



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, April 12, 2011

Live Oak Family Resource Center, 1740 17th Avenue (near Capitola Road)

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

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

Please
Note
Location!

4. Additions or deletions to consent and regular agendas

CONSENT AGENDA

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

5. Approve Minutes from February 8, 2011 meeting **(page 3)**
6. Receive Transportation Development Act (TDA) Revenues Report as of March 2011 **(page 7)**
7. Receive RTC Highlights through March 2011 **(page 9)**
8. Information Items (to be circulated at meeting)
 - a. Article in 2/11/11 Contra Costa Times titled DMV comes to aid of older drivers
9. Receive Agency Updates (other than items on the regular agenda) **(page 11)**
 - a. Volunteer Center
 - b. Community Bridges/CTSA
 - c. Santa Cruz Metropolitan Transit District (Metro)
 - ParaCruz Operations Status Report: Feb & Mar 11
 - Staff Report re: Taxi Renewals for ParaCruz Service
 - d. Santa Cruz County Regional Transportation Commission
 - e. Private Operators

REGULAR AGENDA

10. Approve TDA Claim from the Volunteer Center– Volunteer Center staff **(page 25)**
11. Approve TDA Claim from Community Bridges – Community Bridges staff **(page 37)**

12. Approve TDA Claim from the Santa Cruz Metropolitan Transit District (Metro) – Metro staff **(page 61)**
13. Recommend RTC Approval of Section 5310 Local Review Committee Recommendation – RTC staff **(page 91)**
14. Recommend RTC Approval of Annual Report and Unmet Needs List – RTC staff **(page 99)**
15. Recommend RTC Approval of Member and Alternate Positions **(page 113)**
16. Receive Update on Bus Stop Improvements – Metro staff **(page 117)**
17. Receive Pedestrian Safety Work Group Update – Work Group Chair
18. Receive Nominations for Chair and Vice Chair
19. Adjourn

Next meeting: **Tuesday, June 14, 2011 at 1:30 pm.** RTC office, 1523 Pacific Avenue, Santa Cruz.

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

HOW TO REACH US

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

MINUTES-DRAFT

Tuesday, February 8, 2011

1. Call to Order

John Daugherty called the meeting to order at 1:35 pm

2. Introductions

Members Present:

Hal Anjo, Social Service Provider-Seniors (County)
Lisa Berkowitz, CTSA-Community Bridges
Debbi Brooks, Persons of Limited Means (Volunteer Center)
John Daugherty, Metro
Veronica Elsea, 3rd District
Sally French, Soc. Serv. Prov.-Disabled (Hope Services)
Clay Kempf, Soc. Serv. Prov.-Seniors Council
Patti Shevlin, 1st District
Robert White, 5th District

Excused Absences:

Mike Molesky, Social Service Provider - Disabled
Catherine Patterson Valdez, CTSA/Community Bridges

Alternates Present:

Staff Present:

Cory Caletti
Cathy Judd
Karena Pushnik

Others Present:

Cheryl Schmitt, City of Santa Cruz
Cliff Walters, Sierra Northern RR

3. Oral Communications

Veronica Elsea reported on the implementation of the new Metro ticket machine saying that the machine is completely accessible. She suggested that Metro place a labeled model of the fare box next to the ticket machine to help Metro users become familiar with it prior to boarding buses.

John Daugherty noted that Metro began use of new fare boxes in buses and ticket vending machines at the Santa Cruz and Watsonville Metro stations since the first week of December 2010.

Lisa Berkowitz announced that February is coin-drive month for Meals on Wheels held in cooperation with all County Bay Federal Bank. Individuals can make donations at any Bay Federal branch.

Karena Pushnik informed members that a Pedestrian Safety Workshop is scheduled for March 26 from 10:00am to 2:00pm in Watsonville. The workshop -- held jointly with the Pedestrian Safety Work Group, other local groups and California Walks, and Safe Trek -- will focus on pedestrian safety issues and include an emphasis on seniors and people with disabilities and accessibility needs of the community. The workshop, conducted in Spanish, will have translation devices available.

4. Additions and Deletions

Karena Pushnik supplied a handout for Item 10.

CONSENT AGENDA

Veronica Elsea asked to pull Item 8 from the consent agenda for further discussion and John Daugherty moved the item to number 18.

Action: The motion (Elsea/Brooks) -- to approve and accept the consent agenda as amended -- carries unanimously.

5. **Approved Minutes from December 14, 2010 meeting**
6. **Received Transportation Development Act Revenues Report as of January 2011**
7. **Received RTC Highlights through January 2011**
8. **12/14/10 letter from the E&D TAC to Metro regarding the Bus Stop Improvement Plan – Moved to Item 18 of the Regular Agenda**
9. **Received copy of January 2011 letter from Census Bureau regarding local designation impacting funding for the region**
10. **Received Information Items (circulated at the meeting)**
 - a. **Multipurpose Senior Services Program – Action Alert Flyer**
11. **Received Agency Updates**
 - a. **Volunteer Center**
 - b. **Community Bridges/CTSA**
 - **Lift Line Program Report**
 - c. **Santa Cruz Metropolitan Transit District (METRO)**
 - **ParaCruz Operations Status Report: Dec 10 & Jan 11**
 - **Metro Budget and Potential Impacts to Service: January 14 agenda**
 - d. **Santa Cruz County Regional Transportation Commission**
 - **Acquisition of the Santa Cruz Branch Line Update**
 - e. **Private Operators**

REGULAR AGENDA

12. **Receive Accessibility Report on Proposed Recreational Rail Services**

Karena Pushnik announced that the California Transportation Commission (CTC) approved the project and funding for the rail acquisition. She said that escrow has not closed yet, but there has been discussion about proposals for service.

Cliff Walters, staff from Sierra Northern Railroad, gave an overview of the existing freight service on the rail line and the discussion that he had with fellow Sierra Northern staff Chris Hart and Dave Magaw about the proposed plan for recreational service. Sierra Northern is working with the City of Santa Cruz on the details of the service which is planned to start in May 2012. Sierra Northern is collaborating with the non-profit Golden Gate Railway Museum and hopes to use historic Lark Southern Pacific enclosed rail cars, which are the same as those used for the Suntan Special.

The planned service would consist of several rail cars with one car being ADA compliant. That car will be set up to secure all types of wheelchairs on one side of the car with seating on the other. Ramps will be constructed at the station stops to bring passengers up to the train floor elevation. The proposed service is envisioned to start near Depot Park and Washington Street and initially have stops at the main entrance of Wilder State Park and at plaza near Kelly's Bakery.

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Service is planned to be on a year-round basis and with each trip being 2 hours long with a 12-mile round-trip. Trains would leave every 2 hours and individuals would be able to stay at each stop as long as desired before returning to Depot Park. The ticket cost has yet to be determined. The train would have enclosed cars, run at 15 mph on Class I track, and have a capacity of 220 people per train. Sierra Northern is considering layers of service; first class to coach fares with a bar/club car planned which will highlight local foods. The train itself would not have bathrooms, but bathroom facilities are present near Depot Park and at each stop. Sierra Northern is also discussing how to accommodate bicycles and possibly surfboards for the future. Cliff said this plan of service, depending on how successful, could extend to destinations in Davenport in 2 to 3 years.

Issues discussed included advanced reservation requirement for riders with special needs, ADA compliant ramps to access the train and if a Certified Access Planner Specialist (CAPS) would review the plan for the ADA compliant ramp installation planned. The E&D TAC members requested that, if at all possible, the plans include restrooms on the train.

13. Review Regional Public Participation Plan – RTC Staff

Karena Pushnik gave an overview of and background for the Monterey Bay Public Participation Plan. The Draft Plan is scheduled to be released at AMBAG's February 9 board meeting, one day after the E&D TAC meeting. For that reason the document was not enclosed with the staff report and agenda packet. The draft document was available at the meeting. RTC staff recommend that the E&D TAC focus on the outreach strategies currently in use and potential new strategies outlined in Chapter 5. Karena said that the E&D TAC could either form a subcommittee to review and prepare comments to send to AMBAG on behalf of the E&D TAC or send comments individually. The committee opted to have RTC staff forward the link once the document is posted online, and send their comments to Karena to be compiled and forwarded to AMBAG.

As further information, Karena said that the Green House Gas requirements, AB375 and SB32, require outreach strategies included in local government efforts to include public to help reduce Green House Gas emissions and what that means in terms of transportation and land use and how those two things work together. This committee will have input on what those projects are/how the money will be spent, how priority for those projects is set, and how to include the community in that discussion. Cory Caletti offered that the main point of the plan is to solicit ideas already compiled and how to go about on-going outreach to the public. John Daugherty asked if social media should be included in the outreach.

14. Review Draft Unmet Needs List and Outreach Plan – RTC Staff

Karena Pushnik gave an overview of the Unmet Needs process to provide input for the Draft Unmet Specialized Transportation and Transit Needs list, and review the plan and schedule for the Unmet Needs and Annual Report. The Draft Annual Report will be available for review at the April 12 E&D TAC meeting. The Commission will adopt the Draft Unmet Needs list at a public hearing in May. Members asked for a revised list to remove obsolete items and to reprioritize Item 6 to level H2.

John Daugherty requested members find another site for the April meeting of the E&D TAC to fulfill the bylaws of the committee. Sites discussed for the April meeting were the Senior Dining Center, Watsonville City Hall, the United Way office, Jade Street Center, the new Live Oak Family Resource Center, the Community Foundation on Soquel Drive and the Aptos Library. Some sites are not on fixed bus routes therefore not easily accessible. Members will relay information to Karena Pushnik about availability of sites discussed.

15. Determine Section 5310 Review Committee – RTC Staff

Karena Pushnik provided an overview of Section 5310 Grant Application and the Local Review Committee. She said that two years worth of funding is available from federal grant sources to

serve accessible transportation needs. Karena said that these are capital funds for the purchase of special transportation vehicles and related equipment, administered by Caltrans under direction of the California Transportation Commission (CTC). Applications are due May 6 she encouraged Community Bridges to apply. Sally French noted that Hope Services would be applying this year. A local committee to review the applications could consist of representatives from the following agencies, Seniors Council, Metro, Commission on Disabilities, Central Coast Alliance for Health and the Central Coast Center for Independent Living (CCCIL).

16. Receive Pedestrian Safety Work Group Update – Work Group Chair

Veronica Elsea said that the Pedestrian Safety Work Group is looking forward to the upcoming workshop that was mentioned earlier in the meeting under Oral Communications. She said that the Pedestrian Safety Work Group is working on follow-up actions for private property owners and their responsibility for sidewalk safety. The Group is discussing outreach methods to relay information to the public and the specifics for each jurisdiction. The Group is starting the contact process for each jurisdiction to find out the outreach mechanisms available.

17. Nominate Potential Members and Alternates for Vacant Positions representing the 2nd and 4th Supervisorial Districts – E&D TAC Chair

John Daugherty mentioned that there are two vacancies, the 2nd and 4th Districts, on the E&D TAC. In answer to a question of representation, Lisa Berkowitz offered to speak to the 2nd District Representative at the upcoming AAA Advisory Committee meeting to ask if they could suggest a representative to the E&D TAC. Karena Pushnik mentioned that she received a call from Commissioner Greg Caput's aide, Martin Garcia, and let him know that there is a vacancy for Commissioner Caput's district. John Daugherty asked Debbie Brooks if she would be interested in reapplying and she agreed. Karena Pushnik mentioned that other seats occupied will expire soon and suggested that if members were interested in serving again that they submit updated applications. Veronica Elsea asked to have the roster revised to reflect her as Vice-Chair.

18. Received 12/14/10 letter from the E&D TAC to Metro regarding the Bus Stop Improvement Plan – Previously Item 8 (underline ~~strikeout~~ shows revisions since the minutes were included as an information item in the 03/03/11 RTC packet)

Veronica Elsea said that she spoke on behalf of the E&D TAC at the Metro Board meeting on ~~January 17~~ December 17. The Metro board acknowledged Veronica's attendance at the meeting. At that meeting Veronica gave details on issues raised at the December E&D TAC meeting about bus stop improvements and that she requested updated information from Metro before the plans go out to bid or are constructed. The Metro board unanimously approved a revised motion that included consultation direction to continue to work with the E&D TAC to resolve their remaining issues over the kind of (bus stop design) improvements that Metro will be making. ~~7~~ No information has been received yet. Members agreed that they would support placing the status of the bus stop improvements on the April agenda and receive a report from Metro. RTC Staff will follow up with Metro on this request.

19. Adjourned 3:25 pm

Prepared by: Cathy Judd, SCCRTC Staff

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SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
TDA REVENUE REPORT
FY 2010-2011
REVISED 3/23/2011

MONTH	FY09-10 ACTUAL REVENUE	FY10-11 ESTIMATE REVENUE	FY10-11 ACTUAL REVENUE	DIFFERENCE	DIFFERENCE AS % OF PROJECTION	CUMULATIVE % OF ACTUAL TO PROJECTION
JULY	454,800	410,500	410,500	0	0.00%	100.00%
AUGUST	539,000	539,000	547,300	8,300	1.54%	100.87%
SEPTEMBER	719,093	719,093	819,955	100,862	14.03%	106.54%
OCTOBER	490,500	490,500	458,300	-32,200	-6.56%	103.56%
NOVEMBER	555,900	555,900	611,000	55,100	9.91%	104.86%
DECEMBER	625,785	625,785	776,432	150,647	24.07%	108.46%
JANUARY	465,300	465,300	502,700	37,400	8.04%	108.41%
FEBRUARY	620,400	620,400	670,300	49,900	8.04%	108.36%
MARCH	607,400	607,401	510,760	-96,641	-15.91%	105.43%
APRIL	385,100	385,100				
MAY	562,700	562,700				
JUNE	605,859	605,859				
TOTAL	6,631,837	6,587,538	5,307,247	273,368	4.15%	81%

Note:

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Santa Cruz County Regional Transportation Commission (RTC)

March 3, 2011 Meeting Highlights

Outgoing Bicycle Committee chair recognized:

The RTC awarded a certificate of appreciation to Daniel Kostalec who represented the City of Capitola on the RTC Bicycle Committee since April 2002 and served as Committee Chair since April 2005. Mr. Kostalec was cited for riding his bike to and from work for over 12 years and for being an advocate for the cycling community.

Senior Planner Karena Pushnik honored:

The RTC presented Senior Planner Karena Pushnik with a plaque for 20 years of outstanding public service to the RTC and the community; professionalism representing the RTC as public information coordinator; genuine passion for improving transportation for seniors and people with disabilities; and superior leadership on numerous diverse projects including the rideshare program, the Highway 1/17 Merge Lanes Project, the Transportation Funding Task Force, rail projects and as co-host of the Transportation Café television show.

Annual Caltrans presentation received:

The RTC received a presentation from Caltrans on recently completed, current and future transportation projects. Completed projects include the landscaping for the Highway 17 Merge Lanes project which will continue to be maintained by Caltrans through 2013; a retaining wall along Highway 9 near Santa Cruz; and an overlay project on Highway 9. Projects under construction include the Highway 1/Salinas Road interchange scheduled for completion in summer 2013; guardrail projects on Highway 17; and a traffic monitoring system on Highway 1 in south county. Future and potential projects include the Highway 1 Soquel to Morrissey Auxiliary Lanes and HOV Lanes projects; the San Lorenzo River Bridge widening and the Harkins Slough interchange. The report noted Caltrans planning grants and transit grants and that Caltrans partnered with the RTC to secure funding for the Rail Acquisition Project.

Draft Monterey Bay Area Public Participation Plan reviewed:

The RTC received the draft Monterey Bay Area Public Participation Plan. RTC staff worked with the Association of Monterey Bay Area Governments (AMBAG) in developing the plan, along with Monterey and San Benito Counties. The plan is designed to encourage public involvement in transportation planning. A 45-day review period began when AMBAG released the document on February 9th. The document specifically outlines the public participation practices in use by each of the partner agencies. The plan is located on the AMBAG website at http://ambag.org/programs/met_transp_plann/reports/draft_PPP%20update.pdf.

Applying STARS to 2012 Regional Transportation Plan (RTP) approved:

As part of approving the amendments to the RTC's FY10-11 budget and work program, the application of the Sustainable Transportation Access Rating System to the 2012 RTP was approved which will assist in meeting the requirements of SB375.

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Fiscal Year (FY)11-12 budget and work program approved:

The RTC approved the preliminary FY11-12 budget and work program, citing indications of a slowly improving economy and actual and estimated increases in Transportation Development Act revenues. The FY11-12 budget reinstates revenue apportionments to Ecology Action's Bike to Work Program and the Santa Cruz County Health Services Agency's Community Traffic Safety Coalition to their FY09-10 levels. The RTC also approved funding for a small RTC satellite office in Watsonville. Office space will be subleased with the Air District.

Community Pedestrian Safety Workshop announced:

A free Community Pedestrian Safety Workshop will be held on Saturday, March 26, 2011 from 10a.-2pm at the Mintie White elementary school, 515 Palm St., Watsonville. The workshop is designed to include the public in developing strategies to promote a safe walking environment. The bi-lingual event will provide lunch and childcare. RSVP by March 18th to Sarah Harmon at 831 454 5418 Or at SCBPWG@co.santa-cruz.ca.us.

February 3, 2011 Meeting Highlights***Branch Rail Line Acquisition moves forward:***

The RTC approved using \$250,000 of Regional Surface Transportation Program Exchange (RSTPX) funds to supplement \$14.2 million in funds allocated by the California Transportation Commission (CTC) to purchase the branch line on January 19th. The additional funding is needed for closing costs and to conduct engineering work necessary to secure \$5.35 million in State Transportation Improvement Program funds programmed for construction later this year. The RTC FY10-11 budget was amended to reflect these funds. In addition, the RTC authorized staff to release a request for proposals or qualifications for the engineering work.

Changes to Federal Highway Administration (FHWA) Planning (PL) Fund levels considered:

The RTC voted to consider recommendations from its Budget and Administration/Personnel Committee regarding a proposal by the Association of Monterey Bay Area Governments (AMBAG) to decrease planning funds to the RTC by increasing AMBAG's share. These funds are used to meet federal transportation planning requirements.

New RTC Commissioners seated:

The RTC seated four new Commissioners: Greg Caput representing Santa Cruz County's 4th Supervisorial District; Eduardo Montesino representing the City of Watsonville; and Lynn Robinson and Norm Hagen, representing the Santa Cruz Metro Transit District. Both Hagen and Robinson had previously served as Alternates to the Commission.

Monterey Bay Area 511 Traveler Information System Feasibility Analysis proceeds:

The RTC approved a resolution to authorize the Executive Director to negotiate a contract with the ICx Transportation Group to prepare a 511 Feasibility Analysis and Implementation Plan. The feasibility analysis will determine what type of traveler information system is best suited for the region and the implementation plan would lay out the system requirements needed for a comprehensive, centralized and multi-modal traveler information system to serve the Monterey Bay area. This is one of the few areas in California that does not have a 511 system in place.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 25, 2011
TO: Board of Directors
FROM: April Warnock, Paratransit Superintendent
SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT

I. RECOMMENDED ACTION

This report is for information only - no action requested

II. SUMMARY OF ISSUES

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

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III. DISCUSSION

In January 2011 ParaCruz rides decreased by 109 rides from January 2010. The number of rides in January 2011 decreased by 532 rides from December 2010. The decrease in rides between December and January trends with last years statistics, however, the decrease in rides is greater than previous years.

Call Center statistics were unavailable and reflect that we experienced problems with the phone system attributed to wiring issues that have been identified. Corrective measures are underway that will alleviate the issue and improve the system's performance.

IV. FINANCIAL CONSIDERATIONS

NONE

V. ATTACHMENTS

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

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ATTACHMENT A

Board of Directors
Board Meeting March 25, 2011

ParaCruz On-time Performance Report		
	Jan 2010	Jan 2011
Total pick ups	6985	6876
Percent in "ready window"	95.99%	96.06%
1 to 5 minutes late	1.68%	1.88%
6 to 10 minutes late	1.16%	1.06%
11 to 15 minutes late	.52%	.49%
16 to 20 minutes late	.36%	.32%
21 to 25 minutes late	.23%	.12%
26 to 30 minutes late	.06%	.03%
31 to 35 minutes late	.00%	.04%
36 to 40 minutes late	.01%	.00%
41 or more minutes late (excessively late/missed trips)	.00%	.00%
Total beyond "ready window"	4.01%	3.94%

During the month of January 2011, ParaCruz received nine (9) Customer Service Reports. Three (3) of the reports were valid complaints, one of which pertained to the telephone system failures. Two (2) of the reports were not valid, and four (4) of the reports were compliments.

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ATTACHMENT B

Board of Directors
Board Meeting March 25, 2011

Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through January 2011.

	Jan 10	Jan 11	Fiscal 09-10	Fiscal 10-11	Performance Averages	Performance Goals
Requested	7802	7204	58,690	57,442	8376	
Performed	6985	6876	53,788	54,211	7276	
Cancels	20.33%	16.94%	20.41%	17.93%	17.99%	
No Shows	3.97%	2.62%	1.86%	2.08%	2.34%	Less than 3%
Total miles	46,676	47,320	349,460	367,899	50,718	
Av trip miles	5.08	5.05	5.07	5.01	5.02	
Within ready window	95.99%	96.17%	95.65%	96.17%	95.85%	92.00% or better
Excessively late/missed trips	0	0	7	10	2.25	Zero (0)
Call center volume	5644	N/A	N/A	N/A	N/A	
Call average seconds to answer	25	N/A	N/A	N/A	N/A	Less than 2 minutes
Hold times less than 2 minutes	96%	N/A	N/A	N/A	N/A	Greater than 90%
Distinct riders	786	760	1,487	1548	810	
Most frequent rider	40 rides	55 rides	218 rides	360 rides	58 rides	
Shared rides	64.0%	56.9%	62.1%	62.3%	62.78%	Greater than 60%
Passengers per rev hour	2.09	2.01	2.17	2.12	2.14	Greater than 1.6 passengers/hour
Rides by supplemental providers	12.53%	6.94%	13.28%	9.65%	9.67%	No more than 25%
Vendor cost per ride	\$46.24	\$21.23	\$24.85	\$20.68	\$23.63	
ParaCruz driver cost per ride (estimated)	\$24.42	\$22.55	\$26.12	\$24.10	\$24.48	
Rides < 10 miles	69.88%	71.20%	69.67%	70.35%	70.20%	
Rides > 10	30.12%	28.8%	30.33%	29.65%	29.80%	

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ATTACHMENT A

Board of Directors
Board Meeting February 25, 2011

ParaCruz On-time Performance Report		
	Dec 2009	Dec 2010
Total pick ups	7209	7408
Percent in "ready window"	95.98%	95.91%
1 to 5 minutes late	1.69%	1.97%
6 to 10 minutes late	1.21%	.97%
11 to 15 minutes late	.51%	.59%
16 to 20 minutes late	.29%	.23%
21 to 25 minutes late	.17%	.16%
26 to 30 minutes late	.14%	.04%
31 to 35 minutes late	.00%	.05%
36 to 40 minutes late	.01%	.05%
41 or more minutes late (excessively late/missed trips)	.00%	.01%
Total beyond "ready window"	4.02%	4.09%

During the month of December 2010, ParaCruz received seventeen (17) Customer Service Reports. Five (5) of the reports were valid complaints, four of which pertained to the telephone system failures. One (1) of the reports were unverifiable. Three (3) of the reports were not valid, and eight (8) of the reports were compliments.

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ATTACHMENT B

Board of Directors
Board Meeting February 25, 2011

Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through December 2010.

	Dec 09	Dec 10	Fiscal 09-10	Fiscal 10-11	Performance Averages	Performance Goals
Requested	8375	8247	50,888	50,239	8425	
Performed	7209	7408	46,803	47,33	7285	
Cancelers	22.38%	20.73%	20.29%	18.05%	18.27%	
No Shows	3.95%	1.84%	1.66%	2.01%	2.46%	Less than 3%
Total miles	48,433	50,210	302947	317,472	50,664	
Av trip miles	5.14	4.97	5.07	4.98	5.03	
Within ready window	95.62%	95.91%	95.62%	96.19%	95.75%	92.00% or better
Excessively late/missed trips	0	1	7	10	2.25	Zero (0)
Call center volume	5723	N/A	N/A	N/A	N/A	
Call average seconds to answer	25	N/A	N/A	N/A	N/A	Less than 2 minutes
Hold times less than 2 minutes	95.8	N/A	N/A	N/A	N/A	Greater than 90%
Distinct riders	811	781	1,406	1467	812	
Most frequent rider	44 rides	52 rides	209 rides	330 rides	57 rides	
Shared rides	60.2%	57.9%	62.2%	63.1%	63.37%	Greater than 60%
Passengers per rev hour	2.22	1.94	2.18	2.14	2.15	Greater than 1.6 passengers/hour
Rides by supplemental providers	16.23%	5.94%	11.73%	8.64%	10.13%	No more than 25%
Vendor cost per ride	\$22.15	\$20.62	\$21.79	\$20.62	\$24.71	
ParaCruz driver cost per ride (estimated)	\$26.48	\$26.76	\$25.63	\$26.92	\$24.63	
Rides < 10 miles	71.48%	72.94%	69.64%	70.23%	70.09%	
Rides > 10	28.51%	27.05%	30.36%	29.77%	29.91%	

~~5-10.b1~~

9c-6

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 25, 2011

TO: Board of Directors

FROM: April Warnock, Paratransit Superintendent
Ciro Aguirre, Operations Manager

SUBJECT: CONSIDERATION OF CONTRACT RENEWALS WITH SANTA CRUZ TRANSPORTATION, LLC AND WATSONVILLE TRANSPORTATION, INC. FOR SUPPLEMENTAL PARATRANSIT SERVICES

I. RECOMMENDED ACTION

That the Board of Directors authorizes the General Manager to enter into a one-year contract extension with Santa Cruz Transportation, LLC and Watsonville Transportation, Inc. for supplemental paratransit services.

II. SUMMARY OF ISSUES

- Santa Cruz METRO has a contract with Santa Cruz Transportation, LLC and Watsonville Transportation, Inc. for supplemental paratransit services.
- This contract was established on May 1, 2007 for a three-year period with two optional one-year extensions.
- Santa Cruz Transportation, LLC and Watsonville Transportation, Inc. have requested a one-year renewal of the contract with separately negotiated rate changes for each contractor.

III. DISCUSSION

Santa Cruz METRO has contracts with Santa Cruz Transportation, LLC and Watsonville Transportation, Inc. for supplemental paratransit services that are due to expire on April 30, 2011. Over the past three years, both firms have provided good service. Santa Cruz Transportation, LLC and Watsonville Transportation, Inc. have reviewed their contracts and have requested a one-year renewal of the contract with separately negotiated rate changes for each contractor.

Staff recommends that Santa Cruz METRO exercise the option for one-year contract extensions with Santa Cruz Transportation, LLC and Watsonville Transportation, Inc. Staff further recommends that the Board of Directors authorize the General Manager to sign a contract amendment for a one-year contract extension of each contract on behalf of Santa Cruz METRO.

9C-7

6-9.1

IV. FINANCIAL CONSIDERATIONS

Funds to support this contract are included in the ParaCruz FY11 budget for contract transportation/Paratransit.

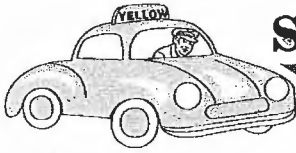
V. ATTACHMENTS

- Attachment A:** Letter received from Santa Cruz Transportation, LLC
- Attachment B:** Letter received from Watsonville Transportation, Inc.
- Attachment C:** Contract Amendment with Santa Cruz Transportation, LLC
- Attachment D:** Contract Amendment with Watsonville Transportation, Inc.

9C-8

6-9.2

ATTACHMENT A



Santa Cruz Transportation, LLC

PHONE: 831.423.1234

Monday, February 28, 2011

Santa Cruz Metropolitan Transit District
Metro ParaCruz Superintendant

2880 Research Park Drive
Suite 160
Soquel, CA 95073

Dear April Warnock and Mark Hickey:

Santa Cruz Transportation, LLC requests renewal and extension of Contract 06-08 for Supplemental Paratransit Services.

New contract continues Contract 06-08 for Supplemental Paratransit Services, Contract Purchase Order 11-0108, beginning 05/01/2011.

Quantity 1.000

Lot: For Supplemental Paratransit Services as per specification and conditions of District RFP No. 06-08 and supporting Contract. Effective 05/01/2011 through 04/30/2012.

It is always a pleasure working with Metro ParaCruz and Santa Cruz Metro. If you have any questions or need any additional information, do not hesitate to call me.

Yours truly,

James C. Monroe
Santa Cruz Transportation, LLC

P.O. Box 3928, Santa Cruz, CA 95063 • Fax: 831.465.6519

www.santacruzyellowcab.org

9C-9

6-9.a1

ATTACHMENT B

March 1, 2011

Dear Mr. Agurrie:

Please be advised that Watsonville Transportation Inc. d.b.a. Courtesy Cab would like to renew its agreement with Santa Cruz Metro Transit District for an additional one year term pursuant to Section 4.01 of the current agreement. Watsonville Transportation Inc. d.b.a. Courtesy Cab is willing to accept the following compensation:

1. For Metro provided vehicles: \$46.92 per hour.
2. For non Metro provided vehicles: \$48.00 per hour.
3. For non Metro provided vehicles single ride rate:
 - \$4.00 Drop
 - \$3.00 per Mile
 - 5 min wait time included at no charge.

All other terms and conditions would remain the same .

Please let me know if Santa Cruz Metro Transit District is willing to amend the agreement in accordance with this proposal.

Sincerely,



Richard Camperud, CEO

Watsonville Transportation Inc.

Courtesy Cab Co

9C-10

6-9.b1

ATTACHMENT C

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT THIRD AMENDMENT TO CONTRACT NO. 06-08 FOR SUPPLEMENTAL PARATRANSIT SERVICES

This Third Amendment to Contract No. 06-08 for supplemental paratransit services is made effective May 1, 2011 between the Santa Cruz Metropolitan Transit District, a political subdivision of the State of California ("Santa Cruz METRO") and SANTA CRUZ TRANSPORTATION, LLC ("Contractor").

I. RECITALS

- 1.1 Santa Cruz METRO and Contractor entered into a Contract for supplemental paratransit services ("Contract") on May 1, 2007.
- 1.2 The Contract allows for the extension upon mutual written consent.
- 1.3 Santa Cruz METRO and Contractor have negotiated compensation rates for the new contract period.

Therefore, Santa Cruz METRO and Contractor amend the Contract as follows:

II. TERM

- 2.1 Article 4.01 is amended to include the following language:

This Contract shall continue through April 30, 2012. This Contract may be mutually extended by agreement of both parties.

III. COMPENSATION

- 3.1 Effective May 1, 2010, Santa Cruz METRO agrees to compensate Contractor as follows:
 - 3.1.1 For Santa Cruz METRO provided vehicles: \$45.85 per hour, billed in four (4) hour minimum blocks with each additional hour prorated.
 - 3.1.2 For non Santa Cruz METRO provided vehicles: \$46.80 per hour, billed in four (4) hour minimum blocks with each additional hour prorated.
 - 3.1.3 For SCT-100 rides: Metered rate plus \$3.00 door to door.

IV. REMAINING TERMS AND CONDITIONS

- 4.1 All other provisions of the Contract that are not affected by this amendment shall remain unchanged and in full force and effect.

V. AUTHORITY

ATTACHMENT C

5.1 Each party has full power to enter into and perform this Third Amendment to the Contract and the person signing this Third Amendment on behalf of each has been properly authorized and empowered to enter into it. Each party further acknowledges that it has read this Third Amendment to the Contract, understands it, and agrees to be bound by it.

Signed on _____

Santa Cruz METRO
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White
General Manager

CONTRACTOR
SANTA CRUZ TRANSPORTATION, LLC

By _____
James C. Monroe
Owner

Approved as to Form:

Margaret R. Gallagher
District Counsel

ATTACHMENT D

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT THIRD AMENDMENT TO CONTRACT NO. 06-08 FOR SUPPLEMENTAL PARATRANSIT SERVICES

This Third Amendment to Contract No. 06-08 for supplemental paratransit services is made effective May 1, 2011 between the Santa Cruz Metropolitan Transit District, a political subdivision of the State of California ("Santa Cruz METRO") and WATSONVILLE TRANSPORTATION, INC. ("Contractor").

I. RECITALS

- 1.1 Santa Cruz METRO and Contractor entered into a Contract for supplemental paratransit services ("Contract") on May 1, 2007.
- 1.2 The Contract allows for the extension upon mutual written consent.
- 1.3 Santa Cruz METRO and Contractor have negotiated compensation rates for the new contract period.

Therefore, Santa Cruz METRO and Contractor amend the Contract as follows:

II. TERM

- 2.1 Article 4.01 is amended to include the following language:

This Contract shall continue through April 30, 2012. This Contract may be mutually extended by agreement of both parties.

III. COMPENSATION

- 3.1 Effective May 1, 2010, Santa Cruz METRO agrees to compensate Contractor as follows:

- 3.1.1 For Santa Cruz METRO provided vehicles: \$46.92 per hour, billed in four (4) hour minimum blocks with each additional hour prorated.
- 3.1.2 For non Santa Cruz METRO provided vehicles: \$48.00 per hour, billed in four (4) hour minimum blocks with each additional hour prorated.
- 3.1.3 For non Santa Cruz METRO provided vehicles single ride rate: \$4.00 per drop, \$3.00 per mile, with a five minute wait included at no charge.

IV. REMAINING TERMS AND CONDITIONS

- 4.1 All other provisions of the Contract that are not affected by this amendment shall remain unchanged and in full force and effect.

ATTACHMENT D

V. AUTHORITY

5.1 Each party has full power to enter into and perform this Third Amendment to the Contract and the person signing this Third Amendment on behalf of each has been properly authorized and empowered to enter into it. Each party further acknowledges that it has read this Third Amendment to the Contract, understands it, and agrees to be bound by it.

Signed on _____

Santa Cruz METRO
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White
General Manager

CONTRACTOR
WATSONVILLE TRANSPORTATION, INC.

By _____
Richard Camperud
CEO

Approved as to Form:

Margaret R. Gallagher
District Counsel

9C-14

AGENDA: April 12, 2011

TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, SCCRTC Staff
RE: **Recommend that the RTC approve FY 2011-12 Transportation Development Act Funds for the Volunteer Center**

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee recommend that the Regional Transportation Commission:

Approve the FY 2011-12 Transportation Development Act funding request from the City of Santa Cruz on behalf of the Volunteer Center for \$61,345.

BACKGROUND

The Regional Transportation Commission (RTC) allocates Transportation Development Act funds from the region's share of the ¼ cent sales tax according to established formulas in the Commission's Rules and Regulations.

DISCUSSION

At the Regional Transportation Commission's (RTC) March meeting, the FY 2011-12 budget was approved including Transportation Development Act (TDA) allocations for both the Volunteer Center and Community Bridges. The allocation to the Volunteer Center was \$61,345.

The Volunteer Center's goal is to provide 4,600 one-way trips to eligible clients over FY 2011-12 (Attachment 1). The Volunteer Center prioritizes trips based on type and income. Because this program uses volunteer drivers, it is a highly cost effective method of providing rides to many in the county who are ineligible for ParaCruz services.

The City of Santa Cruz, as a local jurisdiction, has agreed to act as the claimant for both agencies, as it has historically, concurrent with the E/D TAC action.

SUMMARY

Staff recommends that the E/D TAC recommend that the Regional Transportation Commission approve the claim from the City of Santa Cruz on behalf of the Volunteer Center.

Attachment 1: Volunteer Center Claim and Background Information.

I:\E&DTAC\TDA\VOLUNTEER CENTER\2011\TDAED0410.DOC

10-2

Attachment 1

Transportation Development Act (TDA) – Local Transportation Funds CLAIM FORM

Submit a separate form for each project.

This form has been developed in an effort to standardize information required from TDA recipients, based on TDA Statute, RTC Rules and Regulations, and/or RTC board requests.

If you have any questions about this claim form or would like an electronic copy of the form, please contact the Santa Cruz County Regional Transportation Commission at 460-3200.

Project Information

1. Project Title: Transportation Program
2. Implementing Agency: Volunteer Center of Santa Cruz
3. Sponsoring Agency (if different) – must be a TDA Eligible Claimant:
4. Funding requested this claim: TDA \$ 61,345
STA (transit only) \$ _____
5. Fiscal Year (FY) for which funds are claimed: FY 2011 / 2012
6. General purpose for which the claim is made, identified by the article and section of the Act which authorizes such claims:

<input type="checkbox"/> Article 8 Bicycle and/or Pedestrian Facility	<input checked="" type="checkbox"/> Article 8 Specialized Transportation
<input type="checkbox"/> Article 4 Public Transportation	<input type="checkbox"/> Article 3 & 8 TDA Admin or Planning
7. Contact Person/Project Manager
Name: Debra Brooks
Telephone Number: 831-427-5070 E-mail: rsvpvol@scvolunteercenter.org
Secondary Contact (in event primary not available): Lois Connell
Telephone Number: 831-427-5070 E-mail: Lois@scvolunteercenter.org
8. Project/Program Description/Scope (use additional pages, if needed, to provide details such as work elements/tasks. See attached scope of work
9. Project Location/Limits (attach a map and/or photos if available/applicable, include street names): All of Santa Cruz County
10. Justification for the project. (Why is this project needed? Primary goal/purpose of the project; problem to be addressed; project benefits; importance to the community) We know from needs assessments that low or free transportation to elderly and disabled persons out side of the fixed route are in desperate need. The Volunteer Centers Transportation Program is a vital link in providing this service. Volunteer drivers provide the service free of charge to clients through out the county.
11. Project Productivity Goals for this fiscal year:
 - a. Measures of performance, success or completion to be used to evaluate project/program (ex. increase use of facility/service, decrease collisions, etc.): The number of rides provided and the number of clients served will measure performance. This will be evaluated through ride reports compiled on each ride that details client, date and time of ride, destination of ride and driver providing ride. These records are entered into a computerized data file.
 - b. Number of people to be served/anticipated number of users of project/program (ex. number of new or maintained bike miles; number of people served/rides provided): Our goal is to provide 4,600 one-way trips to eligible clients. Clients will be limited to a maximum of two rides per week. Our priority for filling requests is as follows:

10. 3.

- 1st Priority - Medical trips for low-income persons
 2nd Priority - Medical trips for other persons
 3rd Priority - Shopping for low-income persons
 4th Priority - Shopping for other persons
 5th Priority - Other eligible destinations

These trips will be targeted for geographic distribution as follows:

	Rides	% of Rides	#Clients
Santa Cruz/Mid-County/Aptos/Capitola	2600	56%	90
San Lorenzo/Scotts Valley	1000	22%	65
Watsonville/ Freedom	1,000	22%	45

These figures are based on population data derived from the latest census and available transit services for each area of operations. In considering geographic distribution of services, our goal is to provide extra support in those areas which are outside the boundaries of Lifeline services, or which receive limited Lifeline service and have limited public transit services.

12. Consistency and relationship with the Regional Transportation Plan (RTP) - Is program/project listed in the RTP and/or consistent with a specific RTP Goal/Policy? This is RTP project #VC-P1. It is consistent with Goals #1 and #2 to maintain the transportation system and increase mobility; Policy 1.3.5 to coordinate specialized transportation services; Policy 1.3.9 to Encourage volunteer, friend and relative-provided transportation for the elderly and disabled, especially in rural areas; Policy 3.5 Promote social equity with all transportation decision, including consideration of income, gender, race, age, physical and mental ability, and transit dependency; Policy 3.5.3 Support programs that address the transportation needs of low-income people; and Policy 5.4.6 Give high priority to currently unmet needs for essential (medical or medically related) transportation for expansion of TDA-funded paratransit service. The Volunteer Center's of Santa Cruz have been receiving TDA funds for over 35 years and was been a member of the Elderly & Disabled Transportation Advisory Committee. The program is listed in the Specialized Transportation Guide and is included in the Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan providing services listed in the plan.
13. Impact(s) of project on other modes of travel, if any (ex. parking to be removed): This project will have little or no impact on other modes of travel.
14. Estimated Project Cost/Budget, including other funding sources, and Schedule: *(attach project budget). Specialized Transportation Claims require 10% local match. Local match can take the form of fares, donations, agency charges, grants, revenue sharing and other non-restricted sources. In kind services many NOT apply toward the local match.*

What is the total project cost? \$67,479.50

Is project fully funded? Yes

What will TDA (and STA) funds be used on (ex. administration, brochures, engineering, construction)? Funds are used for personnel Cost, Audit fees, Supplies, Telephone, Occupancy, Printing, Postage, Volunteer mileage reimbursement, Administration.

15. Preferred Method and Schedule for TDA fund distribution *(see RTC Rules and Regulations for details):*

Volunteer Center: ☒ Full approved claim amount in the first quarter

16. TDA Eligibility:

	YES?/NO?
A. Has the project/program been approved by the claimant's governing body? Form of approval	Yes

10 - 4

work plans and budget (eg resolution, work program, budget, other document) If "NO," provide the approximate date approval is anticipated. _____	
B. Has this project previously received TDA funding?	Yes
C. For capital projects, have provisions been made by the claimant to maintain the project or facility, or has the claimant arranged for such maintenance by another agency? (If an agency other than the Claimant is to maintain the facility provide its name: _____)	NA
D. Bike, Ped, and Specialized Transportation Claims: Has the project already been reviewed by the RTC Bicycle Committee and/or Elderly/Disabled Transportation Advisory Committee? (If "NO," project will be reviewed prior to RTC approval). April 2011 E&D meeting	Yes
E. For "bikeways," does the project meet Caltrans minimum safety design criteria pursuant to Chapter 1000 of the California Highway Design Manual? (Available on the internet via: http://www.dot.ca.gov).	NA

CTSA and Volunteer Center (Article 8) Only

17. Are these transportation services responding to transportation needs not otherwise being met within the community or jurisdiction of the claimant? Describe. The Volunteer Center's Transportation Program is a volunteer program providing rides and serves to people who, through age, physical limitations or geographic location, are unable to use other public or private transportation resources. Our goal is to provide extra support in those areas which are outside the boundaries of Lift Line or ParaCruz services, or which receive limited Lift Line or ParaCruz service and have limited public transit services. The service is provided free of charge to clients. There are no other providers of this service in the community

18. Where appropriate, are these specialized transportation services coordinated with other transportation services? Describe. When possible, the Volunteer Center will refer those callers whose requests cannot be accommodated through our program to other transportation programs.

SCMTD, CTSC, Volunteer Center & RTC Only

19. List the recommendations provided in the last TDA Triennial Performance Audit and your progress toward meeting them.

- Describe the work your agency has undertaken to implement each performance audit recommendation and the steps it will take to fully implement the recommendation.
- For any recommendations that have not been implemented, explain why the recommendation has not been implemented and describe the work your agency will undertake to implement each performance audit recommendation.
- Describe any problems encountered in implementing individual recommendations.

A. Provide performance information, as pertinent, such as: verification of the operating cost per passenger, operating cost per vehicle service hour, passengers per vehicle service hour, passengers per vehicle service mile, and vehicle service hours per employee for last fiscal year (definitions available in Section 99247 of TDA Guidelines). (99246) The program has no owned service vehicles or employee drivers. Volunteer driver use private vehicles. It is estimated that each one-way trip is 8.5 miles, with approximately 2800 one way rides provided in the last fiscal year. This is about 21,000 projected service miles per year. Each one-way ride is an average of 1 hour average or a total of 2800 service hours. Volunteers have the option of being paid mileage at a cost of \$.31/ mile, although not all accept payment. Based on the FY 2010-11 TDA allocation of \$56,929 and the service estimates provided by volunteer drivers, the cost per one-way passenger ride as well as the cost per service hour is about \$20.33, and the cost per service mile is about \$2.71.

B. Discuss the needs and types of the passengers being served and the employment of part-time drivers and the contracting with common carriers of persons operating under a franchise or license to provide services during peak hours. (99246) The Volunteer Center's Transportation

Program is a volunteer program providing rides and services to people whom, through age, physical limitations are unable to use other public or private transportation resources. No drivers are employed. Rides are provided by community volunteers.

- C. *The SCCRTC should work closely with the Santa Cruz Metro, Community Bridges, and the Volunteer Center to develop an SRTP update, including the following plan elements: financially sustainable public transportation levels; vehicle replacement needs for each agency; and countywide performance goals objectives and measurable standards. The SCCRTC's involvement in the SRTP effort could include coordination, technical assistance, and partial funding.*

- The Volunteer Center is interested in working with the entities to develop an updated SRTP. To date, work on this document has not yet started due to the lack of funding to undertake a comprehensive long range plan. The Volunteer Center will participate in long range planning efforts as part of the Regional Transportation Plan update underway by the SCCRTC.

- D. *The SCCRTC should require that the sub-recipients of TDA Article 8 funds report the pertinent performance measures identified in PUC Section 99246(d) at least annually to the City of Santa Cruz and to the SCCRTC. Those performance measures should be evaluated in ensuing triennial performance audits.*

- The SCCRTC has evaluated the performance measures by the Volunteer Center as included above.

Documentation to Include with Your Claim:

All Claims

- ☐ A letter of transmittal addressed to the SCCRTC Executive Director that attests to the accuracy of the claim and all its accompanying documentation.
- ☐ Statement from the TDA Eligible Claimant indicating its role and responsibilities.

Article 8 Bicycle/Pedestrian Claims

- ☐ Evidence of environmental review for capital projects

All Transit and Specialized Transportation Claims (SCMTD, CTSA, and Volunteer Center)

- ☐ A copy of the operating and capital budgets for the coming fiscal year
- ☐ Description of capital projects, including time frame over which project will be funded and implemented
- ☐ Operating Plan for current and upcoming activities – can be within project description

Article 4 Transit Claims

- ☐ A certification from the California Highway Patrol (completed within the last 13 months) indicating that the operator is in compliance with Section 1808.1 of the Vehicle Code.
- ☐ Other Certifications

Local Agency Certification:

This TDA Claim has been prepared in accordance with the SCCRTC's Budget, SCCRTC's Rules and Regulations, and Caltrans TDA Guidebook (<http://www.dot.ca.gov/hq/MassTrans/State-TDA.html>). I certify that the information provided in this form is accurate and correct. I understand that if the required information has not been provided this form may be returned and the funding allocation may be delayed.

Signature _____ Title: _____ Date: _____

All Claims

- ☒ **A letter of transmittal** addressed to the SCCRTC Executive Director that attests to the accuracy of the claim and all its accompanying documentation.
- ☐ **Statement from the TDA Eligible Claimant** indicating its role and responsibilities.

Article 8 Bicycle/Pedestrian Claims

- ☐ Evidence of environmental review for capital projects

All Transit and Specialized Transportation Claims (SCMTD, CTSA, and Volunteer Center)

- ☐ **A copy of the operating and capital budgets for the coming fiscal year**
- ☐ **Description of capital projects**, including time frame over which project will be funded and implemented
- ☐ **Operating Plan** for current and upcoming activities – can be within project description

Article 4 Transit Claims

- ☐ **A certification from the California Highway Patrol** (completed within the last 13 months) indicating that the operator is in compliance with Section 1808.1 of the Vehicle Code.
- ☐ **Other Certifications**

Local Agency Certification:

This TDA Claim has been prepared in accordance with the SCCRTC's Budget, SCCRTC's Rules and Regulations, and Caltrans TDA Guidebook (<http://www.dot.ca.gov/hq/MassTrans/State-TDA.html>). I certify that the information provided in this form is accurate and correct. I understand that if the required information has not been provided this form may be returned and the funding allocation may be delayed.

Signature  Title: Administrative Director Date: 3-28-2011

Program Name: Transportation

Acct No.	Accounts, Sub Account(s)	FY 11-12 Budget
4007	Public Support Donations Unrestricted Donations	\$ 6,134
4295	Grants and Contracts Transportation Commission	\$ 61,345
Total Program Revenues		\$ 67,479

EXPENSES

		FY 11-12 Budget
5001	Salaries and Wages Hourly Wages	\$ 37,873
5012	Benefits Medical/Dental Insurance	\$ 2,064
5025	Benefits Workers Compensation	\$ 375
5016	Payroll Taxes Social Security/Medicare	\$ 2,328
5018	Payroll Taxes State UI Taxes	\$ 475
6012	Auditing Expense	\$ 600
6040	Insurance, General	\$ 686
6042	Insurance, Volunteer	\$ 723
6050	Postage Expense	\$ 100
6059	Printing	\$ 150
6060	Rent	\$ 200
6061	Rent, Watsonville	\$ 4,308
6088	Supplies, Program Program Supplies	\$ 250
6098	Mileage, Volunteers	\$ 6,100
6100	Telephone	\$ 1,800
6160	Admin Fees	\$ 9,447
Total Program Revenues		\$ 67,479

10-8

VOLUNTEER CENTER OF SANTA CRUZ COUNTY
1740 17th Ave. Santa Cruz, CA 95062, 427-5070, FAX 423-6267

PROGRAM DESCRIPTION/SCOPE OF WORK
VOLUNTEER CENTER'S TRANSPORTATION PROGRAM
Fiscal Year 2011-2012

A. TARGET POPULATION

The Volunteer Center's Transportation Program is a volunteer program providing rides and serves to people whom, through age, physical limitations or geographic location, are unable to use other public or private transportation resources. Volunteer drivers using their own vehicles provide rides. Our program is limited to ambulatory persons. Our service area is all of Santa Cruz County.

B. SERVICE GOALS

Our goal is to provide 4,600 one-way trips to eligible clients. Clients will be limited to a maximum of two rides per week. Our priority for filling requests is as follows:

- | | | |
|--------------|---|--------------------------------------|
| 1st Priority | - | Medical trips for low-income persons |
| 2nd Priority | - | Medical trips for other persons |
| 3rd Priority | - | Shopping for low-income persons |
| 4th Priority | - | Shopping for other persons |
| 5th Priority | - | Other eligible destinations |

These trips will be targeted for geographic distribution as follows:

	<u>Rides</u>	<u>% of Rides</u>	<u>Client</u>
Santa Cruz/Mid-County/Aptos/Capitola	2600	56%	90
San Lorenzo/Scotts Valley	1000	22%	60
Watsonville/ Freedom	1000	22%	45

These figures are based on population data derived from the latest census and available transit services for each area of operations. In considering geographic distribution of services, our goal is to provide extra support in those areas which are outside the boundaries of Lifeline services, or which receive limited Lifeline service and have limited public transit services.

C. PROGRAM ACTIVITIES

1. The Volunteer Center will maintain volunteer dispatchers Monday- Thursday 10:00 a.m. to 2:00 p.m. in Santa Cruz, and from 10:00 a.m. to 1:00 p.m. in the Watsonville and Valley centers.
2. When possible, the Volunteer Center will refer those callers whose requests cannot be accommodated through our program to other transportation programs.
3. The Volunteer Center will continue its intensive campaign to recruit new drivers and dispatchers for all three offices.

10-9

4. Volunteer Center staff will attend all meetings of the Elderly and Disabled Transportation Advisory Committee of the Santa Cruz County Regional Transportation Commission.

D. QUARTERLY REPORTS

Quarterly Reports and a Final Activities Report are due to the Transportation Commission and the City of Santa Cruz according to this schedule:

Prior Year Annual Report:	September 2, 2011
Quarterly Activities Report 1:	October 28, 2011
Quarterly Activities Report 2:	February 3, 2012
Quarterly Activities Report 3:	April 27, 2012
Quarterly Activities Report 4:	July 29, 2012

The reports will contain the following information for each center and total:

1. Number of rides provided
2. Trip destinations
3. Mileage claimed
4. Estimated mileage donated
5. Estimated total mileage
6. Average length of trip
7. Number of unduplicated passengers
8. Number of requests for service
9. Number of turndowns
10. Reason for turndowns
11. Number of active volunteers
12. Geographic distribution of clients

E. INSURANCE

Comprehensive auto and general liability insurance over and above that held by the driver will be maintained by the Volunteer Center in the amount of \$1,000,000 per occurrence.

F. CLAIMS

One claim will be submitted for advance payment for the year:

Annual Advance - July 1, 2011	\$61,345
-------------------------------	----------

10-10



VolunteerCenter
Be the difference



March 28, 2011

George Dondero, Executive Director
SCCRTC
1523 Pacific Ave.
Santa Cruz, Ca 95060-3911

Dear Mr. Dondero,

Please find attached our claim for TDA funding for 2011/2012. I attest to the accuracy of the claim and all of its accompanying documentation. If you have any question or concern please feel free to contact me directly at 831-427-5070.

Sincerely,

Lois Connell
Administrative Director

10-11

www.scvolunteercenter.org

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

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

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

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



10-12

AGENDA: April 12, 2011

TO: Elderly & Disabled Transportation Advisory Committee

FROM: Karena Pushnik, SCCRTC Staff

**RE: FY 20110-12 Transportation Development Act Funds for
Community Bridges**

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee recommend that the Regional Transportation Commission approve the Transportation Development Act funding request from the City of Santa Cruz on behalf of Community Bridges for \$515,295.

556,721

BACKGROUND

The Regional Transportation Commission (RTC) allocates Transportation Development Act funds from the region's share of the ¼ cent sales tax according to established formulas in the Commission's Rules and Regulations.

DISCUSSION

At the Regional Transportation Commission's (RTC) March meeting, the FY 2011-12 budget was approved including Transportation Development Act (TDA) allocations for both Community Bridges and the Volunteer Center. The City of Santa Cruz, as a local jurisdiction, has agreed to act as the claimant for both agencies, as it has historically, concurrent with the E/D TAC action.

The budget and program information from the Community Bridges is attached (Attachment 1). Community Bridges serves low income and disabled individuals, many of which are unable to use traditional public transit or the complementary paratransit. The TDA funds are projected to provide over 23,500 of the total of almost 74,000 rides provided by Community Bridges in FY 2011-12. Community Bridges staff will provide details about their TDA funded transportation services at the meeting.

SUMMARY

Staff recommends that the E/D TAC recommend that the Regional Transportation Commission approve the claim from the City of Santa Cruz on behalf of Community Bridges.

Attachment 1: Community Bridges Claim and Background Information

\\E&DTAC\TDA\CTSA\2011\TDAED0411.DOC

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Attachment 1

Transportation Development Act (TDA) – Local Transportation Funds CLAIM FORM

Submit a separate form for each project.

This form has been developed in an effort to standardize information required from TDA recipients, based on TDA Statute, RTC Rules and Regulations, and/or RTC board requests.

If you have any questions about this claim form or would like an electronic copy of the form, please contact the Santa Cruz County Regional Transportation Commission at 460-3200.

Project Information

1. Project Title: Lift Line / CTSA Specialized Paratransit Service for Santa Cruz County
2. Implementing Agency: Community Bridges
3. Sponsoring Agency (if different) – must be a TDA Eligible Claimant: The City of Santa Cruz acts as the eligible TDA claimant for Lift Line. Lift Line receives the TDA funds through a contract with the City of Santa Cruz.
4. Funding requested this claim: TDA \$ 515,295
STA (transit only) \$ _____
5. Fiscal Year (FY) for which funds are claimed: FY 11 / 12
6. General purpose for which the claim is made, identified by the article and section of the Act which authorizes such claims:

<input type="checkbox"/> Article 8 Bicycle and/or Pedestrian Facility	<input checked="" type="checkbox"/> Article 8 Specialized Transportation
<input type="checkbox"/> Article 4 Public Transportation	<input type="checkbox"/> Article 3 & 8 TDA Admin or Planning
7. Contact Person/Project Manager
Name: Catherine Patterson Valdez
Telephone Number: 831-688-8840 ext. 244 E-mail: catherinep@cbridges.org

Secondary Contact (in event primary not available) : Michael Robins
Telephone Number: 831-688-8840 ext. 204 E-mail: michaelr@cbridges.org
8. Project/Program Description/Scope (use additional pages, if needed, to provide details such as work elements/tasks. *Please see Exhibit C-1 and C-2 attached.*
9. Project Location/Limits (attach a map and/or photos if available/applicable, include street names):
The TDA funding for CTSA to coordinate and provide specialized transportation for Santa Cruz County residents, including out of county medical clinics and hospitals in San Francisco, San Mateo and Santa Clara Counties
10. Justification for the project. (Why is this project needed? Primary goal/purpose of the project; problem to be addressed; project benefits; importance to the community)
Community Bridges has been the designated Consolidated Transportation Services Agency (CTSA) since 1982. CTSA's are authorized under California Government Code Sections 15975 and 15950-15952 which were enacted pursuant to the Social Service Transportation Improvement Act. The purpose of the CTSA is to improve transportation required by social service recipients by promoting the consolidation and coordinating of social service transportation. As the Consolidated Transportation Service Agency, Lift Line is coordinating

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transportation services with other transportation and human service agencies in order to provide the most efficient transportation possible. Some of them are the Santa Cruz County School Districts, Family and Children's Services of the County of Santa Cruz, County office of Education, Veterans Service Offices in Santa Cruz and Palo Alto, and other hospitals and medical facilities. Lift Line is also working closely with several other non-profit organizations and other Counties to continue to define and create an effective mobility management center to help mobilize resident with various disabilities, low income and senior populations to travel easily throughout our County as well as to travel seamlessly throughout our tri-county region, also now to include the Santa Clara County. This is consistent with the AMBAG Coordinated Plan.

The benefit's to having CTSA coordination is to improve and identify the need for specialized transportation equipment, if the equipment is funded through Caltrans 5310 and isn't reaching it's proposed requirements, as the CTSA, the equipment can be coordinated for use through other identified paratransit services. CTSA roll is to provide adequate training to ensure that not only Lift Line staff operates in a safe and sensitive manner but to provide expertise and training for other transportation providers in the County. Lift Line is currently providing access to transportation tools and training to ensure local human service agencies and local skilled nursing facilities' are also providing safe transportation service. For example we offer CPR training times as well as diversity and sensitivity training. This also allows all of us to obtain cost savings from centralized scheduling, dispatching, and maintenance and administrative efficiencies.

Pursuant to the CTSA designation for Santa Cruz County, Community Bridges operates the Lift Line transportation program, which works in identifying unmet transportation needs, coordinates and provides social service transportation services to low-income seniors, disabled residents, underserved populations and other persons in Santa Cruz County. Lift Line directly address the issues identified through the unmet needs process by providing rides to medical appointments (including dialysis), alternative care, mental health and various therapy appointments.

11. Project Productivity Goals for this fiscal year:

- a. Measures of performance, success or completion to be used to evaluate project/program (ex. increase use of facility/service, decrease collisions, etc.):

The majority of our dispatching/scheduling is automated with Mobil Data Computers (MDC) and Automatic Vehicle Locaters (AVL) that integrate with Trapeze, making it easy to make changes if needed and track rides as they occur. As rides are completed, the MDCs tag completed rides with real pickup and drop-off times and highlight these times in blue, making it easier for our dispatchers to monitor all rides. Likewise, uncompleted or unassigned rides (such as will-call returns) are highlighted in red to inform the dispatcher of the priority of pending trips. The addition of the AVLs in the fleet allows Lift Line to monitor and track vehicles at any moment. These systems allow Lift Line to provide accurate monthly encounter data to satisfy data requirements. We will continue to provide our quarterly TDA reports, with the RTC reporting requirements, which are generated directly from the actual rides performed and documented through these systems. Lift Line Dispatch System still has some components that are manual, for back up in case of power loss or technical problems that occasionally occur, when connections through the system can not be made. Since we can not determine in advance when a power or technical problem should arise, we give all drivers a paper manifest to work from daily so as to not lose any information. Daily drivers fill out paper work to let us know if they have any incidents, accidents or mechanical failures. In order to track turndowns and referrals anyone answering the phones keep track daily on a specified phone log.

Performance Measures to be included in Quarterly Reports

The quarterly reports are to include the following:

1.	Unduplicated passengers per month
2.	Total passenger trips (units of service) per month
3.	Incidents per month
4.	Accidents per month
5.	Mechanical failures* (including lift failure) per month

6.	No-shows per month
7.	Turndowns or referrals per month
8.	Cancels per month
9.	Donations per month
10.	Total operating cost per passenger
11.	Total operating cost per vehicle service hour
12.	Total passengers per vehicle service hour
13.	Total passengers per vehicle service mile
14.	Fare box recovery level
15.	Van mileage per program
16.	% of Rides performed by subcontractors
17.	% of shared trips/ Average vehicle occupancy
18.	% of cancellations of total rides

*Mechanical failure means any problem which results in a delay of one hour or longer, or cancellation of service.

- b. Number of people to be served/anticipated number of users of project/program (ex. number of new or maintained bike miles; number of people served/rides provided):

Lift Line's is projecting to provide service to over 500 Santa Cruz residents who will need specialized wheel-chair accessible vans and is projecting to provide and coordinate over 73,000 rides in the 2011/2012 fiscal year. *Please see Exhibit C-1 and C-2 Operating Plan for details.* Lift Line will continue to provide responsive, non-emergency health and medical paratransportation for seniors and disabled residents of Santa Cruz County, all of which are low-income. Trips are provided to health and medical destinations such as hospitals, medical centers and clinics, doctor's offices, pharmacies, dialysis centers, and various mental health and physical therapy appointments. In partnership with Central Coast Alliance for Health, rides to medical destinations will be provided for qualified members. Lift Line works closely with Watsonville Dialysis and Santa Cruz Satellite Dialysis to provide flexible services for its clients who are unable to use transit or METRO ParaCruz services. We have increased our ride request for TDA Medical rides to prepare for the loss of funding from the 5317 grant for dialysis and Veterans riders which is ending in September 2011. Also, to service former METRO ParaCruz clients who may lose transportation services due to bus route cuts.

12. Consistency and relationship with the Regional Transportation Plan (RTP) - Is program/project listed in the RTP and/or consistent with a specific RTP Goal/Policy?

This is RTP project #VC-P1. It is consistent with Goals #1 and #2 to maintain the transportation system and increase mobility; Policy 1.3.5 to coordinate specialized transportation services; Policy 1.3.9 to Encourage volunteer, friend and relative-provided transportation for the elderly and disabled, especially in rural areas; Policy 3.5 Promote social equity with all transportation decision, including consideration of income, gender, race, age, physical and mental ability, and transit dependency; Policy 3.5.3 Support programs that address the transportation needs of low-income people; and Policy 5.4.6 Give high priority to currently unmet needs for essential (medical or medically related) transportation for expansion of TDA-funded paratransit service. Community Bridges and Lift Line staff works with the Regional Transportation Commission and the members of the Elderly and Disabled Transportation Advisory Committee, In Home Support Service Commission, Commission on Disabilities, Human Care Alliance, and the local Senior Network Agency to identify specialized transportation needs for Santa Cruz County. Lift Line as a program of Community Bridges works closely with local human service and transportation programs on local and regional coordinated plan projects, as required by Federal and State Transportation Agencies. These are included in both the RTP, which is updated every 3-5 years, and the AMBAG Monterey Bay Coordinated Human Services Transportation Plan. Projects/programs in the 2010 RTP within Projected Funds list include: continued non-ADA mandated paratransit services including medical service rides, Elderday adult day health care, senior meal sites, non-emergency same day transportation for medically fragile individuals, and

expanding the non-ADA mandated paratransit system to meet the growing specialized transportation needs of seniors and people with disabilities. In 2010 Lift Line collaborated with San Andreas Region Center in San Jose to help provide rides from Salinas, Seaside, Marina, Castroville and Prundale to an adult day center for developmentally disabled adults in Carmel.

13. Impact(s) of project on other modes of travel, if any (ex. parking to be removed):

Lift Line is a complimentary service to the ADA- mandated METRO ParaCruz service. In addition, Lift Line provides a more flexible specialized transportation service for ongoing identified unmet immediate service needs. Due to the diverse nature of our services, Lift Line is able to group riders in various service categories, which ultimately reduces the number of vehicles needed to perform rides and in turn cuts down on traffic and emissions. In the current fiscal year 2010/2011, Lift Line is optimizing service by scheduling ride in the most efficient manner and projecting to ultimately reduce the cost of each ride by grouping ride types for long distance, cross county rides. Lift Lines goal is to continue to provide service in this manner, however, with the increase of fuel costs, even grouping rides is still projected to increase costs in our overall service.

14. Estimated Project Cost/Budget, including other funding sources, and Schedule: *(attach project budget). Specialized Transportation Claims require 10% local match. Local match can take the form of fares, donations, agency charges, grants, revenue sharing and other non-restricted sources. In kind services many NOT apply toward the local match.*

What is the total project cost? Total CTSA Transportation Budget = \$1,998,232 (TDA only = \$515,295)

Is project fully funded? YES

What will TDA (and STA) funds be used on (ex. administration, brochures, engineering, construction)?
These funds will be used for administration, all cost related to provision of paratransit rides, and vehicle/communications acquisition.

This is clearly identified in our Operating Plan Exhibit C-2. *Please see TDA Operating Plan, Exhibit C-2.*

15. Preferred Method and Schedule for TDA fund distribution *(see RTC Rules and Regulations for details):*

CTSA: ☒ Quarterly disbursement, with up to 35% in first quarter, and the remaining quarterly payments being one-third of the remaining claim amount;
OR ☐ Quarterly disbursement

16. TDA Eligibility:

	YES?/NO?
A. Has the project/program been approved by the claimant's governing body? Form of approval <u>Community Bridges Board Resolution</u> . (eg resolution, work program, budget, other document) If "NO," provide the approximate date approval is anticipated. _____	YES
B. Has this project previously received TDA funding?	YES
C. For capital projects, have provisions been made by the claimant to maintain the project or facility, or has the claimant arranged for such maintenance by another agency? (If an agency other than the Claimant is to maintain the facility provide its name: _____)	YES
D. Bike, Ped, and Specialized Transportation Claims: Has the project already been reviewed by the RTC Bicycle Committee and/or Elderly/Disabled Transportation Advisory Committee? (If "NO," project will be reviewed prior to RTC approval). April 2011 E&D TAC meeting	YES
E. For "bikeways," does the project meet Caltrans minimum safety design criteria pursuant to Chapter 1000 of the California Highway Design Manual? (Available on the internet via: http://www.dot.ca.gov).	N/A

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SCMTD, CTSA, Bike to Work, CTSC Only – PLEASE KEEP ANSWERS BRIEF

17. Improving Program Efficiency/Productivity

- Describe any areas where special efforts have been made in the **last fiscal year** to reduce operating cost and/or increase ridership/program usage. Note any important trends.

Currently Community Bridges Lift Line is in UTU negotiations addressing ways to lower more economical issues impacting the operations of the budget. Routes continue to be assessed and re-structured to increase productivity by grouping rides so that the vehicles are serving at capacity as much as possible. The current cost per service unit has gone down this year due primarily from the increase in Lift Line providing more rides to residents both in and out of the METRO service area, which has impacted the shared costs of general operations. Subcontractors continued to be used however, the rates to assist with longer rides to and from North and South County are much higher than previous years, and in order to help cut these costs we are working with physicians and medical groups to work toward grouping their clients. Due to our ability to efficiently group riders, and the increase in outside service contracts, the overall cost of the other 11/12 TDA programs went down. We continue to work on state wide workers comp pool to reduce our premiums. Lift Line also maintained optimum fleet size for services provided. Taking into consideration the national, state and local government financial unbalance, as well as the international fuel issues, which has caused the cost of fuel to fluctuate at a rate that is incredibly hard to forecast, we continue to receive phone calls from concerned residents about available transportation options. Our local residents call Lift Line on a daily basis to voice their concern, and our focus has been on helping these residents identify the most cost effective way for them to move around the County, as well as to Out-of-County medical appointments.

Lift Line Division Director has participated in several outreach forums in the community that are addressing the transportation needs of the local senior and disabled population as well as conducting presentations to local service organizations and senior living facilities. Lift Line annual participates in local business and health fairs to increase community awareness about local transportation service. A new brochure was designed for the Out-of-County Medical volunteer transportation service and an application was also created to help determine eligibility and need for this specialized paratransit service.

A new process that was created from the past years MORE Outreach program is that the County Health Service Department's like In Home Health Services and California Children Services, as well as local medical facilities, and the Senior Network Services are assisting their clients to help fill out the TDA Medical Transportation Application and fax them, with the required supporting documents, to our office daily. One notable and visible trend Lift Line is seeing with the new process is the request for service for low-income families of disabled children are requiring the TDA Medical ride services and Out-of-County medical transport.

- Goals for next fiscal year (ex. identify opportunities to maximize economies of scale, planned productivity improvements). Describe any areas where special efforts will be made to improve efficiency and increase program usage/ridership:

The Mobility OutReach and Education (MORE) project grant analysis has supported the need for a mobility management center and identified unmet transportation issues and needs for Lift Line as the CTSA to address. The goal for Lift Line as the CTSA, within the economic stability of the next year and support of the local RTPA, is to procure a supporting grant to support a site and develop a use outline of a Mobility Management Center. We will continue working with the coordinated plan to develop solutions around transportation needs of some of the most disenfranchised populations in our community. The outcomes of this project has enabled us to more effectively carry out our mission to broaden mobility opportunities for all individuals by providing and coordinating the most accessible transportation possible.

18. What is different from last year's program/claim?

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This year Community Bridges Lift Line/CTSA is asking for increased funds to support the "Out of County" volunteer program. Also, support once again for Homeless Service Center's Paul Lee Loft Shelter & Winter Shelter Program this is an Emergency-shelter service that is located on the HSC campus for 46 adults, 365 days per year. Lift Line is asking for funds to offset the expenses incurred during the winter months, additional shelter is provided at the National Guard Armory Lift Line's transportation service operating from the HSC campus, there is at least one wheelchair bound participant transported both ways daily.

19. Schedule of regular progress reports including an evaluation at the end of the year:

☒ CTSA: Specialized Transportation: Quarterly to E/D TAC, RTC: November 2011, January 2012, April 2012, July 2012 and year end report 11/12 (Months/Year)

CTSA and Volunteer Center (Article 8) Only

20. Are these transportation services responding to transportation needs not otherwise being met within the community or jurisdiction of the claimant? Describe.

Yes. For our target population we provide transportation that is otherwise not available. Lift Line paratransit services are provided to seniors and people with disabilities that can't drive, are not able to use our METRO or METRO ParaCruz services (do not have the financial resources, have origins/destinations out side the service area or have wheelchairs that do not meet the size criteria). Also, the out of county TDA Medical ride services is used for residents who have no other resources, particularly due to financial restraints, to get to critical care treatment. The veterans we are currently providing paratransit services to are funded through the FTA Section 5317 New Freedom (NF) Grants Program. We provided rides to the outpatient clinic in Seaside, these Veterans are 50% or more disabled and can not ride the currently available general public veterans bus service, due to the fact their need require special vehicle type and are not ready for public transport. Our transportation role is to help them get to severely needed resources helping them to rehabilitate and get them back to a place where they can once again use public transportation. Even though the funds for this service are coming to an end Lift Line/CTSA will continue to seek other funding sources to support this service, which will now become an unmet need in the coordinated plan.

21. Where appropriate, are these specialized transportation services coordinated with other transportation services? Describe.

Lift Line, as the CTSA, acts as the safety net transportation service for low-income seniors and disabled individuals unable to secure mobility through other programs. In addition, Lift Line coordinates and refers people daily to other services more suited to their specialized transportation requirements such as: METRO bus or METRO ParaCruz; local taxi services through the taxi scrip program; the Volunteer Center; Veterans Services and our in house "Out of County" volunteer TDA Medical ride service. Lift Line continues coordinates with the Central Coast Alliance for Health in Santa Cruz and Monterey Counties to get Medi-Cal patients to essential medical appointments who cannot transfer from their mobility device to a bus seat or are too large to use local METRO ParaCruz ADA guidelines services. We work closely with Watsonville Dialysis and Santa Cruz Satellite Dialysis to provide flexible service for the clients. We help identify an individual's specific need for specialized transportation service and coordinate not only services in our County, but also for rides to neighboring counties of San Benito, Monterey and Santa Clara. In addition, Lift Line assists those who call from other parts California as well as callers from out of the state looking for health services as well as public and specialized transportation. Lift Line's Division Director will continue to participate with local and statewide transportation groups to develop coordinated processes and keep updated on current and new transportation system for our seniors and disabled residents.

22. Provide performance information, as pertinent, such as: verification of the operating cost per passenger, operating cost per vehicle service hour, passengers per vehicle service hour, passengers per vehicle service mile, and vehicle service hours per employee for last fiscal year (definitions available in Section 99247 of

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TDA Guidelines). (99246)

Yes. All TDA reports, quarterly and annual are sent directly to the RTPA within the scheduled time schedules. These reports are included in the above listed performance measures.

23. Discuss the needs and types of the passengers being served and the employment of part-time drivers and the contracting with common carriers of persons operating under a franchise or license to provide services during peak hours. (99246)

There are times during the day when it is more cost effective to use taxi to provide some of the TDA Medical rides, especially when they are short rides and more on an individual need basis, while Lift Line buses provided more of the grouped rides. Lift Line has two part-time driver; one works weekends to provide transportation for the Homeless Service Center and the other who provides paratransit transportation 7:45 am to 1:00 pm for the current 5317 funded Veterans transportation service.

SCMTD, CTSC, Volunteer Center & RTC Only

24. List the recommendations provided in the last TDA Triennial Performance Audit and your progress toward meeting them.
- Describe the work your agency has undertaken to implement each performance audit recommendation and the steps it will take to fully implement the recommendation.
 - For any recommendations that have not been implemented, explain why the recommendation has not been implemented and describe the work your agency will undertake to implement each performance audit recommendation.
 - Describe any problems encountered in implementing individual recommendations.

TDA Triennial Performance Audit Recommendations:

- 1) The current and future agreements that permit the pass-through of TDA Article 8 funds from the City of Santa Cruz to Community Bridges and the Volunteer Center should be amended to include the requirement that the performance measures identified in PUC Section 99246(d) be reported at least annually to the City and to SCCRTC.

Pulled from the California Public Utilities Code Section 99247 for reference:

For purposes of Section 99246, and as used elsewhere in this article:

(a) "Operating cost" means all costs in the operating expense object classes exclusive of the costs in the depreciation and amortization expense object class of the uniform system of accounts and records adopted by the Controller pursuant to Section 99243, and exclusive of all subsidies for commuter rail services operated under the jurisdiction of the Interstate Commerce Commission and of all direct costs for providing charter services, and exclusive of all vehicle lease costs.

(b) "Operating cost per passenger" means the operating cost divided by the total passengers.

(c) "Operating cost per vehicle service hour" means the operating cost divided by the vehicle service hours.

(d) "Passengers per vehicle service hour" means the total passengers divided by the vehicle service hours.

(e) "Passengers per vehicle service mile" means the total passengers divided by the vehicle service miles.

(f) "Total passengers" means the number of boarding passengers, whether revenue producing or not, carried by the public transportation system.

(g) "Transit vehicle" means a vehicle, including, but not limited to, one operated on rails or tracks, which is used for public transportation services funded, in whole or in part, under this chapter.

(h) "Vehicle service hours" means the total number of hours that each transit vehicle is in revenue service, including layover time.

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(i) "Vehicle service miles" means the total number of miles that each transit vehicle is in revenue service.

(j) "Vehicle service hours per employee" means the vehicle service hours divided by the number of employees employed in connection with the public transportation system, based on the assumption that 2,000 person-hours of work in one year constitute one employee. The count of employees shall also include those individuals employed by the operator which provide services to the agency of the operator responsible for the operation of the public transportation system even though not employed in that agency.

- Community Bridges complies with all of the above requirements except (j) "Vehicle service hours per employee" we will work with the RTPA of Santa Cruz County to create a performance measuring tool to be included in all quarterly and annual reports.

2) *The SCCRTC should work closely with the Santa Cruz Metro, Community Bridges, and the Volunteer Center to develop an SRTP update, including the following plan elements: financially sustainable public transportation levels; vehicle replacement needs for each agency; and countywide performance goals objectives and measurable standards. The SCCRTC's involvement in the SRTP effort could include coordination, technical assistance, and partial funding.*

- Community Bridges enter is interested in working with the entities to develop an updated SRTP. To date, work on this document has not yet started due to the lack of funding to undertake a comprehensive long range plan. Community Bridges will undertake long range planning efforts as part of the Regional Transportation Plan update underway by the SCCRTC.

3) Community Bridges should work their respective annual fiscal and compliance auditors to evaluate the transportation related measures required under the TDA, including annual operating costs and revenues.

- Community Bridges Lift Line has committed to work with our fiscal and compliance auditors to evaluate the transportation related measures required under the TDA, including annual operating costs and revenues.

Documentation to Include with Your Claim:

All Claims

- ☐ A letter of transmittal addressed to the SCCRTC Executive Director that attests to the accuracy of the claim and all its accompanying documentation.
- ☐ Statement from the TDA Eligible Claimant indicating its role and responsibilities.

Article 8 Bicycle/Pedestrian Claims

- ☐ Evidence of environmental review for capital projects

All Transit and Specialized Transportation Claims (SCMTD, CTSA, and Volunteer Center)

- ☐ A copy of the operating and capital budgets for the coming fiscal year
- ☐ Description of capital projects, including time frame over which project will be funded and implemented
- ☐ Operating Plan for current and upcoming activities – can be within project description

Article 4 Transit Claims

- ☐ A certification from the California Highway Patrol (completed within the last 13 months) indicating that the operator is in compliance with Section 1808.1 of the Vehicle Code.
- ☐ Other Certifications

Local Agency Certification:

This TDA Claim has been prepared in accordance with the SCCRTC's Budget, SCCRTC's Rules and Regulations, and Caltrans TDA Guidebook (<http://www.dot.ca.gov/hq/MassTrans/State-TDA.html>). I certify that the information provided in this form is accurate and correct. I understand that if the required information has not been provided this form may be returned and the funding allocation may be delayed.

Signature _____ Title: _____ Date: _____



COMMUNITY BRIDGES

Puentes de la Comunidad

236 Santa Cruz Avenue, Aptos, CA 95003
P. 831.688.8840 F. 831.688.8302
www.communitybridges.org

AGENCY BOARD RESOLUTION


RESOLUTION # 2011-03-01

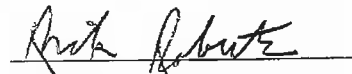
Duly noticed regular meeting of the Community Bridges Board of Directors held on March 16, 2011 the following resolution was made.

Whereas the Board discussed on **Community Bridges/Lift Line TDA claim for the 11/12 fiscal year.**

Whereas the Board of Directors of Community Bridges (CB) hereby authorizes Community Bridges/Lift Line to make a claim for the 11/12 TDA funds from the Regional Transportation Commission through the City of Santa Cruz.


It is further resolved that the officers and the President/CEO and/or designees are authorized to sign any documents and take any steps necessary to fulfill the intent of this Resolution.

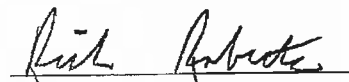

Barbara Frank, President


Rick Roberts, Secretary

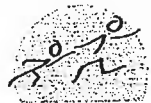
VERIFICATION

Each of the undersigned declares under penalty of perjury under the laws of the State of California that the statement in the foregoing certificate are true and correct of his or her own knowledge, and that this declaration was executed on 3/16, 2011, at Aptos, California.


Barbara Frank, President


Rick Roberts, Secretary

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COMMUNITY BRIDGES
Puentes de la Comunidad
www.communitybridges.org

The Community Bridges
Family of Programs



BFCC
Beach Flats
Community Center



Child and Adult Care
Food Program



Child Development Division



Live Oak
Family Resource Center

LIFT LINE

Consolidated Transportation
Services Agency



LA MANZANA
COMMUNITY RESOURCES



Meals on Wheels



Mountain Community Resources
Centro de Recursos de la Montaña



WIC
WOMEN, INFANTS & CHILDREN
Nutrition Program

COMMUNITY BRIDGES - LIFT LINE / CTSA
TDA 2011-12 BUDGET

EXHIBIT A, Page 1 of 3

ACCOUNT TITLE	TDA			TDA		
	2011-2012 BUDGET	& MATCH 2011-2012 BUDGET	CTSA 2011-2012 BUDGET	2010-2011 BUDGET	& MATCH 2010-2011 BUDGET	CTSA 2010-2011 BUDGET
PERSONNEL:						
SALARIES & WAGES	174,331	386,922	489,788	151,862	333,211	472,739
FRINGE BENEFITS: UNEMPLOYMENT	2,615	5,804	7,347	2,278	4,998	7,082
WORKERS COMP	9,588	21,281	27,163	8,352	18,327	39,560
HEALTH INSUR.	55,786	123,815	159,913	48,596	106,627	136,279
FICA	12,552	27,858	35,020	10,934	23,991	33,994
401K PLAN	1,395	3,095	3,803	1,215	2,666	3,332
TOTAL PERSONNEL COSTS:	256,266	568,775	723,034	223,236	489,819	692,986
SERVICES & SUPPLIES:						
OPERATING:						
VEHICLE OPERATIONS-GAS	45,147	82,068	109,424	14,850	80,567	107,422
VEHICLE LICENSES	531	1,580	2,106	521	1,580	2,106
VEHICLE MAINTENANCE	6,100	17,299	23,065	5,980	16,959	22,612
VEHICLE INSURANCE	22,712	49,587	66,116	22,267	48,615	64,820
COMMUNICATIONS-RADIO	5,565	11,268	15,024	5,456	10,835	14,447
TOTAL VEH. OPERATING COSTS:	80,055	161,801	215,735	49,073	158,555	211,407
OTHER OPERATING & ADMINISTRATION COSTS:						
CONTRACTED SERVICES	0	0	0	0	0	0
PROFESSIONAL SERVICES	870	2,332	3,109	853	5,582	7,442
JANITORIAL SERVICES	513	1,103	1,470	503	1,084	1,445
FUNDRAISING COMM RELATIONS	0	0	3,292	0	0	3,292
STAFF TRAVEL	150	150	150	150	150	150
MINOR EQUIPMENT	150	150	200	150	150	1,000
EQUIPMENT MAINT & REPAIR-MENTOR	17,595	17,595	23,460	12,460	18,750	22,810
OFFICE SUPPLIES	0	0	849	0	637	849
PROGRAM SUPPLIES	552	683	911	541	1,406	1,874
VEHICLE MAINT SUPPLIES	670	1,177	1,569	657	1,007	1,342
COMPUTER SUPPLIES/RELATED	181	549	732	177	1,088	1,450
POSTAGE	533	567	756	523	556	741
SPACE RENTAL	11,643	33,339	44,452	11,415	35,639	47,519
UTILITIES	2,544	6,296	8,394	2,494	5,918	7,890
SPACE MAINTENANCE	239	1,461	1,948	235	313	417
TELEPHONE	1,880	2,759	3,679	1,843	2,458	3,277
MISCELLANEOUS FEES	423	3,689	4,919	414	3,952	5,269
STAFF TRAINING	476	476	635	341	455	607
INSURANCE-GEN'L LIABILITY & FIDELITY	1,836	1,836	1,836	1,013	1,350	1,800
MEMBERSHIPS/SUBSCRIPTIONS	380	380	380	210	280	373
PRINTING & COPYING	52	1,096	1,461	51	1,050	1,400
ADVERTISING	0	750	1,000	2,315	2,315	3,087
TAXI - ELDERDAY RIDES	11,171	11,171	11,171	10,306	10,306	10,306
TAXI - MOW RIDES	18,887	25,183	25,183	18,413	24,551	24,551
SUBSIDIZED TAXI - LL RIDES	22,500	42,002	42,002	22,500	42,404	60,404
SUBSIDIZED TAXI - SCRIP	0	17,162	17,162	0	27,504	27,504
MSSP SERVICE EXPENSE	0	0	13,899	0	0	17,528
EQUIP FINANCING	0	0	10,557	0	0	14,076
TRANSF TO EQUIP RESERVE	12,878	12,878	12,878	31,718	31,718	31,718
TRANSF FROM EQUIP RESERVE	0	0	0	0	0	0
MAJOR EQUIPMENT 5310	0	631,221	631,221	38,776	38,776	38,776
AGENCY OVERHEAD	72,850	146,070	190,188	61,031	136,906	193,575
TOTAL ADMINISTRATION COSTS:	178,974	962,075	1,059,464	219,089	396,302	532,472
TOTAL EXPENDITURES	515,295	1,692,651	1,998,232	491,399	1,044,677	1,436,865
TOTAL REVENUES	515,295	1,692,651	1,998,232	491,399	1,044,677	1,436,865
NET GAIN (LOSS)	0	0	0	(0)	0	0

11-12

COMMUNITY BRIDGES - LIFT LINE / CTSA
TDA 2011-12 BUDGET

EXHIBIT A, Page 2 of 3

ACCOUNT TITLE	TDA 2011-12 BUDGET	TDA & MATCH 2011-12 BUDGET	CTSA 2011-12 BUDGET	TDA 2010-11 BUDGET	TDA & MATCH 2010-11 BUDGET	CTSA 2010-11 BUDGET
REVENUE:						
TDA	515,295	515,295	515,295	491,399	491,399	491,399
FTA SECTION 5310		631,221	0		34,328	34,328
CITY OF SANTA CRUZ		17,454	17,454		17,454	17,454
CITY OF CAPITOLA		44,800	44,800		44,800	44,800
CITY OF SCOTTS VALLEY		2,820	2,820		2,820	2,820
CITY OF WATSONVILLE		2,617	2,617		2,617	2,617
COUNTY OF SANTA CRUZ		8,761	8,761		8,761	8,761
AREA AGENCY ON AGING-TITLE IIIB		39,450	39,450		39,450	39,450
M.O.R.E.		0	0		0	0
FTA SECTION 5310		0	631,221		0	0
FTA SECTION 5317		0	39,558		0	154,668
MONTEREY PENIN FDN		0	26,000		0	19,500
DOMINICAN HOSPITAL		0	2,767		0	1,844
MEDI-CAL (CCAH)		0	12,000		0	8,544
OUTSIDE CONTRACTS		0	110,700		0	100,609
OUTSIDE CONTRACTS- ISSP		0	49,599		0	49,599
OUTSIDE CONTRACT - ELDERDAY		392,044	392,044		365,289	365,289
SCRIP - CLIENT TAXI PMTS		8,189	8,189		7,759	7,759
SCRIP - MSSP		0	34,892		0	35,799
MOW INTER-PROGRAM CHARGES		30,000	30,000		30,000	30,000
INTEREST INCOME		0	0		0	0
FUNDRAISING		0	5,575		0	1,572
DONATIONS		0	8,000		0	5,433
PROGRAM INCOME - OTHER		0	0		0	0
VEHICLE INTER-PROGRAM		0	12,000		0	12,000
INTERPROG-OUTSIDE CONTRACTS		0	490		0	490
VEHICLE SALES		0	4,000		0	0
IN-KIND REVENUE-OOC VOLUNTEERS		0	0		0	2,130
BAD DEBT ALLOWANCE		0	0		0	0
TOTAL REVENUES	515,295	1,692,651	1,998,232	491,399	1,044,677	1,436,865

11-13

OPERATING FUND SOURCES	CTSA FINAL FY 09-10	CTSA BUDGET FY 10-11	CTSA BUDGET FY 11-12
TDA	531,399	491,399	515,295
CITY OF SANTA CRUZ	15,674	17,454	17,454
CITY OF CAPITOLA	44,800	44,800	44,800
CITY OF SCOTTS VALLEY	2,820	2,820	2,820
CITY OF WATSONVILLE	2,755	2,617	2,617
COUNTY OF SANTA CRUZ	9,748	8,761	8,761
AREA AGENCY ON AGING-TITLE IIIB	40,344	39,450	39,450
M.O.R.E.	24,023	0	0
FTA SECTION 5317	90,387	154,668	39,558
MONTEREY PENIN FDN	26,000	19,500	26,000
DOMINICAN HOSPITAL	1,880	1,844	2,767
MEDI-CAL (CAH)	15,184	8,544	12,000
OUTSIDE CONTRACTS	49,807	100,609	110,700
OUTSIDE CONTRACT - ISSP	49,599	49,599	49,599
OUTSIDE CONTRACT - ELDERDAY	375,069	365,289	392,044
TAXI SCRIP SALES	7,891	7,759	8,189
MSSP SCRIP	17,635	35,799	34,892
MOW INTERPROGRAM CHGS.	30,000	30,000	30,000
INTEREST INCOME	0	0	0
FUNDRAISING	1,572	1,572	5,575
DONATIONS	3,121	5,433	8,000
PROGRAM INCOME - OTHER	646	0	0
VEHICLE INTERPROGRAM	10,851	12,000	12,000
INTRAPROG. OUTSIDE CONTRACTS	515	490	490
VEHICLE SALES	800	0	4,000
IN-KIND REVENUE	14,747	2,130	0
BAD DEBT ALLOWANCES	(14)	0	0
SUBTOTAL REVENUES	1,367,253	1,402,537	1,367,011
SECTION 5310 - PASS THRU		34,328	631,221
TOTAL REVENUES	1,367,253	1,436,865	1,998,232

11-14

EXHIBIT B

CTSA FIVE YEAR CAPITAL IMPROVEMENT PLAN 10/11 FISCAL YEARS: 11/12 THROUGH 14/15

CAPITAL REVENUE					
	Projected 2010-2011	Projected 2011-2012	Projected 2012-2013	Projected 2013-2014	Projected 2014-2015
Fund Balance	\$0	\$27,271	\$40,150	\$45,151	\$48,452
FTA Section 5310	\$34,328	\$631,221	\$0	\$6,800	\$0
Addition to Fund	\$31,718	\$12,878	\$5,000	\$5,000	\$5,000
Fund Interest	\$1	\$1	\$1	\$1	\$1
Total	\$66,047	\$671,371	\$45,151	\$56,952	\$53,453
CAPITAL EXPENDITURES					
	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Equipment Purchase	\$38,776	\$631,221	\$0	\$8,500	\$0
Major Maintenance	\$0	\$0	\$0	\$0	\$0
Total	\$38,776	\$631,221	\$0	\$8,500	\$0
Year-End Balance	\$27,271	\$40,150	\$45,151	\$48,452	\$53,453

Notes:

1. As Capital Grants are indefinite, and as capital equipment arrival dates vary, projected figures may require adjustment.
2. "Equipment Purchase" in 10/11 includes 3 MDC's, Training Projector, 2 laptop computers and vehicle security cameras.
3. "FTA Section 5310" in 11/12 includes computer server software and equipment, new MDC radios and paratransit vehicles.
4. "Equipment Purchase" in 13/14 is for a brake lathe.

EXHIBIT C-1
Lift Line / CTSA
11/12 OPERATING PLAN

1. Operating Plan

The Lift Line program provides demand response, non-emergency health and medical transportation for low-income seniors and disabled residents of Santa Cruz County. Riders are not charged a fare for the service, although donations are accepted. Service is generally offered 5:30 AM to 10:30 PM, seven days a week (with the exception of published holidays). Service is focused on individuals that live outside the METRO ParaCruz service area, those that are unable to afford the METRO ParaCruz fare, those that do not meet the ADA eligibility requirements and those that need a higher level of service than can be provided by METRO ParaCruz. Lift Line operates a fleet of 22 wheel-chair accessible vans, providing responsive specialized transportation to health and medical facilities for low-income seniors and disabled residents of Santa Cruz County. Transportation is provided to destinations such as doctor's offices, pharmacies, Elderday adult day health care, Senior Dining Centers, Dialysis Sites and various medical therapy appointments. As of September 2009 we also took in house the coordination of the volunteer out-of-county transportation program that provides medical rides to San Francisco, Alameda, Santa Mateo and Santa Clara Counties.

Due to the current demand for service during our peak hours we have been asking our TDA medical clients to work with us and try to book their medical rides between 10:30am and 1:45 pm. Lift Line has been working closely with local medical facilities to optimize this preferred window of service for this select group of Santa Cruz residents.

Community Bridges maintains comprehensive auto and general liability coverage, including the City of Santa Cruz and SCCRTC as additional insured parties. A copy of each insurance certificate shall be filed with the City and with SCCRTC.

Lift Line is seeking to both continue the TDA Medical Rides service and to ensure that this service reaches those with the most need. Lift Lines projected TDA Medical Rides for 10/11 was 4,700, we have provided 3,712, and we are currently at 118% of our goal. These rides include participants that have no other transportation options to and from the Cabrillo Stoke Center (now located on the Aptos Cabrillo College campus), Central Coast Alliance for Health Medi-Cal program, and clients with multiple sclerosis, as well as other low-income seniors and disabled residents with specialized medical transportation needs. Rides would be available to participants outside the METRO service area, those who do not have the means to pay \$6.00 round trip METRO ParaCruz fee, those who do not meet or go beyond the ADA parameters and individuals who need door-to-door assistance. With the current proposed route cuts by the METRO, even though minimal, it will increase the demand for service for a new larger service area. Lift Line is planning to ensure service for this new broader request for medical ride services.

In the past our eligibility process was to mail all application to residents who are requesting Lift Line specialized transportations service. However, since the MORE outreach project we have developed a broader collaboration and are now working with the County, medical facilities and human service agencies to assist some of the more hard to reach residents in filling out the TDA applications. The TDA application asks residents for proof of age, and/or disability and income; they return, to Lift Line, a completed and signed application with the appropriate attachments as proof of qualification. At this point we determine if they meet the criteria for service then send

them a letter of eligibility for rides or work directly with the social working that is assisting their clients and their families.

Lift Line also coordinates with the local taxi companies to offer the very popular Taxi Scrip (TS) program. Lift Lines projected rides for 10/11 fiscal year was 2306, we have provided 1,427, and we are currently at 97% of our goal. This program serves as a safety net service for non-medical rides and rides needed outside the ADA-mandated METRO paratransit service areas. Individuals may purchase subsidized taxi scrip so that they can directly schedule taxi rides, and the majority of taxi vehicles are fully accessible for mobility devices. Currently 100% of residents that receive the Taxi Scrip at a discount are low income and below the federal 200% poverty level. Lift Line staff recently updated the TDA applications to reflect the new Federal Government poverty level guidelines. Area taxi service providers include: San Lorenzo Valley Taxi, Deluxe Taxi, Courtesy Cab, and Santa Cruz Yellow Cab. Lift Line provides ongoing monitoring and assessment of the program to ensure that eligibility criteria are met, subcontractors meet safety criteria, and to insure there is no abuse of this vital program. The demand for both Taxi Scrip and medical rides has increased substantially for the third fiscal year in a row, the current average cost per trip has almost doubled since the taxi rate increase in 2009 and the average cost per ride is now \$12 to \$14, thereby diminishing the amount of rides that can be taken with the scrip. Currently clients can purchase three \$10.00 books, for a total of \$30.00 worth of scrip, for \$8.00 which would give them approximately 1 or 2 rides per book. There is currently a limit to purchase three books each quarter, per person. Tracking the actual ride count and identifying who is using the scrip is virtually impossible. We would like to eliminate these books and replace them with coupons with their name and expiration dates, by quarter, clearly marked on the coupon. Lift Line would like to emulate the process currently being used by the Health Project Center for the multipurpose senior service programs MSSP. Tips are not prohibited, but the population who uses the taxi scrip program essentially doesn't have the means to provide a tip.

Lift Line began coordinating and provides "Out-of-County" medical transportation this fiscal year. Lift Line projected rides for 10/11 was 1,018, we have provided 886, and we are currently at 87% of our goal. This program is currently running as a volunteer program with four (3) drivers and one (1) transportation coordinator. Through Lift Line we have been providing trips to destinations such as the Veterans Administration Hospital in Palo Alto, Kaiser Hospital in San Jose, Cancer Clinic in San Francisco, and Stanford University Medical Center to name a just a few. Since this program has come under Lift Line the Stanford Children's Hospital, California Children's Services and Palo Alto Medical Clinic were at a collaborative presentation by the Division Director, the request for specialized transportation for low-income families with children has become an new service request for this program. Lift Line is able to provide low cost services due to the use of volunteer drivers and low overhead of this program. However, this program was not previously screening clients and or drivers which have driven up costs for operations, as well as the increase in current gas prices. We are currently tracking these rides through a Microsoft access data system and are looking into incorporating these clients into our Trapeze software. Through the 5310 Caltrans grant we have requested a new mapping system for Santa Clara County to better track our rides and performance. Funds to improve this program are needed to recruit new drivers and or hire a part time/on call driver as a back up driver.

Lift Line staff will continue to work with the Santa Cruz County Regional Transportation Commission's Elderly and Disabled Transportation Advisory Committee (E/D TAC) in identifying and addressing unmet needs. In addition, Lift Line continues to work with the E/D

TAC in meeting the Unmet Transit and Paratransit Needs as well as the recommendations of the Paratransit Coordination Task Force.

Through our CTSA Outreach questionnaire, that is sent out with every new application, along with a return self addressed stamped envelope, and our annual client survey that is mailed out every April, we have been able to determine the overall consensus that a Mobility Management Center (MMC) would benefit not only seniors and disabled residents, but also general public transit users. It has already been determined by our Coordinated Regional Plan that a mobility management center would benefit our community. The Mobility Management Center will be a one-stop shop and provide transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. It would also serve the general public by responding to and influencing the demands of the market by undertaking actions and supportive strategies in collaboration with others to provide a full range of options for travel. The center would computerize, plan, develop, and operate travel options as well as provide a variety of training classes, to help residents address the increasing costs of individual travel. Transit coordination training would be beneficial to the community to help determine what specific characteristics of travel experiences are of the greatest importance; collect data regularly on those factors through a combination of customer surveys and independent evaluations; utilize information systems that can continuously track changes in performances at a level that allows meaningful change to occur and most effectively coordinate human service and transportation needs. As the CTSA, a goal of Lift Line is to coordinate the implementation of a MMC. Lift Line is moving forward by identifying funding sources for a 2011/12 implementation of this local area Mobility Management Center; it will be parallel in service coordination to the new Monterey Mobility Center. As of January 2011 Lift Line has move its operations office to a Watsonville location on the corner of Walker and Ford Street. The fleet of vehicles has a new CHP terminal station located at 240 Ford Street.

For those who don't qualify for METRO ParaCruz or Medi-Cal assistance, we will continue to help them complete the required paperwork to make it easier for them to use the current TDA programs that meet their specific needs. In our role as the Coordinated Transportation Service Agency, Lift Line will continue working with other transportation providers to ensure maximum efficiency and coordination.

Lift Line will continue to focus its resources on transportation needs that are not being met by other paratransportation services, such as ADA-mandated METRO ParaCruz. Through TDA funding, Lift Line will continue to serve those not eligible for METRO ParaCruz service, specifically low-income individuals who cannot afford the \$6.00 round-trip METRO ParaCruz co-pay, those that don't meet the ADA parameters, and those with origins/destinations outside of the METRO ParaCruz service area. Also, because Lift Line provides safety net services to those ineligible or unable to use other services, its goal is to provide flexible programs, scheduling, and dispatching that can respond to the changing needs of medical providers and their clients. Examples include same-day medical services and medical services on weekends.

Lift Line continues to meet with the Meals on Wheels Program Director and site managers of the county's senior meal sites to review unmet transportation service needs. Lift Line projected rides for 10/11 was 5,340, we have provided 3,987, and we are currently at 112% of our goal. After assessing this past year's average daily attendance we can report a stable and consistent ridership for the Watsonville Senior Center dining site and a decrease in the ridership for the Highland Senior Dining Center. Lift Line has been using a large 24 passenger vehicle which eliminates the need for two vehicles and helping to cuts operational ride costs. Lift Line will

continue to coordinate with the Meals on Wheels program to increase attendance at all of the senior dining centers.

We are requesting to continue providing service to participants attending the Elderday Adult Day Health Center Program. Lift Line projected rides for 10/11 was 45,389 rides of which 6,673 were funded by TDA funds. We are currently on track to reach 100% of our goal.

This program is a Federally Qualified Health Center that provides day health care to seniors and community residents who need constant care, and/or are diagnosed with dementia or Alzheimer's type of dementia. Almost all of these participants use wheelchairs or walkers, and require vans with lifts. Generally, these clients are very frail, and need personal, door-to-door assistance, reflecting the specialized training that our Lift Line drivers receive. This level of client service is time consuming and labor intensive. For the fiscal year 10/11 we anticipated providing at least 45,389 rides, including rides funded by Elderday. As of February 2011, we have provided 23,459 rides. Elderday continues to increase their client participation from the current average of almost 80 per day to 90 participants a day. This year, Elderday is again facing possible cuts in the FQHC reimbursement that is currently being driven by the State of California. The State has proposed a five million dollar reduction in reimbursements for service to all FQHC Adult Day Health Centers. Acknowledgment is due to the support of TDA transportation funding, that the Elderday's increased participation has become a more stable service in our community because of the transportation available from South County to the North County location. TDA funds will again be used to partially subsidize funds for these Elderday rides.

Lift Line/CTSA is also requesting funds to subsidize Lift Line costs to provide transportation for the Homeless Service Center's Paul Lee Loft Shelter & Winter Shelter Program this is an Emergency-shelter service that is located on the HSC campus for 46 adults, 365 days per year. Lift Line is asking for funds to offset the expenses incurred during the winter months of November through April of each year when we will provide over 20, 000 rides. This additional shelter is provided at the National Guard Armory Lift Line's transportation service operating from the HSC campus, there are one to three wheelchair bound participants transported both ways daily. The majority of these riders are senior and/or disabled. This program needs transportation every day and every night including all holidays, during that time frame, for at least 145 days of the year.

OPERATION PLAN SERVICE OF UNITS
EXHIBIT C - 2
2011 / 2012

TDA SUPPORTED UNITS OF SERVICE

TABLE 1 - TDA 11/12 PROPOSED SERVICE UNITS CALCULATIONS

	TAXI SCRIP	Out of County Medical	MEDICAL TDA	MEALS ON WHEELS	ELDERDAY	ISSP	TOTAL UNITS	TOTAL
FUNDS ALLOCATED	\$54,941	\$36,899	\$249,530	\$77,355	\$69,582	\$14,119		\$502,426
TDA OPERATING COST	\$10.69	\$11.43	\$31.35	\$8.32	\$12.56	\$3.01		
A. ADD PROGRAM MANAGEMENT COSTS i.e., Mgmt Personnel, Fleet Mgr, Info. Mgr, Rent, Liability Insur., Phone, Supplies, etc	\$4.27	\$4.56	\$6.94	\$2.51	\$2.49	\$1.01		
B. ADD ADMINISTRATION COSTS 14.5% of total cost per unit.	\$2.54	\$2.71	\$6.50	\$1.84	\$2.55	\$0.68		
TOTAL COST PER TDA SERVICE UNIT	\$17.50	\$18.70	\$44.79	\$12.67	\$17.60	\$4.70		
TDA 11/12 PROPOSED UNITS OF SERVICE	3,140	1,973	5,571	6,107	3,953	3,003	23,747	
Comparison Only 10/11 Projected TDA Units of Service	2,306	1,018	4,700	5,340	6,673	6,673	17,731	
EQUIPMENT PURCHASE MATCH								\$12,878
TOTAL TDA CLAIM REQUEST								\$515,304

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OPERATION PLAN SERVICE OF UNITS
EXHIBIT C - 2
2011 / 2012

NON-TDA SUPPORTED UNITS OF SERVICE

TABLE 2 - OTHER LIFT LINE/CTSA PROJECTED 11/12 SERVICE UNITS

	Vets/Dialysis Section 5317	Meals on Wheels	Elderday Services	MSSP	Outside Contracts ⁽¹⁾	ISSP	Total Units	Total
Funds Allocated	\$39,558	\$115,902	\$392,044	\$34,892	\$110,700	\$49,599		\$ 742,695
Revenue per Service Unit	\$49.52	\$12.67	\$17.60	\$16.99	\$12.67	\$4.70		
10/11 Projection Units of Service	799	9,150	32,347	2,054	8,739	21,000	74,089	
Other Income								\$ 109,021
Total Operating Income								\$ 851,716
FTA Section 5310								\$ 631,221
TDA Claim								\$515,304
Total 11/12 Projected Revenues Budgeted								\$ 1,998,241

Note 1) **San Andreas Regional Center (SARC) and other outside contracts include higher capacity trips (group rides) which create productivity similar to our MOW rides.

TOTAL COMBINED UNITES OF SERVICE PROJECTED

TABLE 3 - ALL SERVICE UNITS TOTALED (Total tables 1 and 2, units of service, to equal table 3 totals)

	Vets/Dialysis Section 5317	Taxi Scrip	Out Of County	Medical TDA	Meals on Wheels	MSSP Taxi Scrip	Elderday	Contract Services	Total Units
2011-2012 Combined Units of Service/Ride Projections	799	3,140	1,973	5,571	15,257	2,054	36,300	8,739	73,833

11-21

Exhibit D

Schedule of Payments FY: 2011-2012 TDA Claim CTSA

July 15, 2011	\$ 180,354
October 15, 2011	\$ 111,647
January 15, 2012	\$ 111,647
April 15, 2012	\$ 111,647
Total	\$ 515,295

11-22

EXHIBIT E
Lift Line / CTSA
11/12 Statement of Role and Responsibility

Community Bridges has been the designated Consolidated Transportation Services Agency (CTSA) since 1982. CTSA's are authorized under California Government Code Sections 15975 and 15950-15952 which were enacted pursuant to the Social Service Transportation Improvement Act. The purpose of the CTSA is to improve transportation required by social service recipients by promoting the consolidation and coordinating of social service transportation. As the Consolidated Transportation Service Agency, Community Bridges Lift Line will continue to coordinating and consolidate transportation services with other transportation and human service agencies in order to provide the most efficient transportation possible. Lift Line will continue to work with Santa Cruz County School Districts, Family and Children's Services of the County of Santa Cruz, County office of Education, Veterans Service Offices in Santa Cruz and Palo Alto, Hospice of Santa Cruz County hospitals and medical facilities. Community Bridges Lift Line will also continue working closely with the RTPA and to help with the unmet needs identified in the Tri-County AMBAG Coordinated Plan. Community Bridges Lift Line will also continue working with not only local non-profit organizations but with human service and medical facilities in other Counties to continue to define and create an effective mobility management center to help mobilize resident with various disabilities, low income and senior populations to travel easily throughout our County as well as to travel seamlessly throughout our tri-county region, and also to include the Santa Clara County.

As the CTSA, Community Bridges Lift Line will continue coordination to improve and identify the need for specialized transportation equipment, if the equipment is funded through Caltrans 5310 and isn't reaching its proposed requirements through their contract, the equipment can be recapture and its use coordinate through other identified paratransit service needs. We will continue to offer adequate training to ensure that not only Lift Line staff operates in a safe and sensitive manner but will continue to offer expertise and training for other transportation providers in the County.

Pursuant to the CTSA designation for Santa Cruz County, Community Bridges operates the Lift Line transportation program, which will continue to take a lead, and work closely with the RTPA, to identify unmet transportation needs, coordinate and provide social service transportation services to low-income seniors, disabled residents, underserved populations and other persons in Santa Cruz County. Lift Line will continue to directly address the issues identified through the unmet needs process by providing rides to medical appointments (including dialysis), alternative care, mental health and various medical transportation needs.

11-23

11-24

AGENDA: April 12, 2011

TO: Elderly & Disabled Transportation Advisory Committee

FROM: Karena Pushnik, SCCRTC Staff

RE: FY 2011-10 Transportation Development Act Funds for the Santa Cruz Metropolitan Transit District

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee recommend that the Regional Transportation Commission:

Approve the Transportation Development Act funding request from the Santa Cruz Metropolitan Transit District for \$5,244,963.

BACKGROUND

The Regional Transportation Commission (RTC) allocates Transportation Development Act (TDA) funds from the region's share of the ¼ cent sales tax according to established formulas in the Commission's Rules and Regulations.

DISCUSSION

At the Regional Transportation Commission's (RTC) March meeting, the FY 2011-10 budget was approved including Transportation Development Act (TDA) allocations for the Santa Cruz Metropolitan Transit District (Metro) in the amount of \$5,244,963.

The Metro's TDA Claim Form and summary pages from Metro's preliminary budget are attached (Attachment 1). Metro will use the TDA funds to assist with operating the fixed route bus services and the American's with Disabilities-mandated paratransit service, ParaCruz. Based on their claim form, Metro provided 5,750,160 bus rides and 94,074 ParaCruz rides last fiscal year. Of the bus rides, approximately 135,406 used senior/disabled passes and 24,196 were wheelchair users.

As reported to the Metro board in March 2011, Metro is anticipating a continued drop in revenues in FY11/12. In order to balance the budget, Metro is considering service cuts, layoffs, contract amendments, and new revenue options..

SUMMARY

Staff recommends that the E/D TAC recommend that the Regional Transportation Commission approve the FY 2011-12 claim from the Santa Cruz Metropolitan Transit District.

Attachment 1: Metro TDA Claim and budget pages

12-2

Attachment 1

*Santa Cruz Metropolitan
Transit District*



March 31, 2011

George Dondero, Executive Director
Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, CA 95060

Dear Mr. Dondero:

The Santa Cruz Metropolitan Transit District's FY12 Transportation Development Act (TDA) and State Transit Assistance (STA) Claim Form is enclosed. This is the second year of the temporary suspension of eligibility criteria for the use of STA funding for transit operating expenses as provided in ABx8 9 of 3/22/10, and Santa Cruz METRO will use the FY12 STA allocation along with the FY12 TDA allocation for operating expenses as shown in the *Santa Cruz Metropolitan Transit District FY11 and FY12 Final Budget*.

Santa Cruz METRO requests a total of \$7,556,606 in the Local Transportation Funds allocated by the Santa Cruz County Regional Transportation Commission as listed below:

1.	Transportation Development Act – FY12 Transit Operations (Article 4, Section A)	\$	5,244,963
2.	State Transit Assistance – FY12 Transit Operations		<u>2,311,643</u>
	Total	\$	7,556,606

TDA funding levels may change depending on tax revenue collection and Santa Cruz METRO will receive a revised amount of TDA funds in accordance with the subsequently amended SCCRTC budget.

A copy of the FY12 Consolidated Expenses and the FY11 Capital Budget from the *Santa Cruz Metropolitan Transit District FY11 and FY12 Final Budget* are included along with the Transit Operator Compliance Certificate from the California Highway Patrol.

The FY12 TDA and STA Claim has been prepared with the most recently available budget information and system performance data. Please call me if you need additional information.

Sincerely,

Angela Aitken
Finance Manager and Acting Assistant General Manager

Enclosure

cc: John Doughty, AMBAG

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110 Vernon Street, Santa Cruz, CA 95060 (831) 426-6080, FAX (831) 426-6117
Santa Cruz METRO OnLine at <http://www.scmtd.com>

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 31, 2011

TO: Executive Director, SCCRTC

FROM: General Manager, Santa Cruz METRO

SUBJECT: FY12 PUBLIC TRANSPORTATION CLAIM DISBURSEMENT
REQUIREMENT

Disbursement of the Santa Cruz Metropolitan Transit District's FY12 claim for \$5,244,963 in TDA funds and \$2,311,643 in STA funds is requested as follows:

TDA FUNDING FOR FY12

<u>Disbursement Schedule</u>	<u>Operating Funds</u>	<u>Total Disbursement</u>
First Quarter	\$ 1,311,240.75	\$ 1,311,240.75
Second Quarter	\$ 1,311,240.75	\$ 2,622,481.50
Third Quarter	\$ 1,311,240.75	\$ 3,933,722.25
Fourth Quarter	\$ 1,311,240.75	\$ 5,244,963.00
	<hr/>	<hr/>
	\$ 5,244,963.00	\$ 5,244,963.00

STA FUNDING FOR FY12

<u>Disbursement Schedule</u>	<u>Operating Funds</u>	<u>Total Disbursement</u>
Lump Sum Payment	\$ 2,311,643	\$ 2,311,643

FY12 TDA and STA funds will be used for fixed-route and paratransit operating and administrative costs as shown on the FY12 TDA/STA Claim Form and in the *Santa Cruz Metropolitan Transit District FY11 and FY12 Final Budget*.

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Santa Cruz Metropolitan Transit District

Transportation Development Act (TDA)

And

State Transit Assistance (STA)

FY 2011-12 Claim

TO THE

**Santa Cruz County Regional Transportation
Commission**

March 30, 2011

12-3

**Transportation Development Act (TDA) – Local Transportation Funds
and
State Transit Assistance (STA)
CLAIM FORM**

Submit a separate form for each project.

*This form has been developed in an effort to standardize information required from TDA recipients, based on
TDA Statute, RTC Rules and Regulations, and/or RTC board requests.*

*If you have any questions about this claim form or would like an electronic copy of the form,
please contact the Santa Cruz County Regional Transportation Commission at 460-3200.*

Project Information

1. Project Title: FY12 Public Transit Operations in Santa Cruz County
2. Implementing Agency: Santa Cruz Metropolitan Transit District (Santa Cruz METRO)
3. Sponsoring Agency (if different) – must be a TDA Eligible Claimant:
4. Funding requested this claim: TDA \$5,244,963
 STA (transit only) \$2,311,643
5. Fiscal Year (FY) for which funds are claimed: FY12
6. General purpose for which the claim is made, identified by the article and section of the Act which authorizes such claims:
☐ Article 8 Bicycle and/or Pedestrian Facility
☒ Article 4 Public Transportation
☐ Article 8 Specialized Transportation
☐ Article 3 & 8 TDA Admin or Planning
7. Contact Person/Project Manager
Name: Angela Aitken, Finance Manager and Acting Assistant General Manager
Telephone Number: (831) 426-6080 E-mail: aaitken@scmtd.com

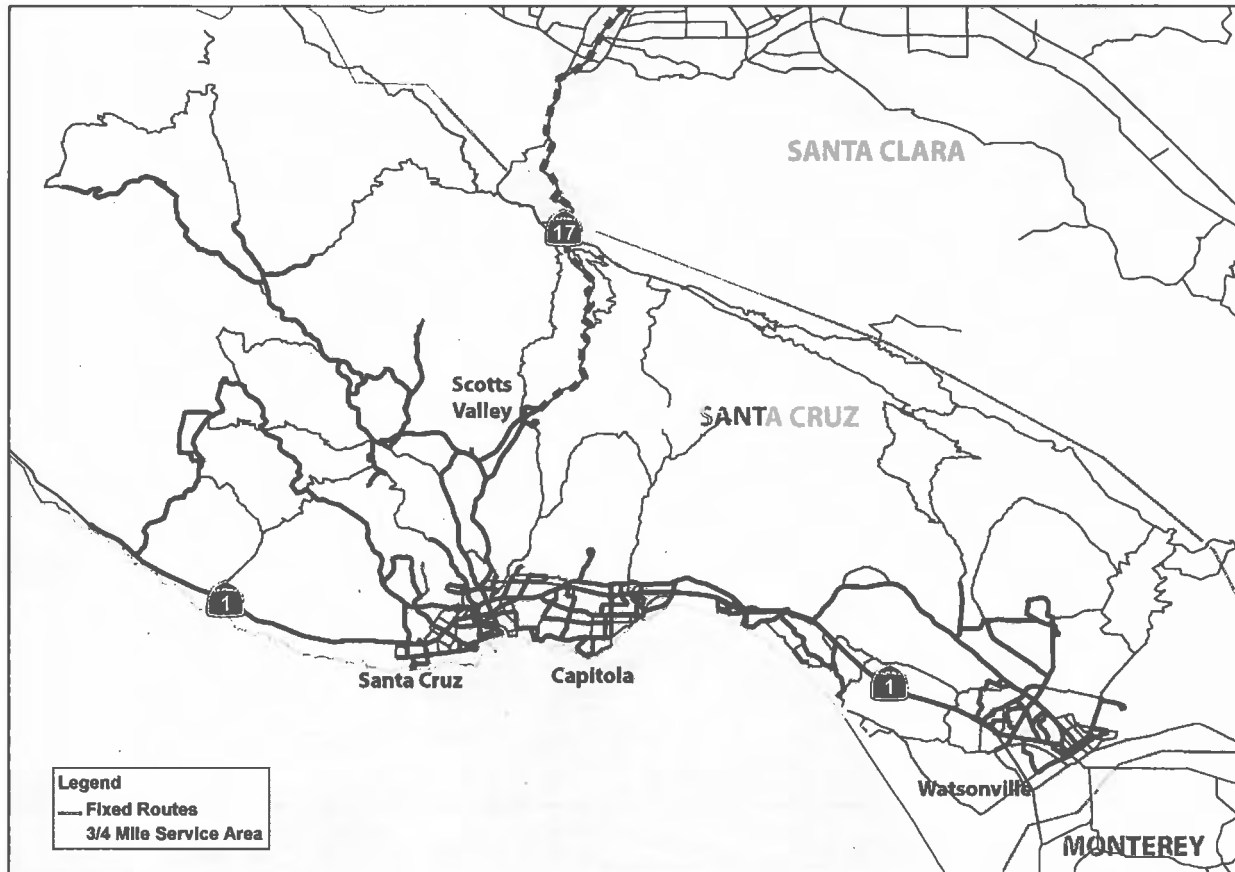
Secondary Contact (in event primary not available) : Thomas Hiltner, Grants/Legislative Analyst
Telephone Number: (831) 426-6080 E-mail: thiltner@scmtd.com
8. Project/Program Description/Scope (use additional pages, if needed, to provide details such as work elements/tasks.

This project provides operating assistance for fixed-route public transit and ADA complementary paratransit operations in Santa Cruz County. Fixed-route public transit operations require a maximum fleet of 85 vehicles serving 38 routes throughout Santa Cruz County. ParaCruz, Santa Cruz METRO's complementary paratransit service, operates 36 accessible vans in demand-response service for persons who, due to disability, cannot access the fixed-route system.

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9. Project Location/Limits (attach a map and/or photos if available/applicable, include street names):

Santa Cruz METRO Service Area



10. Justification for the project: (Why is this project needed? Primary goal/purpose of the project; problem to be addressed; project benefits; importance to the community)

This project supports public fixed-route transit and paratransit service in Santa Cruz County. Public transit serves as an alternative transportation mode of choice and as essential lifeline transportation for residents who do not have access to a privately owned vehicle.

11. Project Productivity Goals for this fiscal year:

- a. Measures of performance, success or completion to be used to evaluate project/program (ex. increase use of facility/service, decrease collisions, etc.):

Total Annual passenger trips
Operating Cost/Hour
Farebox Recovery Ratio

- b. Number of people to be served/anticipated number of users of project/program (ex. number of new or maintained bike miles; number of people served/rides provided):

Santa Cruz METRO projects 4,751,800 trips on its fixed-route and paratransit services.

12. Consistency and relationship with the Regional Transportation Plan (RTP) - Is program/project listed

12-7

in the RTP and/or consistent with a specific RTP Goal/Policy?

Yes, Santa Cruz METRO's FY12 TDA/STA project conforms to these goals from the 2010 Regional Transportation Plan:

- 2.3 Reduce the automobile's impact on the region by increasing opportunities for transit use by residents, commuters, students, employees and visitors to the area, in a manner which best achieves a transit ridership goal of 10 percent of all trips.
- 2.6 Provide an integrated and Americans with Disabilities Act (ADA)-compliant transportation system that is responsive to the special needs of all seniors and persons with disabilities.
- 4.2 Ensure that transportation projects contribute to improved regional air quality, reduce energy consumption or reduce vehicle miles traveled, or, at a minimum, do not worsen existing conditions.

13. Impact(s) of project on other modes of travel, if any (ex. parking to be removed):

- Reduce congestion on local streets and roads by providing alternatives to the private automobile.
- Increase range of travel for bicycles by accommodating bikes on buses.
- Provide feeder service to intercity bus, rail and airline network at San Jose.

14. Estimated Project Cost/Budget, including other funding sources, and Schedule: *(attach project budget). Specialized Transportation Claims require 10% local match. Local match can take the form of fares, donations, agency charges, grants, revenue sharing and other non-restricted sources. In kind services may NOT apply toward the local match.*

What is the total project cost?

\$38,627,918 for FY12 as published in the *Santa Cruz Metropolitan Transit District FY11 and FY12 Final Budget*, 6/25/10.

Is project fully funded? Decreased revenue and increased costs since adopting the *Santa Cruz Metropolitan Transit District FY11 and FY12 Final Budget* indicate that Santa Cruz METRO will have an operating budget shortfall at the current service and staffing levels.

What will TDA (and STA) funds be used on (ex. administration, brochures, engineering, construction)?
Public transit operations; operating budget

15. Preferred Method and Schedule for TDA fund distribution *(see RTC Rules and Regulations for details)*:

a. Bike/Ped: ☐ Up to 90% upon initiation of work OR ☐ 100% upon project completion

b. CTSA: ☐ Quarterly disbursement, with up to 35% in first quarter, and the remaining quarterly payments being one-third of the remaining claim amount;
OR ☐ Quarterly disbursement

c. Volunteer Center: ☐ Full approved claim amount in the first quarter

d. SCMTD: ☒ Quarterly disbursement

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16. TDA Eligibility:

	YES?/ NO ?
A. Has the project/program been approved by the claimant's governing body? Form of approval (eg resolution, work program, budget, other document) <u>3/25/11 Board authorization to submit claim.</u> If "NO," provide the approximate date approval is anticipated. _____	Yes
B. Has this project previously received TDA funding? (This Project is defined as FY12 operations.)	No
C. For capital projects, have provisions been made by the claimant to maintain the project or facility, or has the claimant arranged for such maintenance by another agency? (If an agency other than the Claimant is to maintain the facility provide its name: _____)	NA
D. Bike, Ped, and Specialized Transportation Claims: Has the project already been reviewed by the RTC Bicycle Committee and/or Elderly/Disabled Transportation Advisory Committee? (If "NO," project will be reviewed prior to RTC approval).	NA
E. For "bikeways," does the project meet Caltrans minimum safety design criteria pursuant to Chapter 1000 of the California Highway Design Manual? (Available on the internet via: http://www.dot.ca.gov).	NA

SCMTD, CTSA, Bike to Work, CTSC Only – PLEASE KEEP ANSWERS BRIEF

17. Improving Program Efficiency/Productivity

- Describe any areas where special efforts have been made in the **last fiscal year** to reduce operating cost and/or increase ridership/program usage. Note any important trends.
 - Santa Cruz METRO implemented a new web site to improve customer access to information. Greater system understanding and easier access to information demystifies the potential transit trip, helping to turn the potential into an actual trip.
 - Santa Cruz METRO purchased new fareboxes with smart-card technology to improve speed and accuracy of processing customer fares and obtaining ridership data from the fareboxes. Reducing customer boarding time with more efficient fare processing reduces overall system operating hours, reducing costs.
 - Santa Cruz METRO ParaCruz purchased 27 ADA complementary paratransit vehicles. New vehicles reduce operating and maintenance costs and improve passenger safety.
 - Santa Cruz METRO purchased five replacement buses for the Highway 17 Express. New buses reduce operating and maintenance costs and improve passenger safety.
 - Santa Cruz METRO purchased upgrades to its bus scheduling software with new modules which will improve the bus operator bid process. The new software will reduce deadhead, improve interlining and eliminate excessive layover times to reduce operating costs. The new bidding module will reduce staff labor for tracking operators' pay schedules.
 - Santa Cruz METRO implemented new purchasing software to improve budget and procurement management.
 - Santa Cruz METRO installed new software (MaintStar) for the Maintenance Department (Fleet and Facilities) to improve inventory control, maintenance scheduling and consumables tracking to improve monitoring, productivity and management of limited resources.
 - Santa Cruz METRO did not fill authorized positions which became vacant due to resignations and retirement. Fewer employees reduce operating costs.
- Goals for next fiscal year (ex. identify opportunities to maximize economies of scale, planned productivity improvements). Describe any areas where special efforts will be made to improve efficiency and increase program usage/ridership:

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- Evaluate service changes which could bring operating costs within available revenue and adjust labor requirements commensurate with service changes.
- Increase outreach through expanded media coverage and greater participation. Emphasize lobbying efforts to sustain or increase transit funding levels in state and federal legislation.

18. What is different from last year's program/claim?

- a. The TDA claim amount is greater than last year's
- b. Operating expenses have increased due to employee contractual benefits, increased health insurance costs and increased employer retirement contributions.
- c. This year's claim includes the State Controller's Office estimate of the STA allocation proposed for the California FY12 Budget.
- d. This year's project depends upon either finding additional revenue that could be used for operations or reducing service to meet available revenue.

19. Schedule of regular progress reports including an evaluation at the end of the year:

- ☒ SCMD – April each year
- ☐ Specialized Transportation: Quarterly to E/D TAC, RTC _____ (Months/Year)
- ☐ CTSA: Bicycle Committee _____ (Month, year); RTC _____ (Month, year)
- ☐ B2W: Bicycle Committee _____ (Month, year); RTC _____ (Month, year)

CTSA and Volunteer Center (Article 8) Only

20. Are these transportation services responding to transportation needs not otherwise being met within the community or jurisdiction of the claimant? Describe.
21. Where appropriate, are these specialized transportation services coordinated with other transportation services? Describe.

SCMTD & RTC Only

22. List the recommendations provided in your last Triennial Performance Audit and your progress toward meeting them.

- *Describe the work your agency has undertaken to implement each performance audit recommendation and the steps it will take to fully implement the recommendation.*
- *For any recommendations that have not been implemented, explain why the recommendation has not been implemented and describe the work your agency will undertake to implement each performance audit recommendation.*
- *Describe any problems encountered in implementing individual recommendations.*

1. Santa Cruz METRO should continue to work closely with SCCRTC and AMBAG to secure state and federal funding to replace its aging fleet as soon as feasible.

Santa Cruz METRO has solicited and obtained support from AMBAG and SCCRTC for its successful grant applications which will fund 10-12 new CNG buses. SCCRTC and Santa Cruz METRO's state and federal legislative agenda seek to increase state and federal funding for public transit.

2. Santa Cruz METRO should work closely with SCCRTC, Community Bridges and the Volunteer Center to develop an SRTP update, including the following plan elements:
- Financially sustainable public transportation service levels;
 - Vehicle replacement needs for the Santa Cruz METRO and Community Bridges; and

12-10

– Development of comprehensive performance goals, objectives and measurable standards.

Santa Cruz METRO does not currently have funding to undertake a comprehensive Short Range Transit Plan, although it is implementing a transit study funded by AMBAG for the Watsonville/South County transit service area to evaluate current and future service with projected financial needs and expectations.

The FY08-FY12 Short Range Transit Plan established goals, objectives and performance measures for operations, planning and customer service which are applied to current performance measures reported annually to the SCCRTC.

4. Santa Cruz METRO should consider developing a succession plan for its general manager and other possible departures of senior staff.

Santa Cruz METRO will considered this recommendation as staffing needs evolve. The General Manager extended his contract with the Santa Cruz METRO Board of Directors through December 2011. Near term, potential service changes leave required staff levels, including senior management, uncertain at this time

Santa Cruz METRO has met the duties and responsibilities of a recent management departure with in-house staff.

5. Santa Cruz METRO should continue to work with staff from the SCCRTC and the AMBAG to better align and streamline planning procedures to avoid possible delays in project delivery on future federally funded transit projects.

Santa Cruz METRO will continue to work with SCCRTC and AMBAG staff through the Interagency Technical Advisory Committee and AMBAG's interregional planning group of state and federal funding agencies to maintain progress on federally funded projects.

Santa Cruz METRO has improved its participation on specific planning grants.

SCMTD Only

23. Farebox Recovery Ratio: (split out=urbanized service vs. non-urban service farebox ratios for prior year and year-to-date)

Please see the tables on the following page for Urban vs. Rural Farebox recovery ratios. Because Santa Cruz METRO interlines rural and urban routes, segregating farebox revenue from each service area is not possible. The rural farebox recovery ratio is derived from budget estimates in FTA 5311 applications for rural operating assistance in FY10 and FY11.

Farebox Recovery Ratio: Urban vs. Rural FY11⁽¹⁾

Funds	Urbanized	Rural
Fare Revenue	\$ 7,727,523	\$ 252,991
Local support Revenues	24,393,190	767,923
Operation Costs	31,344,101	1,255,929
Fare Ratio	24.7%	20.1%
Passengers/Year ⁽²⁾	5,361,192	205,880
Cost/Ride	\$ 5.85	\$ 6.10

- (1) FY11 Budget and
FY11 FTA 5311 application est. of rural cost.
Does not include ParaCruz Dept. costs or revenue
- (2) Projected from FY11 YTD ridership
and FY11 FTA 5311 application ridership estimate.

Farebox Recovery Ratio: Urban vs. Rural FY10⁽³⁾

Funds	Urbanized	Rural
Fare Revenue	\$ 7,509,176	\$ 331,897
Local support Revenues	22,613,715	943,983
Operation Costs	30,084,605	1,472,069
Fare Ratio	25.0%	22.5%
Passengers/Year ⁽⁴⁾	5,520,148	230,012
Cost/Ride	\$ 5.45	\$ 6.40

- (3) FY10 Projected Actual Budget and
FY10 FTA 5311 application estimate of rural cost.
Does not include ParaCruz Dept. costs or revenue
- (4) FY10 final riderhip with rural ridership based
upon FY10 5311 application est.

Note: Exemptions for calculating operating costs – spell out in your operating budget summary.

- Service extensions are exempt until two years after the end of the fiscal year during which they were established (PUC Sec. 99268.8). This exemption applies only if the new service was not provided nor was funded by LTF/STA during any of the prior three fiscal years.
- The additional operating costs to a transit operator of providing comparable complementary paratransit services, pursuant to the Americans with Disabilities Act, that exceed operator's prior year costs as adjusted by the CPI are excluded from operating cost.

24. Current fare & local support revenue to operating cost ratio versus FY1978-79 ratio (for services to the general public).

- Current ratio ((sum of fare revenues + local support) ÷ operating cost): 59.2%
- FY1978-79 Ratio: 56.9%

12-12

25. Did the SCMTD operating budget increase over 15% from the prior fiscal year? NO, the operating budget decreased by 3.6%.

If the answer is yes, please provide a statement identifying and substantiating the reason or need for the increase in the transit operating budget in excess of 15% above the preceding year, and identify substantial increases or decreases in the scope of operations or capital provisions for major new service - (transit claimants only, if applicable).

26. Operating statistics (compare current fiscal year to date to last three full fiscal years; *TDA required performance indicators), submit items from the following list.

Please see Santa Cruz METRO Performance Indicators FY08– FY11 YTD on the Following Page

- Annual passengers
 - Rides/passenger trips provided by type (student, senior, adult, pass holders, etc, or however stat's kept) and amount of TDA \$ used for each type of ride.

In FY10 TDA paid \$.74 for each fixed-route passenger trip and \$8.15 for each ParaCruz trip.

FY10 Local Fixed-Route Trip Types
(ParaCruz Trips are shown on the following page).

Local Fixed Route	UC Student	UC Staff	Cabrillo	Full Fare	Tickets	S/D Fare	Day Pass	S/D Day Pass	Passes/ Free Fare	Pacific Shores	Total Ridership	Wheelchair
Total	2,252,530	153,509	295,432	1,092,955	84,887	135,406	17,066	12,916	1,399,010	5,705	5,449,413	24,196

- Annual service hours
- Passengers per vehicle service hour*
- Annual service miles
- # of fixed-route miles
- Passengers per vehicle service mile*
- Average passengers per weekday
- Total operating costs in budget
- Operating cost per vehicle service hour*
- Total operating cost per passenger*
- Average Farebox Revenue per passenger (describe what is included)
- # of FTE employees (all employees, not just drivers)
- Vehicle Service hours/Employee*
- # of routes
- Average route length
- Average travel times/rider
- # of bus stops
- # of vehicles in operation
- # of monthly bus passes in circulation
- Max vehicles in service at any time:
- Hours of service:
- Approximate # of unduplicated passengers
- Cost per unit of service plus text about long range plans to make/keep this low
- Funds and percentage spent on administration/overhead/grantee allocation/etc
- Actual financials compared with budget
- Actual number of rides provided compared with goal and text about whether goal was met and why/why not

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Santa Cruz METRO Performance Indicators FY08 – FY11 YTD

Operating Expenses	FY08	FY09	FY10	FY11
Local Fixed-Route Expenses	\$29,605,178	\$29,106,833	\$26,692,199	\$16,526,702
Highway 17	\$1,722,320	\$1,786,045	\$1,783,991	\$1,755,048
Paratransit	\$3,602,134	\$3,626,157	\$3,868,580	\$2,448,708
TOTAL Operating Expenses	\$34,929,632	\$34,519,035	\$32,344,770	\$20,730,457
Operating Revenue	FY08	FY09	FY10	FY11
Fixed-Route Fares	\$3,530,971	\$3,386,252	\$3,240,488	\$2,054,231
Contract (Fixed-Route)	\$3,127,596	\$3,590,053	\$3,448,625	\$1,773,241
Highway 17 Fares	\$897,606	\$1,034,204	\$1,072,469	\$584,574
Highway 17 Payments	\$482,056	\$436,551	\$427,759	\$268,630
ParaCruz	\$229,769	\$322,124	\$238,603	\$137,213
TOTAL Passenger Revenue	\$8,267,998	\$8,769,184	\$8,427,944	\$4,817,890
Other Revenue	2007-08	2008-09	2009-10	2010-2011
Sales Tax	\$17,054,736	\$14,923,142	\$14,320,288	\$8,849,330
Federal Transit Administration	\$3,153,552	\$3,615,707	\$4,025,687	\$3,078,015
Transit Development Act	\$6,313,334	\$5,696,249	\$5,001,737	\$2,496,326
Misc. Revenue	\$1,708,562	\$719,312	\$326,159	\$170,912
TOTAL Non-Passenger Revenue	\$28,230,184	\$24,954,409	\$23,673,871	\$14,594,583
TOTAL Operating Revenue	\$36,498,182	\$33,723,594	\$32,101,815	\$19,412,473
System Information	FY08	FY09	FY10	FY11
Directional Route Miles	499	499	499	499
Number of Bus Stops	1,000	999	999	999
Number of Routes	40	40	40	38
Total Active Fleet	112	112	112	112
Maximum Bus in-svc. (WD)	82	85	85	85
Total METRO Employees	319	315	313	313
Revenue Hour Per Employee	702	711	717	392
Local Fixed-Route Performance	FY08	FY09	FY10	FY11
Ridership	5,522,943	5,708,338	5,449,056	2,980,406
Revenue Hours	202,108.2	202,148.72	202,645.38	110,840.16
Revenue Miles	2,733,823.8	2,740,218.24	2,745,456.13	1,497,303.78
Passengers Per Hour	27 3327.33	28 2428.24	26 8926.89	26 8926.89
Passengers Per Mile	2.02	2.08	1.98	1.99
Total Cost Per Passenger	\$5.67	\$5.41	\$5.23	\$6.13
Revenue Per Passenger	\$1.21	\$1.22	\$1.23	\$1.28
Farebox Recovery	22.49%	23.97%	25.06%	23.16%
Highway 17 Performance	FY08	FY09	FY10	FY11
Ridership	270,044	318,582	301,104	146,956
Revenue Hours	21,760.9	21,705.1	21,633.4	11,778.0
Revenue Miles	532,247.6	569,084.7	579,769.3	340,310.3
Passengers Per Hour	12.41	14.68	13.92	12.48
Passengers Per Mile	0.51	0.56	0.52	0.43
Total Cost Per Passenger	\$6.38	\$5.61	\$5.92	\$11.94
Revenue Per Passenger	\$3.32	\$3.25	\$3.56	\$3.98
Farebox Recovery	52.12%	57.90%	60.12%	33.31%
Fixed-Route Totals	FY08	FY09	FY10	FY11
Ridership	5,792,987	6,026,920	5,750,160	3,127,362
Revenue Hours	223,869	223,854	224,279	122,618
Revenue Miles	3,266,071	3,309,303	3,325,225	1,837,614
Cost Per Revenue Hour	\$139.94	\$138.00	\$126.97	\$149.09
Passengers Per Hour	25.88	26.92	25.64	25.50
Passengers Per Mile	1.77	1.82	1.73	1.70
Revenue Per Passenger	\$1.43	\$1.46	\$1.47	\$1.54
Cost Per Passenger	\$5.41	\$5.13	\$4.95	\$5.85
Subsidy Per Passenger	\$3.98	\$3.67	\$3.49	\$4.31
ParaCruz Performance	FY08	FY09	FY10	FY11
Ridership	87,713	93,279	94,074	54,211
Revenue Hours	39,333.0	44,631.1	43,256.2	25,571.2
Revenue Miles	572,750.0	636,901.0	611,882.4	367,899.0
Passengers Per Hour	2.23	2.09	2.17	2.12
Passengers Per Mile	0.15	0.15	0.15	0.15
Revenue Per Passenger	\$2.62	\$3.45	\$2.54	\$2.53
Farebox Recovery	6.38%	8.88%	6.17%	5.60%

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Documentation to Include with your Claim:

All Claims

- ☐ A letter of transmittal addressed to the SCCRTC Executive Director that attests to the accuracy of the claim and all its accompanying documentation.
- ☐ Statement from the TDA Eligible Claimant indicating its role and responsibilities.

Article 8 Bicycle/Pedestrian Claims

- ☐ Evidence of environmental review for capital projects

All Transit and Specialized Transportation Claims (SCMTD, CTSA, and Volunteer Center)

- ☐ A copy of the operating and capital budgets for the coming fiscal year
- ☐ Description of capital projects, including time frame over which project will be funded and implemented
- ☐ Operating Plan for current and upcoming activities – can be within project description

Article 4 Transit Claims

- ☐ A certification from the California Highway Patrol (completed within the last 13 months) indicating that the operator is in compliance with Section 1808.1 of the Vehicle Code.
- ☐ Other Certifications

Local Agency Certification:

This TDA Claim has been prepared in accordance with the SCCRTC's Budget, SCCRTC's Rules and Regulations, and Caltrans TDA Guidebook (<http://www.dot.ca.gov/hq/MassTrans/State-TDA.html>). I certify that the information provided in this form is accurate and correct. I understand that if the required information has not been provided this form may be returned and the funding allocation may be delayed.

Signature Angela Aitken

Title: Finance Manager and Acting Assistant General Manager

Date: March 31, 2011

FY12 TDA Claim

Santa Cruz Metropolitan Transit District

FY11 & FY12 Operating Budget

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY11 & FY12 FINAL OPERATING BUDGET

Consolidated Expenses

ACCOUNT	ACTUAL FY09	PUBLISHED BUDGET FY10	PROJECTED ACTUAL FY10	BUDGET FY11	% CHANGE PROJ FY10 BUDG FY11	BUDGET FY12	% CHANGE BUDG FY11 BUDG FY12
LABOR							
501011 Bus Operator Pay	7,571,893	8,139,509	7,380,395	7,932,855	7.5%	8,109,216	2.2%
501013 Bus Operator OT	1,498,661	1,340,792	1,643,592	1,541,590	-6.2%	1,613,802	4.7%
501021 Other Salaries	6,161,033	6,760,686	6,379,967	6,514,844	2.1%	6,788,439	4.2%
501023 Other OT	273,100	310,543	342,431	357,082	4.3%	371,536	4.0%
Totals	15,504,688	16,551,531	15,746,384	16,346,370	3.8%	16,882,992	3.3%
FRINGE BENEFITS							
502011 Medicare/Soc. Sec.	219,517	257,801	229,563	250,264	9.0%	257,784	3.0%
502021 Retirement	2,215,059	2,388,462	2,170,260	2,318,866	6.9%	2,734,646	17.9%
502031 Medical Ins	5,107,701	6,334,591	5,239,275	5,366,764	2.4%	5,519,258	2.8%
502041 Dental Ins	473,738	556,752	478,430	474,123	-0.9%	487,603	2.8%
502045 Vision Ins	133,491	144,513	134,150	134,969	0.6%	138,813	2.8%
502051 Life Ins/AD&D	43,264	51,834	42,896	43,362	1.1%	44,646	3.0%
502060 State Disability Ins (SDI)	174,294	317,792	194,014	185,102	-4.6%	190,645	3.0%
502061 Long Term Disability Ins	214,215	271,195	208,370	225,405	8.2%	231,911	2.9%
502071 State Unemployment Ins (SUI)	51,904	53,211	69,419	63,224	-8.9%	63,063	-0.3%
502081 Worker's Comp Ins	740,341	1,029,073	605,813	700,000	15.5%	720,000	2.9%
502101 Holiday Pay	315,564	404,834	351,251	391,008	11.3%	401,576	2.7%
502103 Floating Holiday	83,980	72,498	67,900	69,591	2.5%	78,788	13.2%
502109 Sick Leave	683,804	886,879	686,810	813,227	18.4%	837,479	3.0%
502111 Annual Leave	1,792,333	1,556,459	1,778,496	1,521,363	-14.5%	1,547,616	1.7%
502121 Other Paid Absence	141,865	127,880	148,604	124,017	-16.5%	127,730	3.0%
502251 Phys. Exams	6,740	13,300	9,986	13,699	37.2%	14,110	3.0%
502253 Driver Lic Renewal	1,380	4,400	2,738	4,532	65.6%	4,668	3.0%
502999 Other Fringe Benefits	70,827	149,310	71,691	69,732	-2.7%	71,606	2.7%
Totals	12,470,019	14,620,764	12,489,562	12,770,259	2.2%	13,471,943	5.5%

Consolidated

7/1/2010

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY11 & FY12 FINAL OPERATING BUDGET
Consolidated Expenses

ACCOUNT	ACTUAL FY09	PUBLISHED BUDGET FY10	PROJECTED ACTUAL FY10	BUDGET FY11	% CHANGE PROJ FY10 BUDG FY11	BUDGET FY12	% CHANGE BUDG FY11 BUDG FY12
SERVICES							
503011 Accling/Audit Fees	80,015	103,250	117,069	95,250	-18.6%	95,250	0.0%
503012 Admin/Bank Fees	185,856	216,630	152,323	259,350	70.3%	315,389	21.6%
503031 Profit/Technical Fees	140,958	334,575	140,267	225,132	60.5%	250,559	11.3%
503032 Legislative Services	90,000	103,400	90,000	103,400	14.9%	106,502	3.0%
503033 Legal Services	1,4739	55,000	21,432	55,000	156.6%	55,000	0.0%
503034 Pre-Employment Exams	12,530	12,440	12,221	7,300	-40.3%	7,519	3.0%
503041 Temp Help	105,043	-	283,824	-	-100.0%	-	0.0%
503161 Custodial Services	68,499	66,100	61,569	50,000	-18.8%	50,000	0.0%
503162 Uniforms/Laundry	30,487	44,015	28,354	33,600	18.5%	34,100	1.5%
503171 Security Services	358,207	406,368	341,364	374,332	9.7%	360,664	-3.7%
503221 Classified/Legal Ads	13,054	26,400	10,937	29,100	166.1%	29,793	2.4%
503222 Legal Ads	-	-	-	-	0.0%	-	0.0%
503225 Graphic Services	-	4,000	-	4,000	100.0%	4,000	0.0%
503351 Repair - Bldg & Impr	73,337	91,500	75,000	100,000	33.3%	100,000	0.0%
503352 Repair - Equipment	327,259	412,872	467,840	576,490	23.2%	581,621	0.9%
503353 Repair - Rev Vehicle	376,355	437,300	320,412	410,000	28.0%	410,000	0.0%
503354 Repair - Non Rev Vehicle	13,890	31,500	26,049	25,000	-4.0%	25,000	0.0%
503363 Haz Mat Disposal	51,806	46,000	53,726	49,500	-7.9%	49,500	0.0%
Totals	1,928,769	2,391,350	2,202,383	2,397,454	8.9%	2,474,897	3.2%
MOBILE MATERIALS & SUPPLIES							
504011 Fuels & Lubricants - Non Rev Veh	138,057	207,400	139,052	151,100	8.7%	151,100	0.0%
504012 Fuels & Lubricants - Rev Veh	1,316,522	3,245,000	1,682,279	2,095,000	24.5%	2,135,000	1.9%
504021 Tires & Tubes	180,368	213,000	194,804	243,000	24.7%	247,000	1.6%
504161 Other Mobile Supplies	6,580	10,300	431	-	-100.0%	-	0.0%
504191 Rev Vehicle Parts	460,132	817,000	636,045	625,000	-1.7%	635,000	1.6%
Totals	2,101,559	4,492,700	2,652,610	3,114,100	17.4%	3,168,100	1.7%

Consolidated

7/1/2010

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY11 & FY12 FINAL OPERATING BUDGET**

Consolidated Expenses

ACCOUNT	ACTUAL FY09	PUBLISHED BUDGET FY10	PROJECTED ACTUAL FY10	BUDGET FY11	% CHANGE PROJ FY10 BUDG FY11	BUDGET FY12	% CHANGE BUDG FY11 BUDG FY12
OTHER MATERIALS & SUPPLIES							
504205 Freight Out	1,981	3,600	1,575	2,500	58.7%	2,500	0.0%
504211 Postage & Mailing	9,129	26,266	12,368	23,400	89.2%	23,984	2.5%
504214 Promotional Items	-	-	-	-	0.0%	-	0.0%
504215 Printing	76,063	101,137	61,112	102,487	67.7%	83,158	-18.9%
504217 Photo Supp/Process	4,783	9,900	675	6,000	788.9%	5,903	-1.6%
504311 Office Supplies	57,066	88,240	57,972	70,617	21.8%	72,229	2.3%
504315 Safety Supplies	12,084	33,500	11,552	16,300	41.1%	16,300	0.0%
504317 Cleaning Supplies	30,517	59,200	35,282	33,100	-6.2%	33,100	0.0%
504409 Repair/Maint Supplies	45,834	57,300	37,646	40,000	6.3%	40,000	0.0%
504421 Non-Inventory Parts	46,071	53,550	9,609	45,000	368.3%	45,000	0.0%
504511 Small Tools	3,363	10,500	2,252	8,700	286.4%	8,700	0.0%
504515 Employee Tool Replacement	1,361	2,700	1,485	3,000	102.0%	3,000	0.0%
Totals	288,252	446,893	231,525	351,104	51.6%	333,873	-4.9%
UTILITIES							
505011 Gas & Electric	183,850	229,212	185,000	225,000	21.6%	225,000	0.0%
505021 Water & Garbage	131,072	128,171	135,132	150,000	11.0%	150,000	0.0%
505031 Telecommunications	116,428	147,578	157,167	169,000	7.5%	170,000	0.6%
Totals	431,350	504,961	477,299	544,000	14.0%	545,000	0.2%
CASUALTY & LIABILITY							
506011 Insurance - Property	71,469	121,898	80,790	115,000	42.3%	115,000	0.0%
506015 Insurance - PL/PD	481,462	525,300	457,208	525,300	14.9%	525,300	0.0%
506021 Insurance - Other	711	800	1,067	750	-29.7%	750	0.0%
506123 Settlement Costs	162,577	150,000	36,110	150,000	315.4%	150,000	0.0%
506127 Repairs - District Prop	(30,744)	-	-	-	0.0%	-	0.0%
Totals	685,475	797,998	575,174	791,050	37.5%	791,050	0.0%

Consolidated

7/1/2010

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**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY11 & FY12 FINAL OPERATING BUDGET**

Consolidated Expenses

ACCOUNT	ACTUAL FY09	PUBLISHED BUDGET FY10	PROJECTED ACTUAL FY10	BUDGET FY11	% CHANGE PROJ FY10 BUDG FY11	BUDGET FY12	% CHANGE BUDG FY11 BUDG FY12
TAXES							
507051 Fuel Tax	10,183	14,510	12,350	14,000	13.4%	14,000	0.0%
507201 Licenses & Permits	12,652	15,800	22,712	23,000	1.3%	23,300	1.3%
507999 Other Taxes	21,012	27,000	24,026	30,000	24.9%	30,000	0.0%
Totals	43,847	57,310	59,087	67,000	13.4%	67,300	0.4%
PURCHASED TRANS.							
503406 Contract/Paratransit	176,002	250,000	320,210	250,000	-21.9%	250,000	0.0%
Totals	176,002	250,000	320,210	250,000	-21.9%	250,000	0.0%
MISC EXPENSE							
509011 Dues/Subscriptions	62,021	66,820	62,141	66,025	6.3%	68,747	4.1%
509085 Advertising - Rev Prod	-	-	-	-	0.0%	-	0.0%
509101 Employee Incentive Program	8,094	34,600	8,821	34,600	292.3%	35,533	2.7%
509121 Employee Training	22,935	63,065	18,582	55,575	199.1%	55,967	0.7%
509123 Travel	36,260	86,780	33,887	90,780	167.9%	93,443	2.9%
509125 Local Meeting Expense	4,474	4,950	2,664	4,950	85.8%	5,099	3.0%
509127 Board Director Fees	10,350	13,200	7,575	13,200	74.3%	13,596	3.0%
509150 Contributions	22	650	2,970	650	-78.1%	650	0.0%
509198 Cash Over/Short	492	500	159	500	214.5%	500	0.0%
Totals	144,648	270,565	136,798	266,260	94.7%	273,535	2.7%
LEASES & RENTALS							
512011 Facility Lease	728,350	522,357	547,273	359,000	-34.4%	346,300	-3.5%
512061 Equipment Rental	15,976	29,860	13,133	22,700	72.9%	22,927	1.0%
Totals	744,326	552,217	560,406	381,700	-31.9%	369,227	-3.3%
PERSONNEL TOTAL	27,974,706	31,172,315	28,236,046	29,116,629	3.1%	30,354,935	4.3%
NON-PERSONNEL TOTAL	6,544,328	9,762,994	7,215,489	8,162,688	13.1%	8,272,982	1.4%
TOTAL OPERATING EXPENSES	34,519,035	40,935,309	35,451,535	37,279,317	5.2%	38,627,918	3.6%

FY12 TDA/STA Claim

Santa Cruz Metropolitan Transit District

FY11 Final Capital Budget

SAN JUAN METROPOLITAN FINANCIAL DISTRICT
FY11 FINAL CAPITAL BUDGET

PROJECT/ACTIVITY	FEDERAL FUNDS	STATE FUNDS	STATE		LOCAL FUNDS	TOTAL
			TRANSIT	ASSIST. (STA)		
Grant-Funded Projects						
MetroBase Maintenance Facility (5309) / (PTMISEA)	\$ 1,108,062	\$ 891,938	\$ -	\$ -	\$ -	\$ 2,000,000
Purchase Smartcard Farebox System (ARRA) (5311)	\$ 1,999,536	\$ 267,464	\$ 95,000	\$ -	\$ -	\$ 2,362,000
Purchase of 425 Front Street (FTA) / (TCRP)	\$ 1,457,667	\$ 617,333	\$ -	\$ -	\$ -	\$ 2,075,000
Purchase 27 ParaCruz Vehicles (ARRA)	\$ 1,750,000	\$ -	\$ -	\$ -	\$ -	\$ 1,750,000
Transit Mgmt. Info. Technology (ARRA)	\$ 1,165,000	\$ -	\$ -	\$ -	\$ -	\$ 1,165,000
Comprehensive Security & Surveillance Sys (OHS-1B)	\$ -	\$ 440,505	\$ -	\$ -	\$ -	\$ 440,505
Facilities Video Surveillance Project (OHS-1B)	\$ -	\$ 185,000	\$ -	\$ -	\$ -	\$ 185,000
Fleet - Land Mobile Radio Project (OHS-1B)	\$ -	\$ 195,000	\$ -	\$ -	\$ -	\$ 195,000
Subtotal	\$ 7,480,265	\$ 2,597,240	\$ 95,000	\$ -	\$ -	\$ 10,172,505
IT Projects						
Replace Fleet & Facilities Maintenance Software	\$ -	\$ -	\$ 170,000	\$ -	\$ -	\$ 170,000
HR Software Upgrade (NTE \$165K + 10%)	\$ -	\$ -	\$ 181,500	\$ -	\$ -	\$ 181,500
Trapeze Pass Customer Certification Software	\$ -	\$ -	\$ 5,000	\$ -	\$ -	\$ 5,000
Automated Purchasing System Software	\$ -	\$ -	\$ 84,000	\$ -	\$ -	\$ 84,000
Subtotal	\$ -	\$ -	\$ 440,500	\$ -	\$ -	\$ 440,500

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**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY11 FINAL CAPITAL BUDGET**

PROJECT/ACTIVITY	FEDERAL FUNDS	STATE FUNDS	STATE TRANSIT ASSIST. (STA)	LOCAL FUNDS	TOTAL
<u>Facilities Repair & Improvements</u>					
MTC Lane Four Shelter Replacement	\$ -	\$ -	\$ 75,000		\$ 75,000
Repair, Reseal, Restripe (Sinkholes) - Operations	\$ -	\$ -	\$ 4,000		\$ 4,000
Subtotal	\$ -	\$ -	\$ 79,000	\$ -	\$ 79,000
<u>Revenue Vehicle Replacement</u>					
Highway 17 Buses (5) - VTA - (Measure A)	\$ 2,500,000	\$ -	\$ -	\$ -	\$ 2,500,000
Subtotal	\$ 2,500,000	\$ -	\$ -	\$ -	\$ 2,500,000
<u>Non-Revenue Vehicle Replacement</u>					
NONE	\$ -	\$ -	\$ -	\$ -	\$ -
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -
<u>Maint Equipment</u>					
NONE	\$ -	\$ -	\$ -	\$ -	\$ -
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -
<u>Office Equipment</u>					
NONE	\$ -	\$ -	\$ -	\$ -	\$ -
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -
<u>Misc.</u>					
NONE	\$ -	\$ -	\$ -	\$ -	\$ -
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL CAPITAL PROJECTS	\$ 5,097,240	\$ 614,500	\$ -	\$ -	\$ 13,192,005

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FY11 FINAL CAPITAL BUDGET

PROJECT/ACTIVITY	FEDERAL FUNDS	STATE FUNDS	STATE		LOCAL FUNDS	TOTAL
			TRANSIT ASSIST. (STA)			
CAPITAL PROGRAM FUNDING						
Federal Grants	\$ 7,480,265					\$ 7,480,265
<u>State Funds - Detail</u>						
Measure A - (VTA)		\$ 2,500,000				\$ 2,500,000
PTMISEA (1B)		\$ 891,938				\$ 891,938
State Security Bond Funds (1B)		\$ 820,505				\$ 820,505
CalTrans Section 5311		\$ 267,464				\$ 267,464
Statewide Transportation Improvement Program (STIP)		\$ -				\$ -
Traffic Congestion Relief Program - (TCRP)		\$ 617,333				\$ 617,333
State Transit Assistance (STA) (Carryover)-Prior Years			\$ 614,500			\$ 614,500
<u>Local Funds - Detail</u>						
Local Reserves (Lawsuit & Sakata Proceeds)				\$ -		\$ -
TOTAL CAPITAL FUNDING	\$ 7,480,265	\$ 5,097,240	\$ 614,500	\$ -	\$ -	\$ 13,192,005

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FY12 TDA/STA Claim

Santa Cruz Metropolitan Transit District

**California Highway Patrol
Transit Operator Compliance Certificate**

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TRANSIT OPERATOR COMPLIANCE CERTIFICATE

CHP 339 (Rev 7-90) OPI 062

TRANSIT OPERATOR NAME

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

ADDRESS

110 B VERON ST

TELEPHONE NUMBER

(831) 426-6080

CITY

ZIP CODE

COUNTY

SANTA CRUZ CA 95060

SANTA CRUZ

This is to certify that the above named transit operator was inspected on this date and found to be in compliance with California Vehicle Code Section 1808.1, regarding participation in the Department of Motor Vehicles Pull Notice Program, and with Section 12804.6, regarding transit bus operator certificates.

ISSUED BY

I D NUMBER

DATE

A10027

5/26/10

Destroy previous editions

12-26

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**

CHP 343 (Rev. 10-00) OPI 062

NEW TERMINAL INFORMATION

☒ Yes ☐ No

CA NUMBER

40366

FILE CODE NUMBER

51584

COUNTY CODE

44

CARRIER TYPE

BUS

CODE

B

OTHER PROGRAM

LOCATION CODE

720

SUBAREA

C44

TERMINAL NAME

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

TELEPHONE NUMBER (W/ AREA CODE)

(831) 469-1954

STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)

138 GOLF CLUB DR SANTA CRUZ CA 95060

MAILING ADDRESS (NUMBER, STREET, CITY, ZIP CODE) (IF DIFFERENT FROM ABOVE)

110 B VERNON ST. SANTA CRUZ CA 95060

LICENSE AND FLEET INFORMATION

FM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS
					I- 114 II-	201
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEHICLES	HW CONTAINERS	CSAT
						<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NUMBER (W/ AREA CODE)	NIGHT TELEPHONE NUMBER (W/ AREA CODE)
BRUCE RHODES	(831) 469-1954	(831) 476-8405
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NUMBER (W/ AREA CODE)	NIGHT TELEPHONE NUMBER (W/ AREA CODE)
ROBERT COTTER	(831) 426-6080	661-373-4972

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL FOR LAST YEAR [2009]

A <input type="checkbox"/> UNDER 15,000	B <input type="checkbox"/> 15,001 50,000	C <input type="checkbox"/> 50,001 100,000	D <input type="checkbox"/> 100,001 500,000	E <input type="checkbox"/> 500,001 1,000,000	F <input type="checkbox"/> 1,000,001 2,000,000	G <input checked="" type="checkbox"/> 2,000,001 5,000,000	H <input type="checkbox"/> 5,000,001 10,000,000	I <input type="checkbox"/> MORE THAN 10,000,000
---	--	---	--	--	--	---	---	---

OPERATING AUTHORITIES

PUC	T-	T-	TCP	PSC	US DOT
ICC	MC	MC	MCP	REASON FOR INSPECTION	
	MX	MX	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	ANNUAL "B" BUS TERMINAL INSPECTION	

INSPECTION FINDINGS		INSPECTION RATINGS: S=Satisfactory U=Unsatisfactory C=Conditional UR=Unrated N/A=Not Applicable							
REQMTS	VIOL	MAINTENANCE PROGRAM		DRIVER RECORDS		REG. EQUIPMENT		HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 2 3 4	1 S 2 S 3 S 4 S		
DRIVER RECORDS		No. 20 Time 16.0	No. 31 Time 2.5	No. 20 Time 2.5					
DRIVER HOURS		HAZARDOUS MATERIALS <input checked="" type="checkbox"/> No HM Transported <input type="checkbox"/> No HM Violations Noted		CONTAINERS/TANKS No. Time		VEHICLES PLACED OUT OF SERVICE Vehicles Units			
BRAKES	1	REMARKS Carrier was found to be in compliance and a terminal safety compliance rating of satisfactory has been assigned. The following documents were reviewed during this inspection. 1. Drivers time keeping records 2. Drivers DMV pull notice records 3. Drivers daily vehicle inspection reports 4. Drivers proficiency records 5. Vehicle maintenance and repair records Refer to attached ASPEN report numbers CA3BH0000450 through CA3BH0000459 and CA3BH0000460 through CA3BH0000469 for bus inspection information.							
LAMPS & SIGNALS									
CONNECTING DEVICES									
STEERING & SUSPENSION									
TIRES & WHEELS									
EQUIPMENT REQUIREMENTS	3								
CONTAINERS & TANKS									
HAZARDOUS MATERIALS									
BIT	NON-BIT	FEE DUE	CHP 345	CHP 1000 COL	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)				
<input type="checkbox"/> I <input type="checkbox"/> R <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/>		Same				

INSPECTED BY (NAME)	ID NUMBER	INSPECTION DATE(S)	SUSPENSE DATE
J. R. BARRIOS	A10027	5/24/10, 5/25/10, 5/26/10	<input type="checkbox"/> Auto <input checked="" type="checkbox"/> None

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 21), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (805) 549-3261 within 5 calendar days of the rating.

CURRENT TERMINAL RATING	CARRIER REPRESENTATIVE'S SIGNATURE	DATE
SATISFACTORY	X	05/26/10
CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER
ROBERT COTTER	Maintenance Manager	N/A
		STATE
		N/A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: March 25, 2011
TO: Board of Directors
FROM: Angela Aitken, Finance Manager and Acting Assistant General Manager
**SUBJECT: CONSIDERATION OF AUTHORIZING A CLAIM FOR FY12
TRANSPORTATION DEVELOPMENT ACT (TDA) AND SURFACE
TRANSPORTATION ACT (STA) FUNDS**

RECOMMENDED ACTION

That the Board authorize staff to submit a claim to the Santa Cruz County Regional Transportation Commission for FY12 Transportation Development Act (TDA) and Surface Transportation Act (STA) funds for operating assistance in FY12 only.

II. SUMMARY OF ISSUES

- The California Legislature enacted the Transportation Development Act (TDA) of 1971 to provide funding for mass transportation, including public transit, from ¼ cent of the general sales tax collected statewide.
- The Santa Cruz County Transportation Commission (RTC) apportions TDA funds in Santa Cruz County and estimates a FY12 TDA apportionment of \$5,244,963 to Santa Cruz METRO.
- The actual amount of FY12 TDA revenue accruing to Santa Cruz METRO depends upon actual sales tax revenue in Santa Cruz County during FY12, and the RTC will adjust the allocation to Santa Cruz METRO accordingly if revenue varies from the projection.
- The State Controller's Office allocates STA funds by formula to regional transportation planning agencies and transit operators and estimates a FY12 apportionment of \$2,311,643 to Santa Cruz County.
- The actual allocation of STA funds to Santa Cruz METRO depends upon re-enactment by 2/3 majority vote of the March 2010 gas-tax swap and adoption of the Governor's proposed FY12 budget.
- The gas-tax swap of 2010 allowed FY11 and FY12 STA funds to be used for public transit operations, and Santa Cruz METRO will use the FY12 STA allocation in its operating budget. In previous years, Santa Cruz METRO used STA funds in its capital budget.
- Board authorization to submit a claim for TDA/STA funds will enable Santa Cruz METRO to include \$7,556,606 in combined TDA and STA revenue in its FY12 operating budget.

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III. DISCUSSION

The California Legislature enacted the Transportation Development Act (TDA) of 1971 to fund public transportation as an essential component of a balanced public transportation system. Funding for the TDA is derived from $\frac{1}{4}$ cent of the statewide sales tax and is returned to the counties in proportion to the sales tax revenue generated in that county. The California Public Utilities Code beginning with Section 92000 implements provisions of the Transportation Development Act and designates the regional transportation planning agency of each California County to administer TDA in that county. In Santa Cruz County, the Santa Cruz County Regional Transportation Commission (RTC) administers the TDA program.

Each year, the County Auditor Controller provides the RTC an estimate of the TDA revenue anticipated for Santa Cruz County in the coming fiscal year. In accordance with the *Santa Cruz County Regional Transportation Commission Rules & Regulations*, the RTC apportions to Santa Cruz METRO 85.5% of the TDA revenue remaining after funding its costs for planning and administering the TDA program. The remaining funds are allocated to the county jurisdictions and to specialized transportation providers such as Community Bridges, the Volunteer Center and Community Traffic Safety Coalition in accordance with 21 CCR §6644.

The County Auditor Controller provides TDA revenue forecast updates to the RTC throughout the year. If the actual amount of TDA funds generated in Santa Cruz County differs from the estimated apportionment, Santa Cruz METRO will receive its share of actual TDA revenue in accordance with the amended amount of TDA funds adopted by the RTC in FY12 Budget. The RTC will determine at the end of the year whether to use any additional revenue above the projected amount to replenish its reserve funds, which have been depleted over the last two years to maintain allocations as high as possible, or to distribute any surplus to County recipients.

In its FY12 Budget, the RTC allocated \$5,244,963 in TDA funds to Santa Cruz METRO. This is an increase of \$243,226 over last year's amount due to rising sales tax collections in the County during FY11. With the full FY11 sales tax revenue estimated to exceed the projected amount by approximately 5%, the RTC has increased the FY12 allocations to county recipients by 4.86%. In accordance with 21 CCR §6634, TDA funds may be used for operations, capital and planning in an amount not to exceed actual expenditures. As in past years, Santa Cruz METRO will include its entire TDA allocation of \$5,244,963 in its FY12 operating budget.

The State Controller's Office allocates State Transit Assistance (STA) funds to the RTC in accordance with Public Utilities Code (PUC) Section 99313 and to Santa Cruz METRO in accordance with PUC Section 99314. These two sections prescribe the distribution of STA funds appropriated in the state budget by a formula based upon the county population and the transit operator's service measures. The RTC typically passes its apportionment of STA funds to Santa Cruz METRO, and Santa Cruz METRO will submit a claim to the RTC for the full allocation of \$2,311,643 in STA funds to Santa Cruz County. The FY12 amount is \$489,907 lower than the FY11 amount due to a statewide reduction in the STA revenue appropriated in the proposed FY12 California Budget.

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~~6-7.2~~

The statewide FY12 STA appropriation depends upon the State Legislature's re-enacting the gas-tax swap of March 2010 with a 2/3 majority vote due to the impact of Proposition 26, which repeals any new taxes adopted by a simple majority vote retroactive to January 2010. Re-enacting the gas-tax swap to generate the STA funds in the Governor's FY12 proposed budget would provide the State Controller's Office estimated \$2,311,643 in FY12 STA funds to Santa Cruz County.

For FY12, STA funds can be used in the operating budget. Prior to enactment of the gas-tax swap of 3/22/10, STA funds could not be used in the operating budget unless the transit operator met restrictive efficiency criteria. Santa Cruz METRO did not meet the operating efficiency criteria in the past and therefore designated its STA allocation for the capital budget. The gas tax swap as enacted, in part, by ABx8 9 of 3/22/10, suspended the efficiency criteria for FY11 and FY12 in order to assist public transit operations. Santa Cruz METRO will use the FY12 STA allocation of \$2,311,643 in its operating budget as it did in FY11 to help balance the operating budget deficit. This is a two-year, temporary suspension of the efficiency criteria, and Santa Cruz METRO will again designate the STA allocation for its capital budget in FY13 unless the re-enacted gas tax swap extends the suspension of efficiency criteria beyond FY12.

The RTC modified the TDA/STA Claim Form and no longer requires a Board resolution as in prior years.

IV. FINANCIAL CONSIDERATIONS

The Board's authorization for staff to submit a claim to the RTC for \$5,244,963 in FY12 TDA funds and \$2,311,643 in FY12 STA funds will provide a total of \$7,556,606 in revenue for Santa Cruz METRO's FY12 Operating Budget.

V. ATTACHMENTS

None

Staff Report prepared by Thomas Hiltner, Grants/Legislative Analyst

Date Prepared: March 14, 2011

12-30

~~6-7.3~~

TO: Elderly & Disabled Transportation Advisory Committee

FROM: Karena Pushnik, RTC Staff

RE: FY 2011-12 Section 5310 Grant Application Scores

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee (E/D TAC):

Recommend that the Santa Cruz County Regional Transportation Commission approve the local review committee's scores for the two Section 5310 fund applications submitted by Community Bridges.

BACKGROUND

Federal Section 5310 funds are available for capital equipment for specialized transportation for seniors and people with disabilities to eligible entities. This grant is allocated on a statewide competitive basis and historically has been a major source of funding for new paratransit vehicles and equipment for Santa Cruz County.

DISCUSSION

Due to the timing of the last round of Section 5310 grants in 2008, two year's worth of grant funds are available this year. In addition, this year Caltrans has issued a one-time waiver of the required matching funds.

This year, two applications were received both from Community Bridges.

- One is for eight paratransit vehicles, twenty-one two-way radios, four hand-held mobile two-way radios, and a base station.
- The other is for six desktop PC computers, one network server computer, six computer monitors and one Trapeze mapping software.

Attached are excerpts from both applications summarizing the purpose and need for the vehicles and equipment (Attachment 1).

Based on direction from the Elderly & Disabled Transportation Advisory Committee (E/D TAC), a Local Review Committee met on March 28 to score the application. The committee is comprised of representatives from the County Commission on Disabilities, Seniors Council, Santa Cruz Metropolitan Transit District and the Regional Transportation Commission. Based on input from the Regional Transportation Planning Agency (RTC) and the Local Review Committee (LRC), Community Bridges had an opportunity to amend their applications. The LRC determined initial scores for the application as it was submitted, and scores for the application if it were strengthened to highlight more about the 'how, who, what, and where' of the vehicle and equipment use. The two sets of scores are shown in the chart below.

Item	Cost Each	Quantity	Total Cost	Initial Score	Potential Score
Medium Buses	\$ 69,000	6	\$ 414,000	79	90
Large Buses	\$75,000	2	\$ 150,000	79	90
Two-Way Radios	\$ 1,291	21	\$ 27,109	74	90
Hand Held Mobile Two-Way Radios	\$ 895	4	\$ 3,578	74	90
Base Station	\$ 1,896	1	\$ 1,896	74	90
Desktop PC Computers	\$ 1,780	6	\$ 10,683	74	90
Computer Monitors	\$ 258	6	\$ 1,550	74	90
Network Server Computer	\$8,604	1	\$8,604	74	90
Trapeze Mapping Software	\$ 13,800	1	\$ 13,800	74	90

Staff has received the revised applications based on the LRC's recommended amendments. In addition, staff will bring the full applications to the August 12 meeting, if the E/D TAC is interested in specific details about the funding requests. There is one issue that is not yet resolved regarding the scoring for the non-vehicle equipment. RTC staff is checking with Caltrans on the issue that may affect the scores, and will provide an updated if needed at the meeting.

Staff recommends that the E/D TAC review the Local Review Committee recommendations and recommend that the Regional Transportation Commission adopt the scores by resolution at the May 5 meeting. The resolution will then be forwarded to Caltrans who will list the projects in order of the highest scored projects. Caltrans staff will double check scores for those projects up to the limit of available funds. There will be an appeals process and the final scores will be formally adopted by the California Transportation Commission.

SUMMARY

Community Bridges submitted two applications for Section 5310 funds: one for vehicles and radio equipment and the other for computer and scheduling/mapping software. The Section 5310 grant is one method to bring in much needed equipment for paratransit operations in Santa Cruz County, especially for those who don't qualify for ParaCruz due to their income, location or size. The E/D TAC's recommendation will be forwarded to the Regional Transportation Commission for their consideration and formal adoption.

Attachment 1: Excerpts from Applications summarizing purpose and need

PART II – FUNDING REQUEST

APPLICATION #1

Replacement/Service Expansion Vehicles

~~Questions apply to requests for vehicles. (See Scoring Worksheet pages 4 and 5)~~

REPLACEMENT VEHICLES (Maintaining existing service levels)

To be eligible for replacement, the vehicle must currently be registered to the agency and wheelchair accessible (ramp or lift.) Leased vehicles, Sedans and SUVs are not eligible for replacement.

Explain why the vehicle(s) need replacement in order to ensure continuance of existing services. Describe the service the vehicle(s) will provide and the service area.

A photograph of the vehicle(s) proposed for replacement must be attached as an appendix. Take at an angle to show back wheels.

NEW for ALL replacement vehicle requests: Provide each vehicle's funding source. Include the Standard Agreement number for federally funded procurements.

All eight of the vehicles we request will replace existing vehicles. The vehicles in our fleet that we hope to replace are past the defined standard of a useful life in paratransit service with regard to age. Many of the clients who require our services live in the rural areas of the county. Due to the particularly damaging environmental conditions in our region, these vehicles have endured much wear & tear and are in poor condition.

The most concentrated populations that we serve are in the Watsonville and Santa Cruz City areas. However, we also serve significant populations in the mountainous areas that surround the Santa Cruz City. This mountainous terrain, combined with the high salt content in our ocean air, is particularly damaging to vehicles and equipment.

It is for this reason it should be considered that the conditions of the vehicles are much worse compared to vehicles in environments with more flat driving areas and atmospheres less harmful to vehicles. (Continued on next page, 13a.)

Please see Attachment #8 – Photos

NEW SERVICE OR SERVICE EXPANSION VEHICLES

Explain the new service or growth your agency is experiencing, the projected increase in the number of clients you will serve, and the basis for your estimates. Describe the service area, and the service the vehicle(s) you are requesting will provide and how it relates to the needs assessment in the Coordinated Plan. *Related Documentation supporting this growth must be attached as an appendix and its relevance discussed within the narrative (e.g., current waiting list, reports of trips denied).*

Projected number of one-way passenger trips per day to be provided by each vehicle:

Community Bridges Lift Line is not asking for new or service expansion vehicles on this grant application.

PART II – FUNDING REQUEST

Replacement Vehicles Cont.13a

Certainly all of the vehicles show signs of wear to varying degrees, including more frequent maintenance and rough or undependable driving performance. They have all certainly surpassed their usefulness as appropriate vehicles to provide transportation for our sensitive and fragile clientele. In addition, we provide service for morbidly obese residents which alone increases wear and tear on the suspension of the vehicles.

The vehicles we hope to replace range in mileage from 130,000 miles to 194,000 miles. With the expected arrival time for the replacements to be no earlier than summer of 2013, the mileage on them will range from at least 156,000 miles to 220,000 miles.

Additionally, many of the clients who require this service live in the rural areas of the county, where public transit is more difficult to obtain. Much of this area is in the treacherous redwood forest mountain area, which is more damaging to vehicles due to steep inclines and poor road conditions. An additional 15 to 25 thousand miles of stop and go travel on the hills in this environment will create a great deal of wear and tear, and maintenance expenses for these vehicles are expected to double within the following year.

There is also wear and tear on the vehicles that cannot be prevented through regular maintenance and is not repairable. This is the type of damage that happens to strained vehicles, and results in overall poor condition, rough ride, and frequent breakdowns. Frequent passenger traffic has well worn the interiors of these vehicles as well. The performance and condition of these vehicles show us that these vans have served us well, but are in need of retirement to back up status.

The sensitive nature of many of our passengers requires us to pay close attention to their safety. To this end, Drivers perform safety pre-trips to ensure that the vehicles are in safe operating condition before taking them into service. Vehicles that are not dependable can create a safety hazard. Delicate individuals may suffer health problems and undue stress from being trapped in a downed vehicle. Although it is impossible to prevent these occurrences from happening altogether, it is our responsibility to reduce the chances as much as possible. Considering the increased frequency of breakdowns that these vehicles are beginning to incur, it is in our best judgment to discontinue their active use before these types of problems increase any further. The passengers being transported are by definition in need of services beyond that of the general public; as such, it is essential that the equipment used to provide this service be in adequate and dependable condition.

Three of the eight vehicles to be replaced will be made available as back-up vans, at the present time we have one backup van. Three will be made available for sale to other agencies in need of paratransit vehicles as soon as their replacements are received through the 11/12 Section 5310 grant application. When this happens, two of those in current service will be placed out of service; due to the fact their conditions are quite inappropriate for paratransit, or any other public service.

Additionally, the three proposed back up vehicles currently have range from 136,000 miles to 194,000 miles and are on the maintenance service schedule on a regular basis. Drivers frequently hear complaints of passengers riding in these vehicles that they are uneasy riding in such obviously outdated and/or worn vehicles. These vehicles will be replaced within the next two 5310 grant cycles.

Other Equipment

OTHER EQUIPMENT

This category includes communication and computer equipment, hardware and/or software, or any other miscellaneous equipment (maintenance, cameras, and mobile radios). The equipment must be used to support your transportation operation in proportion to the number of vehicles you operate in your transportation program for elderly and disabled clients.

The applicant must submit 3 like-kind estimates of equipment with this application. The average of these 3 estimates will be the requested funding amount. This information and sole source request instructions are on page 12 of this application. **Note: If the project is selected and the agency receives Section 5310 approval, the agency will purchase the equipment using 100% of their funds. Once the equipment is received, the agency will invoice Caltrans for reimbursement of the Federal portion (88.53%). No fixed route equipment will be funded.**

Agency Inventory (Required for ALL other equipment requests)

1. Complete table for the requested other equipment, expand this table if necessary:

1. Indicate equipment type to be replaced
2. Indicate the quantity of existing equipment units, by like kind.
3. Indicate the age of the equipment.
4. Indicate the requested number of units of additional equipment.
5. Indicate the total number of vehicles in your transportation fleet.

Equipment Type to be replaced	Quantity/Purchase Date of Existing Equipment within Agency	Quantity of Requested Equipment (from page 12)	Current Fleet Size
Example: Computer	3 2 4	5-18-2008 1-1-2001 6-15-2002	10
Example: Mobile Radios	8 3	8-14-2007 7-21-2002	15
Example: Software	10		16
Samsung cell phones	16 Feb 2010	21	21
Blue tooth head sets	16 Feb 2010	0	21

2. Describe the type of equipment you are requesting and specifically identify the components.

We are requesting 21 two-way radios that use digital technology, 4 hand held mobile radios (2-way), and one base station for dispatching. The 21 radios will be wired and mounted in our 21 vehicles. The four hand-held radios will be distributed to users to communicate with drivers. The dispatch unit is a stationary larger device and will be installed at our dispatch station.

3. Discuss how the requested equipment will be used to support the transportation program. Include any expected improvements in service delivery or coordination, any reduction in the cost of providing service and the current method of collecting and tracking information.

The current communications system we use for dispatch and driver communications is non-operable in multiple zones of our service area – without the ability to communicate with our drivers throughout our service area; we are faced with inefficient operations and even worse, potentially unsafe conditions. *(continued on page 14a)*

Other Equipment Cont. 14a

In one recent emergency incident, a fight erupted among passengers on one of our vehicles. The driver called in to dispatch but could not connect since he was in a "dead zone" in the Santa Cruz foothills. Similar interruptions in our communications occur regularly from our service areas within Santa Cruz County as well as areas we drive in every day including Monterey County and Santa Clara County.

This problem is not one of inadequacy, but rather effectively leaves our program with "no dispatch equipment."

Formerly, we had a two way radio system in every vehicle, plus hand held units which had operated on the 800 frequency. Then Nextel bought up frequencies in that range leaving our system useless. Community Bridges looked into and tested the 400 frequency which didn't have enough range for our service area. Community Bridges staff met with Nextel, and decided to go to Nextel push to talk aka PTT, walkie talkie type system. Lift Line converted to using Verizon cell phones as a new way to communicate with the dispatcher. Unfortunately, the new system has many dead zones in our mountain and rural services area. During Lift Line's annual CHP inspection in November 2010 we were informed cell phone would soon be against the law even for commercial drivers. Lift Line continued using Verizon cell phone but with blue tooth to be hands free because of a two-year contract. This system has proven inappropriate and inefficient.

Problems with the current cell phone system are many and will be remedied by the new equipment we are requesting:

Safety -- With our current system, drivers are sometimes distracted by needing to look at the cell phone to find the right number and make a call. With the new two-way radios, the mounted system will require a simple push of a switch to call dispatch. No other calls can be made on the radio.

Improved Communication -- While the current cell phone system only allows calls to a single caller, the new system will have all drivers and dispatch able to hear each other simultaneously. This feature helps our dispatcher to increase efficiency when information needs to be shared with more than one driver.

Efficiency -- Not only can calls be made more quickly with the new system, but they cannot be lost or left at home or lose a charge like the cell phones have been. Currently, drivers often experience dead zones, background noise, loss of communication between the blue tooth and phone device. Additionally, many times drivers' calls roll over to the dispatch voice mail since the reception for the Verizon system at our Aptos dispatch office is poor.

Verizon problems include: dispatch office area is a Verizon dead zone, drivers call in, but the phone doesn't ring and rolls over to voice mail. Also, there is an issue with being able to actual hear the other person on the phone as well as the pollution of background noise when using the blue tooth equipment including lost communication between dispatch and drivers phones while using blue tooth ear pieces. While our service is designated as non-emergency service, we need to be prepared for emergencies when clients are on board and the need for drivers to have immediate transmission to dispatch is critical. The new Mobile Radio Communications system will allow the operation to maximize the best use of the most appropriate vehicle by allowing driver communication and scheduling/vehicle changes if conditions change.

The two-way radio unit's will be mounted in the vehicle in areas that are hidden to the general view, to avoid possible theft. The face plate can be mounted on the dash for convenient visibility and driver access. These two way radios are digital making coverage much wider in SC County and Monterey County, including our tri-county region area of dead zones, which are mountainous and along the ocean side communities.

We expect the new system to be reliable, easy to use, and safer for our drivers and therefore our passengers. The new system will improve the quality of our services for clients to have safe, efficient service.

The four hand held devices will be assigned to our mobile mechanic, fleet manager, program director, and computer information specialist to obtain information for data collection and reporting. The mobile devices can also be used to dispatch off site if needed, as well as serve as a back up if one of the vehicle mounted units fails.

The Base unit is stationary and would be located at the dispatcher's station. This system would improve safety, communication, allow for an all call communication in the case of an emergency and save time. Our community experienced a major equipment failure, when an optic cable was cut. This led to all computer and cell phone reception to be cut completely. This radio communication system would not be affected if this communication situation should arise again in the future.

Application #2

Other Equipment**OTHER EQUIPMENT**

This category includes communication and computer equipment, hardware and/or software, or any other miscellaneous equipment (maintenance, cameras, and mobile radios). The equipment must be used to support your transportation operation in proportion to the number of vehicles you operate in your transportation program for elderly and disabled clients.

The applicant must submit 3 like-kind estimates of equipment with this application. The average of these 3 estimates will be the requested funding amount. This information and sole source request instructions are on page 12 of this application. **Note: If the project is selected and the agency receives Section 5310 approval, the agency will purchase the equipment using 100% of their funds. Once the equipment is received, the agency will invoice Caltrans for reimbursement of the Federal portion (88.53%). No fixed route equipment will be funded.**

Agency Inventory (Required for ALL other equipment requests)

1. Complete table for the requested other equipment, expand this table if necessary:

1. Indicate equipment type to be replaced
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3. Indicate the age of the equipment.
4. Indicate the requested number of units of additional equipment.
5. Indicate the total number of vehicles in your transportation fleet.

Equipment Type to be replaced	Quantity/Purchase Date of Existing Equipment within Agency		Quantity of Requested Equipment (from page 12)	Current Fleet Size
Computer 6403818 & 645518	4	08-10-2007	6	21
	4	09-24-2007		
Computer Monitors	4	08-10-2007	6	21
	4	09-24-2007		
Computer Network Servers	2	03-31-2006	3	21
Trapeze Mapping Software	1	05-31-2001	1	21

2. Describe the type of equipment you are requesting and specifically identify the components.

The 6 new monitors will be wide screen with HDMI technology allowing for a clear display as well as split screen functionality. The 6 new computers we are requesting have the latest Microsoft operating system, better virus protection, as well as a fast 64bit processor. The new network server we are requesting will consolidate the two servers into one with a RAID-5 four (500GB) data storage capacity capability. It will also have the latest Microsoft operating system as well as twice the amount of RAM and processor speed. The Trapeze mapping system will include an updated Santa Cruz County map, as well as maps for Santa Clara County and Monterey County.

3. Discuss how the requested equipment will be used to support the transportation program. Include any expected improvements in service delivery or coordination, any reduction in the cost of providing service and the current method of collecting and tracking information.

The computers we are replacing use a second generation Microsoft operating system that is slow, no longer supported by Microsoft, very susceptible to viruses and malware infiltration. The new computers we are requesting have the latest Microsoft operating system, better virus protection, as well as a fast 64BIT processor. The monitors we are currently using have a small screen size and the display is somewhat fuzzy. The new monitors will be wide screen with HDMI technology allowing for a clear display as well as split screen functionality. (continued on page 14a)

13-7

Other Equipment Cont. 14a

The split screen function allows the operator to do multi-tasking functions quickly without having to leave one program to do a task in another program.

Our current computer network servers are old and beginning to crash on occasion causing downtime and resulting in doing scheduling and dispatching manually. This process is very time consuming and subject to human error causing missed or delayed trips. In addition our storage system for data (100GB) is small and we will be running out of room shortly. The operating system is also second generation and no long supported by Microsoft. The new server we are requesting will consolidate the two servers into one with a RAID-5 four (500GB) data storage capacity capability. It will also have the latest Microsoft operating system as well as twice the amount of RAM and processor speed. This will allow for quicker data access and response time freeing up scheduling and dispatching times.

When our Trapeze mapping system was originally installed in 2000, we only purchased access to the Santa Cruz County mapping. Now, the maps are outdated due to city and county growth. Housing developments have occurred thorough the county causing new roads to be constructed that do not appear on our current map. This makes scheduling, dispatching, and data collecting very difficult. We are now also providing rides to two other counties (Monterey County and Santa Clara County) and the mobile data computers located in our vehicles will not display pickup and drop-off locations or give driving directions. With the new mapping system we will be able to provide the drivers with instructions on how to get to their locations quickly and efficiently as well have all the latest streets and street names.

AGENDA: April 12, 2011

TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, RTC Staff
RE: 2010 E&D TAC Annual Report and Unmet Needs List

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee:

1. Review the 2010 E&D TAC Annual Report, provide amendments as necessary, and forward the report to the Santa Cruz County Regional Transportation Commission (RTC) for their consideration; and
 2. Review the Unmet Transit and Paratransit Needs List, provide amendments as necessary and forward the list to the RTC for their consideration at an advertised public hearing on May 5. Provide input into the Draft Unmet Specialized Transportation and Transit Needs List.
-

BACKGROUND

In general, the Elderly and Disabled Transportation Advisory Committee prepares an Annual Report outlining the Committee's accomplishments from the last year, as well as identifies current and anticipated unmet transportation needs. The Unmet Needs list is used to prioritize projects as funds become available.

DISCUSSION

The 2010 E&D TAC Annual Report highlights the committee's achievements over 2010. The report is presented to the RTC as a way to help decision-makers be aware of the committee's value and about topics of importance to the committee and the population it serves. The Annual Report is organized to include the following topics: transportation-related projects; funding oversight; monitoring specialized transportation needs in the region; regional issues and concerns; internal committee issues; unmet transportation needs summary; and list of Unmet Specialized Transportation /Transit Needs.

The Unmet Transit and Paratransit Needs List includes the amendments suggested by the E&D TAC at their February meeting. The list was sent to the Santa Cruz Metropolitan Transit District (Metro) on March 14. At the time of this writing, no response has been received.

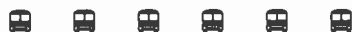
Staff recommends that the E&D TAC review the draft 2010 Annual Report and Unmet Needs List and forward them to the RTC for their consideration.

Attachments:

1. Draft 2010 E&D TAC Annual Report
2. Draft Unmet Paratransit and Transit Needs List

14-2

Attachment 1



The Santa Cruz County Elderly & Disabled Transportation Advisory Committee

...

Draft **2010 Committee Report**



***To be presented to the
Santa Cruz County Regional Transportation
Commission May 2011***

Committee Members (Alternates):

Hal Anjo	Social Service Provider – Seniors (County)
Lisa Berkowitz (Bonnie McDonald)	Consolidated Transportation Services Agency – Community Bridges
Donella Bloebaum	Potential Transit User – 60+
Debbi Brooks (Lois Connell)	Social Service Provider – Persons of Limited Means
Tom Crain	Potential Transit User - Disabled
John Daugherty (April Warnock)	Santa Cruz METRO
Veronica Elsea (Thom Onan)	Third Supervisorial District
Sally French (Sheryl Hagemann)	Social Service Provider – Disabled
Clay Kempf (Patty Talbot)	Social Service Provider – Seniors
Michael Molesky	Social Service Provider – Disabled (County)
Patti Lou Shevlin (Michael Lewis)	First Supervisorial District
Catherine Patterson Valdez (Kirk Ance)	Consolidated Transportation Services Agency – Lift Line
Robert White (Sharon Barbour)	Fifth Supervisorial District

14-3

***A Review of the Work and Accomplishments of the
Elderly and Disabled Transportation Advisory Committee***

...
Contents

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(2)	Funding Oversight	4
(3)	Monitoring Specialized Transportation Needs in Santa Cruz County	5
(4)	Regional Issues and Concerns	7
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(7)	List of Unmet Specialized Transportation/Transit Needs ...	8

The Elderly & Disabled Transportation Advisory Committee's Regional Role

The Santa Cruz County Regional Transportation Commission's Elderly & Disabled Transportation Advisory Committee -- also serving as the state-designated Social Services Advisory Committee -- is a group of members of the public, transportation providers, and social service agency representatives 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, mental and/or economic disabilities.

One of the essential functions of this advisory committee is to provide broad and significant insight to the Regional Transportation Commission, as well as other transportation service providers such as the Santa Cruz Metropolitan Transit District and Community Bridges, on countywide transportation issues and policies that are likely to affect the growing population of older and disabled residents of Santa Cruz County. Members of this committee have direct and personal experience with quality-of-life concerns related to maintaining full and independent lives through access to mobility assistance. As this population group continues to grow, planning activities for specialized transportation services throughout the region will become even more important.



Geographical information for each project or action is noted as follows: A – All the county, S–Santa Cruz, V–Scotts Valley, C–Capitola, W–Watsonville, I–unincorporated county areas.

(1) Transportation-Related Projects

The Elderly & Disabled Transportation Advisory Committee (E&D TAC) released an updated Guide for Specialized Transportation for Seniors and People with Disabilities in Santa Cruz County. The print version of the Guide was distributed to service providers, social service agencies, residences and other activity centers. (A)

The Committee continued to support the multi-purpose trails in the Arana Gulch Master Plan, expressing enthusiasm to have access to the county's greenbelts for wheelchairs and other mobility devices. Support for the program was communicated to the California Coastal Commission. (S, I)



Members supported the City of Santa Cruz's Transportation Development Act (TDA) funding request for pedestrian facilities on Laurel Street and along the Mission Street Extension. (S)

The E&D TAC supported the City of Scotts Valley's TDA claim for pedestrian improvements on Bean Creek Road. (V)

The E&D TAC supported the RTC's application to determine the feasibility of implementing a 5-1-1 system. The system could include real time information about traffic conditions, transit schedules and specialized transportation options. (A)

(2) Funding Oversight

Members approved Transportation Development Act claims and updates for the Volunteer Center, Community Bridges and the Transit District. The claims were analyzed in detail, including targeted ride category goals, the degree to which unmet needs were addressed, and overall administration costs for the agency. (A)

Members reviewed state ballot measures and discussed potential consequences of the proposals. (A)

The E&D TAC sent a letter of support for H.R. 4722 the Active Community Transportation Act, the federal bill would direct the Secretary of Transportation to actively invest in transportation that shifts toward bicycle and pedestrian options. The committee also recommended that the RTC send a similar letter. (A)

A letter requesting that corporate loopholes be closed to retain vial funding for seniors and people with disabilities was sent by the committee to the California Governor. (A)

(3) Monitoring Policies Related to Specialized Transportation in Santa Cruz County

Meeting the specialized transportation needs of diverse populations in a mixed rural and urban county can be extremely challenging, and the Elderly & Disabled Transportation Advisory Committee is actively engaged in monitoring existing services, from public and non-profit to private, for-profit services. Committee members share much expertise over this broad spectrum of services.



Among the specialized transportation service providers in Santa Cruz County are: the Americans With Disabilities Act -Mandated Paratransit program, *ParaCruz*, operated by Metro; the countywide *Lift Line* transportation by Community Bridges, the designated Consolidated Transportation Services Agency; various private operators, including *taxi* companies and for-profit medical transport service; a collection of informal and volunteer efforts to provide vital and personal transportation services to individuals whose mobility needs would otherwise be unmet.

The E&D TAC reviewed the RTC's federal and state legislative agenda and made recommendations regarding issues affecting specialized transportation for seniors and people with disabilities. (A)

Members reviewed and provided input on proposed amendments Metro's Disadvantaged Business Enterprise goals and program. (A)

The committee provided input on proposed changes to Lift Line's eligibility determination process. Changes were proposed to ensure that the scarce resources for safety net transportation services are available for individuals with greatest need. (A)

The Statewide Mobility Action Plan was analyzed by the committee to determine whether statewide policy recommendations are beneficial to the local community. (A)

(4) Regional Issues & Concerns

The Committee provided input to Community Bridges on securing volunteer drivers for out-of-county medical trips. (A)

Members received a report about accessibility considerations for future recreational rail services. (A)



The Metro solicited the committee's input on their service cut updates. Committee members expressed support of the district's efforts to minimize impacts to paratransit. (A)

The E&D TAC provided input to the Transit District on their new website design, as well as the new schedules and bus maps. (A)

Committee members provided input on an interactive countywide Hazard Report for both pedestrian and bicycle hazards. The Hazard Report will be a feature of the RTC's new website and will have the potential for wider use than the current Pedestrian Access Report. (A)

The Committee reviewed the transition plan for Stroke Center's move from Delaveaga Park to Cabrillo College. Transportation options to this site are more varied. (A)

The E&D TAC provided input to United Way on transportation information for their 2-1-1 system. The committee will continue to monitor the service to ensure that the full breadth of transportation services are included in their referral system. (A)



Members worked with the Transit District on the Bus Stop Improvement Plan to make sure the needs of seniors and people with disabilities were considered. (A)

Community Bridges staff provided a final report on the Mobility Outreach and Education Project (MORE). (A)

The E&D TAC provided input the Transit District about outreach for transit and paratransit to the County Fair held in the fall. (A)

The Pedestrian Safety Work Group presented their report on Sidewalk Maintenance Responsibilities and other components of their work to the committee. (A)

(5) Planning Processes

Committee members reviewed the draft 2010 Regional Transportation Plan and the Supplemental Environmental Impact Report including the Goals and Policies, funding estimates and proposed projects. (A)

The E&D TAC reviewed the Triennial Performance Audit which included recommendations about the provision and priorities for specialized transportation funded in part by the Transportation Development Act. (A)

(6) Internal Committee Issues

Members re-elected John Daugherty as Chairman and elected a new Vice-Chair, Veronica Elsea (Third Supervisorial District). Ms. Elsea also serves as the Chair of the E&D TAC's Pedestrian Safety Work Group. Officers are elected annually.

One meeting held in mid-county in April at an accessible facility on a bus line. The Unmet Transit and Paratransit Needs List was reviewed at that meeting.

Sandra Coley, a long time committee member, was appreciated for her 12 years of service on the E&D TAC representing the interests of south county residents.

***(7) List of Unmet Specialized Transportation/
Transit Needs***

In cooperation with the Metro Board, the Elderly and Disabled Advisory Committee evaluated, amended and prioritized the draft list of Unmet Specialized Transportation and Public Transit Needs, acknowledging the importance of this list in establishing funding priorities for transportation spending. A copy of the list is enclosed separately.



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Draft 2011

Attachment 2

Unmet Specialized Transportation/Transit Needs List

To be considered by the Santa Cruz County Regional Transportation Commission (RTC) at a public hearing on May 5, 2011. For more information, call the RTC at 831.460-3200.

Prioritization:

H - High priority items are those items that fill a gap or absence of service. There are three levels of High priority with H1 being the top priority.

M - Medium priority items are items that supplement existing service.

L - Low priority items should become more specific and then be planned for, as funds are available.

General

1. **H1** - Lack of fully accessible transit stops and safe travel paths between senior and/or disabled living areas, medical facilities, educational facilities, employment locations, retail centers, entertainment venues and/or bus stops (examples: Capitola Road and side streets, trailer park at Antionelli, Santa Cruz County Nursing facility)
2. **H2** - Expanded publicity necessary about existing specialized transportation services including ADA paratransit, non-ADA paratransit, Medi-Cal rides and mobility training for people to use regular fixed route buses
3. **H2** - Shortage of transportation services for low-income children and their families, including a lack of transportation for people transitioning from welfare to work
4. **H2** - Availability of accessible local taxi services for seniors and disabled persons
5. **H2** - Lack of direct paratransit and accessible transit connections with neighboring counties — including Monterey (Pajaro), San Benito, Santa Clara and other points north
6. **M-H2** - Expansion of the program currently in place in some jurisdictions to all jurisdictions in the county that requires homeowners to make improvements to sidewalks adjacent to their property when the property is sold
7. **M** - Amend local taxi ordinances to facilitate improved service to seniors and individuals with disabilities

Paratransit/Specialized Transportation

8. **H1** - Lack of specialized transportation for all areas outside the ADA Paratransit service area, with special emphasis on priority destinations
9. **H1** - Need for coordinated and seamless-to-the-public system of specialized transportation with a Mobility Management Center (central information point, one stop shop)
10. **H1** - Lack of transportation for dialysis and other medical appointments

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11. **H2** - Shortage of projected funding for all specialized transportation (including fixed route, ADA and non-ADA Paratransit) to meet the needs of the senior population expected to increase over the next 15 to 30 years
12. **M** - Shortage of programs and operating funds for 'same day' medical trips on paratransit
13. **M** - Shortage of programs and operating funds for 'same day' non-medical trips
14. **M** - Shortage of volunteer drivers in Santa Cruz County including for the Volunteer Center Transportation Program and the out-of-county medical ride program, particularly in south county
15. **M** - Shortage of affordable special care trips and gurney vehicles for medically fragile individuals and those needing "bed to bed" transportation
16. **M** - Provide transportation for all senior meal sites in the county to meet unmet needs
17. **M** - Assure the availability of taxi scrip to meet need for "safety net" services
18. **L** - Need for the Consolidated Transportation Services Agency to acquire an improved operations and maintenance facility
19. **L** - Need for Ongoing provision of ADA Paratransit certification, provided by Metro, at group facilities

Transit

20. **H1** - Restore transit service to 2009 levels.
21. **H1** - Complete MetroBase Facility Phase 1 and Phase 2 including Operations Building and Parking Structure.
22. **H1** - Restore service to Gault Street and La Posada, Blackburn Street (Santa Cruz), Independence Square (Watsonville), simultaneously with the restoration of service to senior residences and centers and areas of high density concentrations of mobility-challenged individuals.
23. **H1** - Need to prioritize bus stop improvement and shelter replacement based on high usage by seniors and people with disabilities
24. **H2** - Redevelop Santa Cruz Metro Center as mixed use facility incorporating local transit service, regional transit service, paratransit service, intercity bus service, commercial office functions, passenger service facilities, parking facilities, and both market rate and affordable housing and potentially for child-care facilities.
25. **H1** - Funding to maintain existing services and facilities.
26. **H2** - Complete conversion of vehicles (revenue and non-revenue) to alternate fuels.
27. **H2** - Four (4) small fixed route replacement buses for rural service.
28. **H2** - Fourteen (14) full sized fixed route replacement buses.
29. **H2** - Identify and obtain funding to support the future levels of paratransit service that will be required.

30. **H2** - Increased frequencies for Route 71 evening service: 2x an hour until 9PM vs. 7PM.
31. **H2** - Acquire and develop permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service.
32. **H2** - Replace thirty (30) 1998 fixed route buses.
33. **H3** - Implement "yield to bus" program to improve travel times.
34. **H3** - Extend highway 17 service to Watsonville.
35. **H3** - Add AM/PM and weekend Route 79 service.
36. **H3** - Purchase Automated Vehicle Location/Passenger (AVL) Counting System.
37. **H3** - Installation of Transponders on all buses for Preemptive Signal Control on major corridors improving traffic flow, reducing travel time, and improving on-time performance.
38. **H3** - Increase weekend Hwy 17 service frequencies.
39. **H3** - Add early morning Route 70 service to Cabrillo College.
40. **H3** - Additional night UCSC service, including Route 20.
41. **H3** - Extension of Highway 17/Amtrak service to UCSC at key times.
42. **H3** - East/West Express service to UCSC and Cabrillo and from Watsonville on 69W.
43. **H3** - Express service between San Lorenzo Valley and both UCSC and Cabrillo College.
44. **H3** - Expanded service between UCSC and Westside University activity centers such as Long Marine Lab, Wrigley building offices, Texas Instruments building offices.
45. **H3** - Service from the UC Inn to UCSC.
46. **H3** - Expanded service to new residential and commercial areas in Watsonville.
47. **H3** - Continue to improve bus stops to be ADA accessible.
48. **H3** - Route 66 using 7th Avenue inbound and outbound (between Capitola Road and Soquel Avenue).
49. **H3** - Add early morning Route 35 service.
50. **H3** - Implement circulator service in Santa Cruz, Watsonville, Capitola, and Scotts Valley.
51. **H3** - Service from Santa Cruz County to Los Gatos.
- ~~52. **H3** - Expanded bicycle capacity and access on the fixed route system by promoting the Folding Bikes in Buses Program to complement the recently installed 3-position bike racks on all fixed route service. (completed)~~
- ~~53.~~ **H3** - Increase window of service on Route 4.
- ~~54.~~ **H3** - Equip ParaCruz Vehicles with Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking.

55.54. H - Continued need for transit to unserved low income and senior housing areas in south county (examples: Stonecreek Apartments in Watsonville and the San Andreas Migrant Labor Camp)

56.55. H/M – Bus and ParaCruz service on all holidays

57.56. M - Expanded evening and late night service on major fixed routes to improve service accessibility.

58.57. M - Automated phone-based trip planning providing Metro route information and or trip planning coordination via telephone and voice activated menu.

59.58. M – ~~Install bus shelters at high usage stops.~~ (*underway*)

60.59. M - 30-minute peak frequencies on collector and arterial routes.

61.60. M - Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop.

62.61. L - Install audio and video surveillance system for all buses.

63.62. L - Bi-directional service on local Watsonville and Aptos/Rio Del Mar routes.

64.63. L - Fare free service to students under the age of 13.

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AGENDA: April 12, 2011

TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, SCCRTC Staff
RE: Committee Member/Alternates

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee (E&D TAC) recommend that Regional Transportation Commission (RTC) approve:

1. Renew Debbi Brooks for the member position representing Persons of Limited Means;
 2. Renew Lisa Berkowitz for the member position representing the Consolidated Transportation Services Agency/Community Bridges; and
 3. Nominate individuals for vacant positions.
-

BACKGROUND

The E&D TAC strives to have full membership in order to ensure that there is a quorum at meetings in order to conduct the committee's business.

DISCUSSION

RTC staff contacted members whose positions had expired to find out whether they were interested in renewing. The following individuals indicated that they were interested in continuing to serve on the committee:

- Debbi Brooks for the member position representing Social Service Provider for Persons of Limited Means
- Lisa Berkowitz for the member position representing the Consolidated Transportation Service Agency/Community Bridges

These individuals will bring updated signed applications to the meeting.

Other positions that have expired include:

- Social Service Provider for Seniors (currently filled by Clay Kempf with Patty Talbot as the alternate)
- Social Service Provider for Disabled by a County entity (currently filled by Michael Molesky)

In addition, there are the following vacancies on the E&D TAC:

- 2nd District Representative (Ellen Pirie)

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- 4th District Representative (Greg Caput)
- Potential Transit User representing disabled individuals
- Private Operator

Staff recommends that the E&D TAC recommend that the RTC approve Lisa Berkowitz and Debbi Brooks for the member positions representing the Consolidated Transportation Service Agency/Community Bridges and Social Service Provider for Persons of Limited Means, respectively. In addition, other members and alternates may express their interest in renewing their membership and request the committee's recommendation of approval. **Staff also recommends assistance from E&D TAC members with nominations for the vacant positions.**

Attached is the current roster with expired positions and vacancies highlighted (Attachment 1). The Commission will consider the E&D TAC's recommendation at their May meeting.

SUMMARY

Nominations are sought for the vacant E/D TAC member and alternate positions. In addition, renewals or new members are sought for those expiring in 2009.

Attachments:

1. Current E/D TAC Roster

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Attachment 1
 Santa Cruz County Regional Transportation Commission's
ELDERLY & DISABLED TRANSPORTATION ADVISORY COMMITTEE (ED/TAC)
 and **SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

Membership Roster
 April 2011

<u>Members</u>	<u>Representing</u>	<u>Alternate</u>
Clay Kempf (2011)	Social Service Provider - Seniors	Patty Talbot (2011)
Hal Anjo (2013)	Social Service Provider - Seniors (County)	vacant
Sally French (2012)	Social Service Provider - Disabled	Sheryl Hagemann (2014)
Michael Molesky, Vice Chair (2014)	Social Service Provider - Disabled (County)	vacant
Debbie Brooks (2010)	Social Service Provider - Persons of Limited Means	Lois Connell (2012)
Lisa Berkowitz (2011)	CTSA (Community Bridges)	Bonnie McDonald (2012)
Catherine Patterson Valdez (2014)	CTSA (Lift Line)	Kirk Ance (2014)
John Daugherty, Chair (2012)	SCMTD (Metro)	April Warnock (2013)
vacant	Private Operator	vacant
Donella Bloebaum (2012)	Potential Transit User (60+)	vacant
vacant	Potential Transit User (Disabled)	vacant

(Year in Parentheses) = Membership Expiration Date

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Santa Cruz County Regional Transportation Commission's
ELDERLY & DISABLED TRANSPORTATION ADVISORY COMMITTEE (ED/TAC)
and **SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

Membership Roster (April 2011)

Members

Representing

Alternate

Supervisory District Representatives

Patti Lou Shevlin
(2014)

1st District
(Leopold)

Michael Lewis
(2014)

vacant

2nd District
(Pirie)

vacant

Veronica Elsea
(2012)

3rd District
(Coonerty)

Thom Onan
(2012)

vacant

4th District
(Caput)

vacant

Robert White
(2014)

5th District
(Stone)

Sharon Barbour
(2014)

Staff

Karena Pushnik, Transportation Planner, RTC, 460-3210, kpushnik@scrtc.org

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AGENDA: April 12, 2011

TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, RTC Staff
RE: Bus Stop Improvement Plan

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee receive information about the Bus Stop Improvement Plan.

BACKGROUND

Funding is available to the Santa Cruz Metropolitan Transit District (Metro) to make improvements to bus stops throughout the county. The E&D TAC's Pedestrian Safety Work Group provided Metro with a list of priority activity locations for seniors and people with disabilities requesting that improvements at these locations be a high priority.

The E&D TAC received information about the plan to improve bus stops and expressed concerns about improvements proposed that would facilitate ease of movement for wheelchair users at the expense of seats available for other users. The committee expressed a preference that the scarce dollars be spent on other types of bus stop improvements, such as new benches where they don't currently exist. In December 2010 the E&D TAC took action to send a letter to the Metro Board. At the December 17, 2010 meeting that letter was presented by the vice chair and the Board modified their recommendation directing staff to work with the E&D TAC to resolve the remaining concerns about the bus stop improvements before the contract goes out to bid.

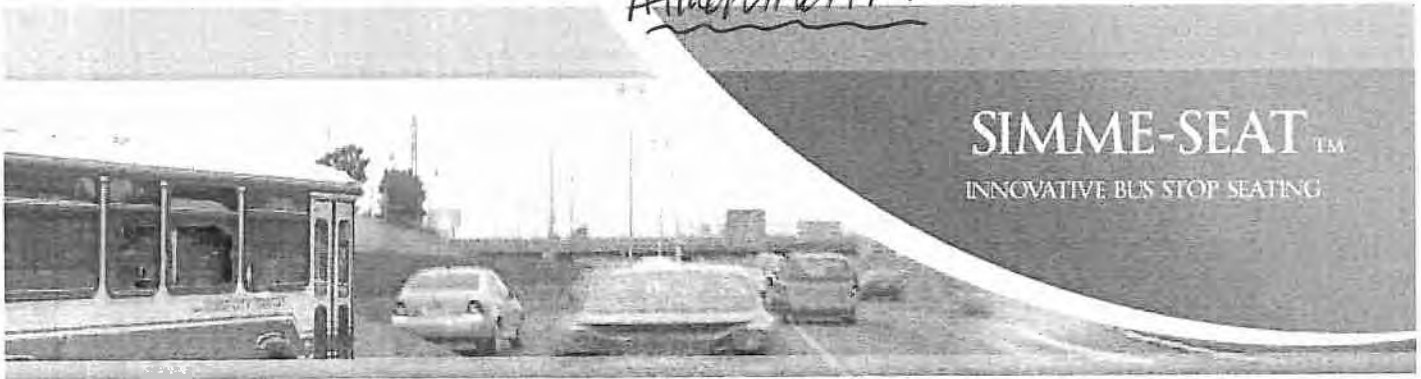
DISCUSSION

Metro staff was requested to provide an update to the committee about the Bus Stop Improvement Plan. Information about seats under consideration by Metro are attached ([Attachment 1](#)).

Staff recommends that the E&D TAC receive information from Metro about plans to make improvements to bus stops throughout the county.

Attachment 1: Simme-Seat Information

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Attachment 1[Home](#)**FAQ****Common Questions and Answers about Simme-Seats**[Articles](#)[FAQ](#)[Color Options](#)[Install Instructions](#)[Gallery of Photos](#)[Newsletters](#)[Contact Us](#)[Request a Quote](#)**Design and Background**

- [How many years has Simme been selling Simme-Seats?](#)
- [How many cities are Simme-Seats in?](#)
- [How much weight will they support?](#)
- [Why should we purchase a Simme-Seat over a traditional bus stop bench?](#)
- [Why don't the Simme-Seats have a rain or sun shield?](#)
- [How well do Simme-Seats work in crowded or residential areas?](#)
- [Does anyone else manufacture Simme-Seats?](#)
- [What kind of poles are used?](#)
- [Why are their perforated holes in the seat?](#)

Durability

- [Is the Simme-Seat durable?](#)
- [What is the potential for graffiti?](#)

Installation

- [How easily do Simme-Seats install?](#)
- [What kind of hardware is required to install a Simme-Seat?](#)

Rules and Regulations

- [What does it take to get permits for Simme-Seats?](#)
- [Does Simme-Seat meet ADA requirements?](#)
- [What are the safety advantages to Simme-Seats?](#)

Colors

- [What colors of Simme-Seats are available?](#)

*16-3***Design and Background**

Design and Background

How many years has Simme been selling Simme-Seats?

Simme has now been in business and selling Simme-Seats for over 10 years.

How many cities are Simme-Seats in?

They have been installed in over 50 cities nationwide

How much weight will they support?

Simme-Seats have been tested over 500 pounds on each side.

Why should we purchase a Simme-Seat over a traditional bus stop bench?

The Simme-Seat sits two people comfortably in their own personal space. Whereas, on a traditional 6 ft. park bench you typically don't see more than two people sitting together and have more wasted space. Simme-Seats are also helpful to bus operators for minimizing pass-bys, because people are located at the stop in plain view instead of only being in the stop vicinity.

Why don't the Simme-Seats have a rain or sun shield?

Simme-Seats were not meant to be shelters. They are designed to be installed where it is not feasible to have a shelter but where customers still need a seat.

How well do Simme-Seats work in crowded or residential areas?

Very well, because the Simme-Seat is a low impact way to organize people at a bus stop away from personal property.

Does anyone else manufacture Simme-Seats?

No, Simme is the sole source for this product. The Simme-Seat patent number is 6.074.005

What kind of poles are used?

The Simme-Seat is easily modified to fit a variety of poles, including square or round etc. Simme-Seats can be ordered with or without the poles.

Why are their perforated holes in the seat?

The perforations allow for moisture runoff as well as minimize the potential for graffiti.

Durability

Is the Simme-Seat durable?

Yes, they are made of quarter inch plate steel, strong perforated seats that are wrapped with bent pipe, all of which is sand blasted and powder coated and made to last.

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What is the potential for graffiti?

Simme-Seats have a limited vertical surface, and therefore are highly unlikely to be graffitied.

Installation

How easily do Simme-Seats install?

They are surface mounted and because of that they do not require utility locates. They normally install within 30 to 45 minutes.

[View install instructions](#)

What kind of hardware is required to install a Simme-Seat?

The Simme-Seat comes complete with all of the top quality hardware necessary for installation.

[View install instructions](#)

Rules and Regulations

What does it take to get permits for Simme-Seats?

The majority of cities issue a single blanket permit because of the minimal impact in the right of way.

Does Simme-Seat meet ADA requirements?

Yes, because of its streamline profile, the Simme-Seat fits on the narrowest of sidewalks and still maintains the ADA wheelchair clearance.

What are the safety advantages to Simme-Seats?

The seats provide suitable seating for the elderly and others who may need a place to sit down. The Simme-Seat also keeps people (especially children) from waiting in dangerous areas, such as on the curb.

Colors

What colors of Simme-Seats are available?

A number of standard colors are available for no extra cost. Custom colors can also be created to match a specific color request. It is also possible to have different color combinations of seats and poles within the same unit. Using color is a great way to transform Simme-Seats into transit system icons.

[View color chart options](#)

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