

**Santa Cruz County Regional Transportation Commission's
Elderly & Disabled Transportation Advisory Committee
Social Service Transportation Advisory Council
Paratransit Advisory Council Meeting**

MINUTES

**Tuesday, May 10, 2005 ~ 1:30 pm
SCCRTC Offices, 1523 Pacific Avenue, Downtown Santa Cruz**

Members Present: Sharon Barbour (5th Supervisorial District), Lisa Berkowitz (CTSA – Community Bridges), Richard Camperud (Courtesy Cab), Tom Crain (Potential Transit User – Disabled), John Daugherty (SCMTD), Peter Heylin (Potential Transit User – 60+), Clay Kempf (Social Service Provider – Seniors), Michael Molesky (County Social Service Provider – Disabled), Adam Tomaszewski (2nd District), Bob Yount (MASTF)

Alternates Present: Scott Bugental (1st District), Sandra Coley (4th District), James Monroe (Yellow Cab), Steve Paulson (SCMTD), Camille Pierce (Potential Transit User – Disabled), Sam Storey (CTSA – Lift Line)

Others Present: Kelly Dunn (Yellow Cab), Karen Delaney (Social Service Provider – Persons of Limited Means), Margaret Gallagher (SCMTD)

Staff Present: Karena Pushnik

Excused Absences: Lois Connell (Social Service Provider – Persons of Limited Means), Robert Pesce (1st District), Link Spooner (CTSA – Lift Line)

1. Call to Order

Chair Michael Molesky called the meeting to order at 1:37 pm.

2. Introductions

Introductions were made.

3. Oral Communications

Karena Pushnik welcomed new members Sharon Barbour representing the Fifth Supervisorial District and Peter Heylin representing Potential Transit Users 60 or older and new alternates Sam Storey representing the Consolidated Transportation Services Agency – Lift Line and Jeff Le Blanc representing the Metro Accessible Transit Services Forum.

John Daugherty requested 10-15 copies of the 2005 Guide for Specialized Transportation.

Peter Heylin asked whether the E/D TAC has taken a position on the Rail Trail day to take place on May 22. Following some discussion, it was requested that a general item about the rail acquisition be added to the next meeting's agenda.

Michael Molesky announced that Assemblymember Simitian will be holding an open house/ice cream social on May 20 from 4:00 to 6:00 pm at his offices in the county building.

Scott Bugental announced that he is now the Executive Director of the Human Care Alliance. He was welcomed back.

Karena Pushnik asked the committee whether it would be acceptable to tape the meeting to assist with preparation of the minutes. There were no objections.

4. Additions and Deletions

There were none.

5. Consent Agenda (Item 5.5 was pulled by K. Pushnik, Remainder of Consent Agenda approved: Barbour/Heylin, with Bugental, Camperud, Daugherty, Kempf and Storey abstaining, comments made on items are shown in italics.)

5.1 Approved Minutes and materials distributed at the April 12, 2005 E/D TAC meeting

5.2 Accepted Transportation Development Act fund projections as of April 2005

5.3 Accepted Highlights from April 2005 RTC meetings

5.4 Accepted letter from the E/D TAC to the California Traffic Control Device Committee, California Pedestrian Advisory Committee, Caltrans, County Commission on Disabilities, local jurisdiction public works departments (5), Community Traffic Safety Coalition and Mission Pedestrian, regarding pedestrian crossing times

5.5 Letter from the E/D TAC to the RTC regarding a seat on the Sanctuary Scenic Trail Steering Committee and the inclusion of principals regarding universal access (pulled and discussed as # 9.1)

5.6 Approve City of Watsonville TDA Claim totaling \$200,000 for wheelchair ramps

5.7 Notes from Highway 1 Pedestrian/Bicycle crossing site visit (*Karena Pushnik thanked Michael Molesky, Bob Yount and Link Spooner for participating*)

5.8 Model Sidewalk Improvement Ordinance for Santa Cruz County jurisdictions (*Karena requested that attendees email comments on the ordinance*)

5.9 Letter from Kay Wells regarding Dial-A-Ride 4/1/05 (*Michael Molesky asked more about her definition of dial-a-ride*)

5.10 Article from 4/18/05 San Jose Mercury regarding transportation services for seniors

5.11 Agency Updates (other than items on the regular agenda)

5.11.1.1 Volunteer Center

- FY 04/05 Third Quarter Report

5.11.1.2 Private Operators

5.11.2 Community Bridges/Consolidated Transp. Services Agency

5.11.3 Santa Cruz Metropolitan Transit District

5.11.4 Santa Cruz County Regional Transportation Commission

6. ParaCruz “No Show” Buy Out Options

Peggy Gallagher, Metro Staff thanked the E/D TAC for continuing discussion of this issue including the option of a one-time payment (per year) to buy out of a “no show.” Discussion points included the following:

- Should the wealthy be able to buy their way out of “no shows”?
- The financial impact of no shows has never been calculated, but a quick estimate by Metro staff was \$90,000 per year assuming that 3.5% of scheduled rides are “no shows.”
- Assurances need to be in place to make sure people with situations beyond their control are not penalized
- There does not seem to be a difference in the “no show” rate between random and subscription rides
- The option of being able to buy back one “no show” may serve as a stringent final warning
- Discussion about the cost of the buy back ranged from the cost to the rider (\$3) to double the cost (\$6) to the average cost to the Metro (\$30).
- Education about the “no show” policies is critical. People need to be reminded that if they cancel one hour before their scheduled pick up it won’t count as a “no show.”
- Designated pick up areas, such as the one at the Pacific Center, are a great way to avoid driver/rider confusion and potential “no shows”
- If the driver won’t be there in the ready window, it is not considered a “no show”
- Metro calls people the day before their scheduled ride, as staff/time permits. In the future, Metro may look into an automated advance calling system.
- Lift Line rides can not really adhere to the same standards since most of their rides serve low income medical purposes and suspension of service could have negative health implications

Action (Kempf/Barbour with Daugherty and Storey abstaining): The E/D TAC recommends that the Metro adopt the proposed policy presented in the May 10 E/D TAC packet with the option to buy back one “no show” for \$30 and that the new “no show” policies be reevaluated one year from the time they are implemented.

7. FY 2005-06 Transportation Development Act (TDA) Claims

7.1 Volunteer Center

Karen Delaney, Executive Director of Volunteer Center presented information about their agency highlighting their efficient operation which has, since 1969, provided rides to predominantly frail

but ambulatory seniors in more remote areas of the county, most of which are outside of fixed bus routes and therefore ineligible for ParaCruz. Ms. Delaney emphasized that the center's transportation services use volunteer drivers in their own cars, operates weekdays and offers highly personalized service waiting for their clients while they visit the doctor, shop for groceries, etc. Rides are prioritized with first being medical, second shopping and third other purposes. Low income riders receive higher priority. The Volunteer Center is always recruiting drivers. Over 6,400 rides were provided last year. TDA funds are used for insurance, mileage reimbursement, and to maintain three offices – San Lorenzo Valley, Santa Cruz, and Watsonville.

Action (Kempf/Storey – unanimous): The E/D TAC recommend that the Regional Transportation Commission approve the TDA claim for the Volunteer Center for FY 2005-06.

7.2 Community Bridges

Sam Storey, Chief Executive Officer of Community Bridges presented a TDA claim revised from the claim provided in the last month's agenda packet. Attendees expressed appreciation for the new charts outlining projected and past service units for both TDA and non-TDA funded transportation programs. Discussion included the following:

- Costs per service unit are fully allocated costs including the grantee allocation costs. These can't be compared to the Metro's ParaCruz cost of \$30 per ride, because they include different components
- Elderday rides are not included because Lift Line is not currently providing transportation service to this destination
- Lift Line should track whether the characteristics of the trips they provide is changing (i.e. are trips getting longer, etc) to understand the reason costs may be changing
- The chart could be more clear about which trips use TDA funds to leverage other funding sources

Action (Bugental/Coley with Storey, Berkowitz abstaining): The E/D TAC recommend that the Regional Transportation Commission approve the TDA claim for Community Bridges for FY 2005-06.

8. Community Bridges Report

8.1 TDA Programs: Taxi Scrip and Medical Voucher

Sam Storey reviewed proposed changes to the program, noting that these were prompted by the Paratransit Coordination Task Force discussions. In 2004 this program served 323 clients, provided 1,464 bi-annual rides and had 62 people on the waiting list. The E/D TAC agreed that two tiers of eligibility was good idea based on income levels of 200% below the federal poverty level (FPL) (\$8 for \$30 of taxi scrip) and between 200% below and 300% above the FPL (\$16 for \$30 of taxi scrip), with those with incomes over 300% above the FPL not eligible to receive subsidized taxi scrip. The committee also liked the idea of rotating eligibility based on priority as a more equitable approach to the waiting list.

Sam also reviewed proposed changes to the Medical Voucher program. In 2004, this program served approximately 34 people and provided 505 rides. The most notable change is the elimination of tickets which will make it easier for Community Bridges and cut abuse. Client eligibility will be coded in Community Bridges' computer system and will be conveyed to drivers. Community Bridges will also encourage people to become eligible for Medi-Cal (Central Coast

Alliance for Health) when possible which cuts TDA costs by 2/3.

Action (Kempf/Daugherty with Camperud, Berkowitz and Storey abstaining): The E/D TAC approved changes to the Taxi Scrip including a two tier program based on income and the elimination of printed tickets for the Medical Voucher programs as outlined by information in the packet.

8.2 Update on Service (ElderDay, Vehicles, etc.)

Sam announced that ElderDay operators Salude Para La Gente will put out a Request for Proposals to provide transportation service to their facilities. Community Bridges will submit a proposal. Community Bridges has now been paid for all outstanding services provided to date. Community Bridges has also installed Mobile Data Computers on all their Lift Line vehicles. This allows real time manifests to be sent by the dispatch and printed by the drivers.

9. Paratransit Coordination Task Force Recommendations and RTC Staff Report for discussion at May E/D TAC meeting

Karena Pushnik noted that Attachment 1 included only those short and long term recommendations that listed the RTC as a responsible entity. She recommended that the E/D TAC review the short term recommendations, prioritize them and develop implementation strategies to report back to the RTC in October.

Action: The E/D TAC continued this item to the next meeting and requested that it be earlier on the agenda.

9.1 E/D TAC Representative to Monterey Bay Sanctuary Scenic Trail Steering Committee

In May, the RTC approved sending a letter to AMBAG requesting a seat on the Steering Committee for an E/D TAC representative. It is anticipated that this position will be approved.

Action (Barbour/Kempf – unanimous): The E/D TAC accepted this item and generally accepted appointing Michael Molesky and Tom Crain to serve on the committee, directing them to work out who would be the member and who would be the alternate.

10. Veterans Parking Issues (if materials are available at the meeting)

This item was postponed to the next meeting.

11. Review Agenda Items for Next Meeting

- Paratransit Coordination Task Force Recommendations for the RTC
- Rail Right-of-Way Acquisition
- 2004 Annual Report/Unmet Needs
- Veterans Parking on Front Street
- Pedestrian/Auto conflicts at signalized intersections
- Subsidized transportation to meeting
- Summer treats

12. Group Photo

This item was postponed to the next meeting.

13. The meeting was adjourned at 3:44 pm.

Prepared by: Karena Pushnik, SCCRTC Staff

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