

Santa Cruz County Regional Transportation Commission's
**Elderly & Disabled Transportation
Advisory Committee**

(Also serves as the state-mandated Social Service Transportation Advisory Council)

AGENDA

1:30 pm, Tuesday, December 10, 2013

Main Regional Transportation Commission Office

1523 Pacific Avenue, Santa Cruz (2nd Floor)

(start time
estimate)

1:30 pm 1. Call to Order

1:32 pm 2. Introductions

1:35 pm 3. Oral Communications –

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

1:40 pm 4. Additions or deletions to the consent and regular agendas

1:42 pm CONSENT AGENDA

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

5. Approve minutes from October 22, 2013 meeting

6. Receive Transportation Development Act (TDA) Revenues Report as of Dec 2013

7. Receive RTC Highlights through Nov 2013

8. E&D TAC Ad Hoc Committee Funding Input

9. Information Items (links provided, hard copy circulated at meeting)

a. **Santa Mateo County Paratransit User Guide**

10. Receive Agency Updates (other than items on the regular agenda)

a. Volunteer Center
- FY 2013/2014 First Quarter Report

a. Community Bridges (Consolidated Transportation Services Agency)

- b. Santa Cruz Metropolitan Transit District (Metro)
 - Nov 2013 ParaCruz Report (starts on page 53 of 349 in the Metro board packet)
 - Nov2013 Mobility Management Report (starts on page 61 of 349 in the Metro board packet)
 - Past Metro Reports (please see archives on the web):
<http://www.scmtd.com/en/agency-info/board-of-directors/70-board-agenda-archive>
- c. Santa Cruz County Regional Transportation Commission
- d. Private Operators

REGULAR AGENDA

- 1:45 pm 11. Metro's Short Range Transit Plan input by Pedestrian Safety Work Group – Ped Safety Work Group**
- 2:15 pm 12. Review Results of Committee Member Survey - RTC staff**
- 2:45 pm 13. Receive Pedestrian Safety Work Group Update (oral report) – Work Group Chair**
- 3:05 pm 14. San Lorenzo Valley Transportation Recommendations (oral report)– Ped Safety Work Group member**
- 3:30 pm 15. Adjourn**

Next meeting location and time: **1:30 pm, Feb 11, 2013 @ RTC Office, Santa Cruz**

Future Topics: Construction Sites, Pedestrian FAQ, San Mateo paratransit presentation, rides to election sites

HOW TO REACH US

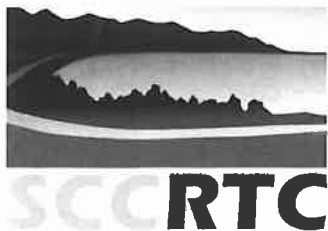
Santa Cruz County Regional Transportation Commission
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Santa Cruz County Regional Transportation Commission

Elderly & Disabled Transportation Advisory Committee

Minutes – Draft

Tuesday, October 22, 2013, 12:00 p.m.

**Regional Transportation Commission Office
1523 Pacific Avenue, Santa Cruz (2nd Floor)**

1. **Call to Order** at 12:05 pm

2. **Introductions**

Members Present:

Kirk Ance, CTSA Lift Line
Sharon Barbour, 5th District
Lisa Berkowitz, CTSA
John Daugherty, Metro Transit
Veronica Elsea, 3rd District

Sally French, Soc. Serv. Provider-Disabled (HOPE)

Mike Molesky, Social Service Provider Disabled
Patti Lou Shevlin, 1st District

Alternates Present:

Rachel Glynn, Volunteer Center
Patty Talbot, Social Services Provider
April Warnock, Metro ParaCruz

Excused Absences:

Hal Anjo, Potential Bus Rider

RTC Staff Present:

Cory Caletti
Cathy Judd
Rachel Moriconi
Karena Pushnik
Tegan Speiser

Others Present:

Claire Fliesler, SCMTD
Erich Friedrich, SCMTD
Tom Hiltner, SCMTD

3. **Oral Communications**

Tegan Speiser, RTC Planner, mentioned the recently completed implementation plan for the Traveler Information Study, which includes specialized transportation. She will email a link to the report to members for review and is requesting feedback by November 1.

John Daugherty, SCMTD, announced Route #6 began on September 12 with service from Metro to La Posada.

Karena Pushnik, RTC Planner, mentioned that members and alternates received a revised agenda on October 17, with the inclusion of Item 9a, an application for Debbi Brooks alternate, Rachel Glynn.

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

CONSENT AGENDA

Action: The motion (Elsea/Barbour) - - to approve the consent agenda - - carries with Patty Talbot and Lisa Berkowitz abstaining.

5. Approved minutes from August 13, 2013 meeting
6. Received Transportation Development Act (TDA) Revenues Report as of Oct 2013
7. Received Surplus TDA Allocation
8. Received email to the Bicycle Committee regarding Packet Reading
9. Received RTC Highlights through Oct 2013
- 9a. Approved E&D TAC Alternate Application for Rachel Glynn
10. Received Information Items:
 - a. 2013 Section 5310 Scores
 - b. E&D TAC Survey
11. Received Agency Updates
 - a. Volunteer Center
 - b. Community Bridges serving as the Consolidated Transportation Services Agency
 - c. Santa Cruz Metropolitan Transit District
 - Sep 2013 ParaCruz Report
 - Sep 2013 Mobility Management Report
 - Past Metro Report
 - d. Santa Cruz County Regional Transportation Commission
 - e. Private Operators

REGULAR AGENDA

12. Review Monterey Bay Sanctuary Scenic Trail Network Final Master Plan

Cory Caletti, RTC Planner, gave a Power Point presentation about the Monterey Bay Sanctuary Scenic Trail Network Final Master Plan. Ms. Caletti announced that the RTC released the Monterey Bay Sanctuary Scenic Trail network Final Master Plan. RTC staff recommends that the E&D TAC review the Final Master Plan, provide feedback, and recommend that the RTC adopt the plan.

Members provided feedback on width of bridges, criteria used to set priorities for each segment, involvement of schools in the overall planning process, and the opportunity for interactive components.

Action: The motion (Barbour/Elsea) - - for the E&D TAC to recommend adoption of the Monterey Bay Sanctuary Scenic Trail Network Final Master Plan by the Regional Transportation Commission - - carries unanimously.

13. Determine Review Action for STIP Funding Recommendations

Karena Pushnik, RTC Planner, said that the RTC has issued a "call for projects" for over \$12 million in state and federal funds from the State Transportation Improvement Program, Regional Surface Transportation Program and for the Monterey Bay Sanctuary Scenic Trail Network. Applications are due October 29 with the RTC board scheduled to approve projects to receive funds on December 5. Because the project lists will not be available until November, staff recommends that the E&D TAC either:

- a. Designate an ad hoc subcommittee to evaluate the project lists and make recommendations to the RTC board on behalf of the committee; or
- b. Schedule a special meeting of the E&D TAC to review the project list as a committee and make recommendations to the RTC board.

The committee discussed the merits of having the full committee review the grant applications versus the potential for not getting a quorum. By general agreement, the committee opted to seek volunteers for an ad hoc subcommittee. Volunteers for an ad hoc subcommittee to review applications consist of April Warnock, Veronica Elsea, Sharon Barbour, and Mike Molesky. Others suggested that Clay Kempf and Hal Anjo be asked to participate. There was general agreement on the composition of the ad hoc subcommittee as listed immediately above.

14. Review Pacific Station Redesign

Thomas Hiltner, and Claire Fliesler, Metro Staff, gave a presentation on the redesign of Pacific Station. The City of Santa Cruz has partnered with Metro to redesign Pacific Station with mixed-use concepts which will integrate and bring positive activity to the southern end of Pacific Avenue. Consultants 'Group 4+' will lead the design process through selection of a preferred alternative. Metro staff invited E&D TAC members to participate in this project and provide input and ideas for the new Pacific Station. In April, Group 4+ will provide a preferred alternative to the Metro Board and the City of Santa Cruz.

Claire Fliesler said that the three main goals for the Pacific Station Redesign include:

- Efficient transit center buses
- Excellent customer service
- Excellent urban design

Member feedback included comments related to restroom facilities, Pacific Street signage for Paratransit drivers provide drop-off for wheelchairs, accommodating taxi's, individual bus bays for each route, and have the Metro clock synchronized with real-time and route service.

15. Review Short Range Transit Plan update

Erich Freidrich, Metro Staff, discussed Metro's Short Range Transit Plan (SRTP) focused on transit service and capital improvements over a five year period. Based on state law, Metro must have a current up-to-date SRTP in order to purchase buses starting in 2014. Metro awarded a contract to Nelson\Nygaard on April 26, 2012 to draft the 2013 SRTP. Metro and Nelson\Nygaard staff began working on collecting data and performing public outreach to guide the elements of the SRTP. Mr. Freidrich provided details of the data collected. Nelson\Nygaard submitted a draft Service Plan with recommendation for new and revised service policies and recommendations for specific service changes. Changes include providing real time transit information via GPS/Automated Vehicle Locators, setting standards for route deviations and increasing the recommended distance between stops to improve route efficiency. Additional outreach to stakeholders and stakeholder groups

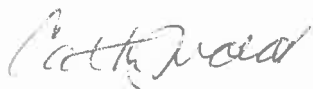
focusing on the Draft Service Plan as well as the Capital Improvement Plan and the Marketing Plan will take place in October. The draft SRTP will be presented by mid November and is scheduled for adoption by Metro in December.

16. Receive Pedestrian Safety Work Group Update

Veronica Elsea, Pedestrian Safety Work Group Chair, discussed progress on the Pedestrian/Motorists brochure, installation of in-bus signs about the Pedestrian Hazard Report in all fixed route and Paratransit route vehicles, input into the Monterey Bay Sanctuary Scenic Trail, participation in a Boulder Creek group that met with Commissioner McPherson to discuss pedestrian issues in San Lorenzo Valley, and their group's presence at the Open Streets event on October 13 on West Cliff Avenue. The Committee is still working with CTSC to update its document on how to deal with the disabled near construction sites. Ms. Elsea told members that the next meeting of the Pedestrian Safety Work Group is scheduled for November 15 from 10:00 am to noon in the conference room of the RTC. At their next meeting, the Committee will discuss language, formatting, and distribution of the Pedestrian/Motorist brochure.

17. Adjourn 2:05 pm

Respectfully submitted,



Cathy Judd, RTC Staff

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**SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
TDA REVENUE REPORT
FY 2013-2014**

MONTH	FY12-13 ACTUAL REVENUE	FY13 - 14 ESTIMATE REVENUE	FY13 - 14 ACTUAL REVENUE	DIFFERENCE	DIFFERENCE AS % OF PROJECTION	CUMULATIVE % OF ACTUAL TO PROJECTION
JULY	533,900	560,595	556,100	-4,495	-0.80%	99.20%
AUGUST	711,800	747,390	741,500	-5,890	-0.79%	99.21%
SEPTEMBER	718,257	754,170	818,354	64,184	8.51%	102.61%
OCTOBER	556,500	584,325	596,900	12,575	2.15%	102.51%
NOVEMBER	742,000	779,100	795,900	16,800	2.16%	102.43%
DECEMBER	733,930	770,626	0			
JANUARY	534,300	561,015	0			
FEBRUARY	712,400	749,739	0			
MARCH	632,278	689,732	0			
APRIL	475,600	486,487	0			
MAY	634,100	648,649	0			
JUNE	759,038	834,025	0			
TOTAL	7,744,102	8,165,853	3,508,754	83,174	1.02%	43%

Note:

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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) November 7, 2013 Meeting Highlights

Certification of the Final Environmental Impact Report (FEIR) and Adoption of the Monterey Bay Sanctuary Scenic Trail (MBSST) Network Master Plan:

The RTC held a public hearing and then adopted the Final Monterey Bay Sanctuary Scenic Trail Network Master Plan, which identifies a 50 mile network of bicycle and pedestrian trails, including a trail within the 32-mile Santa Cruz Branch rail line corridor adjacent to the railroad tracks. The Commission also certified the Final Environmental Impact Report on the Master Plan and adopted a Mitigation and Monitoring Report Program. Once updated per RTC's directions for minor changes, the adopted Final Master Plan and certified FEIR will be distributed to partnering agencies, to Commissioners and libraries, and will be available on the RTC website.

Highway 1 Soquel/Morrissey Auxiliary Lanes Project Update:

Traffic is now flowing on the new southbound auxiliary lane which was paved along with the two existing north and southbound through lanes in October. Installation of the supplemental drainage behind retaining wall #3 was completed and the shoring removed, while work continues on forming and pouring of a concrete ditch at the base of the soundwalls and at the top of the retaining wall on the northbound side of the highway. Installation of irrigation lines and landscaping continues on the northbound side of the highway. Construction crews will be working 6-day weeks to meet the target of opening the northbound auxiliary lane by Thanksgiving, November 28th, and all construction activity should be completed on the project by the end of December.

Highway 17 Retaining Wall Project Traffic Impacts November 16-18:

Caltrans announced that there will be daytime traffic delays the weekend of November 16-18 while crews work on a ½ mile retaining wall near the summit of Highway 17. One lane in each direction will remain open at all times and speeds will be reduced. Electronic message boards, Freeway Service Patrol and the CHP will be present to assist with traffic control. Motorists can expect up to 30-minute delays.

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TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, Transportation Planner
RE: Funding Recommendations for *2014 Regional Transportation Improvement Program and Monterey Bay Sanctuary Scenic Trail Network*

BACKGROUND

At its October meeting, the Elderly & Disabled Transportation Advisory Committee decided to designate an Ad Hoc Committee to review funding recommendations and provide input on the RTC staff recommendations. The Ad Hoc Committee consisted of: Chair Michael Molesky, Hal Anjo, John Daugherty, Veronica Elsea, and Sally French.

DISCUSSION

The RTC has issued a call for projects for \$5 million in State Transportation Improvement Program (STIP) funds, \$2.5 million in Regional Surface Transportation Program (RSTP) funds, and \$5.3 million for sections of the Monterey Bay Sanctuary Scenic Trail Network (MBSST).

Prior to meeting on November 18, 2013, the E&D TAC's Ad Hoc Committee received the full list of projects/programs requesting funds and staff funding recommendations. In addition to the E&D TAC's Ad Hoc Committee, RTC staff also reviewed preliminary recommendations with the RTC Board, and the RTC's Bicycle Committee and Interagency Technical Advisory Committee. The final staff recommendation takes into consideration input from all of these groups.

The final staff recommendation for the RTC's consideration at a public hearing to be held on December 5 is an attachment to the staff report included in the packet posted online. At the time of this writing, that public hearing has not yet taken place, so there is no final list of projects selected to receive these funds. At the December E&D TAC meeting, staff will bring copies of the projects selected by the RTC board to receive STIP, RSTP and MBSST funds.

Volunteer Center of Santa Cruz County
Transportation Program - TDA funding

	<u>Santa Cruz</u>	<u>San Lorenzo Vale</u>	<u>Watsonville</u>	1sr Qrt 2013-2014 <u>Totals</u>	1st QTR 2012-2013 <u>totals</u>
Volunteers	30	12	11	53	52
Unduplicated Clients	51	62	12	125	135
Total Rides	563	304	88	955	1122
Ride Requests unable to fill	6	4	1	11	28
Unfilled requests referred other agencies	0	2	0	2	5
Requests cancelled by client	52	4	5	61	43
<u>Trip destinations</u>					
Physician	195	120	46	361	400
Shopping & bank	173	58	18	249	217
Stroke Center	0	0	0	0	0
Hospitals and therapy	0	4	24	28	11
Convelescent homes	0	0	0	0	0
Doran Low Vision Center	0	0	0	0	0
Clinishare Dialysis		0	0	0	0
Other	12	0	0	12	29
Total	380	182	88	650	657
<u>Avg ride length (YTD)</u>	16				
<u>Total Miles driven (YTD)</u>	15,280				
<u>Total Reimbursement (YTD)</u>	\$179				

	Total FY13-14	%
<u>Client Jurisdictions</u>		
Santa Cruz City	19	15%
Scotts Valley City	28	22%
San Lorenzo Valley	34	27%
Capitola City	7	6%
Watsonville City	9	7%
Midcounty Unincorporated	19	15%
South County	9	7%
north Couty	0	0%
Unknown		0%
Total Clients (unduplicated)	125	100%

<u>Origin of Ride by Jurisdiction</u>		
Santa Cruz City	158	23%
Scotts Valley City	99	15%
San Lorenzo Valley	103	15%
Capitola City	70	10%
Watsonville City	35	5%
Midcounty Unincorporated	165	24%
South County	49	7%
Out of County	0	0%
Total	679	100%

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: November 15, 2013
TO: Board of Directors
FROM: April Warnock, Paratransit Superintendent
**SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT–AUGUST AND
SEPTEMBER 2013**

This report is for information only - no action requested

II. SUMMARY OF ISSUES

- METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door demand-response transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.
- METRO assumed direct operation of paratransit services November 1, 2004. This service had been delivered under contract since 1992.
- Discussion of ParaCruz Operations Status Report.
- Attachment A: On-time Performance Chart displays the percentage of pick-ups within the “ready window” and a breakdown in 5-minute increments for pick-ups beyond the “ready window”. The monthly Customer Service Reports summary is included.
- Attachment B and B2: Report of ParaCruz’ operating statistics. Performance Averages and Performance Goals are reflected in the Comparative Operating Statistics Table in order to establish and compare actual performance measures, as performance is a critical indicator as to ParaCruz’ efficiency.
- Attachments C and D: ParaCruz Performance Charts displaying trends in rider-ship and mileage spanning a period of three years.
- Attachment E: Current calendar year’s statistical information on the number of ParaCruz in-person eligibility assessments, including a comparison to past years, since implementation in August of 2002.

III. DISCUSSION

Comparing August 2012 to August 2013, ParaCruz rides increased by 22 rides. Comparing September 2012 to September 2013, ParaCruz rides increased by 580 rides. This approximately 7% increase in ridership appears to be attributable to the economic recovery of residents of Santa Cruz County, as the actual number of ParaCruz eligible riders has not increased significantly.

From July 2013 to August 2013, ParaCruz rides decreased by 21 rides. From August 2013 to September 2013, rides increased by 669. This substantial rise in the number of rides for September was caused by the Cabrillo College Stroke and Disability Learning Center starting classes September 3, 2013.

IV. FINANCIAL CONSIDERATIONS

NONE

V. ATTACHMENTS

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

ATTACHMENT A

Board of Directors
Board Meeting November 15, 2013

ParaCruz On-time Performance Report		
	August 2012	August 2013
Total pick ups	7524	7546
Percent in "ready window"	94.90%	95.27%
1 to 5 minutes late	2.10%	2.03%
6 to 10 minutes late	1.36%	1.25%
11 to 15 minutes late	.81%	.65%
16 to 20 minutes late	.32%	.30%
21 to 25 minutes late	.24%	.19%
26 to 30 minutes late	.17%	.13%
31 to 35 minutes late	.07%	.07%
36 to 40 minutes late	.01%	.11%
41 or more minutes late (excessively late/missed trips)	.03%	.05%
Total beyond "ready window"	5.10%	4.73%

During the month of August 2013, ParaCruz received three (3) Customer Service Reports. One (1) report was valid. One (1) of the reports was not valid. One (1) report was a compliment.

ParaCruz On-time Performance Report		
	September 2012	September 2013
Total pick ups	7635	8215
Percent in "ready window"	95.44%	94.25%
1 to 5 minutes late	1.81%	2.03%
6 to 10 minutes late	1.03%	1.52%
11 to 15 minutes late	.76%	1.01%
16 to 20 minutes late	.45%	.57%
21 to 25 minutes late	.26%	.26%
26 to 30 minutes late	.09%	.15%
31 to 35 minutes late	.08%	.12%
36 to 40 minutes late	.05%	.06%
41 or more minutes late (excessively late/missed trips)	.05%	.02%
Total beyond "ready window"	4.56%	5.75%

During the month of September 2013, ParaCruz received eight (8) Customer Service Reports. Four (4) of the reports were valid. Three (3) of the reports were not valid. One (1) report was a compliment.

ATTACHMENT B

Board of Directors

Board Meeting November 15, 2013

Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through August 2013.

	Aug 12	Aug 13	Fiscal 12-13	Fiscal 13-14	Performance Averages	Performance Goals
Requested	7845	7912	15,542	16005	8191	
Performed	7524	7546	14,738	15113	7572	
Cancels	17.16%	18.24%	17.71%	18.33%	19.21%	
No Shows	3.12%	2.79%	3.06%	2.91%	3.21%	Less than 3%
Total miles	50,675	54,278	100,470	108,156	53,474	
Av trip miles	4.56	4.87	4.73	4.91	4.80	
Within ready window	94.90%	95.27%	95.28%	95.47%	95.71%	92.00% or better
Excessively late/missed trips	1	2	2	3	1.67	Zero (0)
Call center volume	6063	N/A	11,096	N/A	N/A	**REPORT NOT WORKING**
Hold times less than 2 minutes	96.83%	N/A	96.89%	N/A	N/A	Greater than 90%
Distinct riders	766	782	967	1013	786	
Most frequent rider	47 rides	53 rides	97 rides	97 rides	49 rides	
Shared rides	66.6%	65.4%	65.4%	65.4%	65.4%	Greater than 60%
Passengers per rev hour	1.99	1.94	1.97	1.95	1.94	Greater than 1.6 passengers/hour
Rides by supplemental providers	7.85%	9.59%	10.33%	11.10%	8.82%	No more than 25%
Vendor cost per ride	\$20.02	\$23.02	\$21.30	\$23.19	\$22.24	
ParaCruz driver cost per ride (estimated)	\$28.10	\$33.10	\$27.15	\$30.59	\$28.86	
Rides < 10 miles	68.43%	64.51%	67.73%	64.97%	66.83%	
Rides > 10	31.57%	35.49%	32.27%	35.03%	33.17%	

ATTACHMENT B 2

Board of Directors
Board Meeting November 15, 2013

Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through September 2013.

	Sept 12	Sept 13	Fiscal 12-13	Fiscal 13-14	Performance Averages	Performance Goals
Requested	8131	8509	23,673	24,514	8222	
Performed	7635	8215	22,373	23,328	7621	
Cancel	18.12%	17.12%	17.85%	17.91%	19.13%	
No Shows	3.39%	2.44%	3.18%	2.75%	3.13%	Less than 3%
Total miles	51,532	57,391	152,001	165,547	53,962	
Av trip miles	4.57	5.02	4.68	4.94	4.84	
Within ready window	95.44%	94.25%	95.34%	95.04%	95.61%	92.00% or better
Excessively late/missed trips	2	2	4	5	1.67	Zero (0)
Call center volume	6387	N/A	17,483	N/A	N/A	**REPORT NOT WORKING**
Hold times less than 2 minutes	96.8%	N/A	96.92%	N/A	N/A	Greater than 90%
Distinct riders	754	820	1117	1187	789	
Most frequent rider	39 rides	47 rides	113 rides	137 rides	49 rides	
Shared rides	67.9%	69.8%	66.2%	67.0%	65.56%	Greater than 60%
Passengers per rev hour	2.01	2.05	1.99	1.99	1.94	Greater than 1.6 passengers/hour
Rides by supplemental providers	9.99%	16.29%	10.21%	12.92%	9.35%	No more than 25%
Vendor cost per ride	\$22.35	\$22.56	\$21.65	\$22.91	\$22.26	
ParaCruz driver cost per ride (estimated)	\$28.52	\$33.52	\$27.37	\$31.59	\$29.27	
Rides < 10 miles	68.81%	63.18%	67.71%	64.34%	66.36%	
Rides > 10	31.19%	36.82%	32.29%	35.66%	33.64%	

ATTACHMENT E

MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED	RESTRICTED	TEMPORARY	DENIED	TOTAL
		CONDITIONAL	TRIP BY TRIP			
OCTOBER 2012	57	0	9	2	0	68
NOVEMBER 2012	43	0	2	3	0	48
DECEMBER 2012	42	0	3	2	0	47
JANUARY 2013	58	0	5	3	0	66
FEBRUARY 2013	41	0	4	0	0	45
MARCH 2013	58	0	8	0	0	66
APRIL 2013	42	0	2	3	0	47
MAY 2013	66	0	3	4	1	74
JUNE 2013	58	0	2	1	0	61
JULY 2013	44	0	3	1	0	48
AUGUST 2013	56	0	5	3	0	64
SEPTEMBER 2013	62	0	4	2	0	68

Number of Eligible Riders for the month of August 2013 = 3134

Number of Eligible Riders for the month of September 2013 = 3209

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: November 15, 2013
TO: Board of Directors
FROM: John Daugherty, METRO Accessible Services Coordinator
SUBJECT: ACCESSIBLE SERVICES REPORT FOR SEPTEMBER 2013

I. RECOMMENDED ACTION

This report is informational only. No action required.

II. SUMMARY OF ISSUES

- After a demonstration project, the Accessible Services Coordinator (ASC) position became a full time position to organize and provide METRO services to the senior/older adult and disability communities.
- Services include the METRO Mobility Training program and ongoing public outreach promoting METRO's accessibility. The ASC also participates in METRO's staff training and policy review regarding accessibility.
- Two persons have served in the ASC position from 1988 to today. In 2002 the ASC position was moved into the newly created Paratransit Department. On May 27, 2011 the Board approved the staff recommendation to receive monthly reports on the activity of the ASC.

III. DISCUSSION

The creation of the Accessible Services Coordinator (ASC) position was the result of a successful demonstration project funded through the Santa Cruz County Regional Transportation Commission. Two persons have served in the ASC position from 1988 to today. Both hiring panels for the ASC included public agency representatives serving older adults and persons with disabilities.

The first ASC, Dr. Pat Cavataio, served from April 1988 through December 1998. The second ASC, John Daugherty, began serving in December 1998.

Under direction, the Accessible Services Coordinator: 1) Organizes, supervises, coordinates and provides METRO services to the older adult and disability communities; 2) Organizes, directs and coordinates the activities and operation of METRO's Mobility Training function; 3) Promotes and provides Mobility Training and outreach services; 4) Acts as information source to staff, Management, funding sources, clients, community agencies and organizations, and the general public regarding Mobility Training and accessibility; 5) Works with Department Managers to ensure compliance with METRO's accessibility program and policies.

During 2002 the ASC position was moved from Customer Service to the newly created Paratransit Department. Mr. Daugherty was the first employee. His placement was followed by hiring of the first Paratransit Superintendent, Steve Paulson and the current Eligibility Coordinator, Eileen Wagley.

On May 27, 2011 the Board approved the following recommendation: "Staff recommends that this position be reinstated in FY 12 budget with the requirement that this position be evaluated during FY12 to make sure the service items that are being requested by the Community are being carried out by this position. Additionally, staff recommends that this position be required to provide a monthly activity report to the Board of Directors during FY12."

IV. FINANCIAL CONSIDERATIONS

None

V. ATTACHMENTS

Attachment A: Accessible Services Coordinator (ASC) Activity Tracking Report for September 2013

Prepared by: John Daugherty, METRO Accessible Services Coordinator
Date Prepared: November 7, 2013

Attachment A

Accessible Services Coordinator (ASC) Activity Tracking Report for September 2013

What is Mobility Training?

Mobility Training is customized support to allow access to METRO services. It 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.
- **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.
- **Boarding/Disembarking Training:** Practice to board, be secured, and then disembark (get off) METRO buses. This training has been requested by persons using walkers, wheelchairs, scooters and service animals. The training session includes work with an operator and out of service bus and 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.

During September 2013 there was progress with 23 trainees:

- One person, who referred himself, successfully completed Route Training. First the ASC assessed his needs and driving skills with his new wheelchair. Next the trainee successfully travelled round trip between his apartment and downtown Santa Cruz.
- Two other trainees were also new referrals: The ASC assessed one lady, referred by a trainee, and presented Trip Planning options. A counselor referred a second prospective trainee that the ASC met for an Assessment.
- Training for nine other persons progressed: The ASC emailed one trainee to confirm apparently successful Route Training. Email from another trainee suggested that in person meeting with ASC helped her recent bus trips. The ASC met with three trainees to learn their progress. Phone calls to four other trainees yielded progress reports and one new referral for training.
- Training with 11 persons is almost complete: September activity included checking on whether further training is needed and preparation to close their files or complete their referral sheets.

Attachment A

Training Overview for September 2013:

- Amount of time dedicated to training sessions and follow up activity: At least 80 hours
- Tracking of scheduled appointments vs. cancelled:
Five appointments scheduled, no appointments cancelled

Highlights of Other Activity – Outreach/orientation performed in the community:

- September 4 Resource Fair Outreach, Bay Avenue Senior Apartments, Capitola
- September 10 Pedestrian Safety Work Group meeting
- September 10 County Fair Outreach, Watsonville
- September 12 La Posada Outreach, Santa Cruz
- September 18 Presentation, PVUSD Job Club, Watsonville
- September 24 Outreach, UCSC (Disabled Students') Resource Fair, Santa Cruz

Meetings are usually scheduled for two hours. Total ASC time spent includes preparation for the meeting, the meeting itself and follow up activity. ASC activity for each meeting can take four to nine hours.

The total audience for September outreach/orientation was at least 196 persons. Information was provided during meetings and follow up phone calls and emails.

Requests from the community and METRO staff:

- There were at least 35 individual contacts in person and/or over the phone. Contacts used to set up outreach, advance individual training and coordinate ADA training.
- ASC outreach in Santa Cruz, Capitola and Watsonville led to referrals, encouraged La Posada residents to ride the new Route 6 Frederick and led to successful Route Training with one La Posada resident and his new wheelchair.
- The ASC coordinated the Americans with Disabilities Act (ADA) Introduction Training for the new bus operator class. The ASC updated the Introduction outline and contacted community members to participate in the October 2 Training.

TO: Elderly & Disabled Transportation Advisory Committee (E&D TAC)
FROM: Karena Pushnik, RTC staff to the E&D TAC and Pedestrian Safety Work Group
RE: Input on Metro's 2013 Short Range Transit Plan

Recommendation:

The Pedestrian Safety Work Group recommends that the E&D TAC consider forwarding input on the Short Range Transit Plan to Metro staff and the board to be considered for incorporation into the draft plan before it is circulated for public review.

Background:

Metro staff provided a presentation to the Elderly & Disabled Transportation Advisory Committee at its October meeting on the Short Range Transit Plan update process. Metro staff outlined the proposed changes to the plan including the minimum distance between bus stops, data available, and other service changes.

Discussion:

At its November 18 meeting, the Pedestrian Safety Work Group (a subcommittee of the E&D TAC) discussed the METRO's Short Range Transit Plan (SRTP) components presented at the October 22 E&D TAC meeting as they relate to pedestrian access. Concerns were raised about the proposed lengthened minimum distance between bus stops, the lack of data about where people are currently getting on/off, and the purpose of transit. Based on the understanding that the METRO board will review the SRTP, then release the draft document for a 45-day public review period, the Pedestrian Safety Work Group recommends that the following items be considered by the E&D TAC to be forwarded to the METRO for incorporation into the draft SRTP:

- A. *Request that a mission statement be included in the SRTP that would include a commitment to meet the needs of **both** people with **and** people without other transportation choices.*
- B. *Request that more data about current transit use including where people are currently getting on and off be collected, so that there is a clear basis for determining changes to the system.*
- C. *Request that the SRTP be based on local conditions, not industry standards.*
- D. *Request that the changes proposed to the distance between bus stops include language that it is a target, rather than a minimum; and that conditions -- such as origins, destinations, population and topography/hills -- be taken into account.*

Metro staff has been invited to the E&D TAC meeting to participate in the discussion and answer questions.

TO: Elderly & Disabled Transportation Advisory Committee (E&D TAC)
FROM: Karena Pushnik, Senior Transportation Planner, RTC staff to the E&D TAC
RE: E&D TAC Survey Results

Recommendation:

Staff recommends that the Elderly & Disabled Transportation Advisory Committee (E&D TAC) consider the results of this survey and suggest amendments to the committee, if needed.

Background:

Every few years, staff administers a survey to the E&D TAC to gain a deeper understanding about committee member/alternate's perspectives on the purpose, goals, advisory role, support, function, time, location, agenda packets, minutes, attendance and other general comments.

Discussion:

A committee evaluation survey was administered for a full month with a desired participation rate of 100% of 18 total members and alternates. The survey was available online using a SurveyMonkey tool and mailed to committee representatives that do not use electronic communications. Staff received 15 completed surveys, 83% of the total member and alternate representatives. It should be noted that some alternates have not attended a meeting in years.

Attached are the following:

- Percentage results of the survey questions ([Attachment 1](#))
- Graphs of responses to six questions ([Attachment 2](#))
- Written Comments included in the survey ([Attachment 3](#))

Overall, committee members seem to agree with the goals and purpose of the committee, timely receipt of meeting materials, and meeting frequency. Results indicate two main areas where there may be room for improvement: committee representative respect, support, value; and advance preparation and use of meeting time.

Attachments:

1. Percentage Results of Survey Question
2. Graphs of Responses to 6 Questions
3. Written Comments

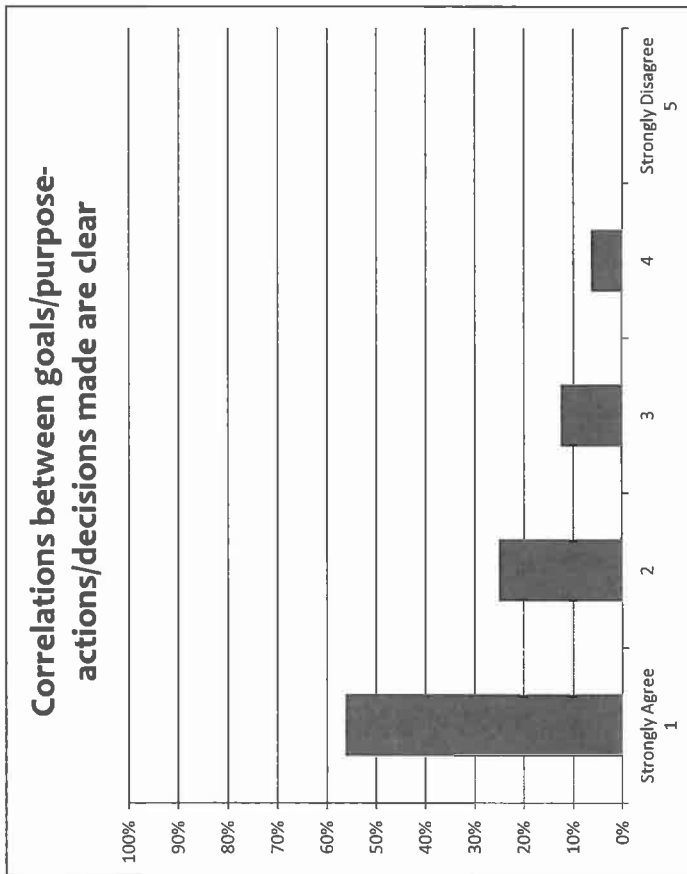
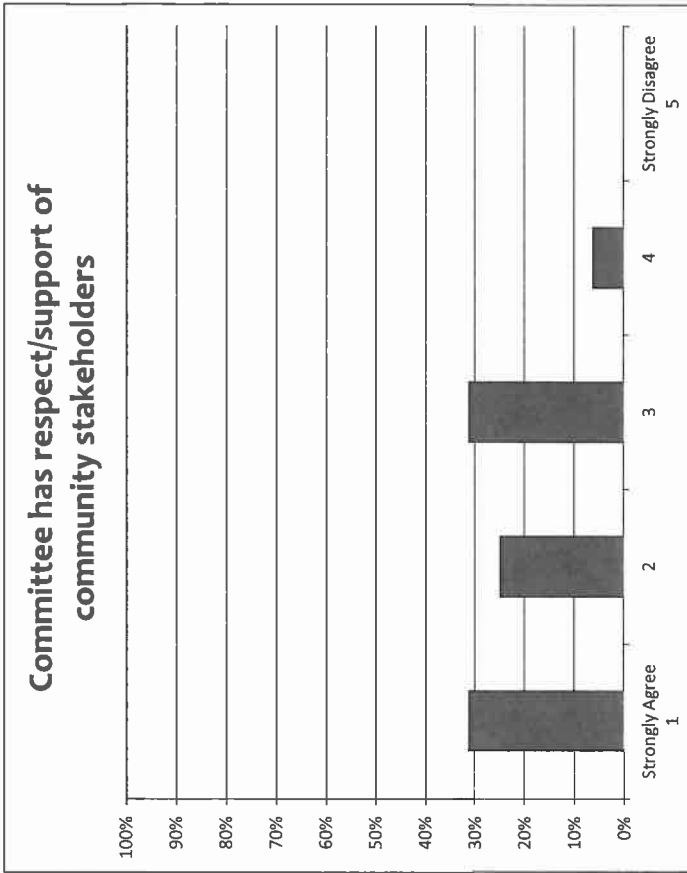
Elderly and Disabled Transportaion Advisory Committee Survey 2013

Attachment 1

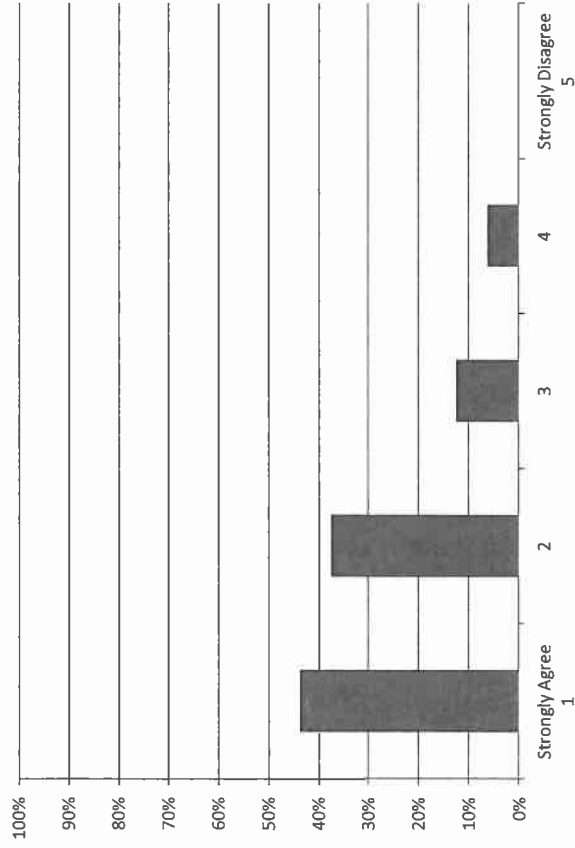
	Strongly Agree 1	2	3	4	Strongly Disagree 5
Committee goals and purpose are understood	63%	19%	0%	13%	6%
Correlations between goals/purpose-actions/decisions made are clear	56%	25%	13%	6%	0%
Agenda items are relevant to committee goals and purpose	69%	25%	0%	0%	6%
Advisory functions are valuable and well received	44%	19%	25%	6%	0%
There is adequate representation to support committee function	25%	38%	19%	13%	0%
Membership represents talent/skill required to fulfill goals/purpose of committee	38%	31%	25%	0%	6%
Members treat each other with respect/courtesy	50%	38%	0%	0%	13%
I feel listened to and my comments are valued	50%	25%	13%	0%	13%
Committee has respect/support of community stakeholders	31%	25%	31%	6%	0%
Level of RTC support is appropriate for committee function	44%	44%	6%	0%	6%
Meeting are held with appropriate frequency	56%	31%	6%	6%	0%
Meetings begin and end as scheduled	31%	44%	19%	6%	0%
Length of meetings appropriate and respectful of agenda	44%	38%	13%	6%	0%
Meeting location is conducive to group interaction and discussion	56%	31%	6%	0%	6%

Elderly and Disabled Transportation Advisory Committee Survey 2013

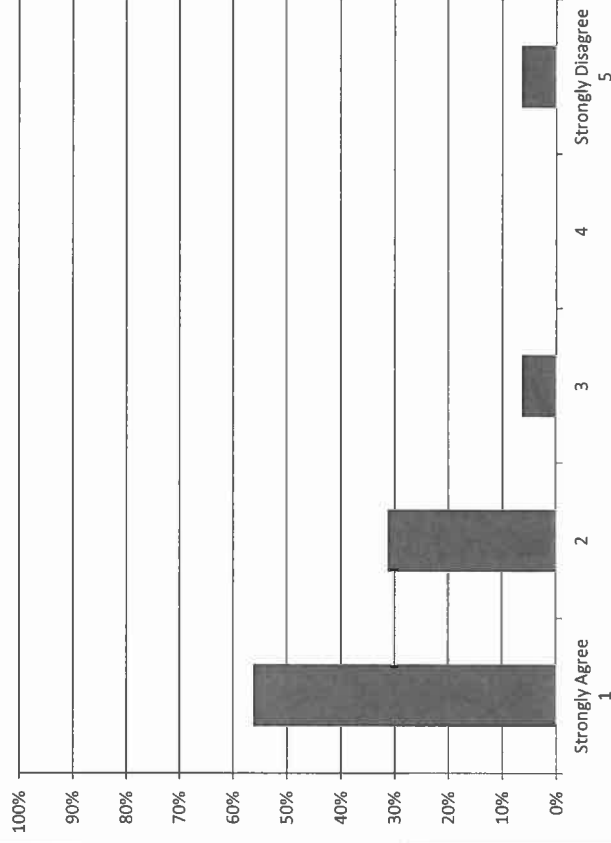
	Strongly Agree 1	2	3	4	Strongly Disagree 5
Venue allows for variety of presentation formats	56%	31%	6%	0%	6%
Yearly meeting in south county is productive	31%	19%	38%	6%	6%
Agenda/materials are received sufficiently in advance	69%	25%	0%	6%	0%
1 hour is reasonable amount of time to review material	19%	44%	25%	13%	0%
Consistent use of meeting time; issues addressed	31%	31%	25%	13%	0%
Meetings are productive with prior preparation	75%	19%	0%	0%	6%
Members come prepared to contribute	25%	38%	25%	13%	0%
Detailed agenda allows thorough understanding of issues to support decisions	50%	38%	6%	0%	6%
Minutes are accurate and reflect discussion, next steps, and/or action	69%	19%	6%	6%	0%
Attendance is consistent and members arrive on time	19%	44%	25%	6%	6%
Should meeting attendance be evaluated as a standard for continued membership	38%	50%	6%	6%	0%

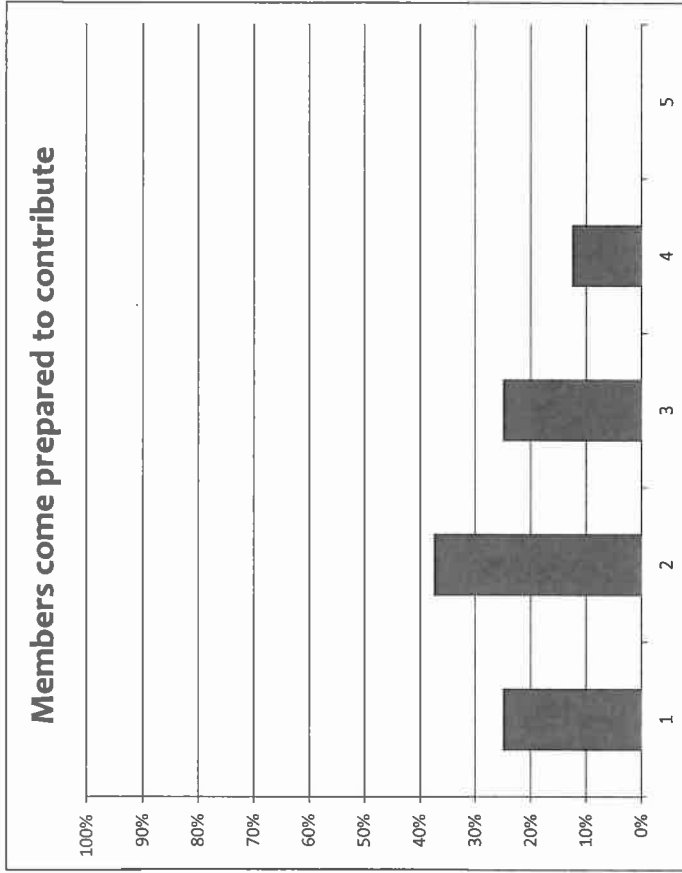
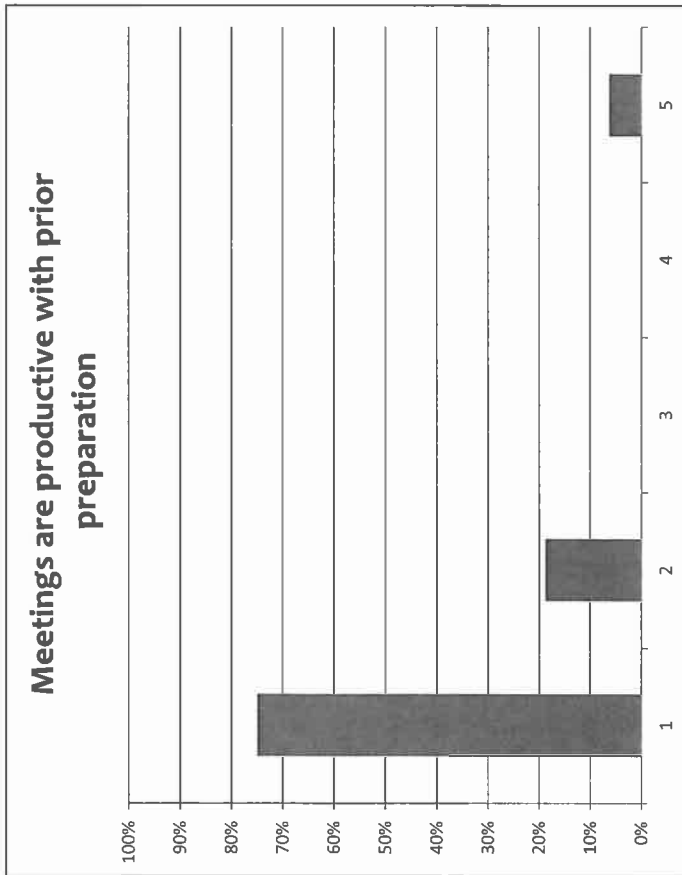


Length of meetings appropriate and respectful of agenda



Yearly meeting in south county is productive





MEMBER/ALTERNATE SURVEY COMMENTS

Goals and Purpose of the Committee:

- The Committee's advice is valuable, but how is it received? Few members interact with the RTC or Metro or Community Bridges outside meetings. Members should be seen, and received as representing constituencies.
- The stakeholders that have met with members have respect for us. The PSWG has been successful in interacting, meeting and talking to stakeholders. It is a model for the Committee. The stakeholders that have not met Committee members do not know the Committee's work except through the occasional letter and second hand comment.
- The Committee should push to fill long time vacancies so that more transportation users - those affected by Committee work - are represented.

Support for the Committee

- Very good and timely staff support.
- I appreciate the thorough Minutes.
- I think staff's counsel and guidance is crucial
- RTC staff have been doing an excellent job for and with us. However, in recent years staff work loads have increased and sometimes we are low on the pecking order. Please consider that an adequate number of staff working for the RTC is truly important.
- Staff is committed to the success of the Commission.
- I really appreciate that time that Karena (staff) gives the committee, but I sense she is often being pulled in other directions through no fault of her own.

Time and Location of Meetings

- Having a meeting in the south county is a very good idea. But so far we haven't seen much in the way of new people attending. Hopefully this will change with the RTC's new office in Watsonville.
- Since the Committee has met for special occasions, the frequency of meetings is fine. The number of Agenda items should continue to be policed so that meetings run no longer than two hours. Longer meetings happen, but past two hours productivity falters. The Committee should consider an especially relevant Agenda item when the meeting location is in Mid or South County. Planning this meeting farther out in the schedule may help the goal of interesting more public participation.
- (Holding a meeting in south county) should be (productive), but attendance an issue. Should focus on S. Co. issues.

Agenda Packets

- It seems as though the same few people study the packets and are already prepared to comment on the subjects at hand. It might be worth asking members how much in the way of detailed reports they want in the packets.
- Many of the committee members have not taken the time to adequately prepare for meetings, making us spend more time on background and less on actions or information gathering.

Attendance

- The Committee should push to fill long time vacancies so that more transportation users - those affected by Committee work - are represented.
- The Committee has averaged six meetings a year. Attendance is not a hardship. Members' constituencies deserve consistent representation.

OPEN ENDED QUESTIONS

What I like the most about our meetings?

- An opportunity to make a difference in our community.
- I like the collegial interchange and the thoughtfulness in the discussions.
- Being informed on what the commission is involved in.
- I like the collegial atmosphere and the opportunity to engage in give and take discussions.

What I would like to see improved at our meetings?

- A single member forcefully making a point persuading other members to agree with them when they may otherwise not agree. Perhaps a strong re-vote to make sure everyone is truly on board with that idea. No bullies!
- I'd like to see elected officials or metro management attend once in a while.
- What is being done in other states with similar commission.
- A little less time spent reading the material which has already been sent to us.
- Create more ways to hear from the riders of transit and para-transit that we are representing.
- I'm happy with them as they are. It might be good to offer bus/Paracruz fare to potential members who cannot attend due to financial constraints.
- Consistent attendance by members.

What specialized transportation topics should the committee focus on in the future?

- No cost Non-Medical rides for senior citizens, disabled persons, and veterans.
- Perhaps a review of how Metro ParaCruz and CTSA operations could be more coordinated.
- On demand - in future.
- Be prepared to include rail access in discussions. Continue adding pedestrian travel to transit emphases. Think about transit alternatives as population ages.
- Changes needed in the future to support aging in place and access to services.
- Reducing Highway 1 congestion, accessibility and safety for pedestrians. Ways to increase bus service without incurring additional costs or keeping costs at a minimum.

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