT**  
SHIFT SUPERVISOR

**MECHANICS**  
13

**UTILITY**  
5(FT) - 8(PT)

**STEVE HAHN**  
ASSISTANT SUPT.  
OF MAINTENANCE

**JOHN HERRERA**  
PARTS CLERK

**DAVID MYERS**  
DATA ANALYST

**FRANK REYNOSO**  
FACILITIES SPECIALIST

**DAVE MORSE**  
SUPERINTENDENT OF  
OPERATIONS

**MANNY CASTANON**  
OPERATIONS SAFETY &  
TRAINING OFFICER

**SUPERVISORS**  
12

**DRIVERS**  
147

**JILL GRISHAM**  
ASSISTANT MANAGER OF  
HR & RISK

**LYNROSE DIMALANTA**  
HR & W.C. SPECIALIST

**MARK CLYDE**  
TRANSIT PLANNER

**JENNIFER TANNER**  
ROUTE SCHEDULER

**ROBERT OLIVERA**  
BUS STOP MAINT

**NANCY ALEXANDER**  
CUSTOMER & PUBLIC  
OUTREACH ADMIN.

**(5 FTE)**  
CUSTOMER SERVICE  
REPRESENTATIVES

**MTD**  
**Santa Barbara**

Updated: 3/20/2017

To: MTD Board of Directors  
From: Jerry Estrada, General Manager  
Date: May 16, 2017  
Subject: General Manager's Report

### Operations, Fleet & Facilities

MTD welcomes our newest class of Operators in Training: Anthony Nicholson, Lisbet Sotelo-Garcia and Brian Ronces all of whom started training a few weeks ago. As with all Operators in Training, the training lasts at least 6 weeks. The summer bidding process has been completed. Operators bid for their run preferences for the next schedule change, which commences June 12, and runs through August 20<sup>th</sup>. Since this is such a short bid, we will begin the process again for our upcoming fall bid, which will start August 21<sup>st</sup>.

### Planning & Administration

Planning staff contacted UCSB student John Schranck who recently sent a letter to the Board regarding proposed AM 30 to 35 minute frequency schedule adjustments on the Line 24x from the Transit Center to North Hall at UCSB. The adjustments were proposed as part of the August service plan approved by the Board on August 2<sup>nd</sup>. Staff contacted Mr. Schranck to discuss his concerns and prepared a solution that would schedule those proposed AM Line 24x trips to arrive at North Hall two minutes earlier than the existing schedule on the hour (e.g., currently 10:49 AM, proposed 10:47 AM) rather than at various times throughout the latter half hour of the hour. Staff met with UCSB staff to update them on the proposed changes. The adjustment requires an additional 76 hours for FY 18 which will be added to the budget.

The northbound Storke bus stop at El Colegio has been re-opened and includes a shelter with solar powered lighting. The stop will mainly serve the Santa Catalina, San Joaquin, Sierra Madre and West Campus student housing complexes all located near the Storke/El Colegio intersection.

Due to the Cathedral Oaks road closure, Line 25 is detoured up to two years using Brandon Drive and Calle Real. The westbound Calle Real/Jenna Drive bus stop which currently serves a school booster will now also be used by Line 25 to better serve the neighborhood. The bus stop previously served the Line 23 until August 2016 as a result of service plan changes and will become a Line 23 stop again after 7:00 PM in August of this year as part of a minor route change approved for the upcoming service year.

The new Fast Fare electronic fareboxes have now seen two weeks of revenue service with minimal problems. Genfare provided onsite technical support most of those two weeks, which provided for the quick resolution of any issues. While we await the implementation of the

advanced fare media (e.g., smart cards and onboard electronic payment), our drivers and riders will benefit from the greater reliability of the new equipment which replaces 15 year old fareboxes.

Last Thursday, MTD received six bids in response to the diesel fuel solicitation. The low bid was slightly over \$1.68 per gallon. The contract has been awarded to Truman Arnold Companies dba TAC Energy, the low bidder, contingent upon receipt of certificates of insurance meeting MTD's requirements. The one-year contract will go into effect this coming December. The price is well under the \$1.96 per gallon currently paid by MTD and substantially less than the \$2.20 used in the draft budget last March. It represents nearly a \$250,000 reduction in budgeted operating expenses relative to that draft. MTD benefited from a 17% drop in oil prices since late last February. In fact, the price of the ultra-low Sulphur diesel (ULSD) fuel that MTD uses dropped 8 cents per gallon the morning that bids were due. While very beneficial to MTD, it was unfortunate for those three bidders that had overnighted their bid packets the previous day.

Schipper Construction completed the addition of the new roof on the third and final section of the Olive Terminal canopy. Additional work remains, including the painting and the installation of lighting in the last section, and the addition of gutters surrounding the structure. Completion is expected this month.

Staff submitted the required semiannual reports to Caltrans for MTD's cap-and-trade Low Carbon Transit Operations Program (LCTOP) projects.

Staff attended a City of Santa Barbara meeting the evening of Wednesday, May 3, regarding the future roundabout the City plans to construct at Cabrillo Boulevard and Los Patos Way. The project will involve the relocation of an existing MTD bus stop.

Staff attended meetings of the Santa Barbara County Association of Governments' (SBCAG's) Joint Technical Advisory Committee (JTAC) and Technical Transportation Advisory Committee (TTAC) on Thursday, May 4. MTD is a voting member of both committees. JTAC recommended that the SBCAG Board approve the update of SBCAG's Regional Transportation Plan - Sustainable Communities Strategy (RTP-SCS). TTAC recommended that the SBCAG Board approve Proposition 1B Transit Security and Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) applications and an amendment to the 2017 Federal Transportation Improvement Program. TTAC also received reports on the draft FY 2015-16 Measure A audits and the draft Measure A FY 2017-18 to FY 2021-22 Program of Projects, and a summary of Senate Bill (SB) 1.

Staff will attend a meeting of the Santa Barbara Downtown Parking Committee on Thursday, May 11. The Committee will be asked to review and recommend to City Council the approval of the Downtown-Waterfront Shuttle Agreement with MTD.

Easy Lift was recognized as the top paratransit provider in the state at the California Association of Coordinated Transportation (CalACT) Spring Conference in April. The award recognizes Easy Lift's commitment to high performance, their low incident rate in accidents and workers compensation claims, their ongoing willingness to share their training and program/funding models, and administrative leadership.

HR is pleased to announce the recent additions to the MTD team. Two Customer Service Representatives have just recently started, Jasmine Rojas and Emily Mendoza. Jasmine is a resident of Santa Barbara, and has experience in customer service and as cashier from a prior position at a locally owned store. Emily grew up in Sacramento, CA, and has prior customer service experience working part time in the retail industry. Emily is attending UCSB and plans to remain in Santa Barbara after she completes her degree in Accounting. In the Maintenance Department we welcome Tyler Tejeda as our newest Mechanic. Tyler joins us with over three years' experience with the Oxnard Union School District as a Vehicle and Equipment Mechanic, repairing heavy equipment and maintaining a fleet of 10 school buses. Prior experience also includes Fleet Mechanic with Storer Transportation, and Diesel Mechanic with National Ready Mix, both located in Santa Clarita, CA.

Marketing and Community Relations Manager Hillary Blackerby was the guest speaker at COAST's May General Meeting, discussing the new developments at MTD. Our new employee newsletter was also published recently and will be produced quarterly.