

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

*MINUTES - Draft*

**Tuesday, June 12, 2007  
SCCRTC Offices, 1523 Pacific Avenue, Downtown Santa Cruz**

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Members Present: Lisa Berkowitz (Community Bridges), Virginia Butz (Potential Transit User, 60+), Tom Crain (Potential Transit User), John Daugherty (SCMTD), Clay Kempf (Social Service Providers – Seniors), Robert Pesce (1<sup>st</sup> District), Barbara Schaller (Social Service Provider – Seniors), Catherine Patterson Valdez (Lift Line)

Alternates Present: Sandra Coley (4<sup>th</sup> District Alternate)

Others Present: Ciro Aguirre (SCMTD), Ben Morada (Private Operator – Yellow Cab)

Staff Present: Lyle Broschat, Karena Pushnik

Excused Absences: Adam Tomaszewski (2<sup>nd</sup> District)

**1. Call to Order**

Chair John Daugherty called the meeting to order at 1:37 pm.

**2. Introductions**

Introductions were made.

**3. Oral Communications**

Catherine Valdez announced that Monterey-Salinas Transit would be sponsoring an ITS conference on July 18, and made information available to Committee members.

Karena Pushnik informed the Committee that TDA claims from the previous meeting had been approved by the Commission, introduced a new Committee member, Barbara Schaller, and also informed the Committee that Metro was still in the process of updating its short-range transit plan and seeking volunteers. She stated that Metro staff would be present at the next ED/TAC meeting to discuss the draft plan.

Clay Kempf announced a health fair on Friday, in Watsonville, sponsored by the Regional Diabetes Collaborative, and also a Conference on Aging, from July 30 through August 3.

Barbara Schaller expressed concerns about accessibility to Laurel Street area transit routes, notably routes that had been discontinued without warning to users, and stated her interest in resuming these routes, especially in light of the fact that neighborhood density had increased significantly and therefore justified more direct bus access. Barbara's concerns will be forwarded to the Metro so that they can be considered through their short-range planning process.

#### **4. Additions and Deletions**

There were no additions or deletions to the agenda.

#### **5. Consent Agenda**

Clay Kempf asked to pull 5.11.4 for discussion (Santa Cruz Metro Transit topics), specifically an update on ParaCruz service days and process/policy update.

***Action: The motion (Valdez/Coley) to approve the remaining items on the consent agenda was unanimously approved.***

- 5.1 Approved Minutes from April 10 meeting
- 5.2 Approved Minutes from May 3 meeting
- 5.3 Received the April and May 2007 RTC Highlights
- 5.4 Received Transportation Development Act Revenue Report as of May 2007
- 5.5 Accepted letter from the E/D TAC to the Metro dated 5/14/07 regarding inclusion of the E/D TAC and other stakeholders in discussions about policies regarding ParaCruz
- 5.6 Accepted letter from the E/D TAC to the RTC dated 5/14/07 requesting that the RTC request all specialized transportation providers to include the E/D TAC and other stakeholders in discussions about policy changes that affect the network of specialized transportation
- 5.7 Approved recommendation to the Regional Transportation Commission for Thom Onan in the member position representing Social Service Provider – Disabled and Patty Talbot in the alternate position representing Social Service Provider for Seniors
- 5.8 Approved recommendation to the Regional Transportation Commission renewing member positions representing Social Service Provider – Seniors and Consolidated Transportation Services Agency – Community Bridges
- 5.9 Received Senior Council's (Area Agency on Aging) Transportation Goals from FY 2007-08 Area Plan
- 5.10 Received article from the AARP Newsletter titled "Volunteers Make Public Transit More Attractive"

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

- 5.11.1 Volunteer Center
  - Third Quarter FY 2006-07 Report
- 5.11.2 Private Operators
- 5.11.3 Community Bridges/Consolidated Transp. Services Agency
  - Quarterly Report (including Elderday Update)
- 5.11.4 Santa Cruz Metropolitan Transit District
  - ParaCruz Operations Status Report, 4/27 and 5/25/07
  - On-Time Performance Standards for Metro ParaCruz
  - ParaCruz Service Days and Hours (*pulled for discussion*)
  - ParaCruz Process/Policy Update (*pulled for discussion*)
- 5.11.5 Santa Cruz County Regional Transportation Commission

**5.11.4 ParaCruz Service Days and Hours and ParaCruz Process/Policy Update**  
*(pulled from consent agenda)*

Clay Kempf requested clarification of the Metro's ParaCruz operation days and hours policy. Ciro Aguirre (SCMTD) responded that paratransit operation is required, at a minimum by the Americans with Disabilities Act, to parallel the operating hours/days of the fixed-route that it complements. ParaCruz currently exceeds the minimum hour/day standards. John Daugherty added that Metro management is continuing to monitor ParaCruz service with respect to the ADA requirements. Further discussion evolved around concerns that gaps might exist in ParaCruz service as the direct result of bus routes being either discontinued or inconsistently scheduled.

Clay Kempf thanked the Metro for incorporating the E/D TAC suggestions for revising the ParaCruz policies, and asked if these amendments had been approved by the Metro Board. Ciro Aguirre responded that the Metro Advisory Committee (MAC) would be continuing its discussion at the next meeting on June 20 and that the board is expected to take action on June 22.

Regarding ParaCruz process/policy updates, Clay Kempf requested clarification. Karena responded that the Metro Advisory Committee (MAC) would be continuing its discussion at the next meeting on June 20.

**6. Annual Report/Unmet Needs**

Lyle Broschat (SCCRTC) reviewed the E/D TAC Annual Report, a summary of Committee activities throughout the year of 2006, asked for comments and/or amendments to the report, and distributed a one-page summary of the report for Committee discussion. Clay Kempf noted that it was important to address increases in demand for paratransit needs on a broad scale, including all other programs with ADA mandates.

Bob Pesce added that it would be useful to educate doctors on the availability of ADA-paratransit services for their patients.

***Action: The motion (Berkowitz/Kempf) to recommend that the Regional Transportation Commission approve the Annual Report as amended passed unanimously.***

Lyle Broschat introduced the draft Unmet Needs List and asked for comments and suggestions for amendment. Karena clarified that the purpose of maintaining an unmet needs list was to have a policy in place, in the event of new funding availability for specialized transportation.

Attendees requested the following amendments:

- Taxi Scrip was currently in adequate supply and should now be noted as a low priority
- The “Transit” category should include bus stops and bus service at senior housing complexes, as “high priority”
- Service to meal sites should continue to be a priority based on current needs
- An element identifying the need for improved facilitation of local taxi services for seniors and disabled should be added
- A list of priority destinations outside the ADA Paratransit service area should be developed
- The need for a Mobility Management Center should be highlighted

## **7. Coordinated Public Transit – Human Services Transportation Plan**

Karena Pushnik explained to the Committee that federal funds under the SAFETEA-LU program require the creation of a three-year coordinated public transit plan, and any projects needing funding would have to be included in this plan. AMBAG is the lead agency in the development of this plan, and local transit agencies are also participants in this effort. A plan of this nature looks at existing conditions, unmet needs, and implementation strategies. Karena added that the E/D TAC might suggest ways to address the specific needs of low-income individuals, since otherwise these needs might not be addressed by current service providers.

Karena said that a draft plan would be prepared over the summer, and that the process paralleled that of refining unmet needs, and so should involve all relevant parties relative to specialized transportation. Clay Kempf suggested inclusion of a workforce investment board in the planning process, as well as the welfare to work program.

## **8. Taxi Ordinance Consistency**

Lyle Broschat related the recent history of Committee involvement reviewing countywide taxi regulations and reminded the Committee of its recent letter of concern sent through the Commission Chair to the Board of Supervisors and the four city mayors, addressing the inconsistencies in taxi regulation and how those shortcomings in regulation negatively impacted the elderly and disabled populations of Santa Cruz County. He cautioned that some confusion of responsibility for reforming regulation existed because there was the suggestion of evolving a countywide model taxi ordinance, and the E/D TAC was an advisory body with only limited concerns about taxi regulation, specifically how that regulation affects the population of elderly and disabled persons. Lyle explained that he had tried to summarize in Attachment 3 all of the taxi regulation issues that had been generated in past Committee discussions, and then assigned priorities to each issue, from the perspective of importance to the elderly and disabled population.

The Committee responded that they would like to pursue two complementary options: (1) Refining and restating elderly and disabled concerns in taxi regulation, and (2) Awaiting the results of the Transportation Agency for Monterey County consultant’s study on reforming taxi regulation in Monterey County, including its consideration of a regional taxi authority.

The Committee agreed that another letter should be sent, to the RTC and the Board of Supervisors, restating its specific concerns on this issue and including the list of concerns, generated by staff, as an attachment to the letter. Clay suggested amending the three categories of concern to read as: (1) Issues that are Primary Concerns of E/D TAC, (2) Issues that might be of concern to E/D TAC, and (3) Issues Beyond the Overview of E/D TAC.

***Action: The motion (Kempf/Berkowitz) to draft a letter of concern to the RTC and Board of Supervisors on the subject of taxi regulation, with attachments containing the specific issues of Attachment 3 and the survey of taxi users compiled by staff passed unanimously.***

## **9. Service Provider Policies Regarding Cancellations and Individuals with Hearing Impairments**

Karena Pushnik explained that she had asked three local specialized transportation providers for clarification of their policies in regard to meeting the needs of hearing-impaired individuals and in responding to client cancellations of service. Their responses were included in the packet.

John Daugherty added that, in regard to hearing-impaired clients, Metro personnel receive 16 hours of training for working with persons with disabilities. Reference was made also to the resource, California Relay Service, which acts as an intermediary between hearing-impaired individuals and transportation providers.

Ciro Aguirre informed the E/D TAC about a National Emergency Number Association (NEMA), an organization serving as a link in the technology of emergency contact. Clay mentioned that the phone companies might also be a resource in this area.

E/D TAC members expressed concern about the issue raised by the Volunteer Center regarding referrals by the Sutter Medical Outpatient Surgery Clinic. Community Bridges will contact Sutter staff to provide information about their available medical transportation services.

## **10. Review Items for Next Meeting**

- Update on the coordinated plan
- Update on ParaCruz hours policy
- Presentation by Metro on short-range transit plan
- Sidewalk repair issue (information item)

## **11. Adjourn Meeting**

The meeting was adjourned at 3:47 pm.

Prepared by: \_\_\_\_\_ Lyle Broschat, SCCRTC Staff