

March 29, 2024

Christine Lerable, Foreperson
2023-2024 Monterey County Civil Grand Jury
P.O Box 414
Salinas, CA 93902



Re: Response to Civil Grand Jury Request for Progress Towards
Recommendations

Dear Foreperson Lerable:

In response to the email received on March 6, 2024, the following is an update regarding the work in progress on the recommendations of the Civil Grand Jury Report that were published on May 31, 2023. The response includes the original response of July 10, 2023, and any updates to that response as of March 31, 2024.

RECOMMENDATIONS FROM REPORT OF MAY 31, 2023:

R1. MST develop strategies to work with local and state entities to expand the infrastructure needed to keep electric vehicles adequately viable by December 31, 2023.

MST 7/10/2023 Response: The MST Board has adopted a state-approved Innovative Clean Transit (ICT) Rollout Plan consistent with requirements under the Innovative Clean Transit Rule promulgated by the California Air Resources Board. MST staff is actively involved in advocacy efforts to increase state and federal funds for zero-emission infrastructure and continues to apply for funding from a wide variety of sources.

MST 3/31/2024 Update: In support of the MST Board adopted, and state-approved Innovative Clean Transit (ICT) Rollout Plan, MST has placed 12 additional zero emission buses on order. We are actively pursuing federal, state, and local grant sources for additional funding for 4- Battery Electric Buses, 9- Battery Electric Charging Stations, 4 - Fuel Cell Electric Buses, and 2- mobile hydrogen fuel cell dispensing stations to facilitate the transition to a 100% zero emission fleet before 2040. Reports of procurements and grant activities related to the zero-emission fleet transition to the MST Board and public may be found on the MST website at <https://mst.org/about-mst/board-of-directors/board-meetings/> .

R2. MST increase public service awareness regarding ridership levels and available services by September 30, 2023.

Advocating and delivering quality public transportation as a leader within our community and industry.

Transit District Members Monterey County • Carmel-by-the-Sea • Del Rey Oaks • Gonzales • Greenfield • King City • Marina • Monterey
Pacific Grove • Salinas • Sand City • Seaside • Soledad **Administrative Offices** 19 Upper Ragsdale Drive, Suite 200 Monterey, CA 93940

PH 1-888-MST-BUS1 (1-888-678-2871) • FAX (831) 899-3954 • WEB mst.org

MST 7/10/2023 Response: MST will continue to promote the availability of our services through social media channels, print, broadcast, and outdoor media advertisements, and through increased participation in community events throughout the communities we serve. Recent stories about MST need for additional bus drivers resulted in multiple stories published on the local NBC affiliate KSBW, and the Monterey County Weekly. A wide variety of MST performance, ridership levels, social media engagement, and published news stories about our services are reported monthly at MST Board meetings and are available from the MST website at <https://mst.org/about-mst/board-of-directors/board-meetings/>.

MST 3/31/2024 Update: No further update to provide.

R3. Enhance opportunities for MST board members, employees, and subcontractors to acknowledge and respond to all comments and complaints by September 30, 2023.


MST 7/10/2023 Response: All MST buses have the following interior signage prominently displayed informing passengers how to submit a comment or concern to the attention of MST staff.

MST wants you to have a safe and pleasant ride. Let us know about your experience. We're here to make it a pleasurable one.

MST quiere que tengas un paseo seguro y agradable. Háganos saber acerca de su experiencia. Estamos aquí para que sea una experiencia placentera.


Connect with us.

Conectate con nosotros.

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 [montereysalinas.transit](#)
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 [mst.org](#)



Descargue la aplicación TransitApp para planificar tus viajes.



Download the TransitApp to plan your trips.

 **1-888-MST-BUS1 (1-888-678-2871)**

MST has recently partnered with our partners at Transit App to allow passengers to rate their rides in real-time. The results of the ratings will be summarized and reported to the MST Board of Directors starting in September 2023.

MST provides ample opportunities for members of the public to provide comments and concerns about services through a wide variety of media including voice, online, social media, in person at customer service centers, at publicly noticed MST Board meetings, and at public meetings of member jurisdictions. A standard operating procedure is in place for MST customer service representatives and other staff to respond to public comments.

MST 3/31/2024 Update: In addition to the actions taken as described above, MST has purchased a new customer comment tracking software called ZenDesk. Currently, the software is being tested internally first to help our Information Technology staff respond to requests for support from MST staff. A customer-service, and public facing, application of the ZenDesk system will be deployed later this year for customers to log and track comments related to MST services. Passenger ratings of their experience logged in real-time through the TransitApp are summarized and reported to the MST Board of Directors in monthly reports that be found on our website at <https://mst.org/about-mst/board-of-directors/board-meetings/> .

After reviewing the publicly available reports on the MST website at www.mst.org please let us know if you have any further questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "Carl G. Sedoryk". The signature is fluid and cursive, written over a light blue horizontal line.

Carl G. Sedoryk, CEO

Cc: Sandra Ontiveros, County Counsel Civil Grand Jury Liaison
Anna Velazquez, Chair, MST Board of Directors