



Santa Cruz County
Regional Transportation Commission's
Elderly & Disabled
Transportation Advisory Committee
Social Service Transportation Advisory Council

MEETING AGENDA
Tuesday, August 11, 2026
1:30 – 3:30pm

In-Person Meeting

1101 Pacific Avenue, Suite 250,
Santa Cruz, CA 95060

REMOTE PARTICIPATION

(see end of agenda for more information)

<https://us02web.zoom.us/j/82217044415>

Meeting ID: 822 1704 4415

Dial by your location: +1 669 900 9128

Accessibility: See end of agenda for details.

En Español: Para servicios de traducción al español, diríjase a la última página.

Agendas Online: www.sccrtc.org/meetings/elderly-disabled/

1. 1:30pm — Call to Order
2. 1:30pm — Introductions
3. 1:32pm — Consider AB2449 request(s) to participate in the meeting remotely due to emergency circumstances (a physical or family medical emergency that prevents a member from attending in person)
4. 1:35pm — Oral communications
5. 1:40pm — Additions or deletions to the consent or regular agenda

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.

6. Receive information items

- a. E&D TAC Membership Recruitment Ad – pg. 6
- b. Letter to E&DTAC Members: Metro Concerns Brought to the E&D TAC – pg. 7

7. Receive RTC June 11, 2026 Meeting Highlights – pg. 10

8. Approve E&D TAC Draft May 12, 2026 Minutes – pg. 12

9. Approve E&D TAC Draft June 9, 2026 Minutes – pg. 17

10. Receive Pedestrian Hazard Report – pg. 23

REGULAR AGENDA

11. Santa Cruz METRO Rapid Corridors Project – pg. 25

12. Santa Cruz METRO Fare Policy Modifications & Tap2Cruz Fare Payment – pg. 64

13. Advisory Committee Effectiveness and Engagement Survey – **staff report will be posted by Monday, August 10, 2026, at 5:00p.m.**

14. Receive Program Updates

- a. Volunteer Center
- b. Community Bridges
- c. Santa Cruz Metro
- d. SCCRTC

e. Pedestrian Ad-hoc Subcommittee

Adjourn – 3:30 pm

NEXT MEETING: Tuesday, October 13, 2026, at 1:30 pm hosted in person at the SCCRTC office located at 1101 Pacific Avenue, Suite 250, Santa Cruz, CA 95060.

HOW TO REACH US

Santa Cruz County Regional Transportation Commission
1101 Pacific Avenue, Suite 250 Santa Cruz, CA 95060
phone: (831) 460-3200 / email: info@sccrtc.org

AGENDA PACKETS

Complete agenda packets and all documents relating to items on the agenda are posted online at www.sccrtc.org/meetings/elderly-disabled/ at least 72 hours prior to the meeting. Sign up for E-News updates at sccrtc.org/about/esubscriptions/

REMOTE PARTICIPATION – Committee Members (AB 2449)

This meeting is being held in accordance with the California Ralph M. Brown Act as amended by AB2449 of 2022 and AB2302 of 2024 and as interpreted by Attorney General Opinion 23-1002.

- 1. Members of the committee may attend by teleconference if the location from which they are attending is open to the public to participate and the remote meeting location is listed on the agenda.*
- 2. Members of the committee may attend via zoom up to two times per year due to an emergency or for cause according to requirements set forth in Government Code Section 54953, as long as a quorum of the committee is present in person at one meeting location within the county. The remote location from which the member is participating does not need to be listed on the agenda and does not need to be available to the public.*
 - a. Government Code Section 54953(j) defines "just cause" as:*
 - i. Care of a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner;*
 - ii. a contagious illness that prevents a member from attending in person;*
 - iii. a need related to a physical or mental disability as defined by statute; or*
 - iv. travel while on official business of the RTC or another state or local agency*
 - b. Government Code Section 54953(j) defines "emergency circumstances" as a physical or family medical emergency that*

- prevents a member from attending in person. The committee member must provide a general description of the circumstances relating to your need to appear remotely at the given meeting (not exceeding 20 words). Medical condition does not need to be disclosed. The E&D TAC must take action to approve the request to participate due to an emergency circumstance at the start of their regularly scheduled meeting.*
3. *Per Attorney General Opinion 23-1002, members with an Americans with Disabilities Act (ADA) qualifying disability that precludes their in-person attendance may participate remotely as a reasonable accommodation due to their disability.*
 4. ***Under any circumstance that a member is participating remotely:*** *The members must be connected in real time through both audio and visual means, and they must disclose the identities of any adults present with them at the remote location.*

REMOTE PARTICIPATION – Public

The public may participate in the meetings of the Regional Transportation Commission (RTC) and its committees in person or remotely via the provided Zoom link. If technical difficulties result in the loss of communication for remote participants, the RTC will work to restore the communication; however, the meeting will continue while efforts are being made to restore communication to the remote participants. Members of the public participating by Zoom are instructed to be on mute during the proceedings and to speak only when public comment is allowed, after requesting and receiving recognition from the Chair.

PARTICIPACIÓN REMOTA – El público

El público puede participar en las juntas de la Comisión Regional de Transporte (RTC) en persona o remotamente a través del enlace Zoom proporcionado. Si problemas técnicos resultan en la pérdida de comunicación con quienes participan remotamente, la RTC hará lo posible por restaurar la comunicación. Pero, la junta continuara mientras se hace lo posible por restaurar la comunicación con quienes participan remotamente

ACCOMIDATIONS 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 persons 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 laborales 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.

TITLE VI NOTICE

The RTC operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person believing to have been aggrieved by the RTC under Title VI may file a complaint with RTC by contacting the RTC at (831) 460-3200 or 1101 Pacific Avenue Suite 250, Santa Cruz, CA, 95060 or online at www.sccrtc.org. A complaint may also be filed directly with the Federal Transit Administration to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

AVISO A BENEFICIARIOS SOBRE EL TITULO VI

La RTC conduce sus programas y otorga sus servicios sin considerar raza, color u origen nacional de acuerdo al Título VI del Acta Sobre los Derechos Civiles. Cualquier persona que cree haber sido ofendida por la RTC bajo el Título VI puede entregar queja con la RTC comunicándose al (831) 460-3200 o 1101 Pacific Avenue, Suite 250, Santa Cruz, CA 95060 o en línea al www.sccrtc.org. También se puede quejar directamente con la Administración Federal de Transporte en la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.



GET INVOLVED!

Join the Elderly & Disabled Transportation Advisory Committee

- ▶ Speak up about the transportation needs of seniors and disabled individuals
- ▶ Support transportation services to help seniors and disabled individuals to be independent, involved, and connected
- ▶ Guide and review planning, policy, and funding for transportation programs
- ▶ Communicate with public and private agencies, service providers, and community members about transportation needs

For information on membership positions, view the membership application at <https://www.sccrtc.org/apply-for-the-edtac/> or contact the Santa Cruz County Regional Transportation Commission at info@sccrtc.org

The Santa Cruz County Regional Transportation Commission delivers transportation solutions for a vibrant, sustainable, and equitable community.

1101 Pacific Ave., Suite 250, Santa Cruz, 95060
www.sccrtc.org, info@sccrtc.org, (831) 460-3200



Santa Cruz County
Regional Transportation Commission's
Elderly & Disabled
Transportation Advisory Committee
Social Service Transportation Advisory Council

July 31, 2026

Elderly and Disabled Transportation Advisory Committee Members
1101 Pacific AVE STE 250
Santa Cruz, CA 95060
831.460.3200

RE: Santa Cruz County Metro Transit District Accessibility Concerns

Request: I am asking for suggestions and discussion which can guide the RTC and Metro which we advise in addressing real concerns faced by riders with disabilities.

Background: The perception is that the needs of these passengers are being relegated to the "back of the bus". Many potential passengers are not taking advantage of services available to them because of changes in policies and procedures.

Some areas of concern are as follows:

Fixed Route Transit

Planning travel

- New website: This site is completely not usable by passengers who are blind or low vision. The trip planner does not allow riders to learn routes enough to figure out how long it might take to get from one area to another when taking multiple busses. Some information can be read but not bus schedules or route planning.
- Telephone customer service information: Only available during business hours and now weekend information no longer exists. This increases the need for advanced planning. Many customer service employees do not know help plan a route when the rider has multiple choices of busses. Riders required to call every time because of difficulty in learning routes.

- Learning routes: Nothing has replaced “schedule by stop” or the schedules tab on the website. Riders cannot learn the frequency or travel pattern for desired routes.
- Transit app: Not helpful when trying to figure out when to leave home. For many riders with disabilities, more planning and time are required to get out the door and it’s not helpful when the app just picks a random stop and says, 5 minutes! Blind riders have trouble identifying the direction of travel of a bus from the app.

Tap2Cruz

Enrolling if you are a passenger with a disability: Program should allow those who register and attach a payment card to receive the discounts for which they are eligible each time they board the bus. For veterans: Can enroll completely. For seniors and people with disabilities who are covered by Medicare, can enroll completely. People with disabilities who are under 65 and/or not enrolled in Medicare, there is no way to enroll in Tap2Cruz and receive the discount fares. Making this group pay cash denies them one of the features of this program, the recording of how many trips have been taken in a day, limiting the amount a passenger pays. Yes, they could simply tap a card, but this group of riders was not considered when setting up this fare system.

Rapid corridors

Moving bus stops to mid-block islands: Presents challenges for blind passengers: knowing there’s a stop, finding the crossing, crossing bike lanes while unable to hear an approaching bike on a street with heavy traffic. Potential challenges when there are multiple passengers using mobility devices getting on and off islands. Some discussions started.

ParaCruz Eligibility

Complaints continue:

- Application too cumbersome: The recent change to a strictly medical model means that many riders cannot get doctors or clinics to complete the forms; or forms are filled out by people who do not understand that rider’s specific transit needs.
- Eligibility missing judgment by those who live in and know Santa Cruz County. This means that riders are being refused because ADA rides do not understand the challenges of getting through some parts of our county as a pedestrian with a disability.
- Loss of ridership: Long-time legitimate ParaCruz riders are either giving up or finding themselves no longer able to use the service which has allowed them access to our county.

- The application is too cumbersome and hard to complete. The denials appear to be increasing. The perception is that the new procedures are designed to remove potential ParaCruz riders from the service.

Mobility Training Coordinator

Position too limited in scope. This appears to be more of an outreach, not an assistance position. As things become more complex, riders need someone who can be more involved in accessibility matters such as website testing, scheduling, mobility device questions, etc.

In conclusion, I hope that we can work as an advisory committee to help improve travel for those living with disabilities and to identify and meet their needs early in the planning process, so that they want to ride the busses.

Sincerely,

A handwritten signature in dark ink, appearing to read "Veronica Elsea", is written on a light-colored background.

Veronica Elsea

Chair, Santa Cruz County Regional Transportation Commission's
Elderly and Disabled Transportation Advisory Committee



*Santa Cruz County Regional Transportation Commission
1101 Pacific Avenue, Suite 250, Santa Cruz, CA 95060
phone: (831) 460-3200
email: info@sccrtc.org; website: www.sccrtc.org*

CONTACT: Shannon Munz, Communications Specialist (smunz@sccrtc.org)

Santa Cruz County Regional Transportation Commission (RTC) June 11, 2026 Meeting Highlights

Measure D-Rail Corridor Funds to Serve as Local Match for the Consolidated Rail Infrastructure and Safety Improvements (CRISI) Application for the Zero Emission Passenger Rail & Trail (ZEPRT) Project Environmental Component.

Consistent with prior direction to pursue competitive funding opportunities for ZEPRT, the Commission approved programming an additional \$1,440,000 in Measure D-Rail Corridor funds in FY 2027/28 through FY 2031/32 to serve as the local match for the Zero Emission Passenger Rail & Trail (ZEPRT) Project Environmental Component, for the Consolidated Rail Infrastructure and Safety Improvements (CRISI) Program funding application.

Adoption of the Findings, Statement of Overriding Considerations, and Mitigation Monitoring and Reporting Program as required by CEQA Guidelines and Adoption of the 2050 Santa Cruz County Regional Transportation Plan (RTP)

The Commission received the Final Environmental Impact Report (FEIR) for the 2050 Santa Cruz County Regional Transportation Plan, available for download at <https://ambag.org/plans/2050-metropolitan-transportation-plan-sustainable-communities-strategy>. The Commission also adopted a resolution adopting the Findings, Statement of Overriding Considerations, and Mitigation Monitoring and Reporting Program related to the Environmental Impact Report certified by the Association of Monterey Bay Area Governments, as the lead agency under CEQA, for the 2050 Santa Cruz County Regional Transportation plan; and adopted a resolution adopting the Final 2050 Santa Cruz County Regional Transportation Plan.

Contract Award for Construction Management Services for Segment 12 of the Coastal Rail Trail

The Commission authorized the Executive Director to enter into an agreement with HNTB Corporation in an amount not to exceed \$6,485,882 for construction management services for Segment 12 of the Coastal Rail Trail for term through June 30, 2030. Approval of this contract does not require additional local funding commitments beyond those already programmed for the Coastal Rail Trail Segment 12 Project.

Upcoming RTC and Committee Meetings

Regional Transportation Commission Meeting

Thursday, August 6, 2026, 9:00 a.m.

Bicycle Advisory Committee

Monday, August 10, 2026, 5:30 p.m.

Elderly & Disabled Transportation Advisory Committee

Tuesday, August 11, 2026, 1:30 p.m.

Interagency Technical Advisory Committee

Thursday, June 18, 2026, 1:30 p.m.

RTC and committee meetings are held in person. Non-voting members of the Commission and its committees, as well as members of the public and staff, will have the option to participate in person or remotely, provided equipment is available at the meeting location to allow remote participation. If there are technical difficulties during a meeting that prevent remote participation, the meeting will continue. Please check the RTC website [<https://sccrtc.org/meetings/calendar/>] or call 460-3200 to confirm meeting and video conference information for future meetings. Agendas are posted to the website at least 3 days before the meeting and will also include attendance information. Meetings may be canceled if there are no action items to be considered by the committee.

The RTC is committed to its compliance with the Americans with Disabilities Act (ADA). Please contact the RTC at least 3 days in advance of a meeting if special accommodations are needed. If any document, webpage, meeting, or recording is inaccessible to you, kindly notify us at info@sccrtc.org or by calling 831-460-3200.

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.



Santa Cruz County
Regional Transportation Commission's
Elderly & Disabled
Transportation Advisory Committee
Social Service Transportation Advisory Council

DRAFT MEETING MINUTES
Tuesday, May 12, 2026
1:30 – 3:30pm

In-Person Meeting

1101 Pacific Avenue, Suite 250,
Santa Cruz, CA 95060

REMOTE PARTICIPATION

(see end of agenda for more information)

<https://us02web.zoom.us/j/84788513704>

Meeting ID: 847 8851 3704

Dial by your location: +1 669 900 9128

Accessibility: See end of agenda for details.

En Español: Para servicios de traducción al español, diríjase a la última página.

Agendas Online: www.sccrtc.org/meetings/elderly-disabled/

1. 1:30pm — Call to Order

Vice Chair, Wells Shoemaker, called the meeting to order at 1:32pm

Members Present

Ares Wakamo, Social Services Provider – Persons of Limited Means
(Volunteer Center)

Jesus Bojorquez, CTSA (Lift Line)

Nadia Noriega, CTSA (Lift Line)

Bobbi Wood, SCMTD (METRO)

Michael Pisano, Potential Transit User (60+)

Wells Shoemaker, Vice Chair, 2nd District

Katie Nunez, 4th District

Portia Ramer, 5th District

Members Remote, not voting

Patty Talbott, Social Services Provider – Seniors

RTC Staff Present

Amanda Marino, Transportation Planner
Sierra Topp, Transportation Planning Technician
Max Friedman, Transportation Planner
Grace Blakeslee, Supervising Transportation Planner
Daniel Suarez, Transportation Planning Intern
Riley Gerbrandt, Associate Engineer

Guests Present

Paula Bradley, Community Member
Stu Mertz, Community Member

2. 1:30pm — Introductions

3. 1:32pm — Consider AB2449 request(s) to participate in the meeting remotely due to emergency circumstances (a physical or family medical emergency that prevents a member from attending in person)

None

4. 1:35pm — Oral communications

None

5. 1:40pm — Additions or deletions to the consent or regular agenda

Committee Member, Katie Nunez, arrived during Item 5.

Staff noted that Regular Agenda Items 9 and 10 were switched. Staff also noted that a handout associated with Item 10 (formerly Item 9) was posted online prior to the meeting and printed copies were made available at the in-person meeting location.

CONSENT AGENDA

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- 6. Receive RTC Meeting Highlights from April 2, 2026**
- 7. Receive TDA Revenue Report**
- 8. Approve E&D TAC Draft Minutes from April 14, 2026**

Motion (Pisano/Ramer) to approve the April 14, 2026, Consent Agenda. The motion passed unanimously with committee members Ares Wakamo, Nadia Noriega, Michael Pisano, Wells Shoemaker, Katie Nunez, Portia Ramer voting "aye".

REGULAR AGENDA

9. North Coast TDM Plan: Milestone 3: Final Report

Committee Members, Bobi Wood and Jesus Bojorquez, arrived during Item 9.

RTC Transportation Planner, Max Friedman, presented the Draft Final North Coast Transportation Demand Management (TDM) Plan (Milestone 3) and shared a survey for E&D TAC members to provide feedback on the Plan.

Committee members discussed pedestrian safety along Highway 1 in the plan area, including the benefits of formal pedestrian crossings and the importance of pairing roadway design improvements with enforcement measures.

Committee members also discussed potential paid parking strategies on the North Coast. Questions were raised regarding the purpose and goals of paid parking, as well as how impacts could be mitigated through complementary strategies such as free park-and-ride facilities and transit services.

Additional discussion focused on the need for coordination with San Mateo County to coordinate transportation and parking management strategies.

No action taken

10. Zero Emission Passenger Rail and Trail Project (ZEPRT) Update

RTC Associate Engineer, Riley Gerbrandt, provided an update on the Zero Emission Passenger Rail and Trail (ZEPRT) Project. Mr. Gerbrandt reviewed the RTC action at the December 2026 meeting with a recommendation that included support for future rail and continued partnership with the Caltrans Division of Rail on Corridor Identification and direct staff to bring back to the Commission for consideration a final design for and take any other actions to implement the Interim Trail on Segments 9-11.

Committee members asked whether the interim trail would be paved and noted that paved surfaces are necessary to accommodate certain disabilities and mobility devices.

Discussion focused on accessibility considerations for both rail and trail facilities, including ADA access to restrooms and boarding areas for individuals using larger e-mobility devices.

Committee members also asked about the availability of charging stations for e-mobility devices along the trail, noting that many devices have a limited travel range of approximately five miles.

Additional comments emphasized the importance of amenities along the trail and at rail facilities, including seating for rest breaks, shade or weather protection, and water fountains.

No action taken

11. Receive Program Updates

a. Volunteer Center

- i. The transportation program continues to experience high demand and is currently providing more rides per week than ever before. Program hours have been expanded from 10:00 a.m.–2:00 p.m. to 9:00 a.m.–5:00 p.m. Riders may request earlier or later trips, and staff will attempt to accommodate those requests as capacity allows. The program provides rides throughout Santa Cruz County but does not currently operate outside the county. Participants may contact the program directly or be referred by service providers.

b. Community Bridges

- i. Staff reported an increase in on-demand rides, including growing demand from Monterey and San Benito counties. The Transportation Network Company (TNC) Access for All program has exceeded its original goal, increasing from 1,000 to 3,000 rides. Community Bridges also continues to operate an out-of-county transportation program providing rides to San Francisco/San Jose and Monterey five days per week from 8:00 a.m.–2:00 p.m.

c. Santa Cruz Metro

- i. No updates provided

d. SCCRTC

- i. Update on TDA funding reserve funding and decision on allocations.
- ii. The 2026 Unmet Transit and Paratransit Needs List was approved by the RTC at the May Public Hearing.

e. Pedestrian Ad-hoc Subcommittee

- i. The subcommittee is collaborating with members of the Bicycle Committee to develop and distribute a flyer addressing pedestrian and bicycle safety near construction sites and maintaining access during construction activities.

ii. Pedestrian Hazard Report

Adjourn – 3:00 pm

NEXT MEETING: Tuesday June 9, 2026, at 1:30pm hosted in person at the RTC Office. Remote participation included.

HOW TO REACH US

Santa Cruz County Regional Transportation Commission
1101 Pacific Avenue, Suite 250 Santa Cruz, CA 95060
phone: (831) 460-3200 / email: info@sccrtc.org

Minutes respectfully submitted by, Sierra Topp, Transportation Planning Technician



Santa Cruz County
Regional Transportation Commission's
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Transportation Advisory Committee
Social Service Transportation Advisory Council

DRAFT MEETING MINUTES

Tuesday, June 9, 2026

1:30 – 3:30pm

In-Person Meeting

1101 Pacific Avenue, Suite 250,
Santa Cruz, CA 95060

REMOTE PARTICIPATION

(see end of agenda for more information)

<https://us02web.zoom.us/j/82217044415>

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1. 1:30pm — Call to Order

Chair, Veronica Elsea, called the meeting to order at 1:32pm

Members Present

Ares Wakamo, Social Services Provider – Persons of Limited Means
(Volunteer Center)

Michael Pisano, Potential Transit User (60+)

Veronica Elsea, Chair, 1st District

Wells Shoemaker, Vice Chair, 2nd District

Katie Nunez, 4th District

Portia Ramer, 5th District

Members Remote, Not voting

Stephanie Auld, Social Services Provider – Disabled (County)
Kendra Webster, Social Services Provider – Seniors (County)
Jesus Bojorquez, CTSA (Lift Line)

RTC Staff Present

Amanda Marino, Transportation Planner
Sierra Topp, Transportation Planning Technician
Nick Danty, Transportation Planner
Daniel Suarez, Transportation Planning Intern
Grace Blakeslee, Supervising Transportation Planner

Guests Present

Paula Bradley, Community Member
Jennifer Abrams, HDR Consulting
John Urgo, METRO
Miguel Liz. City of Watsonville
David D. – District 1 Community Member

2. 1:30pm — Introductions

3. 1:32pm — Consider AB2449 request(s) to participate in the meeting remotely due to emergency circumstances (a physical or family medical emergency that prevents a member from attending in person)

A motion was made to approve committee members Stephanie Auld, Jesus Bojorquez, and Kendra Webster's AB 2449 requests to participate remotely due to emergency circumstances. However, because a quorum of members was not physically present at the meeting location, the committee was unable to take action on the motion, and no vote was taken.

4. 1:35pm — Oral communications

John Urgo attended on behalf of Friends of Santa Cruz METRO to share updates on the initiative proposing a 1/2 cent (0.5%) sales tax for bus transit service.

Stephanie Auld, EDTAC Committee Member inquired about the removal of the Garfield Park bus stop. John Urgo responded that the City of Santa Cruz nor Santa Cruz METRO have no plans to remove this stop.

5. 1:40pm — Additions or deletions to the consent or regular agenda

None

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6. Receive information items

a. E&D TAC Letter of Support for the City of Capitola's Safe Streets and Roads for All (SS4A) Implementation Grant Application

7. Receive RTC Meeting Highlights from May 7, 2026

Committee member Katie Nunez arrived during item 7

Motion (Pisano, Ramer) to approve the June 9, 2026, Consent Agenda. The motion passed unanimously with committee members Ares Wakamo, Michael Pisano, Wells Shoemaker, Katie Nunez, Portia Ramer, Veronica Elsea voting "aye".

REGULAR AGENDA

8. Planning for Climate Resilience of the Santa Cruz Branch Rail Line Milestone 2 Study Update

Amanda Marino, RTC Transportation Planner, presented a Milestone 2 update on the Planning for Climate Resilience of the Santa Cruz Branch Rail Line Study.

Staff requested input on the proposed concepts, identification of any missing features or considerations, and feedback on the evaluation criteria and data points that would be helpful in measuring the benefits and disadvantages of each concept.

Committee questions and comments included:

- If seismic activity, including soil liquefaction and other geologic hazards, would be evaluated as part of the study and whether these factors could influence the viability of certain infrastructure options.
- If residents and agencies in the Pajaro Valley are being consulted as part of the study.
- The rationale for evaluating the climate resiliency of both a short-term trail use and longer term combined trail and rail use.
- If relocation of the rail corridor along Highway 1 is being prioritized as a response to climate impacts.
- If climate change projections are included in the sea-level rise assumptions used in the study.

- How this study is being coordinated with the Caltrans Corridor ID Program.
- Whether the costs associated with each alternative were already included in the Zero Emission Passenger Rail and Trail (ZEPRT) Concept Report.
- Recommended adding longevity to the evaluation criteria to measure the lifespan of physical infrastructure.
- Recommend that RTC staff should coordinate with other agencies conducting climate resiliency analysis.
- Expressed concern that RTC may ultimately move forward with removing the rail tracks.

No action taken

9. City of Watsonville Clifford Avenue Road Rehabilitation and Traffic Calming Project

Miguel Lizarraga, Principal Planner for the City of Watsonville, presented information on the Clifford Avenue Road Rehabilitation and Traffic Calming Project.

Committee questions and comments included:

- If all intersections along the corridor would be controlled by stop signs and whether any traffic signals are proposed as part of the project.
- If proposed stop signs would include flashing lights.
- How traffic calming designs can create challenges for people who are blind or have disabilities and emphasized the importance of ensuring accessibility is incorporated into the project design.
- Importance of visibility around bulb-outs and other traffic calming features.
- Suggested that City staff connect with those residents and consider conducting a focus group to gather input from older adults who may be affected by the project.
- The importance of enforcement to ensure proposed traffic calming measures are effective

No action taken

10. Cruz 511 Hazard Report Form

Nick Danty, RTC Transportation Planner, provided an update on the Cruz511 Hazard Report Form and conducted a demonstration of the proposed new reporting platform.

Committee questions and comments included:

- The importance of including text-entry fields for users who may be unable to use the map feature or who prefer to describe a hazard in writing.
- Maintaining "other" option in types of hazards
- Make it as simple and convenient as possible for users to submit reports and concerns, such as a voice-recording feature.

- The need to establish an effective process for coordinating hazard reports with partner agencies.
- Consider the target audience when designing the form and conduct user testing with groups like parents, law enforcement personnel, and other community members.
- Conducting outreach to increase public awareness of the reporting tool and ensuring that the platform can be translated into multiple languages.
- Include information on what constitutes an emergency or urgent matter, including considerations related to timing and the level of danger posed by the hazard, and provide information on who to contact in emergency situations rather than submitting a hazard report.
- Development of a mobile app version of the reporting tool.
- Whether a CAPTCHA feature is necessary
- Requested to add "wheelchair user" as an option
- Support for the map feature to accurately pinpoint the location of hazards.
- Support for the concept of a public dashboard that would display reported hazards and identify hotspots.

No action taken

11. Receive Program Updates

- a. Volunteer Center
 - i. Transportation program is continuing with expanded hours and training new volunteers for dispatch.
- b. Community Bridges
 - i. Revenues provided for the TNC access for all program is allowing for additional growth. Ridership has now surpassed the goal of 1,000 rides per year.
- c. Santa Cruz Metro
 - i. Committee members requested METRO bring an item to a future E&D TAC meeting to discuss accessibility of making bus payment, accessing bus scheduling, utilizing the METRO website, and more information about ParaCruz eligibility.
- d. SCCRTC
 - i. There are vacancies on the Committee and RTC is going to run sentinel ad to recruit new member to fill vacancies
- e. Pedestrian Ad-hoc Subcommittee
 - i. Pedestrian Hazard Report
 - ii. Created a handout on tips for safe and comfortable interactions with blind persons and distributed to the E&D TAC.

Adjourn – 3:43 pm

NEXT MEETING: Tuesday August 11, 2026, at 1:30pm hosted in person at the RTC Office. Remote participation included.

HOW TO REACH US

Santa Cruz County Regional Transportation Commission
1101 Pacific Avenue, Suite 250 Santa Cruz, CA 95060
phone: (831) 460-3200 / email: info@sccrtc.org

Minutes respectfully submitted by, Sierra Topp, Transportation Planning Technician

Date	First Name	Last Name	Location	Cross Street	City	Category	Additional Comments	Forwarded to	Forwarded Date	Maintenance Number	Response	follow-up
8/3/2026	Jean	Brocklebank	1505 17th Ave	Harper St	Live Oak	Ped: Debris on Sidewalk	The property owner laid down gravel to allow parking in the front yard. The gravel ends up on the sidewalk, making it difficult to walk as well as to push our grocery shopping basket when we visit the Live Oak Super at the corner of 17th & Capitola Rd. This has been a problem for several months.	DPW	8/4/2026		08/04/26 Brittini Smrz: Good morning Daniel & Jean, Thank you for submitting a hazard report. I will forward to the Encroachment division for review.	
8/3/2026	Jean	Brocklebank	1605 Harper St	17th Ave	Live Oak	Ped: Debris on Sidewalk	The sidewalk has been half covered by dirt piles from gopher excavations on the property (see attached photo) or several months. When a delivery truck parks on the sidewalk (parallel to the sidewalk) it is even more difficult to walk over the dirt piles. Best to have this hazard cleared asap but definitely before the winter rains turn it to mud.	DPW	8/4/2026		08/04/26 Brittini Smrz: Good morning Daniel & Jean, Thank you for submitting a hazard report. I will forward to the Encroachment division for review.	
7/26/2026	Jenny	Larkin	Lake Ave	Carmel St	Twin Lakes	Ped: Rough Pavement or Potholes	In the middle of Lake Ave. A long groove, trip hazard. Fro 3 years Wharf-to-Wharf runners have tripped and been injured here. Today I saw 5 people trip, 2 fell.	DPW	7/28/2026		07/28/26 Arizza Murillo: Hello, Thank you for your email. I am forwarding to our Road Maintenance division for review & response.	
7/13/2026	Jean	Brocklebank	1195 Brommer Circle		Live Oak	Ped: Debris on Sidewalk	Property is a residence at 1195 Brommer Circle that is also along Brommer Street. I reported this the first time on June 3, 2026. Apparently the property owner was notified and the vegetation that was covering the sidewalk was cut back. However, the property owner did not clean up a lot of the residue, leaving it on the sidewalk all along Brommer Street. Additionally, the sidewalk has broken concrete that is a trip hazard.	DPW	7/13/2026 *By Jean*		*Since Report was also sent directly to County DPW, the issue was handle outside of RTC email chain*	
7/6/2026	Roderick	Bruce	Ecinal St	Post St	Santa Cruz	Ped: Lack of Sidewalk	The sidewalk ends and pedestrians have to walk out in the street in a dangerous spot in order to get back on the Encinal Street sidewalk.	Dan Estranero, Joanna Edmonds	7/7/2026		*Follow-up email sent on 08/04/26*	
7/6/2026	Karyn	Warner	Carmel St	Alta Loma Ln	Twin Lakes	Ped: No Crosswalk or Striping	Car drivers are confused since the cross walk striping has eroded and they do not yield to pedestrians who have to dart across the street only to then have their access blocked by illegally parked cars that block the Carmel street side of the crosswalk.	DPW	7/6/2026		07/06/26 Arizza Murillo: Hello, Thank you for your email. I am forwarding to our Road Maintenance division for review & response.	
6/24/2026	Jesse	Bloom	Nobel Dr	Meder St	Santa Cruz	Ped: Traffic Signal Problem	There is No Stop Sign or Traffic Signal for the Southbound traffic. We had a severe collision occur on 1/30/26 under Case 26S-00532 which resulted in severe bodily injury.	Dan Estranero, Joanna Edmonds	6/24/2026		06/30/26 Joanna Edmonds: Thank you for forwarding this to us!	
6/11/2026	Matt	Miller	Water St	May Ave	Santa Cruz	Ped: No Crosswalk or Striping	The crosswalk median at May St. and Water St. no longer has the yellow detectable warning surfaces. Earlier this week, one portion was gone. As of this morning, all of the surfaces are missing.	Dan Estranero, Joanna Edmonds	6/15/2026		*Follow-up email sent on 08/04/26*	
6/8/2026	Veronica	Elsea	Laurel St	California St	Santa Cruz	Ped: Traffic Signal Problem	Accessible pedestrian signals not functioning.	Dan Estranero, Joanna Edmonds	6/9/2026		06/11/26 Joanna Edmonds: Hi Veronica, Thank you for reporting this issue. City of Santa Cruz Public Works staff will have a look at this signal and address any issues with the pedestrian signal at Laurel and California.	
6/8/2026	Veronica	Elsea	Mission St		Santa Cruz	Ped: Plant Overgrowth or Interference	On the sidewalk there is a hedge that is so large it completely blocks the sidewalk. As my guide dog did not want to take me out into Mission Street, we literally got on the ground and crawled under this hedge or whatever it is.	Dan Estranero, Joanna Edmonds	6/9/2026		06/11/26 Joanna Edmonds: Hi Veronica, Thank you for reporting this issue. City of Santa Cruz Public Works staff will do a field visit to identify any issues on the east side of Mission St between Rigg St and Laurel St. Then we will send a letter to the property owner(s) requesting they trim back any vegetation found over the sidewalk area	

Date	First Name	Last Name	Location	Cross Street	City	Category	Additional Comments	Forwarded to	Forwarded Date	Maintenance Number	Response	follow-up
6/8/2026	Veronica	Elsea	830 King St	Laurel St	Santa Cruz	Ped: Debris on Sidewalk	At the curb cut where Laurel runs into King before making jog. Since this intersection was redesigned this has been a problem. The curb ramp is so steep and the sidewalk is so narrow that mud and water collect there, and remain long after rain has stopped. So slippery and messy that it's hard to navigate. I broke my foot last December when debris flowed down the hill and my guide dog couldn't move me out of the way fast enough. Today in June, my dog still won't use the curb cut because it's still so messy. As I walk in the street till my dog shows me the safe driveway to use, traffic stops as people get out of their cars to yell at me. This creates a traffic hazard for vehicles on King Street.	Dan Estranero, Joanna Edmonds	6/9/2026		06/11/26 Joanna Edmonds: Hi Veronica, Thank you for reporting this issue. City of Santa Cruz Public Works staff will do a field visit to identify any issues in this location.	
6/8/2026	Bret	Williamson	7th Ave		Twin Lakes	Ped: Other	In the park open area behind Simpkins Swim Center I ran across a small trail leading from the tracks into the park. A short distance in there was a lot of trash on the trail and I saw a mattress and wasn't sure if someone was illegally camping there. I turned around and went back to the tracks and avoided any encounters but wanted to report it due to all of the trash that is in that area. There is a lot of it. Location of the trail is: There is an entrance to the park at the end of San Jose Ave where you can access the tracks or go into the park. If you get on the tracks going toward 7th Ave., there is a steep small side trail into the park on the left just down a bit.	DPW	6/9/2026		*Follow-up email sent on 08/04/26*	
6/4/2026	Ernesto	Anguiano	Portola Drive		Pleasure Point	Ped: Plant Overgrowth or Interference	There's a noticeable increase in vegetation growth encroaching into the bike lane and surrounding the fire hydrant. This poses a hazard to pedestrians, as there's no sidewalk, and it could obstruct emergency access to the hydrant. On the side traveling towards 21 St all s long the hill going down,	DPW	6/8/2026		06/08/26 Arizza Murillo: Hello, Thank you for your email. I am forwarding to our Road Maintenance division for review & response.	
6/1/2026	Ken	Martin	41st Ave	Melton St	Capitola	Ped: Traffic Signal Problem	Blinking pedestrian crossing not working on West side of 41st at 41st and Melton Street right next to Verutti liquor store.	Kailash Mozumder	6/3/2026		*Follow-up email sent on 08/04/26*	

AGENDA: August 2026

TO: Elderly and Disabled Transportation Advisory Committee (E&D TAC)
FROM: John Urgo, Chief Planning and Innovation Officer
RE: Santa Cruz METRO Rapid Corridors Project

RECOMMENDATION

Staff recommends that the Committee receive a presentation and provide input on Santa Cruz METRO's Rapid Corridors Project.

BACKGROUND

Santa Cruz METRO is implementing the Rapid Corridors Project, a capital improvement program along METRO Routes 1 and 2 connecting Watsonville and Santa Cruz through Capitola and unincorporated Santa Cruz County. Building on findings from METRO's Line 71 Transit Speed and Reliability Study, the roughly \$27 million project is now fully funded through the State's Transit and Intercity Rail Capital Program (TIRCP), SB 1 Solutions for Congested Corridors Program (SCCP), SB 1 Local Partnership Program (LPP-F), the Affordable Housing and Sustainable Communities (AHSC) Program, and local funds. Design is underway, with construction targeted to begin in summer 2027. The project will improve approximately 97 bus stops along the roughly 25-mile corridor, and many of the improvements directly benefit seniors and people with disabilities by making it easier, safer, and more comfortable to board, wait for, and ride the bus.

DISCUSSION

The project's objectives, and the ways they support accessible and comfortable travel for seniors and people with disabilities, are to

- Reduce bus travel times and improve on-time reliability, shortening trips and wait times for riders who depend on fixed schedules
- Upgrade bus stop amenities and pedestrian access so that boarding, waiting, and crossing the street to reach a stop are safer and easier
- Design bus stops and boarding areas to meet current accessibility standards, including near-level boarding and detectable warning surfaces
- Engage seniors, people with disabilities, and other community members to understand accessibility needs and priorities
- Coordinate with local jurisdictions and key stakeholders to identify steps to implementation

The Rapid Corridors Project improves the corridors along Soquel Drive, Freedom Boulevard, Lincoln Street, 41st Avenue, Capitola Road, and Water Street. Key destinations served along the corridor include Downtown Watsonville, Dominican

Hospital, Santa Cruz County Health Services, Cabrillo College, Capitola Mall, several K-12 schools, and downtown Santa Cruz.

Prior to the project, riders along Routes 1 and 2 faced missing amenities, bus stops located where boarding and waiting were difficult, a lack of protected crosswalks, discontinuous sidewalks, and traffic signals not coordinated with transit. These conditions fall hardest on riders who cannot easily stand for long periods, cross multiple lanes of traffic, or travel far to reach a stop. METRO's analysis found that, before improvements, bus trips along the corridor took roughly twice as long as the same trip by car, with dwell time at stops accounting for up to 40 percent of total travel time. A significant share of METRO riders are transit-primary riders with low incomes, for whom a reliable, accessible trip is essential rather than optional. Input gathered from bus operators and the public, including through the project's community engagement process, has directly shaped the accessibility improvements described below.

The Project applies accessibility and transit-priority best practices, including guidance on boarding island design intended to reduce conflicts at stops, to develop its recommendations. Design features of particular benefit to seniors and people with disabilities include:

- **Accessible Boarding Islands:** up to 23 new transit boarding islands are planned along the corridor. These islands separate the bus boarding area from the bike lane and general sidewalk, reducing the number of conflicts a boarding or alighting passenger must navigate. In-lane boarding islands also allow near-level or level boarding, reducing the step height between the curb and the bus for riders using wheelchairs, walkers, or canes. Boarding areas are being designed to current PROWAG accessibility standards, including a continuous detectable warning surface along the full unprotected boarding edge to assist riders with vision impairments.
- **Enhanced Shelters and Real-Time Information:** all 97 improved stops will receive upgraded seating, lighting, shelter, and real-time bus arrival displays. Seating and weather protection reduce the physical demands of waiting for riders with limited mobility or stamina, and real-time information lets riders time their arrival at the stop rather than waiting outside for an unknown length of time.
- **Protected Crossings and Transit Signal Priority:** the project adds a new pedestrian hybrid beacon (HAWK) crossing and up to five rectangular rapid flashing beacons (RRFBs) near stops, plus transit signal priority (TSP) at up to 60 intersections. New signalized and beacon-controlled crossings give pedestrians, including those using mobility devices or with vision impairments, a clearer and safer opportunity to cross to and from a stop, while TSP shortens time spent on the bus by helping buses move through intersections with less delay.

SUMMARY

Santa Cruz METRO seeks the Committee's input on the accessibility features of the Rapid Corridors Project, including boarding island design, shelter amenities, and pedestrian crossings, to help ensure the project meets the needs of seniors and people with disabilities.

ATTACHMENTS

1. Rapid Corridors Project Presentation



Santa Cruz METRO Rapid Corridors Project Update

July 2026

METRO's Strategic Goals



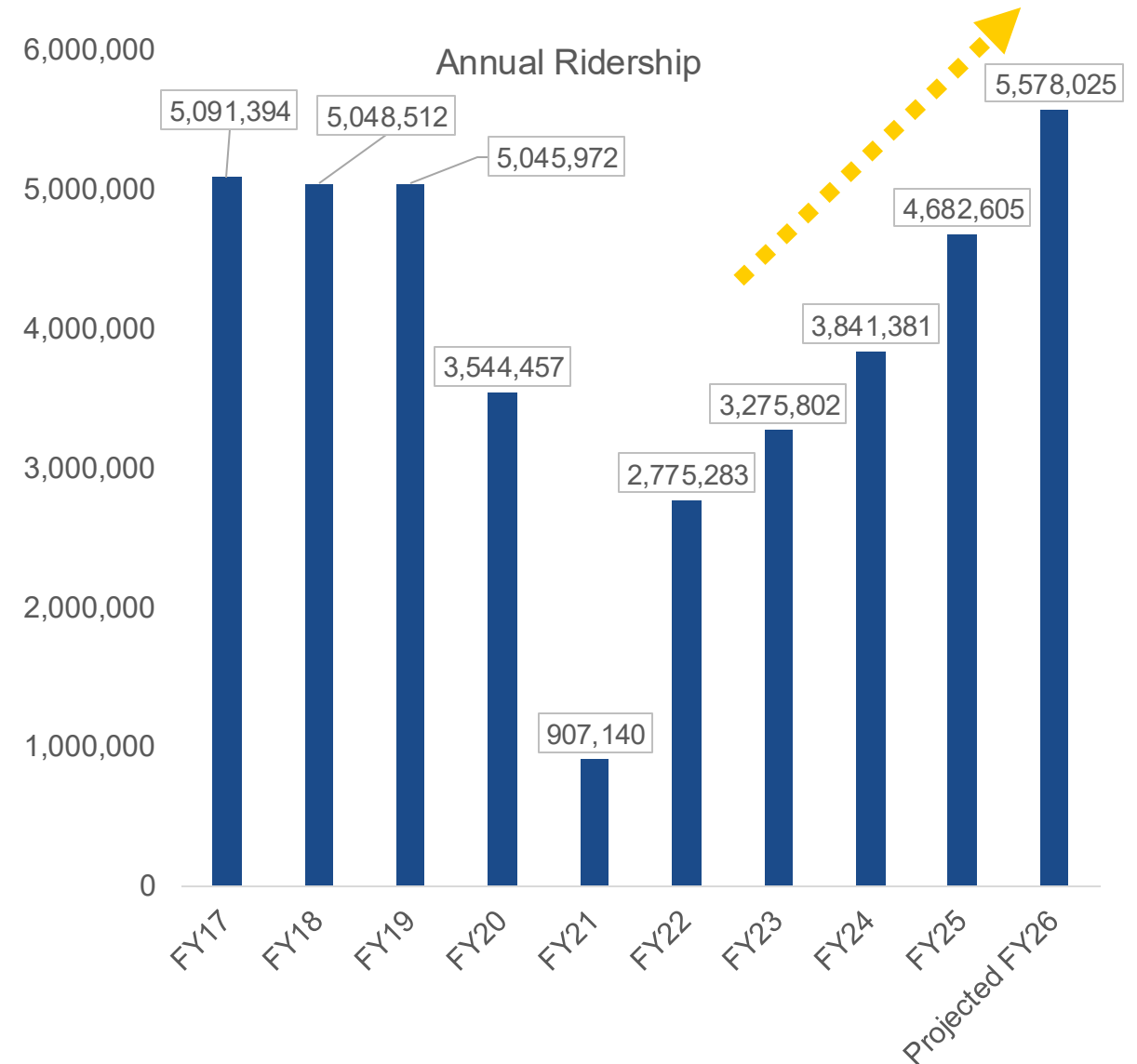
- **Double ridership** 2023-2028 (7 million trips)
- Build 200+ units of **affordable housing** at METRO-owned properties in the next decade
- Transition 100% of METRO's bus fleet to **zero-emissions** technologies by 2040



Progress To Date



- **Ridership:** 5.5 million trips (on track to finish FY26 10% *above* pre-COVID and *highest since 2011*)
- **Housing:** 127 units nearing occupancy at Rotkin Transit Center (Pacific Station) and 79 units to break ground in 2027 in Watsonville
- **Vehicles:** 60% of METRO's bus fleet converted to **zero-emission** in two years.



Project Overview

- **\$27M**
in state & local investment
- **~25 miles**
of corridor improvements
- **20%**
of all county transit trips
- **Watsonville → Santa Cruz**
via Freedom/Soquel and Main/Capitola



Current Challenges

Missing amenities

Many bus stops lack shelter, seating, and lighting - and none have real-time arrival info.

Slow, unpredictable service

Buses spend as much time stopped in traffic as they do in motion.

Gaps in pedestrian and bike access

Many stops are far from crosswalks, and buses block bike lanes at every stop.



Walking in the County is Not for the Faint of Heart (2026)



- Santa Cruz County Civil Grand Jury

Table 2- City of Watsonville Rank for Pedestrians Killed or Seriously Injured

Year	2017	2018	2019	2020	2021	2022	2023
Rank	15	5*	1*	6*	2*	3*	4*
# KSI	24	30	39	23	25	31	27

Table 2 shows the pedestrian safety ranking of the City of Watsonville from 2017 to 2023 compared to 103 California cities of comparable size, based on [OTS rankings](#). In six of the seven years reported, Watsonville is among the top 10 California cities for pedestrians killed or seriously injured. Ranks for years in the top ten are marked with an asterisk. The table also shows the absolute number of pedestrian KSI in each referenced year.

Existing Stops Are Uncomfortable Places To Be



MISSING SHELTERS, SEATING & LIGHTING

69% of stops have no shelter, **31%** have no benches, and many also lack adequate lighting — leaving riders exposed and vulnerable while they wait.



NO REAL-TIME PASSENGER INFORMATION

No stops have real-time arrival info, leaving riders to guess when their bus will arrive.

Taking The Bus Is Slow And Unpredictable



LOST TIME PER STOP

Bus stops in pull-outs and bike lanes create delay as buses pull over to the curb and must wait for traffic to let them merge back in.



LOST TIME PER TRIP

Without dedicated lanes or signal priority, riders wait in traffic like everyone else – making slow trips even slower.

And It Can Be Hard To Cross The Street



LACK OF PROTECTED CROSSWALKS

42% of bus stops are more than 100 feet from a protected crosswalk



NO SEPARATION BETWEEN BUSES AND BIKES

Buses stopping in bike lanes create discomfort for all road users

What does this mean for riders?



30 min

lost per trip to congestion

20–30 min

per trip spent at bus stops

2x

longer than driving the same route

~50%

of the time buses are stopped in traffic

Key Project Improvements



Category

Improvement Type



Amenities and Comfort



New bus shelters with seating and lighting
Digital next bus arrival signs



Speed and Reliability



New boarding islands
Transit signal priority
Queue jumps



Access and Safety



New pedestrian crossings
ADA enhancements
Bus stop relocation and consolidation

How will this project benefit the community?



FASTER TRIPS

40%

Signal priority, queue jumps, and boarding islands will cut travel time by 18-28 minutes depending on direction

STOPS UPGRADED

100

Including shelters, seating & real-time arrival signs throughout the corridor

EXPANDED ACCESS

100,000

Residents will be within a ½-mile of a high-quality bus stop

Enhanced Amenities & Comfort

Goals

- **More comfortable stops** with shelters that provide shade, lighting and protection from rain
- **Real time bus arrival information** so riders know what to expect
- **Improved accessibility and comfort** for people of all ages and abilities



Stops Worth Waiting At



NEW RAPID BUS SHELTERS

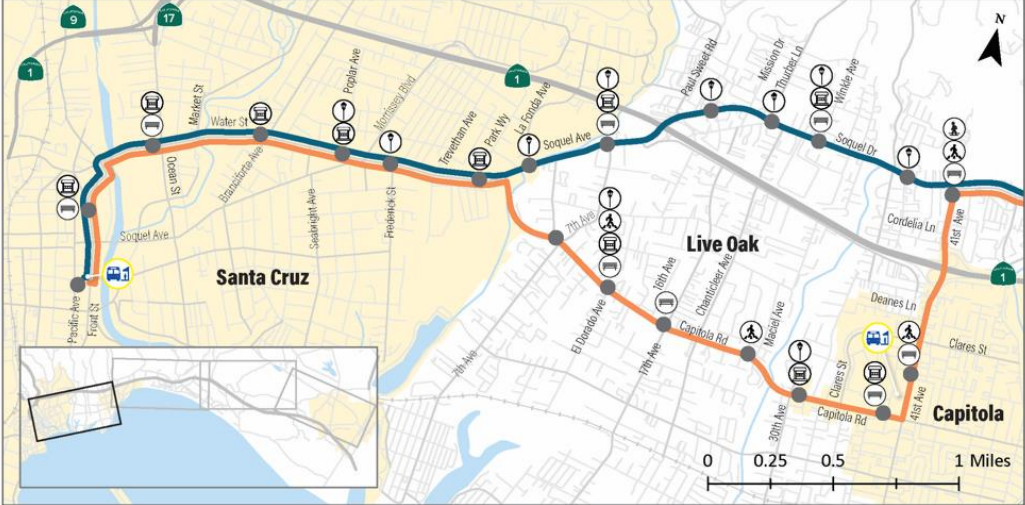
97 stops upgraded with shelters, seating & lighting — replacing bare poles with covered, lit, ADA-accessible waiting areas — including **34** in Watsonville.



DIGITAL NEXT BUS ARRIVAL SIGNS

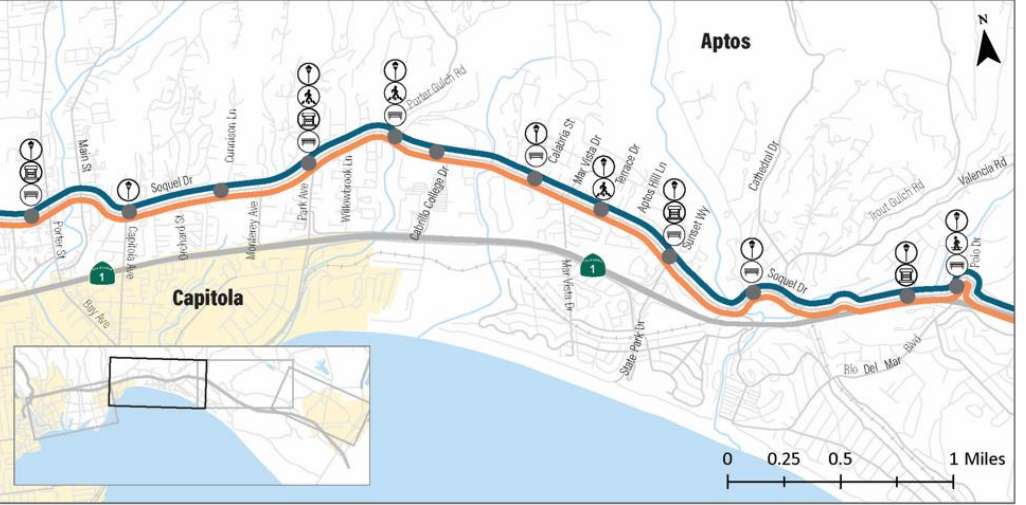
Every stop equipped with real-time arrival displays — eliminating guesswork, reducing perceived wait time, and making the system easier to use for all riders.

Enhanced Bus Stop Amenities



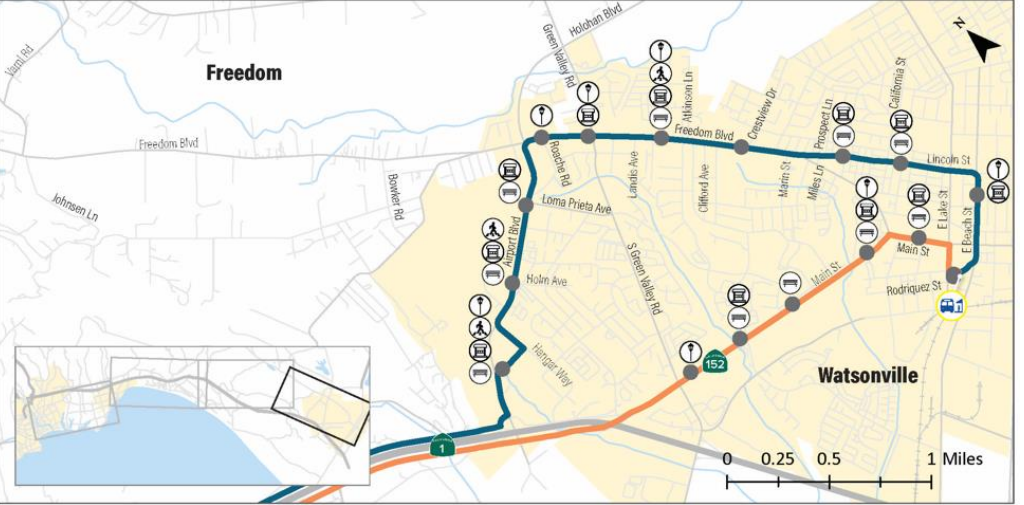
Northbound

Enhanced Bus Stop Amenities



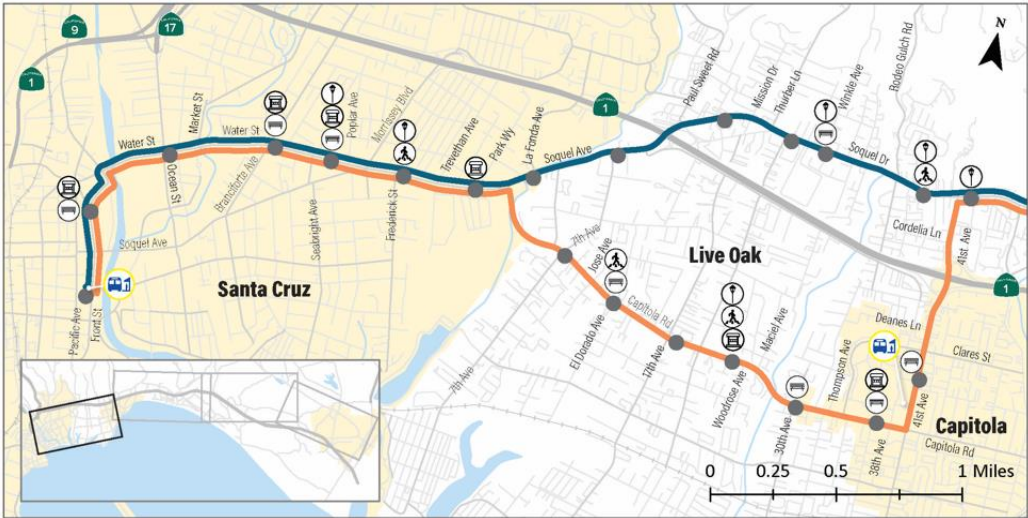
Northbound

Enhanced Bus Stop Amenities

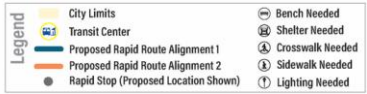


Northbound

Enhanced Bus Stop Amenities



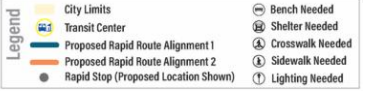
Southbound



Enhanced Bus Stop Amenities



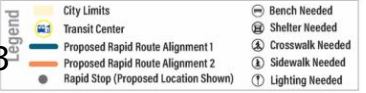
Southbound



Enhanced Bus Stop Amenities



Southbound



Faster & More Reliable Trips

Goals

- **Faster** travel times
- **More reliable service** that the public can count on being there
- Ability to **serve more riders** by reinvesting travel time savings into running buses more frequently



Extending The Curb To Meet The Bus



Bus Bulb



Transit Island

Bus Bulbs and Boarding Islands extend the curb so buses are not delayed when pulling out of and re-merging into traffic.

Only used where an adjacent through lane is present for cars

Passengers board safely on a raised platform. Cyclists pass behind on a designated path. Bicycle traffic flows around — not behind — the stopped bus.



Bus arrives on time more often



10-20 seconds saved per stop
= 8-10 minutes saved per trip!



Reduces delay for bus riders.



Wider boarding areas improve accessibility



Improves pedestrian and bike safety

Santa Cruz to Capitola



Bus Bulb & Transit Island Locations

Santa Cruz:

- Transit Island: 7

Watsonville:

- Transit Island: 3
- Bus Bulb: 5

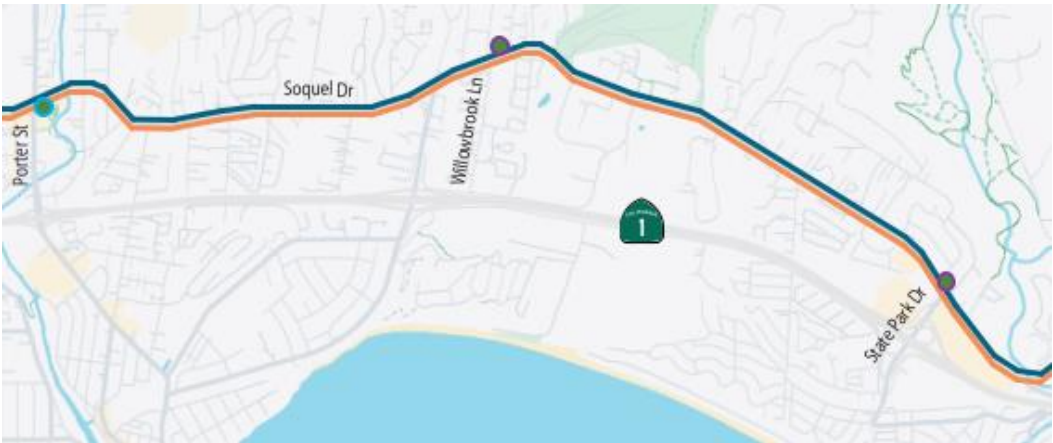
County:

- Transit Island: 8
- Bus Bulb: 1

Capitola:

- Transit Island: 2

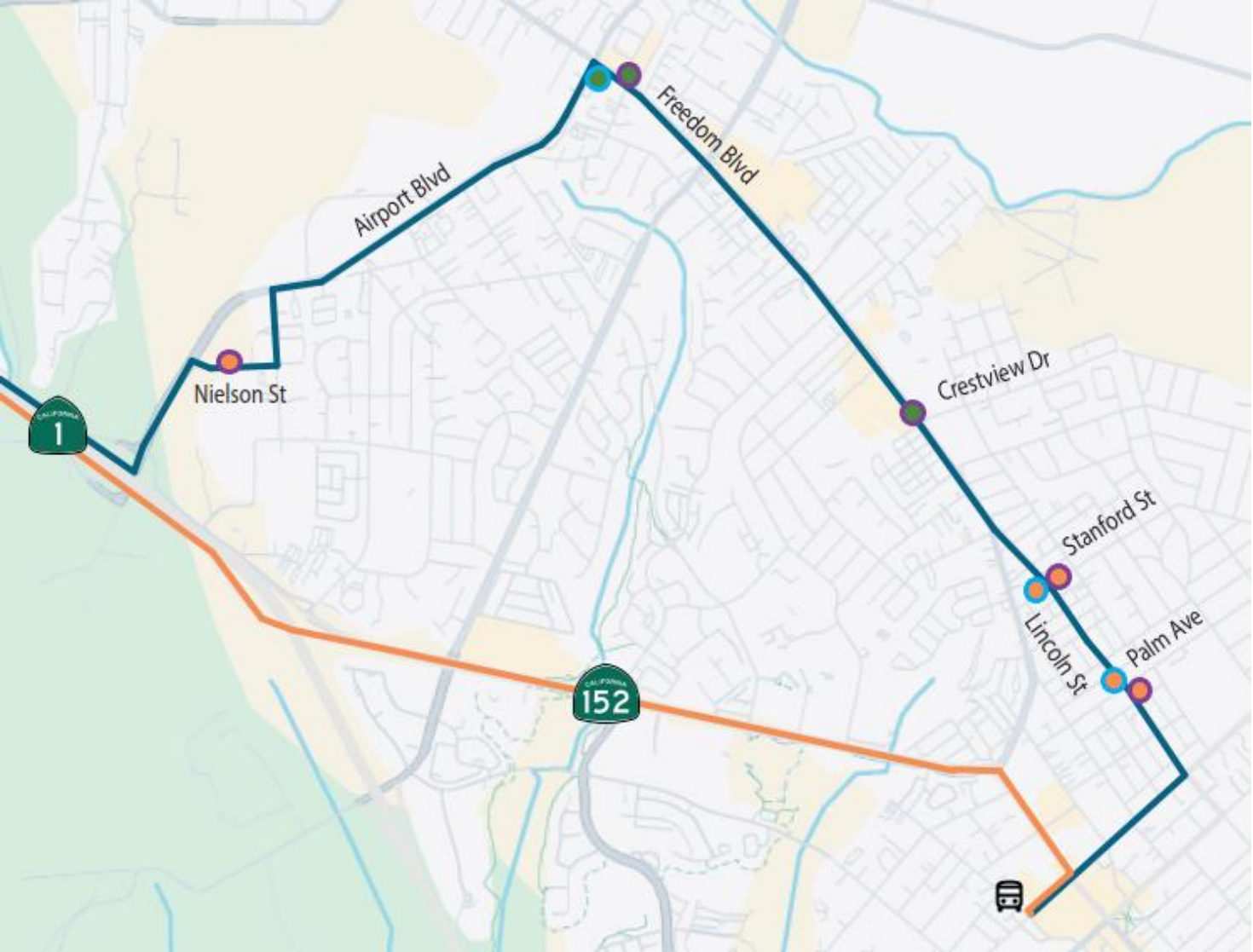
Capitola to Aptos



Bus Bulb & Transit Island Locations



Freedom to Watsonville



Bus Bulb & Transit Island Locations

Santa Cruz:

- Transit Island: 7

Watsonville:

- Transit Island: 3
- Bus Bulb: 5

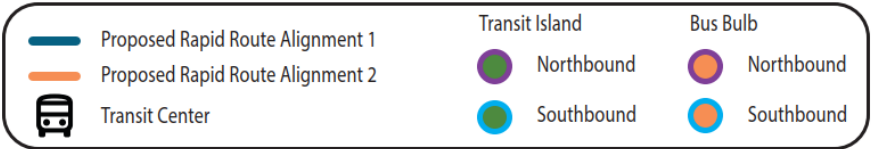
County:

- Transit Island: 8
- Bus Bulb: 1

Capitola:

- Transit Island: 2

Bus Bulb & Transit Island Locations



But I drive – how will this benefit me?

Less time stuck behind the bus: 85% of existing stops on Routes 1 & 2 in Watsonville are in-lane or partially in-lane

TODAY



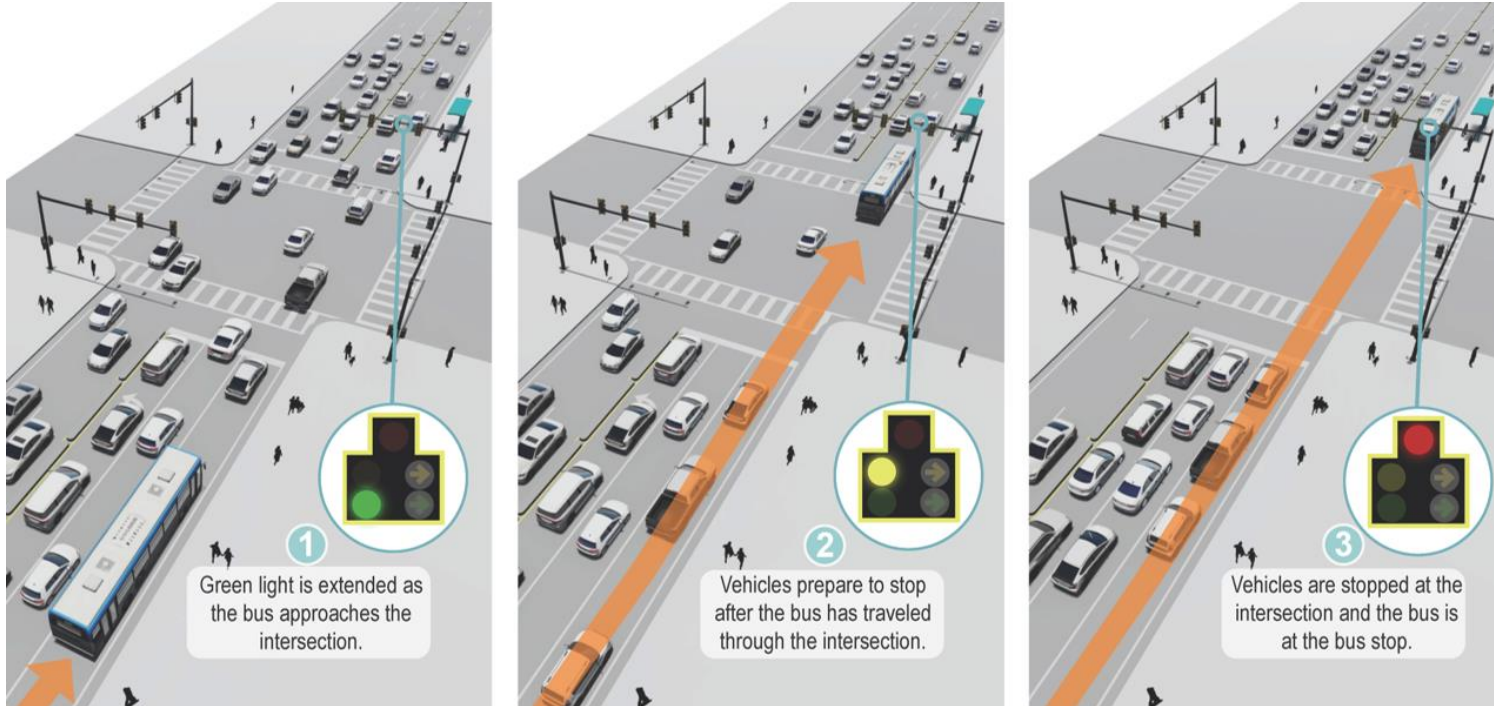
- ✗ Bus partially blocks 1 travel lane and bike lane where present
- ✗ Cars attempt to squeeze past with limited clearance
- ✗ Bus must re-merge into traffic after stop
- ✗ Delay for bus, hazard for cyclists

WITH BOARDING ISLAND



- ✓ Bus stops in-lane by design — safely
- ✓ Traffic flows in adjacent lanes — no squeeze
- ✓ No pulling to curb and re-merging means faster departures
- ✓ Cyclists use dedicated path behind platform

Green Lights and Head Starts



Transit Signal Priority (TSP) holds green lights for a few extra seconds as a bus approaches — allowing buses to clear intersections without stopping.

Uses on-board GPS and vehicle location technology combined with traffic signal controllers.

60+

Intersections

5–9

Minutes of trip time saved between Santa Cruz and Watsonville



Bus arrives on time more often



Reduces delay for bus riders

The map displays the proposed high-speed rail alignment through Santa Cruz and Live Oak. The alignment is shown as a thick blue line with red and yellow segments. Key streets and landmarks are labeled, including Pacific Ave, Front St, Water St, Ocean St, Branciforte Ave, Seabright Ave, Frederick St, Fremont Ave, Park Way, La Fonda Ave, Soquel Ave, 7th Ave, 10th Ave, Capitola Rd, El Dorado Ave, 17th Ave, 19th Ave, 21st Ave, 23rd Ave, 25th Ave, 27th Ave, 29th Ave, 31st Ave, 33rd Ave, 35th Ave, 37th Ave, 39th Ave, 41st Ave, 43rd Ave, 45th Ave, 47th Ave, 49th Ave, 51st Ave, 53rd Ave, 55th Ave, 57th Ave, 59th Ave, 61st Ave, 63rd Ave, 65th Ave, 67th Ave, 69th Ave, 71st Ave, 73rd Ave, 75th Ave, 77th Ave, 79th Ave, 81st Ave, 83rd Ave, 85th Ave, 87th Ave, 89th Ave, 91st Ave, 93rd Ave, 95th Ave, 97th Ave, 99th Ave, 101st Ave, 103rd Ave, 105th Ave, 107th Ave, 109th Ave, 111th Ave, 113th Ave, 115th Ave, 117th Ave, 119th Ave, 121st Ave, 123rd Ave, 125th Ave, 127th Ave, 129th Ave, 131st Ave, 133rd Ave, 135th Ave, 137th Ave, 139th Ave, 141st Ave, 143rd Ave, 145th Ave, 147th Ave, 149th Ave, 151st Ave, 153rd Ave, 155th Ave, 157th Ave, 159th Ave, 161st Ave, 163rd 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This map illustrates the proposed and existing alignments for Highway 1 along the coast from Capitola to Aptos. The proposed alignment is shown in blue, while the existing alignment is in orange. Key streets crossing the route include Main St, Soquel Dr, Fairway Dr, Cunningham Ln, Monterey Ave, Park Ave, Willowbrook Ln, Cabrillo College Dr, Hussey Dr, Marina Dr, Celestine Ct, Mar Vista Dr, Terrence Dr, Aptos Hill Ln, Aptos Rancho Rd, Cathedral Dr, Trout Gulch Rd, and Valencia Rd. The map also shows Highway 170 (Highway 1) and Highway 171 (Highway 1). A scale bar indicates distances from 0 to 1 mile. An inset map shows the location of the study area within the larger context of the region.

Freedom

Freedom Blvd

Johnson Ln

Buena Vista Dr

Airport Blvd

Ross Ave

Holm Ave

S Green Valley Rd

Main St

Watsonville

0 0.25 0.5 1 Mile

- **County Project: 20**
- **Not in County Project: 12**



Green Lights and Head Starts

Typical Queue Jump
Configuration May Vary By
Location



Typical queue jump configuration — may vary by location

Queue jumps are a specially marked travel lane at traffic signals that allows buses to get ahead of the traffic queue — reaching the intersection first and proceeding while other vehicles wait.

7 | Queue jumps planned at intersections along Routes 1 & 2

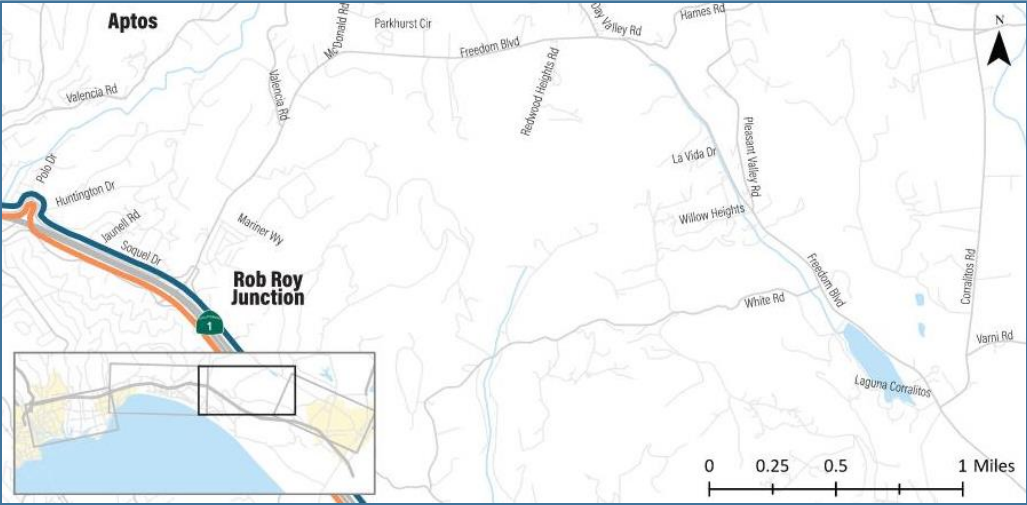
✓ | Bus arrives on time more often

 | Reduces delay for bus riders

Santa Cruz to Capitola



Aptos to Freedom



Capitola to Aptos



Freedom to Watsonville



Legend

City Limits

Transit Center

Proposed Rapid Route 1

Proposed Rapid Route 2

Northbound Queue Jump Location

Southbound Queue Jump Location

Queue Jump Locations (exact locations TBD)
Santa Cruz: 2
Watsonville: 2
County: 3

Safer Streets & Easier Access to Transit

Goals

- **Safer pedestrian access** to and from bus stops
- **ADA improvements** for people with disabilities
- **Clearer crossings** with better visibility for people walking and biking



Safer Pedestrian Access



HIGH-VISIBILITY CROSSWALKS

Solar-powered flashing beacons and high-intensity activated crosswalks improve safety for people on foot and bike



RECTANGULAR RAPID FLASHING BEACONS

Pedestrian-activated beacons alert drivers at key mid-block crossings — making it safer to reach bus stops



STOP RELOCATIONS & CONSOLIDATIONS

Stops moved closer to crosswalks and consolidated to reduce exposure — connecting more riders safely to transit

Designed for Everyone



DETECTABLE WARNING SURFACES

Tactile dome surfaces at curb ramps alert people with low vision to the edge of the sidewalk and street



DIRECTIONAL INDICATORS

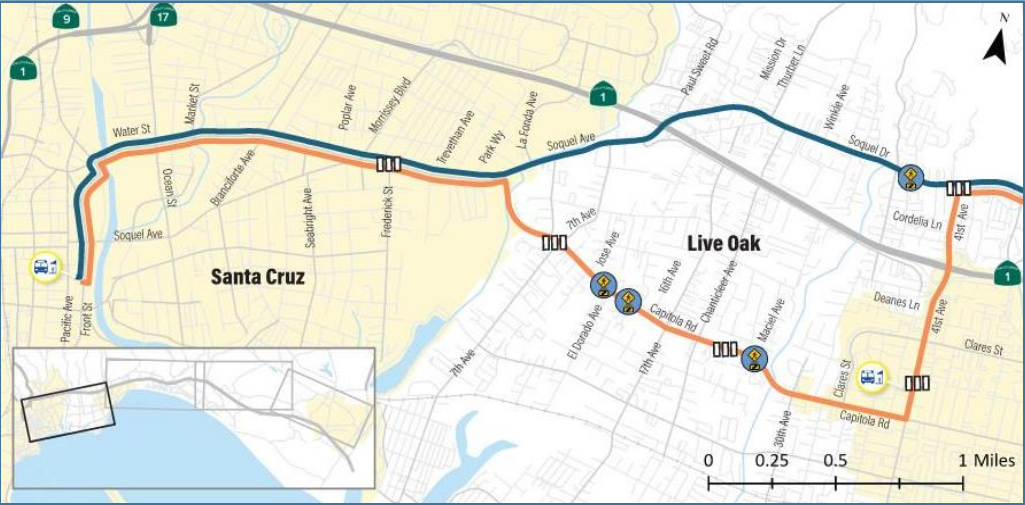
Raised edge treatments and directional tiles guide cane users safely along paths and across crosswalks



ADA-COMPLIANT CURB RAMP

Reconstructed curb ramps near bus stops provide smooth, accessible transitions for people using wheelchairs or mobility devices

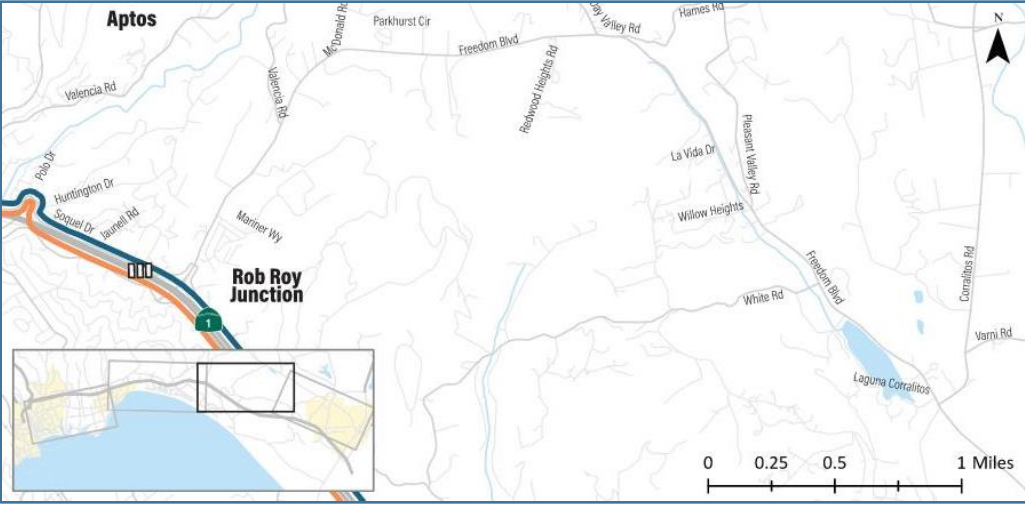
Santa Cruz to Capitola



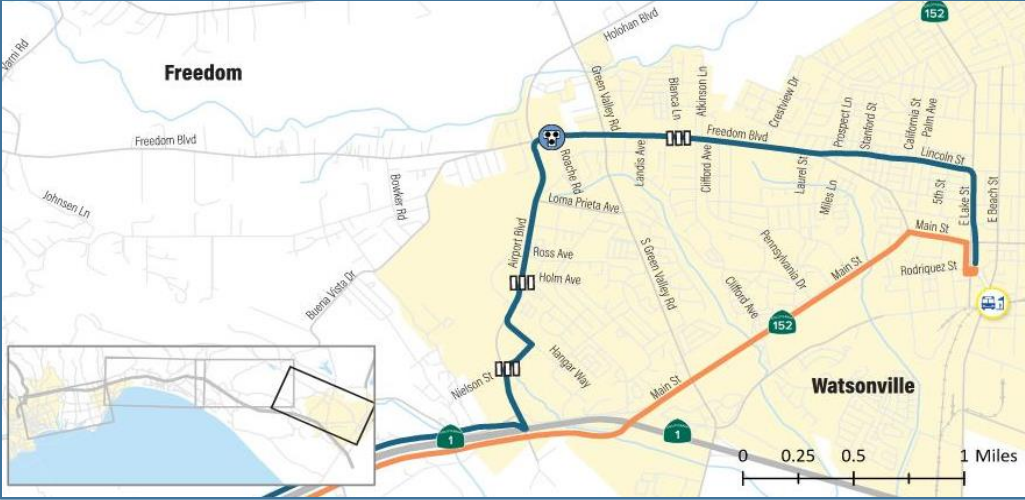
Capitola to Aptos



Aptos to Freedom



Freedom to Watsonville



Legend

- City Limits
- Transit Center
- Proposed Rapid Route 1
- Proposed Rapid Route 2

Pedestrian Crossings

- High-Visibility Crosswalks
- Rectangular Rapid Flashing Beacons (RRFB)
- Pedestrian Hybrid Beacons (PHB)

Pedestrian Crossing Locations

- Santa Cruz:**
- High Vis Xwalk: 1
 - RRFB: 1

- Capitola:**
- High Vis Xwalk: 1

- Watsonville:**
- High Vis Xwalk: 3
 - PHB: 1

- County:**
- High Vis Xwalk: 7
 - RRFB: 4

Case Studies & Conceptual Designs

Goals

- **Transit boarding islands** have been operating successfully for years in many cities around the world
- **Three transit islands and five bus bulbs** are proposed in Watsonville



Case Studies: Boarding Islands



SEATTLE, WA



LONG BEACH, CA



SAN FRANCISCO, CA

Case Studies: Constrained Boarding Islands



CHICAGO, IL

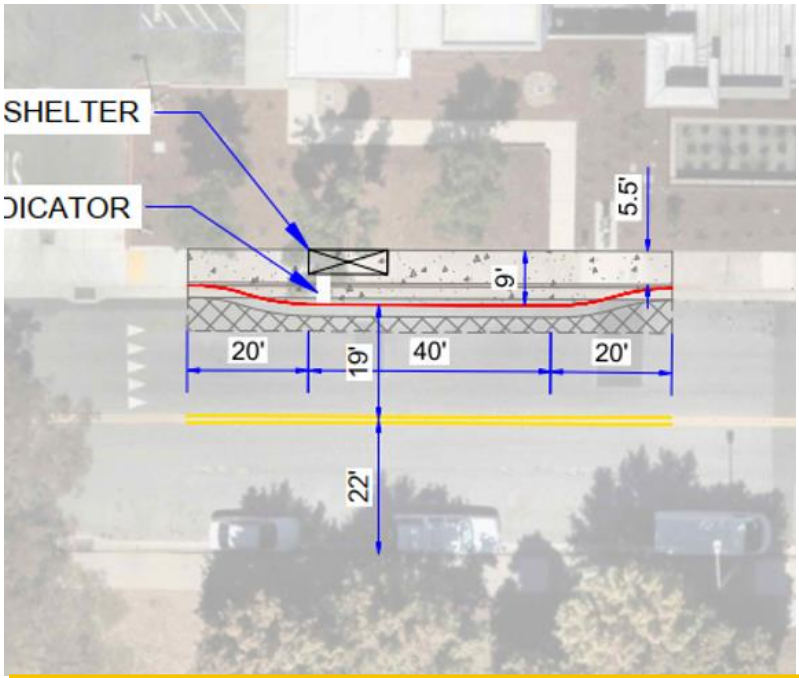


LOS ANGELES, CA

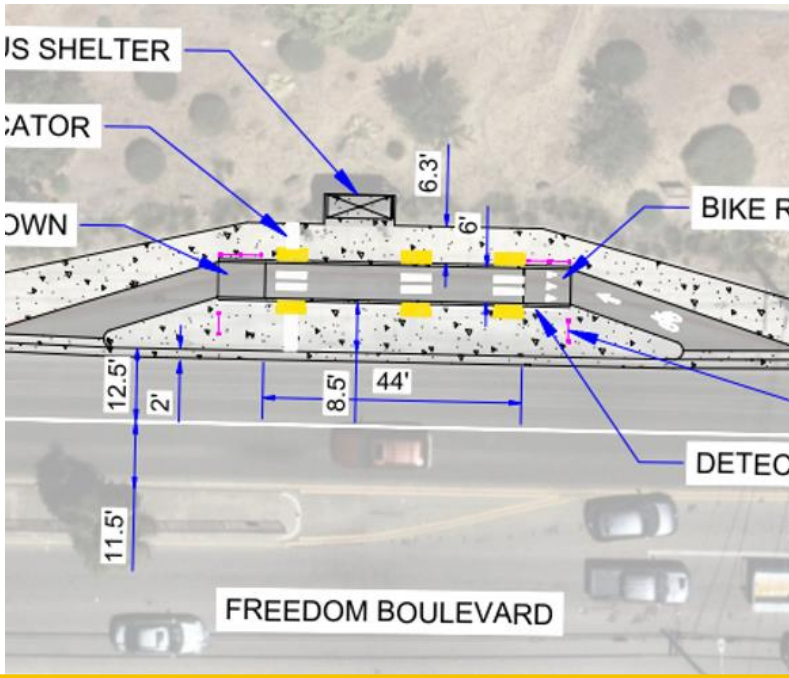


PORTLAND, OR

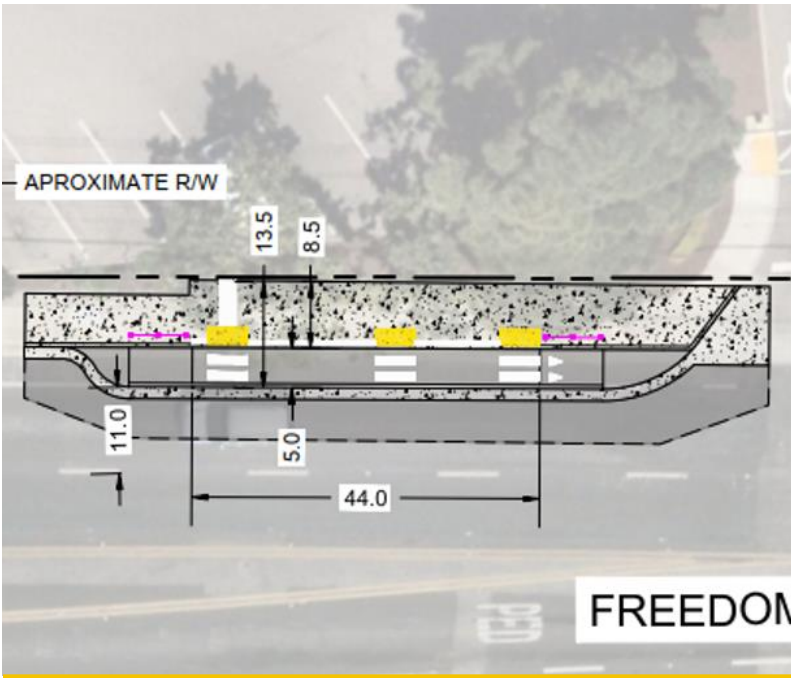
Conceptual Designs



Watsonville Community Hospital



Freedom Blvd at Crestview

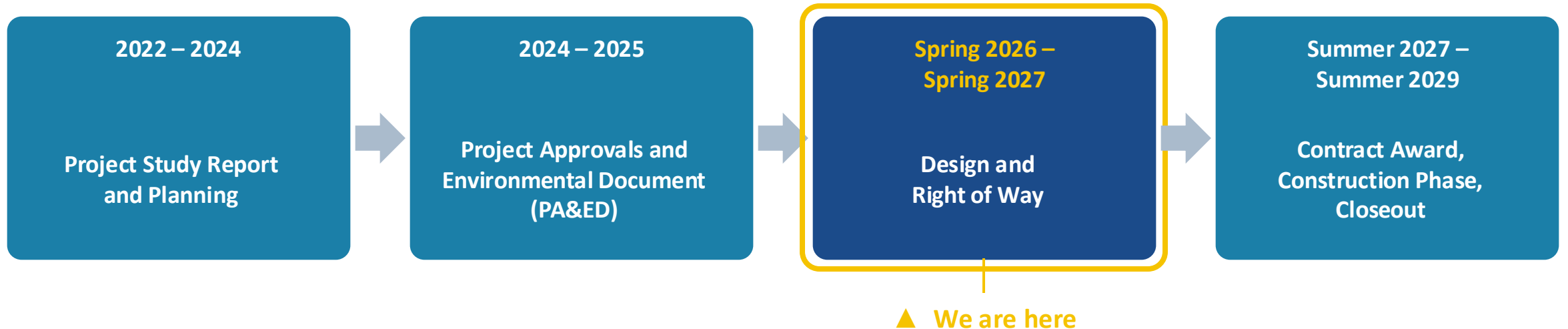


Freedom Blvd at Roache

Where Are We Now?



- From 2022 to 2024, METRO completed significant community outreach, a community survey, and a series of virtual and in-person events.
- In 2025, we completed the project approvals and environmental development phase and secured the last our grants totaling \$27 million.
- As we progress through design, we want to keep you and your community informed.



Next Steps



1

New project webpage

A dedicated project website and direct contact with the project team available for questions as design progresses

2

Deeper community engagement

Direct outreach to community-based organizations, community associations, and public leaders will increase

3

Proactive rider outreach

Transit users and those directly impacted will be notified as enhanced stop locations are finalized



Questions?

E-mail: jurgo@scmtd.com

AGENDA: August 2026

TO: Elderly and Disabled Transportation Advisory Committee (E&D TAC)

FROM: John Urgo, Santa Cruz METRO Chief Planning and Innovation Officer,
and Pete Rasmussen, Santa Cruz METRO Transportation Planner

RE: Santa Cruz METRO Fare Policy Modifications & Tap2Cruz Fare Payment

RECOMMENDATION

RTC Staff recommends that the Elderly and Disabled Transportation Advisory Committee (E&D TAC) receive information and provide input on METRO fare policy changes and Tap2Cruz fare payment system.

BACKGROUND

METRO will launch a new fare payment system named Tap2Cruz in Summer 2026. Tap2Cruz accepts contactless debit/credit bank cards (Visa, MasterCard, Discover, and American Express) and mobile wallets (Apple Pay, Google Pay).

In preparation for the launch of Tap2Cruz, METRO's Board of Directors made adjustments to the METRO fare policy to simplify fare products, offer a more equitable period pass option known as "fare-capping," and to standardize with state guidelines on Senior fares and Veteran Discount fare eligibility.

Santa Cruz METRO adopted those fare structure changes at its March 27, 2026 Board meeting. Certain fare policy changes took effect on July 1, 2026 but implementation of other changes, (e.g. fare-capping) cannot be implemented until Tap2Cruz launches. METRO will present the changes to the E&D TAC at its August 11, 2026 meeting.

DISCUSSION

While there have been significant changes to METRO fare policy in the subsequent years such as the introduction of Cabrillo College Student Passes and the Youth Cruz Free program, the basics of METRO's Fare Policy have remained in place since 2011. That is when Regular Adult Cash Fares were increased from \$1.50 to \$2.00, and Genfare Odyssey validating fareboxes were placed into service with the ability to accept cash, disposable passes, and reusable smart cards in a variety of values: 1-Day, 3-Day, 7-Day, 31-Day and 15-Rides, as well as stored value to be deducted per use.

While those pass products enable customers to save money compared to purchasing their fare one ride at a time and allow them (particularly with a 31-Day Pass) to have the convenience of knowing in advance they have their fare, there are downsides to these fare products. Purchasing a new pass or loading value (i.e. “topping up”) requires a trip to a transit center or purchasing online and waiting to receive a new pass in the mail. In 2020, METRO added the Splash Pass, a mobile app that allowed customers to purchase fares in that app, to avoid having to make a trip to a transit center to purchase a pass. However, another downside to passes remained: to get the savings of a 31-Day Pass, a rider had to pay \$65 upfront for a local pass, and \$145 for a Highway 17 Pass and then hope that they end up using it enough to pass the savings threshold versus paying one ride at a time. Customers may be unwilling or unable to commit to that purchase upfront.

Technology has evolved to the point new fare systems can collect fares directly from a customer’s debit or credit card (or mobile wallet), the same way many people pay for groceries, at a gas pump, or a retail store. That makes it much easier for a bus rider to purchase their fare; they no longer need to worry about having exact change to pay in cash, nor do they need to go to the transit center to purchase a special pass good only for transit.

The California State Transportation Agency (CalSTA) and California Department of Transportation (Caltrans) have an initiative known as the California Integrated Travel Project (Cal-ITP), which has a goal of simplifying fare payments across all California transit agencies. Cal-ITP has promoted the use of contactless fare payment across the state and has assisted METRO to procure and roll out its new fare system, which METRO has named Tap2Cruz.

In addition to the convenience of not having to carry a separate card for transit, Tap2Cruz eliminates the need to pay upfront for a Day Pass or 31-Day Pass. That feature is called “fare-capping”: a way for riders to “earn” the savings of a Day Pass or 31-Day Pass without having to purchase it in advance. A rider merely pays with their card or mobile wallet for a single fare, and if the number of rides in a day or over 31 days reaches a certain threshold, the rest of the rides will be free for the remainder of that single day or a rolling 31-Day period. That way, the rider will never have to pay for more rides than they need.

Cal-ITP is also simplifying the way that Seniors and Veterans qualify for Discount transit fares. Currently, a Senior needs to carry and show the bus operator an ID to prove their eligibility for a Senior fare. A Veteran, prior to the recent fare policy change, only qualified for a Discount fare on METRO if they had a certain percentage level of disability, which had to be determined by an eligibility verification at METRO Customer Service. Cal-ITP has developed methods to verify Seniors’ age eligibility and Veterans’ status through an online portal to make the process simpler. In order to make use of the Cal-ITP verification platform, however, METRO needed to change its Senior and Veterans Discount policies to align with the state standards.

Because the state standard for a Senior fare is 65 years and older, the new fare policy adjusted the age for a Senior Discount from 62 years and older to 65 years and older. However, to not disadvantage someone currently age 62-64, there will be a provision for them to retain their discount between ages 62 and 64, while the new age 65 threshold will not become fully effective for three years.

Because the state standard for Veteran Discount eligibility is to provide a discount for all Veterans regardless of disability status, METRO has also changed its policy to provide Discount fares to all Veterans.

Once eligibility is confirmed through the portal, the discount will automatically apply when the eligible customer taps their card or mobile wallet.

There is no current method to verify customers with a disability online, so customers with a disability that qualifies them for discount fares may need to continue to use other fare media until a solution is developed for that category.

Due to low utilization, the new fare policy discontinued certain pass products: the 3-Day and 7-Day Local Adult and Discount passes, and the Adult & Discount Local and Highway 17 Express 15-Ride passes.

Customers that wish to take advantage of fare-capping but do not currently have a debit or credit card can get the necessary card a number of ways:

- A non-profit named BankOn has worked with certain major banks (e.g. Bank of America, Wells Fargo) to ensure there are low-minimum, low-fee bank account options.
- There are apps such as Cash and Chime that allow customers to load value onto a debit card with cash at certain retail locations.
- METRO is exploring other options for customers who prefer to use cash to load value onto a card or mobile wallet so that they can take advantage of the fare-capping discount.

While METRO is introducing Tap2Cruz this summer, customers will still be able to pay with cash, Cruz Passes and Cruz Cash (stored value), and the METRO Splash Pass mobile app for at least the remainder of 2026.

METRO staff has recommended to its board to eventually transition away from fareboxes onboard buses because they are very expensive to purchase and to service and maintain, and feeding cash into a farebox slows the boarding process, contributing to longer bus rides for all. However, the plan is that METRO will not remove fareboxes until Tap2Cruz adoption has ramped up, and there are sufficient options for cash riders to obtain a compatible card.

Therefore, RTC Staff recommends that the E&D TAC receive information and provide input on METRO fare policy changes and Tap2Cruz fare payment system.

FISCAL IMPACT

There are no new fiscal impacts associated with receiving an informational presentation on METRO's new fare payment system.

SUMMARY

Santa Cruz METRO seeks the Committee's input on the Fare Policy and Tap2Cruz changes.

ATTACHMENTS

1. Update on METRO Fare Structure Changes and New Payment Options Presentation

UPDATE ON METRO FARE STRUCTURE CHANGES AND NEW PAYMENT OPTIONS

E & D TAC
AUGUST 11, 2026



scmetro.org



Agenda

1. Recap of Current Fare Systems and Pass Products
2. Integrated Ticketing Project: Vision and Guiding Principles
3. Introduction to Tap2Cruz
4. Fare Structure Changes
5. Future Vision



Existing Fare Systems

- **Odyssey® fareboxes** (TVMs retired)
 - Cash
 - Disposable paper magnetic tickets
 - Cruz Passes (smart cards) for frequent riders and institutional programs
 - Traditional and familiar, but inflexible, expensive, and slow down the bus
- **Splash Pass and Transit** - mobile ticketing apps
 - No need for exact change; can purchase ticket right from smartphone
 - Still must purchase ticket or pass in advance and pay upfront



Fare Policy Guiding Principles

1 Increased Simplification

Ensure fare products are intuitive, flexible, and accessible to improve the rider experience.

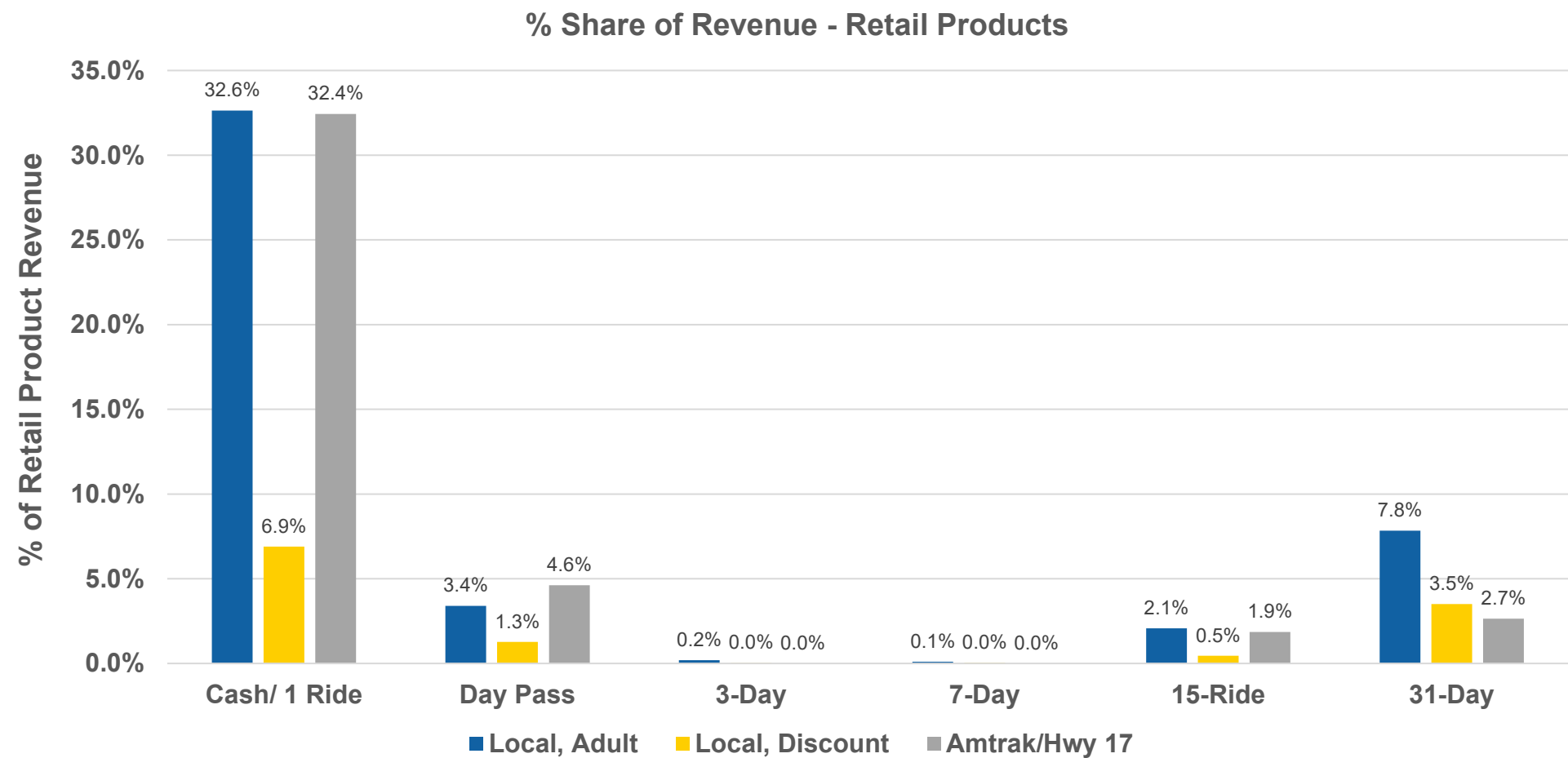
2 Greater Flexibility

Avoid fare products requiring pre-purchase or long-term commitments to offer easier access and convenience for riders of all backgrounds.

3 Improved Cost-Effectiveness

Take actionable steps now while building toward long-term fare simplification and regional coordination, where applicable.

Simplified Fare Products to Match Usage



How Riders Prefer to Pay

METRO surveyed riders in 2025 and asked two questions designed to elicit a rider’s likelihood to adopt contactless credit or debit card or mobile wallet as a payment method when riding transit.

(1) The first question confirmed that over 90 percent of METRO riders have access to at least one contactless fare media option.

Access to Credit Card, Debit Card, Prepaid Debit Card or Mobile Wallet	
Adult (Local & Hwy 17)	~91%
Discount (Local & Hwy 17)	~89%
Youth & Student (UCSC, Cabrillo)	~95%

(2) The second question went further to understand how our riders pay for other small purchases such as coffee. More than two-thirds of METRO riders are comfortable using contactless payments for micro-transactions. This number is slightly higher for full-fare passengers compared to eligible discount (e.g., Seniors and Disabled) riders.

The data suggests that three out of four METRO riders are likely to adopt Tap2Cruz. The remaining 25 percent of riders may require special support such as METRO-issued fare media.

Payment for Everyday Items	Credit Card, Debit Card, Prepaid Debit Card or Mobile Wallet	Cash, Check or Other
Adult (Local & Hwy 17)	70 - 75%	25 - 30%
Discount (Local & Hwy 17)	60 - 65%	35 - 40%
Youth & Student (UCSC, Cabrillo)	~85%	~15%





Introducing Tap2Cruz

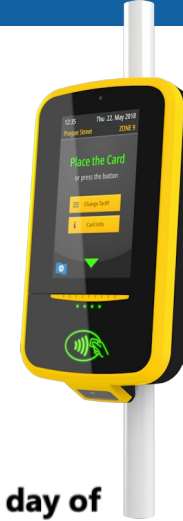
- **Tap2Cruz launching Summer 2026:** New contactless “tap to pay” fare payment on METRO buses.
- **Tap with what you already use:** Accepts contactless bank cards (Visa, Mastercard, Discover, American Express) and mobile wallets (e.g., Apple Pay and Google Pay).
- **Fast, easy boarding:** Tap the reader as you board and look for the green “GO!” screen.
- **Same fare as today:** Tap payments cost the same as existing fares (ride up to **2 hours systemwide** for **\$2 regular** or **\$1 discount** when tapping).
- **Current options remain in near term:** Cash, Cruz Passes, and Splash Pass still available through 2026.
- **Safe and secure:** Uses secure payment networks and does not store or sell personal data.

Introducing Fare Capping

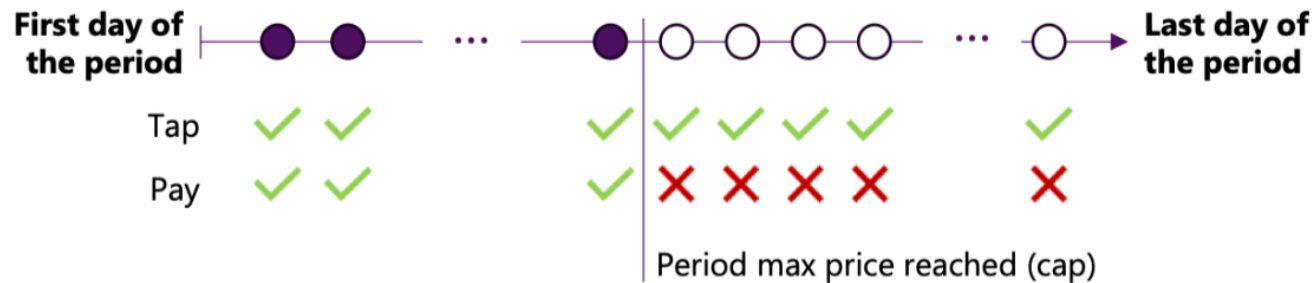


ALTERNATIVE TO PASSES

Benefit from products for frequent riders: periodic (daily, monthly) fare capping



METRO customers riding local transit service will benefit from a daily cap of \$5 and a rolling 31-day cap of \$65.



Example customer interaction with the payment system when fare capping is available

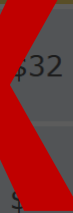
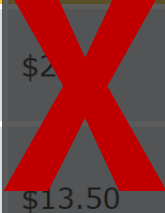
The Integrated Ticketing Project creates an opportunity to update METRO's fare policy.

- The policy needs to incorporate fare capping and acceptance of cEMV payment.
- The updates will transition discount program eligibility to align with statewide standards.
- Ultimately, these changes will streamline multiple existing fare policies into a coordinated, consolidated Fare Structure.

Adopted Changes to METRO Fare Structure and Policies:

- Eliminated 3-Day, 7-Day, and 15 Ride fare products;
- Retained existing pass pricing for 1-Ride, 1-Day and 31-Day fare products sold via all existing sales channels (i.e., cash, Splash Pass mobile app, retail and web);
- Introduced new 1-Day and 31-day rolling fare caps for Tap2Cruz riders;
- Established an introductory Local Adult Day Cap price of \$5.00 (-\$1.00 discount), and an introductory Local Discount Day Cap price of \$2.50 (-\$0.50 discount);
- Incorporated Veteran status as eligible for discount program enrollment; and
- Raised the threshold for Senior fares from age 62 to age 65, phased in over several years to avoid negative impact for current customers age 62 – 64.

Adopted Changes to Existing Fare Structure

	Local Service in Santa Cruz County						Amtrak/Highway 17 Express			
	Cash/ 1-Ride	Day Pass	3-Day Pass	7-Day Pass	31-Day Pass	15-Ride Pass	Cash/ 1-Ride	Day Pass	31-Day Pass	15-Ride Pass
Adult (age 18 and over)	\$2	\$6			\$65		\$7	\$14	\$145	
Discount Fare (Must present <u>Discount Photo ID</u>)	\$1	\$3			\$32		\$13.50	\$3.50	\$14	
Youth (Grades K-12)	Youth Cruz Free pilot program allows K-12 Students to ride METRO for free.* Show your student ID to board (suggested for 9-12th grade). *Youth Cruz Free does not apply to Highway 17 Express service. Children up to 46" may ride free with a fare paying adult. Children over 46" will be charged Adult fare.									
Cash Fares: Please have exact change ready when boarding the bus. Dollars and larger bills are accepted, but Operators do not make change. For mobile payments use METRO's Splash Pass app, details at scmetro.org/apps										



SANTA CRUZ
METRO



Adopted Tap2Cruz Fare Structure

	Local Service			Amtrak/Hwy 17 Express		
	Cash/ 1-Ride	Day Cap	31-Day Cap	Cash/ 1-Ride	Day Cap	31-Day Cap
Adult (age 18 and over)	\$2	\$5.00	\$65	\$7	\$14	\$145
Discount Fare	\$1	\$2.50	\$32	\$3.50	\$14	\$145



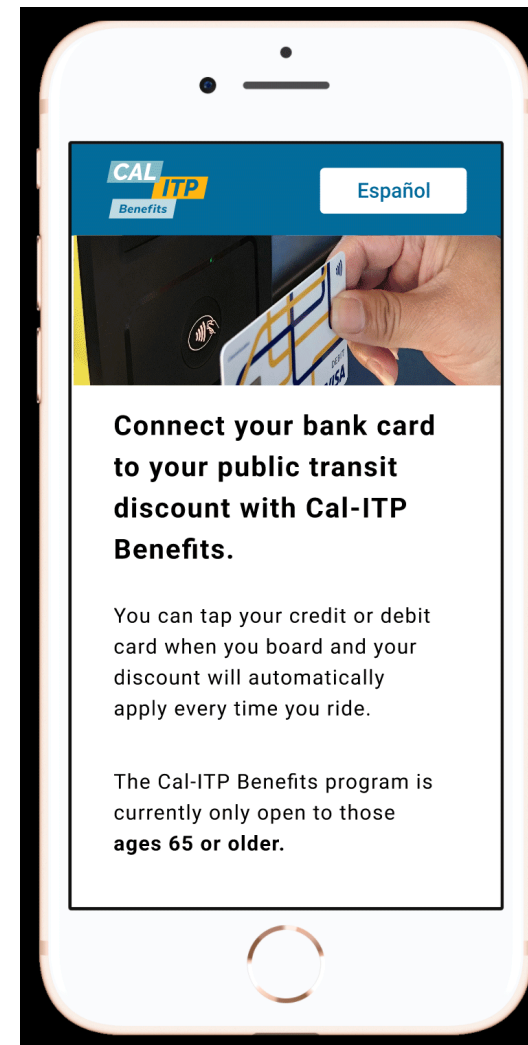
SANTA CRUZ
METRO



Digital Verification for Discounts

Service to link open payment cards and receive discounts when you tap to pay

- Secure online enrollment that integrates with federal databases including Login.gov, VA, and Medicare to seamlessly verify eligibility
- Discount eligibility linked to customer's bank card
- Discounts automatically honored when riders tap to pay
- Standardized, statewide definitions of discount-eligible groups:
 - Older adults 65+
 - Veterans
 - Medicare cardholders



Receive your senior (65+) discount when you tap to ride!

Link your discount to your contactless card and pay the correct fare every time you tap.

1 Make sure you have:



- California driver's license or ID
- Contactless debit or credit card

2 Visit benefits.calitp.org/mst



Open the camera on your mobile device, and point it at this code to get there quickly!

We hope to add more discount groups soon.

Information and questions:

1-888-MST-BUS1 (678-2871)

TDD 831-393-8111

mst.org/benefits

customerservice@mst.org



Multi-year Project

- **First phase:** Introduce contactless bank card acceptance and fare capping in summer 2026
- **Second phase:** Transition riders from cash payment and institutional programs in 2027





Questions?



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