



Santa Cruz County Regional Transportation Commission's

## **Elderly & Disabled Transportation Advisory Committee**

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

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### **AGENDA**

**1:30 pm, Tuesday, October 9, 2012**

**Regional Transportation Commission, 1523 Pacific Ave, Santa Cruz**

1. Call to Order
2. Introductions
3. Oral Communications

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

4. Additions or deletions to consent and regular agendas

### **CONSENT AGENDA**

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

5. Approve Minutes from July 31, 2012 meeting **(page 3)**
6. Receive Transportation Development Act (TDA) Revenues Report as of Sep 2012 **(page 9)**
7. Receive RTC Highlights through September 2012 **(page 11)**
8. Approve reappointment applications for: **(page 13)**
  - a. Sally French – Member representing Social Service Provider for Disabled
  - b. Patty Talbot – Alternate representing Social Service Provider for Seniors
9. Information Items (circulated at meeting)
10. Receive Agency Updates (other than items on the regular agenda) **(page 17)**
  - a. Volunteer Center
    - Final Report for FY 2011-12 Transportation Development Act Report
  - b. Community Bridges serving as the Consolidated Transportation Services Agency
  - c. Santa Cruz Metropolitan Transit District (Metro)
    - ParaCruz Operations Status Report: Sep 2012
    - Accessible Services Report: July 2012
    - Watsonville Service Changes
    - Cruz Cash & Cruz Pass Cards
  - d. Santa Cruz County Regional Transportation Commission
    - Rail Corridor Acquisition Event – November 17!
  - e. Private Operators

## REGULAR AGENDA

11. Receive Pedestrian Safety Work Group Outreach Campaign Update (oral) – Chair
12. Transit Use by Seniors Survey Update (oral) –RTC Intern
13. Driverless Cars and other assistive technologies – RTC Staff (**page 37**)
14. On Board Ridership Survey Results (9/6/12 RTC Staff Report) – RTC Staff (**page 39**)
15. Adjourn

Next meeting Location and Time: **1:30 pm, December 11, 2012 @ the RTC offices**

Future Topics: Metro bus and ParaCruz budget and service impacts, Pedestrian Improvements near Activity Centers/Bus Stops, Transit Service to Frederick Street and other activity centers

### **HOW TO REACH US**

*Santa Cruz County Regional Transportation Commission  
1523 Pacific Avenue, Santa Cruz, CA 95060  
Phone: (831) 460-3200 / fax (831) 460-3215  
Email: [info@sccrtc.org](mailto:info@sccrtc.org) / website: [www.sccrtc.org](http://www.sccrtc.org)*

### **ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES**

*The Santa Cruz County Regional Transportation Commission does not discriminate on the basis of disability and no person shall, by reason of a disability, be denied the benefits of its services, programs, or activities. This meeting location is an accessible facility. If you wish to attend this meeting and require special assistance in order to participate, please contact RTC staff at 460-3200 (CRS 800/735-2929) at least three working days in advance of this meeting to make arrangements. People with disabilities may request a copy of the agenda in an alternative format. As a courtesy to those person affected, please attend the meeting smoke and scent-free.*

### **SERVICIOS DE TRADUCCIÓN/TRANSLATION SERVICES**

*Si gusta estar presente o participar en esta junta de la Comisión Regional de Transporte del condado de Santa Cruz y necesita información o servicios de traducción al español por favor llame por lo menos con tres días laborables de anticipo al (831) 460-3200 para hacer los arreglos necesarios. (Spanish language translation is available on an as needed basis. Please make advance arrangements (at least three days in advance by calling (831) 460-3200.*



## Santa Cruz County Regional Transportation Commission's

### Elderly & Disabled Transportation Advisory Committee

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**Minutes – Draft**

**Tuesday, July 31, 2:30 p.m.**

**Regional Transportation Commission, 1523 Pacific Ave, Santa Cruz**

1. Call to Order at 1:36 pm
2. Introductions

**Members Present:**

Kirk Ance, CTSA Lift Line  
Lisa Berkowitz, CTSA (Community Bridges)  
Debbi Brooks, Persons of Limited Means (Volunteer Cntr)  
John Daugherty, Metro  
Donella Bloebaum, Transit User  
Veronica Elsea, 3<sup>rd</sup> District  
Sally French, Soc. Serv. Prov.-Disabled (Hope Services)  
Clay Kempf, Social Services Provider  
Patti Shevlin, 1<sup>st</sup> District

**Excused Absences:** (none)

**Others Present:**

Tove Beatty, SCMTD  
Deborah Lane

**RTC Staff Present:**

Ginger Dykaar  
Karena Pushnik

**Alternates Present:**

April Warnock, Metro ParaCruz

3. Oral Communications

Veronica Elsea voiced concern regarding county voter redistricting, availability of polling places close to voters' residences and its effect on voters getting to their polling place. She said the Elections Commission helps special needs individuals with transportation to and from polling places, but doesn't want to compromise the right to a secret ballot. Ms. Elsea will contact the Elections Commission to obtain contact information for district legislators to discuss a resolution.

Kirk Ance mentioned that voters with special needs should contact the Elections Commission and they will send Lift Line out for door-to-door service on election days. Mr. Ance said Lift Line requirements are not necessary ahead of time to obtain service to the polls.

Tove Beatty supplied a handout of the Draft Additional Bus Stop Repairs. Ms. Beatty said left over funding in the project budget is available to provide additional repairs and Metro's goal is to complete all repairs by December 31, 2012. E&D TAC input was requested to be included in the August 10 Board report.

**Projects include:**

- lighting installation
- new bus stop shelters, including 2 glass specialty shelters
- a large repair in Watsonville at the Towers
- 20 additional Simi-seats

Ms. Beatty mentioned repairs at 41<sup>st</sup> and Clares Streets cannot begin until the new Target Store is completed, repairs at Jose Avenue and Capitola Road are contingent upon adjacent development plans, and repairs needed at Pasatiempo are the responsibility of Caltrans stating Caltrans installed a rolled curb making that stop inaccessible for persons with disabilities.

Clay Kempf recommended E&D TAC write a letter to Caltrans to address the Pasatiempo bus stop repair.

*Action: The motion (Elsea/Kempf) - - to add an urgency item to the agenda (based on the need to take immediate action and the item coming to the attention of the committee subsequent to the agenda being posted) to address the bus stop repair at Pasatiempo - - carries unanimously.*

*Action: The motion (Kemp/Elsea) - - to write a letter to Caltrans requesting they make the Pasatiempo/Highway 17 bus stop ADA accessible and safe noting in the letter that Caltrans rolled the curbs making the bus stop inaccessible and "cc" the Commission - - carries unanimously.*

John Daugherty made announcements on the following items:

- New Metro Headways published June 2012
- Metro is introducing Cruz Cash and Cruz Pass cards (prepaid and reloadable fare cards)
- Metro participated in the 4<sup>th</sup> of July parade in Watsonville
- Happy Birthday to ADA

4. Additions or deletions to consent and regular agenda

None. Add on pages for items on the agenda were distributed.

**CONSENT AGENDA**

*Action: The motion (Kempf/Elsea) - - to approve the consent agenda items with Item #5, April 2012 minutes amended to correct Item 20 stating that Metro had implemented Smart Cards to Metro will be implementing Smart Cards - - carries with Lisa Berkowitz abstaining.*

5. Approved Minutes from April 10, 2012 meeting

6. Received Transportation Development Act (TDA) Revenues Report as of June 2012

7. Received RTC Highlights through June 2012

8. Information Items

- a. Licensing Caregivers for the Elderly (County Supervisor Report 3/12)

9. Received Agency Updates

- a. Volunteer Center  
- 3<sup>rd</sup> Quarter FY 2011-12 Transportation Development Act Report
- b. Community Bridges serving as the Consolidated Transportation Services Agency
- c. Santa Cruz Metropolitan Transit District (Metro)  
- ParaCruz Operations Status Report: through June 2012

d. Santa Cruz County Regional Transportation Commission

*Karena Pushnik announced the demolition schedule for the La Fonda Bridge as part of the Highway 1 Soquel/Morrissey Auxiliary Lanes Project. She said reconstruction of the bridge will take 6 to 8 months, and the RTC is working with schools, residents, businesses, and emergency services to inform them when the highway will be closed for demolition and about detour routes. She strongly suggested that members try to avoid the Morrissey area during construction, allow extra travel time, and exercise caution in school zones.*

e. Private Operators

## REGULAR AGENDA

### 10. Consider Vehicle Registration Fee Measure

Karena Pushnik provided an overview of the Local Transportation Funding Ballot Measure, saying that the Commission will decide whether to place a \$10 Vehicle Registration Fee on the November Ballot to help meet the community's transportation needs at their meeting on August 2. Ms. Pushnik requested endorsement and input of the E&D TAC to place the measure on the ballot.

Included in the discussion were the following:

- The amount for a well-funded campaign is \$300,000
- Public entities cannot help fund the campaign for the tax measure
- All local jurisdictions contacted and in support of the tax measure
- Possibility of dropping the amount from \$10 to \$9.95 for more support from tax payers
- Each jurisdiction's board would determine their priority local projects
- Suggested that there be request for support from San Lorenzo Valley Women's Club
- Funding roads could help free up local jurisdiction funds for other projects desperately needed, i.e. audible pedestrian signals (staff noted that the new funds would not supplant existing funds for this purpose)
- Too many tax measures on the November ballot could discourage and overwhelm voters
- Seen as tax payers taking control of their own money for local road repairs

*Action: Motion (Kempf/Daugherty) - - for the E&D TAC to strongly endorse placing a \$10 Vehicle Registration Fee (VRF) or other local funding measure for local streets, safe routes to school and accessible pedestrian amenities - - carries unanimously.*

### 11. Unmet Needs and Project List development for 2014 Regional Transportation Plan

Karena Pushnik gave an overview of the Regional Transportation Plan (RTP), reminding members that plans, goals, targets and policies were discussed at their last meeting. The RTC is soliciting project nominations, and will follow with financial and project selection. Ms. Pushnik supplied a handout showing the present status of the RTP saying final adoption of the plan is scheduled in 2014. Attendees also received a revised copy of Draft Goals, Targets and Policies, Transportation Plan Strategies, and Unmet Needs with the goal to identify first tier priorities projects.

Ginger Dykaar, RTC Transportation Planner, mentioned that the new process for achieving the Regional Transportation Plan (RTP), presented at a previous meeting by Grace Blakeslee, focuses on maximizing sustainable outcomes for people, the planet and the economy. Ms. Dykaar said the RTC is using goals and targets to monitor performance.

Members discussed changing the definition on the Unmet Needs list, Item 3, to low income persons including seniors, disabled, children, and their families.

Other discussion on the Unmet Needs List included:

- Presenting the list to Metro Advisory Committee (MAC) for its review
- Changing the priority level on Items 3,4,5,10,11, and 12 to H1
- Mitigating temporary transportation circumstances
- Target services that enable the most at-risk people to live independently

Karena Pushnik discussed Attachment 4, *Regional Transportation Plan: Projects and* asked members for comments or recommendations for amendments, new priorities, or missing projects. Ginger Dykaar said that project idea forms are available.

Other discussion included:

- The implementation of roundabouts and how members view their efficiency
- If the Arana Gulch bicycle path should remain on the list
- Bicycle routes in San Lorenzo Valley
- Audible pedestrian signs

Kirk Ance mentioned beginning January 1, 2013 Lift Line will implement Specialized Transportation Service for Medically Frail, a non-emergency, same-day service that Lift Line received funding for 1 year. This service noted on Item 17, will remain on the list as there is no guarantee that funding will continue after 2013.

12. Committee Member Appointment Recommendations

John described E&D TAC membership to ensure there is a quorum at meetings to conduct the committee's business. The following members whose positions expired submitted updated applications to continue service on the committee:

- Lisa Berkowitz
- Bonnie McDonald
- Debbi Brooks
- Veronica Elsea
- Hal Anjo
- Clay Kempf
- John Daugherty

Sally French agreed to renew her position, Donella Bloebaum will not renew her position, and vacancies remain for 3<sup>rd</sup> District Alternate, 2<sup>nd</sup> and 4<sup>th</sup> District positions, Private Operator, and Seniors Commission position. Sharon Barbour agreed to the 5<sup>th</sup> District Alternate position.

*Action: Motion (Barbour/Kempf) - - the recommendation to approve and forward to the Regional Transportation Commission all applications submitted for E&D TAC membership - - carries unanimously.*

13. E&D TAC Annual Report

Karena Pushnik gave overview of the Draft 2011 Committee Report for E&D TAC. Ms. Pushnik said the report will be submitted to the Commission at its meeting on September 6 and asked for amendments or changes to the report. John Daugherty asked to change the information under "Internal Committee Issues" to state that one meeting was held in Live Oak in 2011. Sharon Barbour recommended that information about the E&D TAC be included in the next update for *The Guide to Specialized Transportation*.

*Action: The motion (Barbour/Berkowitz) - - to recommend and forward to the Regional Transportation Commission the Draft 2011 Committee Report as amended - - carries unanimously.*

*Action: The motion (Elsea/Barbour) - - to extend E&D TAC meeting to 3:45pm - - carries unanimously*

14. Receive Pedestrian Safety Work Group Outreach Campaign Update

Veronica Elsea gave an overview of the Brown Act requirements for the Pedestrian Safety Work Group as a formal committee.

*Action: Motion (Berkowitz/Ance) - - to establish the Pedestrian Safety Work Group Committee as an official committee of the E&D TAC - - carries unanimously.*

Veronica Elsea mentioned the FAQ's portion of the Pedestrian Safety Work Group saying the goal is to include the FAQ's on the RTC website under Pedestrian Safety Work Group tab for Sidewalk Maintenance. Ms. Elsea told members the committee sent the FAQ's to local jurisdictions and the City of Watsonville provided its official comment. She asked for input from E&D TAC members on the FAQ's.

Lisa Berkowitz said she liked the format and could see it on Community TV (CTV) as a walk-around Santa Cruz with Doree Steinmann, and included in senior related CTV programming.

Ms. Elsea discussed the progress on the outreach campaign. A presentation was given at the Highland Park Senior Dining Center on July 20 with assistance of David Pape, RTC Intern. Mr. Pape is currently working on a survey on impediments to seniors using public transportation.

John Daugherty suggested the Pedestrian Safety Work Group Committee present to the Seniors Commission, Commission on Disabilities, and Metro Advisory Committee (MAC).

Debbi Brooks recommended the Pedestrian Safety Work Group Committee link to the Volunteer Center website and include information about the next Pedestrian Safety Work Group Committee meeting.

Karena Pushnik mentioned the Pedestrian Hazard Report, the types of hazards reported and that the key to the success of the Hazard Report will be continued outreach.

Veronica Elsea mentioned that real estate companies continue to place signs on sidewalks on the weekends and are an obstacle to pedestrians. Karena Pushnik mentioned that the City of Capitola has passed a one year ordinance allowing signs.

Members agreed that the following committees and Commissions be invited to participate in the Pedestrian Safety Work Group and send the E&D TAC annual report to:

- Seniors Commission
- In Home Supportive Services
- Commission on Disabilities
- Area Agency on Aging
- MAC

Additionally members discussed that focus groups in particular neighborhoods could result in new members.

April Warnock mentioned that Norm Hagen, Metro Advisory Committee (MAC) member, indicated he would like to attend the next Pedestrian Safety Work Group meeting. Ms. Warnock suggested a presentation from the Pedestrian Safety Work Group to the RTC Bicycle Committee.

Karena Pushnik said the Pedestrian Safety Work Group is considering submittal of an application to become a Walk Friendly Community; a national recognition program developed to encourage towns and cities across the U.S. to establish or recommit to a high priority for supporting safer walking environments..

Veronica Elsea announced the date and time of the next meeting of the Pedestrian Safety Work Group to be held in the RTC conference room.

15. Adjourn at 3:51 pm.

Next meeting: **October 9, 2012 at 1:30 pm @ RTC offices**

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**SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION  
TDA REVENUE REPORT  
FY 2012-2013**

MONTH	FY11-12 ACTUAL REVENUE	FY12-13 ESTIMATE REVENUE	FY12-13 ACTUAL REVENUE	DIFFERENCE	DIFFERENCE AS % OF PROJECTION	CUMULATIVE % OF ACTUAL TO PROJECTION
JULY	499,800	499,800	533,900	34,100	6.82%	106.82%
AUGUST	666,400	666,400	711,800	45,400	6.81%	106.82%
SEPTEMBER	699,895	699,895	718,257	18,362	2.62%	105.24%
OCTOBER	486,400	486,400				
NOVEMBER	648,500	648,500				
DECEMBER	804,308	804,308				
JANUARY	510,100	488,844				
FEBRUARY	680,100	651,792				
MARCH	625,667	638,135				
APRIL	441,300	404,586				
MAY	588,400	591,173				
JUNE	756,557	636,515				
TOTAL	7,407,427	7,216,348	1,963,957	97,862	1.36%	27%

**Note:**

I:\FISCAL\TDA\MonthlyReceipts\[FY12-13.xlsx]FY2012





*Santa Cruz County Regional Transportation Commission  
1523 Pacific Avenue, Santa Cruz, CA 95060  
phone (831) 460-3200 ~ fax (831) 460-3215  
email: [info@sccrtc.org](mailto:info@sccrtc.org); website: [www.sccrtc.org](http://www.sccrtc.org)*

## **Santa Cruz County Regional Transportation Commission (RTC) Meeting Highlights**

### **August 2, 2012:**

#### ***Highway 1 Soquel/Morrissey Auxiliary Lanes Project Construction Update:***

Removal of the La Fonda Avenue overcrossing is scheduled to begin on August 6<sup>th</sup>, and the highway will be closed completely for two nights on August 6<sup>th</sup> and 7<sup>th</sup> between the hours of 10:00 pm and 5:00 am in the southbound direction, and two nights in the northbound direction on August 13 and 14. Extensive community outreach was reported, including a community meeting in May; RTC online and eNews messages; and direct communication with schools and local media. The RTC also was informed that its Commute Solutions staff has developed school-based travel demand management strategies specifically for DeLaveaga Elementary School and Harbor High School students.

#### ***Public Hearing Regarding Proposed Ballot Measure for Local Road Improvements:***

The RTC held a public hearing regarding a proposed ballot measure to authorize a \$10 annual fee on registered motor vehicles for local road improvements. Following public input, the RTC voted not to place the \$10 vehicle registration fee measure on the November 2012 ballot due to the 2/3 voter threshold requirement, the status of a funded campaign, and current public sentiments about the state of the economy and support for new funding measures. The RTC will continue to build on the momentum established by working with the local community to pursue new local, dedicated funding sources for transportation needs at a future election when conditions are more favorable.

#### ***Update on State and Federal Legislation:***

The Federal Transportation Act, H.R. 4348, known as MAP-21 (*Moving Ahead for Progress in the 21st Century*) was approved by Congress at the end of June. MAP 21 provides federal highway and transit programs with \$105 billion through federal fiscal year (FFY) 2014 – roughly equivalent to current funding levels. The RTC also received a list of several state transportation bills that could impact the RTC or project sponsors.

#### ***Student Shuttle Service for Highway 1 Soquel/Morrissey Auxiliary Lanes Project Traffic Management:***

The RTC authorized its Executive Director to execute a contract with the student shuttle operator recommended by the evaluation committee for the period that the La Fonda Avenue overcrossing is closed to pedestrians and bicyclists. As a result of a request for proposals that was distributed to five student shuttle operators and posted on the RTC website, proposals were received from two operators: First Student, Inc., operating out of San Jose, and Michael's Transportation Service, operating out of Watsonville. A meeting for families with students eligible for the shuttle will take place on August 22. For more information, contact the RTC.

## **September 6, 2012:**

### **2012 Santa Cruz County On-board Transit Ridership Study:**

The RTC secured funding to conduct a transit ridership study consisting of an on-board survey, an assessment of on-time performance, and boarding/alighting counts for the fixed route bus service in Santa Cruz County. The purpose of the study was to provide transit data for the regional travel model that is used to evaluate the benefits and impacts of transportation projects. Data from the study will also be used to support planning efforts that achieve statewide and regional goals to reduce vehicle miles traveled (VMT) and achieve greenhouse gas reduction targets. The survey found that the typical transit customer uses the bus 5 or more times per week, has an annual income of less than \$15,000, and is between 16 and 24 years old. The majority of riders said they don't have access to a personal vehicle, get to and from bus stops by walking, and primarily use transit to travel between home, work and school. The report can be found online at <http://www.sccrtc.org/projects/bus>.

### **Highway 1 Soquel/Morrissey Auxiliary Lanes Project Construction Update:**

The RTC received an update on construction activities for the Highway 1 Soquel/Morrissey Auxiliary Lanes Project. In the past month, the La Fonda Avenue Overcrossing was demolished and material from the former bridge was recycled. RTC staff worked closely with neighborhood schools to promote travel demand management strategies, and introduced a student shuttle service for both the elementary and high school students impacted by the bridge removal. Other construction activities included completion of a multi-use path between Park Way and La Fonda Avenue, and sidewalks along Rooney Street and Morrissey Boulevard. Work on retaining walls in the low lying areas has proceeded on schedule, as the project nears the 33% completion point. Finally, the Commission voted to redirect cost savings to fund 2 crossing guards for area schools and other specified traffic control measures to mitigate impacts due to the reconstruction of the La Fonda Avenue Overcrossing.

### **Santa Cruz Branch Rail Line Acquisition:**

To complete acquisition and initiate final tasks to close escrow, the RTC is awaiting a ruling from the federal Surface Transportation Board (STB) in connection with the RTC's operating agreement with Iowa Pacific Holdings to operate the Santa Cruz Branch Rail Line under the name Santa Cruz and Monterey Bay Railway [note: This was received 9/7/2012]. The operator has already received approval of its petitions to the STB, and could initiate service on the Branch Line as early as the beginning of October. According to an estimated timeline, the RTC could close escrow on the Branch Line in the next month. The acquisition deal between the RTC and Union Pacific, approved in 2010, included an agreement to upgrade some of the structures. The RTC also received a report by JL Patterson and Associates, Inc about the inspection and cost for rehabilitation of the structures on the Branch Line. Once bids are received, the RTC may work with the winning bidder to modify the amount of work as necessary to match available funding. The RTC also approved FY 2012-13 budget amendments necessary to complete the purchase of the Santa Cruz Branch Rail Line.

# COMMITTEE APPOINTMENT APPLICATION

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

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

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

### PLEASE TYPE OR PRINT CLEARLY

Name: Sally French  
Home address: 455 Cloudview Dr. Watsonville 95076  
Mailing address (if different): \_\_\_\_\_

Phone: (home) 408-761-5933 (business/message) 600-1502

E-mail: SFrench@supersnow.org

Length of residence in Santa Cruz County: 7 years

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

☒ Rep of S.S. agency serving ☐ \_\_\_\_\_  
disabled

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

I have been on the Elderly & Disabled Committee  
for the past three years. In addition,  
have served on the pedestrian safety committee  
for the past 2 years.

## Relevant Work or Volunteer Experience

Organization	Town or Address	Position	Dates

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

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

  
Signature

8/14/12  
Date

**Return Application to:** SCCRTC  
Elderly & Disabled Transportation Advisory Committee  
1523 Pacific Avenue  
Santa Cruz, CA 95060  
fax: 460-3215 email: [kpushnik@sccrtc.org](mailto:kpushnik@sccrtc.org)

**Questions or Comments:** (831) 460-3200

# COMMITTEE APPOINTMENT APPLICATION

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

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

### PLEASE TYPE OR PRINT CLEARLY

Name: Patty Talbott  
Home address: 1862 Pound Ln, SC 95062  
Mailing address (if different): \_\_\_\_\_

Phone: (home) \_\_\_\_\_ (business/message) 608-0400 x19

E-mail: pattyt@seniorscouncil.org

Length of residence in Santa Cruz County: 20+ yrs

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

☒ Alternate for Clay Kempf ☐ \_\_\_\_\_

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

EDTAC alternate x7 years  
LIVE OAK Parcel TAX Oversight Committee 3 years  
Support staff to Seniors Council Board  
& AAA Advisory Council

**Relevant Work or Volunteer Experience**

Organization	Town or Address	Position	Dates
Seniors Council / Area Agency on Aging	Aptos	Associate Director	2005-present
Lifeline CommB	Aptos	Analyst	1994-1997

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

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

  
Signature

7/15/12  
Date

**Return Application to:** SCCRTC  
Elderly & Disabled Transportation Advisory Committee  
1523 Pacific Avenue  
Santa Cruz, CA 95060  
fax: 460-3215 email: [kpushnik@sccrtc.org](mailto:kpushnik@sccrtc.org)

**Questions or Comments:** (831) 460-3200





## VolunteerCenter Be the difference

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### Volunteer Center of Santa Cruz County Transportation Program Final Report 2011-2012

The rewards of this program are the stories of our clients.

"A 78 year-old client called us after she wrecked her car. Following her accident she was stranded at her home for two weeks without a reliable means of shopping for groceries or getting to her chiropractor for necessary post accident treatment. Before finding the program she had been forced to cancel several chiropractic appointments. She was deeply grateful to find our service and was finally able to purchase food and make her appointments on time. She complimented the program, called the program coordinator an "angel," and expressed that the community was so blessed to have this service available for people who are stranded and alone in a similar situation." This service is more than just a ride.

Despite funding cuts in this fiscal year the Program meet our goals for the year. Our goal was 4600 rides we provided 4693. The goal for clients was 185, the program served 208. This was all possible because of the dedication for our volunteer dispatchers and drivers.

Due to the unseasonably dry weather this year we have had fewer cancellations and more drivers available. The number of cancellations by clients and unfilled rides due to drivers not being available was down for the second year in a row.

In September of 2011 an AmeriCorp member, Rachel Glynn was assigned to the Transportations Program. She worked in the Watsonville Center and was charged with recruiting new volunteer drivers and clients for the south county. Rachel has a background in marketing and has been a great help in promoting the program countywide. We are focusing our efforts in the upcoming year on the South County and are happy to have added Rachel, who has completed her term with AmeriCorp, as our new south county staff member.

[www.scvolunteercenter.org](http://www.scvolunteercenter.org)

*16a-1*

SANTA CRUZ/ ADMIN. CENTER  
1740 17th Ave., Suite 2  
Santa Cruz, CA 95062  
(831) 427-5070 Fax (831) 423-6267

COMMUNITY CONNECTIONS  
300 Harvey West Blvd  
Santa Cruz, CA 95060  
(831) 425-8132 Fax (831) 425-4581

WATSONVILLE CENTER  
12 Carr Street  
Watsonville, CA 95076  
(831) 722-6708 Fax (831) 722-7025

VALLEY CENTER  
c/o 1740 17th Ave., Suite 2  
Santa Cruz, CA 95062  
(831) 336-9387 Fax (831) 423-6267



Volunteer Center of Santa Cruz County  
Transportation Program - TDA funding

				Total	Goals for	Total
	Santa Cruz	San Lorenzo Valey	Watsonville	2011-2012	2011-2012	2010-2011
Volunteers	38	12	15	65		92
Unduplicated Clients	96	66	46	208	185	224
Total Rides	3263	1246	184	4693	4600	4825
Ride Requests unable to fill	56	21	12	89		147
Unfilled requests referred other	3	11	8	22		74
Requests cancelled by client	166	21	5	192		285
<u>Trip destinations</u>						
Physician	927	605	65	1597		1809
Shopping & bank	522	192	20	734		543
Stroke Center	0	0	0	0		0
Hospitals and therapy	0	4	11	15		99
Convelescent homes	0	0	0	0		0
Doran Low Vision Center	0	0	0	0		0
Clinishare Dialysis	0	0	0	0		0
Other	123	54	13	190		188
Total	1572	855	109	2536		2639
<u>Avg ride length (YTD)</u>	15.5					
<u>Total Miles driven (YTD)</u>	72,742					
<u>Total Reimbursement (YTD)</u>	\$ 1,645					

# **SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

**DATE:** September 28, 2012

**TO:** Board of Directors

**FROM:** April Warnock, Paratransit Superintendent

**SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT–JULY 2012**

## **I. RECOMMENDED ACTION**

**This report is for information only - no action requested**

## **II. SUMMARY OF ISSUES**

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

*100-1*

### **III. DISCUSSION**

From June 2012 to July 2012, ParaCruz rides increased by 203 rides. The increase in rides does trend typically with the previous two years.

The number of rides performed in July 2012 was 253 less than the number of rides performed in July 2011.

### **IV. FINANCIAL CONSIDERATIONS**

NONE

### **V. ATTACHMENTS**

- Attachment A1:** ParaCruz On-time Performance Chart
- Attachment B1:** Comparative Operating Statistics Table
- Attachment A2:** ParaCruz On-time Performance Chart
- Attachment B2:** Comparative Operating Statistics Table
- Attachment C:** Number of Rides Comparison Chart and Shared vs. Total Rides Chart
- Attachment D:** Mileage Comparison Chart and Year to Date Mileage Chart
- Attachment E:** Eligibility Chart

## ATTACHMENT A

Board of Directors

Board Meeting September 28, 2012

ParaCruz On-time Performance Report		
	July 2011	July 2012
Total pick ups	7467	7214
Percent in "ready window"	95.05%	96.43%
1 to 5 minutes late	1.66%	1.50%
6 to 10 minutes late	1.15%	.84%
11 to 15 minutes late	.80%	.60%
16 to 20 minutes late	.40%	.34%
21 to 25 minutes late	.19%	.13%
26 to 30 minutes late	.11%	.09%
31 to 35 minutes late	.04%	.06%
36 to 40 minutes late	.05%	.00%
41 or more minutes late (excessively late/missed trips)	.05%	.01%
Total beyond "ready window"	4.50%	3.57%

During the month of July 2012, ParaCruz received two (2) Customer Service Reports. One (1) of the reports was unverifiable, and one (1) of the reports was a compliment.

10c-3

6-6.a1

# ATTACHMENT B

Board of Directors  
Board Meeting September 28, 2012

## Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through July 2012.

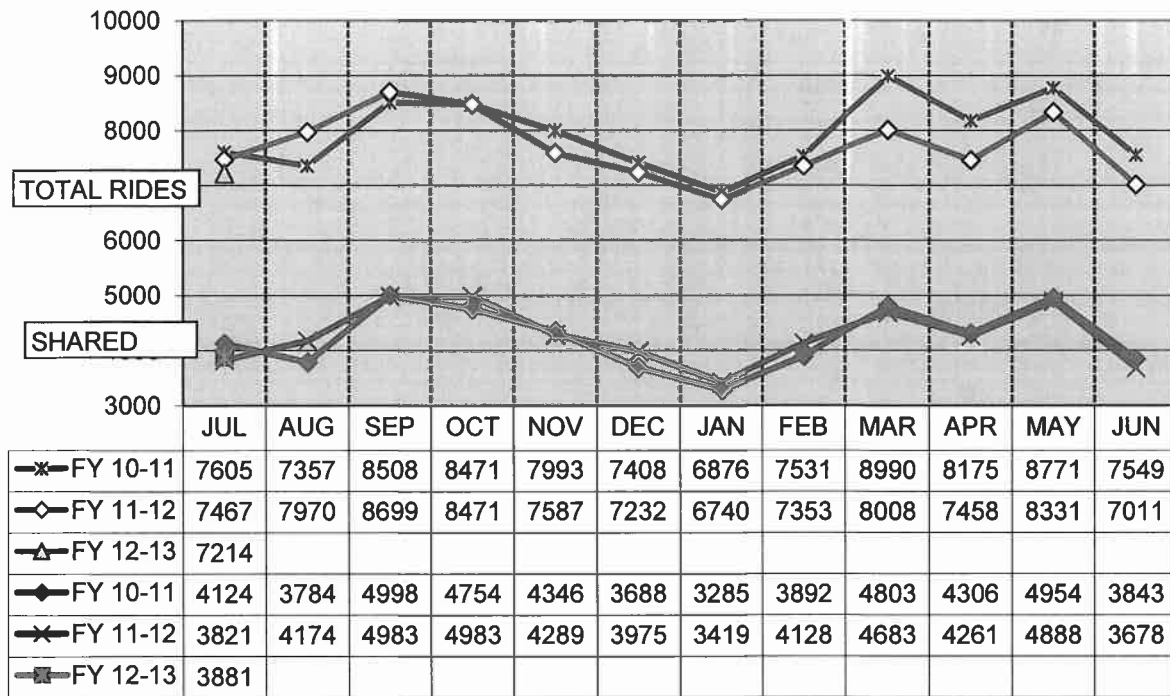
	July 11	July 12	Fiscal 11-12	Fiscal 12-13	Performance Averages	Performance Goals
Requested	7743	7697	7743	7697	8267	
Performed	7467	7214	7467	7214	7672	
Cancels	17.09%	18.28%	17.09%	18.28%	18.16%	
No Shows	3.11%	3.00%	3.11%	3.00%	3.16%	Less than 3%
Total miles	51,280	49,795	51,280	49,795	52,024	
Av trip miles	4.93	4.92	4.93	4.92	4.85	
Within ready window	95.05%	96.43%	95.05%	96.43%	95.11%	92.00% or better
Excessively late/missed trips	4	1	4	1	2.00	Zero (0)
Call center volume	5583	5033	5583	5033	N/A	
Call average seconds to answer	29.5 secs	19 secs	29.5 secs	19 secs	N/A	Less than 2 minutes
Hold times less than 2 minutes	96.4%	96.9%	96.4%	96.9%	N/A	Greater than 90%
Distinct riders	750	743	750	743	743	
Most frequent rider	51 rides	53 rides	51 rides	53 rides	53 rides	
Shared rides	61.5%	64.0%	61.5%	64.0%	65.40%	Greater than 60%
Passengers per rev hour	1.97	1.96	1.97	1.96	1.99	Greater than 1.6 passengers/hour
Rides by supplemental providers	8.05%	12.91%	8.05%	12.91%	12.97%	No more than 25%
Vendor cost per ride	\$22.15	\$22.75	\$22.15	\$22.75	\$22.20	
ParaCruz driver cost per ride (estimated)	\$22.28	\$26.83	\$22.28	\$26.83	\$26.03	
Rides < 10 miles	67.03%	67.03%	67.03%	67.03%	68.48%	
Rides > 10	32.97%	32.97%	32.97%	32.97%	32.97%	

10C-4

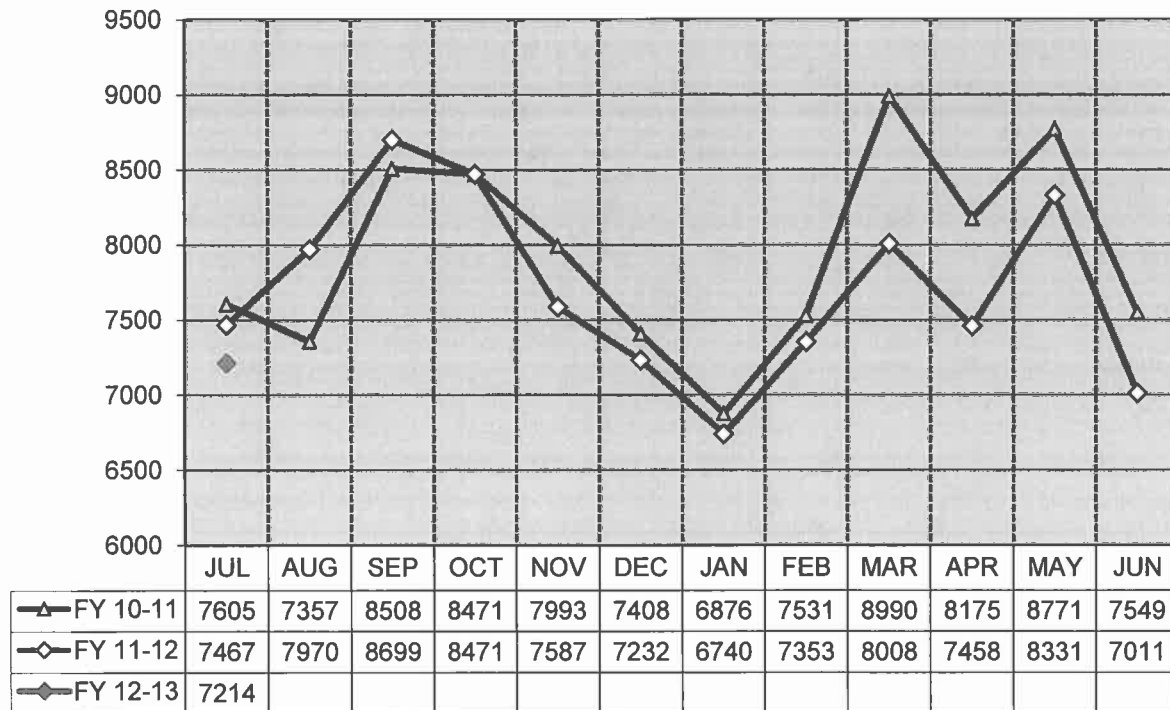
6-6.b1

# ATTACHMENT C

## TOTAL RIDES vs. SHARED RIDES

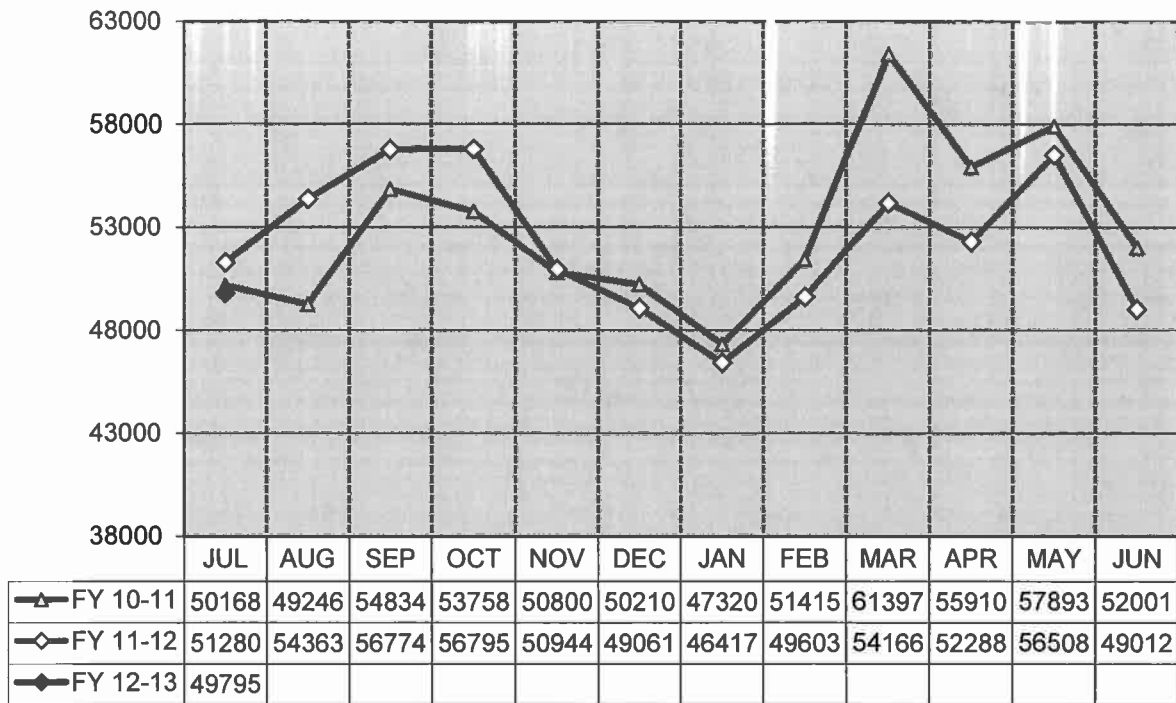


## NUMBER OF RIDES COMPARISON CHART

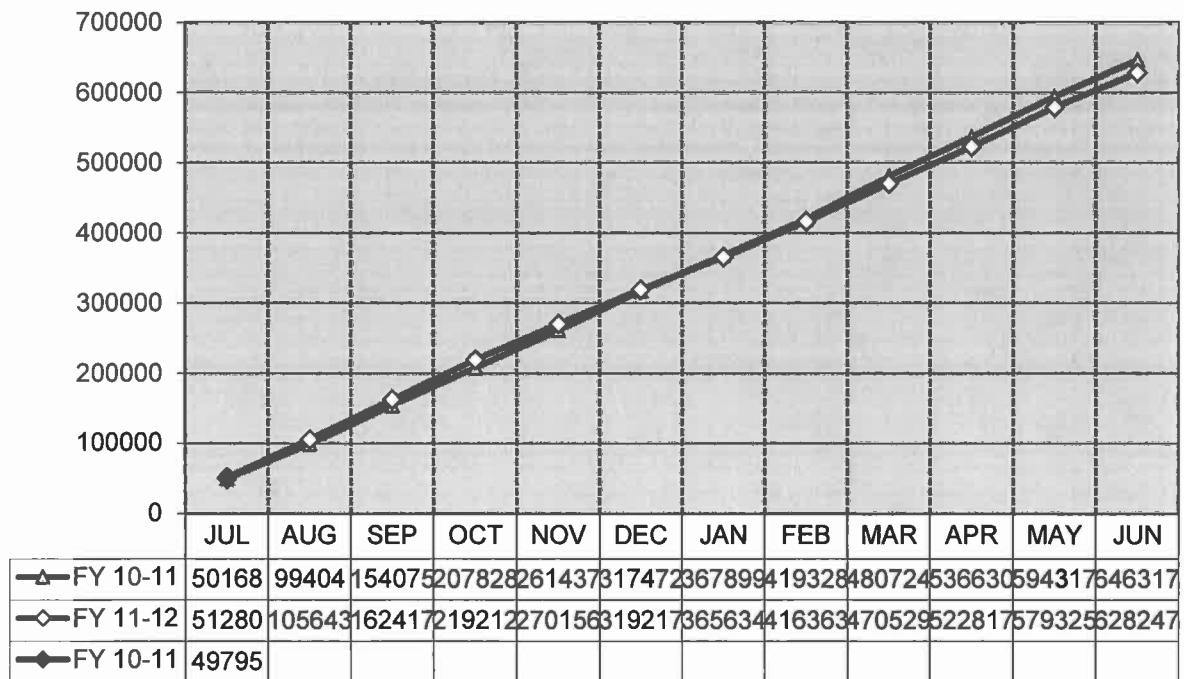


# ATTACHMENT D

## MILEAGE COMPARISON



## YEAR TO DATE MILEAGE COMPARISON CHART





## ATTACHMENT E

MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED	RESTRICTED	TEMPORARY	DENIED	TOTAL
		CONDITIONAL	TRIP BY TRIP			
JULY 2011	54	0	0	1	0	55
AUGUST 2011	66	0	3	0	1	70
SEPTEMBER 2011	48	0	7	2	0	57
OCTOBER 2011	59	0	4	0	0	63
NOVEMBER 2011	64	0	3	6	1	74
DECEMBER 2011	49	0	1	3	0	53
JANUARY 2012	31	0	2	3	0	36
FEBRUARY 2012	45	0	1	3	0	49
MARCH 2012	52	1	4	0	0	57
APRIL 2012	32	1	3	3	0	39
MAY 2012	50	0	3	1	0	54
JUNE 2012	47	0	2	0	0	49
JULY 2012	57	1	2	6	0	66

Number of Eligible Riders for the month of July 2012 = 2984

10c-8

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** September 28, 2012  
**TO:** Board of Directors  
**FROM:** John Daugherty, METRO Accessible Services Coordinator  
**SUBJECT:** ACCESSIBLE SERVICES REPORT FOR JULY 2012

## I. RECOMMENDED ACTION

**This report is informational only. No action required.**

## II. SUMMARY OF ISSUES

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

## III. DISCUSSION

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

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

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

regarding Mobility Training and accessibility; 5) Works with Department Managers to ensure compliance with METRO's accessibility program and policies.

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

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

#### **IV. FINANCIAL CONSIDERATIONS**

None

#### **V. ATTACHMENTS**

**Attachment A.1:** Accessible Services Coordinator (ASC) Activity Tracking Report for July 2012

Prepared by: John Daugherty, METRO Accessible Services Coordinator  
Date Prepared: September 21, 2012

10C-10

**6-5.2**

# Attachment A.1

## Accessible Services Coordinator (ASC) Activity Tracking Report for July 2012

### What is Mobility Training?

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

- **An Assessment:** The ASC meets the trainee to assess the trainee's capabilities to use METRO services. They discuss the trainee's experience using public transit and set goals for training sessions.
- **Trip Planning:** Practice to use bus route schedules, maps, online resources and other tools to plan ahead for trips on METRO fixed route and METRO ParaCruz services. All Mobility Training includes some trip planning.
- **Boarding/Disembarking Training:** Practice to board, be secured, and then disembark (get off) METRO buses. This training has been requested by persons using walkers, wheelchairs, scooters and service animals. The training session includes work with an operator and out of service bus and lasts three to five hours.
- **Route Training:** Practice using METRO buses to travel to destinations chosen by trainees. The training session includes practice on handling fares, bus riding rules and emergency situations. One training session can take two to eight hours. One or two sessions to learn one destination is typical. The number of training sessions varies with each trainee.

During July 2012 there was progress with 12 trainees:

- One person successfully completed his Route Training. He was a new referral from the Eligibility Coordinator.
- A second new referral from the Eligibility Coordinator was assessed. He set up one Route Training session. A third new referral, from a school counselor, was assessed.
- Training with three other persons progressed: One person completed two Route Training sessions. A second person completed his next Route Training session. The ASC spoke to another person, who would contact the ASC to set up Route Training.
- Training with six persons is almost complete: July activity included checking on whether further training is needed and preparation to close their files or complete their referral sheets.

10c-11

**6-5.a1**

## Attachment A.1

### Training Overview for July 2012:

- Amount of time dedicated to training sessions and follow up activity: At least 45 hours
- Tracking of scheduled appointments vs. cancelled:  
Six appointments scheduled, one appointment cancelled

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

- July 12 Transition Partnership Program/PVUSD Job Club meeting
- July 13 Pedestrian Safety Work Group meeting
- July 13 Ninety Plus Club meeting
- July 31 Elderly & Disabled Transportation Advisory Committee meeting

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

The total audience for July outreach/orientation was at least 41 persons. Information was provided during meetings and follow up phone calls and emails

### Requests from the community and METRO staff:

- There were at least 26 individual contacts in person and/or over the phone. Contacts regarded Metro service issues, trainee status and research to respond to trip planning requests.
- Two complimentary letters were received at 110 Vernon Street during July and placed in the August 10 Board meeting packet. The first letter received, written by Robin Butterworth on behalf of the Transition Partnership Program, concludes:

“Having someone like John, by virtue of his own challenges, makes the metro seem easier to access. John in his presentation paints a picture of accessibility with Metro, all can relate to.

“I can’t emphasize enough how important this work is for our clients, and our program. We here in the Transition Partnership Program appreciate the work John Daugherty does with our clients and others in our community.”

## Attachment A.1

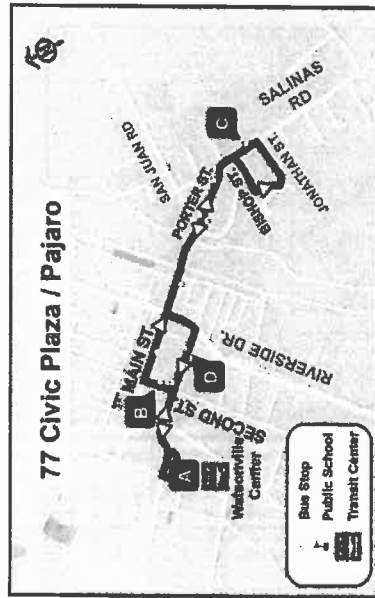
- The second letter, received July 30 and written by Noreen Santaluce for the new Ninety Plus Club, begins:

“John Daugherty’s presentation to the Ninety Plus Club on July 13<sup>th</sup> was greatly appreciated and enjoyed by the members of the group. His talk was informative, entertaining and very appropriate for the group.”

NEW!

► **Route 77 – Civic Plaza/Pajaro**

**Weekdays:** This is a new route that will serve the Pajaro community and the Civic Plaza. This route will depart at :30 and operates hourly from **6:30AM** until **6:30PM**. weekdays only.



**NOTE:**

Transfers to MST are available from the Bus Operator on all Routes 69-91X.

10C-14

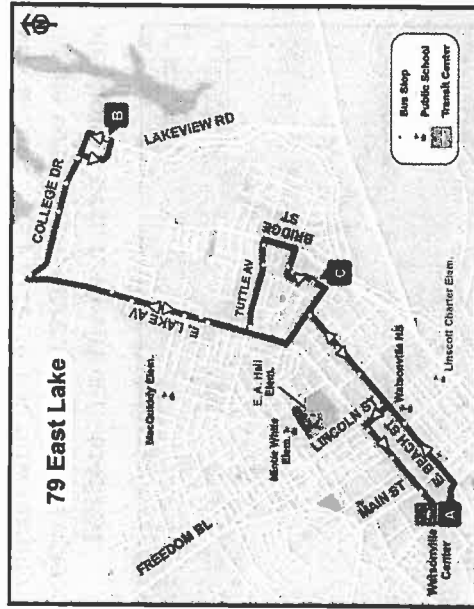


[www.scmtd.com](http://www.scmtd.com) (831) 425 - 8600

► **Route 79 – East Lake**

**Weekdays:** The Route 79 has been rerouted to better serve Beach St. The Route 79 departure times have changed to :00 and will operate hourly from **7:00AM** until **6:00PM**.

**Weekends:** The Route 79 will now operate on the weekends! This route will depart at :30 and operate hourly from **7:30AM** until **6:30PM**.



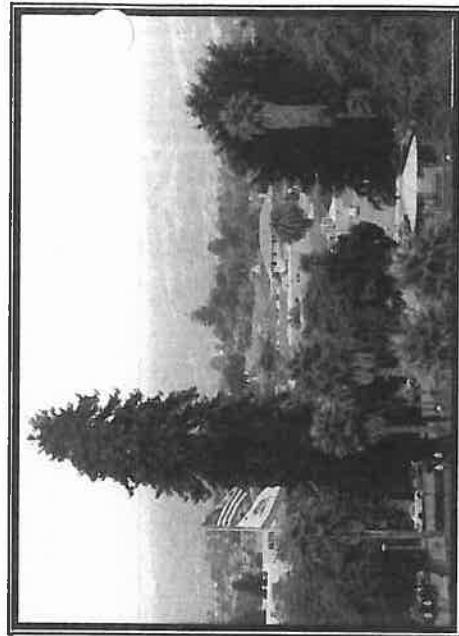
**Questions?**  
Contact METRO Customer Service  
(831) 425-8600  
7:00am-6:00pm M-F  
Dial 711 for CRS hearing & speech impaired services

≡ **SERVICE CHANGES**

Starting September 13, 2012



**Watsonville**  
**New Routing, More Hours & Weekend Service!**



[www.scmtd.com](http://www.scmtd.com) (831) 425 - 8600





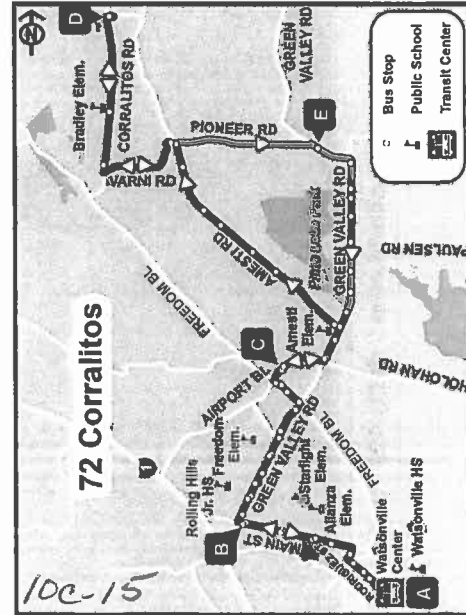
## Service Changes starting Thursday, September 13, 2012

**METRO** is pleased to announce service improvements in Watsonville, with new routing, extended hours and more weekend service. This new plan connects neighborhoods and improves frequency of service throughout the community.

**METRO ParaCruz** provides service to any destination within Santa Cruz county that is within 3/4 of a mile of an operating bus route. Call (831) 425-4664 for information.

### ► Route 72 - Corralitos

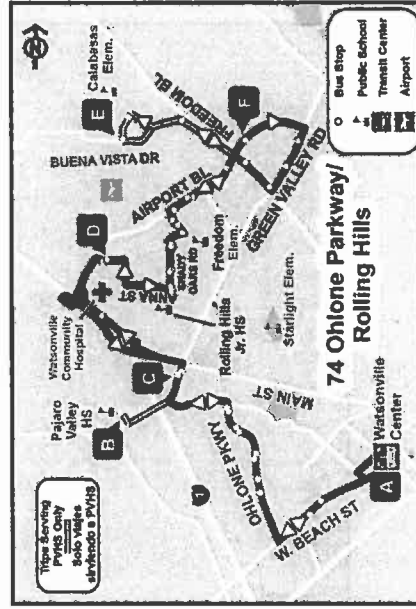
**Weekdays:** The Route 72 departures have been changed to :45. This route will now operate hourly from 5:45AM until 6:45PM weekdays only.



### ► Route 74 - Ohlone Pkwy / Rolling Hills

**Weekdays:** The Route 74 has been rerouted to better serve the Watsonville Community Hospital, Social Security Office, Pajaro Valley High School & Rolling Hills Jr. High School. The map of the routing change is below: Route 74 departure times have been moved to :10 and will operate hourly from 6:10AM until 6:10PM.

**Weekends:** The Route 74 will now operate on the weekends departing at :45 and operates hourly from 6:45AM until 6:45PM.



Timetables are available online at

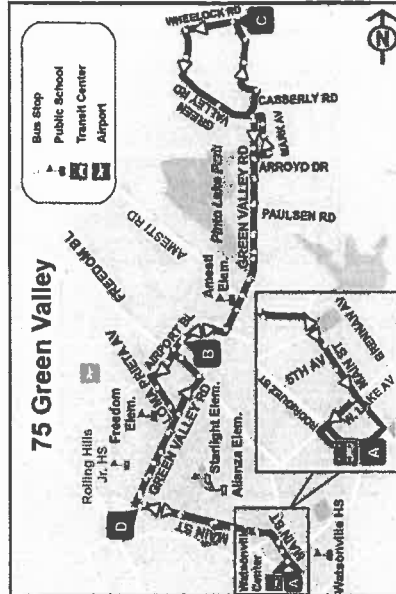
[www.scmtd.com](http://www.scmtd.com)

and in the Headways Rider's Guide

### ► Route 75 - Green Valley

**Weekdays:** The Route 75 departures have been moved to :15. This route will now serve Wheelock & Monte Vista every trip.

**Weekends:** The weekend Route 75 departures have been moved to :15



**METRO** is committed to providing transportation services that can be used by all of our customers. All buses are equipped with ramps or lifts to serve customers who have difficulty climbing stairs or who use wheelchairs or scooters.

**METRO** provides free instruction to older adults and people with disabilities of all ages who want to ride the bus. Learn how to ride the bus safely.

Call (831) 423 - 3868 for information.

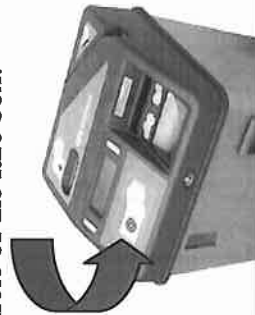
## WHAT ARE CRUZ CARDS ?

### ☆ DESCRIPTION OF CARDS:

- Two cards are available, the Cruz Cash card & the Cruz Pass card.
- These cards are durable plastic, similar to a credit card, with an imbedded memory chip.
- The Cruz Cash card stores monetary value.
- The Cruz Pass card can store the 9 different Period Passes METRO offers, storing one pass type at a time.

### ☆ ADVANTAGES:

- Faster boarding times
- Rider Convenience
- Cards can be reloaded over and over again.
- Just tap the card on the red circle of the fare box!



## CRUZ CASH



- Holds monetary value
- Deducts fare automatically when boarding
- Reloadable at Santa Cruz METRO Ticket Vending Machines or at the Customer Service booth at the Metro Center.

## CRUZ PASS



Holds 9 various Period Passes  
Pass validates automatically when boarding  
Reloadable at any Santa Cruz METRO Ticket Vending Machine or at Customer Service booth at the Metro Center.

## HOW TO USE A CRUZ CARD?

### CRUZ CASH

- ☆ Just load the cash amount you want onto the Cruz Cash card at any TVM machine or at the Customer Service booth at the Metro Center.
- ☆ Amounts you can load: \$10, 20, 30, and \$50 dollars.
- ☆ When boarding the bus inform the driver of what type of fare you want to use and the proper amount will be deducted from your card. You can use this card for multiple passengers. Just tap the card on the red circle of the farebox!

### CRUZ PASS

- ☆ You can only load one type of pass onto a Cruz Pass at a time. This can be done at any TVM machine or at the Customer Service booth at the Metro Center.
- ☆ Types of passes available:
  - \* Local 1, 3, & 7 Day Pass
  - \* Local 15 Ride Pass
  - \* Local 31 Day Pass
  - \* Hwy 17 1 & 5 Day Pass
  - \* Hwy 17 31 Day Pass
- ☆ All discounted passes are also available.
- ☆ The farebox will automatically read the type of pass loaded and deduct the amount with a tap on the red circle of the farebox!

## FAQ's

**How much does a Cruz Cash card or a Cruz Pass card cost?**

For the first 60 days starting June 7th, cards will be offered at no additional charge. After August 30, 2012 the cost will be \$3.00

**Can I check how much value /rides I have left on my card?**

Yes, you can check the status of your card at the Customer Service Booth, by using a TVM machine or by using the "read-only" feature on the farebox with assistance from the bus operator.

**Do cards have to be registered?**

Cards are non-personalized cards and are not registered or tracked.

**Can more than one rider use a single card?**

Card sharing is allowed with a Cruz Cash card or a 15 Ride Cruz Pass card only.

**Do I still have to show ID when using a discounted pass or fare?**

Yes, valid discount ID is required when using a discounted pass or fare.

**What happens if I lose my card?**

Santa Cruz METRO is not responsible for lost, stolen or damaged cards.

**Santa Cruz METRO will not provide cash refunds**

## HOW TO RELOAD CRUZ CARDS AT THE TVM



- Tap the Cruz card on the red circle to activate the screen.
- Choose the amount of cash or pass type to load.
- Payment screen will appear. Use cash or credit card for payment.
- Tap the Cruz Card on the red circle again to load.

## TICKET VENDING MACHINE LOCATIONS:

- ☆ Santa Cruz Metro Center
- ☆ Cabrillo College
- ☆ Capitola Mall
- ☆ Watsonville Transit Center

## WHERE TO PURCHASE CRUZ CARDS

You can purchase Cruz Cash & Cruz Pass cards at:

- The Customer Service Booth at the Metro Center 920 Pacific Avenue Santa Cruz 7:00 am - 5:45pm Monday - Friday 425 - 8600
- Online at <http://scmt.d.com>
- By mail: Santa Cruz METRO 920 Pacific Avenue Suite 21, Santa Cruz, CA 95060



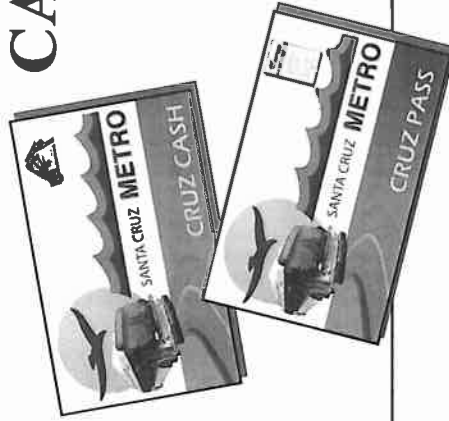
SANTA CRUZ METRO

**NEW!**

*Ride Smarter*

M E T R O

**CRUZ CASH & CRUZ PASS CARDS**



QUESTIONS? CALL CUSTOMER SERVICE (831) 425-8600



Sales start June 7, 2012

10C-18

**AGENDA:** October 9, 2012

**TO:** Elderly & Disabled Transportation Advisory Committee  
**FROM:** Karena Pushnik, Senior Transportation Planner  
**RE:** Santa Cruz Sentinel Street Smarts Topic: Driverless Cars

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## **RECOMMENDATION**

Staff recommends that the Elderly & Disabled Transportation Advisory Committee discuss their ideas about future assistive technologies that could assist with mobility.

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## **DISCUSSION**

Ramona Turner, Santa Cruz Sentinel Street Smarts blogger, requested input from the E&C TAC about the topic of Driverless or Autonomous vehicles and other assistive devices. Ms. Turner notes that there are a number of devices already in use such as audible pedestrian lights, kneeling buses and vehicle modifications. She is specifically requesting input about the committee's perceptions of new modes of mobility independence.

Attached is her request, including an option to submit a guest article on the topic.

*Attachment 1: 9/17/12 email requesting E&D TAC input*

I:\E&DTAC\2012\1012\StreetSmarts\_DriverlessCars\_Oct12.docx

## Karena Pushnik

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**Subject:** FW: Driverless cars

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**From:** SCS Street Smarts [<mailto:streetsmarts@santacruzsentinel.com>]

**Sent:** Monday, September 17, 2012 8:40 AM

**To:** Karena Pushnik

**Subject:** Driverless cars

Hi there Karena,

I was wondering if you could pose the following question to the E&D TAC:

Driverless, or Autonomous, Cars...

Vehicles that drive themselves will be part of our future in the next few years. What roll do you think these vehicles could play for the elderly and people with special mobility needs?

Already, vehicles can be modified to allow people with amputated limbs, etc, to drive. Do foresee this new technology creating a new found independence for disabled individuals?

I know that driverless cars must be "manned" just in case there is a malfunction, but do you thing these vehicles would eventually help blind people get to their destinations without relying on buses and rides from sighted people?

Thank you very much. Perhaps, if the E&D TAC would like to submit a guest column on this topic, that would be great, as well.

Thanks again!!

Take care,

~Ramona

Ramona Turner

The Santa Cruz Sentinel

Street Smarts Columnist/Blogger

[www.santacruzlive.com/blogs/streetsmarts](http://www.santacruzlive.com/blogs/streetsmarts)

[www.santacruzsentinel.com](http://www.santacruzsentinel.com)

13-2

**AGENDA:** September 6, 2012

**TO:** Regional Transportation Commission  
**FROM:** Ginger Dykaar, Transportation Planner  
**RE:** 2012 Santa Cruz County On-board Transit Ridership Study

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## **RECOMMENDATIONS**

Staff recommends that the Regional Transportation Commission (RTC) accept the 2012 Santa Cruz County On-board Transit Ridership Survey Final Report.

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## **BACKGROUND**

The Santa Cruz County Regional Transportation Commission (RTC) and the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) received a Rural or Small Urban Transit Planning Studies grant from the California Department of Transportation to conduct an on-board transit ridership study. RTC and Santa Cruz METRO are also coordinating with the Association of Monterey Bay Area Governments (AMBAG) on this project. AMBAG is the Metropolitan Transportation Planning Organization (MPO) for Santa Cruz, Monterey, and San Benito Counties.

## **DISCUSSION**

The on-board transit ridership study was performed by Moore & Associates and consisted of an on-board survey, an assessment of on-time performance and boarding/alighting counts for the fixed route bus service in Santa Cruz County. The primary purpose of the project was to collect data needed to support the transit component of the regional travel demand model (RTDM) managed by AMBAG. In addition, the study will support future transit planning efforts and will enable Santa Cruz METRO to quantify the population of its service area that speaks a primary language other than English in order to ensure Title VI compliance.

Up-to-date transit ridership data is essential to support planning efforts that achieve statewide and regional goals to reduce vehicle miles traveled (VMT) and achieve greenhouse gas (GhG) reduction targets. Santa Cruz County, like many regions, will refer to the RTDM and associated transportation modeling efforts for evaluating the impacts of new transportation investments on meeting regional goals. Transit ridership can be an important strategy for reducing VMT and GhG emissions. The transit data included in the RTDM will now better reflect current transit usage in Santa Cruz County and enable a more accurate transit ridership forecast.

## *2012 On-board Transit Ridership Study*

### **Key Findings**

The on-board survey revealed the characteristics of typical Santa Cruz County transit customers to be people who use the bus 5 or more times per week, to have an income of less than \$15,000 per year and to be 16-24 years old. The majority of respondents traveled between home, school and work and walked to and from the bus stop. The majority of respondents (82%) indicated that they did not have a personal vehicle available to make the trip. The three most requested service improvements were "increase service frequency", "real-time bus information", and "shorter travel time". The primary methods for getting service information are from the METRO website and the printed bus schedule.

The 2012 Santa Cruz County On-Board Transit Ridership Survey Report can be found online at <http://www.sccrtc.org/projects/bus>. The Executive Summary is included as **Attachment 1. Staff recommends that the Regional Transportation Commission accept the 2012 Santa Cruz County On-Board Transit Ridership Survey Final Report.**

### **SUMMARY**

The Santa Cruz County Regional Transportation Commission (RTC) and the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) received a Rural or Small Urban Transit Planning Studies grant from the California Department of Transportation to conduct an on-board transit ridership study. The study was performed by Moore & Associates and the results are presented in the Santa Cruz County On-Board Transit Ridership Survey Report. RTC staff recommends acceptance of this report.

### Attachment

- 1: Executive Summary of Santa Cruz County On-Board Transit Ridership Study

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## EXECUTIVE SUMMARY

The Santa Cruz County Regional Transportation Commission (RTC) and the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) received a Rural or Small Urban Transit Planning Studies Grant from the California Department of Transportation to conduct an on-board transit ridership study.

The three main goals of this project were to:

1. Collect current ridership data for input into the Association of Monterey Bay Area Governments (AMBAG) regional travel demand model to more accurately reflect current transit use as well as forecast future transit ridership.
2. Assess the limited English proficiency population in order to comply with Title VI requirements.
3. Collect transit service and performance data to assist in future service planning.

Moore & Associates was selected to complete the Transit Ridership Study which consisted of an onboard fixed-route customer survey and on-time performance and boarding/alighting. Data collection efforts were completed on April 17-19, 2012 and April 24-26, 2012 (Tuesdays/Wednesdays/Thursdays). A total of 1,972 valid surveys were collected; 1,016 of which were 100 percent complete (all questions had 100 percent responses except for demographic questions), a statistically-valid sampling.

### Key Findings

Respondent trip origin-destination and boarding-alighting location data are presented in Appendix A. These exhibits present the general flow of travel throughout the service area and identify significant “magnets” for trip generation. The origin-destination map shows travel with a minimum of at least one leg of travel being transit within the Santa Cruz/Capitola area, between Santa Cruz and UCSC, Santa Cruz and Watsonville, and Santa Cruz/Capitola and Scotts Valley.

The onboard survey revealed the profile of Santa Cruz customers to be people who use the bus 5 or more times per week, to have an income of less than \$15,000 per year and to be 16-24 years old. Home, school, and work were the three most common purposes. The majority of respondents were coming from home (44.9 percent), school (24.7 percent), and work (11.5 percent); and going to school (32.7 percent), home (30.7 percent), and work (14.3 percent). The trip purpose varied based on education level, income, and age. The majority of respondents walk to and from the bus stop (75.8 percent walking to and 79.3 percent walking from) with 48.6 percent walking less than five minutes to their stop and 49.7 percent walking less than five minutes from their stop to their destination. The majority of respondents cited using METRO five or more times a week (67.7 percent). Ninety-four percent of respondents cited using METRO fixed-route services at least once weekly.

Total travel time cited varied from one minute to 400 minutes with an average trip duration of 35 minutes. Approximately 47 percent of respondents indicated a trip duration of 25 minutes or less. The majority (81.9 percent) indicated not having a personal vehicle available to make the trip. Therefore, the majority of respondents are “captive riders” rather than “choice riders”.

When asked what the most prevalent barrier is to using METRO, the most common response was “nothing” (34.7 percent). Other common barriers were “does not travel when I need it” and “costs too much/lack of financial resources” (20.2 and 10.9 percent, respectively). The three most requested service improvements were “increase service frequency” (25.7 percent), “real-time bus arrival information” (14 percent), and “shorter travel time” (13.3 percent).

The primary method of obtaining information regarding METRO service varied by respondent demographic (i.e., age, income, and education level). However, the most-frequently cited forms of obtaining information (in hierarchical order) were:

- METRO’s website (46.8 percent),
- Paper bus schedule (36.4 percent),
- Google Transit (11.4 percent),
- Other (3.2 percent), and
- Call METRO customer service (2.2 percent).

#### Limited-English Proficiency Assessment

Several data cross-tabulations were produced so as to extract information with respect to Spanish-speaking respondents. A total of 108 surveys were collected in which the respondent chose to complete the survey in Spanish. A number of interesting patterns and trends became evident. More than 25 percent of Spanish-speaking respondents indicated there were no barriers to their use of METRO. The most-frequently cited barrier was “does not travel when I need it” (nearly 20 percent). The most common trip purposes were “home” and “work,” which contrasts with English-language respondents who indicated “home” and “school.” Spanish-speaking METRO customers heavily favor the printed bus schedule (Headways) (more than 70 percent).

#### On-Time Performance and Boarding/Alighting Information

Route-by-route on-time performance and boarding/alighting information was collected along with the transit rider survey. Total trips reported as either late or missed amount to 24 percent of all surveyed trips. Routes 4, 12, 20, and 91X to Watsonville (outbound) in particular experienced many early departures. Routes 8, 54, 69W (outbound), and Route 74 reported 100 percent on-time performance during the ride check. Detailed boarding and alighting exhibits for each route/direction are presented in the Appendix C. These exhibits identify the activity on a stop-by-stop basis. As seen in the charts, local stops serving UCSC typically experience the greatest boarding and alighting activity.