

- Santa Cruz METRO attained farebox ratios for both urban and rural services that exceeded the standard.
- The Santa Cruz County transit operators (Santa Cruz METRO and Community Bridges' Lift Line) participate in the CHP Transit Operator Compliance Program and received vehicle inspections within the 13 months prior to each TDA claim and received satisfactory ratings.
- Of the prior six performance audit recommendations, the Santa Cruz County operators implemented three recommendations and partially implemented one.
- Significant ridership ~~decreases~~ ~~experienced~~ were experienced by Santa Cruz METRO (81.5%), ParaCruz (46%), Lift Line (61.4%) and the Volunteer Center (15%) due to the COVID-19 pandemic.

The transit operators FYs 2019-2021 triennial performance audit includes the following six new recommendations:

1. Continue to ensure the clarity of the performance eligibility criteria for TDA-Local Transportation Funds. (Santa Cruz METRO)
2. Update aging website infrastructure. (Santa Cruz METRO)
3. Continue to ensure the alignment of data analytics training for staff with the deployment of new technology. (Santa Cruz METRO)
4. Consider development of Mobility as a Service (MaaS) option that would complement existing service modes. (Community Bridges – Lift Line)
5. Integrate the Transportation Program goals with those of the Grocery Shopper Program. (City of Santa Cruz – Volunteer Center)

Details for each of the findings and auditor recommendations are available in the triennial performance audit reports on the RTC website ([SCCRTC Audit](#) and [Operators Audit](#)). **Staff recommends that the RTC accept the FY 2019-2021 triennial performance audit of the RTC and transit operators produced by Michael Baker International, and direct staff to implement the recommendations of the audit.**

FISCAL IMPACT

There are no fiscal impacts associated with accepting the triennial performance audits. The approved RTC budget already includes funds for all required RTC work. If implementation of the recommendations in the triennial performance audit will result in additional fiscal impacts, staff will return to the RTC with appropriate staff recommendations.

SUMMARY

The required FYs 2019-2021 triennial performance audit of the RTC and transit operators has been completed. The audit includes findings of compliance and