

FUNDING REQUEST PACKET

2012

Regional Surface Transportation Program (RSTP)

Santa Cruz METRO/Ecology Action Ride On Folding Bike Program Proposal

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SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 PACIFIC AVENUE
SANTA CRUZ, CALIFORNIA, 95060
TELEPHONE: 831-460-3200; FAX 460-3215
Attn: Rachel Moriconi
rmoriconi@scrtc.org

PROJECT INFORMATION FORM

If you have any questions about this application or would like an electronic copy of the funding request packet, please call or email Rachel Moriconi at 831-460-3203 or rmoriconi@scrtc.org.

A. Project Information

1. Project Title: Santa Cruz METRO/Ecology Action Ride On Folding Bike Program
2. Amount of RSTP Funding Requested: \$ 85,000
3. Implementing Agency: Santa Cruz Metropolitan Transit District (Santa Cruz METRO)
4. Sponsoring Public Agency that has Master Agreement with Caltrans (if different from implementing agency):
SAME
5. This is priority number () of () projects submitted. (If requesting funds for more than one project) **N/A**
6. Project Description/Scope: (Please describe the scope of work for the project, including all capital improvements or program characteristics. Please describe the improvements associated with each mode of transportation as applicable. Attach additional information if needed.)

Please see attached for description of the scope of work and improvements to transportation modes.

7. Project Cost by Mode:
Please list the approximate percentage of total project costs related to different transportation modes in the chart below. Project description (#4) must include explanation of what will be done related to each applicable mode.

Road Rehab	Road –Auto Serving	Bicycle	Pedestrian	Transit	TDM*	TSM*	Planning	TOTAL
%	%	65%	%	35%	%	%	%	100%

**TDM=Transportation Demand Management (ex. rideshare programs); TSM=Transportation System Management (ex. ITS, signal sync)*

8. Project Location/Limits (attach an 8 1/2" x 11" map and/or photos if available/applicable, include street names): **See Attachment A.**
 - a. Project Length (in miles or feet, if applicable): METRO’s Hwy 17 commuter route (the target ridership for the pilot program) serves drivers and ridership of all major connecting routes to the Pasatiempo and Soquel Park-and-Ride lots, downtown Santa Cruz’s Metro Center, and Scotts Valley’s Cavallero Transit Center (a park-and-ride lot). The 36.2 mile commuter route connects with other modalities and prime destinations within range of a quick bike trip.
 - b. For road projects: What is the functional classification of this road, as defined by FHWA? **N/A**
(Note: STP funds cannot be used on roads functionally classified as “local” or “rural minor collectors” except for bridges not on federal-aid highways and as shown under STP Eligible Activities)
9. Contact Person/Project Manager Name: Erich Freidrich, Sr. Transportation Planner
Telephone Number: 831-426-6080 E-mail: efriedri@scmtd.com

SCCRTC FY12 RSTP PROJECT NOMINATION PACKET

ATTACHMENT TO PROJECT INFORMATION FORM, QUESTION 6

6. Project Description/Scope: *(Please describe the scope of work for the project, including all capital improvements or program characteristics. Please describe the improvements associated with each mode of transportation as applicable. Attach additional information if needed.)*

Santa Cruz METRO, in partnership with Ecology Action, proposes the "Ride On" pilot program for the distribution of discount vouchers (at least 50% off) for the purchase of appropriate models of up to 100 folding bikes for the same number of screened and safety-trained riders of the Highway 17 express commuter route. This proposal is for \$85,000 in RSTP grant funds, with a local match of \$12,000 for a project total of \$97,000. The project addresses the District's and community's need to store more bicycles on Highway 17 buses, the most overloaded of METRO's. The three-position rack on the front of the bus and the minimal and unreliable storage inside the bus in the handicapped seating area are often inadequate. Bike riders can be displaced at any stop if a wheelchair passenger boards. The Ride On project will span an 18-month period, in order to effectively ramp-up the program and evaluate the ongoing use of folding bikes. (Please see **Attachment B** for copies of public input via Customer Service Reports and input from Metro's Advisory Committee regarding the problems caused for Santa Cruz METRO ridership regarding inadequate bike storage.)

The Highway 17 Express serves an average of 1,000 riders per day during the week, an estimated 8% of whom frequently use a bike. This route experiences high ridership due to multi-modal connections at Diridon Station in San Jose; job access in downtown San Jose; events at the San Jose Convention Center, HP Pavilion and San Jose State University (SJSU). It is a main mode to and from SJSU during the school term and for holiday and seasonal travelers. Thus, the route was selected for this pilot program.

The Ride On project will take advantage of existing multi-modal connections and METRO's agreements already in place with VTA and Amtrak. In addition, Santa Cruz METRO is forming a new and valuable partnership in this proposal with Ecology Action, a large local non-profit with strong existing relationships with bicyclists, bike shops and the biking community with a mailing list of 4,000. Within the scope of the project, Ecology Action will: handle half of the outreach and all the safety education; identify bicycle shops county-wide to carry the folding bicycles; develop abbreviated (one hour or less) safety training sessions (if held at METRO stations, this doubles the promotional opportunity of demonstrating to riders who pass by); assist METRO in setting up web-based demonstration videos; and provide sign-up and tracking forms and/or surveys. Other functions may be defined in the kick-off meeting and sub-recipient agreement between the two agencies. Please see **Exhibit A**, the budget attachments for Ecology Action's proposed budget and further description of their scope of work.

Santa Cruz METRO will provide administrative support, space for safety trainings and meetings, half of the outreach via various forms of publicity—on buses (inside and out), both agency websites, *Headways* magazine, vouchers for folding bicycles and 31-day bus passes (good on both the Highway 17 Express and local fixed-routes on all major county roads) to riders screened by Ecology Action, and meet all reporting and reimbursement requirements and provide other needed support.

Ride On partners will meet monthly to evaluate the program's progress, either in person or by phone conference. In these check-ins, should it be agreed that Ride On needs to expand within the

Santa Cruz METRO/Ecology Action Ride On Pilot Program

performance period, a back-up plan proposes to incorporate Route 35, which runs along state highways, is of shorter length and is one of the main connecting routes to the Highway 17. Santa Cruz METRO's and Ecology Action's long-term goal is to prove the feasibility of a folding-bike program and help sustain it as one way to address riders' needs and to help meet larger community planning goals for greenhouse gas reduction in a time of uncertain state and federal funding for "alternative" or "transportation enhancement" (especially bicycle-related) projects.

Ecology Action ran a similar program for over three years with Air District funds. Issues which emerged from that and are addressed by Ride On are: riders' follow-through with the purchase of the folding bike and required safety training; marketing; involvement of local bike shops (these relationships are now established); and greater commitment from the transit provider. That this program did not target a specific transit route made it more difficult to implement and scale-up.

Ride On addresses all of these challenges. Within the scope is an ongoing aggressive marketing campaign which proposes that individuals receive an abbreviated (one hour or less) safety training on weekend days throughout the grant period, so as to increase access and not make riders "jump through hoops." A 31-day pass (worth \$113) further incentivizes the program. The empty sides of METRO's fixed-route buses will be used as advertising slots on major county-wide routes. As with on-board transit surveying, Ride On will also be promoted during heavy ridership hours by staff talking to passengers on the bus—both those who ride and those who would consider it—about using a folding bicycle to access public transportation. Santa Cruz METRO's and Ecology Action's websites will post demonstration videos and other information. The program will be evaluated throughout.

In this regard, the Santa Cruz METRO/Ecology Action Ride On program is targeted and scaleable, focused on getting transit riders on folding bikes to address a long-standing and growing issue, with roughly a 65%/35% split between bicycle and transit-related modalities in terms of activity and budget. Ride On will utilize and/or update successful program materials from the previous project (with Ecology Action billing METRO for related materials' expense), thereby shortening the timeline by not having to develop new ones and to not lose momentum. Ride On will improve one of the most important transit routes in the County, meeting RSTP Project Benefits' goals of closing gaps in the transit network by improving bicycle access; increasing employment center, shopping and medical care access via public transportation modes, including bikes; serving other high-priority, multi-modal destinations such as city centers; improving the level of service for bike riders by increasing METRO's ability to carry bikes; and, reducing greenhouse gas emissions by lowering vehicle miles traveled and use of single occupancy vehicles (especially from a "cold start" which emits the highest proportion of greenhouse gases during any vehicle trip).

Please see **Exhibit C** for further detail.

B. Project Delivery Milestones - Complete either #13 or 13b

(Enter the proposed schedule or actual completion of various project milestones):

10. Capital Projects - Schedule: NOT APPLICABLE

Project Milestone	Date
Begin Environmental (PA&ED) Phase	N/A
Circulate Draft Environmental Document Document Type (ex. EIR)	N/A
End Environmental Phase (PA&ED Milestone)	N/A
Begin Design (PS&E) Phase	N/A
End Design Phase (complete PS&E)	N/A
Begin Right of Way Phase	N/A
End Right of Way Phase (Right of Way Certification Milestone)	N/A
Request Authorization to Proceed with Construction (completion of all prior tasks)	N/A
Award Contract	N/A
End Construction Phase (Construction Contract Acceptance Milestone)	N/A
End Closeout Phase (Closeout Report)	N/A

13b. Non-Capital Projects - Schedule:

	Activity 1*	Activity 2*	Activity 3*
Start Activities (month/year)	All agreements in place; project & marketing kick off	Ongoing implementation: marketing, survey, 100 bikes distributed + trainings	Project monitoring/reporting and completion/close-out
End Activities (month/year)	September 30, 2013	September 30, 2014	March 30, 2015

*Please state the activity to be completed (ex. preliminary planning, project implementation, project completion).

C. Project Cost Summary - Complete either #14 or 14b

11. Capital Projects – Total Cost Estimate: N/A

Environmental (PA/ED)	Design (PS&E)	ROW	Construction	Other*	Contingency	Total Project Cost
N/A	N/A	N/A	N/A	N/A	N/A	N/A

*What is included in other? _____

14b. Non-Capital Projects - Cost Estimate: (these are sample categories, modify to match your project implementation plan)

Administration/Staffing	Operations/Staffing	Consultant	Materials	Other/Promotion
\$10,000		\$40,000	\$37,000	\$10,000

D. Required Attachments

- Attached is the *Project Budget* documentation. (Exhibit A)
- Attached is the *Engineers Estimate (Sample Exhibit B)* for capital projects; or detailed project cost estimate for non-capital/planning projects.
- Attached is the *Project Benefits* sheet (Exhibit C)
- Attached is the signed certification by the project-administering agency (Exhibit D) relating to agency administrative requirements.

EXHIBIT A
Project Budget

Please see separate electronic Excel attachment.
NomPktExhibitA-ProjBudgets.xls

**Please see attached Excel attachment referred to above for NON-CAPITAL projects (next page),
and Ecology Action's breakdown of contracted costs totaling ~ \$40,000 and
Santa Cruz METRO's budget totaling \$57,000.**

EXHIBIT A
SAMPLE Project Budget & Funding Plan
Project Cost by Phase

Non-Capital Projects:
*Provide information on the amount to be expended for each project phase by funding source.
 Totals should calculate automatically if electronic file is used.*

Sources (Specify fund source type - ex. RSTP, Local, TEA, STIP, AB2766, etc)	Component - sample only, modify to match your project							Source TOTAL
	Staff - Admin	Staff - Operations	Consultant Services	Promotion/ Outreach	Materials	Other (specify)	Source TOTAL	
Total Cost by component	\$10	\$0	\$40	\$10	\$37	\$0	\$97	
New Funds Requested from RTC:RSTP	\$10	\$0	\$40	\$0	\$35	\$0	\$85	
Source 2: Local Match	\$0	\$0	\$0	\$10	\$2	\$0	\$12	
Source 3:	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Source 5:	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Source 6:	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Source 7:	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Source 8:	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Fiscal Year each component to begin	FY13		FY13	FY14	FY14	FY14		

Pending Funds: Highlight any funds that are yet not secured, describe below status/anticipated receipt date: Pending evaluation of this proposal. If approved, anticipate receipt in early 2013.

**EXHIBIT A / RSTP Proposal
 Santa Cruz Metropolitan Transit District (Santa Cruz METRO) Proposed Budget*
 Santa Cruz METRO/Ecology Action Ride On Pilot Program**

	Number/Hours	Unit/Rate	Cost
Personnel			
Planning (includes promotion)	200	\$ 50	\$ 10,000
Grants Administration	50	\$ 75	\$ 3,750
Total			<u>\$ 13,750</u>
Promotion (Other)			<u>\$ 6,250</u>
Materials			
Vouchers	100	\$ 250	\$ 25,000
Bus Passes	100	\$ 120	\$ 12,000
Total			<u>\$ 37,000</u>
METRO Program Total			<u>\$ 57,000</u>
Total Grant Funds			\$ 45,000
Total Local Match			\$ 12,000
Total Metro Proposed Budget			<u>\$ 57,000</u>

*Santa Cruz METRO's scope of work is covered in the Question 6 attachment to the Project Information Form.

Ecology Action Staff Budget "Ride On" Folding Bike program

Personnel	Hours	Rate	Total
Transportation VP	75	\$90	\$6,750
Program Specialist	550	\$60	\$33,000
Total Personnel			\$39,750

Staff Assignment description

Planning: Refine and design program working with Metro, Bike Shops and transportation partners. Produce program tracking, registration, and promotional materials. Establish procedures for participant registration, evaluation, voucher and bus pass distribution, and bike shop reimbursement. Set up web based program forms for participants. Sign up local bike shops to be authorized program retailers.

Implementation: Launch program to targeted bus riders with promotional materials, on-street/on-bus, social media, bus ads, etc promotional campaign. Sign-up participants, implement Folding Bike Vouch distribution and information sessions. Process registration and baseline surveys, bike shop invoices, conduct follow up surveys. Provide ongoing participant and potential participant support and information. Coordinate with Metro on program delivery and refinement where needed.

Reporting and Invoicing: Track all program information and data for quarterly invoices and final report. Provide quarterly invoices to Metro for reimbursement. Track and record all financial data related to program. Produce final report.

EXHIBIT B
ENGINEERS ESTIMATE – NOT APPLICABLE TO THIS PROJECT
CAPITAL PROJECTS ONLY
SAMPLE

Cost Estimate Breakdown

(Replace with categories appropriate to your project. Shown below are examples only.)

<u>NOT APPLICABLE</u>	<u>Cost</u>
<u>ENVIRONMENTAL STUDIES AND PERMITS</u>	_____
<u>PLANS, SPECIFICATIONS, AND ESTIMATE</u>	_____
<u>RIGHT OF WAY</u>	
Right of Way Acquisition	_____
Right of Way Support	_____
Utility Relocation (exclude if included in construction)	_____
TOTAL RIGHT OF WAY COMPONENT COST	_____

CONSTRUCTION

<u>Pavement Structural Section Work</u>	<u>Lane-Miles</u>	<u>Cost</u>
AC Overlay	_____	_____
Other AC		_____
Remove & replace localized failed areas		_____
Base materials		_____
Shoulder backing		_____
Other structural section work (Identify)		_____
<u>Hardware Upgrades</u>		
Guardrail		_____
Signals and lighting		_____
Other (describe)		_____
<u>Bridge Upgrades</u>		_____
<u>Grading</u>		_____
<u>Drainage Rehabilitation</u>		_____
<u>Utility Relocation</u>		_____
<u>Traffic Control</u>		_____
<u>Traffic stripes, pavement markers and markings</u>		_____
<u>Other</u> (Identify: e.g., Mobilization Cost, Hazardous Waste Mitigation, Force Account, day labor, etc.)		_____
SUBTOTAL		_____
20% Contingency		_____
TOTAL CONSTRUCTION COST		_____
<u>Construction Support</u>		_____
TOTAL CONSTRUCTION COMPONENT COST		_____

EXHIBIT C
Project Benefits

Given the large backlog of transportation needs in the region and the extremely limited amount of funding available, it is important to ensure that funds are used cost effectively to maximize benefits to the transportation system. Additionally state and federal rules, as well as RTC policies, require consideration of how projects will contribute towards implementation of the long-range transportation plan and the achievement of one or more transportation goals. Therefore, project benefits will be taking into consideration when evaluating projects. **Projects are not expected to address all of the following. Please write N/A where something is not applicable to your project.**

1. **Generally, what are the benefits of this project?** (ex. goal/purpose/benefit of project; problem to be addressed; importance to the community): The Santa Cruz METRO/Ecology Action Ride On Folding Bike Program (Ride On) has multiple benefits which target RSTP goals. It will continue to reduce single-occupancy vehicle use and resulting vehicle miles traveled (VMT) and greenhouse gas (GHG) emissions; at least double the capacity for bicycles (from five to at least 10) on-board Santa Cruz METRO's Highway 17 express route (1,000 passengers per day, ~8% use bikes); promotes alternative transportation and access to multiple modalities and key destinations; and, fosters partnerships between government agencies (METRO), non-profits (Ecology Action) and local businesses (bicycle shops).
2. **How many travelers will be served by/benefit from this project per day?** 1,000
ADT volumes (if applicable) N/A
Other (e.g. avg. number of people directly served/day; number of users of facility/day; TDM-direct participants and indirect beneficiaries): Other potential benefits and beneficiaries include riders using the free 31-day pass on fixed-route buses throughout the system on major roadways county-wide; other transit users seeing safety demonstrations of folding bikes as they pass through transit centers and becoming interested in the program; and, if the pilot program is expanded to the Route 35 and hopefully county-wide in ensuing years, Santa Cruz METRO hopes that all travelers on the system will benefit from access to a folding bicycle.
3. **What are the destinations served by this project? (e.g. employment centers, senior centers, schools, groceries, transit centers, etc.)** Destinations served by this project include Santa Cruz METRO transit centers (Santa Cruz, Scotts Valley and Watsonville); Silicon Valley and its employment and educational centers (such as San Jose State University); the multi-modal (rail, LRT, transit, shuttles) Diridon Station in San Jose; local park-and-ride lots and transit centers in Santa Cruz County that are near hospitals and shopping, sporting events and entertainment areas; and, downtown Santa Cruz, Scotts Valley and San Jose.
4. **Does this project preserve existing transportation infrastructure/facilities or services?**
Highlight why this location is a priority for preservation, e.g. if project is part of a pavement management plan. Though not a capital project, this preserves and improves Santa Cruz METRO's ability to transport passengers with bicycles on a major route, thereby shoring up infrastructure efficiencies. In addition, it will preserve and potentially add to the bicycle and transit ridership who use the Highway 17 express by keeping them out of their single-occupancy vehicles by providing and incentivizing the option of using a folding bike. Program expenses are roughly 65% bicycle-related and 35% transit-related.

5. Does this project **increase access or reduce pollution**? If so, **how**? If not applicable, put N/A.

By joining to promote and implement the Ride On program, Santa Cruz METRO and Ecology Action will not only serve the current bicycle-using ridership who may be frustrated enough by existing and growing access issues on this major route to get back into their cars. By keeping this ridership on bicycles guaranteed to fit on the bus and stopping their “cold starts” in their cars on work or school each day, greenhouse gas emissions, vehicle miles traveled and single-occupancy vehicle use is also decreased. Further, by interesting new riders by incentivizing the purchase and use of a folding bike for transportation to and from transit and other destinations, the program increases these benefits. It closes a gap in the transit network by helping to ensure that passengers with bikes aren’t left behind if a wheelchair rider gets on the bus, improving everyone’s travel time and level of service—both the bike riders’ and the disabled passengers’.

6. Does this project **increase safety**? Describe. If not applicable, put N/A.

For example:

- Will project reduce injury and/or fatal collisions?
- Will project provide access to emergency services?
- Does project reduce the potential for conflict between bicyclists, pedestrians, and/or vehicles?

Via Ecology Action’s training of program participants to safely use a folding bike, the project reduces the potential for conflict between bicyclists, pedestrians and vehicles. Another example of the safety benefits of the Ride On program is that it ensures that bike riders who use Highway 17 transit service at night will not be asked to take their bike off the bus and leave it in San Jose or wait for another bus (if there is one) to accommodate a wheelchair passenger, thus making it safer and more attractive in general for bicyclists using or considering using METRO as an alternative to their cars.

7. How does the project **increase access and safety cost effectively, equitably and responsive to the needs of all users and/or benefit the natural environment**? If not applicable, put N/A.

For example, does project do one of more of the following?

- Improve coordination between agencies in a manner that improves efficiencies, reduces costs and duplication
- Reduce disparities in safety and access to key destinations for people who are transportation disadvantaged due to age, income, disability or limited English proficiency

The use of a bicycle instead of a vehicle has an immediate benefit on the environment and providing access to bicycles to transit passengers via Ride On will pay for itself in transit benefits in the first year. Not only (depending on the price of gas) will the regular vehicle user who makes the switch save up to \$1,000/month on travel-related costs (according to the American Public Transportation Association), but the program is run in such a way that promotes coordination between agencies (as discussed) to improve efficiencies and reduce duplicative efforts by directly involving the transit provider in a way that has not been tried before in Santa Cruz. Vouchers and passes are offered to introduce the rider to a folding bike and will reduce income disparity for those who might not otherwise be able to afford one. The use of folding bikes on the bus will increase passenger safety for bicycle users requiring access to key destinations such as jobs, school or medical appointments because they will be ensured a ride and bike storage space. Because appropriate program materials will be available in English and Spanish, Ride On also serves the LEP population.

8. Has public input been sought on this project? What is the public engagement plan for implementing this project? Is it identified in an adopted plan or other document?

Public input regarding storage of bicycles on buses is included in Attachment B, as well as minutes from Santa Cruz METRO’s Advisory Committee (MAC) which include their input as well. As

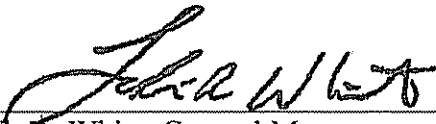
mentioned, this has been an ongoing challenge, so much public input has been received. Folding bikes are included on Santa Cruz METRO's internal Unfunded Projects' List as well as being included in the district's RTP update to SCCRTC in early December 2012. The public engagement plan is previously detailed in Funding Request Question 6, as well as in the narrative to Ecology Action's proposed budget in Exhibit A. When funded, it will be programmed appropriately with the regional MPO, AMBAG.

EXHIBIT D
AGENCY CERTIFICATION & ASSURANCES

I, Leslie R. White, General Manager, as authorized representative of Santa Cruz Metropolitan Transit District (agency) hereby certify that the information contained in this application, including required attachments, is accurate and hereby certify the following:

1. The project implementing agency possesses legal authority to nominate federal-aid projects and to finance, acquire, construct, and/or implement the proposed project and I am authorized to nominate projects for funding from the Regional Transportation Commission (RTC);
2. This project is among the highest priorities for this agency;
3. The proposed transportation investments have received the full review and vetting required by law;
4. Such investments are an appropriate use of taxpayer dollars. The agency shall adhere to principles and policies that ensure government oversight and management of the contracting process to ensure taxpayer funds are spent wisely; contracts are not wasteful, inefficient, or subject to misuse; unnecessary no-bid and cost-plus contracts are avoided; and contracts are awarded according to the best interests of California taxpayers;
5. The agency will maintain and operate the property acquired, developed, rehabilitated, or restored for the life of the resultant facility(ies) or activity. I understand that with the approval of the California Department of Transportation, the Administering Agency or its successors in interest in the property may transfer the responsibility to maintain and operate the property;
6. The agency will commit the funds necessary to ensure this project is fully funded;
7. If these new funds are used to replace funds previously committed to this project, the agency will maintain its effort with regard to redirecting those funds to similar transportation projects;
8. The agency will give the California Department of Transportation's representative access to and the right to examine all records, books, papers, or documents related to the project;
9. Work on the project shall commence within a reasonable time after receipt of notification that funds have been approved by the applicable federal or state agency (FHWA, FTA, Caltrans, etc) and that the project will be carried to completion with reasonable diligence;
10. The agency will comply where applicable with provisions of the California Environmental Quality Act, the National Environmental Policy Act, the Americans with Disabilities Act, the Secretary of the Interior's Standards and Guidelines for Archaeology and Historic Preservation, and any other federal, state, and/or local laws, rules and/or regulations; and
11. The agency shall comply with all reporting requirements outlined by FHWA, RTC and/or Caltrans, as applicable.

Signed _____



Leslie R. White, General Manager

Agency: Santa Cruz Metropolitan Transit District

Date DEC 13 2012

RSTP Proposal
Attachment A

Santa Cruz METRO/Ecology Action
Ride On Folding Bike Program

MAPS:

Highway 17 Commuter Route

Route 35 – San Lorenzo Valley/Scotts Valley
(Hwy 9 / Hwy 1)



Customer Service
(831) 425-8600



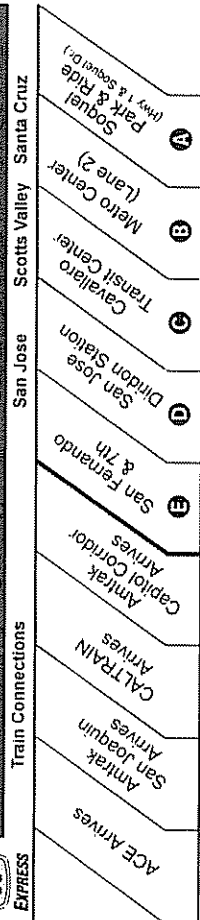
All METRO buses are wheelchair accessible, while some bus stops on this route may not be. **NOTA:** Todos los autobuses de METRO son accesibles en silla de ruedas, pero algunas paradas en esta ruta no son accesibles.

Highway

Highway 17 Express - Amtrak Thruway



San Jose to Scotts Valley and Santa Cruz



Weekdays Southbound

6:30	6:30	6:55	7:02	7:42	8:02	8:30	8:47	9:30	10:05	11:40	12:30PM	1:20	2:35	3:40	4:10	4:40	5:55	6:15
7:50	7:40	8:20	8:30	9:10	9:30	10:30	10:40	11:20	12:50	1:40	2:15	3:20	3:50	4:10	4:55	5:20	6:05	6:40
8:50	8:35	9:05	9:45	10:20	10:40	11:40	12:30PM	1:20	2:15	3:20	3:50	4:10	4:55	5:20	6:05	6:40	7:00	7:25
	10:10	10:30	10:40	11:20	12:30PM	1:40	2:15	3:20	3:50	4:10	4:55	5:20	6:05	6:40	7:05	7:43	8:03	8:38
	1:15	1:40	1:50	2:40	3:10	3:45	4:10	4:55	5:20	6:05	6:40	7:05	7:45	8:23	9:20	10:08	11:35	
	3:15	3:20	3:35	4:00	4:10	4:55	5:20	6:05	6:40	7:05	7:45	8:23	9:20	10:08	11:35			
	4:20	4:30	4:40	4:55	5:05	5:45	6:05	6:15	6:55	7:05	7:45	8:23	9:20	10:08	11:35			
	7:40	7:35	8:35	9:05	9:45	10:30	10:40	11:20	12:30PM	1:40	2:15	3:20	3:50	4:10	4:55	5:20	6:05	6:40
9:45	8:55	10:35	10:40	11:20	12:30PM	1:40	2:15	3:20	3:50	4:10	4:55	5:20	6:05	6:40	7:05	7:45	8:23	9:20

Saturday, Sunday and Holidays Southbound

	7:40AM	8:30	9:35	10:40	12:05PM	12:40	1:35	2:45	3:05	3:35	4:50	5:35	6:50	8:00	8:40	10:05	11:10
8:45	9:00	9:50	11:45	12:05PM	12:40	1:35	2:45	3:05	3:35	4:50	5:35	6:50	8:00	8:40	10:05	11:10	
11:10	11:00	11:50	12:45	1:35	2:45	3:05	3:35	4:50	5:35	6:50	8:00	8:40	10:05	11:10			
1:20	2:00	2:45	3:45	4:45	5:45	6:45	7:40	8:40	9:45	10:50							
4:20	4:45	5:45	6:30	7:40	8:40	9:45	10:50										
7:40	7:40	8:40	9:45	10:50													
9:45	10:35	11:20	12:30PM	1:40	2:15	3:20	3:50	4:10	4:55	5:20	6:05	6:40	7:05	7:45	8:23	9:20	10:08

Service Notes: All arrival times after San Jose Diridon Station are approximate due to varying traffic conditions. There may also be traffic delays that impact the Soquel Park & Ride trips. Some buses may hold up to 15 minutes for late Amtrak connections. We apologize for any inconvenience. Weekend Service does not serve downtown San Jose.

1 - Serves Scotts Valley Drive

Holiday Schedule on: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day, and New Year's Day.



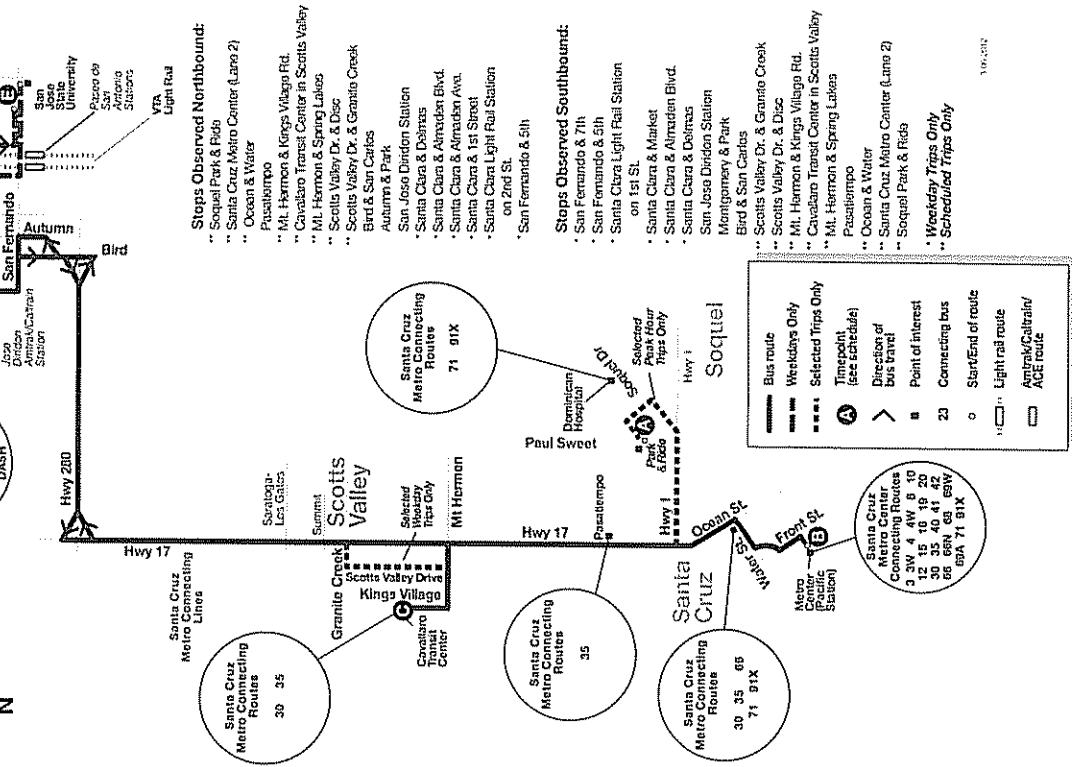
All METRO buses are equipped with front bicycle racks that can carry up to three bicycles at a time. **NOTA:** Todos los autobuses están equipados con portabicicletas en frente que pueden portar hasta tres a la vez.

Highway



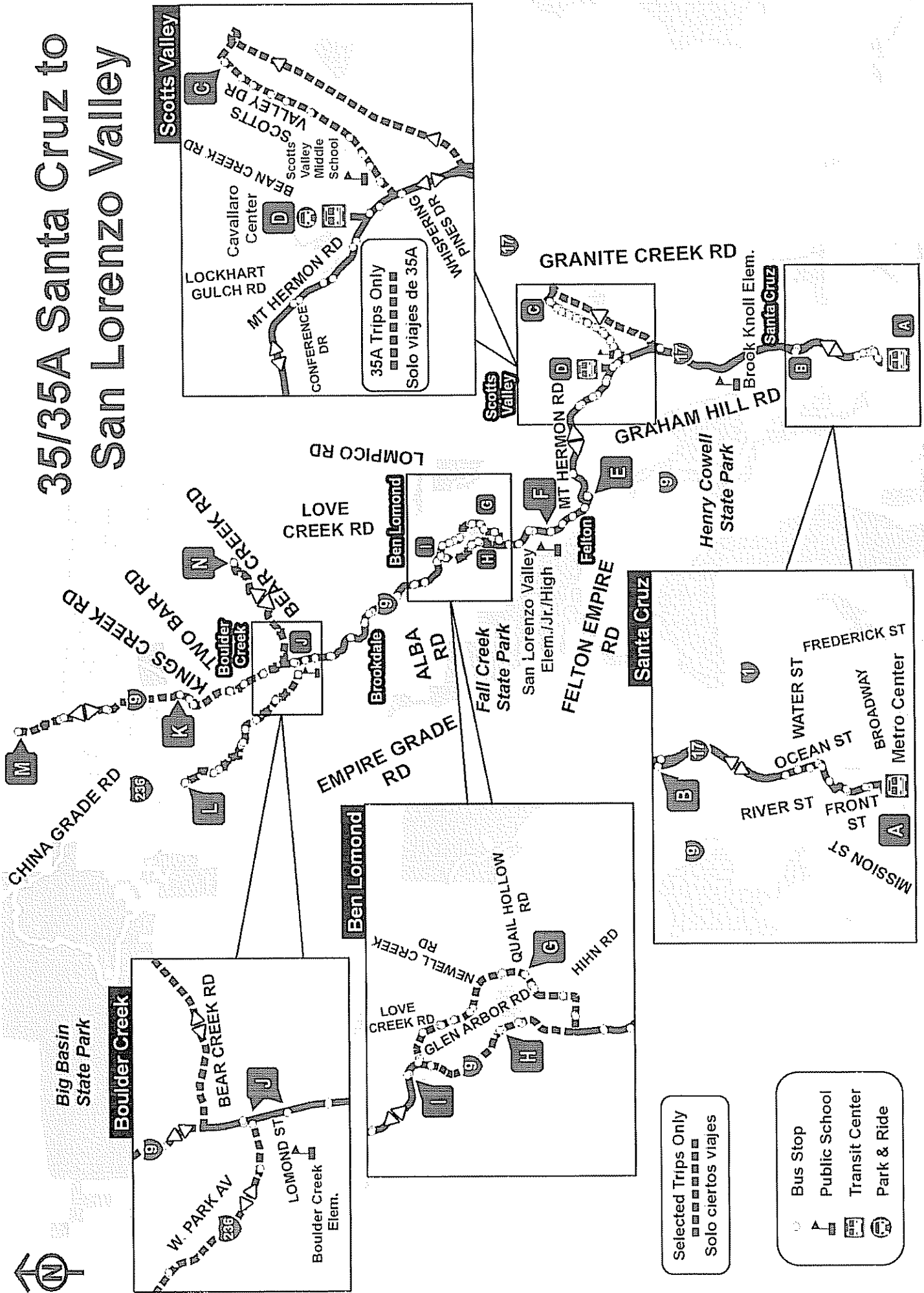
EXPRESS
Amtrak Thruway

N



35/35A Santa Cruz to San Lorenzo Valley

San Lorenzo Valley



Selected Trips Only
Solo ciertos viajes

- Bus Stop
- Public School
- Transit Center
- Park & Ride

RSTP Proposal
Attachment B

Santa Cruz METRO/Ecology Action
Ride On Folding Bike Program

Public Input Received:

Customer Service Reports

Minutes from Metro's Advisory Committee

Les White

From: Santa Cruz METRO Customer Service [customer_service@scmtd.com]
Sent: Monday, November 26, 2012 10:06 AM
To: Les White
Subject: [CSV-0000001002] Taking your bike on the bus

METRO Staff: Please do not reply to this email.

This is a new report from Sally Farlow.

To view and/or reply again to your reports, [click here to sign in to the website](#), with the user name and password above, then follow the link to Customer Service Reports, and choose either "Reports" or "My Reports" tab.

Your Phone:: 831-818-5799
Your Address (optional)::
Your City (optional)::
Your State (optional)::
Your Zip (optional)::
Nature of Comment:: Inquiry
Date of Incident:: 11/26/2012
Time of Incident:: Approx. 8:15 at the Scotts Valley Station
Route: : 17 - Amtrak Highway 17 Express
Location (include street and cross-street):: Scotts Valley Bus Stop
Vehicle Number (if known)::
Direction of Travel:: Outbound
Employee Name or Number (if known):: the daily scheduled 7:55 driver
Employee Position:: Bus Operator
If other, please describe::

Sally Farlow:

Today I was on the 7:55 bus at metro ctr. in santa cruz going to san jose. I was suprised to see the bus driver ask 2 people to change seats in scotts valley so he could put 2 bikes on the bus. There were 20 people in line waiting to get on this bus. Seven of these people had to stand or sit on the floor. Is this proper procedure?

Tove Beatty

From: Erich Friedrich
Sent: Tuesday, December 04, 2012 10:52 AM
To: Tove Beatty
Subject: FW: [CSV-0000001005] Unbelievable act of caring and kindness

See highlighted.

Erich R. Friedrich

Jr. Transportation Planner
Santa Cruz METRO
831.426.6080

From: Santa Cruz METRO Customer Service [mailto:customer_service@scmtd.com]
Sent: Monday, December 03, 2012 7:05 PM
To: Erich Friedrich
Subject: [CSV-0000001005] Unbelievable act of caring and kindness

METRO Staff: Please do not reply to this email.

This is a new report from Gina Vecchio.

To view and/or reply again to your reports, [click here to sign in to the website](#), with the user name and password above, then follow the link to Customer Service Reports, and choose either "Reports" or "My Reports" tab.

Your Phone:: 408 972 6857
Your Address (optional)::
Your City (optional)::
Your State (optional)::
Your Zip (optional)::
Nature of Comment:: Compliment
Date of Incident:: 11/26/12
Time of Incident:: 8:10 AM
Route: : 17 - Amtrak Highway 17 Express
Location (include street and cross-street):: Cavallero Transit Center
Vehicle Number (if known):: 2801?
Direction of Travel:: Outbound
Employee Name or Number (if known)::
Employee Position:: Bus Operator
If other, please describe::

Gina Vecchio:
Hello,

Returning from being offsite since last Tuesday, I was surprised when I found this tab still open on my desktop this morning, especially as the incident I was writing about had made such an impression on me (I have actually

been using what your driver did on this day as an example in the classes I've been teaching when I get to the part about using discretion in decision making. I also told my kids about what he did and how the world might not be hopeless with people like him in it after all). I was also surprised I'd neglected to complete the letter because I witnessed a couple interactions with other riders and I was afraid either might use this driver's kindness against him. Be that as it may, I'm going with better late than never.

So, that Monday, I could see three bikes were already on the rack when the bus pulled up to the Cavallero Transit Center. I am an older woman who regularly commutes from Scotts Valley on the Highway 17 Express, and in the past I have simply waited for the next bus or rode into Santa Cruz to depart from the Metro, or once, in an incident the exact opposite of this one, when the driver told me he already had a bike on board and just as he was pulling away I knocked on the door and told him I had my own bungee cords and he grudgingly let me on (and I heard negative comments about the bike this ride too). So this freezing morning I simply stood dejectedly by the door trying to figure out my next course of action ... when your driver actually told me to bring the bike in because he knew the next bus out would have me waiting for over an hour in that weather. I was speechless for almost the entire ride. One other bike rider waiting with me was equally astounded.

(This is not the only time this driver has made my day. I had to spend the night at the job one Friday, and when I got on the bus Saturday afternoon he recognized me and said hello. After an unplanned, uncomfortable overnight on the job, he brightened my day with his greeting.)

Being quiet on the ride over the morning of the 26th allowed me to hear the two passengers complaining about the bikes, both with animation. I had earlier seen one, a woman with an expired pass, trying to convince this driver to let her ride free. He had congenially explained the pass had been expired for a number of days, inferring she had time to address this before now. She wound up going inside and came back with her fare, but she was as I said vocal in voicing her displeasure at having to do so. I was in a similar position coming back to town on Friday – I boarded the last bus back to Santa Cruz at 10:30PM and had only a \$20 and I was happy to pay with that twenty, with service such as I received at the start of the week still fresh in my mind. The other disgruntled rider had been smoking at the Transit Center, and I had heard your driver explain the no smoking policy while I was standing by the door, and was grateful for that since I have a hard time speaking up and! smoke is almost intolerable to me.

I realize your policy is to disallow bikes when the bus is already at full seated capacity, but I hugely appreciated your driver weighing the variables on this day and deciding to allow my bike inside. People would be standing whether or not the bikes were inside. I hope you realize it is actions such as this one that endear your organization to the hearts of your riding population. During the period when the Smart Card was first introduced I received a ticket from the VTA folks for evasion of fare even though I had my receipt for the Smart Card, the blurb from your publication explaining the 31 day Highway 17 pass was good for unlimited local travel on VTA routes, and a copy of my bank statement showing the account debited for \$113 on the date of purchase to boot. They even brought in a San Jose police officer over who told me he'd be taking me to jail if I "continued to argue." Numerous instances come to mind when I think of how differently I feel towards my local public transit org and San Jose. Night and day differences, and in my opinion, this driver, and not only because of the bike on Monday, exemplifies to me what makes yours a fine organization and I hope he is recognized for the personal kindness he imbues to his passengers. Not to mention his driving is so excellent that when I'm lucky enough to have him driving I can close my eyes and drift off without a care in the world.

In closing, I wish a heartfelt thanks to this driver who displayed such a human kindness to me last week, and renewed my faith in our species.

Most Sincerely,
Gina Vecchio

Viewing Report CSV-000000897 [Print](#)

Subject	Staff	Status	Priority
bikes on the bus (MGB)	Maria Granados-Boyce	closed	normal

Report Submitter Info

User-Agent: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 5.1; Trident/4.0; YPC 3.2.0; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)

Referer: http://www.scmtd.com/en/customer-service?page=add_ticket&action=add_ticket

Remote Address: 24.6.90.175

Was logged in ?: No

Custom Fields

Your Phone:	510 557 8892
Your Address (optional):	
Your City (optional):	
Your State (optional):	
Your Zip (optional):	
Nature of Comment:	Complaint
Date of Incident:	07/31/2012
Time of Incident:	bike on bus
Route:	17 - Amtrak Highway 17 Express
Location (include street and cross-street):	metro santa cruz station
Vehicle Number (if known):	
Direction of Travel:	Outbound
Employee Name or Number (if known):	
Employee Position:	Not Applicable
If other, please describe:	
*METRO Department:	Operations
*Investigation Status:	Not Required
*Department Reply Due By:	08/08/2012
*Category:	OPS - Policy Issue
*Investigation Referred To Whom:	Maria Granados-Boyce
*Investigation Due By:	08/08/2012

Custom Fields

*Investigation Result:

11/28/12
No further communication from Ms Morrison,
closed file
MGB

*Investigation Completion Date:

08/08/2012

*Issue Referred to Dept. Manager:

Yes

*Staff Summary (include dates):

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Destiny Morrison

Replies are closed.

Messages History

8/8/12

Dear Ms. Morrison,

Maria Granados-Boyce wrote:
mboyce@scmtd.com
Wednesday, 08 August 2012
13:16:20 -0800

I am in receipt of your letter suggesting that we change our policy of allowing up to two bikes on certain routes, including the Hwy 17 Express.

This is a long established policy that has worked well for the community. We have many commuters that use bicycles for their commute once they get to San Jose.

Messages History

I will refer this report to the Superintendent of Operations who includes all input from the public when considering policy changes.

Thank you for taking the time to give us your feedback. We value your comments.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

Destiny Morrison wrote:
destinyrestart@yahoo.com
*Saturday, 04 August 2012 10:43:38
-0800*

This is not a complaint on any driver but on your policy to let bicycles on the bus. I was on the 17 north on July 31st and it was full and the driver allowed a bicycle on the bus which took up 5 seats. I know we can't pick who sits next to us but to sit next to a sweaty smelly man who also rode his bike (but placed it on the front of the bus) was too much i could barely breath. If the 5 seats taken up in front for a bike hadn't been taken i could have at least moved to another seat. Bikes belong on the outside of the bus if they are all taken then the bike rider should be made to wait for the next bus. Please change your policy and do not allow bikes in the bus.

Viewing Report CSV-000000821 [Print](#)

Subject	Staff	Status	Priority
Inquiry re bikes in Hwy 17 Express (MGB)	Maria Granados-Boyce	closed	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Windows NT 6.1) AppleWebKit/536.5 (KHTML, like Gecko) Chrome/19.0.1084.52 Safari/536.5
Referer: http://www.scmtd.com/en/customer-service?page=add_ticket&action=add_ticket
Remote Address: 68.123.234.248
Was logged in ?: No

Custom Fields

Your Phone:	<input type="text" value="6264878464"/>
Your Address (optional):	<input type="text"/>
Your City (optional):	<input type="text"/>
Your State (optional):	<input type="text"/>
Your Zip (optional):	<input type="text"/>
Nature of Comment:	<input type="text" value="Inquiry"/>
Date of Incident:	<input type="text" value="5/27/12"/>
Time of Incident:	<input type="text" value="830am"/>
Route:	<input type="text" value="17 - Amtrak Highway 17 Express"/>
Location (include street and cross-street):	<input type="text" value="SC Metro Center"/>
Vehicle Number (if known):	<input type="text"/>
Direction of Travel:	<input type="text" value="Outbound"/>
Employee Name or Number (if known):	<input type="text"/>
Employee Position:	<input type="text" value="Not Applicable"/>
If other, please describe:	<input type="text"/>
*METRO Department:	<input type="text" value="Operations"/>
*Investigation Status:	<input type="text" value="Not Required"/>
*Department Reply Due By:	<input type="text" value="06/26/2012"/>
*Category:	<input type="text" value="OPS - Other"/>
*Investigation Referred To Whom:	<input type="text" value="Maria Granados-Boyce"/>
*Investigation Due By:	<input type="text" value="06/26/2012"/>

Custom Fields

*Investigation Result:

*Investigation Completion Date:

06/26/2012

*Issue Referred to Dept. Manager:

No

*Staff Summary (include dates):

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Michael W Collins

Replies are closed.

Messages History

6/26

Dear Mr. Collins,

Maria Granados-Boyce wrote:
mboyce@scmtd.com
*Tuesday, 26 June 2012 11:38:00
-0800*

All SC METRO buses have bike racks mounted in front of the vehicle that accommodate 3 (three) bikes. On the aforementioned routes bikes can be brought inside the bus if the rack is full, up to 2 (two).

These would only be accepted on board if there is sufficient room, and if along the way passengers need to

Messages History

use the area where the seats have been folded due to a bike(s) being held, then the passenger with the bike would be asked to alight from the bus.

The Hwy 17 Express route will board bikes inside the bus at the Metro Center only if that particular trip is bypassing the Cavallaro Transit Center.

I hope this answers your questions.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

The website says this about bikes on this route:
"Standard size bikes are allowed on the Hwy 17, Routes 40, 41, & 42. Up to (2) bikes can be accommodated inside the bus as long as the bus is not already at full seated capacity. (Hwy 17: You may only board bikes inside the bus at the Diridon Station southbound, Cavallaro Station northbound or Pasatiempo if northbound trip does not serve Cavallaro Station). Bikes will be stored in the accessible area and secured with straps obtained from the Operator."

Michael W Collins wrote:
michaelsmokeycollins@gmail.com
*Sunday, 27 May 2012 07:43:36
-0800*

Is there an external bike rack on the bus that accommodates bikes as well as inside? Please confirm that bikes are inside the bus only and will not be accepted at SC Metro Center.

Viewing Report CSV-000000651 [Print](#)

Subject	Staff	Status	Priority
Bicycle riders (MGB)	Maria Granados-Boyce	closed	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_5_8) AppleWebKit/534.50.2 (KHTML, like Gecko) Version/5.0.6 Safari/533.22.3

Referer: http://www.scmttd.com/en/customer-service?page=add_ticket&action=add_ticket

Remote Address: 50.0.66.7

Was logged in ?: No

Custom Fields

Your Phone:	<input type="text" value="831 3593720"/>
Your Address (optional):	<input type="text"/>
Your City (optional):	<input type="text" value="Santa Cruz"/>
Your State (optional):	<input type="text" value="CA"/>
Your Zip (optional):	<input type="text" value="95060"/>
Nature of Comment:	<input type="text" value="Complaint"/>
Date of Incident:	<input type="text" value="multiple times"/>
Time of Incident:	<input type="text" value="6.35"/>
Route:	<input type="text" value="91X - Commuter Express Santa Cruz / W"/>
Location (include street and cross-street):	<input type="text" value="metro station"/>
Vehicle Number (if known):	<input type="text"/>
Direction of Travel:	<input type="text" value="Outbound"/>
Employee Name or Number (if known):	<input type="text"/>
Employee Position:	<input type="text" value="Not Applicable"/>
If other, please describe:	<input type="text"/>
*METRO Department:	<input type="text" value="Service Planning/Scheduling"/>
*Investigation Status:	<input type="text" value="Not Required"/>
*Department Reply Due By:	<input type="text" value="01/23/2012"/>
*Category:	<input type="text" value="CUS - Other"/>
*Investigation Referred To Whom:	<input type="text" value="Maria Granados-Boyce"/>
*Investigation Due By:	<input type="text" value="01/23/2012"/>

Custom Fields

*Investigation Result:

1/23/12
Sent to Erich Friedrich for consideration

MGB

*Investigation Completion Date:

01/23/2012

*Issue Referred to Dept. Manager:

Yes

*Staff Summary (include dates):

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Miriam Ban

Replies are closed.

Messages History

1/23/12

Dear Ms. Ban,

Maria Granados-Boyce wrote:
 mboyce@scmttd.com
 Monday, 23 January 2012 13:41:39
 -0800

I am in receipt of your report regarding the high use of the bicycle rack on the Rt. 91X in the morning, resulting in some passengers being turned away due to lack of space.

The bicycle rack, when extended, equals more than 40' in length which is our maximum allowance. Currently,

Messages History

the METRO does have a few routes that allow bicycles inside the bus.

I will refer this report to the Service & Planning Department who will take this suggestion into consideration.

Thank you for taking the time to inform us of your concerns.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

It is very frustrating to wake up early, get all packed, ride my bike to the metro, and find out that I am not allowed to get on the bus with my bike because the rack is full. It's almost worse when I arrive 20 minutes early to get a spot in line, and then I have to watch other bike riders be turned away. On a commuter bus (like the 91x) bike riders should not be turned away. I am trying to help the environment, and support public transportation. Is there any way to get more racks for those busses? Or to allow bikes on the bus? There is usually plenty of room on the bus. Thank you for looking into this. I look forward to your response.

Miriam Ban

Miriam Ban wrote:
mirban@gmail.com
*Friday, 13 January 2012 21:35:29
-0800*

Viewing Report CSV-0000000505 [Print](#)

Subject	Staff	Status	Priority
Bikes on bus, (MGB)	Maria Granados-Boyce	closed	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Windows NT 5.1; rv:6.0.2) Gecko/20100101 Firefox/6.0.2

Referer: http://www.scmtd.com/customer-service/csv

Remote Address: 63.249.112.62

Was logged in ?: No

Custom Fields

Your Phone:	<input type="text" value="3868469649"/>
Your Address (optional):	<input type="text"/>
Your City (optional):	<input type="text"/>
Your State (optional):	<input type="text"/>
Your Zip (optional):	<input type="text"/>
Nature of Comment:	<input type="text" value="Suggestion"/>
Date of Incident:	<input type="text" value="09/20/2011"/>
Time of Incident:	<input type="text" value="any"/>
Route:	<input type="text" value="41 - Bonny Doon"/>
Location (include street and cross-street):	<input type="text" value="Empire Grade at Cowell Upper Meadow"/>
Vehicle Number (if known):	<input type="text"/>
Direction of Travel:	<input type="text" value="Outbound"/>
Employee Name or Number (if known):	<input type="text"/>
Employee Position:	<input type="text" value="Not Applicable"/>
If other, please describe:	<input type="text"/>
*METRO Department:	<input type="text" value="Operations"/>
*Investigation Status:	<input type="text" value="Completed"/>
*Department Reply Due By:	<input type="text" value="10/29/2011"/>
*Category:	<input type="text" value="OPS - Other"/>
*Investigation Referred To Whom:	<input type="text" value="Maria Granados-Boyce"/>
*Investigation Due By:	<input type="text" value="10/29/2011"/>

Custom Fields

*Investigation Result:

10/29/11 Report to Service & Planning /Mary Ferrick MGB

*Investigation Completion Date:

10/29/2011

*Issue Referred to Dept. Manager:

Yes

*Staff Summary (include dates):

--

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

--

*Block Number:

--

*Customer Name

Robert Allgeyer

Replies are closed.

Messages History

10/29/11

Dear Mr. Allgeyer,

Maria Granados-Boyce wrote:
 mboyce@scmtd.com
 Saturday, 29 October 2011
 13:37:58 -0800

I am in receipt of your report and apologize for the delay in a response.

This is the first complaint regarding this issue that the METRO has received. I can understand the frustration you must have when this problem occurs.

Messages History

I don't know if eliminating the Cowell upper meadow stop is the answer to this problem. I will submit this report to METRO Service and Planning Department. In addition I will suggest that the 5:30pm Rt. 41 be monitored in order to document these issues more clearly.

Thank you for taking the time to inform METRO of your concerns.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

Robert Allgeyer wrote:
public2@robertallgeyer.com
Tuesday, 20 September 2011
13:25:42 -0800

Bonny Doon residents must compete with recreational cyclists for bike space, particularly in later afternoon. The present "first-come, first serve" policy favors recreation (they can afford to wait at Metro) instead of residents (who get off work or school), and thus works against a bike-bus commute transport policy. Note that the climb to Bonny Doon from Santa Cruz is about 2000 feet. The recreational cyclists want to get off at Twin Gates (UCSC upper campus) for which the nearest stop is Cowell Upper Meadow. There are no residences near this stop. I recommend that the Cowell Upper meadow stop be eliminated, and drivers be instructed to deny any courtesy stop outbound between Waldorf School and Smith Grade. If this is done, then recreational cyclists might as well take a bus 16 to UCSC science hill (not crowded outbound in afternoon) and from there bike out via fire road to where they wish to go. This is a serious problem on some days. For example, on one recent afternoon, 6 of 10 cyclists seeking the 5:30PM 41 bus were non-resident mountain bikers who wanted to get off at Twin Gates. Only 4 needed to get home to Bonny Doon. If the Upper Meadow stop is removed, then recreational cyclists will have to bike uphill at least 120 feet in elevation from anywhere, so they might as well use the UCSC fire roads.

Viewing Report CSV-0000000999 [Print](#)

Subject	Staff	Status	Priority
Idea for additional bike on buses (MGB)	Maria Granados-Boyce	open	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_7_5) AppleWebKit/536.26.17 (KHTML, like Gecko) Version/6.0.2 Safari/536.26.17
Referer: http://www.scmted.com/en/customer-service?page=add_ticket&action=add_ticket
Remote Address: 50.0.67.198
Was logged in ?: No

Custom Fields

Your Phone:	<input type="text" value="831 566-6569"/>
Your Address (optional):	<input type="text"/>
Your City (optional):	<input type="text" value="Santa Cruz"/>
Your State (optional):	<input type="text" value="CA"/>
Your Zip (optional):	<input type="text" value="95062"/>
Nature of Comment:	<input type="text" value="Suggestion"/>
Date of Incident:	<input type="text" value="11/17/2012"/>
Time of Incident:	<input type="text" value="8:15 a.m."/>
Route:	<input type="text" value="69A - Capitola Road / Watsonville"/>
Location (include street and cross-street):	<input type="text" value="n/a"/>
Vehicle Number (if known):	<input type="text"/>
Direction of Travel:	<input type="text" value="Outbound"/>
Employee Name or Number (if known):	<input type="text"/>
Employee Position:	<input type="text" value="Bus Operator"/>
If other, please describe:	<input type="text"/>
*METRO Department:	<input type="text" value="Operations"/>
*Investigation Status:	<input type="text" value="Not Required"/>
*Department Reply Due By:	<input type="text" value="11/29/2012"/>
*Category:	<input type="text"/>
*Investigation Referred To Whom:	<input type="text" value="Maria Granados-Boyce"/>
*Investigation Due By:	<input type="text" value="11/29/2012"/>

Custom Fields

*Investigation Result:

*Investigation Completion Date:

11/29/2012

*Issue Referred to Dept. Manager:

Yes

*Staff Summary (include dates):

*Known Issue? (yes/no):

Yes

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Saskia Lucas

Messages History

11/29/12

Dear Mr. Lucas,

Maria Granados-Boyce wrote:
mboyce@scmtd.com
Thursday, 29 November 2012
12:51:30 -0800

METRO has been at the forefront of providing the best possible transportation options available given the limitations of our geography and equipment. While there has been an increased demand for bicycle space on our buses, this issue has not been new to METRO and began receiving notoriety the 1990, if not earlier.

Messages History

Use of a rear mounted bicycle rack has been attempted at METRO, but was not successful and resulted in bicycle thefts, injury to riders attempting load or unload their bicycles, injury to employees who were required to remove the racks when servicing the equipment.

Integration of Bicycles in Transit published an article in which rear mounted bicycle racks were installed and monitored with mixed success. For Public Transit operating in urban, suburban and rural areas that provided service along a fixed route with periodic stops at designated bus stops along the route, the racks were not successful. Experiences such as have been noted above were encountered and the program was dismantled. Rear Mounted Bicycle Racks performed best when used in conjunction with delivery of Shuttle Service where a bus starts at a particular location, loads its compliment of riders, then proceeds directly to the destination with no stops in-between.

At present, METRO is not pursuing adding additional bicycle space to its fleet as there is an overwhelming demand by regular passengers on our system and passenger carrying capacity is at maximum occupancy on our buses, but an option does exist as noted below.

The option that exists for those wishing to Bike and Ride is the use of collapsible bicycles that are allowed inside the bus as a carry-on as long as conditions explained in the METRO Headways are adhered to. If you require additional information, please contact Customer Service at 831-425-8600.

Thank you.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

Saskia Lucas wrote:
saskia_lucas@yahoo.com
Monday, 19 November 2012
06:14:26 -0800

I was speaking with Delvis, a Metro bus driver, on the 69A to Watsonville on Saturday morning 11/17. I suggested that bike racks be installed on the back of the buses, in addition to the existing front racks, to accommodate more bikes. The racks would need to have place to lock the bike to the rack with the bicyclists own lock to help prevent theft. Otherwise it

Messages History

would be at the rider's own risk if the bike was not locked.
Surveillance cameras could also be installed to improve security.

This new accommodation could begin with the bus routes with the most bike rack use to make it affordable, and thereby speeding up implementation.

I am a regular user of the bus with my bike. Many people with bikes are turned away on a daily basis from boarding the bus due to the bike racks already being full. Additional bike racks on the back of the buses with a way to use one's own bike lock would increase access and help increase ridership.

Thank you for your consideration. I look forward to hearing back from you soon.

Sincerely,
Saskia Lucas

Viewing Report CSV-0000000984 [Print](#)

Subject	Staff	Status	Priority
Bicycle Rack on front of bus (MGB)	Maria Granados-Boyce	closed	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10.7; rv:6.0) Gecko/20100101 Firefox/6.0
Referer: http://www.scmtd.com/en/customer-service?page=add_ticket&action=add_ticket
Remote Address: 128.114.181.71
Was logged in ?: No

Custom Fields

Your Phone:	<input type="text" value="831-234-6158"/>
Your Address (optional):	<input type="text"/>
Your City (optional):	<input type="text"/>
Your State (optional):	<input type="text"/>
Your Zip (optional):	<input type="text"/>
Nature of Comment:	<input type="text" value="Inquiry"/>
Date of Incident:	<input type="text" value="10/26/2012"/>
Time of Incident:	<input type="text" value="7.30 am"/>
Route:	<input type="text" value="91X - Commuter Express Santa Cruz / W"/>
Location (include street and cross-street):	<input type="text" value="Metro"/>
Vehicle Number (if known):	<input type="text"/>
Direction of Travel:	<input type="text" value="Outbound"/>
Employee Name or Number (if known):	<input type="text"/>
Employee Position:	<input type="text" value="Not Applicable"/>
If other, please describe:	<input type="text"/>
*METRO Department:	<input type="text" value="Customer Service"/>
*Investigation Status:	<input type="text" value="Not Required"/>
*Department Reply Due By:	<input type="text" value="10/30/2012"/>
*Category:	<input type="text" value="CUS - Other"/>
*Investigation Referred To Whom:	<input type="text" value="Maria Granados-Boyce"/>
*Investigation Due By:	<input type="text" value="10/30/2012"/>

Custom Fields

*Investigation Result:

12/6/12
No further communication from Ms Stevens,
closed file.
MGB

*Investigation Completion Date:

10/30/2012

*Issue Referred to Dept. Manager:

No

*Staff Summary (include dates):

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Carolyn Stevens

Replies are closed.

Messages History

10/30

Maria Granados-Boyce wrote:
mboyce@scmttd.com
Tuesday, 30 October 2012
09:39:49 -0800

Ms. Stevens,

We are in receipt of your concern regarding the overabundance of bicycles competing for space on the 91X , but it is a fact that more riders are enhancing their travels with bicycles. Your suggestion to increase bicycle rack carrying capacity to five bicycles cannot be considered because it would exceed vehicle length

Messages History

dimensions that are established per the California Vehicle Code , and turning radius would increase significantly to the degree that buses would not be able to maneuver in certain areas.

Because of our significant passenger loads, standard size bicycles are not allowed inside METRO buses with the exception of the Highway 17, routes 40, 41, and 42 on a space available basis.

Some options to consider that may assist with your issue are as follows:

Since you indicate that the route 71 does not meet your time requirements, the routes 69A and 69W may be alternatives. There is also an ability to purchase a folding Bicycle that can be brought onto any METRO bus on any route (please refer to Bikes on Buses in our METRO Headways publication, Pg 12 for further information). The link below will provide you with more information on folding bicycles.

<http://www.citizenbike.com/default.asp?gclid=CLXpl7jnn7MCFQpgMgodQXMAVQ>

We regret any inconvenience you may have experienced and hope that one of the options listed will provide you with a viable alternative.

Thank you for taking the time to apprise us of your concerns.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

Carolyn Stevens wrote:
clcstevens@yahoo.com
*Friday, 26 October 2012 11:49:19
-0800*

My son rides the bus to Delta School in Aptos from the metro. Thankfully I drop him in the mornings and wait to ensure his bike has a spot on the bus. Three mornings this week, he has been the 4th bike or more therefore I have had to drive him to Aptos and have been late to work. It doesn't seem to matter how early we arrive, there are always too many bikes and he needs it to ride to another school and home every afternoon. The 71 does not arrive to school on time since his school starts at 8 am.

Suggestion: would it be possible to purchase a 5 bicycle rack for the 91X. I have seen multiple students turned

Messages History

away and late due to the bus only having a 3 bicycle
rack!
Thank you for your consideration!!

Viewing Report CSV-000000946 [Print](#)

Subject	Staff	Status	Priority
Accomodate Bicycles 91X (MGB)	Maria Granados-Boyce	closed	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10.5; rv:15.0) Gecko/20100101 Firefox/15.0.1

Referer: http://www.scmted.com/en/customer-service?page=add_ticket&action=add_ticket

Remote Address: 50.0.66.42

Was logged in ?: No

Custom Fields

Your Phone:	831-359-3720
Your Address (optional):	
Your City (optional):	
Your State (optional):	
Your Zip (optional):	
Nature of Comment:	Complaint
Date of Incident:	09/07/2012
Time of Incident:	6:30am
Route:	91X - Commuter Express Santa Cruz / W
Location (include street and cross-street):	Metro Station
Vehicle Number (if known):	
Direction of Travel:	Outbound
Employee Name or Number (if known):	
Employee Position:	Not Applicable
If other, please describe:	
*METRO Department:	Operations
*Investigation Status:	Completed
*Department Reply Due By:	10/04/2012
*Category:	OPS - Policy Issue
*Investigation Referred To Whom:	Maria Granados-Boyce
*Investigation Due By:	10/04/2012

Custom Fields

*Investigation Result:

*Investigation Completion Date:

11/05/2012

*Issue Referred to Dept. Manager:

Yes

*Staff Summary (include dates):

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Miriam Ban

Replies are closed.

Messages History

Miriam Ban wrote:
miriamban@gmail.com
Saturday, 20 October 2012
10:16:21 -0800

Maria Granados-Boyce wrote: 10/4/12
mboyce@scmtd.com

Dear Ms. Granados-Boyce,
Thank you for your kind reply. I DO appreciate that you have the most current bike rack available. Thank you. Also, thank you for referring the report to the Operations Superintendent. By what date can I expect to hear back about the results?
Thank you,
Miriam Ban

Messages History

Dear Ms. Ban,

I am in receipt of your suggestion to allow bikes on the 91X. I will refer this report to the Operations Superintendent for review.

Passenger counts will be considered on these routes in order to not displace persons on buses if METRO allowed bikes on the Rt. 91X.

METRO does support cyclists and we do have the most current bicycle rack available in the industry and do allow bikes on certain routes with the understanding that if the area is needed to accommodate human beings then the bicycles on board would be displaced.

Thank you for taking the time to submit your report we value your comments.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

Hello,
I've written before to express how frustrating it is that only three bikes are allowed on the 6:35am, 91X-Commuter Express Bus. I often wake up early, arrive 20 minutes early, and STILL get turned away because the bike rack is full. Someone wrote me back in the spring telling me that on SOME routes, bikes are allowed on the bus. Can you please make that the case for the 91X? Or somehow install another rack? The next bus does not come for another hour, which would make me late for work. I am trying to do my part to support public transportation, and reduce gas emissions. Can you do your part to reduce gas emissions and support cyclists?

Thank you,
Miriam Ban

*Thursday, 04 October 2012
14:14:43 -0800*

Miriam Ban wrote:
miriamban@gmail.com
*Sunday, 23 September 2012
15:44:24 -0800*

Viewing Report CSV-000000984 [Print](#)

Subject	Staff	Status	Priority
Bicycle Rack on front of bus (MGB)	Maria Granados-Boyce	open	normal

Report Submitter Info

User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10.7; rv:6.0) Gecko/20100101 Firefox/6.0
Referer: http://www.scmtd.com/en/customer-service?page=add_ticket&action=add_ticket
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Was logged in ?: No

Custom Fields

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Your City (optional):	<input type="text"/>
Your State (optional):	<input type="text"/>
Your Zip (optional):	<input type="text"/>
Nature of Comment:	<input type="text" value="Inquiry"/>
Date of Incident:	<input type="text" value="10/26/2012"/>
Time of Incident:	<input type="text" value="7:30 am"/>
Route:	<input type="text" value="91X - Commuter Express Santa Cruz / W"/>
Location (include street and cross-street):	<input type="text" value="Metro"/>
Vehicle Number (if known):	<input type="text"/>
Direction of Travel:	<input type="text" value="Outbound"/>
Employee Name or Number (if known):	<input type="text"/>
Employee Position:	<input type="text" value="Not Applicable"/>
If other, please describe:	<input type="text"/>
*METRO Department:	<input type="text" value="Customer Service"/>
*Investigation Status:	<input type="text" value="Not Required"/>
*Department Reply Due By:	<input type="text" value="10/30/2012"/>
*Category:	<input type="text" value="CUS - Other"/>
*Investigation Referred To Whom:	<input type="text" value="Maria Granados-Boyce"/>
*Investigation Due By:	<input type="text" value="10/30/2012"/>

Custom Fields

*Investigation Result:

*Investigation Completion Date:

10/30/2012

*Issue Referred to Dept. Manager:

No

*Staff Summary (include dates):

*Known Issue? (yes/no):

No

*Cross-Reference Notes (ticket #):

*Block Number:

*Customer Name

Carolyn Stevens

Messages History

10/30

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mboyce@scmttd.com
Tuesday, 30 October 2012
09:39:49 -0800

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Messages History

dimensions that are established per the California Vehicle Code , and turning radius would increase significantly to the degree that buses would not be able to maneuver in certain areas.

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We regret any inconvenience you may have experienced and hope that one of the options listed will provide you with a viable alternative.

Thank you for taking the time to apprise us of your concerns.

Sincerely,
Maria Granados-Boyce
Supervisor Customer Service

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clcstevens@yahoo.com
Friday, 26 October 2012 11:49:19
-0800

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Suggestion: would it be possible to purchase a 5 bicycle rack for the 91X. I have seen multiple students turned

Messages History

away and late due to the bus only having a 3 bicycle
rack!
Thank you for your consideration!!

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

10/17/12
Public Input

Minutes - METRO Advisory Committee (MAC)

October 17, 2012

The METRO Advisory Committee (MAC) met on Wednesday, October 17, 2012 in the Pacific Station Conference Room located at 920 Pacific Avenue in Santa Cruz, California.

1. CALL TO ORDER

Steve Johnson called the meeting to order at 6:15 p.m.

SEE PAGE 3
OF 9 *

ROLL CALL

MEMBERS PRESENT

Steve Johnson
Roseann Marquez
Donald "Norm" Hagen
Charlotte Walker

MEMBERS ABSENT

Naomi Gunther, Chair
Bob Geyer, Vice Chair
Craig Agler
Mara Murphy
Dennis "Pops" Papadopulo
Dave Williams

VISITORS PRESENT

Veronica Elsea
Mark Case

STAFF PRESENT

Ciro Aguirre, Operations Manager (arrived at 6:16 pm)
April Warnock, Paratransit Superintendent
Erich Friedrich, Jr. Transportation Planner
Todd Pinsky, Fixed Route Bus Operator
Sherri Escobedo, Administrative Assistant/ MAC Secretary

2. AGENDA ADDITIONS/DELETION

Charlotte Walker asked to add on the agenda, a motion to change the scheduled November 21st meeting to November 14th due to the Thanksgiving Holiday. Since this directly affects the next meeting date, it was agreed to add it on.

APPROVE CHANGING THE NOVEMBER MEETING FROM NOVEMBER 21ST TO NOVEMBER 14TH.

ACTION: MOTION: NORM HAGEN SECOND: CHARLOTTE WALKER

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.

Veronica Elsea, Chair of the Pedestrian Safety & Work Group, asked to add-on a follow-up presentation regarding the Sidewalk Maintenance Hazard Report Form in regards to having posters on Metro buses and how to propose this to Metro. This will be added on for next months agenda. Ciro Aguirre stated that she should address a letter to the MAC Committee asking for their support, and then the MAC Committee can forward the letter to the Board of Directors, and to include that the RTC would pay for the posters.

3. ORAL/WRITTEN COMMUNICATION

None.

4. APPROVE MINUTES OF MAC MEETING OF SEPTEMBER 2012

ACTION: MOTION: CHARLOTTE WALKER SECOND: ROSEANN MARQUEZ

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.

5. ACCEPT & FILE RIDERSHIP REPORT FOR JULY 2012

There was a brief discussion about ridership numbers being down from last year, and Erich Friedrich, Acting Transportation Planner explained that this was expected due to the cut-backs from last year and the restoration of service this fall. Ridership is up, and the numbers for the new routes that have been added back in will show in September's report. Norm Hagen had a comment regarding the number of users with mobility devices; he himself has taken the 79 and saw very few mobility devices. He asked if we are supporting outreach to people that need to know, and Erich explained what he looks for in routes as far as ridership, and with the budget in good shape he has been quite lenient in regards to all riders. Charlotte asked a question regarding what type of mobility device do we look at, and Erich explained that anytime the ramp is deployed, that's the type of mobility device we look for.

ACTION: MOTION: NORM HAGEN SECOND: ROSEANN MARQUEZ

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.

6. ACCEPT & FILE PARACRUZ OPERATIONS STAFF REPORTS FOR JULY 2012

There was a brief discussion regarding a situation that Norm Hagen was in on a Paracruz ride, where a driver lacked in some English speaking skills and he wondered if it was wrong of him to offer to teach the driver speaking abilities. Ciro Aguirre, Operations Manager, explained that Norm should not give preferential treatment to one driver based on this, that we offer top-notch training, if a driver is having difficulty he should report it to his supervisor. He went on to explain that our training has somewhat changed focus from driver skills to customer service skills, and that we receive numerous compliments from the public and drivers themselves that our training is excellent.

ACTION: MOTION: CHARLOTTE WALKER SECOND: ROSEANN MARQUEZ

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.

7. ACCEPT & FILE LEGISLATIVE AND GRANTS REPORT FOR JULY 2012

Norm Hagen did his own survey regarding bus stops to and from Freedom Blvd. to Watsonville, and he wondered if that was given any recognition for the need for that. Erich Freidrich responded that it was a very good tool and he appreciated it. He went on to explain that the new Transportation Bill that was recently signed in July, does allocate re-occurring Capital Funds that we can use for buying

things or for building things. We can't use the funds for service on the roads. We are currently debating about what to do with these capital funds, and one of the suggestions is the on-going facilities repair program. This includes bus stops that need extra work, not just regular maintenance. There has been quite a few lists received from several groups in the area, and we are really looking at this list carefully for improvements. As of August we've completed over 100 repairs and we have a few dozen more to go. There's a lot more coming, one of which is Green Valley Road, and the Towers Medical Facility in Watsonville.

ACTION: MOTION: NORM HAGEN SECOND: CHARLOTTE WALKER

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.



8. DISCUSSION OF BIKE RACKS ON BUSES

Mark Case gave a brief discussion advocating for getting more bikes on the buses. He would like to see some of the longer routes, the 35, 69, and 71 be able to carry more bikes. He basically uses his bike and public transportation to get around, and has found that he sometimes has to wait for the 2nd, 3rd or 4th bus to be able to get his bike on the bus. He explained that to him his bike is like a mobility device, and to many others as well. He did a lot of research on the subject and spoke to several transit systems to find out what their policies were. Metro's policy is limited to three bikes on the rack in front, however, Todd Pinsky, Fixed-Route Operator explained that it really is the Operator's discretion to allow a bike inside the bus for those routes that they are allowed on such as they Hwy 17 Commuter Express routes and 40,41, & 42 routes, considered Rural Life-Line Service. If the bus is not full, the Operator's will allow this, however if the bus fills up the rider with the bike may be asked to exit the bus, and wait for another. Roseann Marquez asked if this is safe. The response from Todd was that there has to be a clear path on the bus to walk. Charlotte asked if someone is asked to get off will their fare be credited. Todd explained that the driver will usually work with the passenger to get him on another bus. Charlotte remarked that there are folding bikes and they are allowed on the bus. Todd Pinsky stated that this is true, but anything that impedes a rider will move that bike off the bus. Bike racks cannot be put on the back of the buses due to safety reasons, they sometimes fall off, and it is very difficult for an Operator to see when the bike has been unloaded from behind. Mark Case said he would be willing to pay a higher fare to get his bike on the bus. Ciro Aguirre explained that there is a history to this issue, and it has been brought up before. There has been reluctance from older adults & persons with disabilities to accept more bikes inside the buses on local routes, due to the confrontation issue that arises where these persons need to occupy the seats where the bicycles are at. The other issue is schedule delays that result by allowing passengers to load and unload bikes. Ciro suggested that if Mr. Case wanted to move forward with this subject, he would need to carry it forward with a letter to the MAC Committee. Mark's biggest concern is that he would like to see more bikes added to the main runs through town, the 91, 71, & 69. He feels there are enough buses on those routes to accomodate more bikes. He is aware of 3 Grant Programs that will provide funds for racks on buses, and he's hoping that Metro will change their policy for more bikes on buses.



9. ACCESSIBILITY OF TVM's

There was a discussion about accessibility of the TVM's for vision impaired customers. Ciro Aguirre sent an email to Dan Gilfand at GFI with Veronica Elsea's concerns. He has responded back, and he is currently working with his engineering dept to work on these changes. Ciro stated that when we order a new TVM, which we will be doing in the near future, he will use that as an additional opportunity to ensure that the changes needed on the current machines are completed. Veronica Elsea asked a question regarding the beginning of ordering a new machine, why they would not be compliant to ADA 504 requirements. Ciro responded that they basically build the machines to our contract specifications, and the contracts do have language requiring that the equipment to be compliant with ADA requirements, but he would make sure that subsequent contracts would include the elements of ADA. Veronica then asked in the future could this be a specification with all new purchases so that this deficiency does not occur again. Ciro stated that the committee would need to provide him with a letter stating their concerns about the compliance with ADA, and would confirm with Legal. April Warnock, Paratransit Superintendent interceded that a lot of the time when it comes to creating software and/or hardware, that this work is done by engineers and they really don't get to test the product in real-life, so they are not really aware of all the deficiencies.

Steve Johnson suggested that the committee make a motion to have the MAC Chair create a letter to Ciro Aguirre, Operations Manager, asking for compliance of our TVM's with the ADA requirements.

ACTION: MOTION: NORM HAGEN SECOND: CHARLOTTE WALKER

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.

Steve Johnson then suggested that the committee make a motion to have the MAC Chair create a letter to METRO's legal department (Margaret Gallagher, District Counsel) requesting that the Purchasing Department include in all their contracts compliance with ADA 504 and 508 requirements.

ACTION: MOTION: NORM HAGEN SECOND: ROSEANN MARQUEZ

Motion passed unanimously, with Naomi Gunther, Bob Geyer, Craig Agler, Mara Murphy, Dennis "Pops" Papadopulo, and Dave Williams being absent.

- 10. DISCUSSION OF BUS STOPS** –Tove Beatty provided a letter to the committee as she was unable to attend this meeting. The letter basically explains that project has been bid, and an award is currently under consideration. Once that news is official and the Board has awarded a contract, she will update the committee.

11. DISCUSSION OF SERVICE REDUCTIONS AND CHANGES

Erich Friedrich Acting Transportation Planner gave a brief presentation about the Winter Bid coming up, there really aren't too many changes, a few tweaks to the Watsonville routes. There are some major internal changes coming as far as how we assign work to our bus operators. This won't really

affect service to the public however. There are some changes coming this Spring which will be quite exciting, and Erich will speak more about that in the coming months. There will be some additional changes in the Live Oak service, particularly between the Capitola Mall and Santa Cruz, as well as some changes in the Highway 17 service, adding departure and arrival times, and even additional trips. This fall Amtrak, CalTrain, and the Ace Train all changed their schedules and did not make us aware of that. We usually have a very open communication with these services, however this time that was not the case. So this caught up off-guard, and we will now have to make up for those changes. We will be doing rider surveys on Hwy 17 to see where people make connections and how often they make connections. Norm asked about which connections we are looking at, and Erich responded CalTrain. Erich said we do have to look at Amtrak first, since we partner with them, but we will be looking at CalTrain and the Capitol Corridor as well. Veronica Elsea commented that CalTrain is very difficult to obtain a ticket since the window is so short to make your connection, even if we had just 5 more minutes, it would be extremely helpful. Erich stated that he appreciates those comments, and he is definitely looking into that. There was a brief discussion between the group regarding misdirection at the Amtrak facility for all the train routes, and or ramps to get to the right place. Erich then stated that VTA & MTC (Metropolitan Transportation Commission) which runs funding for all transportation in the Bay Area, is currently working on signage and way-finding at major transit locations. Erich stated that he would have a detailed outline and presentation for the next meeting for any new developments and changes. Roseann Marquez had one other question regarding the weekend 79 schedule being different from the weekday schedule. Erich stated that this had to do with interlining and making the system more efficient. Erich stated that he would take a second look at that to see if he could get it to be more convenient. Ciro Aguirre wanted to add that for Charlotte and Veronica coming back from SF, that we have an agreement with Amtrak that they can contact the operator of the bus to hold it if he knows there is a connection to be made. Also in connection with VTA, if you want to ride the Light Rail and you have a Cruz Pass, you can ask for a transfer to the light rail.

12. NEW BUS TIE-DOWN SECUREMENT TOOL – Ciro Aguirre, Operations Manager gave a demonstration of a tool designed by Frank Bauer to use with securing a mobility device on the bus. This tool is very convenient and easy to use, and has less stress on the driver. This tool is a ratchet type device that fits over the knob of the securement device to enable the operator to tighten it down much easier by using leverage. Todd Pinsky gave a brief discussion about securing a wheelchair and the difficulties involved as well as wear and tear on wrists. This tool makes it much easier to secure mobility devices.

13. COMMUNICATIONS TO THE GENERAL MANAGER

None.

14. COMMUNICATIONS TO THE BOARD OF DIRECTORS

None.

15. ITEMS FOR NEXT AGENDA

Discussion of Bus Stops, Sidewalk Maintenance Poster, Bikes on the Buses, Accessibility of TVM's, Letters to the Board

16. ADJOURNMENT

There being no further business, Steve Johnson adjourned the meeting at 8:00 p.m.

Respectfully submitted,

Sherri Escobedo
Administrative Assistant

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

PUBLIC INPUT 10/19/11

Minutes - METRO Advisory Committee (MAC)

October 19, 2011

The METRO Advisory Committee (MAC) met on Wednesday, October 19, 2011 in the Pacific Station Conference Room located at 920 Pacific Avenue in Santa Cruz, California.

1. CALL TO ORDER

Mara Murphy called the meeting to order at 6:15 p.m.

*SEE PAGE 3 OF 4, BOTTOM

2. ROLL CALL

MEMBERS PRESENT

Dennis "Pops" Papadopulo
Bob Geyer
Roseann Marquez
Mara Murphy

MEMBERS ABSENT

Naomi Gunther, Chair
Charlotte Walker
Craig Agler
Dave Williams, Vice Chair

VISITORS PRESENT

STAFF PRESENT

Angela Aitken, Finance Manager and Acting Assistant General Manager
Ciro Aguirre, Operations Manager
Mary Ferrick, Fixed Route Superintendent
Frank Bauer, Safety & Training Coordinator
Sherri Escobedo, Administrative Assistant/ MAC Secretary

3. AGENDA ADDITIONS/DELETION

There were none, there was a REVISED Agenda that did not make it to the meeting due to Tony Tapiz being ill. The Wheelchair Securement Presentation was Item 11 on the Revised Agenda.

4. ORAL/WRITTEN COMMUNICATION

5. APPROVAL OF MINUTES OF SEPTEMBER 21, 2011

ACTION: MOTION: DENNIS "POP" PAPADOPULO SECOND: BOB GEYER

Approve the minutes of September 21, 2011.

Motion passed unanimously, with Craig Agler, Naomi Gunther, Charlotte Walker and Dave Williams being absent.

6. ACCEPT & FILE RIDERSHIP REPORTS

NO ACTION TAKEN

7. ACCEPT & FILE PARACRUZ OPERATIONS STATUS REPORT

NO ACTION TAKEN

8. ACCEPT & FILE LEGISLATIVE & GRANTS REPORT FOR SEPTEMBER 2011

Angela Aitken said that we just received a \$2.8 Million Grant for 4-6 Mobile Data Terminal Devices for the Paracruz Vehicles which will enhance their routes as they get realtime information, the remaining funds will ad applied to obtaining 3-4 new Buses.

Bob asked the price of a new bus, and Ciro replied about ½ million per bus.

Angela asked if the committee still wanted to receive Legislative & Grants information and Mara answered that Naomi Gunther should really make that decision.

ACTION: MOTION: BOB GEYER SECOND: DENNIS “POP” PAPADOPULO

Accept and file Legislative and Grants Report.

Motion passed unanimously, with Craig Agler, Naomi Gunther, Charlotte Walker and Dave Williams being absent.

9. DISCUSSION OF BUS STOPS

a. Adopt-a-Bus Stop Program

Mara said that she did some research on the internet. Mara brought in agreements from 3 agencies, Durham, North Carolina, Metropolitan Atlanta Rapid Transit Authority (MARTA), and one from VTA, San Jose. This would be for volunteers or organizations, once or twice a month to maintain and clean the bus stop. The ones she has seen have green signs stating the adoption of the bus stop.

Reimbursement for this would be perhaps a transit voucher once a month. She would be very active in starting the adopt-a-bus stop programs but not sure how it would be funded for. This would basically be for volunteers to clean and watch over the bus stop, reporting graffiti, etc. to local law enforcement. The materials were handed out for consideration of implementing this type of program at Metro. Angela stated that our Legal Dept. would have to take a look into this, as well as approval by the Board.

10. DISCUSSION OF SERVICE REDUCTIONS AND CHANGES

Ciro said that we had an 8% service cut in September based on budget forecasts of economic funding. While there is no crystal ball, we actually received additional funding in sales tax, and fuel tax credit that legislation re-enacted that was not anticipated. We also had more vacancies in our staff than we expected, so there were more funds available on the labor side. This means we will now be able to hire more drivers and restore some service where it is most needed. Route 71, the UC system, as well as Route 69, and Hwy 17 are areas that will be revisited. There was some discussion

about the 35 route, and the night trip changing and Mary acknowledged that there were some changes made and they have received some customer service comments about that. Mary also mentioned that we had complaints about the bus stop stickers not being updated, and that this has now been resolved.

11. DISCUSSION OF WHEELCHAIR SECUREMENT

Ciro Aguirre stated that this presentation is to give the Community time to review all the information regarding Wheelchair Securement and to decide whether to keep the current set-up or to move to a more technologically advanced securement area in the buses. This would be for future bus builds not changes to current buses. Frank Bauer, Safety & Training Coordinator was introduced and presented a slide presentation of the QPOD Set-Up for future bus builds. We currently have a bus build that will involve 12 buses. If it is decided to go ahead with the QPOD Set-up, the Santa Cruz ARM will go away. The presentation showed the progression of wheelchair securement at METRO and where we can go in the future. The QPOD Set-up will have perimeter seating, low profile, and more aisle room. There is also greater ease of movement within the bus for all styles of wheelchairs. This is a modular unit, the straps are self-tensioning and the whole system is very flexible. The Operator will only have to hook the straps to the wheels on the chair and the system will retract and pull the chair securely against the bumper. It is all mechanical so there is no worry about electrical outage. There is a shoulder strap as well to secure the rider, so it's a 4-point system. There is also a scooter ring to secure larger mobility devices. Lap belt is easier to access for the operator and the user. Wheelchair capacity can be increased by 50% with the QPOD System; it's faster and easier to operate. The intent behind this device is to have the greatest flexibility for a variety of mobility devices and to provide securement for the user's of the mobility devices as well as the passengers around the mobility devices. It will also give the buses more space for loading and unloading of mobility devices as well as more room in the aisle of the buses. The compromise is that there will be approximately 4-5 less seats in the bus, but more aisle room for standing. Currently there is room for 39 seated passengers, with this mobility device the seating will be reduced to 34 seated passengers. (This is estimation.)

The committee needs to decide:

1. Do you want to eliminate the Santa Cruz Arm from future builds?
2. Do you want Perimeter Seating?
3. Do you want 3 positions for Securement Area?
4. Do you want the implementation of the QPOD System in Future Bus Builds?

Questions asked: Bob asked if Paracruz would still be eligible for riders that want to use it? Ciro explained that this would not replace any Paracruz riders due to the fact that Paracruz basically brings the bus stop to people who cannot get to the regular bus stop.

Mara asked if this would be implemented on the Hwy 17 buses, and Ciro said that this would only be for future buses in the local area, not on the 17 buses.

Mara also asked if this would prevent bicycles from being able to occupy the securement areas. Ciro said that this is an added accomodation at the moment, if there is no mobility device, 2 bicycles can be stored in the securement area. If there are more people standing the bicyclists would be asked to move their bikes.

Bob asked if we will be getting feedback from Mobility Device Users on this subject. Ciro said that he will be working on this subject and how to go about it, either by staging a field trip or obtaining video from the manufacturer.

Mara suggested to continue this discussion due to the fact that there are members missing and would like to get their input. Bob mentioned that perhaps QPOD could provide a video of the device being used, and Ciro suggested staging a field trip to view a bus with the set-up already in use.

ACTION: MOTION: DENNIS “POP” PAPADOPULO SECOND: ROSEANN MARQUEZ

To consider securement changes for future bus builds.

Motion passed unanimously, with Craig Agler, Naomi Gunther, Charlotte Walker and Dave Williams being absent.

12. COMMUNICATIONS TO METRO GENERAL MANAGER

Mara would like Les to stay on a few more years at Metro, as was stated in the article in the Sentinel.

13. COMMUNICATIONS TO METRO BOARD OF DIRECTORS

14. ITEMS FOR NEXT MEETING AGENDA

Recruitment Process and Qualifications Necessary for Fixed Route & Paracruz Operators

Adopt-a-Bus Stop – Legal Feedback

Continuing Service Reductions and Changes

Changing Frequency of MAC Meetings to Quarterly or Every Other Month

Development of New Transit Center at METRO Center – Architectural Design

Metrobase Construction Update

ADJOURN

There being no further business, Mara Murphy adjourned the meeting at 7:55 p.m.

Respectfully submitted,

SHERRI ESCOBEDO
Administrative Assistant

RSTP Proposal
Attachment C

Santa Cruz METRO/Ecology Action
Ride On Folding Bike Program

LETTERS OF SUPPORT

*(Some may be sent directly to SCCRTC as State officials have been hard to reach due to changing offices and related activities in Sacramento. We hope they are considered.) **

* A Letter of Support from Assemblymember Alzjo's office is being forwarded directly to RTZ @ 12/14/12.

California State Senate

SENATOR
BILL MONNING
SEVENTEENTH SENATE DISTRICT



December 12, 2012

Neal Coonerty, Chair
Santa Cruz County Regional Transportation Commission
701 Ocean Street, Room 500
Santa Cruz, CA 95060

Dear Chairman Coonerty:

This letter is to express my support for the application submitted by the Santa Cruz Metropolitan Transit District (METRO) and Ecology Action for a \$75,000 grant from the 2012 Regional Surface Transportation Program to fund the "Ride On" Folding Bike Program (Ride On) pilot program.

As part of their commitment to promote long-term, sustainable alternative public transportation, Santa Cruz METRO and Ecology Action have designed the Ride On Program, an 18-month pilot program to double bicycle transports on the Highway 17 Express route by increasing the number of bicycles brought onto METRO buses by offering vouchers to cover 50% of the cost of a folding bicycle along with a 31-day bus pass.

Both Santa Cruz METRO and Ecology Action have overseen similar transportation programs. This experience has provided them the background and knowledge required to target the commuters most likely to take advantage of the Ride On program. Given this history, the organizations are well positioned to achieve the "Ride On" Folding Bike Program goals, and I respectfully request that you give all due consideration to the application submitted by the Santa Cruz the Santa Cruz Metropolitan Transit District and Ecology Action for 2012 Regional Surface Transportation Program funds.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Monning", written over a circular embossed seal.

WILLIAM W. MONNING
Senator, 17th District

WWM:as/jf



December 14, 2012

Rachel Moriconi
Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, CA 95060

Dear Ms. Moriconi:

I am writing in support of the "Ride On" folding bicycle program proposal being submitted by Santa Cruz METRO and Ecology Action for RSTP funding. This pilot program targets cyclists using the Highway 17 Express route which provides a critical transit connection from Santa Cruz County to employment, schools and other multi-modal transportation opportunities in Santa Clara County.

VTA has been a partner with Santa Cruz METRO in the delivery and funding of the Highway 17 Express service since its start after the Loma Prieta earthquake. It is a popular, well used service that could highly benefit from an additional ability to transport more bicycles. Currently, bicycle riders can be left behind at stops to wait for another bus because the three-bike rack is full and storage space inside may be occupied by wheelchairs and other mobility devices. Bicycle use is a key to transporting transit passengers that "last mile" to or from their destination and a convenient folding bike program provides a safe, reliable method to accomplish this.

I am confident that Santa Cruz METRO partnering with Ecology Action will deliver a successful program through the combined leadership, expertise and commitment of the two organizations.

I urge you to seriously consider this worthy proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "James B. Unites", written in a cursive style.

James B. Unites
Deputy Director, Operations



December 14, 2012

Chair Coonerty
Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, CA 95060

Re: Santa Cruz METRO/Ecology Action "Ride On" Folding Bike Program Proposal
2012 Regional Surface Transportation Program (RSTP) Funding Request

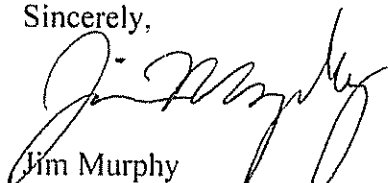
Dear Mr. Coonerty:

Ecology Action is committed to partnering with Santa Cruz METRO to plan and implement the proposed "Ride On" folding bicycle program. This is a pilot program targeting cyclists using Santa Cruz METRO's Highway 17 Express route, which serves the county along major roadways, connecting to multi-modal transportation in Santa Clara County.

This collaboration couples EA's bike program experience and skillset with METRO's extensive bus ridership, targeted outreach ability and considerable resources to serve the multi-modal needs of its Highway 17 passengers. Ecology Action's previous experience running a folding bike incentive program will allow the new program to be established quickly and more efficiently. We know what works and doesn't in terms of increasing folding bike use. Targeting a specific user group will also focus and streamline program outreach. Folding bikes provide a versatile solution to the issue of increasing demand for cyclists on the Highway 17 bus. Folding bikes increase the bike carrying capacity of METRO buses and allow passengers to complete door to destination bus trips without relying on single occupancy vehicle trips.

Ecology Action looks forward to the opportunity to partner with the METRO on this ideal program to increase utilization of local buses and biking. Thank you for your consideration in funding this RSTP request, which will improve sustainable transportation for Santa Cruz County area residents.

Sincerely,



Jim Murphy
Executive Director/CEO

ASSEMBLY
CALIFORNIA LEGISLATURE

STATE CAPITOL
Room 2137
Sacramento, CA 95814
(916) 319-2030 Phone
(916) 319-2128 Fax



DISTRICT OFFICE
100 West Alisal Street
Suite 134
Salinas, CA 93901
(831) 759-8676 Phone
(831) 759-2961 Fax

LUIS A. ALEJO
ASSEMBLYMEMBER, DISTRICT

December 14, 2012

Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, CA 95060

Attn: Rachel Moriconi

Re: Santa Cruz METRO/Ecology Action "Ride On" Folding Bike Program Proposal
2012 Regional Surface Transportation Program (RSTP) Funding Request

Dear Ms. Moriconi:

I am writing in support of the "Ride On" folding bicycle program proposal for RSTP funding. This is a pilot program targeting cyclists using Santa Cruz METRO's Highway 17 Express route, which serves the county along major roadways, connecting to multi-modal transportation in Santa Clara County. "Ride On" will increase METRO's ability to transport bicycles on the route by at least 100%, from a maximum capacity of five to ten or more. By offering vouchers for approximately 50% towards the purchase of folding bicycles bundled with a 31-day bus pass, Ride On offers the cyclist a guarantee that their bike will fit on the bus and a month to try it out.

The Highway 17 is one of Santa Cruz METRO's most impacted routes. Bicycle riders can be left behind at stops to wait for another bus because the three-bike rack is full and storage space inside may be occupied by wheelchairs, a priority user of transit. The Highway 17 Express route connects students from Santa Cruz County, a large bike-riding contingent, to San Jose State University and other educational institutions and takes the same population to and from the train station for holiday travel. Bikers who use the route and work within a mile or so of any stop, station or park-and-ride can travel reliably with a folding bike.

Ecology Action's prior experience and Santa Cruz METRO's leadership and increased investment make a complimentary partnership. The proposal has the full support of the transit district and previous challenges such as sustainability and expansion have all been addressed. I urge serious consideration of this worthy proposal.

Respectfully,

A handwritten signature in blue ink that reads "Luis A. Alejo".

LUIS A. ALEJO
Assemblymember
28th District

RSTP Proposal
Attachment D

Santa Cruz METRO/Ecology Action
Ride On Folding Bike Program

SAMPLES OF FOLDING BIKES
THAT CAN BE CARRIED ON TRANSIT BUSES

(The Ride On program has not selected specific bike models or bike shops. Shops will be county-wide and it is likely the program will offer participants an array of folding bike choices.)

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Tern Link P7i Folding Time

Rating: 8/10 Excellent, with room to kvetch

› \$1,200

› [More info from Tern](#)

Reviewed by Michael Calore [Email](#) [Author](#)

› May 3, 2012 |

› 3:04 pm |

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The Tern P7i is a folding bike made for city commutes. *Photo by Jon Snyder/Wired*



The only reason to consider a folding bike is if you *really* need a bike that folds.

For the general cycling public, they are impractical machines. The tiny wheels, odd weight distribution and freaky frame shape all make for an awkward ride filled with huffing and puffing. But for those forced to take a commuter train or subway, they're a godsend. Fold up

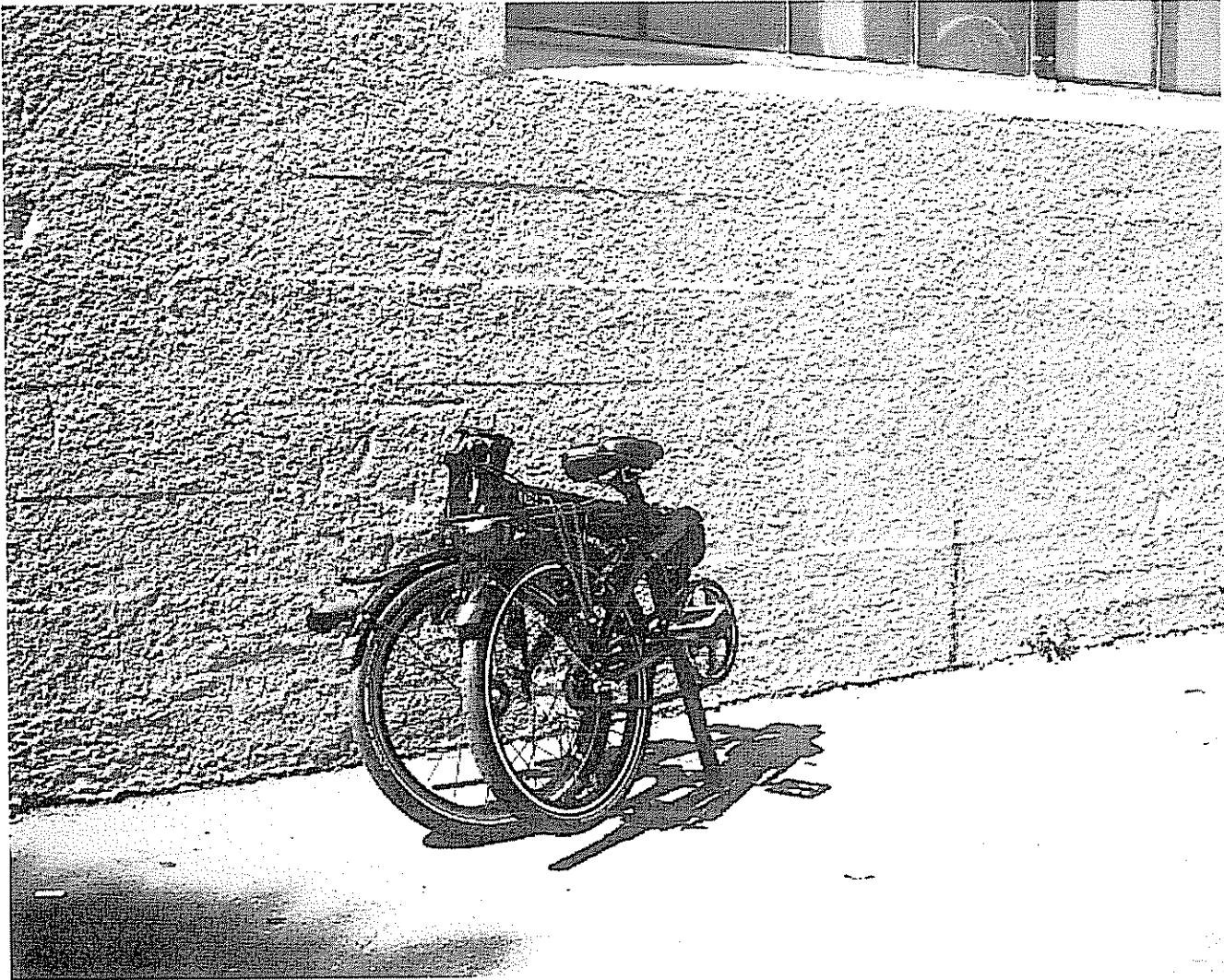
your ride, and you can bring it with you on crowded trains and buses. Stash it in the closet at work or in your studio apartment. You can even check a foldie as luggage, so when you land in Beijing or Istanbul, you can pedal yourself around and play hipster tourist.

If you're looking to buy a folding bike, I'd encourage you to test ride a Tern Link, an entry from the relatively new Taiwanese manufacturer. At around \$1,000, they're well priced, sitting just above the budget Dahon bikes and below the comparable Brompton models. Tern bikes in general are well appointed, and feature some impressive construction that makes for a comfortable ride that rivals more expensive folders.

Tern's Link platform isn't as fancy or as swoopy as its performance-minded Verge frame. Instead, it's set up for commuters — the P7i model we tested came with a very nice rear rack, a BioLogic Joule II dynohub that powers an integrated front light, and a fully enclosed internally geared Shimano Nexus 7 hub. The 20-inch wheels are topped with fenders and have V-brakes. There's even a bike pump built into the seat post.

With all that trim, the price sits at \$1,200. The most basic Link configuration, the C7, is only \$450, but the frame and components are not as nice. Most Link models run closer to \$800. The P7i has a one-size-fits-all 6061 aluminum frame with a rather utilitarian shape, cutting a straight line from the head tube back to the main hinge. One unique feature is the double truss construction of the main tube, which splits and wraps around the seat tube on its way back toward the rear hub. This increases the frame's stiffness (always a problem on folders) and allows for a more efficient power transfer when pedaling.

The folding routine requires practice. You start at the handlebars, which are double-hinged to allow adjustment for bar height and rotation. To fold up the bike, you first undo the handlebar clasp and pull the bars up, so they're in a straight line with the stem. Then, undo the joint clasp at the base of the handlebar stem and fold the bars down next to the fork. (All of the joints have sturdy safety releases that are easy to work.) Drop the seat post down, fold the pedals up, then unclasp the over-center lock joint above the cranks. The bike swings at the two pivots to collapse into a sort of "N" shape below you. A magnetic clasp keeps everything from swinging apart.



Folded. Photo by Jon Snyder/Wired



Tern lists the maximum rider weight at 242 pounds, which is very close to my weight (I rarely miss a meal). So I was really pushing the envelope. Still, the bike was stable on all different terrains. I rode it mostly on the flats, commuting to work every day, but I also took it up and over a couple of San Francisco's hills during my two-week-long testing period. Through some stroke of weird luck, I rode it in the rain almost the whole time.

The P7i was far less sketchy than other folding bikes I've ridden.

One note of praise: Tern has made a remarkably stiff frame. The P7i was far less sketchy than other folding bikes I've ridden. There was almost no unwanted flexing or creaking happening below me as I was pushing the bike over hills or cooking along at full speed.

Keeping it properly adjusted was an issue. When I first started riding it, things were slipping here and there — the pitch of the handlebars, the seatpost, the position of the rear wheel.

(Maybe my weight is to blame.) But the good news is that almost every joint on the Tern can be adjusted roadside using minimal tools. So, I was able to keep loose nuts in check using only a hex wrench multi-tool and a small box wrench.

One thing that did slip on me more often than I liked was the Shimano hub. I've experienced the same thing with these hubs before — I felt it slip when under load or while applying a lot of torque. I expected more stability out of it. One other quibble with the drivetrain: The gearing isn't quite wide enough. I wanted more gear choices on climbs, and craved a higher top speed

during cross-city commutes. A 9-speed or better would solve this, so it's no fault of the manufacturer, just the wrong hub for me. You may feel differently.

And of course, this being a folding bike, I traveled with it. The folded P7i frame can be carried comfortably with one hand (it's about 30 pounds) using either the seat or the rack as a handle. You can also wheel it along beside you by holding the seat. On the commuter train, it slots into the nooks reserved for luggage and it's not too much of a hassle to navigate a station platform while carrying one. For longer hauls, the better choice is to pick up one of Tern's bags or rolling travel cases. There's a collapsable, wheeled trolley rack (\$150) that fits all Link models, and two suitcase-style carriers (\$250-300) that work as checked luggage. I should note that the bike is far too large to carry onto an airplane, so you'll need a case if you're flying with it. Beware, though — it's a bike-nerd magnet. While toting it around, I got a lot of questions and requests for demonstrations. All the talking and explaining was more tiring than carrying around a 30-pound bike.

WIRED Nice, stiff frame design makes for a stable, efficient ride. Attractive design. The D7i is well equipped for a wet urban commute. Folds up relatively easily, and stays there. Price is right for what you get.

TIRED Shimano Nexus 7 hub isn't a top performer. Could be lighter. You'll get really good at making adjustments. It's still a folding bike.

Tags: bicycles, bikes, Brompton, city bikes, commuter bikes, Dahon, folding bikes, Tern

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December 13th, 2012

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Conversation Piece: A Rise in Folding Bikes on Commuter Rail

by [Gary Memi](#) on [September 13, 2011](#)

If you are one of the millions that ride the commuter rail on a regular basis, you may have noticed a spike in folding bikes being carried on board. Why the sudden increase? The reasons vary depending on whom you ask. A recent conversation with some regular commuters on the Long Island Rail Road revealed that exercise seems to be the number one cause for the increase. But, that's not the only benefit to having two wheels once you get off the train. As a fellow bicyclist, I have found that on a nice day it relieves stress and saves you on a subway fare if you work farther away from the main stations that bring commuters like me in from New Jersey, Long Island, and upstate New York. It appears that a decrease in folding bike prices has also led to a folding bike revolution, allowing passengers to have the best of both worlds; freedom to ride the commuter rail for the bulk of their commute, and the freedom to have a self-navigated form of transportation on either side of the trip. What are the rules? Well, it seems that since folding bikes are about the same size as a standard piece of luggage, the rules protect these pedalers from having to obtain a bicycle permit. While the permits are an affordable option for riders looking for a weekend jaunt on the old bicycle (averaging \$5 for a lifetime permit), passengers are not allowed to bring bikes on a train during peak hours on most lines. There are additional restrictions based on which cars you are supposed to be in if you have a bike with you, how many bikes can be in each car and where you should position your bike while on the train. All the major lines have similar rules for full-size bikes based on peak hours, holidays and days before and after holidays. If you are thinking about becoming a cycling commuter, you might want to check out the rules for your rail system of choice.

For NJ Transit, the Bike & Ride page (http://www.njtransit.com/rg/rg_servlet.srv?hdnPageAction=BikeProgramTo) is a good start. Likewise, the LIRR page has some helpful information on their site (<http://www.mta.info/lirr/about/Bicycles/>), and Metro North riders have a similar page published by the MTA (<http://www.mta.info/mnr/html/getaways/bikerule.htm>). Additional information can be found at www.mta.info/bike/ with links for all other modes of public

transportation. Also, of special note is the helmet law. Or, lack thereof. While there does not seem to be a helmet law in New York City for adults over the age of 13, unless you are using your bike for commercial use, it can never hurt to err on the side of caution. If you are wearing a helmet, get it properly fitted at a NYC DOT location (<http://www.nyc.gov/html/dot/html/bicyclists/biketips.shtml#helmets>).

If you usually ride the subway, and you don't mind doing the math, you might just be able to figure out how many roundtrips on a bike it will take you before you can say you paid off your bike with subway savings. Not a bad investment in a time when we could all use an extra three or four dollars a day.

Tagged as: [bicycles](#), [commuter rail](#), [folding bikes](#), [mta](#), [peak](#), [rush hour](#), [subway](#)

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[JC Martinez-Sifre](#) September 14, 2011 at 7:59 am

Nice article. One of those I can say to myself after reading it: you learn something new every day. Thanks for the 411.



[Nick Poster](#) September 14, 2011 at 2:12 pm

Excellent article. Never thought of this. Well done!



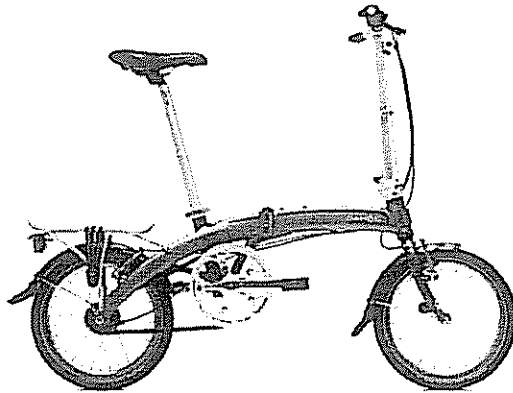
[Steve](#) September 29, 2011 at 8:15 am

It seems there has been increases in the number of all bike commuters in recent years (not just folding riders). Although, people are definitely starting to come around to the folder as a viable means of transportation. I'm a fan of the folding bikes that are more like a traditional bike (larger

Dahon Global (Change location)



PRODUCTS TECHNOLOGY NEWS COMMUNITY SUPPORT ABOUT US



UNFOLDED (2011/2010_unfold_curvev.jpg)

(http://www.dahon.com/sites/default/files/images/bikes/unfold)

SEE IT FOLDED

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Perfect for: Description: Technology Highlights:

Squeezing onto a crowded bus with your bike. Slipping by the "no-bikes" doorman, with your bike neatly tucked in its bag. Riding to Sunday Brunch at that new café you heard about.

The very first Dahon bike was created to solve a basic problem: how to quickly get from your home to the nearest train or bus station; and then how to get from your train or bus stop to your place of work. For this type of commuting (which we call multi-modal), a bike needs to fold fast; it needs to be light enough to carry easily; it needs to fold small enough to tuck out of the way on a crowded bus or train, and perhaps most importantly, it needs to ride well so you'll want to ride it. After more than a quarter century of evolution, we present the Curve XL, the bike designed precisely for this basic function.

Folds in fifteen seconds to the size of a shopping bag. Shimano Nexus hub features seven smooth-shifting gears for virtually maintenance-free riding. An integrated pump is hidden inside the seatpost and always ready when needed most. Patented V-Clamp frame hinge is incredibly strong, durable, and easy to operate. Schwalbe Marathon Racer tires accelerate quickly and have a layer of Kevlar for increased puncture resistance.

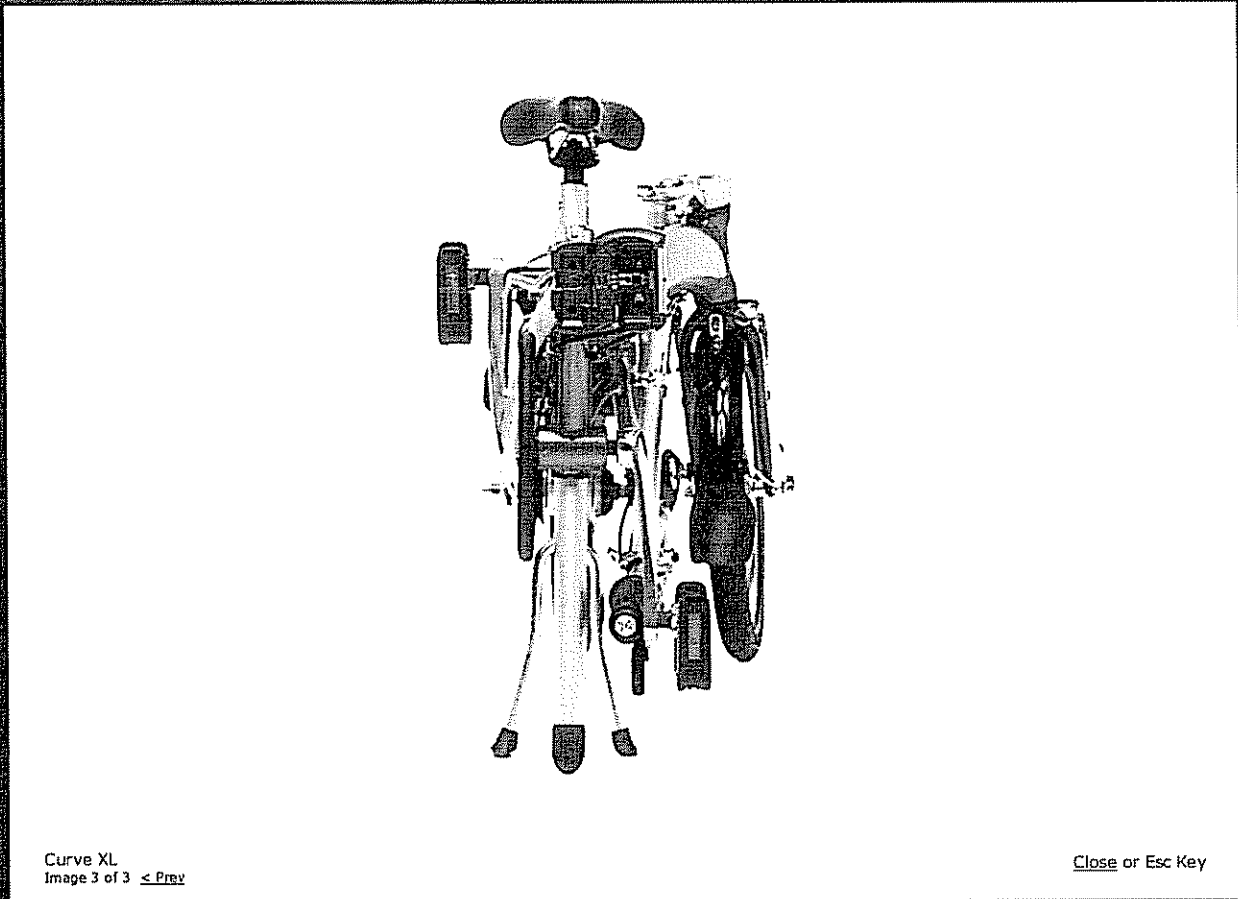
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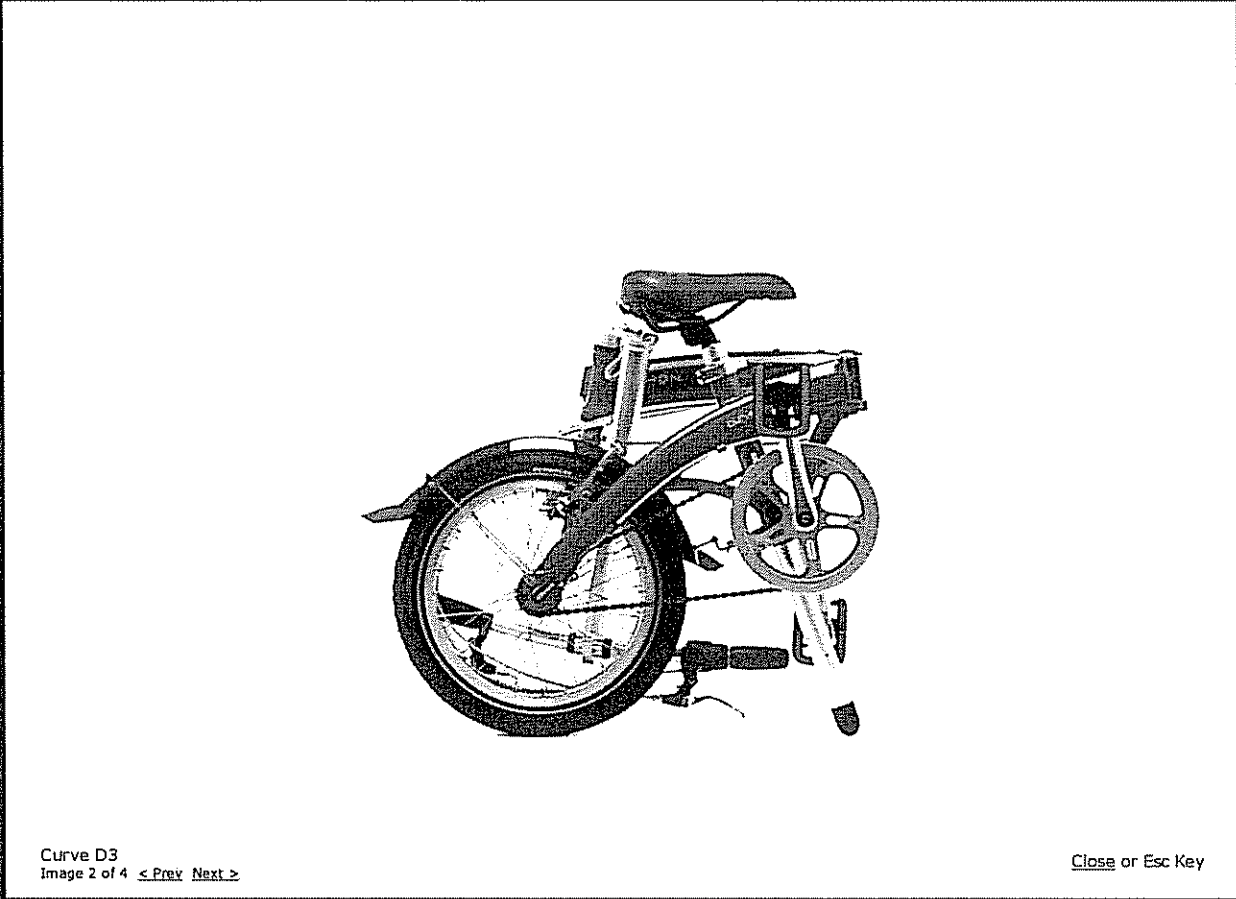
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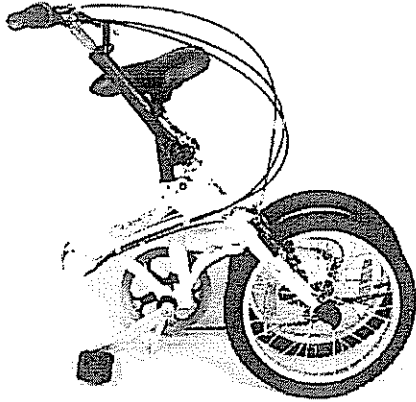
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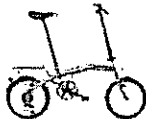
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Dahon Speed Uno Folding Bike. Shadow (38)

\$366.15



Dahon Boardwalk Folding Bike. Obsidian (34)

\$266.75

Product Description

Name: 16-inch six-speed folding bike
Body: high carbon steel, folding, folding ultra-convenient
Rim: aluminum wheels, built or are thicker anti-skid tires
Handlebar: Aluminum. Height-adjustable and foldable
Seat: adjustable height, removable

Product Details

Product Dimensions: 29.9 x 38.6 x 13.8 inches ; 26.5 pounds
Shipping Weight: 33,069.3 pounds
ASIN: B008625NY2
Item model number: SP12
Average Customer Review: [Be the first to review this item](#)

Did we miss any relevant features for this product? [Tell us what we missed.](#)
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Product Ads from External Websites (What's this?)

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MIAMI Citizen Bike
20" 6-speed Folding
Bike with Steel Frame
(01...)
(2)
\$199.00
+ \$29.00 Est. shipping
Citizen Bike



Dahon Boardwalk S1
Folding Bike
\$299.00
+ Free Shipping
L.L.Bean



Columba 20" Alloy
Folding Bike w.
Shimano 7 Speed
Black (R20A_BLK)
(18)
\$184.99
+ \$46.99 Est. shipping
2KSILVER



TOKYO Citizen Bike
16" 6-speed Folding
Bike with Ultra-
Portable...
\$169.00
+ \$29.00 Est. shipping
Citizen Bike



TOKYO Citizen Bike
16" 6-speed Folding
Bike with Ultra-
Portable. .
(2)
\$169.00
+ \$29.00 Est. shipping
Citizen Bike

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Customer Reviews

There are no customer reviews yet.

- 5 star
- 4 star
- 3 star
- 2 star
- 1 star

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Product Ads from External Websites



MIAMI Citizen Bike 20" 6-speed
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MIAMI Citizen Bike 20" 6-speed
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Advertisement

Looking for "folding bikes" Products?

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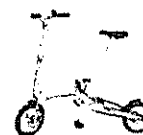
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[Mobiky Genius Folding](#)

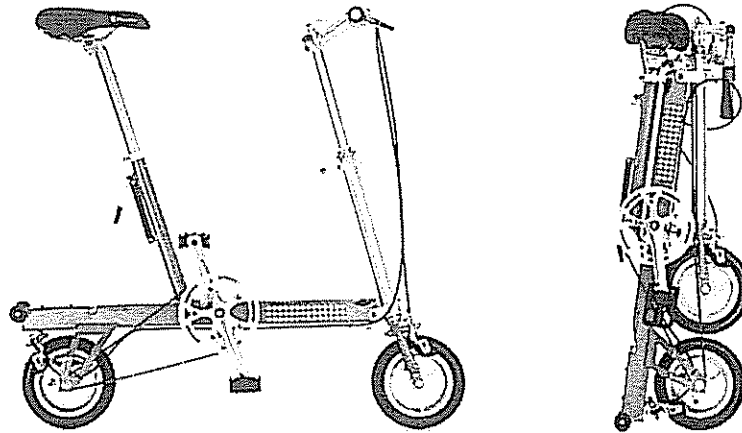


[Dahon Boardwalk](#)

CARRYME USA

fun, fitness and freedom

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- Pacific Cycle
- Company Info



CarryMe Folding Bikes set a new benchmark in its category.

Weighing only 18lb (8kg) it quickly fits in a 36"x12"x11" (91x30x27cm) bag, making it extremely easy to carry, transport, or store.

The bike really shines when you unfold and ride it. This is without a doubt the best solution to getting around the city without the hassles of waiting for traffic, looking parking and paying for gasoline.

- **Easy to Ride**
- **Easy to Fold**
- **Light Weight**
- **Most Compact**

CARRYME Bike Specifications

Frame	Pacific CarryMe AL7005 w/ trolley wheels
Fork	Pacific CarryMe AL7005
Color	Tangerine Orange, Lime Green and Sky Blue
Head Sets	1-1/8" threaded
BB Parts	Vortex SQT-12 Shell:68mm
Seat Post	Promax SP-222 31 6x370mm anodized
Tire	Maxxis 8"x1-1/4 80psi
Wheel	Pacific CarryMe alloy casting rim w/integrated hub housing, sealed bearings, nut type axles
Chain wheel	Pacific CarryMe 84T 160mm w/ CG
Freewheel	Pacific CarryMe 14T freewheel
Saddle	Pacific FM-260D black
Pedal	VP foldable plastic
Handlebar	Pacific CarryMe alloy foldable w/ end cap reflectors
Stem	Kalloy AS-6026 anodized 17degree 110mm
Stem raiser	6061T6 telescopic 350mm anodized
Brake	Radius Cold forged alloy side pull
Brake Lever	Alloy LM-2BAP
Kickstand	CarryMe Kickstand
Optional	Soft case, Bag, Dust cover, Front carrier, Bottle Cage Adapter, Fenders, Rear carrier
Maximum Rider Weight	220 lb. (100 kg)
Dimensions	Folded: 12 6" x 9 8" x 35.8" (32cm(H) x 25cm (W) x 91cm(L))
Weight	18 1 lb (8.2kg)