



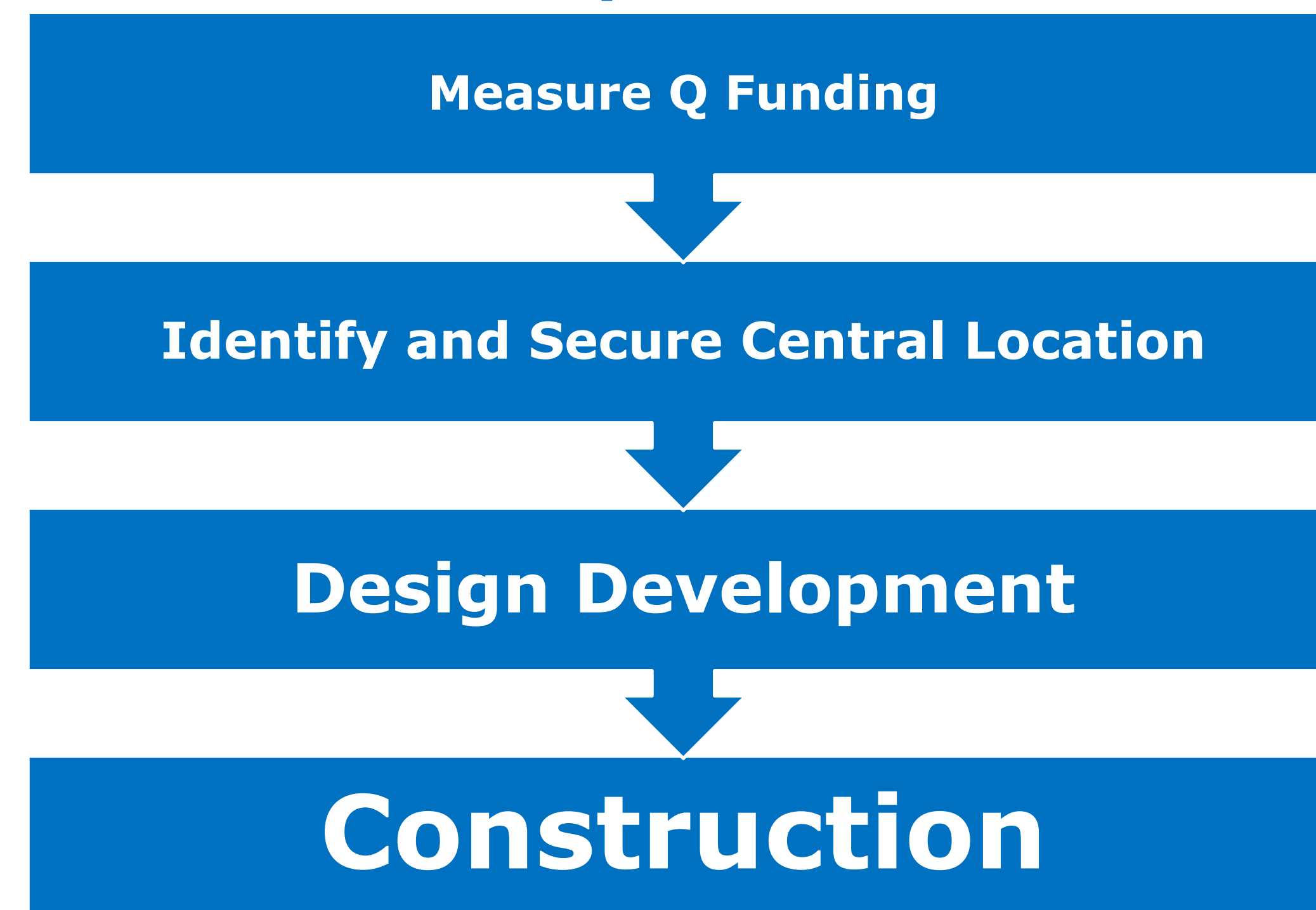
Mobility Services Center

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MST Mobility Services Center

Introduction

- In November of 2014, the voters of Monterey County approved Measure Q, a new countywide 1/8-cent sales tax measure for public transit to be used solely to protect transportation programs that serve veterans, seniors, and people with disabilities, and to identify new programs that will meet the mobility needs of these communities.

Steps Taken



Goals of the Mobility Services Center

- Central location in Monterey County
- Engage residents in mobility program activities that remove barriers to transportation services
- Customer participation in existing and new mobility programs
- Sensitivity training environment for new and existing coach operators

Programs and Services

- ✓ MST RIDES ADA Eligibility
- ✓ Travel Training Services
 - ✓ Train the Mobility Trainer Certification Workshop
 - ✓ One-on-one or group training
- ✓ Taxi Voucher Services
- ✓ Transportation Reimbursement Incentive Program
- ✓ MST Navigator Volunteer Program
- ✓ Coach Operator Sensitivity Training
- ✓ Senior Shuttle Coordination Service Planning and Information



Dedication

MST gives me my mobility

- Alma Almanza



- Alma's contribution through her participation on various public committees with Monterey-Salinas Transit, the Transportation Agency for Monterey County, and the Monterey County Commission on Disabilities significantly improved public transportation and mobility services for elderly and persons with disabilities.

Lessons learned

- Funding is essential
- Support from Leadership Team is key from start to finish
- Location site is important
- Feedback from staff and communities served is a must
- Choosing the right project manager and vendors is vital

Recommendations

- Research what already exists
- Make sure to establish a project team
- Project status check-in meetings are important to have
- Keep track of the project milestones to meet deadlines

Contact Information

- Monterey – Salinas Transit @ 1-888-678-2871 www.mst.org
- Follow MST on Social Medias
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