

DRAFT 2026 Unmet Transit and Paratransit Needs List



Need and Opportunity	Access and Mobility	Equity	Safety	Health	Economic Vitality	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank	Potential Strategies	Agency Status Update (2024-2025)
Weight	30%	20%	20%	10%	10%	5%	5%	Score		

1.0 General

NEED: Safe Travel Paths and Accessibility Improvements

<p>Improve Accessibility for Seniors, People with Disabilities, and Low-Income Individuals</p>	5	5	5	5	5	5	3	4.90	High	<p>Safe bicycle and pedestrian travel paths between senior/disabled living areas, medical facilities, employment locations, retail centers, entertainment venues, bus stops, and potential future transit stations.</p> <p>Improve accessibility at and to bus stops (EX: sidewalk, curb cuts, and crosswalk improvements connecting frequently visited destinations).</p> <p>Secure funding for Safe Paths of Travel improvements (e.g. RTC Safe Paths of Travel Final Report). Possible loan program, incentives, or penalties for property owners to make repairs. Expand publicity regarding sidewalk maintenance.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Complete Streets Enhancements (Felton/SLV) - Countywide pedestrian signal updates - Safe routes to school programs - Rail Trail - Transit oriented development grant program - Hazard Reports <p>METRO:</p> <ul style="list-style-type: none"> - Rapid Corridors project studied and recommended accessibility improvements at over 100 bus stops; funding secured for a portion of the project <p>Volunteer Center:</p> <ul style="list-style-type: none"> - provides safe travel paths for vulnerable users
<p>Coordination with Construction Events and Companies</p>	5	5	5	5	1	5	1	4.40	High	<p>Enforce policies to ensure objects and construction materials are not blocking the ROW.</p> <p>Better messaging alerting the community of big construction events and how transit will be affected - especially Paratransit services and medical appointments.</p>	<p>SCCRTC</p> <ul style="list-style-type: none"> - Cruz511 Services



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Weight	30%	20%	20%	10%	10%	5%	5%				
NEED: Transportation Services for Seniors, Disabled, and Low-Income Individuals											
Transportation to Areas with High Concentrations of Seniors, Disabled, and Low-Income Individuals	5	5	5	5	5	5	4	4.95	High	<p>Support alternative transportation programs (e.g., vanpool programs for housing areas outside of the transit service area).</p> <p>Explore pilot projects (e.g., regularly scheduled paratransit trips, 2-3 times per week).</p> <p>Increase bus service near senior living facilities. Evaluate on-demand transit services.</p> <p>Senior grocery delivery services within a mile of a bus stop (the senior orders at local grocery & on-demand picks up & deliverer).</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - TNC Access for All - On demand wheelchair accessible vehicle program - Senior employment ride reimbursement - Transit oriented development grant program - Vanpool incentive program <p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO service improvements have resulted in a 30% increase in service, including increased frequency near senior living facilities (e.g. Garfield Park, La Posada, Aegis Living Aptos, Paloma Del Mar). <p>Volunteer Center:</p> <ul style="list-style-type: none"> - Free door to door service - Grocery Shopper program shops and delivers groceries to the homes of vulnerable seniors. - Offer carpool options to program participants and rides to those with mobility devices.
Incentivize Development Near Transit										<p>Incentivize affordable housing for seniors and low-income individuals within the transit service areas.</p> <p>Offer incentives for senior, social services, and medical providers to be located in transit service areas.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - METRO is pursuing a goal to develop over 175 affordable housing units at METRO transit centers across the county in conjunction with local not-for-profit housing partners.
Transportation for Caregivers of Seniors and Disabled Clients	5	5	2	4	5	4	1	4.05	High	<p>Support programs providing transportation for caregivers to clients.</p> <p>Reinstating ride-to-work programs for caregivers.</p>	<p>Volunteer Center:</p> <ul style="list-style-type: none"> - Regularly provide rides to caregivers who support disabled clients with shopping and medical appointments.
Taxi Voucher Programs	4	3	1	5	4	4	1	3.15	Medium	<p>Secure funding for taxi vouchers for seniors, low-income individuals, and caregivers.</p> <p>Provide taxi vouchers to low-income families.</p>	<p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Taxi Scrip Coupons



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NEED: Transportation Services for Low-Income Families and Vulnerable Individuals											
Transportation Services for Low-Income Families with Children	5	5	3	5	5	5	5	4.60	High	Support welfare-to-work programs and training initiatives. Provide transportation services to government facilities, critical services, and youth-serving destinations.	
Affordable or Free Transit Programs	5	5	3	5	5	5	5	4.60	High	Support programs providing free or reduced transit fares for seniors, disabled, unhoused, youth, and low-income individuals. Free fare for all county residents or employees. Offer free transit rides for jurors, veterans, and on election days.	Community Bridges Lift Line: - Veterans Medical Transportation - Extended Services METRO: - Youth Cruz Free - Free Fare Program for Legally Blind Riders - Discounted fares for older adults and people with disabilities - Partnered with County to pilot new route (78) to new County of Santa Cruz Human Services Department in Watsonville Volunteer Center: - Ongoing campaigns to recruit volunteer drivers - Provides free transportation to educational opportunities for low-income and disabled individuals.
Transportation for Justice-Impacted Individuals and Families	5	3	3	5	5	4	1	3.95	Medium	Provide transportation for individuals and families to juvenile halls, detention centers, courts, and diversion programs. Explore volunteer driver programs, TNC (Transportation Network Companies), and taxi vouchers for family visits to detention facilities.	



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Weight	30%	20%	20%	10%	10%	5%	5%				
Improve Access to Information, Publicity, and Outreach	5	5	4	5	3	3	1	4.30	High	<p>Streamline communication with a central point of contact within health providers for specialized transportation services.</p> <p>Support funding for continuous communication and outreach to seniors, people living with disabilities, and transportation providers.</p> <p>Publicize existing specialized transportation options (e.g., ADA paratransit, non-ADA paratransit, taxi services, TNC Access for All, Medi-Cal rides, mobility training).</p> <p>Provide annual updates to transportation service providers about paratransit options within Santa Cruz County and neighboring counties.</p> <p>Staff Accessible Services Coordinator to assist Santa Cruz Metro riders, older adults, and disabled community utilize Santa Cruz METRO transit services.</p>	<p>SCCRTC: - Guide to Specialized Transportation Services</p> <p>Community Bridges Lift Line: - Advertise with Lift Line</p> <p>METRO: - Accessible Services Coordinator currently vacant</p>
2.0 Paratransit/Specialized Transportation Services											
NEED: Coordinated Transportation Systems and Centralized Mobility Information											
Implement a Mobility Management Center	5	3	3	5	4	5	3	4.00	High	<p>Develop a coordinated, seamless-to-the-public system for specialized transportation with a centralized Mobility Management Center.</p> <p>Assess feasibility and seek funding for center development and assess existing information/referral services</p> <p>Utilize information technology to provide accessible transit information for all users.</p>	<p>Volunteer Center: - refer callers whose requests cannot be accommodated to other programs such as Lifeline and Metro.</p>
UCSC On-Campus Paratransit Service	5	3	3	5	3	4	1	3.75	Medium	Provide increased UCSC on-campus paratransit services between campus destinations to accommodate demand.	<p>Community Bridges Lift Line: - On-demand WAV service to UCSC and Cabrillo through the TNC Lift Line program</p>



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NEED: Accessibility and Specialized Vehicle Services											
Accessible Vehicles for Taxi Service and Rideshare	5	5	3	5	5	5	3	4.50	High	<p>Provide wheelchair-accessible vehicles for taxis and rideshare services.</p> <p>Ensure accessible on-demand ride services for those using mobility devices.</p> <p>Support multi-person ride access for on-demand TNC services to reduce costs and carbon footprint.</p> <p>Maintain continuous funding for the TNC Access for All Program.</p> <p>Expand and support funding for taxi voucher programs to cover various demographics, especially for low-income individuals.</p> <p>Secure funding for vouchers for special care trips and medically necessary trips.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - TNC Access for All - On demand wheelchair accessible vehicle program <p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Advertise with Lift Line - Measure D - TDA Funding - Taxi Scrip Coupons - Group rides
Specialized Care Trips and Gurney Transportation	5	5	3	5	1	4	1	3.95	Medium	<p>Provide affordable specialized care trips for medically fragile individuals needing "bed-to-bed" transport.</p> <p>Identify a service provider for gurney trips and assist in vehicle procurement.</p> <p>Partner with assisted living and hospice care to provide specialized care services.</p> <p>Publicize availability of services for medically fragile individuals.</p>	



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NEED: Paratransit and ADA-Compliant Services											
ADA Paratransit Service Expansion and Access	5	4	2	5	5	5	2	4.05	High	<p>Support policies to expand the ADA-mandated paratransit service area.</p> <p>Provide paratransit services on holidays.</p> <p>Expand programs providing specialized transportation to areas outside the ADA service area for a fee or free.</p> <p>Continue ADA Paratransit certification services at group facilities to reach more individuals.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - TNC Access for All - On demand wheelchair accessible vehicle program <p>METRO:</p> <ul style="list-style-type: none"> - Planned increase in ParaCruz service hours <p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Extended Services - Access for All Program <p>Volunteer Center:</p> <ul style="list-style-type: none"> - Provide transportation services from areas not served by transit or ADA paratransit service. - Provide services majority of holidays
Inter-County and Regional Paratransit Connections	5	4	2	5	5	5	2	4.05	High	<p>Establish direct, accessible transit routes connecting neighboring counties (Monterey, San Benito, Santa Clara).</p> <p>Develop a coordination plan between regional specialized transportation agencies that supports inter-regional specialized transportation programs, either free or fee-based.</p> <p>Establish feeder services to connect with inter-regional transit and light rail stations.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Zero Emission Passenger Rail & Trail Project (ZEPRT) - Monterey Bay Sanctuary Scenic Trail <p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Out of County Medical Transportation
NEED: Voucher Programs and Subsidized Transportation											
Free or Low-Cost Paratransit Options	5	5	3	5	5	5	2	4.45	High	<p>Continue providing funding to expand discounted and free paratransit rides, ADA-accessible on-demand rides, and options to access educational/work opportunities for low-income and disabled individuals.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - TNC Access for All <p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Extended Services - Access for All program



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Same-Day Medical and Non-Medical Trips	5	5	3	5	5	5	2	4.45	High	<p>Support funding for same-day transportation to medical, non-medical, and essential services.</p> <p>Increase capacity of transportation services for dialysis and other medical appointments.</p> <p>Fund transportation services to meal sites, senior activity centers, stroke centers, and medical facilities.</p> <p>Provide transportation services to support seniors' health, safety, and independence.</p> <p>Provide free or low cost 24/7 on-demand rides for medical emergencies.</p>	<p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Regional Medical Transportation - Elderday Transportation - Extended Services <p>Volunteer Center:</p> <ul style="list-style-type: none"> - Transportation Program currently offers free same day rides to these services like meal sites, senior activity centers, stroke and dialysis centers, and other medical facilities.
NEED: Volunteer Driver Programs and Community Partnerships											
Volunteer Driver Recruitment and Support	5	5	3	5	3	5	5	4.40	High	<p>Expand recruitment for "on-call" drivers and promote services in underserved areas (south-county and San Lorenzo Valley).</p> <p>Support the Volunteer Center Transportation Program.</p> <p>Seek volunteer drivers for transportation from areas not served by transit or ADA paratransit.</p> <p>Support "on-call" volunteer driver programs for specialized transportation needs.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Volunteer Center Transportation Program - TNC Access for All <p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Provides paratransit service to rural areas in Santa Cruz County. <p>Volunteer Center:</p> <ul style="list-style-type: none"> - Transportation Program provides free door to door rides for low income and seniors who are unable to access METRO Routes, ParaCruz, or Lift Line Paratransit Services routes due to location, schedule, or comfort levels.
NEED: Specialized Services for Mental Health and Cognitive Needs											
Transportation for Cognitive and Mental Health Needs	5	5	1	5	3	5	1	3.80	Medium	<p>Provide on-demand services for individuals with mental health conditions.</p> <p>Offer services to help those with mental illnesses navigate transit and paratransit eligibility requirements.</p>	<p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Extended Services



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NEED: Projected Needs and Funding for Future Transportation Demand											
Long-Term Paratransit and Specialized Service Planning	5	5	1	3	5	5	1	3.80	Medium	<p>Project funding needs for fixed-route, ADA, and non-ADA paratransit services over a 15-30 year horizon.</p> <p>Establish designated funding sources to support future paratransit demands due to the growing senior population (ex: Silver Tsunami).</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - TDA Administration
3.0 Paratransit/Specialized Transportation Capital											
NEED: Paratransit Operating and Maintenance Facilities											
ParaCruz Operating Facilities	3	3	2	3	3	5	5	3.00	Medium	<p>Acquire and develop a permanent operations and maintenance facility for ParaCruz to reduce operating costs.</p> <p>Increase funding opportunities for paratransit capital projects, specifically supporting ParaCruz facilities.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Initiated Facilities Master Plan process to locate permanent home for ParaCruz operations - Continue to seek funding for design and construction
Consolidated Transportation Services Agency (CTSA) Facilities	3	3	2	3	3	5	5	3.00	Medium	<p>Increase funding opportunities for capital projects related to CTSA paratransit operating facilities.</p>	
NEED: Paratransit Vehicle Replacement and Electric Vehicles											
Paratransit Vehicle Replacement Funding	4	4	3	3	4	5	5	3.80	Medium	<p>Increase funding opportunities for paratransit capital projects, including electric vehicle and zero-emission vehicle replacements.</p> <p>Take measures to include electric vehicles as a purchase option in the Section 5310 grant program, supporting environmentally friendly paratransit upgrades.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Transportation System Electrification <p>Community Bridges Lift Line:</p> <ul style="list-style-type: none"> - Continues to replace fossil fuel burning vehicles with electric vehicles. Currently Lift Line operates 5 EV vehicles and plans to add 2 more EV vehicles to their fleet. - Purchasing DC Fast Charger for electric fleet <p>METRO:</p> <ul style="list-style-type: none"> - METRO has developed a comprehensive fleet electrification plan that outlines the steps that they will take to reach their goal of 100% electrification by 2037.
NEED: Electric Vehicle Charging and Emergency Preparedness											
Electric Vehicle Charging Infrastructure	4	4	3	3	4	5	5	3.80	Medium	<p>Support funding for electric vehicle (EV) charging stations and infrastructure to accommodate paratransit electric and zero-emission vehicles.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Transportation System Electrification



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Electric Vehicle Emergency Preparedness	4	4	3	3	4	5	5	3.80	Medium	Develop an EV emergency preparedness plan that includes battery storage solutions, emergency-use vehicles, and facility support.	SCCRTC: Transportation System Electrification
4.0 Transit Services											
NEED: Increased Frequency and Span of Transit Service											
High-Density and Mixed-Use Areas	5	5	5	5	5	4	5	4.95	High	<p>Increase frequency and extend service hours in densely populated areas and mixed-use zones, including:</p> <ul style="list-style-type: none"> - Downtown Santa Cruz to Capitola Mall Transit Center via Live Oak corridor - Mission Street, Soquel, Old San Jose Road, Scotts Valley Drive, Aptos, Corralitos, and Santas Village Road - Pacific Ave, connecting the boardwalk to the Town Clock and Beach Flats in Santa Cruz - Creation of a “Beach Loop” in summer for low-income families from Watsonville - Countywide service connecting to the boardwalk <p>Enhance service specifically for major employment centers, especially areas with high concentrations of low-income jobs.</p> <p>Increase weekend service.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO Phase 1: Simpler and more direct service between Santa Cruz and Watsonville. - Reimagine METRO Phase 2: Expansion to routes 1, 2, 3B 16, 17, 18, 19, 35, 40, 41, 73, 78, 90x - Saturday and Sunday frequencies that match weekdays on most routes, including Routes 1, 2, 3, 17, 20, 35, 75. - All-day express service between Watsonville and Santa Cruz on Route 90X, every 30 minutes on weekdays and every 60 minutes on weekends.
Expand Coverage and Evening Services	5	3	3	5	5	5	5	4.20	High	<p>Extend evening service coverage on Route 35 in San Lorenzo Valley, including Mt. Store and Country Club routes.</p> <p>More stops on Hwy 9, Graham Hill Road, in Lompico, Green Valley Road, and Bonny Doon.</p> <p>Increase evening service for Watsonville, La Selva Beach, Capitola Esplanade (Route 55 weekend).</p> <p>Establish a county-wide “All Nighter” 24-hour circular bus network connecting downtown areas and all four transit stations.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO Phase 2: Increased weekend service on Route 35 that matches weekday service levels. More direct service between the San Lorenzo Valley and Santa Cruz. - Route 73: New routing and service increase in Capitola Village. - Route 55: New routing and service increase in Aptos/Seacliff/Rio Del Mar
University of California, Santa Cruz (UCSC) Transit Service	5	3	3	5	5	5	5	4.20	High	<p>Increase weekend and weekday service to UCSC and its employment center in Scotts Valley.</p> <p>Add service from UCSC to the east side of Santa Cruz.</p> <p>Increase frequency on priority routes to a 15-minute interval.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO Phase 1: Higher frequency at UCSC.



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Interregional and Cross-County Services	5	3	3	5	5	5	5	4.20	High	<p>Increase weekend service on Highway 17</p> <p>Provide direct services to: Los Gatos, San Jose Airport, Monterey County, Salinas Intermodal Transportation Center, Live Oak to San Jose Diridon Station, and Gilroy VTA.</p> <p>Support an integrated transit network</p> <p>Allow local paratransit, school, and charter busses to access bus on shoulder lane</p> <p>Coordinate with MTC to connect transit service.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Bus on Shoulder <p>METRO:</p> <ul style="list-style-type: none"> - Final Reimagine METRO Phase 2 Improvements - Highway 17: Additional weekday and weekend service.
Passenger Rail Service	5	3	3	5	5	5	5	4.20	High	<p>Passenger rail connecting Santa Cruz County to other jurisdictions</p> <p>Support integrated transit network and multimodal transfer stations along the Santa Cruz Branch Rail Line for BRT or rail service (per Unified Corridor Investment Study and Transit Corridor Alternatives Analysis).</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Zero Emission Passenger Rail and Trail project (ZEPRT)
NEED: Enhanced Connectivity between Key Destinations											
Primary Destinations within Santa Cruz County	5	3	3	5	5	5	5	4.20	High	<p>Increase service county-wide to Capitola Mall, Capitola Village, and Cabrillo College.</p> <p>Expand service to new residential and commercial areas in Watsonville.</p> <p>Improve north-south transit connections, such as Soquel Ave/Drive to coastal communities.</p> <p>Provide service to libraries, public venues, public agencies, and sheriff offices.</p> <p>Investment Study and Transit Corridor Alternatives Analysis.</p> <p>Develop express routes, such as from Watsonville to Scotts Valley</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO Phase 2: New Route 78. New all-day service on West Beach Street, Ohlone Parkway, and to the new County Social Service offices at Westridge. This route will also serve Watsonville Community Hospital and Freedom Centre. - Route 55: New routing and service increase in Aptos/Seacliff/Rio Del Mar: Route 55 service now starts at Cabrillo College and runs to Aptos/Seacliff/Rio Del Mar - Route 73: New routing and service increase in Capitola Village.



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Tourist Destinations and Special Events	5	2	3	5	5	5	5	4.00	High	<p>Provide service to major tourist areas, including Wilder Ranch, Waddell Creek, North Coast, DeLaveaga Park, and weekend service to the Boardwalk via Highway 17.</p> <p>Establish partnerships with the Santa Cruz Visitor Center to provide special event services.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Rail Trail
NEED: Faster and Easier Transit System-Wide											
System-Wide Efficiency	5	3	3	5	5	5	5	4.20	High	<p>Enhance connections by increasing frequency and service span to reduce transfer wait times.</p> <p>Investigate opportunities for transit priority lanes, signal priority, and direct service routes to minimize transfers.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO - All projects intend to increase service by over 40 percent through the Reimagine METRO service restoration and expansion plan
Commuter Service	5	3	3	5	5	5	5	4.20	High	<p>Improve commuter transit, including options for Highway 17 service extensions to Watsonville and faster routes between San Lorenzo Valley and Santa Cruz (EX: express busses).</p>	
Signal Priority and Corridor Efficiency	5	2	2	5	4	5	4	3.65	Medium	<p>Install transponders for signal priority on major corridors to improve traffic flow, reduce travel time, and enhance on-time performance.</p> <p>Increase service frequency to 15-minute intervals on the East Side of Santa Cruz.</p>	<p>SCCRTC:</p> <ul style="list-style-type: none"> - Countywide Pedestrian Signal Upgrades <p>METRO:</p> <ul style="list-style-type: none"> - Reimagine METRO implemented 15-minute service on three corridors, including Route 1 traveling from Santa Cruz to Watsonville via Soquel - Rapid Corridors project studied and recommended transit signal improvements at 60+ intersections on routes 1 and 2.
NEED: Intra-Community and Micro-Transit Options											
Intra-Community Services	4	3	4	4	5	3	4	3.85	Medium	<p>Develop neighborhood-focused transit options, such as: Circulators in San Lorenzo Valley and Scotts Valley and micro-Transit programs in San Lorenzo Valley, Scotts Valley, Soquel, Aptos, and Watsonville.</p> <p>Explore partnerships with ride-hail and taxi services for first/last-mile connections.</p>	



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5.0 Transit Capital																
NEED: Transit Stops, Bus, and Accessibility Improvements																
ADA and Accessibility Enhancements	5	3	5	5	3	5	1	4.20	High	<p>Ensure all bus stops are ADA-compliant.</p> <p>Prioritize bus stop improvements, focusing on high usage by seniors and individuals with disabilities.</p> <p>Add braille, raised numbers, and technology-based wayfinding for bus routes at stops, with adjustable height for wheelchair access.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Rapid Corridors project studied and recommended accessibility improvements at over 100 bus stops; funding secured for a portion of the project 					
Safety and Comfort Features	5	2	5	5	3	5	2	4.05	High	<p>Install shelters, benches, and lighting at all bus stops, with solar LED lights, in-pavement lighting, and in-road warning lights.</p> <p>Add bus stop amenities, such as digital bus tracking, USB charging, and Wi-Fi.</p> <p>Partner with private companies to enhance Wi-Fi availability.</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Purchased and installed 30 new bus shelters with solar lighting and big belly trash cans - Seeking funding through Rapid Corridors project for bus stop upgrades at 100+ stops on Route 1, 2, 73 and 90X. - All METRO buses are now equipped with Wi-Fi 					
Committee Oversight	3	2	4	4	1	4	1	2.85	Low	Reinstate and fund a bus stop committee to assess and monitor accessibility and make recommendations.						
Language Accessibility	5	2	3	5	2	5	1	3.50	Medium	<p>Multi-lingual wayfinding, signage, and bus materials.</p> <p>Hire bilingual staff for customer support.</p>						
NEED: Transit Station and Facility Improvements																
Transit Station Upgrades	5	2	5	5	5	4	3	4.25	High	<p>Coordinate improvements for Capitola Transit Center with Capitola Mall ownership.</p> <p>Install bike lockers at all transit stations</p>	<p>METRO:</p> <ul style="list-style-type: none"> - Pacific Station/METRO Center being redeveloped into 125 affordable housing units and new transit center - Planned Watsonville Transit Center redevelopment into 65 affordable housing units and new transit center. - Both Pacific Station and Watsonville Transit Center redevelopment projects include secure bike parking for hundreds of bikes. 					
Facility Maintenance	5	2	3	3	3	4	3	3.45	Medium	<p>Ensure funding for ongoing maintenance of bus stops, parking lots transit centers and related transit facilities.</p> <p>Add multi-fuel electricity generators at transit centers county-wide</p>	<p>METRO:</p> <ul style="list-style-type: none"> - METRO's operating and capital reserves ensure ongoing maintenance of bus stops and transit centers 					
NEED: Bus Replacement and Maintenance																



Need and Opportunity	Access and Mobility	Equity	Safety	Health	Economic Vitality	Cost versus Benefit	Environment (Reduce Emissions)	Score	Priority Rank	Potential Strategies	Agency Status Update (2024-2025)
Weight Replacement of Aging Buses and Equipment	30%	20%	20%	10%	10%	5%	5%	3.55	Medium	Replace buses that are beyond their useful life, including those serving rural areas. Prioritize funding for electric vehicle replacements and electric charging infrastructure.	METRO: - Has 9 battery electric buses (BEBs) and 53 fuel cell electric buses (FCEB) - 60% of total fleet - and has committed to only purchasing zero emission buses going forward.
NEED: Multimodal Connections											
Park-and-Ride and Multimodal Access	4	2	2	3	4	5	3	3.10	Medium	Construct park-and-ride lots along inter-city routes with limited feeder service. Add bike lockers and bike-sharing stations at key transit access points and micro-transit centers (EX: Water and Ocean) to facilitate first/last mile of travel. Expand the Pasatiempo park-and-ride lot and create a park-and-ride near Hwy 1 in Watsonville for transit connection.	SCCRTC: - Park and ride lot development
NEED: Real-Time Operations, Safety, and Modernization											
Operational Monitoring and Passenger Data	5	3	2	5	4	4	4	3.80	Medium		METRO: - Completed implementation of AVL and APC systems in 2024
Security Enhancements	3	1	5	3	1	3	1	2.70	Low		METRO: - All METRO buses are equipped with audio and video surveillance safety systems
Fare and Service Planning Modernization	5	2	2	5	3	4	2	3.40	Medium	Introduce electronic fare payment options for faster boarding and convenience. Upgrade planning and scheduling software for optimized service planning and community outreach.	METRO: - Splash pass - Santa Cruz METRO Real-Time - METRO has received state funding to implement a contactless payment system