



Santa Cruz County Regional Transportation Commission's  
**Elderly & Disabled Transportation Advisory Committee**  
(Also serves as the state-mandated Social Service Transportation Advisory Council)

**AGENDA ~ 1:30 pm, Tuesday, August 5, 2014**

**NOTE MEETING DATE**

**Regional Transportation Commission Santa Cruz Office**

1523 Pacific Avenue, Santa Cruz, CA, 95062 (2nd Floor)

(start time  
estimate)

**1:30 pm**

**1. Call to Order**

**1:32 pm**

**2. Introductions**

**1:35 pm**

**3. Oral Communications**

*The Committee will receive oral communications during this time on items not on today's agenda. Presentations must be within the jurisdiction of the Committee, and may be limited in time at the discretion of the Chair. Committee members will not take action or respond immediately to any Oral Communications presented, but may choose to follow up at a later time, either individually, or on a subsequent Committee agenda.*

**1:40 pm**

**4. Additions or deletions to the consent and regular agendas**

**1:42 pm**

**CONSENT AGENDA**

*All items appearing on the consent agenda are considered to be minor or non-controversial and will be acted upon in one motion if no member of the E&D TAC or public wishes an item be removed and discussed on the regular agenda. Members of the E&D TAC may raise questions, seek clarification or add directions to Consent Agenda items without removing the item from the Consent Agenda as long as no other E&D TAC member objects to the change.*

**5. Approve minutes from June 10, 2014 meeting (page 3)**

**6. Receive Transportation Development Act (TDA) Revenues Report as of July 2014 (page 7)**

**7. Receive RTC Highlights from June 2014 (page 8)**

**8. Receive Calendar of E&D TAC Items (page 9)**

**9. Information Items (page 10-16)**

- a. Letter from Santa Cruz County Taxi Commission- June 10, 2014
- b. AARP Article, "Making Streets Safe", April 2014
- c. Letter from California Council of the Blind Letter Regarding AB 1193
- d. Highway 1/9 Intersection Improvement Initial Study, RTC Staff Comments

**10. Receive Agency Updates (other than items on regular agenda) (page 17-24)**

- a. Volunteer Center
- b. Community Bridges (Consolidated Transportation Services Agency)  
-3<sup>rd</sup> Quarter FY13/14 TDA Report

- c. Santa Cruz Metropolitan Transit District (Metro)
  - April 2014 ParaCruz Report
  - Past Metro Reports (please see archives on the web):  
<http://www.scmtd.com/en/agency-info/board-of-directors/70-board-agenda-archive>
- e. Santa Cruz County Regional Transportation Commission
  - Passenger Rail Survey <https://www.surveymonkey.com/s/8H8LZYJ>
- e. Private Operators

## REGULAR AGENDA

- 1:50 pm 11. Review Older Adult and Persons with Disabilities Fixed Route Discount Fare Program (AR-1028) (page 25-39)
- 2:30 pm 13. Receive Pedestrian Safety Work Group Update and Draft Peds/Motorist Brochure (page 40-42)
- 2:50 pm 14. View Proposed New Paratransit Vehicles
- 3:15 pm 15. Adjourn

Next meeting location and time: **1:30 pm, October 14, 2014 @ RTC Office, Santa Cruz**

Future Topics: Handicapped Parking Spaces in downtown Santa Cruz, Construction Guidelines for Accessibility, Accessibility in the San Lorenzo Valley, Pedestrian FAQ, San Mateo paratransit presentation, rides to election sites, Annual Report

**HOW TO REACH US** Santa Cruz County Regional Transportation Commission  
1523 Pacific Avenue, Santa Cruz, CA 95060  
Phone: (831) 460-3200 / fax (831) 460-3215  
Email: [info@sccrtc.org](mailto:info@sccrtc.org) / website: [www.sccrtc.org](http://www.sccrtc.org)

## ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES

*The Santa Cruz County Regional Transportation Commission does not discriminate on the basis of disability and no person shall, by reason of a disability, be denied the benefits of its services, programs, or activities. This meeting location is an accessible facility. If you wish to attend this meeting and require special assistance in order to participate, please contact RTC staff at 460-3200 (CRS 800/735-2929) at least three working days in advance of this meeting to make arrangements. People with disabilities may request a copy of the agenda in an alternative format. As a courtesy to those person affected, please attend the meeting smoke and scent-free.*

## SERVICIOS DE TRADUCCIÓN/TRANSLATION SERVICES

*Si gusta estar presente o participar en esta junta de la Comisión Regional de Transporte del condado de Santa Cruz y necesita información o servicios de traducción al español por favor llame por lo menos con tres días laborables de anticipo al (831) 460-3200 para hacer los arreglos necesarios. (Spanish language translation is available on an as needed basis. Please make advance arrangements (at least three days in advance by calling (831) 460-3200.*

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## Santa Cruz County Regional Transportation Commission

### Elderly & Disabled Transportation Advisory Committee

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#### Minutes – Draft

Tuesday, June 10, 2014

Regional Transportation Commission Office  
275 Main St Ste 450, Watsonville CA 95076

1. **Call to Order** at 1:42 pm

2. **Introductions**

***Members Present:***

Hal Anjo, Potential Bus Rider  
Kirk Ance, CTSA Lift Line  
Lisa Berkowitz, CTSA  
Debbi Brooks, Soc. Serv. Provider-Persons of  
Limited Means  
John Daugherty, Metro Transit  
Veronica Elsea, 3<sup>rd</sup> District  
Sally French, Soc. Serv. Provider-Disabled (HOPE)  
Clay Kempf, Social Service Provider  
Michael Molesky, Social Service Provider  
Disabled

***Alternates Present:***

April Warnock, Metro ParaCruz

***Excused Absences:***

Sharon Barbour, 5<sup>th</sup> District  
Patti Lou Shevlin, 1<sup>st</sup> District

***Others Present:***

***RTC Staff Present:***

Grace Blakeslee  
Cathy Judd  
Karena Pushnik

3. **Oral Communications**

The following information was discussed or announced:

- Recognition of Open Streets Capitola event
- Upcoming Metro meeting/agenda and Short Range Transit Plan
- RTC awarded Caltrans Transit Planning Grant for User Oriented Transit Travel Planning under the Commute Solutions program
- Steam Train and Passenger Rail Study
- Senior Center Without Walls brochure

4. **Additions or deletions to consent and regular agenda**

No Item #9 on the June E&D TAC agenda

## CONSENT AGENDA

*Action: The motion (Daugherty/Berkowitz) - - to approve the consent agenda as amended - - carries.*

*Ayes: Michael Molesky, John Daugherty, Lisa Berkowitz, Debbi Brooks, Sally French, Kirk Ance, Clay Kempf, Hal Anjo, Veronica Elsea*

*Nays: None*

*Abstain: None*

5. Approved minutes from April 8, 2014 meeting
  - Amend draft minutes, Item #1: Introductions, from April 8, 2014 meeting; from Mike Molesky to Michael Molesky.
6. Received Transportation Development Act (TDA) Revenues Report as of May 2014
7. Received RTC Highlights through May 2014
8. Approved recommendation of Norm Hagen for District 4 Member
9. This item deleted
10. Information items
  - a. Seniors Without Walls
  - b. Monterey Bay Scenic Sanctuary Trail Awards: American Planning Association and California Parks & Greenways
11. Received Agency Updates
  - a. Volunteer Center
    - 3<sup>rd</sup> Quarter TDA Report
  - b. Community Bridges (Consolidated Transportation Services Agency)
    - 2nd Quarter TDA Report
  - c. Santa Cruz Metropolitan Transit District (Metro)
    - February 2014 ParaCruz Report
    - March 2014 Accessible Services Report
    - Consideration of Issuing a Formal Request for Proposals Supplemental ParaCruz Services
    - Past Metro Reports
  - d. Santa Cruz County Regional Transportation Commission
  - e. Private Operators

## REGULAR AGENDA

12. Approve August Meeting Date Change to August 5, 2014

*Action: The motion (Anjo/Elsea) to approve the date change for the August 2014 E&D TAC meeting from August 12 to August 5 -- carries.*

Ayes: Kirk Ance, Debbi Brooks, Sally French, Lisa Berkowitz, Clay Kempf, Hal Anjo, John Daugherty, Michael Molesky, Veronica Elsea  
Nays: None  
Abstain: None

13. Receive List of Active Transportation Plan Grants Submitted

- a. Letter supporting Scotts Valley Application for Active Transportation Program funding

Grace Blakeslee, RTC Transportation Planner, provided an overview of the Active Transportation Plan Grants submitted to Caltrans. Caltrans will notify award winners in August and Ms. Blakeslee will seek input regarding project ideas from members at the April 2014 E&D TAC meeting.

14. Review Transportation Development Act Triennial Performance Audit

Grace Blakeslee, RTC Planner, discussed the Triennial Performance Audit review for the Regional Transportation Commission, METRO, Community Bridges, and the Volunteer Center. E&D TAC discussed Triennial Performance Audit recommendation to, "enhance recruitment efforts to fill vacant position on the Elderly & Disabled Transportation Advisory Committee." The Committee discussed recruitment and outreach strategies. Ms. Blakeslee will investigate provisions for transportation assistance to meetings for members, contact agencies representing seniors and disabled individuals and prepare and distribute outreach materials. The Committee discussed the importance of measuring the return on investment for transit services. The return on investment measure can capture the costs to the community of not providing service, such as additional health care cost, and loss of productivity.

*Action: The motion (Elsea/Daugherty) to send a letter to the RTC regarding the Triennial Performance Audit to 1) recommend new committee member recruitment strategies, and; 2) request inclusion of E&D TAC's role in covering pedestrian issues in Triennial Performance Audit discussion, and 3) recommend that all transit providers include a measure of the value of investment.-- carries.*

Ayes: Lisa Berkowitz, Hal Anjo, Clay Kempf  
Nays: Michael Molesky  
Abstain: Debbi Brooks, John Daugherty, Veronica Elsea, Clay Kempf, Sally French, Kirk Ance

*Action: The motion (Elsea/Anjo) to reconsider the last motion and remove Item 3, -- carries.*

Ayes: Sally French, Lisa Berkowitz, John Daugherty, Debbi Brooks, Hal Anjo, Veronica Elsea, Michael Molesky  
Nays: Clay Kempf  
Abstain: Kirk Ance

*Action: The motion (Kempf/Elsea) to include in the letter to RTC regarding the Triennial Performance Audit an acknowledgement that only CTSA is being asked to report on return on investment performance measures, that such measures have value not just for the CTSA, but also for all providers of specialized transportation, and recognize that it is important, but challenging to develop return on investment performance measures, quantitative or qualitative.-- carries.*

*Ayes: Hal Anjo, Veronica Elsea, Michael Molesky, Clay Kemp*  
*Nays: None*  
*Abstain: Sally French, John Daugherty, Debbi Brooks, Kirk Ance, Lisa Berkowitz*

15. Receive Pedestrian Safety Work Group Update

a. Review Pedestrian Motorist Brochure

Veronica Elsea, Chair for the Pedestrian Safety Work Group, provided a committee overview stating that the brochure for Motorists and Pedestrians is in the final stages and should be ready in August. Ms. Elsea said that the brochure will be translated into Spanish. The next meeting of the Pedestrian Safety Work Group will be held on Monday, June 30, at 1:30 pm in the RTC conference room.

16. Receive Calendar of E&D TAC Items

17. Adjourn 4:03 pm

Respectfully submitted, Cathy Judd, RTC Staff

**SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION  
TDA REVENUE REPORT  
FY 2014-2015**

<b>MONTH</b>	<b>FY13 - 14 ACTUAL REVENUE</b>	<b>FY14 - 15 ESTIMATE REVENUE</b>	<b>FY14 - 15 ACTUAL REVENUE</b>	<b>DIFFERENCE DIFFERENCE</b>	<b>DIFFERENCE AS % OF PROJECTION</b>	<b>CUMULATIVE % OF ACTUAL TO PROJECTION</b>
JULY	556,100	583,905	591,100	7,195	1.23%	101.23%
AUGUST	741,500	778,575				
SEPTEMBER	818,354	859,272				
OCTOBER	596,900	626,745				
NOVEMBER	795,900	835,695				
DECEMBER	732,985	769,634				
JANUARY	557,700	595,461				
FEBRUARY	728,800	793,948				
MARCH	802,890	704,655				
APRIL	504,100	530,042				
MAY	672,100	706,686				
JUNE	780,261	845,925				
<b>TOTAL</b>	<b>8,287,590</b>	<b>8,630,543</b>	<b>591,100</b>	<b>7,195</b>	<b>0.08%</b>	<b>7%</b>

**Note:**

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# **Santa Cruz County Regional Transportation Commission (RTC)**

## **June 5, 2014 Meeting Highlights**

### ***Transportation Development Act (TDA) Fiscal Years 2010-2012 Triennial Performance***

#### ***Audits:***

State law requires triennial performance audits of local transportation planning agencies and transit operators who receive Transportation Development Act (TDA) funds. The RTC FY 2010-2012 triennial performance audit found that the RTC and operators (including the Santa Cruz Metropolitan Transit District, Community Bridges and the Volunteer Center) are in compliance with TDA requirements and in some cases exceed those requirements. The RTC portion of the triennial performance audit also includes four recommendations, which staff will work to address, and found that the three recommendations from the previous audit have been implemented.

#### ***State and Federal Legislative Updates:***

The RTC received an overview of state and federal legislative activities that could impact transportation planning, programming and projects in Santa Cruz County. Several transportation bills are under consideration in the current session of the state legislature, including proposals to redirect vehicle weight fees from the General Fund back to transportation and a resolution urging the President and U.S. Congress to stabilize the Highway Trust Fund (SJR 24). In addition, there are several competing state proposals for how to spend cap-and-trade fees on businesses that emit greenhouse gases, with legislators and the Governor expected to resolve the differences before enacting the state budget. In Washington, D.C., the President and Congress have put forth several transportation proposals, especially with the federal surface transportation bill called MAP-21 set to expire on September 30.

#### ***2014 Train to Christmas Town Operating Plan and License:***

The RTC approved a passenger rail operating plan for Train to Christmas Town operations out of Watsonville in November and December through 2015. Both this seasonal passenger rail service and freight rail operations are conducted in accordance with the RTC's operating agreement with the shortline operator, Santa Cruz & Monterey Bay (SC&MB) Railway, which in turn is responsible for maintenance of the tracks and related rail equipment. Train to Christmas Town also helps to meet legal requirements specified in the voter approved Proposition 116 stating that the funds provided to the RTC for purchase of the rail line were for "rail projects within Santa Cruz County which facilitate recreational, commuter, intercity and intercounty travel."

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# Elderly & Disabled Transportation Advisory Committee

## *Annual Meeting Schedule*

*Most meetings held on the 2<sup>nd</sup> Tuesday of even numbered months  
at 1:30 pm in the SCCRTC Conference room,  
\*one meeting held annually in an alternate location*

This is a draft list of meeting topics. Please check the RTC website for the current packet agenda (posted about 4 working days before the meeting).

<i>February</i>	Review Draft of <b>Annual Report including Unmet Needs</b> , suggest outreach for Mar RTC hearing Review <b>Preliminary TDA Estimates</b> , if available Solicit <b>Nominations for Chair/Vice Chair</b>
<i>April</i>	Review <b>TDA Claims for Volunteer Center, Community Bridges and METRO</b> Elect <b>Chair and Vice Chair</b> Review <b>Roster/Membership update</b> Info/Consent items: <b>final Unmet Needs list or link</b> to list on website
<i>June</i>	Review <b>Metro's Section 5311 Project Program/Application</b> , if necessary
<i>August</i>	Review <b>RTC's Legislative Report</b>
<i>October</i>	?
<i>December</i>	Review draft <b>Unmet Transit Needs and determine outreach plan</b> (coordinate with Area on the Aging Unmet Needs) Review <b>End of FY TDA Claims</b> Determine <b>Local Review Committee for Section 5310 Applications</b> Review <b>next year's Meeting Schedule</b>
<i>Info items:</i>	<b>Minutes</b> from last meeting Monthly <b>TDA Revenues</b> (get from latest RTC packet) <b>RTC Highlights</b> (w/o meeting list) <b>Letters</b> from the committee <b>Agency Updates</b> , including <b>Quarterly TDA reports</b>
<i>As Needed:</i>	Recommend <b>TDA Claims from local jurisdictions</b> Review <b>Updates to Guide for Specialization</b> Review <b>Triennial Performance Audit</b> (every 3 years) Review <b>Coordinated Plan</b> (update every 4 years) Review <b>METRO's Short Range Transit Plan</b> (every ? years) <b>Other timely items that are within the purview of the committee</b>

**Parking:** There is a parking structure located at the corner of Locust and Cedar. The cost to park in the structure is minimal (\$1 for two hours).

**Bus:** The Pacific Station MetroCenter, a destination for most buses, is approximately four blocks down Pacific Avenue. The following bus route stops on Cedar Street approximately one block from the office: the 'Route 10 via High' while outbound from the MetroCenter toward UCSC.



# Santa Cruz Transportation, LLC

PHONE: 831.423.1234

June 10, 2014



**RE: Formation of the Santa Cruz County Taxi Commission (CTC)**

**Greetings to all transportation service providers and interested stakeholders:**

For over 60 years Santa Cruz Transportation has provided demand response taxicab ride services to the greater Santa Cruz County area. We understand your operation is 24/7/365 and your commitment to safe transportation of clients and customers.

**On behalf of Santa Cruz Transportation and likeminded professionals and stakeholders, I am inviting you to participate in a group dedicated to safe, reliable and efficient transportation.**

Since the 1980's Santa Cruz and Watsonville transportation companies have resourced operators and vehicles to transport seniors and disabled children and adults prior to the enactment of the Americans with Disabilities Act of 1991. We continue to do this important work today in partnership with the County of Santa Cruz, Santa Cruz Metro, Community Bridges and Santa Cruz and Pajaro Valley School Districts. We are proud to comply with ADA statutes meeting the needs of seniors and disabled persons of the county.

Santa Cruz Transportation features up to date technology sending ride request information and utilizes satellite and GPS tracking. We've built a solid reputation with regular riders from UCSC, Dignity Health, Palo Alto Medical Foundation, Watsonville Community Hospital, Rehabilitation and Nursing Homes, auto repair centers, restaurants, nightclubs and private residences.

With a long standing history of reliable service to the community, we now adjust to the proliferation of ride sharing networks with drivers available via smart phone apps and credit card access. As indicated in recent reports of public hearings and testimony in Sacramento, **uber, lyft, sidecar** et al, are synonymous with unregulated, underinsured and unpermitted bandit cabs hired by the unsuspecting public traveler.

In hopes of establishing a partnership between regulated public carriers, interested stakeholders and local law enforcement, we are introducing the formation of the Santa Cruz County Taxi Commission (CTC), a group intended to monitor and enhance the taxicab industry in Santa Cruz County. Our goal is to establish one authorized county agency, with input from the CTC, to monitor background checks, vehicle inspections and charged with the granting of taxicab driver permits and vehicle inspection decals inside and outside the vehicle. In this manner, ridership and local law enforcement will easily identify permitted taxis and distinguish them from illegal operators.

P.O. Box 3328, Santa Cruz, CA 95063 • Fax: 831.465.6519



# Santa Cruz Transportation, LLC

PHONE: 831.423.1234

Our partnership will be comprised of representatives from taxi companies, stakeholders, law enforcement and transit agencies. A balance of private and public input will establish a forum to address issues such as permits, enforcement of ordinances and codes and the ability to report bandit cab activity in the greater Santa Cruz County area. We hope to facilitate communication with law enforcement, as our drivers are the eyes and ears of the community.

All of us are dedicated to safe transportation of elderly, disabled, stranded and/or inebriated members of the greater Santa Cruz County area. When we come together as a group of like-minded individuals, we empower our service and ensure safe, reliable and profitable transportation moving forward.

I hope you will join me and make the Santa Cruz County Taxi Commission (CTC) a great success. If you are interested in being involved, please contact me by phone (831) 475-1033 or email ([scyellowcab@gmail.com](mailto:scyellowcab@gmail.com)) and we'll be happy to coordinate an initial meeting of the interested parties. I thank you in advance for your interest and involvement.

Sincerely,

James C. Monroe  
Santa Cruz Transportation, LLC

CC sent via USPS to: Watsonville Courtesy Cab; Watsonville Yellow Cab; Watsonville Green Cab; Pajaro Taxi; Aptos Village Cab; Deluxe Cab; Go Green Cab; SC County Board of Supervisors (5); SCPD; WPD; SVPD; CPD; CHP; SCCSO; SC County RTC; SC County E&D TAC; SC Metro; Metro ParaCruz; SC County HSA-MH.



By A. Barry Rand, CEO

## Making Safe Streets A Real Possibility



**W**hen New York City resident Amy Rogers moved across town a few years ago, she didn't count on having to navigate the "Bowtie of Death" intersection of three busy streets. Rogers, 66, uses a cane when

walking, so getting from one curb to the other before the light changed was a challenge.

As the *AARP Bulletin* reported last year, New York's Safe Streets for Seniors program solved Rogers' problem. The city's department of transportation reconfigured a pedestrian island, extended crossing times and added countdown traffic signals.

"I do feel safer," she said, "and I am more willing to use that corner," which she had avoided whenever possible.

New York does not have a monopoly on unsafe streets. In fact, residents of small towns are even more likely to be injured or killed than residents of urban areas. In 2012, 54 percent of all traffic fatalities—including motorists, pedestrians and cyclists—occurred in rural areas. Pedestrian fatalities alone accounted for 14 percent of all deaths on America's roadways in 2011, and nearly 1 in 5 of those deaths was a person 65 or older. Sadly, every two hours a pedestrian is killed because of unsafe streets or crosswalks.

To combat this problem, more than 600 jurisdictions throughout the country have adopted safe streets policies. More than half of these are in small cities and rural areas. AARP strongly supports these policies (sometimes called "complete streets") because they require planners to take all users—pedestrians, bicyclists, bus riders and motorists—into account when

designing new roads or fixing existing ones. Research shows that well-designed intersections, sidewalks, bike lanes and other features can significantly reduce injuries, deaths and automobile crashes. Yet, despite these efforts, too many people cannot safely walk, bike or take public transportation to their destinations.

Reps. Doris Matsui (D-Calif.) and David Joyce (R-Ohio) and Sens. Mark Begich (D-Alaska) and Brian Schatz (D-Hawaii) have introduced the Safe Streets Act. This legislation would require all states and local planning organizations

to adopt safe streets policies for federally funded projects within two years. It promotes smart planning and design and would establish basic guidelines for states and communities to ensure that any new construction is done right the first time—saving time and money.

The Safe Streets Act does not require any new money, nor does it require transportation agencies to use a particular roadway design—and it doesn't tell highway engineers how to build individual projects. It simply calls on the U.S. Department of Transportation, as well as state and local transportation agencies that use fed-

eral funds, to adopt a policy that considers the safety of all users when they build new streets and roads or substantially rebuild existing ones.

The Safe Streets Act won't fix all our roadway safety problems overnight. But over time, our streets will be designed to be safer—and more people, like Amy Rogers, will be able to cross the street without crossing their fingers first. □



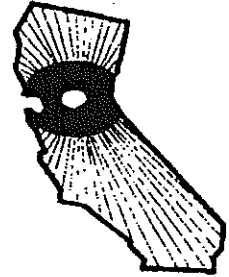
**WHAT YOU CAN DO:** Contact your members of Congress at 800-580-5739 and ask them to support the Safe Streets Act, HR 2468 and S 2004. For more information, go to [aarp.org/safestreets](http://aarp.org/safestreets).

Donna Pomerantz, President

CALIFORNIA COUNCIL OF THE BLIND  
EXECUTIVE OFFICE  
1303 J Street, Suite 400  
Sacramento, CA 95814-2900

916 441-2100 1-800-221-6359 FAX 916-441-2188

## CALIFORNIA COUNCIL OF THE BLIND



June 18, 2014

Honorable Mark DeSaulnier  
Chair, Senate Transportation and Housing Committee  
Room: 2209  
State Capitol  
Sacramento, 95814

Re: oppose AB1193

Dear Senator DeSaulnier:

The California Council of the Blind is the largest organization of Californians who are blind or who have low vision. Since 1934, the council has been working to improve opportunities for persons with vision loss. One of the most important issues facing persons who are blind or who have low vision, be they students, seniors, professionals, job-seekers, or parents is pedestrian safety. Because AB 1193 presents serious pedestrian safety concerns, especially for persons with visual impairments, the council must oppose this bill.

The goal of this bill, to find ways of increasing bicycle safety, is one which we applaud. However, the use of so-called "cycle tracks" presents a serious threat to the safety of pedestrians, including children, seniors, and persons with vision loss. Whether getting out of a vehicle, crossing a street, or otherwise walking through a cycle track, a pedestrian, and especially someone with a visual impairment will not be expecting a bicycle to come upon them. Although the majority of bicyclists attempt to travel safely, there are many who do not, and the failure to travel slowly and safely along a cycle track can lead to serious injuries, perhaps even life-threatening, to a pedestrian.

Pursuant to discussions between the proponents of the bill and the council, amendments were inserted to include vague references to pedestrian concerns, including those of persons with visual impairments. However, as we have pointed out to the proponents, such language lacks the necessary specificity to ensure that our concerns will be met. If, for example, the Department of Transportation were to be required to work with its Caltrans

External ADA Advisory Committee to adopt requirements that ensure the concerns of pedestrians, including those with visual impairments are met by all local governments who elect to use "cycle tracks", there would be a far greater likelihood that our issues will not be ignored. Thus, we urge this committee to uphold the safety of pedestrians and reject AB 1193.

Sincerely,



Donna Pomerantz  
President



Jeff Thom  
Governmental Affairs Chair

Cc:

Senator Ted Gaines (Vice Chair)  
Senator Jim Beall  
Senator Anthony Cannella  
Senator Cathleen Galgiani  
Senator Ben Hueso  
Senator Ricardo Lara  
Senator Carol Liu  
Senator Fran Pavley  
Senator Richard Roth  
Senator Mark Wyland  
Assemblymember Philip Ting



## SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 Pacific Ave., Santa Cruz, CA 95060-3911 • (831) 460-3200 FAX (831) 460-3215 EMAIL [info@sccrtc.org](mailto:info@sccrtc.org)

July 3, 2014

Matt Fowler, Senior Environmental Planner  
Environmental Central Coast Branch  
California Department of Transportation  
50 Higuera Street  
San Luis Obispo, CA 93401

Dear Mr. Fowler:

The Santa Cruz County Regional Transportation Commission (RTC) staff has reviewed the initial study for the Route 1/9 Intersection Improvement Project. The Route 1/9 Intersection Improvement Project is an important traffic operations and congestion relief project. The traffic analysis included in the initial study appropriately documents the proposed project's ability to reduce delay and serve a greater percentage of vehicle demand. With over 80,000 vehicles traveling through the intersection each day, including Santa Cruz Metropolitan Transit District (METRO) buses accessing the METRO operations and maintenance facilities, as well as pedestrians and bicyclists, the Highway 1/9 Intersection Improvement Project is a regionally significant project and compliments the series of completed and planned Highway 1 investments lead by RTC and Caltrans.

The Highway 1/9 Intersection Improvement advances the recently adopted 2014 Regional Transportation Plan goals of improving mobility by increasing the efficiency of the existing transportation system. At a time of scarce transportation resources, intersection projects, like the proposed Highway 1/9 Intersection Improvement, are important for improving transportation in Santa Cruz County.

In recognition of the project benefits to the regional transportation system, the RTC has programmed \$1.39 million in State Transportation Improvement Program (STIP) funds to the Route 1/9 Intersection Improvement Project. The RTC staff appreciates Caltrans' and the City of Santa Cruz's efforts to implement these improvements and encourages Caltrans and the City of Santa Cruz to continue taking the steps required to expedite construction of the project. The RTC staff recognizes the strong funding commitment of the City of Santa Cruz to this project, having funded



100% of the pre-construction phases of work from local sources and committing significant additional local funds for construction.

RTC staff would like to compliment the City of Santa Cruz for investing over \$5 million to improve pedestrian and bicycle access in the project vicinity which resulted in a separate bicycle and pedestrian facility which parallels the River Street/Route 9 east/west route and a dedicated bicycle and pedestrian bridge providing access over the San Lorenzo River. This approach is consistent with the concepts included in the Monterey Bay Area Complete Streets Guidebook which identify separated or buffered facilities for bicyclists and pedestrians as desired in locations with high traffic volumes. The proposed multi-purpose path identified in Figure 2-4 of the Initial Study as a future project will provide yet another opportunity for pedestrians and bicyclists. RTC encourages the City of Santa Cruz to take steps to implement this proposed multi-purpose path as funding becomes available and to provide design details to the RTC's Bicycle Advisory Committee for review prior to final design.

RTC staff encourages the City of Santa Cruz and Caltrans to work with the RTC's Commute Solutions Program before and during the proposed project's construction to provide information to the community about carpooling, vanpooling, transit, and bicycling as a strategy for mitigating traffic impacts during the construction period.

Finally, RTC staff requests that the City of Santa Cruz and the RTC staff discuss opportunities for developing a park and ride lot adjacent to the project location in the future.

Sincerely,



George Dondero  
Executive Director

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FY 13/14 QUARTER 3  
JAN - FEB - MAR 2014

CC21

CC29

CC 24,30

CC-36

#	Performance Measures to be Included in	Medical					% of YTD Rides	Meals on Wheels					% of YTD Rides	Taxi Scrip					% of YTD Rides	Elderday					% of YTD Rides	ISSP					% of YTD Rides	Qtr Total	YTD Total	
		Jan	Feb	Mar	Qtr	YTD		Jan	Feb	Mar	Qtr	YTD		Jan	Feb	Mar	Qtr	YTD		Jan	Feb	Mar	Qtr	YTD		Jan	Feb	Mar	Qtr	YTD				
1	Unduplicated Passengers per Month	115	103	114	186	426		47	50	53	59	185		64	55	49	94	274		100	103	100	113	334		205	215	228	352	352		804	1,571	
2	Total Passenger Trips (Units of Service) per Month	765	695	787	2,247	6,535	34%	1,153	1,034	1,193	3,380	10,176	33%	284	259	264	807	2,211	36%	2,672	2,438	2,682	7,792	25,069	31%	3,828	4,068	5,165	13,061	20,674	63%	27,287	64,665	
3	Number of Incidents per Month	0	0	0	0	1		0	0	0	0	1		0	0	0	0	0		1	0	1	2	9		0	0	0	0	0		2	11	
4	Number of Accidents per Month	0	0	0	0	0		0	0	0	0	0		0	0	0	0	0		0	0	0	0	1		0	0	0	0	0		0	1	
5	Number of Mechanical Failures (including lift failure) per Month	0	0	0	0	0		0	0	0	0	0		N/A	N/A	N/A	0	0		0	0	1	1	5		0	0	0	0	0		1	5	
6	Number of No-Shows per Month	17	11	15	43	130		N/A	N/A	N/A	0	0		N/A	N/A	N/A	0	0		85	92	56	233	688		N/A	N/A	N/A	0	0		276	818	
7	Number of Turndowns or Referrals per Month	0	0	0	0	0		0	0	0	0	0		0	0	0	0	0		0	0	0	0	0		0	0	0	0	0		0	0	
8	Total Donations per Month	\$184	\$304	\$15	\$503	\$4,284		N/A	N/A	N/A	\$0	\$0		N/A	N/A	N/A	\$0	0		N/A	N/A	N/A	\$0	0		N/A	N/A	N/A	\$0	0		\$503	\$4,284	
9	Operating Cost per Passenger Trip				\$48.90						\$6.67						\$8.90						\$11.76							\$1.90				
10	Operating Cost per Vehicle Service Hour				\$47.53						\$40.94												\$45.25							\$49.76				
11	Passengers per Vehicle Service Hour				0.94						6.15												3.77							26.19				
12	Passengers per Vehicle Service Mile				0.07						0.39												0.24							1.34				
13	Van Mileage per Program				28,988						8,642												29,692							9,780				

Footnote: Line 9 includes both tax and Lift Line costs and units of service combined. Lines 10 through 13 reflect Lift Line data only and exclude tax costs and units of service.  
Note: Out-of-County rides switched from all-volunteer drivers/dispatchers to LL funded services on 1/1/13.

# **SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

**DATE:** June 27, 2014

**TO:** Board of Directors

**FROM:** April Warnock, Paratransit Superintendent

**SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT FOR MARCH  
AND APRIL 2014**

## **• I. RECOMMENDED ACTION**

**This report is for information only - no action requested**

## **II. SUMMARY OF ISSUES**

- Summary review of monthly operational statistics for ParaCruz.

## **III. DISCUSSION/BACKGROUND**

METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door demand-response transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.

METRO assumed direct operation of paratransit services November 1, 2004. This service had been delivered under contract since 1992.

Comparing March 2013 statistics to March 2014, ParaCruz rides increased by 699 rides. In March of 2014, ParaCruz performed the largest number of rides (8853) in any single month since becoming administered in-house.

Comparing April 2013 to April 2014, ParaCruz rides increased by 894 rides. While these numbers follow the historical trend, they significantly exceed the increases in rides for previous years.

Comparing February 2014 to March 2014, number of rides performed increased by 1130 rides. Comparing March 2014 to April 2014, rides decreased by 139 rides.

## **IV. ALTERNATIVES**

- Not applicable.

## **V. COORDINATION**

This staff report has been coordinated with statistics provided by the Finance and Fleet Departments.

## **VI. FINANCIAL CONSIDERATIONS**

There are no financial considerations for this report.

## **VII. ATTACHMENTS**

- Attachment A:** ParaCruz On-time Performance Chart
- Attachment B1,B2:** Comparative Operating Statistics Table
- Attachment C:** Number of Rides Comparison Chart and Shared vs. Total Rides Chart
- Attachment D:** Mileage Comparison Chart and Year to Date Mileage Chart
- Attachment E:** Eligibility Chart

# ATTACHMENT A

Board of Directors  
Board Meeting April 25, 2014

<b>ParaCruz On-time Performance Report</b>		
	<b>March 2013</b>	<b>March 2014</b>
Total pick ups	8154	8853
<b>Percent in “ready window”</b>	<b>95.54%</b>	<b>94.95%</b>
1 to 5 minutes late	1.83%	1.84%
6 to 10 minutes late	1.08%	1.32%
11 to 15 minutes late	.70%	.67%
16 to 20 minutes late	.45%	.42%
21 to 25 minutes late	.11%	.30%
26 to 30 minutes late	.18%	.19%
31 to 35 minutes late	.05%	.09%
36 to 40 minutes late	.04%	.18%
41 or more minutes late (excessively late/missed trips)	.02%	.03%
<b>Total beyond “ready window”</b>	<b>4.46%</b>	<b>5.05%</b>

During the month of March 2014, ParaCruz received six (6) Customer Service Reports. Four (4) reports were valid. One (1) report was not verifiable. One (1) report was a compliment.

<b>ParaCruz On-time Performance Report</b>		
	<b>April 2013</b>	<b>April 2014</b>
Total pick ups	7158	8717
<b>Percent in “ready window”</b>	<b>95.66%</b>	<b>94.43%</b>
1 to 5 minutes late	1.98%	2.07%
6 to 10 minutes late	1.16%	1.46%
11 to 15 minutes late	.50%	.83%
16 to 20 minutes late	.35%	.46%
21 to 25 minutes late	.17%	.31%
26 to 30 minutes late	.08%	.16%
31 to 35 minutes late	.07%	.11%
36 to 40 minutes late	.01%	.10%
41 or more minutes late (excessively late/missed trips)	.01%	.07%
<b>Total beyond “ready window”</b>	<b>4.34%</b>	<b>5.57%</b>

During the month of April 2014, ParaCruz received eight (8) Customer Service Reports. Two (2) reports were valid. Five (5) reports were not verifiable. One (1) report was a compliment.

# ATTACHMENT B1

Board of Directors  
Board Meeting June 27, 2014

## Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through March 2014.

	<b>Mar 13</b>	<b>Mar 14</b>	<b>Fiscal 12-13</b>	<b>Fiscal 13-14</b>	<b>Performance Averages</b>	<b>Performance Goals</b>
Requested	8688	9444	63,688	76,129	8464	
Performed	8154	8853	58,714	71,181	7902	
Cancels	17.81%	20.12%	19.25%	19.59%	19.47%	
No Shows	2.90%	2.74%	3.33%	2.90%	2.94%	Less than 3%
Total miles	58,295	61,684	408,491	508,199	56,088	
Av trip miles	4.96	4.63	4.76	4.76	4.88	
Within ready window	95.54%	94.95%	95.97%	95.36%	95.36%	92.00% or better
Excessively late/missed trips	2	3	11	21	2.25	Zero (0)
Call center volume	5937	6585	45,286	N/A	N/A	VOIP being UPDATED
Hold times less than 2 minutes	95.9%	94.4	95.3%	N/A	N/A	Greater than 90%
Distinct riders	794	811	1564	1702	800	
Most frequent rider	55 rides	55 rides	290 rides	405 rides	53 rides	
Shared rides	66.6%	64.9%	64.5%	64.2%	65.37%	Greater than 60%
Passengers per rev hour	1.97	1.97	1.93	1.96	1.98	Greater than 1.6 passengers/hour
Rides by supplemental providers	10.25%	7.04%	6.90%	10.19%	10.83%	No more than 25%
Vendor cost per ride	\$23.33	\$24.73	\$21.68	\$23.97	\$23.26	
ParaCruz driver cost per ride (estimated)	\$28.70	\$29.34	\$29.93	\$31.02	\$28.94	
Rides < 10 miles	65.99%	62.69%	67.62%	63.60%	64.23%	
Rides > 10	34.01%	37.31%	32.38%	36.40%	35.77%	
Denied Rides	N/A	0	N/A	0	0	Zero

## ATTACHMENT B 2

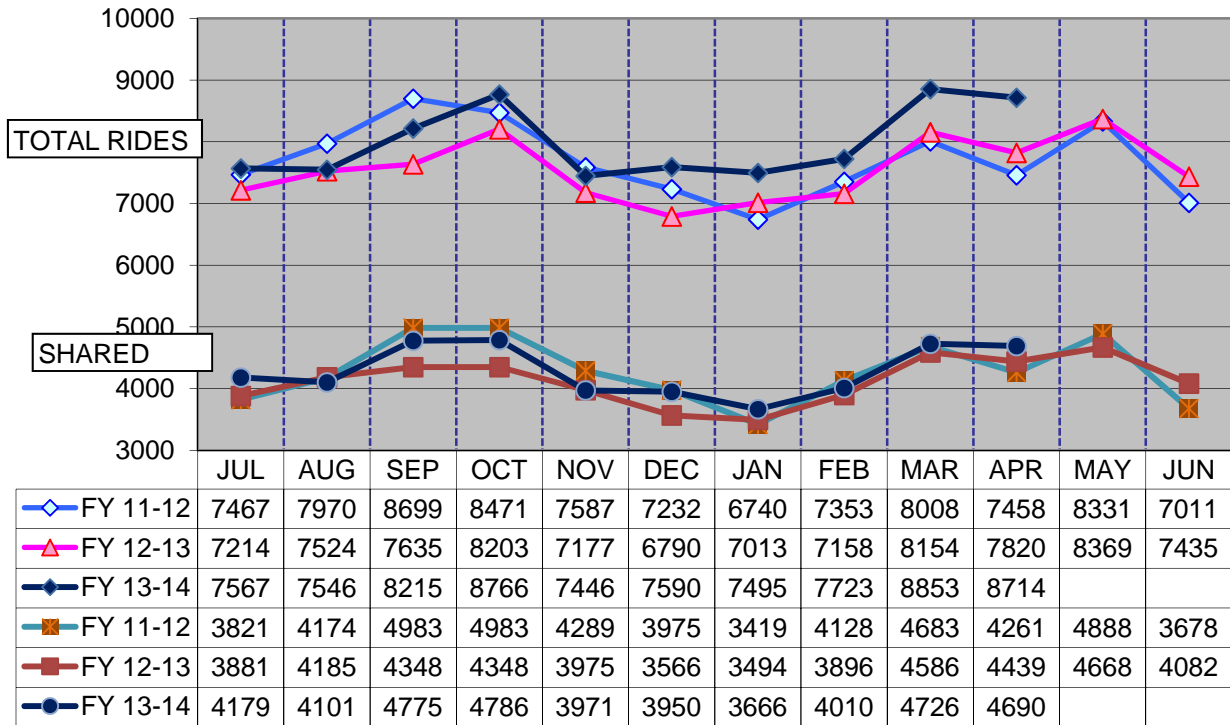
Board of Directors  
Board Meeting June 27, 2014

### Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through April 2014.

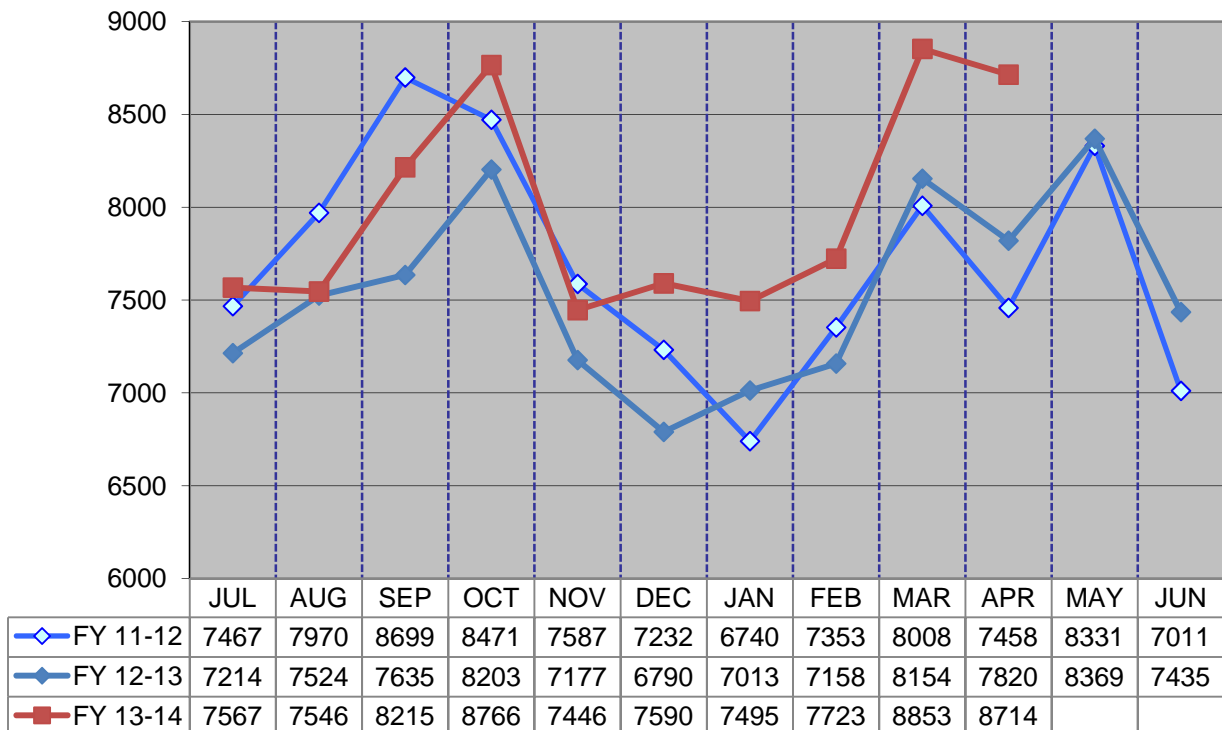
	<b>Apr 13</b>	<b>Apr 14</b>	<b>Fiscal 12-13</b>	<b>Fiscal 13-14</b>	<b>Performance Averages</b>	<b>Performance Goals</b>
Requested	8551	9324	80,927	85,453	8529	
Performed	7820	8714	74,688	79,895	7976	
Cancels	19.94%	20.28%	19.17%	19.67%	19.50%	
No Shows	2.79%	3.3%	3.23%	2.95%	2.98%	Less than 3%
Total miles	55,814	62,304	522,551	570,502	56,629	
Av trip miles	4.84	4.8	4.79	4.77	4.88	
Within ready window	95.90%	94.43%	95.92%	95.26%	95.23%	92.00% or better
Excessively late/missed trips	0	6	13	27	2.75	Zero (0)
Call center volume	5683	6473	56,907	N/A	N/A	VOIP being UPDATED
Hold times less than 2 minutes	97.0%	95.2	95.5%	N/A	N/A	Greater than 90%
Distinct riders	811	836	1712	1780	802	
Most frequent rider	47 rides	60 rides	323 rides	440 rides	54 rides	
Shared rides	66.9%	65.9%	65.0%	64.4%	65.28%	Greater than 60%
Passengers per rev hour	1.94	2.04	1.94	1.97	1.99	Greater than 1.6 passengers/hour
Rides by supplemental providers	10.59%	7.7%	7.65%	9.92%	10.59%	No more than 25%
Vendor cost per ride	\$21.28	\$24.48	\$21.87	\$24.02	\$23.52	
ParaCruz driver cost per ride (estimated)	\$29.65	\$30.20	\$30.29	\$30.20	\$28.98	
Rides < 10 miles	67.47%	61.05%	67.56%	63.32%	63.70%	
Rides > 10	32.53%	38.95%	32.44%	36.68%	36.30%	
Denied Rides	0	0	0	0	0	Zero

# ATTACHMENT C

## TOTAL RIDES vs. SHARED RIDES

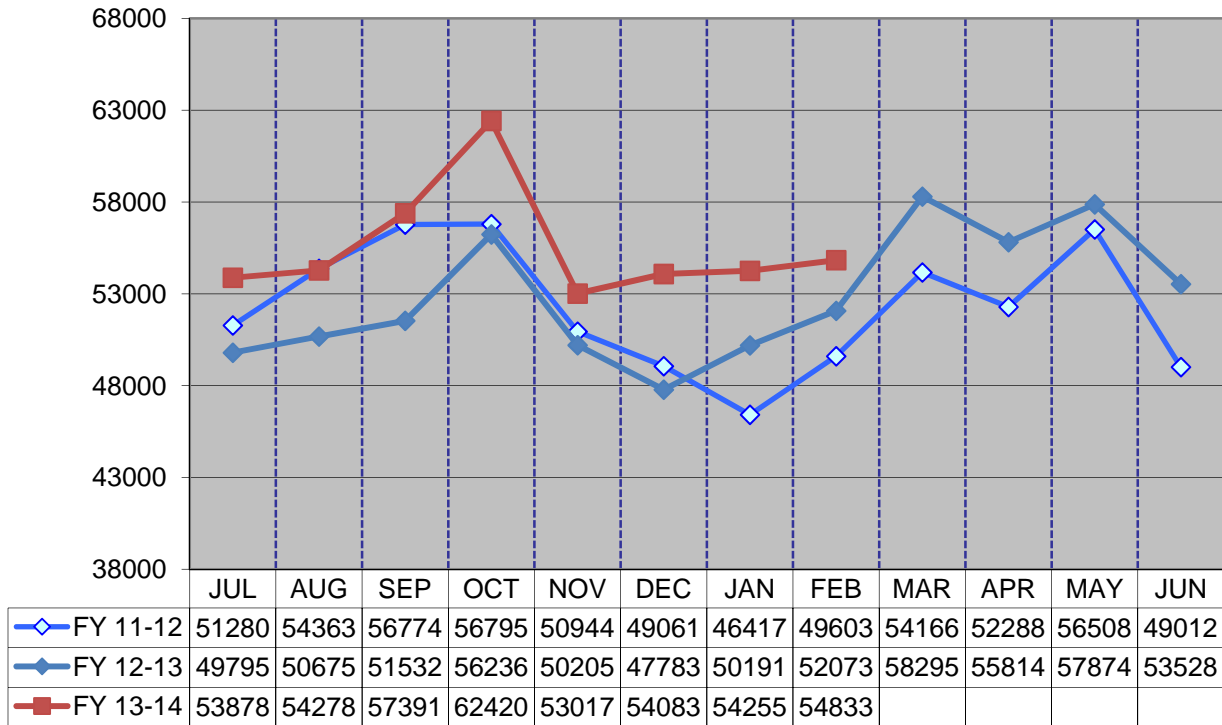


## NUMBER OF RIDES COMPARISON CHART

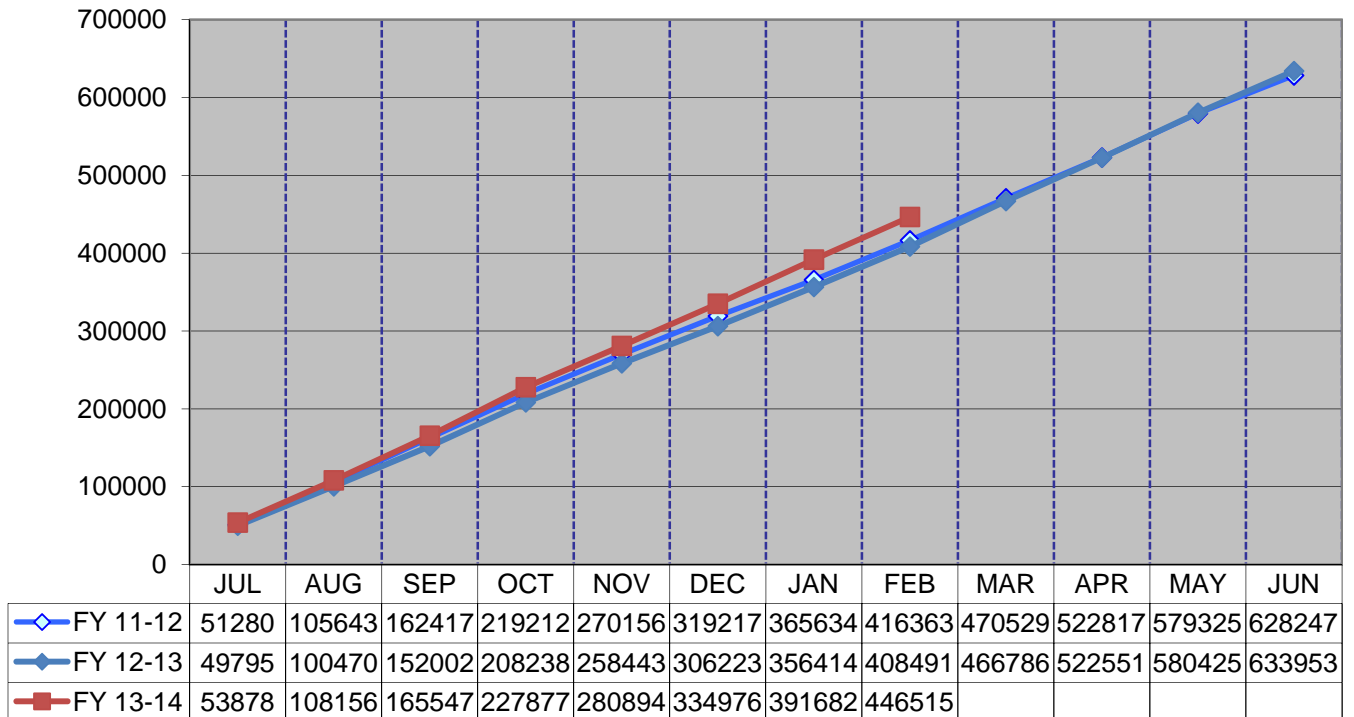


# ATTACHMENT D

## MILEAGE COMPARISON



## YEAR TO DATE MILEAGE COMPARISON CHART





# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

## OFFICE OF THE DISTRICT COUNSEL

DATE: July 18, 2014

TO: E&D TAC Members

FROM: Rickie-Ann Kegley, Paralegal

SUBJECT: METRO's Revised Older Adult and Persons with Disabilities Fixed Route Discount Fare Program (AR-1028)

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It was recently brought to our attention that Santa Cruz METRO's *Discount Fare Program* needed some revisions. We have updated "Santa Cruz METRO" throughout the program.

In addition, the following revisions have been made:

1. Section 4.01(c) has been revised to state that, "...The person presenting a Medicare ID Card must also present a legal photo ID to check the validity of the Medicare Card."
2. Section 5.01(b) - Discount Fare Cards may be purchased at the Watsonville Transit Center the second Tuesday of every month by appointment ONLY. Please contact Santa Cruz METRO (831) 425-8600 to make an appointment.
3. Section 8 – the METRO Pass Outlets have been updated to reflect recent changes. Ticket Vending Machine locations and hours have been added to this section.

We have created a new Form for customers who wish to apply for a Discount Fare Card. The **"Discount Fare Application"** (*Attachment A* to the Discount Fare Program) was created to pair with those requirements in our program. This new form will replace the former "Professional Verification of Disability Status" that was previously used. Please review the attached Discount Fare Program and attachments.

On August 5, 2014, Santa Cruz METRO's District Counsel, Leslyn Syren, will be discussing these revisions. We welcome your comments and suggestions at this meeting.

RK  
Encl.

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR- 1028

Computer Title: Discount Fare.doc

Effective Date: March 27, 2009

Pages: ~~12~~4

**TITLE: OLDER ADULT AND PERSONS WITH DISABILITIES FIXED ROUTE DISCOUNT FARE PROGRAM**

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## Procedure History

NEW POLICY	SUMMARY OF POLICY	APPROVED
March 27, 2009	New Policy	D.B.
October 22, 2010	Revised Section 4.01, and revisions to include purchase of passes on website	E.P.
<u>June 27, 2014</u>	<u>Update METRO Pass Outlets, add Ticket Vending Machine locations and revise Attachment A</u>	

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## I. POLICY

- 1.01 It is the policy of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) that older adult persons and persons with disabilities or an individual presenting a Medicare card, will be charged a discounted fare for transportation on Santa Cruz METRO's fixed route service.
- 1.02 This policy sets forth the criteria that Santa Cruz METRO employees must follow in order to insure that qualified individuals receive the discount that is allowed by this regulation.

## II. APPLICABILITY

- 2.01 This policy is applicable to Santa Cruz METRO employees and qualified individuals using the fixed route service.

## III. DEFINITIONS

- 3.01 **"Discount Fare"** means one-half the regular fare.
- 3.02 **"Older Adult"** means any person who is at least 62 years old.
- 3.03 **"Individual with a Disability"** means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, or an individual who has one of the valid documents listed in Section 4.01(b) of this policy.

- 3.04 **“Temporary Disability”** means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, and that disability is not permanent.

## IV. ELIGIBILITY

- 4.01 To qualify for a **discount** fare or ticket pursuant to this policy, a qualified individual must present one of the following to the bus operator, transit center ticket agent, or at a Santa Cruz METRO Pass Outlet (See Section VIII) when paying a fixed route fare:

**a. For Older adult (at least 62 years of age):**

- i.) Santa Cruz METRO Discount Photo Identification Card;
- ii.) Santa Cruz METRO ParaCruz Identification Card;
- iii.) Paratransit Identification Card issued by another Transit Agency;
- iv.) Senior Citizen Identification Card;
- v.) Discount Photo Identification Card issued by another Transit Agency;
- vi.) Identification that displays date of birth (i.e. passport, or birth certificate);
- vii.) Current State Driver’s License, or current State Identification Card;

**b. For Persons with Disabilities:**

- i.) Santa Cruz METRO Discount Photo Identification Card;
- ii.) Santa Cruz METRO ParaCruz Identification Card;
- iii.) Paratransit Identification Card issued by another Transit Agency;
- iv.) Discount Photo Identification Card issued by another Transit Agency;
- v.) Medicare Identification Card;
- vi.) California Disabled Identification Card ~~for a California Disabled Parking Placard~~;
- vii.) Proof of Veterans Disability-a copy of valid Service Connected Disability Identification Card or a Veterans Administration Certification demonstrating a disability rating for aid and attendance or a service-connected disability with a rating level of 50% or higher.

- c. **Any individual presenting a valid Medicare Identification Card.** The person presenting a Medicare ID Card must also present a legal photo ID ~~may be asked for additional proof of identity (i.e., another card with a photograph)~~ to check the validity of the Medicare Card.

4.02 To qualify for a Santa Cruz **METRO Discount Fare Card**, an applicant must provide Santa Cruz METRO Customer Service with one of the valid documents listed in Section 4.01 of this policy.

4.03 If an individual does not have one of the valid identification cards listed in Section 4.01 of this policy, he/she may still be eligible for a Santa Cruz **METRO Discount Fare Card**. An additional way to qualify for a Santa Cruz **METRO Discount Fare Card** is to submit a completed “Professional Verification of Disability Status Discount Fare Application” (*Attachment A*). Attachment A must identify the appropriate eligibility category from Section 4.04 and must be completed by one of the following licensed professionals for such category:

- a. Licensed physicians with a Doctor of Medicine (M.D.) or Doctor of Osteopathic Medicine (D.O.) degree, licensed physician’s assistants and nurse practitioners may certify in all categories in which they are licensed to diagnose;
- b. Licensed chiropractors, may certify in categories 1,2, 3 and 4;
- c. Licensed podiatrists, may certify disabilities involving the feet under categories 1,2,3 and 4;
- d. Licensed optometrists, may certify in category 9;
- e. Licensed audiologists, may certify in category 10;
- f. Licensed clinical psychologists and licensed educational psychologists, may certify in categories 12, 15, 16 and 17;
- g. Licensed marriage family and child counselors (MFCC), marriage and family therapists, and licensed clinical social workers (LCSW) may certify in Category 17.

4.04 To qualify for Santa Cruz **METRO Discount Fare Card** based on a disability, the individual must meet one of the following categories as determined by a qualified individual identified in Section 4.03:

- 1. **Non-ambulatory Disabilities**—Impairments that, regardless of cause, require individuals to use a wheelchair for mobility;
- 2. **Mobility Aids**—Impairments that cause individuals to walk with significant difficulty, including individuals using a leg brace, cane walker, or crutches to achieve mobility;
- 3. **Musculo-Skeletal Impairment (Including Arthritis)**—Musculo-skeletal impairment such as muscular dystrophy, osteogenesis

imperfecta or any type of arthritis; such as functional Class III or anatomical Stage III;

4. **Amputation** – Persons who suffer amputation of, or anatomical deformity of (i.e. loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability): (a) both hands; or (b) one hand and one foot; or (c) amputation of lower extremity at or above the tarsal region (one or both legs);
5. **Cerebrovascular Accident (Stroke)**—With one of the following: (a) pseudobulbar palsy; or (b) functional motor deficit in any of two extremities; or (c) ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss post 4 months.
6. **Pulmonary Ills**—Respiratory Impairments of Class 3 and 4. Class 3: FVC between 51 percent and 59 percent of predicted; or FEV between 41 percent and 59 percent of predicted. Class 4: FVC less than or equal to 50 percent of predicted; or FEV less than or equal to 40 percent of predicted.
7. **Cardiac Ills**—Cardiovascular impairments of functional Class III or IV. Functional Classification: Class III: Individuals with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest. Less than ordinary physical activity causes fatigue, palpitation, dyspnea or anginal pain. For instance, inability to walk one or more level blocks or climbing a flight of ordinary stairs. Class IV: Individuals with cardiac disease resulting in inability to carry out any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If physical activity is undertaken, discomfort is increased.
8. **Dialysis**—Individuals whose disability requires the use of a kidney dialysis machine.
9. **Sight Disabilities**—Those individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision): (a) to 10 degrees or less from a point of fixation; or (b) so the widest diameter subtends an angle no greater than 20 degrees; and (c) individuals who are unable to read information signs or symbols for other than language reasons.
10. **Hearing Disabilities**—Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals, including only those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. Ranges.

11. **Disabilities of Incoordination**—Individuals suffering faulty coordination or palsy from brain, spinal or peripheral nerve injury and any person with a functional nerve injury and any person with a functional motor deficit in any two limbs or who suffers manifestations which significantly reduce mobility, coordination or perceptiveness not accounted for in previous categories;
12. **Intellectual Disability**—Individuals characterized by significant limitations both in intellectual functioning and in adaptive behavior as expressed in conceptual, social, and practical adaptive skills. This disability generally originates during the developmental period before the age of 18 or as the result of illness or accident later in life and is associated with impairment in adaptive behavior (a general guideline is an IQ which is more than two standard deviations below the norm).
13. **Cerebral Palsy**—A disorder dating from birth or early infancy or as the result of illness or accident later in life, non-progressive, although if not treated there is marked regression in functioning characterized by examples of aberrations of motor functions (paralysis, weakness, incoordination) and often other manifestations of organic brain damage such as sensory disorders, seizures, mental retardation, learning difficulty and behavioral disorders.
14. **Epilepsy (Convulsive Disorder)**—A clinical disorder involving impairment of consciousness, characterized by seizures (e.g., generalized, complex partial, major motor, grand mal, petit mal or psychomotor), occurring more frequently than once a month in spite of prescribed treatment, with (a) diurnal episodes (loss of consciousness and convulsive seizure); (b) nocturnal episodes which show residual interfering with activity during the day; or (c) a disorder involving absence (petit mal) or mild partial (psychomotor) seizures occurring more frequently than once per week in spite of prescribed treatment with 1) Alteration of awareness or loss of consciousness; and 2) Transient postictal manifestations of conventional or antisocial behavior. Person exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of Epilepsy defined in this category.
15. **Infantile Autism**—A syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbance and monotonously repetitive motor behavior. Many children with autism will also be seriously impaired in general intellectual functioning. This syndrome usually appears before the age of six and is characterized by severe withdrawal and inappropriate response to external stimuli.
16. **Neurological Impairment**—A syndrome characterized by learning, perception and/or behavioral disorders of an individual who's IQ is not

less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions (any disorder in learning using the senses), neurologic disorder or any damage to the central nervous system, whether due to genetic, hereditary, accident or illness factors. This section includes people with severe gait problems who are restricted in mobility.

17. **Mental Disorders**—Individuals whose mental impairment substantially limits one or more of their major life activities. This includes inability to learn, work or care for oneself. A principal diagnosis from the SSM IV classification in one of the following areas is required for eligibility: Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Affective Disorders, Somata Form Disorders, Dissociative Disorders, Adjustment Disorders, Psychological Factors Affecting Physical Condition, and Post Traumatic Stress Syndrome. These diagnoses must be at Class 3 to 5 levels:

- Class 3-Moderate Impairment. Levels compatible with some, but not all, useful functions.
- Class 4-Marked Impairment. Levels significantly impede useful functioning.
- Class 5-Extreme Impairment. Levels preclude useful functioning,

(**Note:** If a person's disorder is in remission or primary incapacity is acute or chronic alcoholism or drug addiction, they are specifically excluded from discount fare eligibility.)

18. **Chronic Progressive Debilitating Disorders**—Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the activities of daily living and significantly impair mobility. Examples of such disorders include: (a) Progressive, uncontrollable malignancies (i.e., terminal malignancies or malignancies being treated with aggressive radiation or chemotherapy); (b) Advanced connective tissue diseases (i.e., advance stages of disseminated lupus erythematosus, scleroderma or polyarteritis nodosa); (c) Symptomatic HIV infection (i.e., AIDS or ARC) in CDC defined clinical categories B and C.
19. **Multiple Impairments**—This category may include, but not be limited to, persons disabled by the combined effects of more than one impairment, including those related to age. The individual impairments themselves may not be severe enough to qualify as a Transit

Dysfunction; however, the combined effects of the disabilities may qualify the individual for the program.

## V. PURCHASING Santa Cruz METRO DISCOUNT ID CARDS

5.01 An eligible individual may purchase a Santa Cruz METRO Discount Fare Card at either of the following locations at the times indicated:

- a. Santa Cruz Metro Center (Pacific Station) Information Booth on weekdays. Please contact (831-425-8600) Santa Cruz METRO for specific times.
- b. Watsonville Transit Center at West Lake and Rodriguez Streets ~~the second every~~ Tuesday of every month by appointment ONLY. generally. Please contact (831-425-8600) Santa Cruz METRO to make an appointment for specific times.

5.02 An eligible individual must present one of the forms of Identification listed in Section 4.01 or other acceptable proof of age in order to qualify for a Santa Cruz METRO Discount Fare Card based on being 62 years of age or older.

5.03 a. To purchase a Santa Cruz METRO Discount Fare Card based on disability without proof of disability set forth in Section 4.01(b), the individual must provide a completed "~~Professional Verification of Disability Status~~ Discount Fare Application" (*Attachment A*). Attachment A must be certified by a licensed medical practitioner or other licensed professional verifying that the individual has a disability (see Section IV), which may qualify the individual for a discounted fare.

**\*Discount Fare Applications Verification of Disability Status Forms can be picked up at:**

*Santa Cruz Metro Center (Pacific Station) Information Booth, or requested by phone at (831) 425-8600;*

Santa Cruz METRO's Accessible Services Coordinator at (831) 423-3868 or the California Relay System at 800-735-2929.

The forms are also available on-line at Santa Cruz METRO's website: **www.scmtd.com**

b. COST OF DISCOUNT FARE CARD: Those eligible individuals will pay \$2.00 for the Card. In the event that the Discount Fare Card is lost, Santa Cruz METRO charges a \$2.00 replacement fee for the first lost card, and \$5.00 for the replacement of a lost card thereafter.

5.04 Children (under the age of 18) of Santa Cruz METRO passengers using a Santa Cruz METRO Discount Fare Card can ride at the discounted rate when accompanying their qualifying parent. Parents must complete a registration form (*Attachment B*), available at ~~the Santa Cruz Metro Center (Pacific Station)~~ and Watsonville Transit Centers to qualify for this extended coverage. The registration form is also available on Santa Cruz METRO's website (**www.scmtd.com**).



## VI. PERSONAL CARE ATTENDANTS

- 6.01 Persons with Disabilities are eligible to have one personal care attendant travel with him/her without paying a second fare. To qualify, the Verification of Disability Status Form must indicate a need for a Personal Care Attendant, which is certified by a licensed medical practitioner or other licensed professional. Upon acceptance by Santa Cruz METRO, the eligible individual will be provided with specific identification that authorizes transportation with one Personal Care Attendant.
- 6.02 An individual who has a Santa Cruz METRO Discount Fare Card or Paratransit Card issued by another Transit Agency, or a Santa Cruz METRO ParaCruz Eligibility Card, which indicates the need for one Personal Care Attendant, may ride on Santa Cruz METRO's fixed route with one Personal Care Attendant without paying a second fare.

## VII. TEMPORARY DISABILITIES

- 7.01 Persons with temporary disabilities, who meet one or more of the Categories listed in Section 4.04 of this Policy, may qualify for a Temporary (non-permanent) Santa Cruz METRO Discount Fare Card (Peach colored Discount Card).
- 7.02 This Temporary Discount Fare Card will reflect an expiration date, which corresponds with the individual's "Certification of Disability Status" Form. Once expired, the person would be required to receive a new "Certification of Disability Status" Form from a licensed professional in Section 4.03 in order to extend his/her Santa Cruz METRO Discount Fare Card.

## VIII. SANTA CRUZ METRO PASS VENDORS OUTLETS AND TICKET VENDING MACHINE LOCATIONS

- 8.01 a. Santa Cruz METRO Bus Passes and Highway 17 Monthly Passes can be purchased ~~starting five working days prior to the beginning of the month~~ at the following locations. Ticket Vending Machine (TVM) hours are indicated after each TVM location below.
- b. Reloadable CRUZ Cards may ONLY be purchased at Pacific Station, on Santa Cruz METRO's website ([www.scmtd.com/en/fares/buy-passes-online](http://www.scmtd.com/en/fares/buy-passes-online)), or by mail-order (See Section 9.01 below). CRUZ Cards are not available from Pass Vendors or TVMs).

### APTOS

\*Community Bridges/Lift Line, 236 Santa Cruz Avenue\* Cabrillo College, 6500 Soquel Drive – Ticket Vending Machine (24 hrs/7 days a week)

### BOULDER CREEK

Boulder Creek Pharmacy, 13081 Highway 9 ([338-2144](tel:338-2144))

### **CAPITOLA**

SaveMart Supermarket, 1475 – 41<sup>st</sup> Avenue ~~(462-6917)~~

~~Capitola Mall, 1855- 41<sup>st</sup> Avenue – Ticket Vending Machine (24/7)~~

### **FELTON**

~~Felton Pharmacy (inside New Leaf Market), 6240 Highway 9~~

### **LIVE OAK**

Live Oak Family Resource Center, ~~1740 17<sup>th</sup> Avenue~~~~1438 Capitola Road~~ ~~(476-7284)~~

### **SANTA CRUZ**

Metro Center ~~(Pacific Station)~~ - 920 Pacific Avenue

- ~~Customer Service Information Booth (Mon-Fri 7am – 5:30pm) (425-8600)~~

- ~~Ticket Vending Machine (6am – 11pm)~~

~~\*Emily's Bakery, 1129 Mission Street (Mission & Laurel)~~

Walgreen's Pharmacy, 1718 Soquel Avenue ~~(425-1910)~~

### **SCOTTS VALLEY**

~~\*Epic Adventure Games, 222 Mt. Hermon Road, Suite A~~

~~Cavallaro Transit Center, 246 Kings Village Road – Ticket Vending Machine (24/7)~~

### **WATSONVILLE**

~~SaveMart Supermarket, 1465 Main Street~~

~~Food Maxx, 1465 Main Street (768-1483)~~

Watsonville Transit Center, 475 Rodriguez Street – ~~Ticket Vending Machine (7am – 9pm) (724-9564)~~

~~Highway 17 Monthly Pass sold only at these locations. All bus passes, including the Highway 17 Monthly Pass may be purchased by mail using the order form provided inside the *Headways* bus schedule, and are available for purchase on METRO's website [www.scmtd.com](http://www.scmtd.com).~~

## **IX. ORDER PASSES BY MAIL**

- 9.01 Individuals who currently hold a valid Santa Cruz METRO **Discount Fare Card**, or have previously purchased Discounted Passes and are on file with Santa Cruz METRO, can order bus passes by mail and on Santa Cruz METRO's website. The form is available ~~in the *METRO Headways*~~, at the ~~METRO~~ Information Booth ~~at (Pacific Station)~~, and on Santa Cruz METRO's website **[www.scmtd.com](http://www.scmtd.com)**. Mail the completed form along with a self-addressed, stamped envelope to:

**Santa Cruz Metro  
920 Pacific Avenue, Suite 21  
Santa Cruz, CA 95060**

- 9.02 Please allow 7 business days from the date the order is received by Santa Cruz METRO. If you have any questions regarding orders for discount passes, call (831) 425-3822.

## **X. ADMINISTRATION OF REGULATION**

10.01 The Operations Manager or designee is responsible for the following:

- a. Ensuring that this regulation is disseminated to all existing fixed route drivers, customer service agents and transit center ticket agents.
- b. Ensuring that this regulation is disseminated to all new and future fixed route drivers, customer service agents and transit center ticket agents.
- c. Providing guidance, training and assistance to all employees, customer service agents and transit center ticket agents who are responsible for issuing Santa Cruz METRO Discount ID Cards and passes.

10.02 Santa Cruz METRO will integrate the Santa Cruz METRO Discount Fare Card Program into its Policies and Procedures.

Attachment A

**PROFESSIONAL VERIFICATION OF DISABILITY STATUS**

I, \_\_\_\_\_ agree to the release of the medical information disclosed on this form to the Santa Cruz Metropolitan Transit District for the purpose of METRO Discount Fare eligibility.

**INDIVIDUAL'S SIGNATURE:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

\*\*\*\*\*

*\*This portion of form to be completed by a **Licensed Professional** as described in Regulation #AR-1028, Section 4.03 (i.e.: licensed physician, chiropractor, podiatrist, optometrist, audiologist, clinical psychologist, marriage & family counselor, as appropriate, based on disability category).*

**PROFESSIONAL VERIFICATION:**

The above named individual has requested a Discounted Fare from Santa Cruz METRO Transit District. By my signature, I certify that the information below is true and correct. **I have reviewed the eligibility criteria as outlined in Regulation #AR-1028 – Section IV re: Eligibility and determined that my client is eligible for this program.**

**The individual identified above is eligible for a discounted fare, due to his/her illness, injury, or incapacity, as listed below: (Check all that apply)**

- ☐ The above named individual is a person who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability (including, any individual who is a wheelchair user or has semi-ambulatory capabilities), is unable, without special facilities, planning, or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. (\*See Section 4.04 for Category descriptions). Please list the Category disability that this individual has \_\_\_\_\_.
- ☐ The Disability is permanent. \_\_\_\_\_
- ☐ The disability is not permanent and will expire on \_\_\_\_\_.
- ☐ The above named individual requires the use of a **Personal Care Attendant (PCA)**.  
How long do you anticipate the need for a PCA?  
☐ Permanent; or ☐ Temporary  
\_\_\_\_\_  
(Specify expiration date)

**Signature of Licensed Professional:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name of Licensed Professional:** \_\_\_\_\_

**Professional Title:** \_\_\_\_\_ **License Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone: ( )** \_\_\_\_\_



## Attachment B

# REQUEST FOR REDUCED CHILDREN'S FARE WITH DISCOUNT FARE CARD

I wish to request certification to allow my children, under the age of 18, (listed below) to travel with me when I use my Discount Fare Card and pay the Disability Reduced Fare while traveling on Santa Cruz METRO Fixed Route service.

### CHILDREN:

Name: _____	<u>Birthdate:</u> _____
Name: _____	<u>Birthdate:</u> _____
Name: _____	<u>Birthdate:</u> _____
Name: _____	<u>Birthdate:</u> _____

### Discount Fare Card Holder:

Print Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ *Date:* \_\_\_\_\_

\*\*\*\*\*

After completing the top portion of this form, please submit the completed form to the Customer Service ~~RepresentativeAgent~~ at Santa Cruz Metro Center (Pacific Station), or Watsonville Transit Center. The Customer Service ~~RepresentativeAgent~~ will then place a sticker on your Discount Fare Card, which allows you to pay a Discounted Fare for your children when they accompany you on Santa Cruz METRO Fixed Route bus service.



## Attachment A Discount Fare Application

Santa Cruz Metro Center Information Booth  
920 Pacific Avenue, Suite 21, Santa Cruz, CA 95060  
(831) 425-8600

**Hours:** Mon-Fri 7:00 a.m. – 5:30 p.m.

To use a **Discount Fare Card**, a person must present one of the following when asked by Santa Cruz METRO personnel: Photo ID showing proof of age 62 or older, a red, white and blue Medicare card with photo ID, or a SC METRO Discount Fare Card- issued after completing this form. Application must be submitted in person along with legal issued photo ID. **\*Requires photo taken by SC METRO.**

**Application Information** (PLEASE PRINT LEGIBLY):

**\*ONLY ORIGINAL APPLICATIONS WILL BE ACCEPTED.**

**Name:**

\_\_\_\_\_  
Last name

\_\_\_\_\_  
First name

**Mailing Address:**

\_\_\_\_\_  
Street

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

**Date of Birth:**

\_\_\_\_\_

**Telephone number:**


( ) \_\_\_\_\_

**Email address:**

\_\_\_\_\_

**I am applying for a Santa Cruz METRO Discount Fare Card.**

- ☐ This is my first ID Card. Application must be submitted in person, **requires photo taken by SC METRO.**
- ☐ I need a replacement ID Card; my card was lost, stolen, or damaged. \$5 fee required.
- ☐ I need to renew my expired card. \$5 fee is required if renewing a card that was issued for up to 12 months.  
\*Application must be submitted in person, requires photo taken by SC METRO.

 **Note:** Fee payable by cash, check, money order or credit card.

**Certification of Eligibility section** (Check only one box below):

<input type="checkbox"/> <b>Health Care Provider certification</b>	To qualify under this type of eligibility you must have the <b>Health Care Provider Certification</b> section on the reverse side completed by a qualified Licensed provider, as described in <u>Section 4.03</u> . Please return this application within 30 days of the date completed by the Health Care Provider.
<input type="checkbox"/> <b>CA Disabled ID</b>	To qualify, must present a valid Identification Card Receipt for a CA Disabled Parking Placard.
<input type="checkbox"/> <b>Senior (62+)</b>	62 years of age or older. Must present legal issued photo ID.
<input type="checkbox"/> <b>Disabled Veteran</b>	Must present VA Certification or Service Connected ID Card to qualify.
<input type="checkbox"/> <b>Visitor Discount ID</b>	Visitor must show Transit Agency issued Discount ID Card or Paratransit ID to qualify. City and State of agency:
<input type="checkbox"/> <b>Medicare Card</b>	To qualify present Medicare Card and legal photo ID.

I agree to release the information I am sending to Santa Cruz METRO for the purpose of making this application for a Discount Fare Card. I certify that the information I provide concerning my application is correct. I understand that Santa Cruz METRO reserves the right to require proof of disability in addition to this form. If applying for the Discount Fare Card, I agree to abide by the terms of the program (AR-1028), and photo ID Card. I give my consent for Santa Cruz METRO, or a Santa Cruz METRO designated Administrative Agency, to take and retain a copy of my photo. **Santa Cruz METRO will not accept a photocopy or fax of this form.**

Signature of applicant: \_\_\_\_\_

Date: \_\_\_\_\_



## Attachment A Discount Fare Application (Cont'd)

**Health care provider certification section:** This form is used for individuals with permanent or temporary disabilities. This also includes individuals who may need an attendant to ride Santa Cruz METRO service.

**Patient/applicant release:**

I authorize: \_\_\_\_\_ to verify my disability if requested to do so by METRO.  
(Name of certified/ licensed health care provider\*)

Patient/applicant signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*\*\*

***This portion to be completed by Licensed Health Care Provider ONLY!*** (see below)

Applicant's name: \_\_\_\_\_

Applicant's date of birth: \_\_\_\_\_

Health care provider's name: \_\_\_\_\_

Title: \_\_\_\_\_

State certification or license #: \_\_\_\_\_ Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Address: \_\_\_\_\_

I, \_\_\_\_\_ hereby certify that I have examined the patient listed above and it is my opinion that he/she is disabled due to illness, congenital malfunction or other incapacity that substantially limits one or more major life functions.

**His/Her Disability is:**

☐ **Permanent**

☐ **Temporary** (defined as impairment lasting not more than 12 months). Duration is \_\_\_\_\_ months.

**Does the Patient's disability necessitate the use of a Personal Care Attendant when riding on Santa Cruz METRO service?**

☐ **Yes**    ☐ **No**

**Does the above individual intend to use a Service Animal:**

☐ **Yes**    ☐ **No**

The **Category number** of the disability is: \_\_\_\_\_ *\*(Please select from Section 4.04- Category Descriptions 1-19).*

I certify that the above is correct and that I am legally certified and/or licensed in my state as a Healthcare Provider.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Customer Service Staff may contact you for verification.

**ORIGINAL Completed Application** may be mailed to:

**Santa Cruz METRO Information Booth, 920 Pacific Station, Suite 21, Santa Cruz, CA 95060**

**AGENDA:** August 5, 2014

**TO:** Elderly and Disabled Transportation Advisory Committee  
**FROM:** Karena Pushnik, Senior Transportation Planner  
**RE:** Pedestrian Safety Work Group's Pedestrian/Motorist Brochure

---

## **RECOMMENDATIONS**

Staff recommends that the Elderly and Disabled Advisory Committee:

1. Review the final draft of the 'What Pedestrians What Motorist to Know/What Motorists Want Pedestrians to Know' brochure and recommend that the Regional Transportation Commission approve the brochure for printing; and
  2. Provide distribution and outreach ideas.
- 

## **BACKGROUND**

The Regional Transportation Commission's Elderly & Disabled Transportation Advisory has a subcommittee working on pedestrian safety issues. The Pedestrian Safety Work Group's (PSWG) mission is to ensure safe and accessible pedestrian travel throughout the county for the benefit of all residents.

## **DISCUSSION**

The PSWG has been working on a brochure for motorist and pedestrians modeled on a similar brochure for motorists and bicyclists. The five PSWG members developed the text, reviewed relevant statutes and provided initial formatting and design. The intent of the brochure is to help both motorists and pedestrians understand each other's expectations and helpful tips. The brochure is now ready for final approval and printing ([Attachment 1](#)).

**Staff recommends that the Elderly and Disabled Transportation Advisory Committee review the attached brochure (print copies will be available at the meeting) and recommend that the Regional Transportation Commission approve the document for printing.**

In addition, the PSWG has begun brainstorming distribution and outreach ideas for the brochure, but would appreciate additional input from the E&D TAC.

## **SUMMARY**

The final draft of the E&D TAC's subcommittee, the Pedestrian Safety Work Group's brochure titled "What Pedestrians and Motorists want each other to know" is ready for final approval, printing and distribution.

Attachment 1: Motorist/Pedestrian Brochure - Final Draft

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## Resources

### PEDESTRIAN HAZARD REPORT

Report obstacles or hazards that may inhibit bike or pedestrian travel by using the RTC's Online Hazard Report.

<http://www.sccrtc.org/services/hazard-reports/>

These reports are forwarded to the appropriate local jurisdiction for action. Reports may be submitted at any time.

### LOCAL LAW ENFORCEMENT (831 AREA CODE)

Call 911 in the event of an emergency

City of Santa Cruz PD	471-1131
City of Capitola PD	471-1141
City of Watsonville PD	471-1151
City of Scotts Valley	440-5670
UCSC PD	459-2231
County Sheriff (unincorporated area)	471-1121
CHP (unincorporated Co/Highways)	796-2160

The mission of the Pedestrian Safety Work Group is to ensure safe and accessible pedestrian travel throughout the county for the benefit of all residents.

### SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

(831) 460-3200 [www.sccrtc.org](http://www.sccrtc.org)



*What*  
**Pedestrians**  
*and*  
**Motorists**  
*want*  
**Each Other  
to Know**

### SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

The Elderly & Disabled Transportation  
Advisory Committee



Brochure developed by the Pedestrian Safety Work Group, a subcommittee of the Santa Cruz County Regional Transportation Commission's Elderly & Disabled Transportation Advisory Committee

## What Pedestrians Want Motorists to Know



### Sometimes pedestrians do have the right-of-way!

- Drivers are required to yield to pedestrians crossing in intersections with or without a crosswalk.
- Blind pedestrians, who are using a white cane or a guide dog, always have the right-of-way when they enter the street, regardless of the state of crosswalks or traffic signals. Respect their best efforts to cross safely.



### Not all pedestrians behave as you'd expect!

- Watch out for shorter pedestrians including children and those using wheelchairs, scooters or strollers.
- One speed does not fit all! Pedestrians have varying physical abilities and may move slower or quicker than motorists expect.
- Blind pedestrians may not make eye contact with motorists, but may try to figure out what the motorist is doing by listening to traffic movement and engine noise.
- Be patient. Some pedestrians may need more time to make decisions. Those with some disabilities may be more easily intimidated or overwhelmed.



### Watch and be aware of pedestrians!

- Pedestrians may encounter hazards when crossing the street such as tripping over railroad tracks. Don't assume they'll be out of your lane when you get there.
- Pedestrians may not hear your hybrid or electric vehicle.
- When you notice blind pedestrians, use your voice rather than your horn to let them know you're there.
- Look before making right turns. Always yield to pedestrians.
- If the sidewalk is blocked or inaccessible, pedestrians may be forced into the street. Watch for pedestrians, including those using mobility devices in the bike lane.
- Please allow pedestrians a clear path. Don't block the crosswalk or the sidewalk.



### Operate your vehicle with care!

- Don't pass or go around another vehicle that may be stopped for a pedestrian.
- Remember that most cars weigh 20 times the average person and even at very slow speeds, a car can easily injure or kill a pedestrian.
- Put away your electronic devices. Distracted driving is especially hazardous for pedestrians.

## What Motorists Want Pedestrians to Know



### Learn and obey traffic laws!

- Please don't jay walk. Motorists are expecting you to cross at intersections or in crosswalks.
- Be extra cautious when using a mid-block crosswalk. Motorists may not be expecting to stop.
- At signalized intersections, only walk when the walk signal is on.
- Do not cross a street where it is prohibited.



### Vehicles can't stop as fast as you think!

- Motorists may not be able to react to unpredictable or sudden moves, like darting out from between cars or starting to cross where visibility is limited.
- It takes about 11 car lengths or 150 feet for an average vehicle traveling at 25 mph to stop, including the driver's reaction time.
- Know where you have the right-of-way but make smart choices. You are still responsible for your own safety. Never forget that in a collision the pedestrian will be the loser!



### Don't assume that every motorist sees you!

- Wear reflective and visible clothing, especially at night. Carry a flashlight or add lights to backpacks.
- Make eye contact or turn your head in motorists' direction.
- Stop, look and listen before you enter a street.
- Stay predictable when crossing the street. Don't turn around, stop or back up.



### Stay focused!

- Put away your electronic devices. Distracted walking is especially hazardous for pedestrians.

