



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

AGENDA ~ 1:30 pm, Tuesday, January 6, 2015

Regional Transportation Commission-Santa Cruz Office
1523 Pacific Avenue, Santa Cruz, CA, 95062 (2nd Floor)

1. **1:30pm - Introductions**
2. **1:35pm - Oral communications**
3. **1:40pm- Additions or deletions to the consent or regular agenda**

1:42pm- 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.

4. **Approve Minutes from October 14, 2014 Meeting (page 1)**
5. **Receive Transportation Development Act Revenues Report (page 4)**
6. **Receive RTC Meeting Highlights (page 5)**
7. **Receive Annual Calendar of E&D TAC Items (page 10)**
8. **Approve Donna Patters, Volunteer Center Staff, Application to Serve as Social Services Provider- Person of Limited Means Alternate (page 11)**
9. **Receive Information Items (page 14)**
 - a. Notice of Public Hearing Route 68 Live Oak & Route 6 Broadway/Frederick
 - b. Letter on October 22, 2014 from Seniors Council to Santa Cruz Metro Regarding Route 6 Service

10. Receive Agency TDA Reports (page 22)

- a. Volunteer Center- 1st Quarter FY14/15
- b. Community Bridges- 4th Quarter FY13/14

11. Receive Agency Updates *(other than items on the regular agenda)*
(page 27)

- a. Santa Cruz Metro Accessible Service Report for July-September 2014
- b. Santa Cruz Metro Bus Stop Repair at Green Valley Road and Airport Blvd.
- c. Santa Cruz Metro ParaCruz Report for August & September 2014

REGULAR AGENDA

12. 1:45pm- Provide Input on Open Streets Event and E&D TAC Involvement (page 60)

13. 2:05pm- Review Draft Bicycle and Pedestrian Construction Safety Guidelines (page 67)

14. 2:30pm- Approve Score for Section 5310 Grant Application (page 69)

15. 3:00pm- Review Draft Committee Member Travel Expense Reimbursement Policy (page 74)

16. 3:25pm- Receive Pedestrian Safety Work Group Update

17. 3:30pm- Adjourn

Next meeting: 1:30 pm, February 10, 2015 @ RTC Office, Santa Cruz

Future Topics: Handicapped Parking Spaces in downtown Santa Cruz, Accessibility in the San Lorenzo Valley, San Mateo paratransit presentation, rides to election sites, Uber Car

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 / website: 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

Minutes – Draft

Tuesday, October 14, 2014

**Regional Transportation Commission Office
1523 Pacific Avenue, Santa Cruz, CA 95060**

1. **Call to Order** at 1:37 pm

2. **Introductions**

Members Present:

Kirk Ance, CTSA Lift Line
Lisa Berkowitz, CTSA
John Daugherty, Metro Transit
Donald Hagen, 4th District
Clay Kempf, Social Service Provider for Seniors
Michael Molesky, Social Service Provider Disabled

Alternates Present:

RTC Staff Present:

Grace Blakeslee
George Dondero
Cathy Judd
Luis Mendez
Karena Pushnik

Excused Absences:

Debbi Brooks, Soc. Serv. Provider-Persons
of Limited Means
Veronica Elsea, 3rd District
Sally French, Soc. Serv. Provider-Disabled
(HOPE)
Patti Shevlin, 1 District

Others Present:

Alex Clifford, Metro
Carolyn Derwing, Metro
Claire Fliesler, Metro
Lynn Gallagher, La Posada Resident

3. **Oral Communications**

The following information was discussed or announced:

- New Metro Headways magazine introducing Alex Clifford, Metro General Manager
- Via Pacifica obtaining funding to transport residents to the Live Oak Dining Center 3 times per week
- Arana Gulch dedication on December 3rd from 2:00 pm to 4:00 pm
- Karena Pushnik thanks E&D TAC members for honoring her service to the committee

4. **Additions or deletions to consent and regular agenda - None**

CONSENT AGENDA

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

Ayes: Kirk Ance, Lisa Berkowitz, John Daugherty, Donald Hagen, Clay Kempf, Michael Molesky

Nays: None

Abstain: None

5. Approved minutes from August 5, 2014 meeting
6. Received Transportation Development Act (TDA) Revenues Report as of October 2014
7. Received September and October 2014 RTC Highlights
8. Approved Brent Gifford for District 1 Alternate
9. Received Calendar of E&D TAC Items
10. Approved County of Santa Cruz TDA Claim for Aptos Village Plan, Twin Lakes State Beach & County Government Center ADA Path
11. Approved Letters of Support for Caltrans Planning Grant Applications
12. Received Information Items
 - a. Letter from E&D TAC to Santa Cruz Metro in Support of New Paratransit Vehicle Purchase
 - b. Letter from E&D TAC to Santa Cruz Metro regarding Older Adult and Disabled Individual Discount Pass Program
 - c. Letter from RTC staff to City of Watsonville regarding Main Street Improvements
 - d. Letter from RTC staff to California State Coastal Conservancy regarding Twin Lakes Beachfront Improvement Project
13. Received Agency Updates
 - a. Volunteer Center
 - b. Community Bridges (Consolidated Transportation Services Agency)
 - c. Santa Cruz Metropolitan Transit District (Metro): May and June 2014 ParaCruz Report, July 2014 ParaCruz Report, Metro Consideration of Issuing a Formal RFP for Facilities Evaluation for ADA Compliance

REGULAR AGENDA

14. Receive Information about Metro Route 6 Performance

Alex Clifford, Metro General Manager, discussed the one year trial service for Metro's Route 6. Ridership during the one-year trial averaged 1.9 - 3.1 passengers per trip. A public hearing on October 24 at 9:00 am at the City of Santa Cruz Council Chambers will be held to discuss possible options for the Route 6 moving forward. E&D TAC discussed alternatives for meeting the transportation needs of La Posada residents traveling to Capitola Mall.

No Action Taken

15. Presentation on Metro Pacific Station Redesign Project

Claire Fliesler, Metro Transit Planner, provided an update on the redesign of Pacific Station stating that the primary transit center in downtown Santa Cruz is in poor condition and no longer meets the needs of Santa Cruz Metro. Santa Cruz Metro and the City of Santa Cruz are partnering to redesign Pacific Station. The project will explore what mix of uses may be appropriate at that location. An extensive public outreach campaign to solicit participation is a key feature of the project with the third round of outreach currently underway. She invited members to participate in this project.

Members were impressed with Metro's planning and outreach services and Ms. Fliesler thanked the RTC and E&D TAC members for their input. There will be an update to the Metro Board on October 24 and on December 9 the recommendation for the preferred alternative/conceptual design will be presented.

No Action Taken

16. Review FTA 5310 Grant Information & Identify a Local FTA 5310 Grant Review Committee

Grace Blakeslee, RTC Planning Staff, provided information about the Section 5310 grant program. The Moving Ahead for Progress in the 21st Century Act (MAP-21) created a new provision for the Section 5310 grant program referred to as the Section 5310 "Expanded Projects". This new program replaces the previous New Freedom grant program. Projects eligible under the Expanded Projects category include vehicles, operating assistance, mobility management, and other equipment. Projects under the "Traditional Program" include vehicles and other equipment with the maximum project cost for both "traditional" and "expanded projects" at \$300,000. All projects must be derived from a Coordinated Public Transit-Human Services Transportation Plan.

Ms. Blakeslee asked for volunteers to sit on the local review committee to score the grant applications, and for the E&D TAC to consider postponement of the December 9, 2014 E&D TAC meeting and instead to meet on January 6, 2015 to allow for review of locally determined application scores. The following members agreed to sit on the review committee; Clay Kempf, Michael Molesky, and Donald Hagen.

No Action Taken

17. Receive Pedestrian Safety Work Group Update

John Daugherty announced that at its meeting on October 2, 2014 the Regional Transportation Commission approved the Pedestrian & Motorists Brochure. The brochure will go out to be printed and the Pedestrian Safety Work Group will then discuss ideas for outreach. The Pedestrian Safety Work Group meets October 16, 2014 from 10:00 am to 12:00 pm at the RTC office.

18. Adjourn 3:21 pm

Respectfully submitted, Cathy Judd, RTC Staff

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

MONTH	FY13 - 14 ACTUAL REVENUE	FY14 - 15 ESTIMATE REVENUE	FY14 - 15 ACTUAL REVENUE	DIFFERENCE DIFFERENCE	DIFFERENCE AS % OF PROJECTION	CUMULATIVE % OF ACTUAL TO PROJECTION
JULY	556,100	583,905	591,100	7,195	1.23%	101.23%
AUGUST	741,500	778,575	788,200	9,625	1.24%	101.23%
SEPTEMBER	818,354	859,272	791,871	-67,401	-7.84%	97.72%
OCTOBER	596,900	626,745	616,700	-10,045	-1.60%	97.87%
NOVEMBER	795,900	835,695	822,300	-13,395	-1.60%	97.99%
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				
TOTAL	8,287,590	8,630,543	3,610,171	-74,021	-0.86%	42%

Note:

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*Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue, Santa Cruz, CA 95060
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email: info@sccrtc.org; website: www.sccrtc.org*

*CONTACTS: George Dondero, Executive Director (831) 460-3200
Karena Pushnik, Senior Planner/Public Information Coordinator*

Santa Cruz County Regional Transportation Commission (RTC) November 6, 2014 Meeting Highlights

Mural for Railroad Bridge Abutment in Aptos:

The RTC approved a request from Steven Allen, of Allen Property Group, Inc. in Aptos to work with local artist Arturo Thomae to paint a mural on the western abutment wall of the railroad bridge over Soquel Drive at Spreckels Drive in Aptos. The mural features four apple crates of apples grown in Aptos with their labels over a background of Aptos apple orchards, packing houses and drying sheds. Mr. Thomae painted the largest outdoor mural in Northern California, located at the corner of Beach and Walker Streets in Watsonville.

Monterey Bay Sanctuary Scenic Trail Network - Private Funding:

The RTC approved a policy for receiving private funds for the Monterey Bay Sanctuary Scenic Trail Network and authorized the Executive Director to enter into a memorandum of understanding with the Land Trust of Santa Cruz County. The Land Trust of Santa Cruz County's fundraising campaign will help fund the organization's ongoing conservation efforts as well as the Trail Network and Coastal Rail Trail spine. Funds raised by the Land Trust will be used to help secure or match federal and state grants sought by the RTC or local jurisdictions or other implementing entities. The RTC discussed a policy around accepting volunteer labor which will be adopted at a future date.

Update on Commute Solutions and Cruz511:

The RTC received an update on recent activities of its Commute Solutions program and the new Cruz511 traveler information service. A new Cruz511 website is scheduled to launch in early 2015 and will offer travelers multi-modal resources, mobile responsive features, live traffic conditions map and cameras, multimodal trip planner, emergency information and more.

The RTC also received a Caltrans planning grant to develop, test and individualize a marketing and research program that empowers solo-drivers to switch modes, with an emphasis on attracting new transit riders. RTC staff will work with the Santa Cruz Metropolitan Transit District on this project.

Safe on 17 – California Highway Patrol Extra Enforcement:

The RTC approved spending \$50,000 per year not to exceed \$150,000 over a three-year period for continued extra CHP enforcement on Highway 17 in Santa Cruz County.

Upcoming RTC and Committee Meetings:

Please check the RTC website [www.sccrtc.org] or call 831-460-3200 to confirm. Most agendas are posted to the website 4 business days before the meeting.

Commission Meeting

Thursday, December 4, 2014, 9:00 am

Board of Supervisors Chambers, 701 Ocean Street, 5th Floor, Santa Cruz

Transportation Policy Workshop (TPW)

Thursday, December 18, 2014, 9:00 am

SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz

Budget and Administration/Personnel Committee

Thursday, November 13, 2014, 3:00 pm

CAO Conference Room, 701 Ocean Street, 5th Floor, Santa Cruz

Bicycle Committee

Monday, December 8, 2014, 6:00 pm

SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz

Elderly/Disabled Transportation Advisory Committee

Tuesday, January 6, 2015, 1:30 pm

SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz

Interagency Technical Advisory Committee

Thursday, November 20, 2014, 1:30 pm

SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz

Public input on transportation issues is welcomed and encouraged. For more information, visit the SCCRTC website at www.sccrtc.org or call 460-3200. Some Regional Transportation Commission meetings are televised countywide by Community TV of Santa Cruz. Consult www.communitytv.org or call 831-425-8848 for schedule and station information.

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CONTACTS: George Dondero, Executive Director (831) 460-3200
 Karena Pushnik, Senior Planner/Public Information Coordinator

Santa Cruz County Regional Transportation Commission (RTC) December 4, 2014 Meeting Highlights

Appreciation of Departing Commissioners for Their Service:

Departing Commissioners Neal Coonerty, Daniel Dodge, Eduardo Montesino, and Lynn Robinson were thanked for their years of service to the Commission, *including leadership through the completion of the Santa Cruz Branch Rail Line acquisition; completing the Highway 1 Soquel to Morrissey Auxiliary Lanes project; adoption of the Monterey Bay Sanctuary Scenic Trail Master Plan; and funding for street, bicycle, pedestrian and transit projects.*

Appointment of 2015 RTC Chair and Vice Chair

The new RTC Chair for 2015 will be Commissioner John Leopold. The Vice Chair will be Commissioner Don Lane. Congratulations to both.

Wet Weather Driving Tips

Caltrans shared Rainy Day Driving tips which outline common sense reminders about driving slower, maintaining longer distances between vehicles, braking before turns, driving through water, and how to handle skids. For the full list of tips visit <http://bit.ly/1rWOT8t>

Report on RTC-Funded County of Santa Cruz Public Works Projects

County Public Works Assistant Director Steve Wiesner provided updates on 21 projects for which the RTC has provided over \$12 million. Completed projects include shoulder widening and drainage improvement on Graham Hill Road and new sidewalks and bicycle lanes near Calabasas Elementary School. RTC-funded projects under development include multimodal improvements in Aptos Village and Seacliff Village; new pathways, bicycle lanes, and parking along Twin Lakes beach front near the Santa Cruz Harbor; and pavement projects countywide. While nearly 15 miles of roadway repairs have been funded, the County has over 600 miles of roadways that need maintenance. Since fuel taxes have not been raised since 1993, it is impossible for the County to keep up with all of the needs. County Public Works is working with the RTC and the community to investigate options for raising local funds.

Mural for Railroad Bridge Abutment in Capitola

The RTC approved a request from The City of Capitola to paint a mural on the western abutment wall of the railroad bridge over Wharf Road depicting beach

goers traveling to Capitola Village surrounded by begonia flowers. The mural is an extension of an existing mural on Wharf Road. (see webpage 44 of the [RTC meeting agenda packet](#))

Unified Corridors Plan

Using grant funds, the RTC approved partnering with the County of Santa Cruz and Caltrans to implement Phase I of the Unified Corridors Plan. The Unified Corridors Plan will identify transportation investments that optimize usage of the three primary north/south corridors -- Highway 1, Soquel Ave/Drive and the Santa Cruz Branch Rail Line -- while advancing sustainable transportation targets included in the region's long range transportation plan. Phase I will allow development of local transportation modeling tools followed by a second phase designed to identify transportation and prioritize investments that move the most people in the corridors and advance sustainable transportation targets by using the modeling tools developed in the initial phase. Another benefit of the project is providing the performance data increasingly required by state and federal funding sources.

Santa Cruz Branch Rail Line Bridge Rehabilitation Project

Construction continues on three bridges of the Santa Cruz Branch Rail Line. The RTC Chair will appoint Commissioners to serve on an ad-hoc contract change order committee for the Santa Cruz Branch Rail Line Rehabilitation project. The RTC approved short term temporary borrowing from the Regional Surface Transportation Program (RSTP) Exchange Fund to pay large invoices for construction work to rehabilitate four rail line bridges: the La Selva Beach trestle, the Hidden Beach trestle, the Wilder Creek bridge, and a bridge near Harkins Slough. As monthly reimbursement is received from the State, the borrowed funds will be repaid.

Upcoming RTC and Committee Meetings:

Please check the RTC website [www.sccrtc.org] or call 831-460-3200 to confirm. Most agendas are posted to the website 4 business days before the meeting.

Commission Meeting

Thursday, January 15, 2015, 9:00 am *Note Special Date
Santa Cruz City Council Chambers,

Transportation Policy Workshop (TPW) –Cancelled

~~Thursday, December 18, 2014, 9:00 am
SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz~~

Budget and Administration/Personnel Committee * Note Special Date

*Thursday, December 4, 2014, immediately following Commission Meeting
CAO Conference Room, 701 Ocean Street, 5th Floor, Santa Cruz)*

Bicycle Advisory Committee

Monday, December 8, 2014, 6:00 pm
SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz

Interagency Technical Advisory Committee - Cancelled

~~Thursday, December 18, 2014, 1:30 pm~~
~~SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz~~

Elderly/Disabled Transportation Advisory Committee *Note Special Date

Tuesday, January 6, 2015, 1:30 pm
SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz

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Santa Cruz County Regional Transportation Commission's
Elderly & Disabled Transportation Advisory Committee
~ Annual Meeting Schedule ~

- *Most meetings held on the 2nd 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).*

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

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.

COMMITTEE APPOINTMENT APPLICATION

Santa Cruz County Regional Transportation Commission (SCCRTC) Elderly & Disabled Transportation Advisory Committee (E/D TAC)

Meetings are scheduled for the second Tuesday of every other month at 1:30 p.m. in the Santa Cruz County Regional Transportation Commission conference room, located at 1523 Pacific Avenue in downtown Santa Cruz. At least one meeting each year is scheduled for an alternate location. Please refer to the Committee description, bylaws and recruitment process for more information.

If you are interested in serving on this committee, please complete this application, and return it to the Regional Transportation Commission office.

PLEASE TYPE OR PRINT CLEARLY

Name: Donna Patters

Home address: [REDACTED]

Mailing address (if different): _____

Phone: (home) _____ (business/message) [REDACTED]

E-mail: [REDACTED]

Length of residence in Santa Cruz County: 32 years

Position(s) I am applying for: ☐ Any appropriate position

☒ Alternate for Debbi Brooks ☐ _____

Previous experience on a government commission or committee (please specify)

None.

RECEIVED

OCT 10 2014

RTC

Relevant Work or Volunteer Experience

Organization	Town or Address	Position	Dates
American Cancer Society	Santa Cruz	Team Captain for relay for life.	2011 2012 2013 2014

Statement of Qualifications: Please attach a brief statement indicating why you are interested in serving on this committee and why you are qualified for the appointment. If you have served on this committee in the past, please summarize your accomplishments on the committee and indicate which of the committee's potential future endeavors most interest you.

Certification: I certify that the above information is true and correct and I authorize the verification of the information in the application in the event I am a finalist for the appointment.

Donna Patten

Signature

10-6-14

Date

Return Application to:

SCCRTC

Elderly & Disabled Transportation Advisory Committee

1523 Pacific Avenue

Santa Cruz, CA 95060

fax: 460-3215 email: kpashnik@sccrtc.org

Questions or Comments: (831) 460-3200

October 14, 2014

Donna Patters

Position: Substitute Committee Member for Debbi Brooks
on the Elderly & Disabled Transportation Advisory Committee

Statement of Qualification/Interest

I have recently started working for the Watsonville Transportation Program and have been amazed at the gratitude of our senior and disabled clients who receive our services.

I have had the opportunity to speak with several of our clients and learn about their stories. I have come to realize the real need for transportation. Not only does this service provide our clients with a little more independence, it can change their quality of life. Being able to go to a doctor appointment or pick up a prescription may seem simple, but to those who are not able to do these things on their own, it completely changes the way that they live.

I would like to be a Substitute Committee Member for the E/D TAC to connect with the people in Santa Cruz County that are part of making transportation accessible for the elderly and disabled.



DATE: November 14, 2014

TO: Board of Directors

FROM: Leslyn Syren, District Counsel

**SUBJECT: CONSIDERATION OF A RESOLUTION TO SET A PUBLIC HEARING
TO DISCUSS POSSIBLE REROUTE OF THE ROUTE 68**

I. RECOMMENDED ACTION

That the Board of Directors adopt a Resolution to set a public hearing on January 23, 2015, to discuss rerouting the Route 68.

II. SUMMARY OF ISSUES

- Service to the area of Frederick Street and Gault Street by the Route 6 was discontinued in 2002. Service to the same area by the Route 65 was discontinued in 2004.
- In 2013, residents of the La Posada Retirement Community petitioned Santa Cruz Metro to reinstate bus service to the Frederick and Gault area.
- As of September 2014, the Route 6 has been in operation for one year and has not met the productivity minimums established by the Board.
- On October 24, 2014, the Board held a public hearing to discuss possible options for the Route 6, including rerouting the Route 68 to serve the Frederick and Gault area.
- Staff recommends that the Board hold a public hearing to discuss rerouting the Route 68 on January 23, 2015.

III. DISCUSSION/BACKGROUND

Prior to 2002, the Route 6 provided hourly service between the hours of 6:50am and 6:50pm. At that time, the Route 6 departed the Santa Cruz Metro Center and served Broadway, Seabright, the Twin Lakes area and then Frederick and Gault before returning to the Santa Cruz Metro Center. This rendition of the Route 6 averaged 8.3 passengers per trip and the service was discontinued in 2002 due to low ridership and because most of the area along the Route 6 was covered by other service such as the Routes 12, 65 and 68.

In 2004 the Route 65, which had been providing service to the La Posada area, was also cut. The Route 65 operated from approximately 6:40am to 6:40pm and provided hourly service in both the inbound and outbound direction between the Santa Cruz Metro Center and the Capitola Mall. At the time the Route 65 was cut, it was averaging 10.23 passengers per trip. The Route 65 was cut due to lower ridership and the availability of other routes that serviced similar areas such as the Routes 66, 68 and 623 at a time when funding was an issue.

In 2013, Santa Cruz METRO received a petition from the residents of the La Posada Retirement Community requesting the reinstatement of transit service in the Frederick and Gault area of Santa Cruz. La Posada is located at 609 Frederick Street, approximately one block from Soquel Avenue. In April of 2013, Santa Cruz METRO staff met with over 20 residents of La Posada to discuss the challenges that they experienced accessing the bus stops along Soquel. The residents expressed many concerns including poor sidewalk conditions and the short length of time given by the traffic light at Soquel and Frederick to allow pedestrians to cross Soquel Avenue. A lack of a safe path of travel was the primary reason why La Posada residents were requesting the return of METRO bus service directly to the Frederick and Gault area.

On June 28, 2013, the METRO Board voted to reinstate the Route 6 on a one year trial basis. At that time, a minimum threshold of eight riders per trip was set. The Board also directed staff to continue to pursue other options including capital improvements along the Frederick Street corridor. This one year trial was later funded by the Santa Cruz County Regional Transportation Commission. During the one year trial, which ended in mid September 2014, the Route 6 averaged 1.9 – 3.1 passengers per trip.

On July 23, 2014, a group composed of METRO employees, City of Santa Cruz employees, the Mayor of Santa Cruz and residents of La Posada met to conduct an on-site examination of the physical obstacles that exist between La Posada and the bus stops along Soquel Avenue which has the highest level of transit service in the county (excluding UCSC service). As of this date, several of the issues have been mitigated by the City. The City is still following up on the timing of the pedestrian crossing at Soquel and Frederick.

The Board held a public hearing on October 24, 2014, to discuss possible options for the Route 6 and service to the Frederick and Gault area going forward. The Board directed Santa Cruz METRO Staff to further develop the option of rerouting the Route 68 to serve the Frederick and Gault area. Since the Route 68 has high productivity and this proposed reroute would adversely affect the current ridership, the Board also directed Santa Cruz METRO Staff to set up a public hearing to allow riders of the Route 68 to voice any concerns over the possible reroute. Santa Cruz METRO Staff recommends holding a public hearing on rerouting the Route 68 on January 23, 2015.

IV. FINANCIAL CONSIDERATIONS/IMPACT



This action will accrue a costs for advertising the public hearing – approximately \$900. This cost will be funded from the FY15 Administration Department (Department 1100) budget, Account 503221.

V. ALTERNATIVES CONSIDERED

- Take no action.

- Set a different date for the public hearing. – this is not recommended because in order to incorporate any service changes for the Spring 2015 bid, those service changes must be finalized by January 23, 2015.

VI. ATTACHMENTS

Attachment A: Resolution to set a public hearing on January 23, 2015 to discuss possible rerouting of the Route 68.

AVISO DE AUDIENCIA PÚBLICA

Ruta 68 Live Oak & Ruta 6 Broadway/Frederick



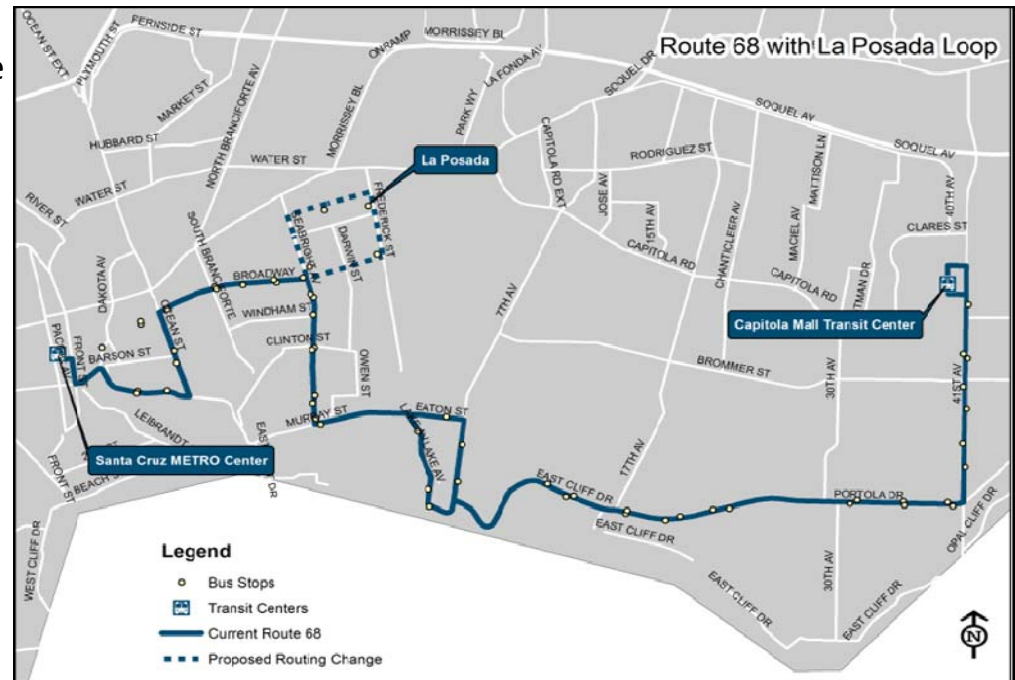
Esto es aviso de audiencia pública que se llevará a cabo por la Santa Cruz METRO el 23 de enero 2015 a las 9:00 am en la Cámara del Consejo de la Ciudad de Santa Cruz, 809 Center St. Santa Cruz, CA.

Durante la audiencia, Santa Cruz METRO ofrecerá la oportunidad de dar su opinión a las partes interesadas con respecto a los cambios a las Ruta 68 Live Oak y la Ruta 6 Broadway / Frederick.

Personal de Santa Cruz METRO propuso el desvío de la Ruta 68 Live Oak como alternativa a la actual Ruta 6 Broadway / Frederick. La "nueva" Ruta 68 Live Oak añadiría un circuito para incluir la parte superior de Frederick Street, La Posada, la parte superior de Seabright Avenue y la escuela Gault Elementary.

Los impactos de este cambio pueden incluir:

- Aumento el tiempo de viaje
- Cambios a tiempo de conexión
- Ajustes a los horarios de salida de otras rutas, posiblemente las Rutas 66, 69A y 69W
- Ruta 6 recomendada para eliminación
- Cambios en los horarios de salida de lunes a viernes



Personas interesadas pueden contactar al Departamento de Planificación de METRO: planning@scmtd.com

NOTICE OF PUBLIC HEARING

Rt. 68 Live Oak & Rt. 6 Broadway/Frederick



This notice is hereby given that a public hearing will be held by the Santa Cruz METRO on January 23, 2015 at 9:00 AM at the Santa Cruz City Council Chambers, 809 Center St. Santa Cruz, CA.

At the hearing the Santa Cruz METRO will afford an opportunity for interested parties to have input regarding changes to the Rt. 68 Live Oak and the Rt. 6 Broadway/Frederick.

Santa Cruz METRO staff proposed the rerouting of the Rt. 68 Live Oak as an alternative to the current Rt. 6 Broadway/Frederick. The “new” Rt. 68 Live Oak would add a loop to include: Upper Frederick Street, La Posada, Upper Seabright Avenue and Gault Elementary.

Impacts of this change may include:

- Travel time increase
- Changes in connection times
- Possible departure times of other routes, possibly the Rt. 66, 69A and 69W
- Route 6 recommended for elimination
- Changes to departure times Monday through Friday



Interested parties can contact METRO's Planning Department by email at planning@scmtd.com

NOTICE OF PUBLIC HEARING

Rt. 68 Live Oak & Rt. 6 Broadway/Frederick

Interested parties can contact METRO's Planning Department by email at [planning @scmtd.com](mailto:planning@scmtd.com)



SERVICE • SUPPORT • ADVOCACY

AREA AGENCY ON AGING

San Benito & Santa Cruz Counties

**FOSTER GRANDPARENT/SENIOR COMPANION PROGRAM
IN-KIND DONATION PROGRAM**

Monterey, San Benito, Santa Clara & Santa Cruz Counties

PROJECT SCOUT

Santa Cruz County

October 22, 2014

Board of Directors
Santa Cruz Metropolitan Transit District
110 Vernon Street
Santa Cruz, CA 95060

RE: Bus Service to La Posada (609 Frederick St., Santa Cruz) via Route 6

Dear Board Members:

The Area Agency on Aging (AAA) Advisory Council of Santa Cruz & San Benito Counties voted unanimously at its October 15, 2014 to express our concerns over SCMTD's consideration of canceling Route 6 & service to La Posada Retirement Community. The AAA Advisory Council identified several reasons for their concern, along with suggesting potential alternatives to insure the seniors living at La Posada can maintain transportation services. As your Board members know, the availability of public transportation is a key factor in the maintaining the health and independence of seniors and individuals with a disability.

Residents of La Posada have been petitioning SCMTD for service restoration for over a decade. They have repeatedly expressed a need for bus service to the Capitola Mall on 41st Ave. Unfortunately, the restored service that was finally provided brings them to the Pacific Garden Mall rather than their desired destination. After a trial period, Route 6 is being deemed inefficient due to low ridership, which should come as no surprise given that it fails to go to the destination petitioned for.

Metro staff has done a thorough analysis of the challenges to service access that La Posada residents face if their stop at 609 Frederick St. is taken out of service. The identified challenges are numerous, and are a great argument for continuing Frederick St. service. Metro is to be complimented for encouraging local residents, Pacific Gas & Electric, and the City of Santa Cruz to address the physical barriers that exist, but only some of those barriers have solutions. Traffic dangers will not disappear even if the City, local homeowners, and PG&E all make the requested repairs to the walking route.

234 Santa Cruz Avenue • Aptos, California 95003

PHONE: AAA – (831) 688-0400 • FG/SCP – (831) 475-0816 • SCOUT – 1-877-373-8297 • FAX: (831) 688-1225

SUPPORTED BY FEDERAL, STATE & LOCAL GOVERNMENTS, FOUNDATIONS, THE UNITED WAYS OF
MONTEREY, SAN BENITO, & SANTA CRUZ COUNTIES & PRIVATE DONATIONS.

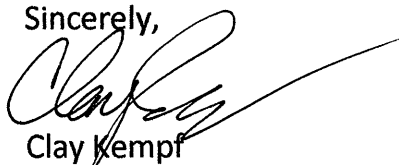
These barriers may be minor to an able-bodied individual, but they create very real and often impossible barriers for a frail senior to navigate.

The AAA Advisory Council recommends the SCMTD Board of Directors consider one of three options:

- 1) Modify existing routes in order to provide regular bus service via Frederick St. that would transport La Posada residents to and from the Capitola Mall /41st Ave. rather than downtown Santa Cruz;
- 2) Develop a customized shuttle service, possibly in partnership with Lift Line and/or even La Posada, to transport seniors from La Posada to 41st Ave/Capitola Mall on a regular basis. This design could also be considered for senior complexes in other parts of the county, including Watsonville, Scotts Valley, etc. Costs would be significantly less than the \$150,000 annual cost of fixed route service. Potential partnerships could further defray costs and hold a great potential for grant opportunities.
- 3) Maintain the existing Route 6. While not ideal in terms of ridership or providing the desired destination for the residents of La Posada, it would at least provide some relief from the physical barriers that seniors face when they attempt to access bus stops along Soquel Ave. As the SCMTD staff know, several seniors have experienced injuries in the past, including being struck by moving vehicles.

We know the SCMTD Board of Directors shares our concern for the health and *independence of our local seniors*. We urge your support of a meaningful solution to the transportation challenges facing all of them, and especially those living at La Posada.

Sincerely,



Clay Kempf

Representing the Area Agency on Aging of Santa Cruz & San Benito Counties Advisory Council

cc: Seniors Commission of Santa Cruz County
Commission on Disabilities
Elderly and Disabled Transportation Advisory Council
Seniors Council Board of Directors

Volunteer Center of Santa Cruz County
Transportation Program - TDA funding

	<u>Santa Cruz</u>	<u>San Lorenzo Valey</u>	<u>Watsonville</u>	1sr Qrt 2014-2015 <u>Totals</u>	1st QTR 2013-2014 <u>totals</u>
Volunteers	30	11	6	47	53
Unduplicated Clients	57	50	7	114	125
Total Rides	554	284	42	880	955
Ride Reqeuts unable to fill	6	6	7	19	11
Unfilled requests referred other agencies	0	4	0	4	2
Requests cancelled by client	0	12	0	12	61
<u>Trip destinations</u>					
Physician	172	116	20	308	361
Shopping & bank	152	44	10	206	249
Stroke Center	0	0	0	0	0
Hospitals and therapy	0	0	12	12	28
Convelescent homes	0	0	0	0	0
Doran Low Vision Center	0	0	0	0	0
Clinishare Dialysis		0	0	0	0
Other	6	0	0	6	12
Total	330	160	42	532	650
<u>Avg ride length (YTD)</u>	19				
<u>Total Miles driven (YTD)</u>	16,742				
<u>Total Reimbursement (YTD)</u>	\$239				

	Total FY14-15	%
<u>Client Jurisdictions</u>		
Santa Cruz City	11	10%
Scotts Valley City	22	19%
San Lorenzo Valley	28	25%
Capitola City	7	6%
Watsonville City	6	5%
Midcounty Unincorporated	23	20%
South County	14	12%
north Couty	2	2%
Unknown		0%
Total Clients (unduplicated)	113	100%

<u>Origin of Ride by Jurisdiction</u>		
Santa Cruz City	102	17%
Scotts Valley City	99	16%
San Lorenzo Valley	103	17%
Capitola City	56	9%
Watsonville City	42	7%
Midcounty Unincorporated	165	27%
South County	49	8%
Out of County	0	0%
Total	616	100%



COMMUNITY BRIDGES

Puentes de la Comunidad

236 Santa Cruz Avenue, Aptos, CA 95003
P. 831.688.8840 F. 831.688.8302
www.communitybridges.org

November 13, 2014

Mr. Marc Pimentel
Director of Finance
City of Santa Cruz Finance Department
809 Center St., Rm. 101
Santa Cruz, CA 95060

RE: **4th Quarter and Annual Summary Report for 13/14**
(contract between "City of Santa Cruz and Community
Bridges/Consolidated Transportation Services Agency")

Dear Mr. Pimentel:

Enclosed please find the TDA Quarterly for the period beginning April 1, 2014 and ending June 30, 2014. Also included is an Annual Summary Report for the contract period of July 1, 2013 to June 30, 2014.

If you would like additional information or have any questions, please contact me at 831/688-8840, ext. 206, or email susanm@cbridges.org.

Sincerely,

Susan Marinshaw
Chief Administrative Officer

encl.

ecc: Karena Pushnik, Senior Transportation Planner, SCCRTC
Kirk Ance, Division Director, CTSA: Lift Line
C. Benson, Chief Financial Officer, Community Bridges

S:\Admin\CB Documents New\CTSA\SC City TDA 13.0125\1314 TDA Reports\Q4\TDA 13-14 4th & Annualcvrltr.doc

Please consider naming Community Bridges in your estate plans.



COMMUNITY BRIDGES
Puentes de la Comunidad

www.communitybridges.org

THE
COMMUNITY BRIDGES
FAMILY OF PROGRAMS



Child and Adult Care
Food Program



Child Development Division



Elderday



Familia & Beach Flats Center



Live Oak
Family Resource Center

LIFT LINE

Consolidated Transportation
Services Agency



La Manzana
Community Resources



Meals on Wheels



Mountain Community
Resources



Women, Infants & Children
Nutrition Program

CC 20,23,26,31,32,38,39

CC21

CC29

CC 24,30

CC36

#	Performance Measures to be	Medical					Meals on Wheels					Taxi Scrip					Elderday					ISSP					Total
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
1	Unduplicated Passengers per Month	109	131	186	187	613	68	58	59	68	253	97	83	94	83	357	111	110	113	113	447	0	0	352	157	509	2,179
2	Total Passenger Trips (Units of Service) per Month	2,165	2,123	2,247	2,434	8,969	3,707	3,089	3,380	3,963	14,139	656	748	807	777	2,988	9,176	8,101	7,792	8,505	33,574	0	7,613	13,061	1,504	22,178	81,848
3	Number of Incidents per Month	0	1	0	0	1	1	0	0	4	5	0	0	0	0	0	7	0	2	5	14	0	0	0	0	0	20
4	Number of Accidents per Month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1
5	Number of Mechanical Failures (including lift failure) per Month	0	0	0	1	1	0	0	0	0	0	N/A	N/A	N/A	N/A	0	2	2	1	1	6	0	0	0	0	0	7
6	Number of No-Shows per Month	48	39	43	210	340	N/A	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	0	220	235	233	277	965	N/A	N/A	N/A	N/A	0	1,305
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
8	Total Donations per Month	\$2,926	\$855	\$503	\$727	\$5,011	N/A	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	0	\$5,011
9	Operating Cost per Passenger Trip				\$51.27				\$7.69				\$9.45				\$12.77				\$1.97						
10	Operating Cost per Vehicle Service Hour				\$48.57				\$46.37								\$49.83				\$52.95						
11	Passengers per Vehicle Service Hour				0.93				6.05								3.81				26.86						
12	Passengers per Vehicle Service Mile				0.07				0.38								0.26				1.44						
13	Van Mileage per Program				118,935				37,071								118,489				15,365						

Footnotes:

- * 13/14 FY Total Passengers % of Goals Met; Medical Rides=87%, Meals on Wheels=96%, Taxi Scrip=125%, Elderday=121%, and ISSP=105%
- * We have seen an increase in demand for senior transportation to the Watsonville and Live Oak meal sites. This is posing a challenge for our fleet size and capacity.
- * Larger demands geographically throughout the county are spreading the busses further out consuming more time and making it more difficult to meet demands.
- * The demand for Taxi Scrip has increased this FY resulting in nearly 600 rides above projections.
- * We surpassed our Elderday projected units of service by 5,751 one way trips.
- * We are short on office and support staff which makes it very challenging for the operation as a whole.
- * Line 9 includes both taxi and Lift Line costs and units of service combined.
- * Lines 10 through 13 reflect Lift Line data only and exclude taxi costs and units of service.

CC 20,23,26,31,32,38 ,39

CC21

CC29

CC 24,30

CC36

#	Performance Measures to be	Medical					Meals on Wheels					Taxi Scrip					Elderday					ISSP					Qtr Total	YTD Total
		Apr	May	June	Qtr	YTD	Apr	May	June	Qtr	YTD	Apr	May	June	Qtr	YTD	Apr	May	June	Qtr	YTD	Apr	May	June	Qtr	YTD		
1	Unduplicated Passengers per Month	121	115	112	187	613	54	53	56	68	253	34	51	58	83	357	102	103	101	113	447	157			157	509	608	2,179
2	Total Passenger Trips (Units of Service) per Month	818	785	831	2,434	8,969	1,334	1,342	1,287	3,963	14,139	289	285	203	777	2,988	2,906	2,803	2,796	8,505	33,574	1,504			1,504	22,178	17,183	81,848
3	Number of Incidents per Month	0	0	0	0	1	0	3	1	4	5	0	0	0	0	0	0	1	4	5	14	0	0	0	0	0	9	20
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	1	0	1	1	0	0	0	0	0	N/A	N/A	N/A	0	0	0	1	0	1	6	0	0	0	0	0	2	7
6	Number of No-Shows per Month	45	49	116	210	340	N/A	N/A	N/A	0	0	N/A	N/A	N/A	0	0	92	99	86	277	965	N/A	N/A	N/A	0	0	487	1,305
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	\$14	\$699	\$14	\$727	\$5,011	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	\$727	\$5,011
9	Operating Cost per Passenger Trip				\$53.16					\$7.91					\$9.88					\$15.30					\$3.26			
10	Operating Cost per Vehicle Service Hour				\$52.62					\$54.50										\$59.26					\$75.38			
11	Passengers per Vehicle Service Hour				0.98					6.90										3.77					23.14			
12	Passengers per Vehicle Service Mile				0.09					0.39										0.30					0.95			
13	Van Mileage per Program				26,809					10,168										26,791					1,591			



DATE: November 14, 2014

TO: Board of Directors

FROM: April Warnock, Paratransit Superintendent, METRO

**SUBJECT: ACCEPT AND FILE QUARTERLY ACCESSIBLE SERVICES REPORT
FOR JULY, AUGUST & SEPTEMBER 2014**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the Accessible Services Reports for the months of July, August and September 2014.

II. SUMMARY OF ISSUES

- These Accessible Services Reports track activity of METRO's Accessible Services Program (AS) for the months of April, May and June 2014.
- The Accessible Services Coordinator (ASC) provides ongoing outreach to the disability and senior/older adult communities to promote METRO bus use and accessibility. ASC services include METRO's Accessible Services Program and group orientations using METRO services and outreach to community groups.
- The ASC participates in METRO staff training and policy review regarding accessibility.
- The ASC represents METRO on outside Committees and Commissions.

III. DISCUSSION/BACKGROUND

The ASC's daily responsibilities are broken out into four categories as follows:

1. Mobility training that is customized support to allow access to METRO services.
2. Community outreach to promote METRO bus use and accessibility.
3. Participation in METRO staff training and policy review regarding accessibility.
4. Provides METRO representation on outside Committees and Commissions.

1. Mobility Training that is customized support to allow access to METRO services can include:

- **An Assessment:** The ASC meets the trainee to assess the trainee's capabilities to use METRO services. They discuss the trainee's experience using public transit and set goals for training sessions. An Assessment typically takes two to four hours.
- **Trip Planning:** Practice to use bus route schedules, maps, online resources and other tools to plan ahead for trips on METRO fixed route and METRO

ParaCruz services. All Mobility Training includes some trip planning. Trip planning sessions typically take one to four hours.

- **Boarding/Disembarking Training:** Practice to board, be secured, and disembark (get off) METRO buses. This training is requested by persons using walkers, wheelchairs, scooters and service animals. The ASC coordinates the training session with the Operations Department to arrange working with an operator and an 'out of service' fixed route bus. Boarding/Disembarking Training typically lasts three to five hours.
- **Route Training:** Practice using METRO buses to travel to destinations chosen by trainees. The training session includes practice on handling fares, bus riding rules and emergency situations. One training session can take two to eight hours. One or two sessions to learn one destination is typical. The number of training sessions varies with each trainee.

2. **Ongoing community outreach to promote METRO bus use and accessibility includes:**

- Set up and carry out class and group orientation to ride the bus: The ASC works with teachers, counselors, activity coordinators, and residents who request orientations for groups. After being introduced to Metro services by the ASC, the ASC facilitates groups in setting up field trips to ride buses together, receiving orientations at various destinations, including the Santa Cruz METRO Center and the Capitola Mall. The ASC provides guidance in obtaining Discount Fare Cards and other tools to encourage bus use.
- The ASC regularly attends meetings – such as the Santa Cruz County Seniors Commission and Commission on Disabilities – where transportation issues affecting older adults and people with disabilities are discussed and acted upon.
- The ASC is also invited to speak to other community groups to promote METRO and its accessibility. ASC time spent for each meeting may include preparation such as Agenda review, research on meeting topics, and assembling handouts. After attending the meeting, follow up activity may include reports on the meeting, individual information requests and referrals for Mobility training and further outreach.

3. **Participation in METRO staff training and policy review regarding accessibility includes:**

- The ASC assists in specialized training sessions with newly hired Operators, for example, the 'Securement Testing' for new Operators.

4. **Provides METRO representation on outside Committees and Commissions.**

- The ASC attends regular committee and commission meetings, such as the Santa Cruz County Commission on Disabilities and the Elderly and Disabled Transportation Advisory Committee as a METRO Representative. This includes all sub-committees of the committees/commissions.

IV. **FINANCIAL CONSIDERATIONS/IMPACT**



The August 27, 2014 Boarding/Disembarking Training took three hours, at an approximate fixed route operator cost (\$51 X 3 hours) of \$153 plus the marginal cost for the bus.

The ASC provided a total of 5 day passes to different trainees, to complete route training sessions during the months of July, August and September 2014. The value of a day pass is \$6.00 each; total amount for day passes was \$30.00.

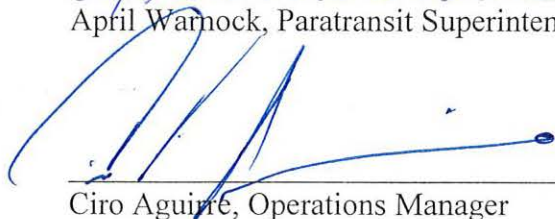
V. **ATTACHMENTS**

- Attachment A:** Accessible Services Report for July 2014
Attachment B: Accessible Services Report for August 2014
Attachment C: Accessible Services Report for September 2014

APPROVED:



April Warnock, Paratransit Superintendent



Ciro Aguirre, Operations Manager

Alex Clifford, CEO/General Manager

Attachment A

Board of Directors
Board Meeting of November 14, 2014

Accessible Services Report for July 2014

NOTE: TR is a generic reference for "Trainee" and the associated number is a unique identifier for each new trainee. This method is used in order to respect the confidentiality of the trainees.

Mobility training that is customized support to allow access for METRO services

- July 1- TR21 was referred by a therapist to ParaCruz. METRO's Eligibility Coordinator referred TR21 to METRO's Accessible Services Program via email for a mobility training assessment prior to scheduling a paratransit interview/assessment. An assessment was arranged for July 15. (1 hour)
- July 2- TR19 requested travel training between a residence on Capitola Road and a doctor's office at 550 Water Street. The ASC determined the most direct bus routing, the closest bus stop and pre-travelled round trip between Santa Cruz METRO Center, TR19's residence and the doctor's office. Total time for route check was 2 hours (3:00-5:00).
- July 3- TR19 and the ASC travelled round trip between TR19's Capitola Road residence and doctor's office at 550 Water Street. Travel training was conducted upon buses serving Route 66 in both directions (9:45-1:45). Travel time for the ASC was 1 hour.
- July 8- ASC met TR19 at a residence on Capitola Road for a trip planning session. The session included review of past bus rides, and a discussion of paths of travel to other destinations with a focus on TR19's level of stamina for bus travel (12:00 – 2:00). ASC travel time was 1 hour. Total time for the pre-travel trip, training, the trip planning session, written summaries and file updates for TR19 was 14 hours.
- July 10- Staff at the Homeless Services Center referred TR22, who showed interest in METRO's Mobility Training Program. On July 15, at an outreach event at the Homeless Services Center the ASC answered questions from TR22 and three other persons served by the Center, as described in the Outreach section of this report. Total time for the referral, the outreach event was 3 hours. ASC travel time was 1 hour.
- July 15- The ASC assessed TR21 outside a Santa Cruz residence (1:00-2:45). TR21 occasionally uses a mobility aid and has balance issues. By July 22, after follow-up emails between TR21 and the ASC, TR21 decided paratransit was the safest travel option for now. Total time for referral, assessment, and written summary for TR21 was 6 hours. ASC travel time was ½ hour.

Attachment A

Board of Directors

Board Meeting of November 14, 2014

- July 22- TR20 self-refers for route training with a walker. The referral and follow-up research on walkers took 2 hours.
- July 29- TR20 is assessed at Erik's Deli, in Watsonville at Main and Green Valley (10:00-12:00). TR20 requested trip-planning to set up route training to destinations new for TR20. Total time for the referral, assessment, and written summary for TR20 was 6 ½ hours. ASC Travel time was 1½ hours.
- July 31- A referral from a METRO Customer Service Representative arrived at Pacific Station requesting an unscheduled meeting on July 31 (12:15-1:15). The topics of the meeting were a review of bus schedules and possible future trip planning. The person inquired how to use a METRO ParaCruz ID Card to obtain a discounted fare on fixed route. The person did not request mobility training. Total time for the referral and meeting was 2 hours. There was no travel time involved.
- During July the ASC reviewed files for TR1, TR2 and TR3, TR4, TR5, TR6, TR7, TR10, TR13, TR15, TR16 and TR 17. Total time to be thorough in these file reviews, was 11.50 hours. The ASC divided the files into 'closed', 'non-active', and 'active' categories, in order to reduce the amount of time the ASC spends on file review in the future.
- During July the ASC closed files for TR14 and TR18: These trainees had completed route training and had not requested additional assistance for at least one month. Total time to close their files was 3 ½ hours.
- The amount of time dedicated to training sessions and follow up activity for the activities noted above is approximately 49 ½ hours. The ASC will continue to work with his supervisor to categorize and track this activity in greater detail in future reports.
- Tracking of scheduled appointments vs. cancelled:
Appointments scheduled on July 1, July 7, July 10, July 14 and July 22

The appointment on July 14 was cancelled and rescheduled as an outreach event at the Homeless Services Center on July 15.

Attachment A

Board of Directors
Board Meeting of November 14, 2014

Community outreach to promote METRO bus use and accessibility

- July 9- Pajaro Valley Unified School District (PVUSD) Job Club at The Towers, Watsonville: The ASC explained to six students and three staff persons, including Career Development Specialist Ms. Butterworth, how the METRO bus service assists job searches. METRO's Headways was reviewed, and the Job Club used a projection of the METRO web page to demonstrate how to access Google Transit and plan a trip. The ASC answered questions on bus connections and discount fares (10:00-12:00). ASC round trip travel time was 2 hours.
- July 15- Homeless Services Center, Santa Cruz: The ASC met with four residents, including TR22, to discuss METRO's Accessibility Services Program, METRO's Headways bus schedules and discount fare (10:00-12:00). ASC travel time between the Santa Cruz Metro and the Homeless Services Center was 1 hour.
- Throughout July, the ASC communicated with approximately 20 individuals in person and/or over the phone. Most contacts regarded meeting follow up, training and trip planning.

Staff training and policy review regarding accessibility

- None

Provides METRO representation on outside Committees and Commissions.

- July 24- Commission on Disabilities meeting at the Regional Transportation Commission (RTC) conference room in Santa Cruz: The ASC confirmed to the eight persons present, including Commission Chair Ms. Saldana, that METRO's CEO Mr. Clifford would be attending the next Commission meeting to discuss METRO's Short Range Transit Plan. (12:30-2:30). ASC round trip travel time between Santa Cruz Metro and the meeting site was ½ hour.

Attachment B

Board of Directors
Board Meeting of November 14, 2014

Accessible Services Report for August 2014

NOTE: TR is a generic reference for "Trainee" and the associated number is a unique identifier for each new trainee. This method is used in order to respect the confidentiality of the trainees.

Mobility training that is customized support to allow access for METRO services

- August 5- TR24 was referred from METRO's Eligibility Coordinator and scheduled for an assessment on August 7. The assessment took place at TR24 residence (3:00-5:00). Prior to the assessment, the ASC checked for the safest path of travel to the nearest bus stop, and pre-travelled between the residence and METRO's Pacific Station. As TR24 did not request mobility training by August 19, the file was updated and inactivated. (1 hour) Total time for the referral, assessment, and inactivation of file was 4 hours. ASC travel time was 2 hours.
- August 19- TR25 self-referred for an assessment with a new wheelchair. TR25 had participated in mobility training with METRO in 2003 and 2006, with previous mobility devices. The ASC met TR25 at TR25's Capitola home for an assessment that included practice steering, turning and parking the new wheelchair. Total time for the referral, assessment, and the written summary was 5 hours. ASC travel time was 1 hour.
- August 20- TR26 was referred by Career Development Specialist Ms. Butterworth on August 11. TR26 requested route training between home and a worksite. TR26's assessment began at Cassidy's Pizza in Watsonville. TR26 and the ASC and TR26 practiced round trip bus rides between Main at Pennsylvania and Freedom Blvd. at Corralitos Road bus stops (1:00-4:00), in anticipation of TR26 starting part time employment. Total time for the referral, assessment, the route training, and written summary was 11 ½ hours. ASC travel time was 5 hours.
- August 21- TR20 completed route training with the ASC (9:45-13:45). TR20 rode with a walker on Routes 68, 55 and 69A. TR20 and the ASC travelled round trip between Santa Cruz METRO Center and La Selva Beach, to pass by destinations chosen by trainee. TR20 indicated contact with the ASC would be made if further training was needed. Total time for set up, route training, written summary, and inactivation of file was 9 hours. There was no travel time for the ASC.

Attachment B

Board of Directors

Board Meeting of November 14, 2014

- August 27- TR25 completed boarding and disembarking training with a new wheelchair (10:30-12:30). The practice took place on Lane 2 at the Capitola Mall. TR25 worked with the ASC, one operator and one Low Floor bus. (3 hours) Total time for the training and written summary was 5 hours. ASC travel time between Santa Cruz and Capitola was approximately 1 hour.
- August 29- TR27 was referred by school counselor Ms. Wilcox. TR27 was assessed and travelled on the 91X route with the ASC on a round trip between Water at Ocean Street bus stops and Cabrillo College bus stops. This route was practiced in anticipation of TR27 attending Cabrillo College classes. Total time for the referral, assessment and written summary was 3 ½ hours. ASC travel time was ½ hour.
- The ASC inactivated files for TR21 (40 minutes), TR22 (40 minutes), and TR25 (40 minutes), after receiving no requests for further assistance. Total time for these activities was 3 hours.
- The amount of time dedicated to training sessions and follow up activity for all activities noted above is approximately 50 hours. The ASC will continue to work with his supervisor to categorize and track this activity in greater detail in future reports.
- Tracking of scheduled appointments vs. cancelled:
Appointments scheduled on August 5, August 11, August 15 and August 18
Two appointments cancelled and not rescheduled.

Community outreach to promote METRO bus use and accessibility

- Throughout August, the ASC communicated with approximately 28 individuals in person and/or over the phone. Most contacts regarded training, meeting follow up and trip planning.

Staff training and policy review regarding accessibility

- August 1- The ASC reviewed draft revisions to the METRO Discount Fare Program and recommended that one question be deleted. The suggestion was accepted by METRO staff during the Elderly and Disabled Transportation Advisory Committee meeting on August 5.

Attachment B

Board of Directors
Board Meeting of November 14, 2014

Provides METRO representation on outside Committees and Commissions.

- August 5- Elderly and Disabled Transportation Advisory Committee (E&DTAC) meeting was held in the Regional Transportation Commission (RTC) conference room in Santa Cruz. Vice Chair Ms. Brooks led discussion for eight other committee members, visiting METRO District Counsel Ms. Syren and three other persons on topics including draft revisions to the METRO Discount Fare Program, An inspection of paratransit vehicles being considered for purchase was conducted. Committee members approved two support letters for METRO, one supporting the revised Discount Fare Program and the second letter supporting the paratransit vehicles METRO may possibly purchase (1:00-3:30). ASC round trip travel between Santa Cruz Metro and the meeting site took ½ hour.
- August 14- A Commission on Disabilities meeting was held in the RTC conference room in Santa Cruz: METRO CEO Mr. Clifford and Senior Planner Mr. Friedrich described METRO's Short Range Transit Plan and answered questions from Commissioners. Concerns were expressed about possible changes to the spacing of bus stops and the possibility that bus stops would be removed. (12:30-2:30). ASC round trip travel time between Santa Cruz Metro and the meeting site was ½ hour.

Attachment C

Board of Directors
Board Meeting of November 14, 2014

Accessible Services Report for September 2014

NOTE: TR is a generic reference for "Trainee" and the associated number is a unique identifier for each new trainee. This method is used in order to respect the confidentiality of the trainees.

Mobility training that is customized support to allow access for METRO services

- September 10- TR28 contacted the ASC to request a route training session. TR28 was referred by a Pajaro Valley Unified School District (PVUSD) Job Club counselor (1 hour).
- September 11- Route training begins outside TR28's home in Watsonville. TR28 and the ASC used a safe path of travel to reach the Watsonville Transit Center. The Route 71 was used for travel to the Green Valley Road at Freedom Blvd bus stop. TR28 guided the ASC to the Job Club classroom. Route 71 was used to return to the Watsonville Transit Center to conclude this route training session (10:00-1:45). Total time for referral, route training and a written summary was 6¾ hours. ASC travel time from Santa Cruz Metro to TR28's home and from the Watsonville Transit Center to the Santa Cruz Metro was 2 ½ hours.
- September 15- TR29 referred self-referred for route training to travel from a skilled nursing facility (SNF) to specifically chosen destinations. A route training session was scheduled for September 19. (½ hour).
- September 16- Counselor Ms. Nargi-Brown referred high school senior TR30 for route training to enable TR30 to travel by bus to and from a worksite. An assessment was scheduled for September 17. (1 hour).
- September 17- The ASC checked for the safest paths of travel in Felton where TR30 has applied for part time employment (12:30-1:30). The ASC met TR30 at San Lorenzo Valley High School to conduct an assessment (2:00-3:00). Total time for referral, safety check, and assessment was 3 hours. ASC travel time between Santa Cruz Metro and San Lorenzo Valley High School was 1½ hours.
- September 18- TR31 contacted the ASC for route training. TR31 is a METRO ParaCruz eligible passenger who would like to have the option of using the fixed route bus for regular trips to a work site. An assessment was scheduled for September 24. (1 hour).
- September 19- TR29 and the ASC completed several route trainings between TR29's SNF residence and specific destinations chosen by TR19. Routes 71, 19, 20, 69A and 68 were utilized to travel to the Santa Cruz Municipal Wharf, King's Plaza Shopping Center, and the Santa Cruz Metro Center. (11:00-6:15).

Attachment C

Board of Directors

Board Meeting of November 14, 2014

ASC travel time round trip between Santa Cruz Metro Center and the SNF was 1 ½ hours.

- September 24- The ASC met TR31 at a High Street residence in Santa Cruz for an assessment (10:00-12:00). ASC round trip travel time between METRO and High Street was 1 hour.
- September 25- The METRO Security & Risk Administrator referred a person for boarding and disembarking training. In 2003, the same person was referred for boarding and disembarking training but declined participation in the program. (1 hour).
- The amount of time dedicated to training sessions and follow up activity for the activities noted above was approximately 28 hours.
- Tracking of scheduled appointments vs. cancelled:
Appointments set on September 10, September 15, September 16 and September 18. No appointments cancelled.

Community outreach to promote METRO bus use and accessibility

- September 9- Santa Cruz County Fair- The ASC promoted METRO's Accessible Services Program on the opening day, which was designated as Seniors Appreciation Day, by distributing Headways and Stokes Straps and answering questions on METRO accessibility (1:00-4:00). ASC travel time between Santa Cruz METRO and the County Fairgrounds was 3 hours.
- September 12- Pajaro Valley High School Life Skills Class Orientation- the ASC presented METRO's Accessible Services Program to 14 students, teacher Ms. Beltran, three aides and Workability Counselor Ms. Kruller. Orientation included the ASC's overview of METRO bus service, using a projection of METRO's web site to plan a trip and answering questions. The ASC distributed several Headways and the Discount Fare Certification Form (1:30-3:00). ASC travel time between Santa Cruz METRO and Pajaro Valley High School was 2 ¼ hours.
- September 30- UCSC Disabled Students Resource Fair- the ASC interacted with Disability Resource Center staff including Director Ms. Church, met the Department of Rehabilitation Senior Rehabilitation Counselor Ms. Wist and answered questions from approximately 30 students on where METRO could transport them to, how to access the Highway 17 Express and what Stokes Straps are. (11:30-3:30). ASC round trip travel time between METRO and UCSC was 50 minutes.

Attachment C

Board of Directors

Board Meeting of November 14, 2014

- Throughout September, the ASC communicated with approximately 29 individuals in person and/or over the phone. Most contacts happened during outreach and confirmed or followed up training activity.

Staff training and policy review regarding accessibility

- September 15- Preparatory meeting for discussion of METRO's Ticket Vending Machine (TVM) accessibility was held in the Pacific Station Conference Room at METRO's Pacific Station- The status of anticipated future improvements for METRO's TVM's was discussed (10:00-11:15). ASC preparatory time before the meeting, the meeting, and follow up emails took approximately 2 ½ hours.

Provides METRO representation on outside Committees and Commissions.

- September 18- Commission on Disabilities meeting was held at the Santa Cruz Community Credit Union in Santa Cruz: The ASC described and circulated the latest edition of Headways, and highlighted the front page and its companion text that invited the public to receive METRO alerts via email and text. (12:30-2:30). Besides the ASC there were six other Commissioners, Coordinator Ms. Thuerwachter and four members of the public present. ASC round trip travel time between METRO and the Credit Union was 15 minutes.



DATE: November 14, 2014

TO: Board of Directors

FROM: Erich R. Friedrich, Sr. Transportation Planner

**SUBJECT: CONSIDERATION OF ISSUING A FORMAL INVITATION FOR BIDS
FOR CONSTRUCTION TO COMPLETE BUS STOP IMPROVEMENTS
AT GREEN VALLEY ROAD AND AIRPORT BOULEVARD IN
WATSONVILLE**

I. RECOMMENDED ACTION

Authorize the Purchasing Manager to issue a formal Invitation for Bids for Construction to Complete Bus Stop Improvements at Green Valley Road and Airport Boulevard in Watsonville.

II. SUMMARY

- The bus stop located at Green Valley Road and Airport Boulevard in Watsonville requires certain improvements in order to provide ADA accessibility, upgraded amenities, and pedestrian access to nearby land uses.
- Santa Cruz METRO has obtained engineered drawings and bid specifications from Bowman & Williams, Inc.

III. DISCUSSION/BACKGROUND

The bus stop located at Green Valley Road and Airport Boulevard in Watsonville requires certain improvements in order to provide ADA accessibility, upgraded amenities, and pedestrian access to nearby land uses. To date, this bus stop is in a state of major disrepair with major safety concerns. The bus stop is not connected to any pedestrian facilities (sidewalks or crosswalks), does not have a bus pad or turnout for safe boarding and alighting, and has no passenger amenities available at the stop.

In order to improve accessibility, safety, and upgrade the amenities, the bus stop requires an 8 ½ foot by 11 foot concrete shelter pad with a minimum thickness of 4 inches and a maximum slope of 2.5%, and an ADA-compliant sidewalk leading from the pad to the Corralitos Creek bridge approximately 180 feet south of the bus stop.

Santa Cruz METRO issued a Task Order to Bowman & Williams, Inc. to prepare a set of engineered drawings for an encroachment permit from the County of Santa Cruz, as well as to prepare the technical specifications for an Invitation for Bids (IFB).

IV. FINANCIAL CONSIDERATIONS/IMPACT

OK for
AAA

This action will authorize the initiation of a procurement estimated to have a resulting contract with an estimated value of \$30,000. This cost will be funded from the FY15 Capital Budget, Account 514010 when the contract is awarded. To date, Santa Cruz METRO has expended \$2,460 out of \$11,930 needed for the preliminary engineering work completed by Bowman & Williams, Inc. plus staff time. Engineering work was funded by Account 514010.

V. ALTERNATIVES CONSIDERED

- Complete the bus stop improvements in house. This is not advisable due to limited staff availability. This project is expected to require a sizable construction crew to site prep, frame and pour concrete, and conduct traffic control. Santa Cruz METRO's current facilities staffing size could not construct this bus stop project and continue with current tasks concurrently.
- Take no action. This is not advisable because not taking action would delay the project and continue the status quo of having an unsafe, inaccessible, and inconvenient bus stop.

VI. ATTACHMENTS

Attachment A: Authorizing Resolution

APPROVED:



Erich R. Friedrich, Sr. Transportation Planner



Leslyn K. Syren, District Counsel



Alex Clifford, CEO/General Manager

**BEFORE THE BOARD OF DIRECTORS OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

Resolution No.
On the Motion of Director:
Duly Seconded by Director:
The Following Resolution is Adopted:

**RESOLUTION AUTHORIZING THE PURCHASING MANAGER
TO SOLICIT BIDS FOR CONSTRUCTION TO COMPLETE BUS STOP IMPROVEMENTS
AT GREEN VALLEY ROAD AND AIRPORT BOULEVARD IN WATSONVILLE**

WHEREAS, the Santa Cruz Metropolitan Transit District has a need for construction to complete bus stop improvements at Green Valley Road and Airport Boulevard in Watsonville;

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AS FOLLOWS:

THAT, the Purchasing Manager is authorized to issue an Invitation for Bids for the services and/or supplies described above; and

THAT, the IFB is approved for release pursuant to the provisions of the Santa Cruz Metropolitan Transit District's Procurement Policy.

PASSED AND ADOPTED this 14th day of November, 2014, by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED: _____
DENE BUSTICHI
Board Chair

ATTEST: _____
ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:

LESLYN K. SYREN
District Counsel

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 24, 2014

TO: Board of Directors

FROM: April Warnock, Paratransit Superintendent

SUBJECT: ACCEPT AND FILE THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR AUGUST 2014

I. RECOMMENDED ACTION

That METRO's Board of Directors accept and file the Metro ParaCruz Operations Status Report for August 2014.

II. SUMMARY OF ISSUES

- Summary review of monthly operational statistics for ParaCruz.
- Summary of monthly operational information about ParaCruz.

III. DISCUSSION/BACKGROUND

Comparing August 2013 statistics to August 2014, ParaCruz rides decreased by 74 rides, a very slight change in number of rides.

Comparing July 2014 statistics to August 2014, ParaCruz rides decreased by 599 single trips. As displayed in Attachment C, these numbers are completely, inexplicably contrary to the historical trend-line.

METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Santa Cruz Metropolitan 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.

IV. ALTERNATIVES

- Not applicable.

V. COORDINATION

This staff report has been coordinated with statistics provided by the Finance and Fleet Departments. Additional data was provided by the Eligibility Coordinator.

VI. FINANCIAL CONSIDERATIONS

There are no financial considerations for this report.

VII. ATTACHMENTS

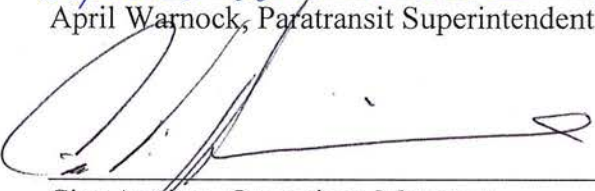
- Attachment A:** ParaCruz On-time Performance Chart
- Attachment B:** Comparative Operating Statistics Tables
- Attachment C:** Number of Rides Comparison Chart and Shared vs. Total Rides Chart
- Attachment D:** Mileage Comparison Chart and Year to Date Mileage Chart
- Attachment E:** Eligibility Chart

Board of Directors
Board Meeting of October 24, 2014

Prepared By: April Warnock, Paratransit Superintendent
Date Prepared: October 15, 2014

APPROVED:

April Warnock 10/15/14
April Warnock, Paratransit Superintendent


Ciro Aguirre, Operations Manager


Alex Clifford, CEO/General Manager

Attachment A

Board of Directors
Board Meeting October 24, 2014

ParaCruz On-time Performance Report		
	August 2013	August 2014
Total pick ups	7546	7472
Percent in “ready window”	95.27%	92.45%
1 to 5 minutes late	2.03%	3.08%
6 to 10 minutes late	1.25%	1.99%
11 to 15 minutes late	.65%	1.10%
16 to 20 minutes late	.30%	.51%
21 to 25 minutes late	.19%	.44%
26 to 30 minutes late	.13%	.20%
31 to 35 minutes late	.07%	.08%
36 to 40 minutes late	.11%	.09%
41 or more minutes late (excessively late/missed trips)	.05%	.05%
Total beyond “ready window”	4.73%	7.55%

During the month of August 2014, ParaCruz received six (6) Customer Service Reports. Two (2) complaints were regarding late pick-ups, and were valid. Four (4) reports were not verifiable or valid. In March of 2014, METRO ParaCruz received an upgrade to their scheduling software, Trapeze. The upgrade was needed to prepare Trapeze for the installation of Mobile Data Computers (MDC's) in May. July was the first full month of real-time data entered by Operators into the MDC's. Differing from the manually entered data, the new system provides more accurate figures which result in a shift in the data being gathered and compiled. As shown in the chart above, the 'on-time' statistics reflected utilizing the 'real-time' equipment reflects a lower level of 'on time' performance than previously realized. Analysis of the differences in the data will be forthcoming.

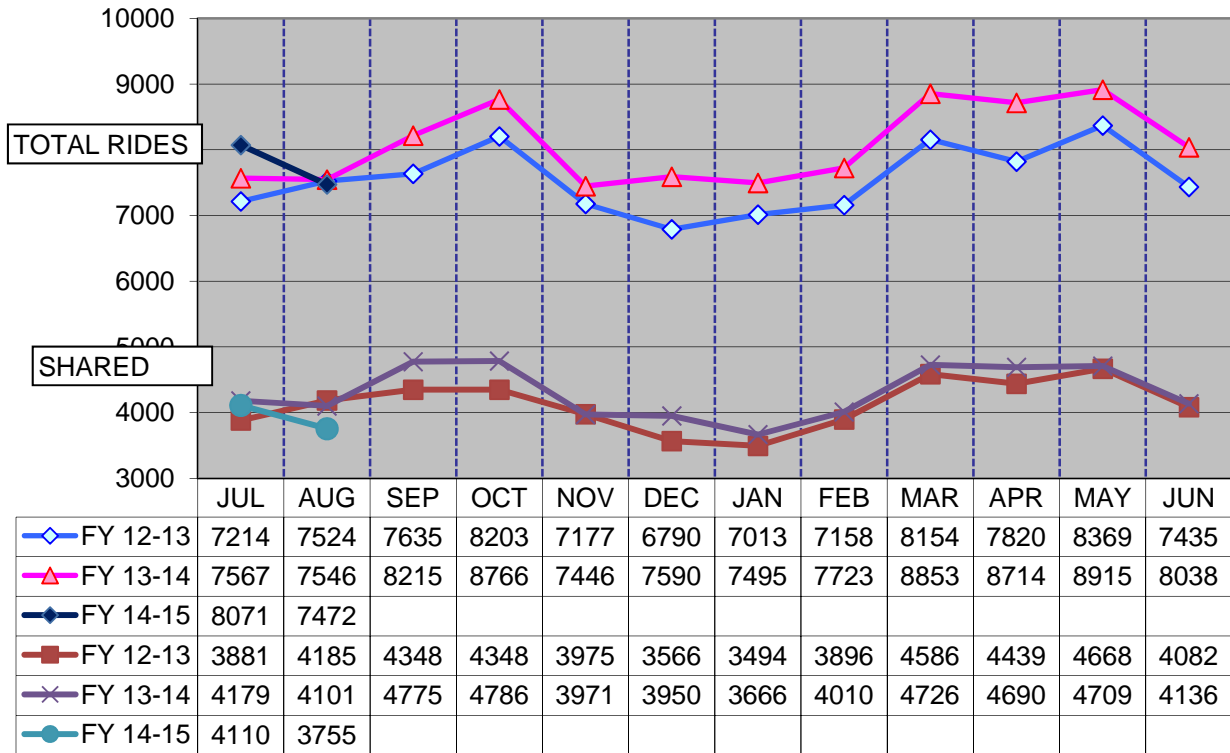
Attachment B

Board of Directors
Board Meeting October 24, 2014

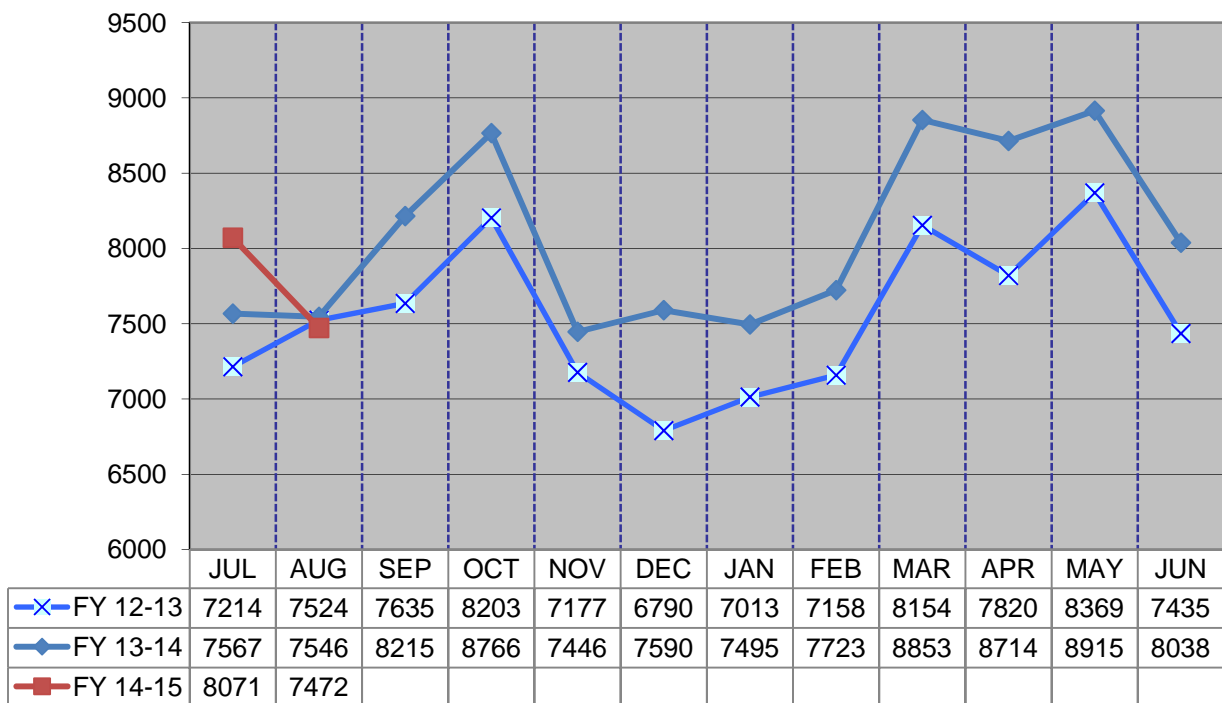
Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through August 2014.

	Aug 13	Aug 14	Fiscal 13-14	Fiscal 14-15	Performance Averages	Performance Goals
Requested	7912	7783	16,005	16,106	8622	
Performed	7546	7472	15,113	15,543	8108	
Cancels	18.24%	18.66%	18.33%	18.86%	19.73%	
No Shows	2.79%	3.06%	2.91%	3.09%	3.02%	Less than 3%
Total miles	54,278	58,154	108,156	117,108	58,450	
Av trip miles	4.87	5.56	4.91	5.42	5.00	
Within ready window	95.27%	92.45%	95.47%	91.41%	94.25%	92.00% or better
Excessively late/missed trips	2	4	3	6	3.17	Zero (0)
Call center volume	N/A	5815	N/A	11,864	N/A	VOIP being UPDATED
Hold times less than 2 minutes	N/A	96.5%	N/A	96.7%	N/A	Greater than 90%
Distinct riders	782	776	1013	995	805	
Most frequent rider	53 rides	57 rides	97 rides	113 rides	56 rides	
Shared rides	65.4%	61.5%	65.4%	62.4%	64.47%	Greater than 60%
Passengers per rev hour	1.94	1.85	1.95	1.89	1.99	Greater than 1.6 passengers/hour
Rides by supplemental providers	9.59%	4.90%	11.10%	5.37%	7.93%	No more than 25%
Vendor cost per ride	\$23.02	\$28.52	\$23.19	\$25.41	\$24.27	
ParaCruz driver cost per ride (estimated)	\$33.10	\$32.18	\$30.59	\$32.26	\$29.58	
Rides < 10 miles	64.51%	63.58%	64.97%	63.31%	63.22%	
Rides > 10 miles	35.49%	36.42%	35.03%	36.69%	36.78%	
Denied Rides	N/A	0	N/A	0	0	Zero

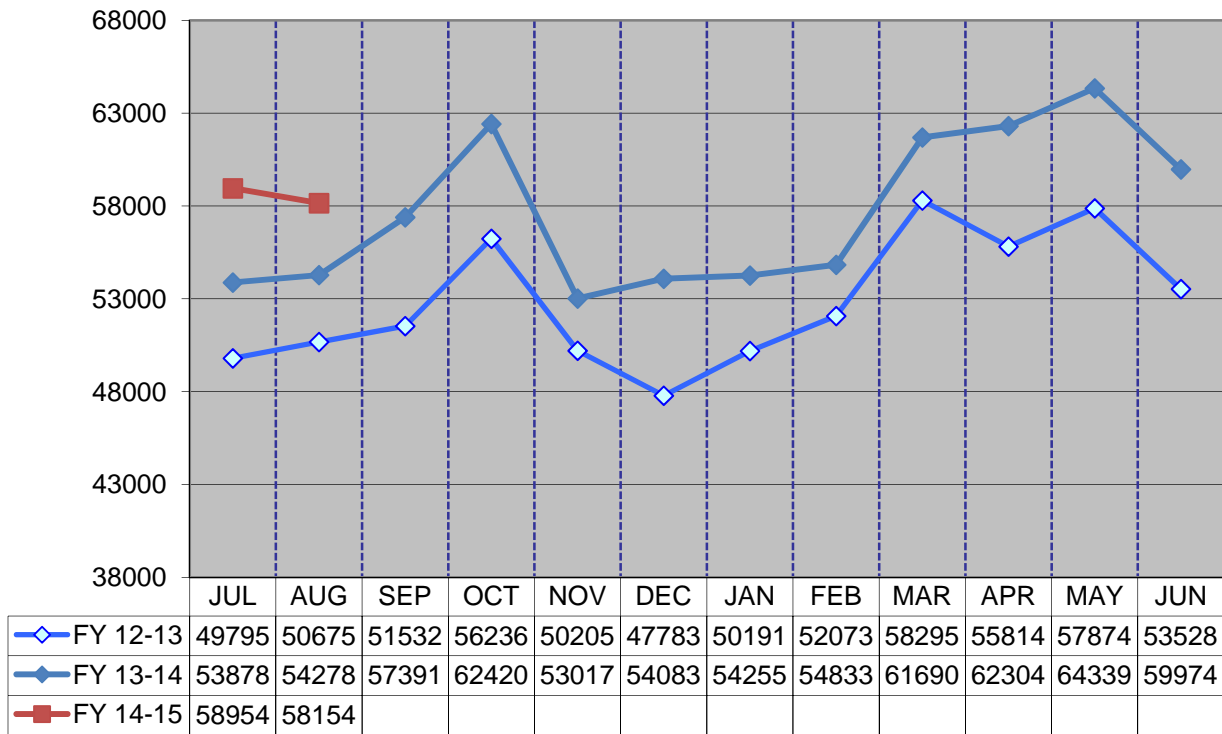
TOTAL RIDES vs. SHARED RIDES



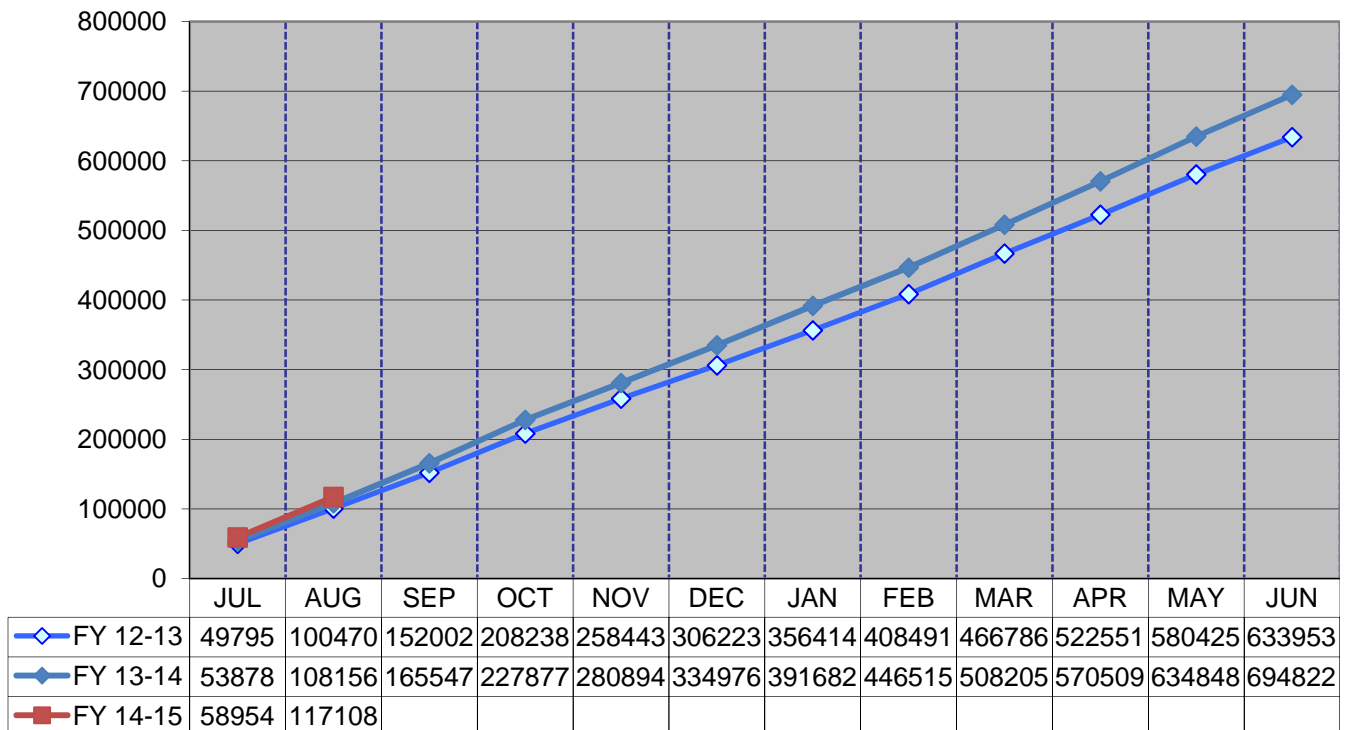
NUMBER OF RIDES COMPARISON CHART



MILEAGE COMPARISON



YEAR TO DATE MILEAGE COMPARISON CHART



MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED	RESTRICTED	TEMPORARY	DENIED	TOTAL
		CONDITIONAL	TRIP BY TRIP			
SEPTEMBER 2013	62	0	4	2	0	68
OCTOBER 2013	59	0	0	1	0	60
NOVEMBER 2013	41	0	2	3	0	46
DECEMBER 2013	44	0	5	1	0	50
JANUARY 2014	60	0	2	8	0	70
FEBRUARY 2014	36	0	2	2	1	41
MARCH 2014	52	0	2	4	0	58
APRIL 2014	56	0	3	1	0	60
MAY 2014	27	2	2	1	1	33
JUNE 2014	45	1	3	5	1	55
JULY 2014	32	3	3	2	1	41
AUGUST 2014	52	6	4	0	0	62

Number of Eligible Riders for the month of August 2014 = 3366



DATE: November 14., 2014

TO: Board of Directors

FROM: April Warnock, Paratransit Superintendent

**SUBJECT: ACCEPT AND FILE THE METRO PARACRUZ OPERATIONS STATUS
REPORT FOR SEPTEMBER 2014**

I. RECOMMENDED ACTION

That METRO's Board of Directors accept and file the Metro ParaCruz Operations Status Report for September 2014.

II. SUMMARY OF ISSUES

- Summary review of monthly operational statistics for ParaCruz.
- Summary of monthly operational information about ParaCruz.

III. DISCUSSION/BACKGROUND

Comparing September 2013 statistics to September 2014, ParaCruz rides increased by 501 rides, a significant change in number of rides.

Comparing August 2014 statistics to September 2014, ParaCruz rides increased by 1244 single trips. While September's increase in rides follows the historical trend-line, the actual number of rides is higher than in previous years. The comparison to last months number of rides reflects a significant increase, however, last months (August) number of rides was abnormally low.

METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Santa Cruz Metropolitan 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.

IV. ALTERNATIVES

- Not applicable.

V. COORDINATION

This staff report has been coordinated with statistics provided by the Finance and Fleet Departments. Additional data was provided by the Eligibility Coordinator.



VI. FINANCIAL CONSIDERATIONS

There are no financial considerations for this report.

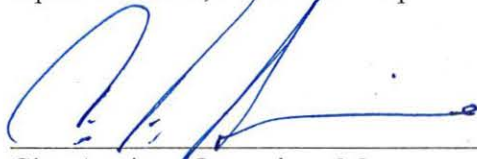
VII. ATTACHMENTS

- Attachment A:** ParaCruz On-time Performance Chart
- Attachment B:** Comparative Operating Statistics Tables
- 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

APPROVED:



April Warnock, Paratransit Superintendent



Ciro Aguirre, Operations Manager

Alex Clifford, CEO/General Manager

Attachment A

Board of Directors
Board Meeting November 14, 2014
Page 3

ParaCruz On-time Performance Report		
	September 2013	September 2014
Total pick ups	8215	8716
Percent in “ready window”	94.25%	91.01%
1 to 5 minutes late	2.03%	3.52%
6 to 10 minutes late	1.52%	2.23%
11 to 15 minutes late	1.01%	1.45%
16 to 20 minutes late	.57%	.79%
21 to 25 minutes late	.26%	.39%
26 to 30 minutes late	.15%	.26%
31 to 35 minutes late	.12%	.17%
36 to 40 minutes late	.06%	.13%
41 or more minutes late (excessively late/missed trips)	.02%	.06%
Total beyond “ready window”	5.75%	8.99%

During the month of September 2014, ParaCruz received two (2) Customer Service Reports. Both (2) reports were not verifiable or valid.

In March of 2014, METRO ParaCruz received an upgrade to their scheduling software, Trapeze. The upgrade was needed to prepare Trapeze for the addition of Mobile Data Computers (MDC's) to the system, those installations happened in mid-May. July is the first full month of real-time data entered by Operators into the MDC's. Recognizing that data was manually entered previously, from handwritten manifests, by Operators and Reservationists, it is not surprising that there is a shift in the data being gathered and compiled. The 'on-time' statistics reflected utilizing the 'real-time' equipment reflects a lower level of 'on time' performance than previously realized, as shown in the chart above.

Attachment B

Board of Directors
Board Meeting November 14, 2014
Page 4

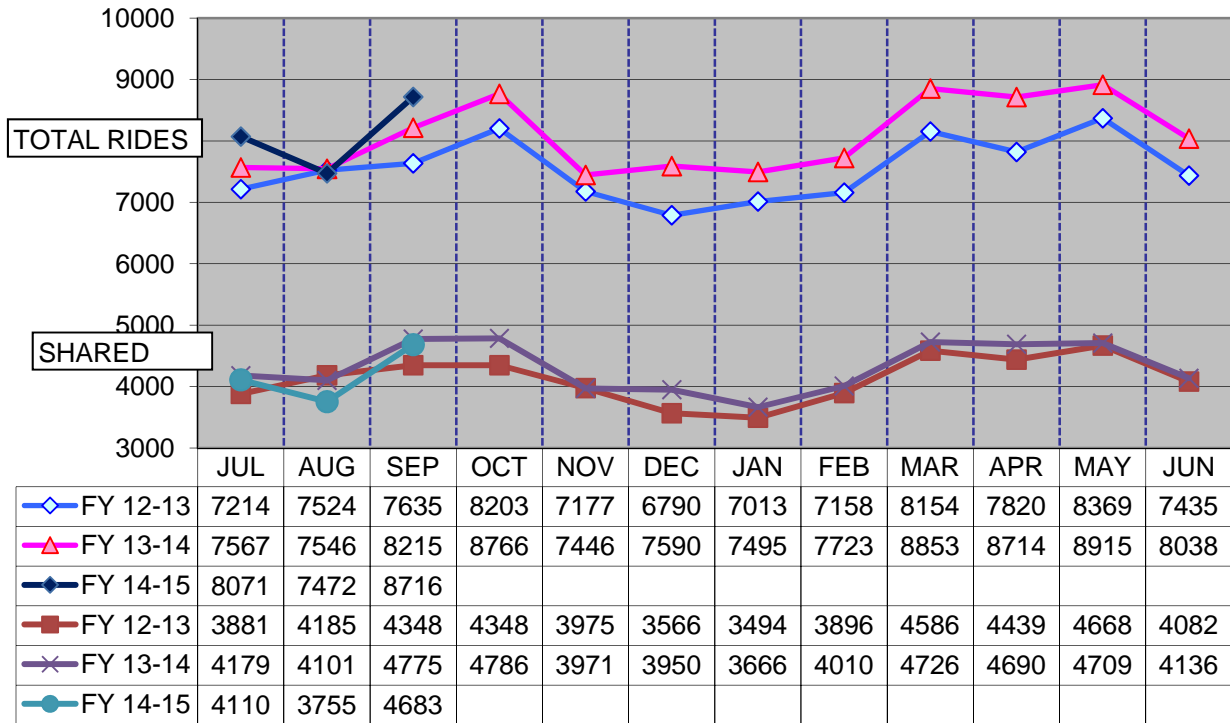
Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through September 2014.

	Sept 13	Sept 14	Fiscal 13-14	Fiscal 14-15	Performance Averages	Performance Goals
Requested	8509	9153	24,514	25259	8675	
Performed	8215	8716	23,328	242,59	8150	
Cancels	17.12%	19.22%	17.91%	18.99%	19.90%	
No Shows	2.44%	2.74%	2.75%	2.96%	3.04%	Less than 3%
Total miles	57,391	64,034	165,547	181,110	59,004	
Av trip miles	5.02	5.35	4.94	5.4	5.03	
Within ready window	94.25%	91.06%	95.04%	91.32%	93.98%	92.00% or better
Excessively late/missed trips	2	5	5	11	3.42	Zero (0)
Call center volume	N/A	6247	N/A	12.062	N/A	VOIP being UPDATED
Hold times less than 2 minutes	N/A	95.4%	N/A	96.0%	N/A	Greater than 90%
Distinct riders	820	843	1187	1173	843	
Most frequent rider	47 rides	65 rides	137 rides	160 rides	58 rides	
Shared rides	69.29%	65.5%	67.0%	63.5%	64.11%	Greater than 60%
Passengers per rev hour	2.05	1.99	1.99	1.93	1.98	Greater than 1.6 passengers/hour
Rides by supplemental providers	16.29%	4.90%	12.92%	5.41%	6.98%	No more than 25%
Vendor cost per ride	\$22.56	\$25.94	\$22.91	\$25.59	\$24.55	
ParaCruz driver cost per ride (estimated)	\$33.52	\$30.46	\$31.59	\$31.66	\$29.32	
Rides < 10 miles	63.18%	63.09%	64.34%	63.23%	63.21%	
Rides > 10	36.82%	36.91%	35.66%	36.77%	36.79%	
Denied Rides	N/A	0	N/A	0	0	Zero

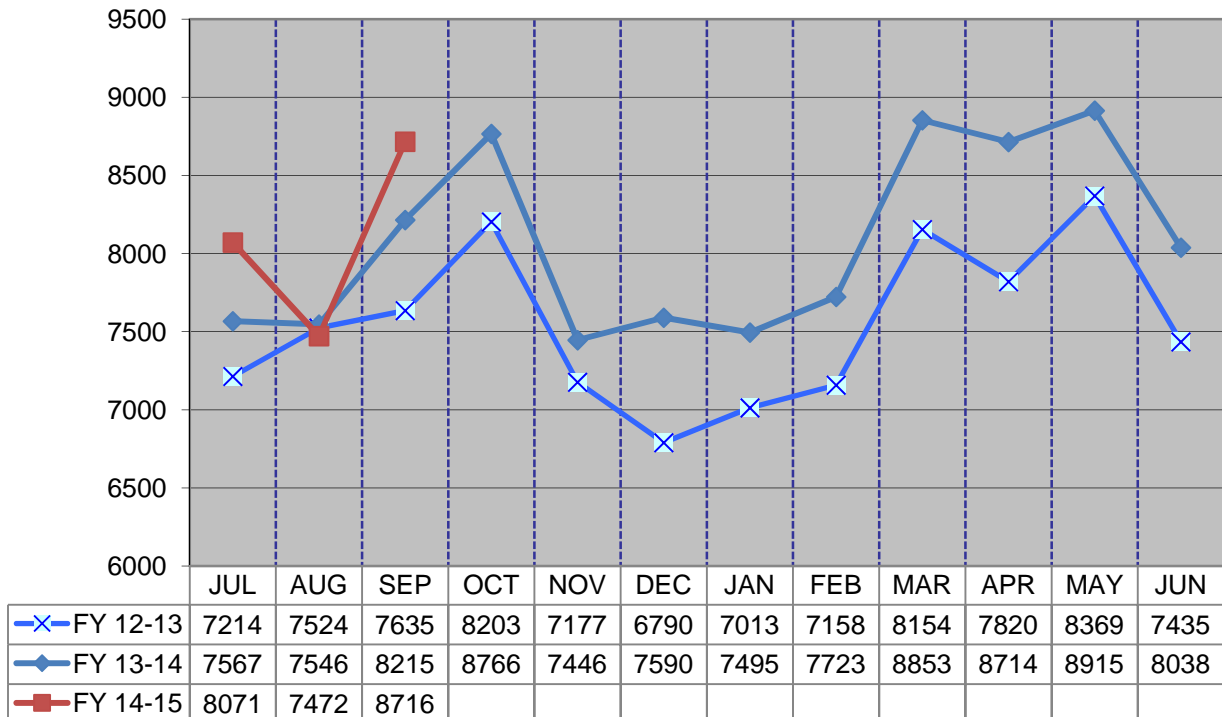
Attachment C

Page 5

TOTAL RIDES vs. SHARED RIDES



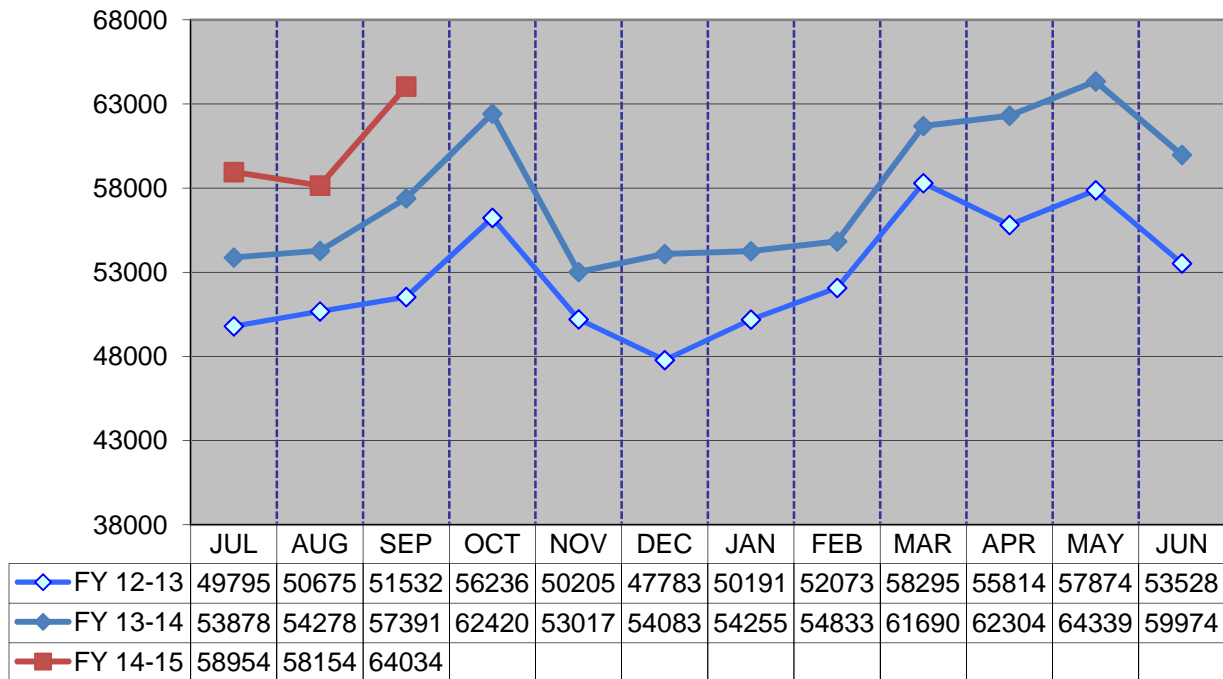
NUMBER OF RIDES COMPARISON CHART



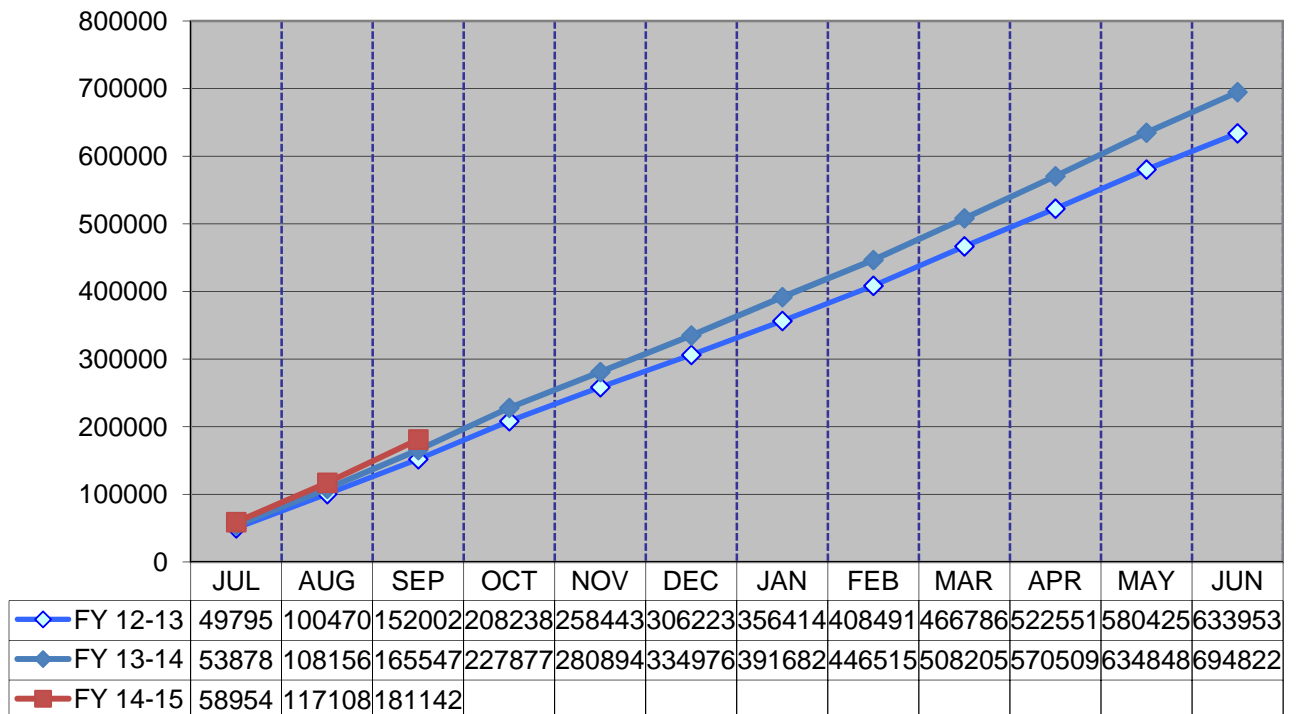
Attachment D

Page 6

MILEAGE COMPARISON



YEAR TO DATE MILEAGE COMPARISON CHART



Attachment E

Page 7

MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED	RESTRICTED	TEMPORARY	DENIED	TOTAL
		CONDITIONAL	TRIP BY TRIP			
OCTOBER 2013	59	0	0	1	0	60
NOVEMBER 2013	41	0	2	3	0	46
DECEMBER 2013	44	0	5	1	0	50
JANUARY 2014	60	0	2	8	0	70
FEBRUARY 2014	36	0	2	2	1	41
MARCH 2014	52	0	2	4	0	58
APRIL 2014	56	0	3	1	0	60
MAY 2014	27	2	2	1	1	33
JUNE 2014	45	1	3	5	1	55
JULY 2014	32	3	3	2	1	41
AUGUST 2014	52	6	4	0	0	62
SEPTEMBER 2014	62	0	9	3	0	74

Number of Eligible Riders for the month of September 2014 = 3449



Overview

Mission: *Open Streets Santa Cruz County fosters individual and community health through creative use of public space.*

Program Description

Open Streets Santa Cruz County (OSSCC) organizes free, family-friendly community events which temporarily block automobile traffic for people to bike, walk and play through the closed roadway. Participants get to enjoy recreating in a safe, fun and car-free environment. Additionally, residents experience their city from a new perspective and a diverse range of people gain access to the roadway.

Open Streets events also include free organized activities, such as Zumba, hula hooping, climbing and dance, as well as information booths hosted by local community organizations and sponsors. The atmosphere is fun and festive with music, dance and other performances animating the re-invented public space.

The goals of OSSCC events are to promote health, physical activity, community, eco-friendly living and local business.

Growing Program of Events

The first Open Streets event in Santa Cruz County took place in October 2012 on West Cliff Drive in the City of Santa Cruz. This inaugural event was an overwhelming success with over 9,000 people attending. The 2nd Annual Open Streets Santa Cruz (OSSC) took place in October 2013 and again attracted over 9,000 participants and enthusiastic support for continued events.

A new Open Streets Capitola event debuted with great success on May 4th, 2014 on the Capitola Esplanade. The event drew 6,500 people and generated strong support for repeated events.

Planning is also currently underway for a new Open Streets Watsonville to take place in 2015.

From inception the long-term vision has been to establish a sustained program of repeating Open Streets events in diverse locations of Santa Cruz County.

Benefits of Open Streets

- ✧ Promotes physical activity and **health**
- ✧ Promotes a **culture of bicycling and walking**
- ✧ Fosters **community, quality of life** and **civic pride**
- ✧ Increases **safety and access** to the roadway for users of all ages, abilities and modes
- ✧ Promotes enjoyment and care for the natural **environment**
- ✧ Boosts the **local economy** through business promotion and eco-tourism
- ✧ Inspires discussion about **creative use of public space**

History of the Open Streets National and International Movement

OSSCC joins a national and international movement of Open Streets events. The recent surge in cities world-wide creating temporary street parks is widely credited to Ciclovía, an event in Bogotá, Columbia, that began in the mid-1970s and continues to this day with tremendous success. Currently over 100 US cities, including San Francisco, Los Angeles, Boulder and Missoula have established on-going and highly popular Open Streets events.

For more information, visit www.OpenStreetsProject.org.

Videos – Open Streets In Action

- ⤴ <http://streetfilms.org/ciclovía> - Showcases the Ciclovía event in Bogotá, Colombia, the international leader in the Open Streets movement
- ⤴ <http://scopenstreets.org/media/video/> - Documents the 2012 and 2013 Open Streets Santa Cruz events

OSSCC Stakeholders

- ⤴ Health and wellness organizations
- ⤴ Youth organizations and schools
- ⤴ Community and neighborhood groups
- ⤴ Environmental and sustainable transportation advocacy organizations
- ⤴ Elected officials and staff
- ⤴ Law enforcement
- ⤴ Parks
- ⤴ Local businesses

History of Open Streets Santa Cruz County

OSSCC was officially launched in March 2012 by founder and director, Saskia Lucas. Inspired by the national and international movement of Open Streets events and by personal experiences of the joys and benefits of active recreation in traffic-free public spaces, she decided to begin a local initiative. Previously Saskia developed and ran the Bike Smart! Youth Bicycle Safety Education program at Ecology Action.

Major Sponsors 2012-14: Santa Cruz County Regional Transportation Commission, California Coastal Conservancy, Ecology Action, Santa Cruz County Health Services Agency, City of Capitola, City of Watsonville, Palo Alto Medical Foundation Santa Cruz, the Good Times, Cyclists for Cultural Exchange, Civinomics, Arts Council Santa Cruz County, ClifKids, Moved by Bikes, New Leaf Community Market, REI, Bay Federal Credit Union, Spokesman Bicycles, UC Santa Cruz TAPS, Barry Swenson Builders, Peter Dwares/Capitola Mercantile and Santa Cruz County Cycling Club.

Contact

Saskia Lucas

Founder/Director

saskia@scopenstreets.org

Connect on Facebook at <http://www.facebook.com/OpenStreetsSantaCruzCounty>

831-515-1326



Fall News Updates!

September 2014

Dear Open Streets Fans,

Fall is at our doorstep and we've got some exciting updates for you.

- Open Streets Capitola
- Open Streets Watsonville
- Open Streets Santa Cruz
- Thanks to our sponsors

Success with Open Streets Capitola

Open Streets made its debut in Capitola Village on May 4th. Residents and visitors alike filled the Capitola Esplanade on bike and foot to enjoy the pop-up street park in a car-free, safe space. Hula hooping, roller skating, chalk drawing and bicycling the obstacle course attracted thousands of participants. Plus, fun educational booths were hosted by local community groups. Many took advantage of the Village shops and restaurants.

Check out beautiful event photos on our website

<http://scopenstreets.org/media/photos/> (courtesy of KarenKefauver.com).

A **big** thank you to the many volunteers, sponsors, community groups and businesses that contributed to creating this fantastic event.





NEW! Open Streets Watsonville Planning Going Strong

Planning for a new Open Streets is underway. Our planning committee, including City of Watsonville representatives and community groups, is meeting monthly.

Currently the event route, 2015 date and community outreach are being discussed.

JOIN US! Tuesday, October 21st, 3-4:30pm for our next Open Streets Watsonville planning committee meeting - or for an upcoming one.

Meetings take place the 3rd Tuesday of the month, 3-4:30pm at the Watsonville Public Library meeting room (275 Main St., Suite 100). Please

email us if you plan too attend so we know how many people to expect -
info@scopenstreets.org.

NEWS FLASH! Open Streets Santa Cruz

Sadly, we are not producing a third annual annual Open Streets Santa Cruz on West Cliff Drive, (originally scheduled to take place on October 12th, 2014). It was cancelled due to insufficient funding.

The GOOD NEWS: We do plan to have the beloved event return in the future!

We NEED YOUR HELP

Like our Facebook page here:

<https://www.facebook.com/OpenStreetsSantaCruzCounty>

Join our volunteer fundraising and planning committee! Email us:

info@scopenstreets.org.

Big Thanks

Major funding support for Open Streets Santa Cruz County comes from the Santa Cruz County Regional Transportation Commission and the California Coastal Commission.

Major sponsors and partners also include: Ecology Action, City of Capitola, City of Watsonville, Santa Cruz County Health Services Agency, Good

Times, Palo Alto Medical Foundation, Cyclists for Cultural Exchange and New Leaf Community Market.

Connect and spread the word

Like us on our Facebook page:

<https://www.facebook.com/OpenStreetsSantaCruzCounty>

Invite friends to join our email list:

<http://scopenstreets.org/contact-subscribe/>

Visit our web page:

SCOpenStreets.org

(DRAFT) Recommended Guidelines to Protect the Safety of Bicyclists and Pedestrians, Including Those with Disabilities

During Road Construction, Maintenance or Encroachment



As stated in the California MUTCD 2012 Edition, “The needs and control of all road users (motorists, bicyclists, and pedestrians within the highway, or on private roads open to public travel, including persons with disabilities in accordance with the Americans with Disabilities Act of 1990 (ADA)) through a temporary traffic control (TTC) zone shall be an essential part of highway construction, utility work, maintenance operations, and the management of traffic incidents.”

THE PROBLEMS

There are three general situations which impact bicyclists, pedestrians, and disabled travelers:

1. Work in the *bikeway** or *walkway* that forces bicyclists or pedestrians to compete with motor vehicles in a narrow car lane.
2. Work which is not in the *bikeway* or *walkway* but which puts equipment, debris, or warning signs in the *bikeway* or *walkway*.
3. Work that blocks the direction of travel without a clear, safe, and convenient detour for cyclists, pedestrians, or wheelchair travelers.

In addition, please be aware of these specific hazards for bicyclists, pedestrians, and disabled travelers.

Hazards to Bicyclists

- Signs, equipment, or debris in the *bikeway*.
- *Bikeway* blocked without advance warning.
- Rough pavement or gravel without advance warning.
- Poor pavement transitions, especially when parallel to the line of travel (e.g. metal plate edges or pavement removal/resurface areas which are not tapered).
- Inadequate time to pass through a signalized traffic control.

Hazards to All Pedestrians (including those who are visually impaired or use mobility equipment)

- Blocked/hazardous *walkway* that is not marked in a way that is visible in advance, especially at night.
- Alternate route or detour that is not negotiable by pedestrians using wheelchairs, strollers, carts, etc.
- Blocked/hazardous *walkway* without a barrier that is solid enough to be discernible by guide dog or cane.
- Signs, equipment, or debris partially blocking the *walkway* or encroaching on minimum clearance envelope of 4 feet wide by 7 feet tall.
- Sidewalk blocked with no curb cut or ramp to exit or advance warning to exit at a prior curb cut.
- Rough pavement, grooves, or gravel without advance warning. Rocks of 3 inch diameter or greater are especially hazardous as they may cause a wheelchair to stop abruptly and eject the occupant.

THE SOLUTIONS

* For the purposes of these guidelines, “*bikeway*” will be used to refer to the space usually used by bicyclists for travel within a given right-of-way, including painted bike lanes, paved shoulders, the right side of a wide travel lane, or the center of a narrow travel lane if there is no bike lane or shoulder. “*Walkway*” will be used to refer to sidewalks, shoulders, and paths where pedestrians, including people using wheelchairs, usually travel.

The CA MUTCD follows these “fundamental principles” for bicyclists and pedestrians in TTC zones:

1. Bicycle and pedestrian “movement should be disrupted as little as practicable”
2. “Bicyclists and pedestrians, including those with disabilities, should be provided with access and reasonably safe passage through the TTC zone.”
3. “Motorists, bicyclists, and pedestrians should be guided in a clear and positive manner while approaching and traversing TTC zones and incident sites.”

In addition, please consider the following specific safety and access measures:

Detours

- When construction blocks the *bikeway*, accommodations should be made for bicyclists if they are made for motorists, including safe and well-marked detours when needed. When motorists are detoured, try finding a safe corridor that may be left open for bicyclists. If not possible, post “End Bike Lane” and “Bikes May Use Full Lane” (BMUFL) signs to encourage cyclists to merge into the travel lane. Rather than directing bicyclists to walk their bikes, try to provide a rideable alternative.
- If construction or signs must block the *walkway*, establish safe, well-signed detours for pedestrians that are accessible for pedestrians using wheelchairs, strollers, carts, etc.
- When traffic control is conducted using temporary traffic signals, timing should accommodate bicyclists, who will be slower than motor vehicles, especially in the uphill direction. Consider push button signals or special bicycle loop detectors for bicyclists, if practical.
- Barriers should have a portion low enough and solid enough to be easily discernible by a cane, guide dog, or child. If necessary, use flaggers to guide pedestrians in a clear, calm manner.
- For long-term duration projects, the chevron-style “shared roadway bicycle marking” (sharrow) may be used along detours with on-street parking and inadequate lane width.

Signs

- Whenever possible, construction warning signs should be placed out of the *bikeway* and *walkway*, so that the sign itself is not a barrier for bicyclists, pedestrians, or wheelchair travelers. Remove construction signs promptly when construction pauses or ends.
- Any construction or sign that blocks the *bikeway* should have sufficient sight distance, including nighttime visibility, to allow cyclists time to merge safely into the travel lane. Use “End Bike Lane” and “BMUFL” signs.
- Any construction or sign which blocks the *walkway* should have prior warning to allow pedestrians and wheelchair travelers time to exit the walkway at a prior curb cut.
- For all construction where the *bikeway* or *walkway* is blocked or narrows, post appropriate caution signs to warn motorists to slow down and watch for bicyclists and pedestrians.

Pavement Surface

- Temporary pavement or metal plates installed during TTC zones should have cold mix asphalt tapered at the edges for bicyclist, pedestrian and wheelchair traveler safety. Avoid placing metal plate edges in the middle of the *bikeway*. Debris in the *bikeway* or *walkway* should be cleared at the end of each workday.
- If no smooth surface is available for bicyclists, pedestrians, or wheelchair travelers, post signs warning “Rough Surface” or “Uneven Pavement” at the beginning of the work area. Keep signs posted at the end of the workday. Use reflective signage on barricades with flashers for night safety.
- Prior to “sign off” on projects, verify that the pavement in the *bikeway* and *walkway* is even. Overlay should be smoothed at drainage grates, manholes, and gutter pan, and after narrow trenching in the *bikeway*.

TO: Elderly & Disabled Transportation Advisory Committee

FROM: Grace Blakeslee, Transportation Planner

RE: Section 5310 Grant Applications

RECOMMENDATIONS

Staff recommends the Elderly & Disabled Transportation Advisory Committee (E&D TAC):

1. recommend that the Santa Cruz County Regional Transportation Commission (RTC) approve the Local Review Committee's score for the Traditional Section 5310 grant application submitted by Community Bridges; and,
 2. review applications submitted to the RTC for the new Expanded Section 5310 grant funding.
-

BACKGROUND

Funding under the Section 5310 grant program is distributed for the purpose of providing capital and operating grants for projects that meet the transportation needs of seniors and individuals with disabilities. The Section 5310 grant program was revised in 2014 to incorporate the project types of the repealed New Freedom program into the Section 5310 Program. The Section 5310 vehicle projects and related equipment are now called Traditional 5310 Projects and comprise 55% of the available funding statewide and the former New Freedom projects are called Expanded 5310 Projects and comprise 45% of available funding statewide. This grant is administered by Caltrans and allocated on a statewide competitive basis for all areas defined as small urban and rural, including Santa Cruz. \$13 million is available for small urban and rural areas under the Section 5310 Program two year Federal Fiscal Year 2013/2014 apportionments to be available to project applicants in Fall 2015. Historically, Section 5310 funds have been a major source of funding for new paratransit vehicles and equipment to facilitate specialized transportation services in Santa Cruz County.

DISCUSSION

This grant cycle, four Section 5310 grant applications were received from eligible applicants. One application was received under the Traditional Section 5310 Program ([Attachment 1](#)) and three applications were received under the Expanded Section 5310 Program ([Attachment 2](#)). Copies of Section 5310 grant applications received by RTC are available upon request.

Traditional Section 5310 Program

The Traditional Section 5310 Program provides funding for capital projects including accessible vehicles and communication and computer equipment. Eligible applicants

for Traditional Section 5310 grant funding include private non-for-profit and public agencies, where no private non-profits are readily available to provide the proposed service. One grant application for the Traditional Section 5310 Program was received from Community Bridges requesting two paratransit minivans to replace vehicles in poor condition serving the same day and out-of-county medical rides, meal sites, and Elderday transportation programs.

Regional Transportation Planning Agencies are required under the Traditional Section 5310 Program to receive, review and score grant applications before submitting applications to Caltrans for consideration. A Local Review Committee was established by the E&D TAC and comprised of representatives from the Seniors Council, Commission on Disabilities, staff from Santa Cruz Metropolitan Transit District, and the Regional Transportation Commission. The Local Review Committee scored the Traditional Section 5310 grant application and suggested provisional scores if the application was strengthened. Scoring criteria for Traditional Section 5310 grant applications is established by Caltrans and measures the proposed project's ability to: provide efficient and effective transit services; address the Monterey Bay Area Coordinated Transit and Human Services Plan requirements; and the need for and effectiveness of the proposed transportation service. As in the past, the applicant had an opportunity to amend their applications based on the initial review by the Local Review Committee. RTC staff received the revised application and confirmed that all of the amendments were included.

Staff recommends that the E&D TAC recommend that the Santa Cruz County Regional Transportation Commission approve the Local Review Committee's score (Attachment 1) for the Traditional Section 5310 grant application submitted by Community Bridges.

Expanded Section 5310 Program

The Expanded Section 5310 Program provides funding for capital and operating projects that support service expansion. Eligible capital costs include accessible vehicles, and communication and computer equipment. Eligible operating costs include expansion of hours/service of paratransit service beyond the requirements of ADA, enhancement of services, new or expansion of volunteer driver programs and development of mobility management centers. Eligible applicants for Expanded Section 5310 grant funding include private non-for-profit and public agencies. Three grant applications for the Expanded Section 5310 Program were received (Attachment 2).

- Santa Cruz Metro is requesting funding for four paratransit vehicles, including two small buses and two medium buses, to expand the paratransit fleet serving senior and disabled individuals from 41 to 45 vehicles.
- Camping Unlimited is requesting funding for three different transportation services. Two of the proposed projects would facilitate interregional transportation services to disabled individuals from Sacramento, Santa Rosa, Vallejo, East Bay Area, Bay Area Peninsula and Monterey to the Camping Unlimited recreational facility in Boulder Creek. One of the proposed projects

would provide transportation services to Monterey Bay Area recreational opportunities from Camping Unlimited recreational facility in Boulder Creek.

- Community Bridges is requesting funding to provide same day transportation services to low income disabled individuals traveling to medical appointments in Santa Cruz, Monterey and Santa Clara Counties.

Regional Transportation Planning Agencies are required under the Expanded Section 5310 Program to receive and review applications before submitting applications to Caltrans for consideration. The Local Review Committee reviewed the Expanded 5310 grant applications. The applicant had an opportunity to amend their applications based on the initial review by the Local Review Committee. Caltrans will score the Expanded 5310 grant applications based on the applicant's ability to: address Section 5310 Program goals; provide a well defined implementation plan; inform the target population of the proposed project; measure and track program effectiveness; and, coordinated with Santa Cruz County's emergency planning efforts.

Next Steps

The RTC will consider certification of the E&D TAC and staff recommendations regarding Traditional Section 5310 application scores and receipt of Expanded Section 5310 applications at the January 15, 2015 RTC meeting. RTC staff will submit all Section 5310 grant applications received by December 1, 2014 along with RTC's resolution and supporting materials certifying the grant score for the Traditional Section 5310 grant application and confirming the Expanded Section 5310 applications received to Caltrans by February 2, 2015. Caltrans will review and verify scores submitted by the Regional Transportation Planning Agencies and rank the projects in order of the highest scored projects. Caltrans will recommend that the California Transportation Commission approve funding for those projects that scored the highest and are within available funds. There will be an appeals process and the final scores will be formally adopted by the California Transportation Commission in June 2015.

SUMMARY

Funding under the Section 5310 grant program is distributed for the purpose of providing capital and operating grants for projects that meet the transportation needs of seniors and individuals with disabilities. These funds are allocated by Caltrans on a competitive, rather than formula, basis. The RTC is responsible for receiving, reviewing, and scoring grant applications for Traditional Section 5310 grant applications before submitting the applications to Caltrans. Four applications for Section 5310 funding, including the Traditional Program and new Expanded Program were submitted to the RTC. If approved, the funding requested would provide paratransit vehicles and transportation services to senior and disabled individuals in Santa Cruz County.

Attachments:

1. Traditional Section 5310 application score
2. Expanded Section 5310 application summary

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SECTION 5310

Traditional Project Application

Project Rating Worksheet

Regional Transportation Planning Agency: Santa Cruz County Regional Transportation Commission

Applicant: Community Bridges/Consolidated Transportation Services Agency

Date Application Submitted: December 1, 2014

Quantity	Project Request	Cost each	Total Cost	If Replacement Vehicle - VIN	Sect 1 (Max 32pts)	Sect II (Max 18pts)	Sect III (Max 20pts)	Sect IV (Max 30pts)	Total (Max 100pts)
1	Vehicles: Ambulatory Minivans w/ ramps*	\$46,000	\$46,000	27595	32	18	20	19	89
1	Vehicles: Ambulatory Minivans w/ ramps*	\$46,000	\$ 46,000	71941	32	18	20	19	89
2	2007 Mobile Data Computers*, **	\$3,075	\$ 6,150	N/A	32	18	20	19	89
11	2009 Mobile Data Computers*, **	\$3,075	\$33,827	N/A	32	18	18	19	87
		TOTAL	\$131,978						

* Funding requested would be used to replace paratransit vehicles in poor condition which serve seniors and disabled individuals utilizing Community Bridges Lift Line's same day and out-of-county medical rides, meal sites, and Elderday transportation programs.

** Includes cost of computers support, management and shipping

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SECTION 5310

Expanded Project Applications Summary

Regional Transportation Planning Agency: Santa Cruz County Regional Transportation Commission

Date Applications Submitted: December 1, 2014

Applicant	Project Request	Project Delivery	Total Cost
Santa Cruz Metro	Vehicles: Four paratransit vehicles, including two small buses and two medium buses, to expand the paratransit fleet from 41 to 45 vehicles and provide curb-to-curb paratransit service to seniors and disabled individuals	May 2017	\$254,000
Camping Unlimited-Project #A	Services: Provide interregional transportation services from Sacramento, Santa Rosa, Vallejo, East Bay Area, Bay Area Peninsula and Monterey to the Camping Unlimited recreational facility in Boulder Creek	October 2015-September 2016*	\$111,780
Camping Unlimited-Project #B	Services: Provide feeder service from homes to designated meeting locations to link with interregional transportation services identified in Project #A	October 2015-September 2016*	\$72,600
Camping Unlimited-Project #C	Services: Provide transportation services to Monterey Bay Area recreational facilities from Camping Unlimited recreational facility in Boulder Creek	October 2015-September 2016*	\$36,000
Community Bridges	Services: Provide free, curb-to-curb, and same day paratransit services from homes and designated locations to medical appointments in Santa Cruz, Monterey and Santa Clara Counties	January 2016-December 2016	\$168,000
			\$642,380

*Will request second year of funding if approved by approved by Caltrans.

TO: Elderly and Disabled Transportation Advisory Committee

FROM: Grace Blakeslee, Transportation Planner

RE: Committee Member Travel Expense Reimbursement Policy

RECOMMENDATIONS

Santa Cruz County Regional Transportation Commission staff recommends that the Elderly and Disabled Transportation Advisory Committee (E&D TAC) review the Draft Committee Member Travel Expense Reimbursement Policy.

BACKGROUND

The E&D TAC reviewed the FY 2010-2012 Triennial Performance Audit for the Santa Cruz County Regional Transportation Commission at the June 2014 E&D TAC meeting. The FY 2010-2012 Triennial Performance Audit recommends that the RTC enhance recruitment efforts to fill vacant positions on the E&D TAC. Page 79 of the FY 2010-2012 Triennial Performance Audit states, "As the E&D TAC serves as the SSTAC (Social Service Transportation Advisory Committee) under TDA (Transportation Development Act), it is good practice to have all committee positions filled to build diversity in membership. Of the existing vacancies on this committee, two are part of the make-up of the SSTAC including representatives for a Social Service provider-Seniors, and a Potential Transit User (disabled). Some suggested methods for enhanced recruitment of open positions are made as well as incentives for attendance at meetings." The FY 2010-2012 Triennial Performance Audit suggested broader distribution of the E&D TAC member application on websites, targeted outreach to interested communities and offering free transportation to and from committee meetings as potential strategies for filling vacancies on the E&D TAC.

DISCUSSION

The E&D TAC reviewed the FY 2010-2012 Triennial Performance Audit findings and discussed strategies for filling committee member vacancies at the June 2014 meeting. E&D TAC members identified travel expenses to and from meetings as a barrier to participation in the committee and suggested that reimbursement for travel expenses could encourage participation. A number of outreach strategies to potential applicants were also discussed.

RTC staff is recommending consideration of a Committee Member Travel Reimbursement Policy for inclusion in the RTC's Rules and Regulations and Administrative and Fiscal Policies, as a strategy to fill committee member vacancies and encourage broad public participation on RTC committees. The policy would allow

for reimbursement of direct travel expenses required for travel to and from committee meetings for committee members who are not staff of appointing agencies and who have completed an ethics training course as required by Assembly Bill (AB) 1234 of 2005.

RTC staff recommends that the E&D TAC review the draft Committee Member Travel Reimbursement Policy and Committee Member Travel Expense Reimbursement Form. The Committee Member Travel Reimbursement Policy would apply to all RTC Committees, if adopted. If the policy is adopted, outreach materials to potential applications would include mention of the Committee Member Travel Expense Reimbursement Policy.

SUMMARY

The FY 2010-2012 Triennial Performance Audit recommends that the RTC enhance recruitment efforts to fill vacant positions on the E&D TAC. RTC staff recommends that the E&D TAC review the draft Committee Member Travel Reimbursement Policy as a strategy for encouraging participation in the committee.

Attachments:

1. Committee Member Travel Reimbursement Policy
2. Committee Member Travel Expense Reimbursement

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DRAFT COMMITTEE MEMBER TRAVEL EXPENSE REIMBURSEMENT POLICY

The Santa Cruz County Regional Transportation Commission (RTC) committees function best when all committee membership and alternate positions are filled. RTC committee members serve without compensation. RTC committee members, who are not on the staff of an appointing agency and who have completed an ethics training course (pursuant to Assembly Bill 1234 of 2005), shall be eligible to receive reimbursement for direct transportation expenses for travel to and from committee meetings as follows:

- Reimbursement shall not exceed \$25 dollars per committee meeting;
- Reimbursements shall be requested within 90 days of expenditure;
- Reimbursements shall be submitted to the RTC staff person assigned to the committee and require approval of the administration services officer and executive director or designee;
- Reimbursement request requires a completed and signed Committee Member Travel Expense Reimbursement Form. Committee Member Travel Expense Reimbursement Form must be submitted and accompanied by:
 - a receipt for expense, or other verifiable documentation of transportation;
 - a copy of the approved committee meeting minutes or sign-in sheet;
- Eligible transportation expenses include:
 - vehicle mileage at the IRS allowable rate
 - bicycle mileage at the Caltrans allowable rate
 - vehicle and bicycle parking while attending committee meetings
 - transit pass up to the cost of one day pass
 - paratransit service
 - taxi service, if other transportation options are not available
- Non-eligible expenses include, but are not limited to, parking and traffic tickets, travel expenses to and from subcommittee meetings, travel costs to and from outside of the County of Santa Cruz

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Santa Cruz County Regional Transportation Commission
Committee Member Travel Expense Reimbursement Form
For Travel to and from Committee Meetings

A. Name: _____

B. Committee:

- ☐ Elderly & Disabled Transportation
Advisory Committee
- ☐ Bicycle Advisory Committee

C. Term Expires: (MM/YY) _____

D. Date of Travel: (MM/DD/YY) _____

E. Ethics Training Course Completed: (MM/DD/YY) _____

F. Origin of Travel:

- ☐ Home _____
- ☐ Work _____

Destination of Travel:

- ☐ RTC Santa Cruz Office
- ☐ RTC Watsonville Office
- ☐ Other _____

G. Reimbursement Request-Not to Exceed \$25.00:

- ☐ *Automobile Mileage: Number of miles _____ X .55 = \$ _____
- ☐ *Bicycle Mileage: Number of miles _____ X .04 = \$ _____
- ☐ Transit Fare or Day Pass: \$ _____ (\$6 max) _____
- ☐ ** Paratransit Fare: \$ _____
- ☐ *** Taxi Fare \$ _____
- ☐ **** Parking receipt

**Provide one of the following:*

- Odometer miles; start: _____ finish: _____; or,
- map of origin and destination

***Provide receipt of paratransit fare*

****Provide receipt of taxi fare and reason other transportation options were not available*

*****Provide receipt for parking (meeting time only)*

Certification: The expenses stated herein and supporting documents are correct and in accordance with established policies.

Signature: _____ **Date:** _____

Committee Staff: _____ **Date:** _____

ASO: _____ **Date:** _____

Executive Director: _____ **Date:** _____
(or designee)