



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

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

**AGENDA**

**1:30 pm, Tuesday, June 11, 2013**

**Watsonville Regional Transportation Commission Office  
Watsonville Civic Plaza Building, 275 Main St., Suite 450 (4th Floor)**

Note  
Location!

(start time  
estimate)

- 1:30 pm 1. Call to Order**
- 1:32 pm 2. Introductions**
- 1:35 pm 3. Oral Communications –**

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

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

**1:45 pm CONSENT AGENDA**

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

- 5. Approve minutes from April 4 and May 14, 2013 meetings (page 3)**
- 6. Receive Transportation Development Act (TDA) Revenues Report as of May 2013 (page 11)**
- 7. Receive RTC Highlights through May 2013 (page 12)**
- 8. Information Items (links provided, hard copy circulated at meeting)**
  - a. Shuttle Buses bring Mobility and Hope 4/19/13 Mass Transit Magazine-  
<http://news.cygnusb2bmail.com/portal/wts/cgmcFeaU7bmbbgozuce76B-hyS-MDL68lpfRj0hmla>
  - b. Where Americans Want to Live: New Urban Land Institute Report explores housing transportation and community preferences, 5/16/13 Mass Transit.  
<http://www.masstransitmag.com/news/10942862/where-americans-want-to-live-new-urban-land-institute-report-america-in-2013-explores-housing-transportation-community-preferences>
- 9. Receive Agency Updates (other than items on the regular agenda)**
  - c. Volunteer Center (page 13)
    - 3<sup>rd</sup> Quarter TDA Report

- d. Community Bridges serving as the Consolidated Transportation Services Agency
- e. Santa Cruz Metropolitan Transit District (Metro) **(page 14)**
  - Mobility Management
  - Past Metro Reports (please see archives on the web):  
<http://www.scmttd.com/en/agency-info/board-of-directors/70-board-agenda-archive>
- f. Santa Cruz County Regional Transportation Commission
- g. Private Operators

## **REGULAR AGENDA**

- 1:50 pm 10. Review Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan – AMBAG staff (page 18)**
- 2:15 pm 11. Provide input on Complete Streets (see staff report in [Apr 2013 E&D TAC packet](#) Item # 5)– RTC staff (page 18)**
- 2:35 pm 12. Sustainable Community Scenario Planning – RTC staff (page 31)**
- 2:55 pm 13. Review Pedestrian Safety Work Group Pedestrian/Motorist Brochure – Work Group Chair (page 40)**
- 3:15 pm 14. La Posada Bus Reinstatement Update (see staff report to be posted in the [June 7 Metro Board packet](#)) – Metro staff**
- 3:30 pm 15. Adjourn**

Next meeting location and time: **1:30 pm, August 13 @ RTC Main Office, Santa Cruz**

Future Topics: Construction site impacts

### **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@scrtc.org](mailto:info@scrtc.org) / website: [www.scrtc.org](http://www.scrtc.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**

**Elderly & Disabled Transportation Advisory Committee**

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**Minutes – Draft**

**Tuesday, April 9, 2013, 1:30 p.m.**

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

1. **Call to Order** at 1:34 pm
2. **Introductions**

***Members Present:***

Hal Anjo, Potential Bus Rider  
Kirk Ance, CTSA Lift Line  
Debbi Brooks, Volunteer Center  
John Daugherty, Metro Transit  
Veronica Elsea, 3<sup>rd</sup> District  
Sally French, Soc. Serv. Provider-Disabled  
(HOPE)  
Clay Kempf, Social Services Provider  
Mike Molesky, Social Service Provider Disabled  
Patti Lou Shevlin, 1<sup>st</sup> District

***Alternates Present:***

April Warnock, Metro ParaCruz

***Excused Absences:***

Lisa Berkowitz, CTSA (Community Bridges)

***RTC Staff Present:***

Cathy Judd  
Karena Pushnik

***Others Present:***

Thomas Hiltner, Metro Staff  
Sara Schiffrin, La Posada Resident

3. Oral Communications - None
4. Additions or deletions to consent and regular agendas

Karena Pushnik supplied a replacement page for Item 8, an add-on page for Item 13, a replacement page for Item 15, add-on pages for Item 15, and add-on pages for Item 16.

Veronica Elsea requested Item 9 be moved from the Consent Agenda to the Regular Agenda.

## CONSENT AGENDA

*Action: The motion (Elsea/Brooks) - - to approve the consent agenda as amended moving Item 9 to the Regular Agenda - - carries unanimously with Mike Molesky abstaining.*

5. Approved Minutes from Feb 2013 meeting
6. Received Transportation Development Act (TDA) Revenues Report as of Mar 2013
7. Received RTC Highlights through Mar 2013
8. Received letter dated 3/27/13 from E&D TAC Chair to Community Bridges in support of two grant applications
9. ***(moved from the Consent to Regular Agenda for discussion)*** Receive letter dated 1/31/13 from Supervisor/Commissioner Neal Coonerty to the Santa Cruz Metropolitan Transit District regarding restoration of bus service on Frederick Street in Santa Cruz City
10. Information Items
  - a. Mr. Roadshow writes about not driving
  - b. US Department of Transportation changing bike and pedestrian standards to highlight safety
11. Received Agency Updates
  - a. Volunteer Center
    - 2<sup>nd</sup> Quarter TDA Report
  - b. Community Bridges serving as the Consolidated Transportation Services Agency
  - c. Santa Cruz Metropolitan Transit District (Metro)
    - Past Metro Reports
  - d. Santa Cruz County Regional Transportation Commission
  - e. Private Operators

## REGULAR AGENDA

9. ***(moved from the Consent to Regular Agenda for discussion)*** Letter dated 1/31/13 from Supervisor/Commissioner Neal Coonerty to the Santa Cruz Metropolitan Transit District regarding restoration of bus service on Frederick Street in Santa Cruz City

Veronica Elsea requested more information about bus service reinstatement to Frederick Street including:

- What is the process for evaluating and restoring bus service
- What is happening to restore service to the Frederick Street and Gault neighborhoods
- How will the closure of the Dominican Rehabilitation Center impact the decision for return of bus service
- How will the issue of poor sidewalk conditions on Frederick Street be considered by Metro

Tom Hiltner, Metro staff, said that Metro may have replied to Commissioner Coonerty's support letter and, if so, a copy of that letter will be provided to the E&D TAC. Mr. Hiltner said Metro's Service Planning & Review Committee received many requests to restore service and the committee is gathering ride information. Mr. Hiltner mentioned that Metro is ramping up to meet demand for service, is limited by the number of experienced and available drivers, and that the Service Planning & Review Committee presents plans to Metro's Board to be considered, and will assess restoring service to La Posada. Mr. Hiltner will request that the committee leader supply an update to the E&D TAC.

John Daugherty said that Erich Friedrich is the Service Planner on Metro staff and said that the Board will receive a report in August regarding return of service to La Posada.

Mr. Hiltner confirmed that August is the soonest that the Metro Board would consider service reinstatement.

Patty Shevlin voiced the importance of restoring service saying that two terrible hit and run accidents occurred at the corner of Frederick Street and Soquel while crossing Soquel to reach the closest bus stop. Ms. Shevlin suggested that the E&D TAC write a thank you letter to Commissioner Coonerty for his support letter to Metro.

*Action: The motion (Shevlin/Molesky) - - for the E&D TAC to write a letter of thanks to Commissioner Coonerty for his letter of support for the return of bus service to Frederick Street - - carries unanimously with John Daugherty abstaining.*

## 12. Nominations and Election of Chair and Vice Chair

John Daugherty gave an overview of the Chair and Vice-chair nomination process, reading voting procedures from the RTC's bylaws.

Members discussed:

- Term limits
- If nominations could be heard at current meeting and decided upon at the next regular meeting
- Roll call versus private vote
- Electing a slate of chair and vice-chair

Nominations were heard from Patty Shevlin and Hal Anjo for Mike Molesky for Chair.

After discussion by members John Daugherty stepped aside and by acclamation announced Mike Molesky as the new Chair.

Nominations were also heard from Patty Shevlin, Veronica Elsea, and Hal Anjo for John Daugherty for Vice-chair and from John Daugherty for Veronica Elsea for Vice-chair.

*Action: By roll call vote of 6 to 3, John Daugherty was elected Vice-chair.*

*Action: The motion (Kempf/Molesky) - - for the E&D TAC to write a letter of thanks to Chair Daugherty and Vice-chair Elsea for their service on the E&D TAC - - carries unanimously.*

### 13. Santa Cruz Metropolitan Transit District TDA Claim

Karena Pushnik provided an overview of the TDA process and noted that the RTC had not yet officially adopted a budget, due to last minute changes in planning fund allocations from the Association for Monterey Bay Area Governments. She distributed a page with preliminary TDA recommendations that were less than 1% less than those included in the original claims prepared by TDA recipients. Tom Hiltner, Metro staff provided an overview of Metro's TDA claim of \$6.1 million in TDA funds to assist with operating the fixed route bus services and the American's with Disabilities-mandated Paratransit service, ParaCruz. He indicated that the proposed reduction would amount to \$43,309 which could impact service. The final TDA amount will be approved at the May 2 RTC meeting.

*Action: The motion (Elsa/Kempf) - - to approve Metro's TDA Claim contingent on the final budget and TDA amount decided on at the May 2 RTC meeting - - carries unanimously.*

### 14. Lift Line TDA Claim

Kirk Ance, Community Bridges, gave an overview of the TDA Claim for \$599,743 and noted that the agency took oversight of Elderday back in house.

Members discussed:

- How Community Bridges meets increased needs and unmet demand
- Ride statistics
- Taxi script
- Same day rides
- Provision of out of county medical and veterans rides using grant funds
- Number of vans provided for Elderday and funds available
- Shifting funds/rides from previously identified higher priority unmet needs
- Budget columns showing TDA funds and non-TDA funds, rather than match funds

The committee expressed concern about the decrease in medical rides and the sizable increase in TDA funding for Elderday. They also expressed concern that it appears that the core medical transportation services are funded with grants that may not always be available. The committee agreed that it would be prudent for Community Bridges to review their TDA claim and come back to the E&D TAC with a revised TDA plan.

*Action: The motion (Elsa/Kempf) - - to continue the meeting to 4:00 pm - - carries unanimously.*

*Action: The motion (Kempf/Elsa) - - to recommend that Lift Line modify its TDA proposal to address the highest priority unmet needs for TDA funds and provide the claim at a special meeting of the E&D TAC to be held on May 14 from 1:00 pm to 2:30 pm - - carries unanimously.*

### 15. Volunteer Center TDA Claim

Debbi Brooks, Volunteer Center, provided an overview of the Volunteer Center TDA Claim for \$71,398 to provide 4600 one-way trips based on type and income. The final TDA amount will be approved at the May 2 RTC meeting.

*Action: The motion (Elsa/Molesky) - - to approve the Volunteer Center TDA Claim contingent on the final TDA amount decided on at the May 2 RTC meeting - - carries unanimously with Debbi Brooks abstaining.*

16. Section 5310 Grant Application review committee recommendations

Karena Pushnik gave an overview of the 5310 Grant Application and scores. Ms. Pushnik said that Community Bridges submitted a fund application for two ambulatory passenger minivans with ramps and 14 Mobile Data Computers (MDC). Community Bridges will strengthen their application to maximize their score and resubmit it to the RTC by April 15. Staff will review the application to ensure that the revisions are included.

*Action: The motion (Kempf/Elsea) - - to recommend that the Santa Cruz County Regional Transportation Commission approve the local review committee's contingent scores Section 5310 fund application submitted by Community Bridges - - carries unanimously with Kirk Ance abstaining.*

17. Pedestrian Safety Work Group Update

Veronica Elsea said that the Pedestrian Safety Work Group presentation to Metro regarding signs in buses was well received and Metro has approved the idea. Metro asked the Pedestrian Safety Work Group to submit a design for its approval.

Ms. Elsea said the group is revising wording for its FAQ and will delay further presentations until the FAQ are reviewed by County Counsel. The Pedestrian Safety Work Group brochure "What Pedestrians and Motorist Want Each Other to Know" is being revised with a draft available in June. The brochure includes general and specific information for people with disabilities.

Ms. Elsea mentioned the letter the group wrote to realtors regarding their signs on sidewalks. Karena Pushnik provided a presentation to the Association of Realtors with information about RTC projects and programs, as well as information about sidewalk maintenance and sidewalk signs.

The next meeting of the Pedestrian Safety Work Group is on May 3 at 10:00 am in the RTC conference room. All are welcome to attend.

18. Monterey Mobility Advisory Committee Co-Meeting

Karena Pushnik said that she spoke with Tom Hicks of Monterey County's Mobility Advisory Committee. Ms. Pushnik polled the E&D TAC committee about a joint meeting. Members confirmed their interest.

19. Adjourn – 4:05 pm.

Respectfully submitted,



Cathy Judd, RTC Staff



**Santa Cruz County  
Regional Transportation Commission**

**Elderly & Disabled Transportation Advisory Committee**

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**Minutes – Draft**

**Tuesday, May 14, 2013, 1:00 p.m.**

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

1. **Call to Order** at 1:01 pm

2. **Introductions**

***Members Present:***

Hal Anjo, Potential Bus Rider  
Kirk Ance, CTSA Lift Line  
Sharon Barbour, 5<sup>th</sup> District  
Lisa Berkowitz, CTSA (Community Bridges)  
John Daugherty, Metro Transit  
Veronica Elsea, 3<sup>rd</sup> District  
Sally French, Soc. Serv. Provider-Disabled (HOPE)  
Clay Kempf, Social Services Provider  
Mike Molesky, Social Service Provider Disabled

***Alternates Present:***

April Warnock, Metro ParaCruz

***Excused Absences:***

Debbi Brooks, Volunteer Center  
Patti Lou Shevlin, 1<sup>st</sup> District

***RTC Staff Present:***

Grace Blakeslee  
Cathy Judd  
Luis Mendez  
Karena Pushnik

***Others Present:***

Cheryl Bentley, Community Bridges  
Sam Storey, Community Bridges

3. **Oral Communications**

John Daugherty mentioned that Metro service is returning to Big Basin and Waddell Creek for the summer.

Clay Kempf said that the Seniors Council along with the Area Agency on Aging of Monterey County, and Central Coast Center for Independent Living (CCCIL), has been working on the formation of an aging and disability resource center for provision of services coordination.



Karena Pushnik said the Association of Monterey Bay Area Governments (AMBAG) is in process of updating the Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan. Ms. Pushnik provided a handout with a link to the document and asked members to review the information. There will be discussion at the June 11 E&D TAC meeting.

4. Additions or deletions to consent and regular agendas - None

### **REGULAR AGENDA**

5. Receive Complete Streets Assessment Project List to be discussed at June 11 E&D TAC

Grace Blakeslee, RTC Transportation Planner, provided background for the Complete Streets Assessment projects to be included in the Draft Regional Transportation Plan. Ms. Blakeslee said the Complete Streets project list for the RTP is not a complete list but includes new, modified, and existing projects in high priority areas. Projects included were submitted by sponsoring agencies. Ms. Blakeslee asked members to review and provide input on the complete streets project recommended for inclusion in the 2014 Santa Cruz County Regional Transportation Plan (RTP) project list at the June 11 E&D TAC meeting.

Discussion included:

- Community workshops with AMBAG for MovingForward Monterey Bay Sustainable Communities Scenario development
- Workshops hosted by County of Santa Cruz as the lead on Soquel Transit Corridor project
- Timeframe for identifying projects in the RTP through 2035
- Sidewalk impediments/street closure notifications/outreach during construction
- Invite local jurisdiction staff to a future E&D TAC meeting to discuss construction impacts to sidewalks
- Add construction impacts to the next Pedestrian Safety Work Group Committee

6. Revised Transportation Development Act Claim from Community Bridges – Community Bridges Staff

Sam Storey, Community Bridges Executive Director, provided a handout for the revised TDA claim for Community Bridges Lift Line Program for the Elderday portion of the claim and responded to concerns members voiced at the April 9 E&D TAC meeting.

The information provided in the handout included the following:

- Community Bridges assumed oversight of Elderday to provide the best chance for survival. Elderday staff agreed to significantly reduced salaries and wages
- Community Bridges is not taking away from any other unmet transportation needs and has an objective to maximize all available funding
- Lift Line and Elderday are mutually dependent upon one another and if Elderday were to fail Lift Line would lose about \$363,242 in revenues which would significantly reduce staff and capacity
- The TDA claim is Community Bridges' best projections of the costs allocations for FY 13/14 based on a worst case scenario; however, results from the 1<sup>st</sup> Quarter of the FY 12/13 fiscal year indicate that the cost of providing transportation services may be lower

Discussion included:

- Request Community Bridges provide TDA claim materials in advance of meetings so E&D TAC members have adequate review time
- Impacts to other Community Bridges programs
- Spread of costs (\$12-\$16/ride) an anomaly and could have been a mistake or mis-reporting due to Salude Para La Gente before they left the program
- Cost of fuel could impact cost per ride
- Community Bridges needs to be prepared and to accommodate cost variations
- Lift Line committed to meeting all ride demands
- Indirect cost for Elderday program paid by Lift Line
- Suggestion that the TDA claim also show cost per hour with cost per ride to show more information about the cost of providing service
- Whether Elderday cost reductions to staff salary and hours would result in decreased service/reduced transportation needs
- Maintaining quality of care for Elderday participants
- Making an effort to improve and minimize deficits
- Information about the targets for same day service and whether they are being met
- Concern about using short term grants to fund core transportation services
- Need for ongoing information about unmet transportation needs and progress toward meeting TDA goals

*Action: The motion (Elsea/Anjo) - - to approve the revised Community Bridges TDA Claim and with the stipulation that Community Bridges provide E&D TAC information about stable long-term funding sources for the highest priority ride types (medical and nutrition rides), analysis of year-end ride statistics compared with the TDA goals, and ways to lower transportation costs - - carries unanimously with Kirk Ance, Lisa Berkowitz and Clay Kempf abstaining.*

7. Adjourn – 2:48 pm.

Respectfully submitted,



Cathy Judd, RTC Staff

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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	556,500	70,100	14.41%	107.14%
NOVEMBER	648,500	648,500	742,000	93,500	14.42%	108.71%
DECEMBER	804,308	804,308	733,930	-70,378	-8.75%	105.02%
JANUARY	510,100	488,844	534,300	45,456	9.30%	105.51%
FEBRUARY	680,100	651,792	712,400	60,608	9.30%	106.01%
MARCH	625,667	638,135	632,278	-5,857	-0.92%	105.22%
APRIL	441,300	404,586	475,600	71,014	17.55%	106.05%
MAY	588,400	591,173	634,100	42,927	7.26%	106.16%
JUNE	756,557	636,515				
TOTAL	7,407,427	7,216,348	6,985,064	405,231	5.62%	97%

**Note:**

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*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) May 2, 2013 Meeting Highlights**

### ***Highway 1 Corridor Environmental Analysis:***

The RTC received a report from its consultant team on the preliminary design and environmental analysis for future improvements to the Highway 1 corridor from Morrissey Boulevard in Santa Cruz to Larkin Valley/San Andreas Road in Aptos. "Tier 1" of the environmental document will include analysis for the entire nine mile stretch and identify separate projects that can move forward independently as funding becomes available. "Tier 2" will be a project level analysis of the next project to be constructed, auxiliary lanes between 41<sup>st</sup> Avenue and Soquel with a bicycle/pedestrian bridge at Chanticleer. The target date for release of the draft environmental document for public review and comment is early next year, 2014.

### ***Scenario Planning for 2014 Transportation Plans:***

RTC staff is engaged in a scenario planning process to determine projects that will be on the "constrained" (within projected revenues/higher priority) project list in the 2014 Regional Transportation Plan and 2014 Metropolitan Transportation Plan. The RTC received information about the transportation components to be included in preliminary scenarios. The five preliminary scenarios are livable streets, roadway enhancement, rail and transit, transportation for underserved populations and system preservation. These will be used to develop a preferred scenario that would likely be a hybrid of various preliminary scenarios.

### ***Fiscal Year 2013-14 Budget:***

The RTC approved its budget for fiscal year 2013-14, which includes increased Transportation Development Act (TDA) funding for transit, specialized transportation, and bicycle and pedestrian projects. The budget also includes continued oversight of the Highway 1 projects, rehabilitation for the Santa Cruz Branch Rail Line, Monterey Bay Sanctuary Scenic Trail Network planning (including the Rail Trail), and continuation of ongoing RTC projects and programs.

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Volunteer Center of Santa Cruz County  
Transportation Program - TDA funding

## Transportation Report Volunteer Center of Santa Cruz

	<u>Santa Cruz</u>	<u>San Lorenzo Valle</u>	<u>Watsonville</u>	3rd Qtr Total- <u>FY 12-13</u>	3rd Qtr Total <u>FY 11-12</u>
Volunteers	27	11	7	45	50
Unduplicated Clients	54	62	15	131	124
Total Rides	767	322	103	1192	1131
Ride Requests unable to fill	21	1	2	24	21
Unfilled requests referred other agencies	1	1	0	2	2
Requests cancelled by client	12	0	0	12	33
<u>Trip destinations</u>					
Physician	228	128	56	412	387
Shopping & bank	122	50	29	201	235
Stroke Center	0	0	0	0	0
Hospitals and therapy	0	0	6	6	10
Convelescent homes	0	0	0	0	0
Doran Low Vision Center	0	0	0	0	0
Clinishare Dialysis	0	0	0	0	0
Other	16	0	10	26	66
Total	366	178	101	645	698
<u>Avg ride length (YTD)</u>	18.1				
<u>Total Miles driven (YTD)</u>	60,942				
<u>Total Reimbursement (YTD)</u>	\$4,489				

# SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

**DATE:** May 24, 2013  
**TO:** Board of Directors  
**FROM:** John Daugherty, METRO Accessible Services Coordinator  
**SUBJECT:** ACCESSIBLE SERVICES REPORT FOR MARCH 2013

## I. RECOMMENDED ACTION

This report is informational only. No action required.

## II. SUMMARY OF ISSUES

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

## III. DISCUSSION

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

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

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

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

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

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

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

None

#### **V. ATTACHMENTS**

**Attachment A.1:** Accessible Services Coordinator (ASC) Activity Tracking Report for March 2013

Prepared by: John Daugherty, METRO Accessible Services Coordinator  
Date Prepared: May 16, 2013

9e-2

7-6.2

# Attachment A

## Accessible Services Coordinator (ASC) Activity Tracking Report for March 2013

### What is Mobility Training?

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

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

During March 2013 there was progress with 21 trainees:

- Three persons successfully completed Boarding/Disembarking Training: Two persons were new referrals from their school counselor. One person reopened his file
- Two other persons were new referrals: One person was referred by the Eligibility Coordinator and assessed by the ASC. Another person was referred by his school counselor. Set up of the Assessment is pending.
- Ongoing training for six persons progressed: Two persons were assessed by the ASC. One person assisted the successful training of three persons noted above. Three persons had their files updated after discussion with the ASC and phone messages.



## Attachment A

- Training with 10 persons is almost complete: March activity included checking on whether further training is needed and preparation to close their files or complete their referral sheets.

### Training Overview for March 2013:

- Amount of time dedicated to training sessions and follow up activity: At least 62 hours
- Tracking of scheduled appointments vs. cancelled:  
Eight appointments scheduled, no appointments cancelled

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

- March 1 Orientation at Pajaro Valley High School, Watsonville
- March 13 Presentation at Paloma Del Mar, Freedom
- March 14 Commission on Disabilities meeting
- March 15 Presentation at Bay Avenue Senior Apartments, Capitola
- March 28 Orientation Follow Up- Boarding/Disembarking Training for students at Pajaro Valley High School, Watsonville
- March 29 Pedestrian Safety Work Group 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 March outreach/orientation was at least 39 persons. Information was provided during meetings and follow up phone calls and emails.

### Requests from the community and METRO staff:

- There were at least 22 individual contacts in person and/or over the phone. Most contacts regarded setting up training, confirming presentations and answering questions on METRO service.
- The ASC participated in Securement Testing for 16 new bus operators on March 8 and March 11. The ASC coordinated the participation of MAC Chair Norm Hagen and community member Lesley Wright in the Securement Testing.

**TO:** Elderly & Disabled Transportation Advisory Committee  
**FROM:** Karena Pushnik, Senior Transportation Planner  
**RE:** Coordinated Public Transit-Human Services Transportation Plan

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## **RECOMMENDATION:**

Staff recommends that the Elderly & Disabled Transportation Advisory Committee (E&D TAC) review and amend the Coordinated Public Transit/Human Services Transportation Plan to ensure that the plan reflects all needs and will support the pursuit of funding for future specialized transportation projects in the region.

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## **BACKGROUND**

The Federal Transit Administration requires that every community adopt a Coordinated Public Transit-Human Services Transportation Plan (CPTP) as a requirement to receive federal funding (formerly the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users or SAFETEA-LU and now Moving Ahead for Progress in the 21<sup>st</sup> Century or MAP-21). The Coordinated Plan must identify current transportation providers and services, discuss the transportation needs of the relevant target populations, identify strategies to address those needs, and establish implementation priorities among projects and activities. The Coordinated plan should maximize the programs' collective coverage by minimizing duplication of services. Outreach efforts must be made to encourage the participation of human service and transportation providers and representatives of the target populations.

The Association for Monterey Bay Area Governments (AMBAG) is the lead on the Coordinated Public Transit-Human Services Transportation Plan for the three-county region. The AMBAG Board will adopt the final plan, which includes input from each of the three counties, at their August or September meeting. This update is the second edition of the Coordinated Plan, the first was adopted in 2008, and is being done in conjunction with the regional Sustainable Communities Scenario process.

## **DISCUSSION**

AMBAG staff will attend the E&D TAC meeting to discuss updating the Coordinated Public Transit-Human Services Plan, answer questions and hear feedback. Attached are the Santa Cruz County-specific pages from the plan from four chapters that need to be updated: transportation services and providers, human services transportation needs, unmet needs assessment, and implementation/prioritization strategies to fill gaps ([Attachment 1](#)). The full Coordinated Plan document is available from this weblink: <http://www.ambag.org/pdf/Final%20CPTP%2061108.pdf>.

All grant applicants for Section 5310, 5311, 5316 and 5317 will score more favorably if the need and strategy for addressing the need is included in the Coordinated Plan. The timeline for the Coordinated Plan is approximately five years.

Attachment 1: Santa Cruz County pages from the plan

planning, locating a facility, and remodeling it to fit their needs, Emmaus House operations finally opened in 2006.

#### Hope Services

The non-profit Hope Services provide a wide range of employment and training programs, developmental activities, counseling, infant and senior services, and independent living services to children, adults, and seniors with disabilities. Hope Services provide many employment opportunities or support to find employment to their clientele in the community. There is currently one Work Activity Program located in Hollister in San Benito County and another one is nearby at Gilroy in Santa Clara County.

#### YMCA

The YMCA is an international non-profit organization that began in London, England in 1844. Initially, organization primarily focused on young men working long hours without a residence to call home. However, the focus has shifted to include women, children, elderly and persons with disabilities. The YMCA provides many programs that include sports, art, job training, leadership, and child care that promotes building "strong kids, strong families, [and] strong communities."

#### **List of Providers**

A summary of the provider list is included in Appendix B.

### **C. Santa Cruz County**

#### **Agencies and Councils**

##### Santa Cruz Country Regional Transit Commission (SCCRTC)

The SCCRTC, as the Regional Transportation Planning Agency, is required to perform a number of oversight functions regarding the planning, funding and provision of transportation for seniors, low-income individuals and people with disabilities.

##### SCCRTC Elderly and Disabled Transportation Advisory Committee (E/D TAC)

The Elderly & Disabled Transportation Advisory Committee is a group of transportation providers, social service agencies and members of the public who meet every two months to determine planning, funding and policy for specialized transportation to serve Santa Cruz County's seniors and people with physical and/or economic disabilities. The E/D TAC develops the first draft of the Unmet Specialized Transportation Needs list and develops an Annual Report to outline work tasks to be pursued. This committee monitors and plans for the entire network of specialized transportation services in Santa Cruz County and advises RTC, as well as other decision makers, on related issues.

##### SCCRTC Paratransit Coordination Taskforce

From 2004 to 2005, the RTC established a short-term task force to develop recommendations about how to improve the coordination of paratransit services in Santa Cruz County. The Task Force met between May and December 2004. A final plan and recommendations were accepted by the RTC in January 2005. The Task Force identified a list of passenger needs and issues and developed corresponding goals leading to a list of recommendations for the RTC, service providers and other entities.

**Santa Cruz METRO Advisory Committee (MAC)**

This committee is an advisory body to the Santa Cruz METRO Board of Directors on transit and paratransit issues. This committee took the place of the Metro Users Group (MUG) and the Santa Cruz METRO Accessible Services Transit Forum (MASTF).

**SCCRTC Transit and Paratransit Unmet Needs Hearings**

SCCRTC voluntarily adopts a list of unmet transit needs annually. The most recent adoption occurred in September 2007 and included needs identified by the E/D TAC, the METRO Advisory Committee, and the METRO Board. Sixty-nine general, paratransit/specialized, and transit transportation concerns were identified and prioritized. The highest priorities advocate more funding for safety improvements in transport for seniors, low-income/welfare recipients, and residents with disabilities, including improvements in travel paths and bus facilities. The medium-level concerns concentrate on specialized services, such as audio-visual surveillance systems, multi-ride discount cards, and Braille inscriptions for bus transport. Lower priorities include improving the Consolidated Transportation Services Agency office and expanding transit options between Monterey, Santa Cruz, San Benito, and Santa Clara counties.

The Unmet Needs Hearing highlighted specific mandates under 5310, 5316, and 5317. High priority needs identified the shortage of projects and programs that serve individuals with disabilities and the elderly. The Unmet Needs process and discussion with service providers identified a number of needs for transportation services to and from training, employment and childcare services to low income individuals. In addition there were many needs for new public transportation services beyond those required by the Americans with Disabilities Act that would assist individuals with disabilities to assess transportation services.

**Fixed-Route Transit**

Santa Cruz Metropolitan Transit District is served by the METRO bus system. The vehicle features and facilities accommodate almost all residents in Santa Cruz. For example, "passenger lift" equipment permits a secure ascent on and descent off buses for persons with wheelchairs, and those unable to walk up and down stairs. The passenger lift is easy to use and has security straps to ensure passenger safety. In addition, buses include a "kneeling" device that reduces the stepping distance on and off buses. "Priority seating" is available for passengers in wheelchairs.

Totally or partially blind, deaf/hearing impaired and persons with disabilities have the right to be accompanied on a transit bus by a guide, signal, or service dog that is especially trained for this purpose. Every person with a disability also has the right to be accompanied by one *attendant* who rides for free. METRO conducts "Mobility Training" with free instruction to seniors and people with disabilities who want instruction and assistance riding the bus. In addition, fare discounts are offered for individuals with disabilities and seniors.

**Paratransit**

Paratransit, shared-ride and door-to-door transportation services are offered by a number of service providers in Santa Cruz County. The two main providers are METRO ParaCruz and Community Bridges Lift Line.

METRO ParaCruz is the ADA-required service that complements METRO's regular fixed-route bus service to origins and destinations within ¼ mile of existing bus routes. ParaCruz accommodates individuals who are unable to independently use fixed route buses due to a disability some or all of the time, and who are eligible under ADA 1990. ParaCruz highlights the population of its riders who have

disabilities as a result of permanent or temporary physical, cognitive, or psychiatric disabilities, and meet the specific qualifications:

- Individuals who, because of their disability, cannot independently board, ride, or disembark from any accessible vehicle
- Individuals with impairment- related conditions that prevent them from getting to or from a boarding or disembarking location
- Visitors who have been certified by another transit system than ADA are eligible for 21 days of service per 365 day period

Community Bridges is a 30 year old non-profit, whose goal for the Lift Line transportation program is to provide "Transportation for Independent Living." Nearly 100,000 door-to-door rides per year are provided to county residents who have disabilities, elderly or frail by both the in-house Lift Line program and by contract with private operators. The majority of rides are to senior meal sites, medical destinations and "safety net" transportation to seniors and people with disabilities who need specialized transportation to origins or destinations outside the ParaCruz service area or eligibility criteria. This agency has been the designated Consolidated Transportation Services Agency in Santa Cruz County for the last 25 years.

University of California, Santa Cruz Transportation and Parking Services Department (TAPS)

The University of California, Santa Cruz's Transportation and Parking Services Department (TAPS) provides a Disability Van Service, a complimentary paratransit service for individuals with permanent or temporary disabilities to access the UCSC campus and fully participate in the UCSC campus environment.

### **Non-profits**

Agencies such as the American Red Cross, the Mental Health Client Action Network and others provide specialized transportation services to clients that meet their eligibility requirements. The Volunteer Center uses volunteer drivers to provide rides and companionship to many of the region's frail elderly residents who are not eligible for other transportation services.

### **List of Providers**

A summary of the provider list is included in Appendix B.

## **D. Monterey County**

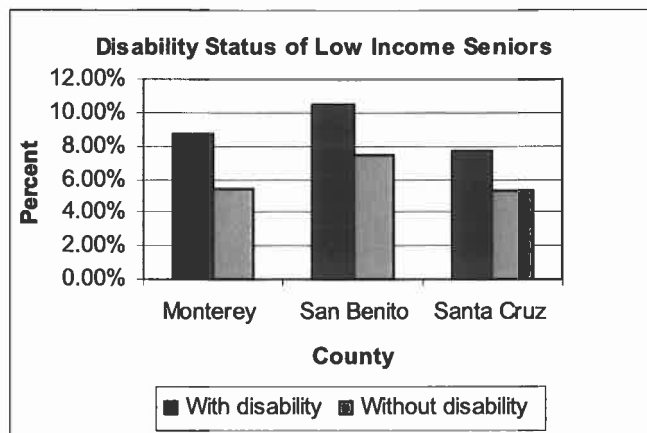
### **Agencies and Councils**

Transportation Agency for Monterey County (TAMC)

There are 23 members of TAMC, with local officials from twelve cities and five supervisor districts, and ex-officio members from six public agencies. TAMC is dedicated to the development and maintenance of "a multimodal transportation system that enhances mobility, safety, access, environment quality, and economic activities in Monterey County."<sup>3</sup> TAMC is an instrumental and dynamic force for assessing the concerns and continuance of numerous transportation systems of Monterey, including freeways, expressways, bike and pedestrian paths, and bus routes.

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<sup>3</sup> <http://www.tamcmonterey.org/committees/tamc/index.html>



In addition to the data above collected from the 2000 Census, the American Community Survey (ACS) conducts annual research on population demographics related to aging, income and disabilities in counties with a population of over 65,000 people. The survey delineates income and disabilities by age factors showing how some elderly individuals have more than one special need for an increase in transit options. The sections on the following pages capture the 2006 ACS results for Santa Cruz and Monterey counties, but not San Benito because the county has a population of less than 65,000.

## **B. San Benito County**

San Benito County is a 1,391 square mile bedroom community to Silicon Valley with \$208 million agricultural production annually. According to 2006 Census projections, San Benito County will have an approximate population of 57,803. Having a low population in a large geographic area creates a great challenge for the County to meet all the transportation needs for its residents in a safe, efficient and reliable manner. However as the table below shows, there is a great need for public transit.

	Number in County	Percentage of County	Number in Hollister	Percentage of Hollister
Youths (5-17)	12,479	23.4%	8,486	24.7%
Seniors (65 +)	4,217	7.9%	2,151	6.3%
Disabled (5 +)	13,779	25.9%	2,342	6.8%
Low Income	5,241	10%	4,036	11.7%

*Data from 2008 San Benito County Local Transportation Authority Short Range Transit Plan*

Since over 67 percent of San Benito County's population may be deemed as transit dependent, public transit services provided by County Express and Jovenes de Antaño are vital to the County's mobility. These two public transit services allow transit dependents to make lifeline trips, such as: transportation to medical services, social services, education and employment. In addition to providing mobility for the transit dependent, County Express' Intercounty Line improves the quality for a large percentage of the population commuting out of the County for work by providing commute alternatives to driving alone.

## **C. Santa Cruz County**

The American Community Survey (ACS) 2006 estimates that Santa Cruz County has a population of 249,503 and that some individuals have special transit needs for more than one reason. According to the ACS 2006 24,836 (9.9%) of the County's population is elderly and of those 9,935 (40% of the elderly population) have disabilities and 7.3% is below the poverty line.

The high cost of housing in Santa Cruz County presents a challenge to low income individuals, particularly seniors, people with disabilities and low income individuals. Although nationwide the housing market has been affected by the mortgage industry, housing costs in desirable coastal areas generally do not follow national trends, creating challenges for assessment.

#### **D. Monterey County**

Monterey County's terrain presents some challenges to the provision of fixed line transit services due to the preponderance of rural agricultural land uses over much of the county interspaced with much more dense municipalities. A number of demographic characteristics have been shown to predict the value and propensity in using transportation services, including population density, the elderly, households with children, physical and/or mental disability, poverty-level income and private vehicle ownership. According to the Monterey-Salinas Transit Agency, an October 2005 survey of 430 randomly selected citizens measured passengers' attitudes and awareness of MST services. The survey concluded that the majority of MST riders are transit dependent.

The ACS indicates that 4.4 percent of Monterey residents are over 65 years, and 5 percent of this population lives below the poverty line. The majority of those with the greatest economic need reside in Salinas, Castroville, Pajaro, Marina, and Seaside. For those who live in the County's more affluent areas, such as Pebble Beach, Carmel-by-the-Sea, Carmel Valley, Monterey and Pacific Grove, the rising costs of transportation, health care, food, and other standard costs of living place many of these elderly in a "land rich, cash poor" situation. This economic scenario highlights the necessity for local governments, as well as public and private organizations, to offer programs that will help to address the specific transportation needs of all of special needs groups in Monterey County, including the elderly, persons with disabilities, and low-income or transportation disadvantaged populations.<sup>12</sup>

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<sup>12</sup> TAMC Social Services Transportation Inventory 2006

Express' Intercounty Line. The Intercounty Line ran along San Juan Highway and the property lines on its normal route. However, due the unpredictability of workers work schedule and the Intercounty schedule, the program was not successful. Despite the failure of the initial program, the need for safe transportation for agricultural workers is still great.

#### *Before and After School Hour Service*

In San Benito County, there are 14 elementary, middle, and high schools and one community college in the service area. All of the schools, except for the community college, have chartered school buses to serve students to go to and from school right before school starts and ends. However during recent unmet transit needs, concerns were raised for the lack of public transportation service for before and after school hour programs. Many of the schools provide before and after school programs for their students and some are not able to participate in them because they do not have a transportation alternative other than the school buses.

As an added bonus of providing before and after school service, school faculty and staff may also take advantage of the earlier and later service. Although schools hours are within the traditional working hours, the time that faculty and staff use to prepare lesson plans, monitoring before and after school programs, and maintaining facilities may not. The increase of service hours will provide them with sense of flexibility as they feel more assured that public transit is available at later times in the evening. With rising gas prices, faculty and staff may be more inclined to use public transportation because they save money on gas.

#### *Mobility Management Program*

The rural nature of San Benito County poses as a mobility obstacle for the elderly, individuals with disabilities and persons of limited means because the agricultural terrain and sparsely populated areas are not pedestrian friendly. For individuals that do not have access to a personal vehicle or know of someone who can drive them to and from their destination, it creates a sense of being excluded from the mobile community.

Qualified and dedicated mobility trainers will be the key to the success of such a program. The mobility trainer will educate each individual on how to use County Express Fixed Routes through trip planning exercises and ride with the individual on the system. During the training, the trainer will also coach the trainee on how to travel to other nearby counties using public transportation for work or recreation. The program will be open to all San Benito County residents.

##### What is mobility training?

Mobility training is specialized training for all individuals who may experience difficulty in traveling on public transit. Difficulties in accessibility range from being physically and mentally disabled to unfamiliarity with the English language.

The training includes:

- Learning about the system,
- Training on trip planning
- Use of mobility device lifts and tie-downs
- Rules and safety issues

### **C. Santa Cruz County**

The Santa Cruz County Regional Transportation Commission adopted a list of Unmet Transit and Specialized Transportation Needs at a public hearing in September 2007. The SCCRTC's Elderly & Disabled Transportation Advisory Committee and the METRO Board and Advisory Committee provided the majority of needs included in the draft list. In addition, public input into the Unmet Needs list was solicited from the general public via the SCCRTC's website and ads in local newspapers. Targeted community input was sought by sending a notice and the draft Unmet Needs list to over 200 agencies,



residential facilities and interest groups. The adopted list indicates high, medium and low priorities. A copy of the list developed at the time of this Coordinated Plan, categorized into general, transit and paratransit needs, is included in Attachment D. The list is adopted annually and the most current Unmet Needs List can be found on the SCCRTC website ([www.sccrtc.org](http://www.sccrtc.org)).

Notable among the Unmet Transit and Specialized Transportation Needs in Santa Cruz County are the following:

Lack of Publicity about Existing Specialized Transportation Services

Many residents are unaware of the specialized transportation services available and/or are confused by the eligibility requirements for specific rides based on the requirements of the particular funding source. Existing efforts and resources to inform the public are insufficient to effectively reach those in greatest need. The comprehensive "Guide to Specialized Transportation Services for Seniors & People with Disabilities," published annually by SCCRTC, is used frequently in the County's Adult & Long Term Care programs. Currently distribution of this publication is not broad enough and would be useful in educating the community.

A lack of publicity and insufficient funds for outreach, coupled with high fuel costs, serve as barriers to organizations that recruit for and organize volunteer drivers, one of the most cost efficient transportation programs servicing primarily seniors in the community. Additional funding for outreach to recruit new volunteer drivers and offset the high fuel costs incurred are unmet needs in Santa Cruz County.

Transition Services Needed for Senior Drivers

Trends indicate that the population of seniors will increase dramatically as baby boomers age. Services need to be in place to keep senior drivers safely on the road and to encourage them to stop driving when appropriate. Currently these services are provided in an uncoordinated manner by AARP, the California Highway Patrol, and others. These transition transportation services will assist seniors in continuing to be productive members of society. Examples include the Foster Grandparent program where seniors assist primarily in school sites. The existing Mobility Training program including economic incentives could be expanded to encourage wider use of transit, before people are unable to drive their own cars. The Mobility Outreach and Education Program will assist in identifying additional transition transportation services.

Specialized Transportation Minimally Available for Those who do not Meet the Americans with Disabilities Act (ADA) Mandated Paratransit Service Eligibility Criteria

Currently there are priority destinations for seniors and people with disabilities located beyond the Americans with Disabilities Act mandated paratransit service area; ¾ mile from existing transit routes. Providing specialized transportation to these destinations is a high priority. It is also important to provide specialized transportation to residents needing these services that live in outlying rural areas, which in many cases have lower housing costs. In some cases this need can be served by feeder paratransit from areas outside the service area.

Additionally, there is a need for specialized transportation services for the following populations: for low income individuals unable to ride transit but unable to pay the \$3 each direction fare for ParaCruz; individuals with oversize wheelchairs or other needs outside the ParaCruz eligibility criteria; and the need for services outside the ParaCruz service hours, as mirrored by local transit.

#### Mobility Management Center Would Ease Confusion

A coordinated and seamless system of information and coordination for specialized transportation services is needed. A Mobility Management Center would assist the community in streamlining both the information and referral systems as well as the efficient delivery of services regardless of the funding source. Many entities already provide information and referral services and Mobility Management could be added to their existing duties. As more people rely on the internet, web-based services are also needed for accessing information and reserving rides. A community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, would assist in coordinating infrequent specialized transportation needs.

#### 'Same Day' Medical and 'Bed to Bed' Medical and Non-medical Trips on Paratransit Not Available

With a few exceptions, resources are not available to provide same day specialized transportation services. This is problematic for those needing urgent medical attention, those needing 'bed to bed' transportation service, those without readily able funds to pay the fare box requirement, or those with last minute trip changes such as the need for dialysis patients to go to medical facilities for same day follow up procedures. The lack of flexible services and special care trips and gurney vehicles for the medically fragile creates a hardship for the most frail and vulnerable in our community.

#### Paratransit Vehicles Need New or Updated Equipment

Many paratransit vehicles lack updated equipment such as Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking. Improving the capability of drivers/vehicles to make real time changes would improve service and could decrease missed trips.

#### Regular Express Bus Connections Needed

Transit service connections between South County, other parts of the County and the Highway 17 Express Bus service are lacking. Additional bus transit service would allow low income riders more job opportunities and assist with transitioning low income children and families from welfare to work.

#### One-Stop Information (511) Service

Traffic was identified as one of the top two problems facing Santa Cruz County residents in a poll conducted on September 2007. Providing travelers with route and roadway information, information about their travel alternatives and the tools to plan their trip will give them more control and help them make the travel choice that best fits their needs. Identifying the 511 phone number as the source for transportation related information and funneling all local transportation information available through this number will make it easy for travelers to find out about transportation choices and traffic information that can assist them with trip planning 24 hours a day.

#### South County Transit Services Inadequate

Bus services in South County are inadequate to meet the needs of the fastest growing sector of the county. The majority of new housing is under construction in South County and the area is seeking to attract industry and job opportunities. Augmenting or revamping existing transit service would benefit the community.

#### Reminder Phone Call System Would Reduce Missed Trips

Missed trips on specialized transportation are costly for the service providers. Implementing a system to remind client about their ride would improve efficiency and save costs.

Agricultural Industries Transportation Services Assessment

The agricultural industry has a very large presence in Monterey Bay region including Santa Cruz County. Individuals working in this industry have non-traditional work schedules and labor long hours in the field for very low wages. These factors create unsafe driving conditions because workers are exhausted from working in the fields, some workers do not have a driver's license or insurance, their cars may be unreliable and workers may benefit from carpooling. Santa Cruz County has applied for an Agricultural Worker Transportation Program grant to assess need and identify solutions that will provide safe and efficient transportation.

Expand Existing Transportation Opportunities at a Low Cost Option

Currently there are a number of programs that could be enhanced to provide more transportation service at a much lower cost than starting a new service. Examples of this include expanding the regular meal site trips to include a stop at the grocery and/or drug store as part of the route, or allowing mileage reimbursement for human-services care providers so that they can transport clients to medical appointments.

Complete the MetroBase Facility Phase 1 and Phase 2, including Operations Building and Parking Structure

The lack of a consolidated transit operations, maintenance and fueling facility affects the availability and cost of transit service.

Travel Path to Transit Unsafe or Unavailable

A lack of safe travel paths between senior and/or disabled living areas, or other origins/destinations and bus stops is problematic and though bus stops are ADA accessible, there is a need to ensure safe paths to and from the stops. With direct accessible paths of travel, many more individuals with disabilities could access regular transit and have much greater mobility than what paratransit service could provide.

Transportation Services to Support Foster Youth and Court Ordered Supervised Visitation Insufficient:

AB 490 established requirements related to the education of dependents and wards in foster care, including the legislative intent that foster youth be provided increased stability of school placements and access to the same educational opportunities and resources as other students. Additionally, for child welfare cases where non-custodial parents are determined to have visitation rights with their children, supervised visitation in approved neutral settings is mandated through the Family Court. Safe and reliable services for transporting children to school and supervised visitation settings and funding to accomplish this mandated services is an unmet need for dependents and wards in foster care.

## **D. Monterey County**

As part of its 2006 Social Services Inventory, TAMC concluded that many of the accessible transportation providers cover similar areas of Monterey County, suggesting that increased coordination between agencies working in the same areas could help to increase ridership and decrease wait-times. Current state regulations do not allow this type of coordinated service. TAMC volunteered to explore the possibility of changing these laws or other types of efficiencies.<sup>13</sup>

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<sup>13</sup> The 2006 Social Services Transportation Inventory

- Fiscal Year 2008-2009

Explore the option of an agricultural worker vanpool program.

- Fiscal Year 2009-2010

Pending outcome of agricultural worker vanpool program study and Council of San Benito County Governments Board consideration, begin implementation of agricultural worker vanpool program.

#### *Mobility Management Program*

- Fiscal Year 2009/2010

Apply for Community Based Transportation Planning Grant.

- Beyond Fiscal Year 2010/2011

Upon awarding of Community based Transportation Planning Grant, begin plan for itemization of non-profit organizations in San Benito County in need of and/or offer transportation services. After completing the planning and organization of services, mobility training will be offered to all County residents who use fixed-routes in Hollister. As a result, the elderly, individuals with disabilities and low-income individuals can learn how to become more mobile and active in the community.

### **C. Santa Cruz County**

As funding cycles are announced, the established advisory committees will work with service providers to assess the high priority Unmet Needs and determine relevant projects based on input from riders/clients, agencies/entities working with riders, transportation service providers and the community. Prioritization is based on providing quality services, maximizing cost efficiencies and maximizing ridership. See Appendix D for a complete project list that identifies high, medium and low priorities.

#### Expand Publicity about Existing Specialized Transportation Services

- Coordinate with the Mobility Outreach and Education Program to provide outreach and input about specialized transportation services and needs include ADA paratransit, non-ADA paratransit, Medi-Cal rides
- Seek New Freedom funds to develop a web-based "Find-A-Ride" system to guide riders to the most efficient and appropriate transportation service provider

#### Transition Services

- Seek New Freedom funds to expand the mobility training for people to use regular fixed-route buses.
- Coordinate Senior Safe Driver programs and encourage use of alternatives to establish patterns while there are mobility choices
- Seek Jobs Access/Reverse Commute funding to ensure seniors continue to be productive members of the community (example Foster Grandparent program)

#### Specialized Transportation for Eligible Riders that do not meet ADA-Mandated Paratransit Service Criteria

- Identify priority origins and destinations outside the ADA service area
- Determine whether existing services can be expanded to serve these locations

**Monterey Bay Region Coordinated Public Transit-Human Services Transportation Plan**  
**June 11, 2008**

- Identify transportation needs of low income riders that cannot afford ADA-Mandated Paratransit Service
- Identify transportation needs for people who do not qualify for ADA-Mandated paratransit Service due to the size of their wheelchair
- Identify transportation needs for people needing specialized transportation services outside the hours of ADA-Mandated Paratransit Service
- Seek New Freedom or JARC funds to provide this service

Expand transit operations

- Seek Jobs Access/Reverse Commute (JARC) funds to provide extra express bus service between south county and the Highway 17 Express bus
- Seek JARC funds to expand transit in the south county/Watsonville area
- Seek JARC funds to provide extra express bus service between Watsonville and Downtown Santa Cruz and the University of California - Santa Cruz campus
- Seek JARC funds for additional express bus service between Santa Clara County and the city of Santa Cruz
- Seek JARC funds to offer bus pass subsidies for low-income individuals to/from jobs and activities related to their employment
- Seek New Freedom funds to provide a fare free program for seniors over 75 years old during off peak periods (10:00 am to 2:00 pm)
- Seek JARC funds to provide feeder service from areas not serviced by transit or ADA-mandated paratransit into the service areas
- Seek funding to procure new equipment to assist with real-time operations, security and scheduling
- Add transit service for commuters from South County to employers in North County
- Add voucher programs to assist fare payment by low-income workers and low-income seniors.

Coordinate a seamless system of specialized transportation with a Mobility Management Center

- Coordinate with the Mobility Outreach and Education program (currently underway by Community Bridges) to understand the specialized transportation needs
- Seek funding from the local sales tax measure for this program
- Seek Section 5310 funds for development and start up of the center in FY 2008-09
- Assess entities already providing information and referral services to determine low cost opportunities to provide mobility management.

'Same Day' Medical and Non-Medical Trips

- Secure funding for this critical transportation need.
- Seek New Freedom funds to implement an automated reminder call system to contact riders the day before a scheduled ride (upgrade to the Trapeze scheduling software)
- Construct web-based paratransit reservation system allowing an eligible rider to make reservations electronically

- Improve paratransit vehicles with updated equipment such as Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking

Complete the MetroBase Facility Phase 1 and Phase 2, including Operations Building and Parking Structure

- Support Metro in endeavors to cut operations costs and provide more service

Agricultural Worker Transportation Service

- Assess whether coordinated transportation services in place in the central valley would be beneficial in the Monterey Bay area

24-Hour Traveler Information

- Consolidating transportation information and making it easily accessible to travelers 24 hours a day through the 511 phone number and related website will assist travelers in making the most effective travel and mode choice for their needs

Construct or Repair Travel Paths to Transit

- Identify access impairments to bus stops and repair or construct safe travel paths so seniors and people with disabilities can easily use transit
- Seek New Freedom funds for safe paths of travel, providing greater access to existing and future transit

Transportation Services to Support Foster Youth and Court Ordered Supervised Visitation Insufficient:

- Identify and seek funding for safe and reliable services for transporting children to school and supervised visitation settings for dependents and wards in foster care.

## **D. Monterey County**

The unmet transit needs for Monterey County are organized into three priority levels based on the immediacy of their need for the continuation of existing transit programs, service, and operation, as well as the availability of funding to implement improvements or projects.

- **LEVEL 1:** Immediate need because a reduction of current levels of services are at risk for the following:

Replacement of Old Vehicles

Monterey County will need funding to replace the following:

- |               |                      |            |                |          |
|---------------|----------------------|------------|----------------|----------|
| ○ FY 2007/08: | <u>05</u> Mini buses | ___ Sedans | ___ Vans       | ___ Taxi |
| ○ FY 2008/09: | <u>01</u> Mini buses | ___ Sedans | <u>04</u> Vans | ___ Taxi |
| ○ FY 2009/10: | <u>04</u> Mini buses | ___ Sedans | ___ Vans       | ___ Taxi |

**AGENDA:** June 11, 2013

**TO:** Elderly & Disabled Transportation Advisory Committee (E&DTAC)

**FROM:** Ginger Dykaar, Transportation Planner and Grace Blakeslee, Senior Transportation Planner

**RE:** Scenario Planning for 2014 Transportation Plans

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## **RECOMMENDATIONS**

Staff recommends that the E&DTAC:

Receive information on the scenario planning process for the 2014 Regional Transportation Plan and 2014 Metropolitan Transportation Plan ([Attachment 1](#)).

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## **BACKGROUND**

As the transportation planning agency for Santa Cruz County, the Regional Transportation Commission (RTC) is responsible for developing, implementing, and regularly updating the Regional Transportation Plan (RTP) for Santa Cruz County. RTC staff has been working with the Sustainable Transportation Council (STC) to incorporate a sustainability framework into the 2014 Regional Transportation Plan. This approach was approved by the RTC in January 2012. This framework supports the Triple Bottom Line definition of sustainability by maximizing social equity, environmental quality and economic prosperity for the region. The goals, policies and targets for the RTP have been developed based on the Sustainable Transportation Analysis and Rating System (STARS) and a draft set was approved by the RTC in May 2012. Strategies for advancing these goals/targets will be identified in the scenario planning process.

The RTC also works with the Association of Monterey Bay Area Governments (AMBAG) to produce and implement the Metropolitan Transportation Plan (MTP) for the Monterey Bay region. As part of the 2014 MTP, Senate Bill 375 requires AMBAG to develop a coordinated land use and transportation plan called the Sustainable Communities Strategy (SCS) to show how per capita vehicle miles traveled and associated greenhouse gas emissions will be reduced.

To more efficiently and effectively complete the two transportation plans, the RTC works with AMBAG and regional partners to develop components that can be used for both transportation plans. These long range transportation plans include a policy element, an action element and a financial element. The Action Element identifies a list of transportation projects in the region through 2035. This past fall, RTC

committees, members of the public and project sponsors identified nearly 500 projects to be considered for the RTP/MTP project list. The draft RTP project list was approved by the RTC in March 2013.

## DISCUSSION

The draft project list will be divided into a "constrained" list (projects that could be implemented with foreseeable revenues through 2035) and "unconstrained" list (projects that could be funded if new revenues, above and beyond projections, are generated). In order to determine which projects will be on the "constrained" list in the RTP and MTP, RTC staff has been working closely with AMBAG staff on a scenario planning process which supports development of the state-mandated Sustainable Communities Strategy.

Scenario planning is a tool that provides a framework for land use and transportation decision making based on population, housing and employment forecasts and transportation investments. By assuming various combinations of land development and transportation system improvements under different scenario themes, one can assess how each scenario advances the region's goals using performance measures.

Transportation projects in the Draft RTP project list will be grouped into financially "constrained" packages that would be implemented under each scenario. It is most advantageous to initially analyze distinctly different scenarios. The initial scenarios typically represent extremes in the spectrum of plausible land development and transportation investments that could occur by 2035. Analysis of the distinctly different scenarios should provide the public and decision makers more information about, "what if funding is invested in...". Following the development of the initial scenarios, hybrid scenarios will be created that will bring together a mix of land use and transportation projects that best achieve regional goals and SB375 greenhouse gas emission targets. The final preferred scenario, selected from the hybrid scenarios, will be the land use and transportation vision for 2035 and will define the transportation projects that are on the constrained list in the RTP and MTP.

At each step of the scenario planning process, the scenarios will be analyzed for their ability to advance the RTP/MTP goals using the Regional Travel Demand Model. RTC staff will work with the Sustainable Transportation Council to analyze how well the scenarios advance the RTP goals and targets at a project level for Santa Cruz County. AMBAG will analyze how well the scenarios advance the MTP goals and requirements of SB 375 at a regional level.

AMBAG, with input from the tri-county Regional Transportation Planning Agency staff, Planning Directors, and the Regional Advisory Committee, have drafted the themes and descriptions of land use patterns and transportation investments to be considered in the Future Alternative SCS Scenarios. A description of land use patterns and transportation characteristics for each scenario are provided for your input (Attachment 1).



Each scenario proposed for evaluation will consider transportation projects funded using both discretionary and dedicated funds reasonably expected to be available through 2035. Discretionary, relatively flexible funding makes up approximately 25% of the funding identified in the Regional Transportation Plan. The remaining 75% of funding is dedicated to specific types of projects based on federal, state or local regulations. The scenario descriptions **only identify investments proposed for discretionary funding and are above and beyond what would be implemented using dedicated funds.** Discretionary funds estimated for our county through 2035 include RSTP (\$80 million), STIP funds (\$80m), a half cent sales tax measure (\$350m) as well as a number of other semi-flexible funds (\$180m) for a total of approximately \$690 million. Dedicated funds include, but are not limited to, fuel tax revenues (HUTA) distributed directly to local jurisdictions, the existing ½ cent transit sales tax, state highway maintenance funds, and funding for airports.

**Staff recommends that the E&DTAC receive information on the scenario planning process for the 2014 Regional Transportation Plan and 2014 Metropolitan Transportation Plan (Attachment 1).**

#### NEXT STEPS

- June 26, 2013 RTC Transportation Policy Workshop - AMBAG and RTC staff will present the initial scenarios and a qualitative analysis of how the various scenarios compare in advancing the performance measures of the RTP and MTP. Input will be solicited on what components from the initial five scenarios should be included in the two hybrid SCS scenarios.
- June/July 2013 - From the initial SCS scenarios, two hybrid SCS scenarios will be developed for further refinement and analysis as part of the process of developing a final preferred scenario.
- August 2013 - RTC staff will present the hybrid scenarios to the RTC and ITAC and receive input on the final preferred scenario.
- September 2013 - AMBAG staff will bring the final preferred scenario to their board for approval which will determine the transportation projects on the "constrained" list that will be evaluated in the program-level Environmental Impact Report (EIR) and included in the RTP. RTC staff will bring the RTP project list to the RTC at the September Transportation Policy Workshop.
- February 2014 - The draft RTP, MTP and EIR will be available for public review.
- June 2014 - Final RTP approved by the RTC and SCS/MTP approved by AMBAG.

#### SUMMARY

RTC and AMBAG staff are engaged in a scenario planning process to determine the projects that will be on the "constrained" (within projected revenues/higher priority) project list in the 2014 Regional Transportation Plan and 2014 Metropolitan Transportation Plan. Staff recommends that the E&DTAC provide input on the

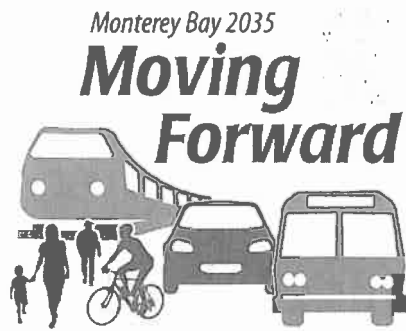
transportation project types that will be considered under each scenario as part of the scenario planning process for the 2014 Transportation Plans (Attachment 1).

Attachments:

1. Future Alternative SCS Scenarios

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## 2014 MTP/SCS Scenario Descriptions

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### Future Alternative SCS Scenarios

The following future Alternative SCS Scenarios have been developed to assess how future land use and transportation changes could affect the regional transportation system as well as travel demands or needs. These alternative scenarios combine the trends and variables identified in the 2014 MTP/SCS Policy Goals as adopted by the AMBAG Board.

These alternatives are used to communicate broad concepts for consideration by all stakeholders to weigh and consider transportation choices and priorities. They also provide a common framework for all parties to discuss the economic, social, and environmental costs and benefits of transportation decisions while taking future uncertainties into consideration.

For each of these scenarios, it is assumed that the AMBAG Regional Growth Forecast (three county total) is a constraint (fixed upper limit) to the amount of total development in the region.

### 2035 SCS Scenario #1 –Regional Transit Corridors

#### Land Use

- Focus future development adjacent to existing and proposed rail and regional/intercity transit corridors and opportunity areas.
- Encourage higher density urban centers in existing cities.
- Locate higher density residential and mixed use development at transit stations along the transit corridors.
- Strong emphasis on farmland preservation and watershed restoration.

#### Specific Land Use Changes

- Place types along rail and transit corridors currently designated as "town" or "neighborhood" (whether residential, commercial or mixed use) increase in density/intensity.
- Consider new transit oriented development (TOD) style development around high frequency Bus Rapid Transit (BRT), transit centers, or rail transit stops.

#### Transportation

- Major investment in regional transit and rail transportation infrastructure.

- Transit improvement to create better connections from housing to regional job centers.
- BRT and regional express between major cities within and around region with dedicated lanes, where possible, or the use of bus on shoulders, to provide time savings.
- Transportation system management strategies that support regional BRT such as queue jumps.
- Investments in high occupancy toll (HOT), high occupancy vehicle (HOV), and reversible lanes to support transit.
- Create transit linkages to/from the proposed High Speed Rail Stations (Gilroy and Diridon).
- Improve commuter rail access within the Monterey Bay region and to the San Francisco Bay Area.
- Re-establish the Coast Daylight/Starlight Express.
- Provide shuttles from passenger rail stations to tourist attractions.

## **2035 SCS Scenario #2 – Expanded Community Centers/Livable Communities**

### **Land Use**

- Focus additional growth within existing neighborhood communities in and adjacent to existing commercial corridors. (Focus on localization vs. regional mobility.)
- Encourage/facilitate a better jobs/housing balance.
- Encourage mixed use development that supports walkability and convenient access to services within community centers.
- Encourage business incubators and green tech businesses. (Emphasis on small business and start ups instead of large scale businesses as referenced in Scenario 4.)
- Support the housing and transportation needs of workers in the hospitality industry, particularly along the Monterey peninsula.
- Improve access to educational facilities, particularly for higher-learning.

### **Specific Land Use Changes**

- In areas currently designated as mixed use, keep the mixed use, but upgrade the density/intensity. Areas currently designated as "neighborhood mixed use" become "town mixed use" and areas currently designated as "town mixed use" become "urban mixed use."
- Transition commercial areas to mixed use. Areas currently designated as "town commercial" become "town mixed use" and areas designated as "neighborhood commercial" become "neighborhood mixed use."

## **Transportation**

- Focus on creating more "Complete Streets" and encouraging "active" transportation such as walking and biking that are commonly associated with the first and last mile of travel.
- Close local transit gaps and invest in local bus transit services and facilities.
- Significantly improve traffic safety through traffic calming, streetscape landscaping, etc.
- Increase investment in local serving rapid or express bus services
- Facilitate and fund development of new dedicated bicycle and pedestrian facilities that connect key destinations.
- Encourage the development of roundabouts to improve safety and air quality.
- Encourage the development of pedestrian trails.
- Encourage/expand bikes on bus to help with first and last mile of trips.
- Improve access for pedestrians and bicyclists in areas identified for intensified use

## **2035 SCS Scenario #3 – Dispersed Growth**

### **Land Use**

- Encourage future growth in new "greenfield" development areas and expand growth in existing unincorporated communities.
- Focus on opportunities to expand and improve access to tourism.

### **Specific Land Use Changes**

- Areas currently designated as "agricultural" or "open space" may become "exurban-rural" or "rural-town residential."
- Areas currently designated as "exurban" to "suburban single-family residential"

### **Transportation**

- Focus on roadway improvements that reduce congestion and travel time.
- Develop improved roadway and transit access that support tourism related jobs.
- Improve/expand highway access between cities particularly at "choke points" with strategies such as BRT, HOV/HOT lanes, auxiliary lanes, ramp metering, interchanges, left turn lanes, park-and-ride lots and safety improvements for at-grade crossings.
- Construct safety enhancement projects on highways.

## 2035 SCS Scenario #4 – Targeted Growth & Economic Diversity

### Land Use

- Concentrate growth and development for both housing and employment in cities that support low income and minority populations, inclusive of proposed annexations and sphere of influence amendments.
- Improve the jobs/housing balance in those areas that support low income and minority populations.
- Encourage sustainable, pedestrian oriented development that is responsive to the economic needs and social heritage of each respective community.
- Promote housing that supports local economic development, particularly workforce housing.
- Encourage economic development that diversifies the economy instead of promoting one particular industry such as tourism related services, processing and manufacturing, healthcare and medical services as well as general retail businesses.
- Promote access to workforce investment opportunities such as vocational training centers.
- Expand land use development around existing and proposed airport facilities to accommodate goods movement.

### Specific Land Use Changes

- Areas currently designated as "exurban", "rural" or "suburban single-family" become "town" place types including commercial and residential uses.

### Transportation

- Focus transportation investments along highways in underserved areas. Examples include:
  - Commuter express services (e.g. express bus, vanpools, etc.)
  - Interchange improvements
  - Safety improvements at at-grade crossings
- Focus transit/transportation services that cater to students as well as low income and minority populations.
- Develop a regional rail transfer facility to enable more efficient transport of goods, particularly produce.

## 2035 SCS Scenario #5 – System Preservation

### Land Use

- Allocate growth according to existing general plans designations for each respective jurisdiction assuming the AMBAG 2035 Regional Growth Forecast for

population, housing, and employment. (No specific land use changes proposed for this scenario.)

**Transportation**

- Focus transportation funding on safety, maintenance, and rehabilitation of existing roadway and transit facilities throughout the region.

**TO:** Elderly & Disabled Transportation Advisory Committee  
**FROM:** Karena Pushnik, Senior Transportation Planner  
**RE:** Pedestrian Safety Work Group Brochure

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**RECOMMENDATION:**

Staff and the Pedestrian Safety Work Group subcommittee recommend that the Elderly & Disabled Transportation Advisory Committee (E&D TAC) review the DRAFT brochure titled What Pedestrians Want Motorists to Know/What Motorists Want Pedestrians to Know.

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**BACKGROUND**

The E&D TAC's Pedestrian Safety Work Group subcommittee has been working on a number of outreach materials to improve pedestrian access and safety.

**DISCUSSION**

The Regional Transportation Commission's (RTC) Bicycle Committee produced a brochure titled What Bicyclists Want Motorists to Know/What Motorists Want Bicyclist to Know. The E&D TAC's Pedestrian Safety Work Group determined that a similar brochure would be helpful for pedestrians and motorists.

Attached is a DRAFT of the What Pedestrians Want Motorists to Know/What Motorist Want Pedestrians to Know brochure. The Pedestrian Safety Work Group seeks E&D TAC input on the draft text. Following text finalization, the brochure will be formatted, printed and distributed.

Attachment 1: DRAFT Brochure - What Pedestrians Want Motorists to Know/What Motorists Want Pedestrians to Know

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## What Pedestrians and Motorists Want Each Other to Know

### What Pedestrians Want Motorists to Know

#### **Sometimes pedestrians do have the right-of-way!**

1. All pedestrians have the right-of-way when crossing in intersections with or without a crosswalk and when obeying traffic signals.
2. Blind pedestrians always have the right-of-way when they enter the street, regardless of the state of crosswalks or traffic signals. Respect their best efforts to cross safely.

#### **Not all pedestrians behave as you'd expect.**

3. Watch out for shorter pedestrians: children; those using mobility devices such as wheelchairs, scooters or strollers.
4. Elderly and Disabled Pedestrians may move more slowly than motorists expect.
5. Blind pedestrians may not make eye contact with motorists, but may try to figure out what the motorist is doing by listening to traffic movement and engine noise.
6. BE patient. Many pedestrians may need more time to make decisions and may be easily intimidated or overwhelmed.

#### **Watch pedestrians once they leave the curb.**

7. Pedestrians may encounter hazards when crossing the street such as tripping over railroad tracks. Don't assume they'll be out of your lane when you get there.
8. Pedestrians may not hear your hybrid or electric vehicle. When you notice them, it may be helpful to open your window and just say hello.
9. Look before making right turns. Pedestrians may not be expecting you to turn.
10. If the sidewalk is blocked or inaccessible, pedestrians may have to be in the street. Watch for pedestrians, with or without mobility devices in the bike lane.
11. Put down your electronic devices. Distracted driving is especially hazardous for pedestrians.

## What Pedestrians and Motorists Want Each Other to Know

### What Motorists want Pedestrians to Know

#### **Learn and obey traffic laws.**

1. Please don't jay walk. It's safer to cross at intersections or in crosswalks.
2. Be extra cautious when using a mid-block crosswalk. Motorists may not be expecting to stop.
3. At signalized intersections, only walk when the walk sign is on.

#### **Vehicles can't stop as fast as you think!!**

4. Motorists may not be able to react to unpredictable or sudden moves, like darting out from between cars or starting to cross where visibility is limited.
5. If you can't cross a wide street in one walk cycle, make use of any islands where you can safely wait.
6. Know where you have the right-of-way but make smart choices. Never forget that you will be the loser in a collision!

#### **Don't assume that every motorist sees you.**

7. Wear reflective and visible clothing, especially at night. Carry a flash light or add lights to backpacks.
8. Make eye contact or turn your head in motorists' direction.
9. Stop, look and listen before you leave the curb.
10. Stay predictable when crossing the street. Don't turn around, stop or back up.
11. Don't use your electronic devices while crossing streets, parking lots and other vehicular rights-of-way.