

Paratransit Stakeholder Survey Results

Name	Agency	# of contacts per month	# of people needing specialized transportation	# of rides per month (1)	What works	What could be improved?	Solutions proposed	Task Force Work Plan ideas
Tim Miller	Red Cross	50	50	160 - AV	local Lift Line & Red Cross support	More Lift Line trips to remote areas	Maximize cost-effective programs	
Deborah Sweeney	Dept of Rehab	1000	800	9600 - ES	Accessible bus system w/ supportive drivers	- Lift Line responsiveness Medical/work trip prioritization	Metro-managed system	- System responsiveness - dependable - affordable - train people to use bus
Sharon Spence	Cabrillo Dental Hygiene	700	16	24 - ES	Services are needed	- Employee training on rider safety (tie downs) - Phone/Customer service sensitivity training needed	- Research creative funding options - eligibility process should be more objective	- Creative funding options - combine duplicated services
Bob Tschich	Hangar Prosthetics, Orthotics	150-200				- On-time Pick/Delivery - Drivers knowing routes	- Educate drivers - Work on scheduling/on-time	
Dorothy Nicholls	Health Projects Center	8						- East of use for riders - Co-mingle rides
Judy Peretto	Cabrillo College Stroke Center							
Sheryl Haver	Mid-County Senior Center	1400	45	40 - AV	- Gets people to/from activities	- Duplicate vans sent when unnecessary	- Coordinate people w/ destinations	- Find ways to save seniors, state and county funds
Linda Martinez	WNRC - West	89	85		- Eligibility staff great, renewals fast	- Lift Line drivers don't wait 10 minutes	- Residents can wait in the lobby	
Elbina Rafizadeh	MSSP	40	40	160 - AV	- Availability	- Timeliness of pick up/return	- Improved coordination of dispatch w/ drivers	- Devise a workable system to make Lift Line accountable, esp to frail clients

Paul Marcelin-Sampson	Metro Riders Union	13	0	425 - ES	-ParaCruz Guide easy to read - Recertification process fair - Metro's monthly report on ADA monitors contract	- Vendor performance - More rides on same vehicle - Consumer info materials - Fixed route equity - Labor relations	- Lift Line as CTSA should write Riders Guide -	
Gail Goudreau	Co.Human Resources Agency	2000	450		-Caring drivers - Sufficient vehicles	-Process for setting up rides - Eligibility certification - Allow residential facilities to certify riders - Reinstate permanent ride schedules	-Allow co-mingling - Reinstate permanent ride ability - educate riders & agencies	-ID components that work - ID past components that worked and are now gone - Explore a variety of improvements - Reduce fragmentation
Brenda Moss	Senior Netroek Services	750	450		- Lift Line drivers courteous/sensitive	- Waiting time for riders - Allow ridesharing - Recertification process	- Bring knowledgeable people together to rebuild services	- Outline a plan that improves services for riders, meets legal requirements and maximizes funding
Link Spooner	Community Bridges/CTSA	3827	3827	15136	- 95% of ADA riders picked up on time in Jan 04 - E/D clients able to access appointments throughout the county	- Seamless transfers for Pajaro users to Stroke Center - Increase ADA service area - Increase funding sources - Allow co-mingling	-Improved cooperation between CTSA & SCMTD for improved service coordination	- ID issues - prioritize goals - Don't ignore funding
Jeni Brill	WomenCARE	190	20	40 - AV		-Better funding so rides can be free to users		-Seek more funding
Jill Ginghofs	Alzheimer's Association				-Availability	- Timliness		

Amy Lathrop	Oak Tree Villa	200+	20	50+ - ES	- Residents happy with the cost of services and ease of registration	- Drivers need to be on time or call if late - Respect clients (communicate with them) - Phone line often busy/hard to get through		
Kelly Duffin	Dominican Hospital	1400	200	150		- Determining ways to balance costs over all participants/clients to equalize perceived inequities	- Look at cost-shifting alternatives such as increases in \$2 rides to public to offset higher cost, low frequency rides	- Establish goals - Understand community needs - Receive input - Feasibility studies - Generate solutions - Test solutions - Implement

<p>Judy Gho, Judy Peretto, Diane Cherin, Rosemary Eator, James Gonzalez, Sharon christ, Lois Saso Jan Hiley, mary Morton, Helen Sufford, Merritt Tucker, Lisa Palacio, Laura Herrins, Rhonea Saloni, Marlene Warneke, Donna S., Denny Fasnacht, Mike Short, Peter Pinkerton, Eleanor Harvey, Willie Serpa, Susan Kramer, Rosario Mendoza</p>	<p>Cabrillo College Stroke Center</p>	<p>130-150</p>	<p>35-40</p>	<p>100 - ES</p>	<ul style="list-style-type: none"> - Drivers efficient, helpful, sensitive and curtious - Single number to book rides - Scoters fit on vans - People appreciate the rides (independence) - Courtesy Cab terrific 	<ul style="list-style-type: none"> - On-time pick up/delivery - Notification if van late - Permanent scheduling option (big obstacle for speech/memory disabled) - More programs and drivers - Reduce cost to rider - Install handles on vans to help transfers - Better communication between schedulers and drivers - Need to better coordinate vans going to same places - Phone operators could be more polite 	<ul style="list-style-type: none"> - Combine rides w/ similar O & D, rather than by funder - Riders should contine calling Lift Line/Keep service with Community Bridges - Students should be able to schedule rides for the semester - More bus service - Better communications - Eliminate language barriers with operators - Need better organization - More accessible vans available at critical times (AMs) - Communication with riders so that they know status of van's scheedule (bad traffic/weather) - Remember that service a reflection of higher ocietal values (don't let lack of funds hinder creative ideas/solutions) - Understanding that disabled need transportation to make their life better 	<ul style="list-style-type: none"> - Creative financing - Combine duplicated services (co-mingle) - Develop a plan to make it easy for the riders - Organization and cooperation - Increase efficiency of the entire system - Affordability for riders - Plan to coordinate dispatcher & drivers - Develop rules for callers - Designate an explicit time frame for changes to take place - Strive to maintain/provide the maximum and best service to those who need it the most - More efficient dispatch
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1 Applicants were asked to circle average (AV), estimate (ES) or actual (AC)