

# **2007 Unmet Transit/Paratransit Needs-METRO**

## **ADOPTED BOARD LIST**

The following list represents the prioritized draft list of unmet needs at METRO. The list consists of one over riding top priority and then sets of items listed by Very High Need, High Need, Moderate Need, and Low Need. Specific service improvements that impacted the entire system were designated as High Needs as a group without prioritizing each potential improvement in comparison with the others within the group.

### **Top Priority Need**

- Complete MetroBase Facility Phase 1 and Phase 2 including Operations Building and Parking Structure.

### **Very High Priority Need**

- Redevelop Santa Cruz Metro Center as mixed use facility incorporating local transit service, regional transit service, paratransit service, intercity bus service, commercial office functions, passenger service facilities, parking facilities, and both market rate and affordable housing.
- Funding to maintain existing services and facilities.
- Complete conversion of vehicles (revenue and non-revenue) to alternate fuels.
- Four (4) small fixed route replacement buses for rural service.
- Fourteen (14) full sized fixed route replacement buses.
- Replace thirty-four (34) paratransit vans with larger capacity minibuses.
- Identify and obtain funding to support the future levels of paratransit service that will be required.
- Revise and improve web site to enhance effectiveness and visibility.
- Increased frequencies for Route 71 evening service: 2x an hour until 9PM vs. 7PM.
- Acquire and develop permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service.
- Place thirty (30) 1998 fixed route buses.

## **High Priority Need**

- Implement “yield to bus” program to improve travel times.
- Implement marketing programs to increase visibility and enhance public awareness of METRO services.
- Extend highway 17 service to Watsonville.
- Add AM/PM and weekend Route 79 service.
- Purchase Automated Vehicle Location/Passenger (AVL) Counting System.
- Installation of Transponders on all buses for Preemptive Signal Control on major corridors improving traffic flow, reducing travel time, and improving on-time performance.
- Increase weekend Hwy 17 service frequencies.
- Add early morning Route 70 service to Cabrillo College.
- Additional night UCSC service, including Route 20.
- Extension of Highway 17/Amtrak service to UCSC at key times.
- East/West Express service to UCSC and Cabrillo and from Watsonville on 69W.
- Express service between San Lorenzo Valley and both UCSC and Cabrillo College.
- Expanded service between UCSC and Westside University activity centers such as Long Marine Lab, Wrigley building offices, Texas Instruments building offices.
- Service from the UC Inn to UCSC.
- Restore service to Gault Street and LaPosada area simultaneously with the restoration of service to Senior Centers and Independence Square.
- Expanded service to new residential and commercial areas in Watsonville.
- Continue to improve bus stops to be ADA accessible.

- Purchase Farebox Magnetic Card Reader System, coordinated with Monterey-Salinas Transit, to allow persons with lower incomes to take advantage of multi-ride purchase discounts.
- Route 66 using 7th Avenue inbound and outbound (between Capitola Road and Soquel Avenue).
- Add early morning Route 35 service.
- Implement circulator service in Santa Cruz, Watsonville, Capitola, and Scotts Valley.
- Service from Santa Cruz County to Los Gatos.
- Expanded bicycle capacity and access on the fixed route system.
- Increase window of service on Route 4.
- Equip ParaCruz Vehicles with Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking.

### **Moderate Priority Need**

- Expanded evening and late night service on major fixed routes to improve service accessibility.
- Implement automated "Reminder" phone call system for ParaCruz to remind riders of scheduled trip in advance, reducing "missed trips" and improve efficiency.
- Web-based Trip Planner for fixed route bus service to improve customer trip planning capability via computer.
- Automated phone-based trip planning providing Metro route information and or trip planning coordination via telephone and voice activated menu.
- Install bus shelters at high usage stops.
- 30-minute peak frequencies on collector and arterial routes.
- Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop.
- Holiday service on all holidays.

### **Low Priority Need**

- Install audio and video surveillance system for all buses.
- Bi-directional service on local Watsonville routes.
- Fare free service to students under the age of 13.