



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

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

AGENDA

2:30 pm, Tuesday, April 10, 2012

Community Foundation - 7807 Soquel Drive, Aptos

*Note time
and location
change*

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

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

4. Additions or deletions to consent and regular agendas

CONSENT AGENDA

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

5. Approve Minutes from February 14, 2011 meeting **(page 3)**
6. Receive Transportation Development Act (TDA) Revenues Report as of Mar 2012 **(page 7)**
7. Receive RTC Highlights through Mar 2012 **(page 8)**
8. Accept letter from E&D TAC to Metro regarding Support of Q'Pod Restraint Devices **(page 10)**
9. Accept letter from E&D TAC to Metro regarding reinstatement of service to the La Posada/Frederick St/Gault St area **(page 11)**
10. Accept Priority Bus Stop Improvement recommendations from the Pedestrian Safety Work Group, a subcommittee of the E&D TAC **(page 12)**
11. Receive Street Smarts article about the Kudos Awards in 3/4/12 Santa Cruz Sentinel **(page 13)**
12. Receive letter from the Metro Advisory Committee (MAC) regarding the Q'Pod Mobility Securement System **(page 14)**
13. Receive Independent Transportation Network information from the Transportation Agency for Monterey County Highlights **(page 15)**
14. Receive 3/21/12 letter from Santa Cruz Metro to Michael Mallon regarding service to the Rio Del Mar area and sidewalk conditions, and Hazard Report filed by Mr. Mallon **(page 16)**
15. Information Items (circulated at meeting)
16. Receive Agency Updates (other than items on the regular agenda)
 - a. Volunteer Center
 - b. Community Bridges serving as the Consolidated Transportation Services Agency
 - 1st Quarter FY 2011-12 Transportation Development Act Report **(page 18)**
 - c. Santa Cruz Metropolitan Transit District (Metro)
 - ParaCruz Operations Status Report: through Mar 2012 **(page 20)**
 - Accessible Services Report: through Mar 2012 **(page 27)**

- Mobile Muse Program (*nominees requested by April 11, for April 13 Board mtg*) **(page 31)**
- d. Santa Cruz County Regional Transportation Commission
- e. Private Operators

REGULAR AGENDA

17. Elect Chair and Vice Chair – nominations may be submitted in advance and at the meeting, an election will be held at the meeting
18. Title VI Program Regulation and Complaint Procedure – Metro Staff **(page 33)**
19. RTP Goals and Policies/Transportation Disadvantaged Populations – RTC Staff **(page 49)**
20. Metro Transportation Development Act (TDA) Claim – Metro Staff **(page 63)**
21. Community Bridges TDA Claim – Community Bridges Staff **(page 75)**
22. Volunteer Center TDA Claim – Volunteer Center Staff **(page 105)**
23. Receive Pedestrian Safety Work Group Outreach Campaign Update - Chair
 - a. Final Report and Appendices (posted on RTC website:
<http://sccrtc.org/projects/pedestrian/>)
24. Adjourn

Next meeting Location and Time: **1:30 pm, June 12, 2012 @ the RTC offices**

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

HOW TO REACH US

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

ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES

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

SERVICIOS DE TRADUCCIÓN/TRANSLATION SERVICES

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



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

MINUTES-DRAFT

Tuesday, February 14, 2012

1. Call to Order

John Daugherty called the meeting to order at 1:36 pm

2. Introductions

Members Present:

Kirk Ance, CTSA Lift Line
Hal Anjo, Social Service Provider-Seniors (County)
Donella Bloebaum, 2nd District
Debbi Brooks, Persons of Limited Means (Volunteer Center)
John Daugherty, Metro
Veronica Elsea, 3rd District
Sally French, Soc. Serv.-Disabled (Hope Services)
Patti Shevlin, 1st District

Alternates Present:

Sharon Barbour, 5th District
April Warnock, SCMTD

Staff Present:

Grace Blakeslee
Cathy Judd
Karena Pushnik

Others Present:

Ciro Aquirre, SCMTD
Tove Beatty, SCMTD
Robert Cotter, SCMTD
Charles Dixon
Lynn Gallagher
Deborah Lane, Metro Board
Jack Sohriakoff, Co. Public Works

3. Oral Communications

Charles Dixon read a letter from Dannette Shoemaker of the City of Santa Cruz expressing appreciation to the E&D TAC for its support of the Arana Gulch Master Plan. The City of Santa Cruz estimates to break ground for the project in the spring of 2013.

4. Additions or deletions to consent and regular agenda

Patti Shevlin asked to pull Item 11c from the Consent Agenda for further discussion.

Kirk Ance asked to add an urgency item, to the regular agenda, for two letters of support from the E&D TAC for grant applications from Community Bridges.

Action: The motion (Shevlin/Anjo) to add the urgency item as item 11.1 carried with seven votes in favor and one abstention.

CONSENT AGENDA

Action: The motion (Elsea/Barbour) – to approve the consent agenda as amended - - carries unanimously.

5. Approved Minutes from November 8, 2011 meeting

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

7. Received RTC Highlights through Jan 2012

8. Accepted letter from the E&D TAC to Metro regarding wheelchair restraint systems

5-1

9. Accepted letter from the E&D TAC to VTA regarding appreciation for demo vehicle at Nov 2011 meeting
10. Received Information Items
 - a. Item from Jan 2012 VTA Committee for Transit Accessibility packet: Use of Outreach Paratransit Cards on Fixed route Transit
 - b. Item from Jan 2012 VTA Committee for Transit Accessibility packet: Chief Operating Officer's report including a reference to the demonstration bus event at the last E&D TAC meeting
 - c. Summary of Pedestrian Hazard Report
11. Received Agency Updates
 - a. Volunteer Center
 - Receive 1st and 2nd FY 2011-2012 TDA Quarter Report
 - b. Community Bridges/CTSA
 - c. Santa Cruz Metropolitan Transit District (METRO)
 - ParaCruz Operations Status Report: Jan 2012
 - Service Reinstatement Staff Report: Jan 2012- *pulled for discussion*
 - d. Santa Cruz County Regional Transportation Commission
 - e. Private Operators

REGULAR AGENDA

- 11c. Santa Cruz Metropolitan Transit District Service Reinstatement Staff Report: Jan 2012 (*this item pulled from the consent agenda*)

John Daugherty summarized the Metro staff report requesting approval of service reinstatement saying that Metro implemented an 8.2% reduction in fixed route service on September 15, 2011 in response to a budgetary deficit. Mr. Daugherty said that in FY12 Metro exceeded budgetary expectations and now has the opportunity to restore and enhance transit service. Metro is in close collaboration with United Transportation Union Local 23 to develop a preliminary service plan to address several dire overcrowding and passenger passby situations. He said that the proposed service enhancement would begin March 29, 2012.

Patti Shevlin voiced strong concerns that the restoration plans do not include service to La Posada, the senior housing facility, the Frederick Street rehabilitation center, 2 churches in the area, and the neighboring areas. Ms. Shevlin recommended that the E&D TAC send a letter to Metro in strong support of reinstating service to La Posada and the surrounding neighborhood.

Ciro Aguirre noted that the plan is to reinstate not enhance service, and mentioned that funding is still an issue.

A motion (Barbour/Shevlin) for the E&D TAC to write a letter to the Metro Board stating their concern and interest to reinstate the fixed bus route service for La Posada and the surrounding neighborhood carried with John Daugherty and Donella Bloebaum abstaining.

Veronica Elsea suggested that Metro return to a future E&D TAC meeting to discuss Metro service.

5-2

11.1 Section 5317 Grant Applications for Out of County and Same Day Medical Transportation (*this item added to the agenda*)

Kirk Ance, Community Bridges, provided a summary of the grant proposals that Lift Line/Community Bridges is submitting under FTA Section 5317 for funding of \$400,000. The grant application covers Access to Medical Care and Same Day/On Demand Medical Para-transportation services. Each of these proposals would augment existing services. The grant application is due to AMBAG on February 22, 2012 and then to Caltrans for approval. If funding is approved, \$200,000 will be applied to each service. Mr. Ance requested letters of support for both applications from the E&D TAC.

Action: The motion (Barbour/Elsea) for the E&D TAC to write support letters for the FTA Section 5317 grant application carried with Kirk Ance abstaining.

12. Transportation Development Act Claim from the County of Santa Cruz for Calabasas Road Bicycle and Pedestrian Safety Improvement Project – County Public Works Staff

Jack Sohriakoff summarized the TDA claim for the County of Santa Cruz saying that the County is requesting \$150,000 for the Calabasas School Pedestrian and Bicycle Safety Improvement project. Mr. Sohriakoff said that the County designed the project, that they have obtained all necessary right-of-way, easements, and permits for construction. He said that the project includes sidewalks and bike lanes on Calabasas Road from Buena Vista Drive to Bradford Road. Mr. Sohriakoff mentioned that this allocation request would bring the total allocation for this project to \$450,000 and that this is a basic safety improvement to increase pedestrian and bicycle access to an elementary school within an urbanized residential area surrounded by agricultural uses. He said that the County expects to award the contract in June and begin construction in the summer.

Action: The motion (Elsea/Ance) to recommend approval of the TDA Claim for the County of Santa Cruz for \$150,000 for the Calabasas School Pedestrian and Bicycle Safety Improvement project carried unanimously.

13. Receive Follow Up Report on Wheelchair Restraint Device on bus – Metro Staff

Ciro Aguirre, Metro staff, provided a follow-up discussion for the Wheelchair Restraint Devices (Q'Straint - Q'Pod Mobility Device Restraint System). The Santa Clara Valley Transportation Authority (VTA) provided a demonstration to E&D TAC members at their November 8, 2011 meeting after which they discussed concerns to address at this meeting. Among the concerns were:

- Potential effects on manufacturer's warranties for wheelchairs secured using the proposed restraint system
- cost information for procurement and maintenance
- input from other transit agencies operators/users of the system

Mr. Aguirre provided research about the concerns raised. He noted that the majority of wheelchair manufacturer warranties specify that users should not ride in their wheelchairs while restrained in a vehicle. He noted that W19 is a rating system used to designate wheelchairs that can be used as a seat in a motor vehicle. The cost for each Q-Pod restraint system installed is \$4,000 with a 3-year warranty. Metro is recommending a configuration of two restraints per bus.

Action: The motion (Barbour/Elsea) for the E&D TAC to write a letter of support to the Metro Board for Metro to move forward with the installation of two Q-POD Mobility Device Restraint Systems per bus carried unanimously.

14. Receive Bus Stop Improvement Update Report – Metro Staff

Robert Cotter, Metro staff, provided an update for the Bus Stop Improvements project, reviewing the detailed information included in the E&D TAC packet about the progress of the project. He mentioned that Metro has spent \$146,000 thus far for bus stop upgrades/repairs. Mr. Cotter told

members that Metro has come in under budget on many of the originally approved improvements and is requesting input from E&D TAC for two additional projects to use their remaining STIP funds.

1. Install ten new shelters at an estimated cost of \$143,000
2. Re-roof seventy-four Phase II shelters at an average cost of \$1500 per shelter

Mr. Cotter asked members to set priorities and that he is requesting the priority list by February 17th.

Karena Pushnik said that the Pedestrian Safety Work Group, meeting on Friday, February 17th could help prioritize the list using the already defined priority origin and destination locations for seniors and people with disabilities.

Action: The motion (Elsea/French) to support roof repairs and have the Pedestrian Safety Work Group prioritize the balance of the improvements by Friday, February 17th carried unanimously.

15. Approve Complete Street Guidelines and Regional Transportation Plan Sustainability Framework – RTC Staff

Grace Blakeslee, SCCRTC staff, summarized the Complete Streets Guidelines and Regional Transportation Plan (RTP) Sustainability Framework. She said that the RTC will identify challenges with using the Complete Streets Guidelines and that the RTC will seek input through a public workshop tentatively scheduled for April 18th or 19th including a presentation on the draft RTP goals and policy. Veronica Elsea mentioned that she was pleased with including disadvantaged and vulnerable populations and their priority in the list of goals. Hal Anjo asked what the promise is for implementation of goals and Ms. Blakeslee said that the RTC will work with local jurisdictions to create a framework and evaluation to achieve goals. Karena Pushnik noted that the goals and policies are used to set the criteria for awarding project funding.

16. Receive Pedestrian Safety Work Group Outreach Campaign Update – Chair
 - a. Final Report (enclosed separately)

Veronica Elsea summarized the final draft report for *Safe Paths of Travel* Pedestrian Report for the Caltrans Environmental Justice Grant. She explained the details of each section in the report. Ms. Elsea requested approval from the E&D TAC for the draft document.

Action: The motion (Barbour/Brooks) to recommend approval to Caltrans for the Draft Document for Safe Paths of Travel: Projects, Results, and Continuing Efforts report and appendices carried unanimously.

Veronica Elsea also mentioned that she attended the Designing for Pedestrian Safety Workshop in December and provided some information to members regarding that event saying that it was very informative.

17. Next meeting Location will be a mid-county location that is yet to be determined and the meeting date and time are April 10th at 2:30 pm.
18. Meeting Adjourned @ 3:46 pm


Prepared by: Cathy Judd, SCCRTC Staff

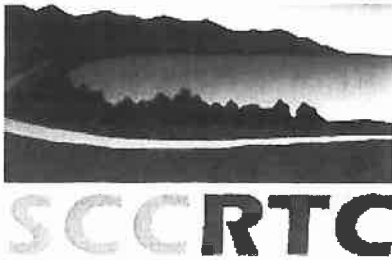
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**SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
TDA REVENUE REPORT
FY 2011-2012**

MONTH	FY10-11 ACTUAL REVENUE	FY11-12 ESTIMATE REVENUE	FY11-12 ACTUAL REVENUE	DIFFERENCE	DIFFERENCE AS % OF PROJECTION	CUMULATIVE % OF ACTUAL TO PROJECTION
JULY	410,500	499,800	499,800	0	0.00%	100.00%
AUGUST	547,300	547,300	666,400	119,100	21.76%	111.37%
SEPTEMBER	819,955	779,955	699,895	-80,060	-10.26%	102.14%
OCTOBER	458,300	498,300	486,400	-11,900	-2.39%	101.17%
NOVEMBER	611,000	611,000	648,500	37,500	6.14%	102.20%
DECEMBER	776,432	736,433	804,308	67,875	9.22%	103.61%
JANUARY	502,700	479,259	510,100	30,841	6.44%	103.93%
FEBRUARY	670,300	639,012	680,100	41,088	6.43%	104.27%
MARCH	510,760	625,623	625,667	44	0.01%	103.78%
APRIL	412,600	396,653				
MAY	605,300	579,581				
JUNE	631,612	624,034				
TOTAL	6,956,759	7,016,950	5,621,170	204,488	2.91%	80%

Note:

S:\RTC\TC2012\0412\TDA Report.xlsx\FY2012



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

Santa Cruz County Regional Transportation Commission (RTC)

February 2, 2012 Meeting Highlights:

Highway 1 Soquel/Morrissey Auxiliary Lanes Project now under construction:

The RTC, as managers for the one-mile Highway 1 construction project between Soquel Drive and Morrissey Boulevard, received a report on the informational public meeting held in mid-January, other public outreach and the first wave of construction tasks. Activities for the next few weeks include: posting of construction signs, preparation for vegetation and tree clearing, restriping lanes, and installation of k-rail barriers.

Monterey Bay 511 Traveler Information System Feasibility Study:

The RTC received a feasibility analysis on developing a 511 Traveler Information Service for the Monterey Bay Area that would provide travelers with real-time information about traffic conditions and other transportation options. Various existing 511 information system models have been evaluated including partnering with other systems in the state or developing a regional web hub. The RTC approved the next phase of the 511 project to develop more detailed cost information, funding options and an implementation plan. Key benefits of the 511 system are to provide residents and visitors with centralized, timely information to make more informed travel choices, and to reduce frustration by knowing more about current conditions.

Social Media/RTC Website launch evaluated:

A demonstration of the redesigned RTC and Commute Solutions websites and Facebook page was provided to the RTC. The redesigned websites were initiated in October 2011 and offer easier navigation to users, expanded topics, increased search functions and enhanced graphics. The RTC has been using Facebook to modernize outreach mechanisms, reach a broader audience and drive traffic to the RTC website where detailed project and program information can be found. Analytics from both the websites and social media site indicate that use has increased significantly and that they meeting the RTC's goals of providing easy, inexpensive and current transportation information.

New RTC Commissioner welcomed:

The RTC seated one new Commissioner: Ron Graves representing Santa Cruz Metro Transit District from the City of Capitola.

Deadline for Caltrans Grants approaching:

Caltrans announced that the Safe Routes to School grant deadline is March 30, 2012 and the Planning grants deadline is April 2, 2012. More information is available on the Caltrans website.

March 1, 2012 Meeting Highlights

Highway 1 Soquel/Morrissey Auxiliary Lanes Project now under construction:

The RTC, as the managers for the one-mile Highway 1 construction project between Soquel Drive and Morrissey Boulevard, received a project update. Project signs and safety barriers have been installed, environmentally sensitive areas have been fenced off, and vegetation and tree removal is underway. Activities that follow include: slope stabilization, excavation to prepare for the northbound retaining wall, and temporary lane marking paint.

On Board Transit ridership contract approved:

The RTC approved a contract with Moore & Associates to conduct an on-board transit ridership survey for Santa Cruz County to supplement the regional travel demand model. The RTC and the Santa Cruz Metropolitan Transit District received a grant from the California Department of Transportation to conduct this survey.

'Safe Paths to Travel' final report for Caltrans Environmental Justice Planning Grant delivered:

The RTC approved a request to apply for a follow up grant to pursue next steps outlined in the 'Safe Paths to Travel' final report prepared by the Pedestrian Safety Work Group, a subcommittee of the RTC's Elderly & Disabled Transportation Advisory Committee. The key findings of the final report include: sidewalk maintenance standards, maps of pedestrian accident data, priority origin and destination locations for seniors and people with disabilities and a list of pedestrian facilities near priority origins and destinations.

FY11-12 Budget and Work Program amended:

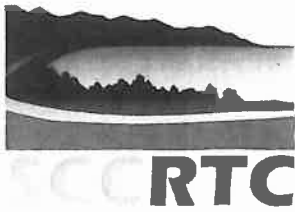
The RTC approved a FY12-13 balanced budget and work program amended to include an exchange of \$1,460,000 in federal Regional Surface Transportation Program (RSTP) funds for state RSTP Exchange (RSTPX) funds for two Santa Cruz County projects which will begin construction this summer and improve the pavement on a portion of Soquel Drive in Aptos and a portion of Soquel-San Jose Road.

FY12-13 proposed Budget and Work program approved:

The RTC approved a proposed FY12-13 budget based on budget projections from federal, state and local funding sources. The proposed budget includes the funds to complete the construction of the Highway 1 Soquel to Morrissey Auxiliary Lanes project, continuation of planning work for the Monterey Bay Sanctuary Scenic Trail Network and a 3% increase in Transportation Development Act funds.

Caltrans District 5 Director Departing:

The RTC gave a warm send off to District 5 Director, Rich Krumholz who will be retiring from Caltrans after many years of dedicated service. Mr. Krumholz was the Caltrans District 5 director for six years and during his tenure he oversaw the construction of the Highway 1/17 Merge Lanes projects, improvements to Highway 17 that helped reduce collisions significantly, and environmental review, funding and design for the Highway 1 Soquel to Morrissey Auxiliary Lanes project.



SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 Pacific Ave., Santa Cruz, CA 95060-3911 • (831) 460-3200 FAX (831) 460-3215 EMAIL info@sccrtc.org

February 14, 2012

Lynn Robinson, Chair
Board of Directors
Santa Cruz Metropolitan Transit District
110 Vernon St.
Santa Cruz, CA 95060

RE: Support Use of Q-Pod Restraint Device System in Metro Buses

Dear Board of Directors and Chair Robinson:

The Elderly & Disabled Transportation Advisory Committee (E&D TAC) advises the Santa Cruz County Regional Transportation Commission (RTC), the Santa Cruz Metropolitan Transit District (Metro), and other service providers on transportation needs for people with disabilities, seniors and persons with limited means.

At their February 14 meeting, Metro staff provided follow up information requested by the E&D TAC after the demonstration vehicle with the proposed new Q-Pod mobility device restraint system was made available to the committee. Based on the demonstration and the follow up materials provided, and given that the "Santa Cruz Arm" is outdated and interferes with seating for other passengers, the E&D TAC:

Supports use of the Q-Pod Restraint Device for wheelchairs, scooters and other mobility devices on fixed route buses. The staff recommendation to provide two restraint devices per bus is also supported. The Q-Pod Restraint Device appears to be the best option to provide access and comfort for all bus passengers.

The E&D TAC appreciates Metro's initiative in bringing the proposed mobility device restraint system to the committee for their input early in the planning phase and for providing detailed information in response to their inquiries.

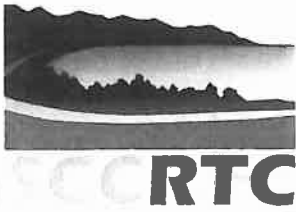
Sincerely,

A. John Daugherty, Chair
Elderly and Disabled Transportation Advisory Committee

cc: Les White, General Manager
Ciro Aguirre, Metro Operations Manager
April Warnock, Metro ParaCruz Manager
Frank Bauer, Metro Safety and Training Coordinator

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SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 Pacific Ave., Santa Cruz, CA 95060-3911 • (831) 460-3200 FAX (831) 460-3215 EMAIL info@sccrtc.org

February 14, 2012

Lynn Robinson, Chair
Board of Directors
Santa Cruz Metropolitan Transit District
110 Vernon St.
Santa Cruz, CA 95060

**RE: Reinstatement of Metro Bus Service to the Frederick Street/Gault/
La Posada Neighborhood**

Dear Board of Directors and Chair Robinson:

The Elderly & Disabled Transportation Advisory Committee (E&D TAC) advises the Santa Cruz County Regional Transportation Commission (RTC), the Santa Cruz Metropolitan Transit District (Metro), and other service providers on transportation needs for people with disabilities, seniors and persons with limited means.

At their February 14 meeting, the E&D TAC approved the following motion:

Send a letter to the Metro requesting that bus transit service be reinstated to the La Posada, Dominican Rehabilitation, Gault Street Senior Housing, and the public library. Service to this neighborhood would connect these and many origins and destinations for seniors and people with disabilities with downtown destinations.

The E&D TAC has made previous requests and 75 people at La Posada signed a petition requesting that this service be reinstated. Metro staff indicated that reestablishing service would be considered as funds became available. The E&D TAC requests that Metro staff attend a future meeting to discuss the issue. The next meeting is April 10.

Sincerely,

A. John Daugherty, Chair
Elderly and Disabled Transportation Advisory Committee

cc: Les White, General Manager
Ciro Aguirre, Metro Operations Manager
April Warnock, Metro ParaCruz Manager
Frank Bauer, Metro Safety and Training Coordinator

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List of Proposed New and or Renovated Shelters

Street	Cross Street	Renovation Replacement or New Shelters	
Mission	Shaffer	Shelter Ready	
Soquel	Hageman	Shelter Ready (Destroyed last year)	*
Brommer	Captains Court	Replace Phase II Shelter	
Brommer	Captains Court	Replace Phase II Shelter - Termites	
Brommer	17th	Shelter Ready	
Capitola Rd	41st Ave	Plywood Shelter - Needs Concrete & Shelter	*
17th	Matthews Lane	Phase II Shelter	
17th	Merrill	Had Phase II Shelter	
Capitola Rd	17th	Phase II	*
Capitola Rd	Woodruff	Had Phase II	
Capitola Rd	30th	Shelter Ready	*
Soquel	Cabrillo College	Shelter Ready	*
Sumner	Clubhouse	Shelter Ready	
Rio DelMar	Spanish Bay	Phase II Shelter	
Main	Pacifica	Phase II (WTC)	
Green Valley	Hospital - In Bound	Plywood Shelter	*
Green Valley	Hospital - Out Bound	Plywood Shelter	*
Big Basin	Golf Course	Plywood Shelter	*
Hwy 9	Clear Creek	Phase II	
Scotts Valley Drive	Dunslee	Phase II	
Scotts Valley Drive	El Pueblo	Phase II	
Lockwood	Tan Oak	Phase II	
Mt Hermon	Kings Village	Phase II	*
Lockwood	Mt Hermon	Phase II	
Stockton	Capitola Ave	Shelter Ready	
Portola	30th - In Bound	Shelter Ready	*

* SHADED =

= Priority bus stops for seniors and people with disabilities, many of which are also low income, as recommended by the Pedestrian Safety Work Group, a subcommittee of the RTC's Elderly & Disabled Transportation Advisory Committee



Improving commercial vehicle safety keeps everyone on the road safe

Posted on March 4, 2012 by Ramona Turner

KUDOS Award

Street Smarts' Ramona Turner is among several people countywide being honored Wednesday by the county Commission on Disabilities for their role in promoting access for people with disabilities.

The other 2011 annual KUDOS recipients are Veronica Elsea and Doug Patrick, of the Santa Cruz County Regional Transportation Commission's Elderly & Disabled Transportation Advisory Committee; Paul Schoellhamer and Charlie Dixon, for their work in getting a disability access path through Arana Gulch; Foster Anderson, of Shared Adventures; Jack McDonald, of the Vitamin Store; and Lisa Cotter, of the Staff of Life for designing a new accessible facility.

The award ceremony is open to the public. It begins at 5:30 p.m. on the first floor of the County Government Center, at 701 Ocean St., among an exhibit of cartoons that highlight disabled access issues in a humorous way.



METRO ADVISORY COMMITTEE
920 Pacific Avenue
Santa Cruz, California 95060
831-426-6080

Lynn Robinson, Chair
METRO Board of Directors
Santa Cruz Metropolitan Transit District
110 Vernon St.
Santa Cruz, CA 95060

February 15, 2012

RE: Q'STRAIT – Q'POD Mobility Securement System

Dear Board of Directors and Chair Robinson:

During the February 15, 2012 MAC meeting, MAC members had the opportunity to view a demonstration bus provided by the Gillig Corporation. METRO's Manager of Operations, Ciro Aguirre and Fleet Manager, Robert Cotter arranged the visit with Mr. Norman Reynolds, Gillig Corporation Sales Representative to have the bus brought to the Pacific Station Transit Center for review by the MAC members, with Mr. Reynolds providing an overview of this new bus product line from Gillig.

Part of the presentation was the newest innovation in mobility device securement systems manufactured by Q'Strait called the Q'POD that were on the bus. Mr. Aguirre, in a previous MAC meeting requested that the MAC members consider removal of the Santa Cruz Arm for future bus builds in favor of advanced technology for mobility securement citing that improvements in securement systems make the Santa Cruz Arm obsolete.

All seven members of MAC reviewed the bus and two members using mobility devices volunteered to be placed in the securement stations. The stations provided a very quick means of securing a mobility device, improved operator accessibility to the mobility device, and once both devices were secured provided greater aisle space between the two mobility devices for other passengers to move through the aisle. Both devices were properly secured in a very short time period.

The METRO Advisory Committee would like to convey to the METRO Board of Directors its full endorsement and support of this securement system for future bus builds and understands that the Santa Cruz Arm will not be a component of future buses equipped with the Q'POD restraint system manufactured by Q'Strait.

Respectfully,

Naomi Gunther, Chair
METRO Advisory Committee

Cc: Les White, General Manager
Ciro Aguirre, Manager of Operations
Robert Cotter, Fleet Maintenance Manager

12-1

3.a1

Subject:

FW: Transportation Agency for Monterey County Board Meeting Highlights

From: Kristen Hoschouer [<mailto:kristen@tamcmonterey.org>]

Sent: Thursday, February 23, 2012 10:20 AM

Subject: Transportation Agency for Monterey County Board Meeting Highlights

TRANSPORTATION AGENCY FOR MONTEREY COUNTY

www.tamcmonterey.org

HIGHLIGHTS

February 22, 2012 Meeting

**INDEPENDENT TRANSPORTATION NETWORK
BEGINS IN MONTEREY COUNTY**

The Transportation Agency for Monterey received a presentation on the Independent Transportation Network Monterey County (ITNMontereyCounty). ITNMontereyCounty is a new non-profit volunteer based transportation service that provides arm-through-arm, door-to-door rides 24 hours per day, 7 days per week for any reason to adults over the age of 60 and adults 18+ with visual impairments.

ITNMontereyCounty's service provides a travel option in Salinas and the greater Monterey Peninsula that is safe and dignified and will allow members the independence to travel when and where they wish without having to rely on family or friends, or drive in unsafe situations.

Volunteers provide the majority of the rides while paid drivers provide a back up when volunteers aren't available. Volunteers commit to driving three hours per month and indicate blocks of time they will be available to drive. They provide assistance as needed, such as offering an arm down stairs or bring a bag of groceries to the rider's kitchen counter. Everyone who uses the service becomes a dues-paying member of the non-profit organization. Annual membership costs \$50 for individuals and \$75 families. Member-riders call the ITNMontereyCounty dispatcher to schedule a ride. Scholarships are available for individuals who meet the federal poverty criteria. No money is exchanged when the ride is provided and gratuity is not allowed. Member-riders receive a monthly invoices accounting for the number and cost of the rides taken.

For more information about ITNMontereyCounty visit their website at: www.ITNMontereyCounty.org.

*Santa Cruz Metropolitan
Transit District*



Michael Mallon
215 Sand St.
Aptos, CA 95003

Erich R. Friedrich
Jr. Transportation Planner
110 Vernon St.
Santa Cruz, CA 95060

3/21/2012

Dear Mr. Mallon,

Thank you very much for your letter regarding nighttime safety in the Rio Del Mar area. We understand your concern with your granddaughter traveling along Spreckles Dr after dark.

To address some of the concerns you mentioned in your letter, I first would like to clarify that Santa Cruz METRO has not implemented any evening service changes to the Route 55 over the past year. You are correct that the Route 71 does currently offer the closest service to your home in the later evening.

Like all public agencies, due to the current fiscal situation, Santa Cruz METRO has had to make tough choices in recent years. We are hopeful that future funding scenarios will allow for increased transit service system wide.

I see that you have also sent this letter to Karena Pushnik at the Santa Cruz County Regional Transportation Commission (SCCRTC). The SCCRTC has an advisory committee known as the Elderly and Disabled Transportation Advisory Committee (E&D TAC) which has a sidewalk subcommittee tasked to addresses sidewalk conditions and safe access to transit. Santa Cruz METRO will continue to work with this committee to continue to improve conditions and safe access to transit facilities.

Moving forward, we will certainly keep your concerns about evening transit service to the Rio Del Mar area and safe paths of travel in mind. In the meantime, we encourage you to participate in the public process.

Sincerely,

Erich R. Friedrich
Jr. Transportation Planner

Cc: Les White, Santa Cruz METRO General Manager
Supervisor Ellen Pirie, District 2
Karena Pushnik, SCCRTC

14-1

021712-Spreckles Drive-Seacliff Drive.txt

From: General Info [info@scrtc.org]
Sent: Friday, February 17, 2012 10:22 AM
To: 'dpwweb@co.santa-cruz.ca.us'
Cc: Karena Pushnik
Subject: Pedestrian Hazard Report - Spreckles Drive - Seacliff Drive

Type of hazard: Pedestrian
Priority: Major
Street/road: Spreckles Drive
Cross Street: Seacliff Dr east
City: Aptos
Direction of Travel: South
Nearest Address or Mile Maker: Highway 1 overpass Check all that apply and describe below: Lighting problem, Lack of sidewalk, Excessive driveway slope, Construction hazard Please add any relevant descriptive details or comments, or how this hazard has impacted you: My Student Grand Daughter walks this after dark due to elimination of Bus 55 and has fallen down due to no lighting and also there is alarming little clearance from passing vehicles.

Spreckles Dr
Rio Del Mar, CA 95003
Fullname: Michael Mallon
Email: mjmjammer@yahoo.com
Phone: 408 841 6999
Where did you hear about this form:

Sent: Friday, February 17, 2012 9:03 AM

14-2

COMMUNITY BRIDGES

Puentes de la Comunidad

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

January 13, 2012

Mr. Jack Dilles
Director of Finance
City of Santa Cruz Finance Department
809 Center St., Rm. 8
Santa Cruz, CA 95060

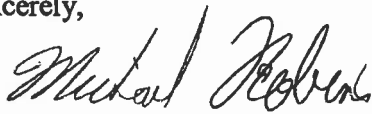
RE: **First Quarter Report for 11/12**
(contract between "City of Santa Cruz and Community
Bridges/Consolidated Transportation Services Agency")

Dear Mr. Dilles:

Enclosed please find the TDA Quarterly Report for the period beginning July 1, 2010 and ending September 30, 2011.

If you would like additional information or have any questions, please contact me at 831/688-8840, ext. 204, or email miker@cbridges.org.

Sincerely,



Michael Robins
Chief Operating Officer

encl.

ecc: Karena Pushnik, Senior Transportation Planner
Kirk Ance, Acting Division Director, CTSA: Lift Line

166-1

S:\Admin\CB Documents New\CTSA\SC City TDA 11.0125\1112 TDA reports\TDA 11-12 1st Qtr. cvr.doc

Please consider naming Community Bridges in your estate plan.



COMMUNITY BRIDGES
Puentes de la Comunidad

www.communitybridges.org

The Community Bridges
Family of Programs



Beach Flats
Community Center



Child and Adult Care
Food Program



Child Development Division



Familia Center



Live Oak
Family Resource Center

LIFT LINE

Consolidated Transportation
Services Agency



La Manzanita
Community Resources



Meals on Wheels



Mountain Community
Resources



Women, Infants & Children
Nutrition Program

Quarterly TDA FY 11/12 QUARTER 1
Report :

Time Period: JULY-AUGUST-SEPT 2011

CC 20,22,23,25,26,38										CC 21				CC 29				CC 24,30				CC 38				CC 39			
#	Performance Measures to be Included In Quarterly Reports	TDA Medical				Meals on Wheels				Taxi Scrip				Elderday				ISSP				Out of County Medical				Total			
		July	August	Sept	Qtr	July	August	Sept		July	August	Sept	Qtr	July	August	Sept	Qtr	July	August	Sept	Qtr	July	August	Sept	Qtr				
1	Unduplicated Passengers per Month	61	81	79	123	53	54	54	73	62	59	62	85	127	128	128	140	0	0	0	0	12	24	11	38	457			
2	Total Passenger Trips (Units of Service) per Month	488	577	534	1,599	1,105	1,119	972	3,196	120	137	143	400	3,040	3,481	3,113	9,634	0	0	0	0	68	60	32	160	14,989			
3	Number of Incidents per Month	0	0	0	0	0	0	0	0	0	0	0	0	0	3	4	7	0	0	0	0	0	0	0	7				
4	Number of Accidents per Month	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1				
5	Number of Mechanical Failures (including lift failure) per Month	0	0	1	1	0	0	0	0	N/A	N/A	N/A	0	0	1	1	2	0	0	0	0	0	0	0	3				
6	Number of No-Shows per Month	12	13	20	45	N/A	N/A	N/A	0	N/A	N/A	N/A	0	82	85	74	241	N/A	N/A	N/A	0	N/A	N/A	0	286				
7	Number of Turndowns or Referrals per Month	1	1	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	3	11	15				
8	Total Donations per Month	\$347	\$40	\$308	\$695	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$377	\$541	\$419	\$1,337	\$2,032				
9	Operating Cost per Passenger Trip				\$32.55				\$7.37				\$14.63				\$10.77								\$25.71				
10	Operating Cost per Vehicle Service Hour				\$61.05				\$39.27								\$46.08								\$15.95				
11	Passengers per Vehicle Service Hour				2.54				5.55								4.26	0.85	0.80	0.80	0.62								
12	Passengers per Vehicle Service Mile				5.76				1.96								9.77							1.00					
13	Van Mileage per Program				16,587				6,248								34,977	2,578	2,486	1,357	6,421								

Footnote: Line 9 includes both taxi and Lift Line costs and units of service combined. Lines 10 through 13 reflect Lift Line data only and exclude taxi costs and units of service.

Footnote: As of this quarterly report, "TDA Medical" includes veterans medical transportation. These rides are, on average, longer and costlier (e.g., rides to Palo Alto and Monterey Veterans Administration Hospitals), and therefore average ride and operating costs reported in lines 9 & 10 for this ride type ("TDA Medical") have increased as compared with the last 2 quarters; but these costs are still in range of average costs over many years, adjusted for fuel prices and inflation.

166-2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: February 24, 2012
TO: Board of Directors
FROM: April Warnock, Paratransit Superintendent
SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT–DECEMBER 2011

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.

16C-1

6-4.1

III. DISCUSSION

From November 2011 to December 2011, ParaCruz rides decreased by 355 rides. The decrease in rides does trend with the previous two years. The number of rides performed in December 2011 was 176 less than the number of rides performed in December 2010.

Call Center statistics are available only on a monthly basis at this time, reflecting that we experienced problems with the phone system attributed to wiring issues that have been identified. Corrective measures have been taken, but the disruption to the system makes cumulative data unavailable at this time.

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

16C-2

ATTACHMENT A

Board of Directors
Board Meeting February 24, 2011

ParaCruz On-time Performance Report		
	Dec 2010	Dec 2011
Total pick ups	7408	7232
Percent in "ready window"	95.91%	94.93%
1 to 5 minutes late	1.97%	1.81%
6 to 10 minutes late	.97%	1.55%
11 to 15 minutes late	.59%	.76%
16 to 20 minutes late	.23%	.37%
21 to 25 minutes late	.16%	.22%
26 to 30 minutes late	.04%	.21%
31 to 35 minutes late	.05%	.08%
36 to 40 minutes late	.05%	.03%
41 or more minutes late (excessively late/missed trips)	.01%	.04%
Total beyond "ready window"	4.09%	5.07%

During the month of December 2011, ParaCruz received four (4) Customer Service Reports. Two (2) of the reports were not valid complaints, one (1) of the reports was not verifiable, and one (1) of the reports was a compliment.

16C-3

6-4.a1

ATTACHMENT B

Board of Directors
Board Meeting February 24, 2012

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

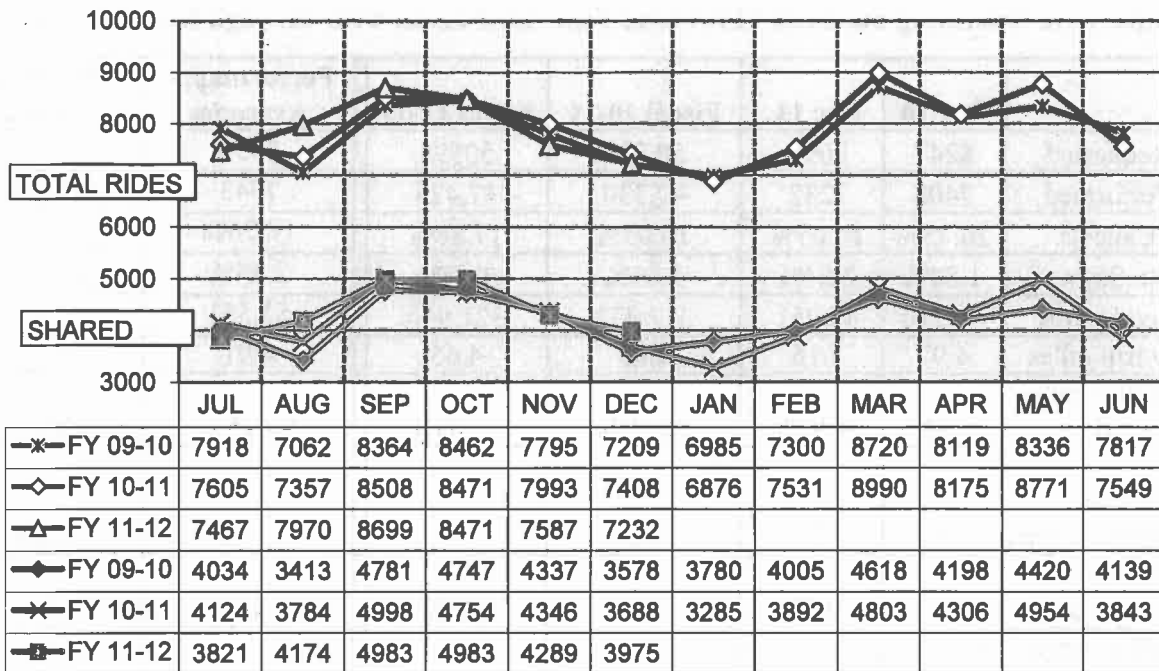
	Dec 10	Dec 11	Fiscal 10-11	Fiscal 11-12	Performance Averages	Performance Goals
Requested	8247	8098	50,239	50595	8534	
Performed	7408	7232	47,330	47,425	7943	
Cancels	20.73%	20.65%	18.05%	17.86%	18.26%	
No Shows	1.84%	3.64%	2.01%	3.14%	2.84%	Less than 3%
Total miles	50,210	49,061	317,472	321,940	53,551	
Av trip miles	4.97	5.16	4.98	4.65	4.91	
Within ready window	95.91%	94.93%	96.19%	95.09%	94.95%	92.00% or better
Excessively late/missed trips	1	3	10	13	2.75	Zero (0)
Call center volume	N/A	5928	N/A	39,428	N/A	
Call average seconds to answer	N/A	32 secs	N/A	24 secs	N/A	Less than 2 minutes
Hold times less than 2 minutes	N/A	9.82%	N/A	97.84%	N/A	Greater than 90%
Distinct riders	781	686	1467	1251	773	
Most frequent rider	52 rides	53 rides	330 rides	281 rides	52 rides	
Shared rides	57.9%	64.6%	63.1%	64.9%	63.15%	Greater than 60%
Passengers per rev hour	1.94	1.95	2.14	2.02	2.03	Greater than 1.6 passengers/hour
Rides by supplemental providers	5.94%	16.7%	8.64%	13.38%	12.04%	No more than 25%
Vendor cost per ride	\$20.62	\$22.36	\$20.62	\$21.11	\$21.98	
ParaCruz driver cost per ride (estimated)	\$26.76	\$26.94	\$26.92	\$27.03	\$23.57	
Rides < 10 miles	72.94%	69.47%	70.23%	69.19%	68.24%	
Rides > 10	27.05%	30.53%	29.77%	30.81%	31.59%	

16C-4

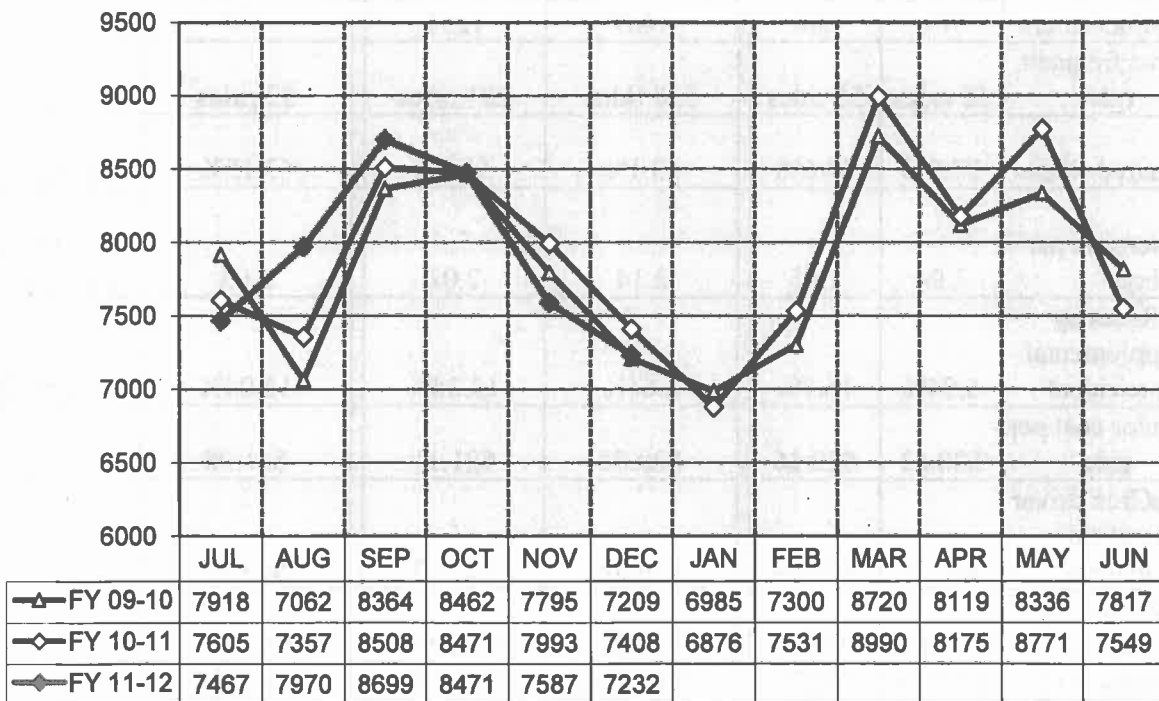
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ATTACHMENT C

TOTAL RIDES vs. SHARED RIDES



NUMBER OF RIDES COMPARISON CHART

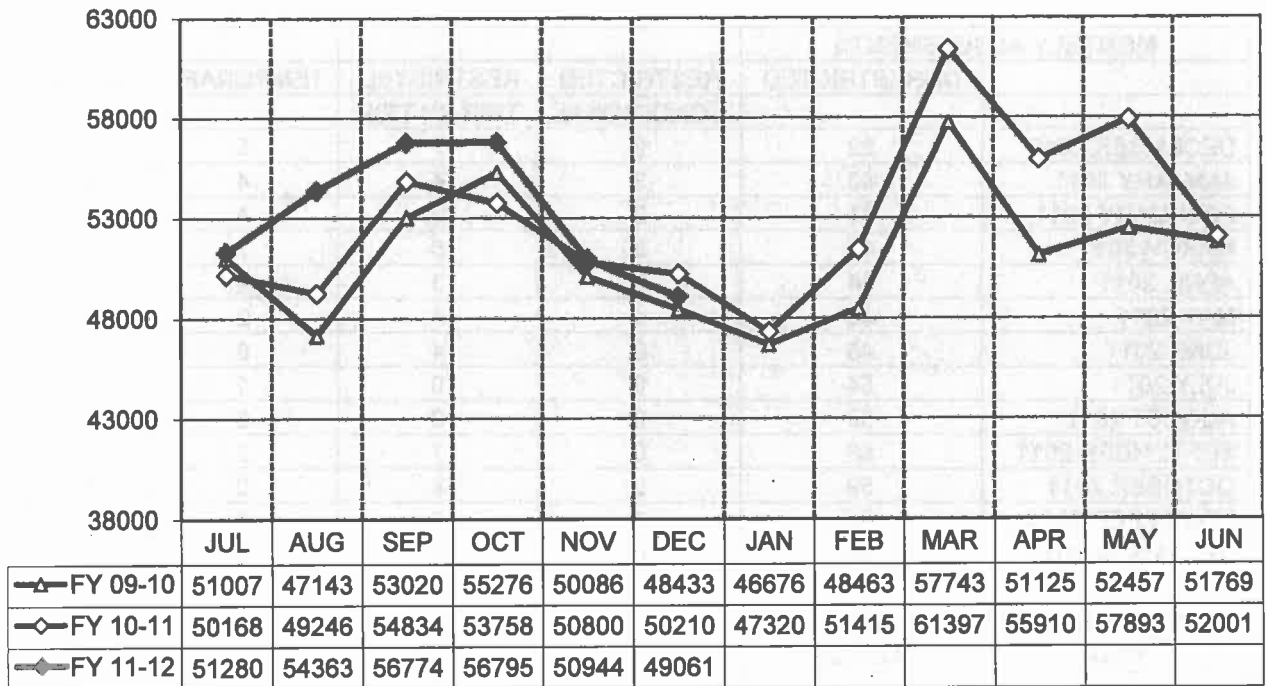


16c-5

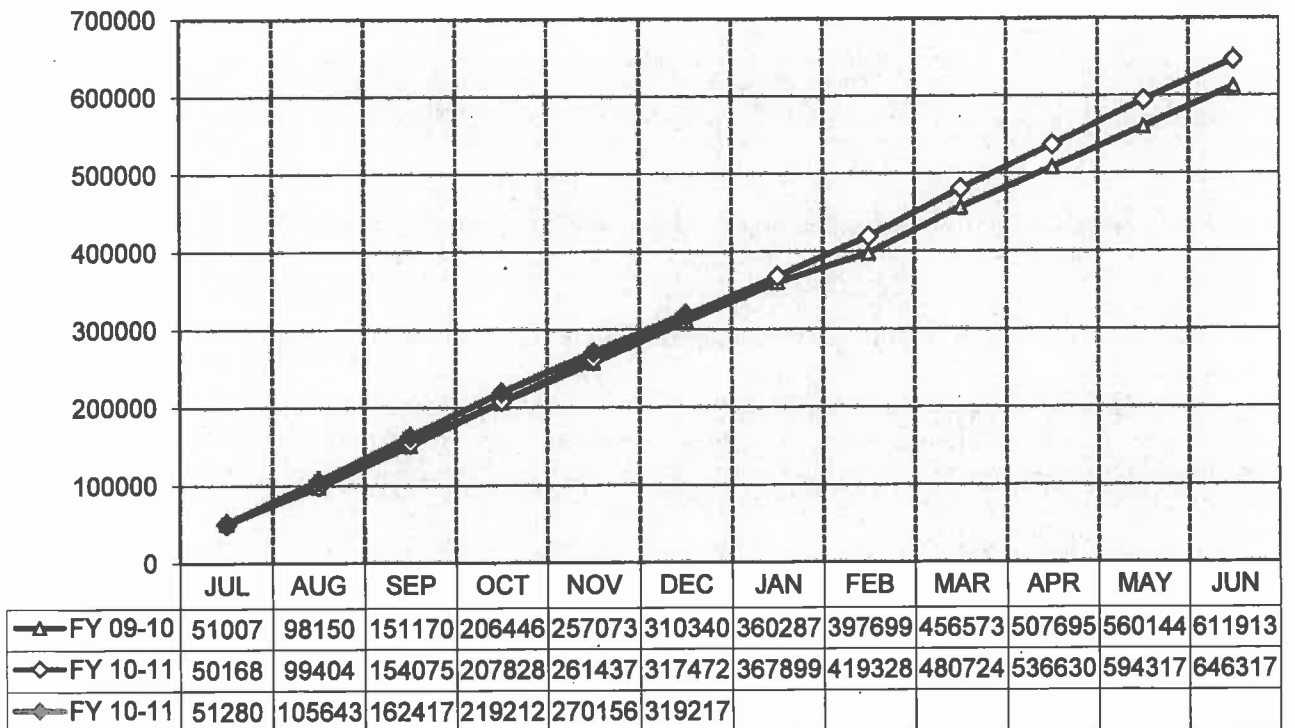
6-4.c1

ATTACHMENT D

MILEAGE COMPARISON



YEAR TO DATE MILEAGE COMPARISON CHART



160-6

6-4.d1

ATTACHMENT E

MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED	RESTRICTED	TEMPORARY	DENIED	TOTAL
		CONDITIONAL	TRIP BY TRIP			
DECEMBER 2010	32	0	7	5	0	44
JANUARY 2011	43	3	4	4	0	54
FEBRUARY 2011	41	2	14	4	0	61
MARCH 2011	43	3	5	7	0	58
APRIL 2011	44	0	3	4	0	51
MAY 2011	49	1	4	2	0	56
JUNE 2011	48	0	4	0	0	52
JULY 2011	54	0	0	1	0	55
AUGUST 2011	66	0	3	0	1	70
SEPTEMBER 2011	48	0	7	2	0	57
OCTOBER 2011	59	0	4	0	0	63
NOVEMBER 2011	64	0	3	6	1	74
DECEMBER 2011	49	0	1	3	0	53

NUMBER OF ELIGIBLE RIDERS	
YEAR	ACTIVE
2006	5315
2007	4820
2008	4895
2009	5291
2010	3314

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: February 24, 2012
TO: Board of Directors
FROM: John Daugherty, METRO Accessible Services Coordinator
SUBJECT: ACCESSIBLE SERVICES REPORT FOR DECEMBER 2011

I. RECOMMENDED ACTION

This report is informational only. No action required.

II. SUMMARY OF ISSUES

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

III. DISCUSSION

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

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

Under direction, the Accessible Services Coordinator: 1) Organizes, supervises, coordinates and provides METRO services to the older adult and disability communities; 2) Organizes, directs and coordinates the activities and operation of METRO's Mobility Training function; 3) Promotes and provides Mobility Training and outreach services; 4) Acts as information source to staff, Management, funding sources, clients, community agencies and organizations, and the general public regarding Mobility Training and accessibility; 5) Works with Department Managers to ensure compliance with METRO's accessibility program and policies.

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

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

IV. FINANCIAL CONSIDERATIONS

None

V. ATTACHMENTS

Attachment A: Accessible Services Coordinator (ASC) Activity Tracking Report for December 2011

Prepared by: John Daugherty, METRO Accessible Services Coordinator
Date Prepared: February 16, 2012

16-9

Attachment A

Accessible Services Coordinator (ASC) Activity Tracking Report for December 2011

What is Mobility Training?

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

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

There was progress with 16 trainees:

- Two persons successfully completed their training. One person completed Boarding/Disembarking training with his scooter. Another person completed route training with her service animal.
- Two persons were new referrals: One person was referred by a school counselor; The ASC left messages to set up an Assessment. The ASC spoke with the other person, referred by bus operators. He was receptive to follow up contact to set up an Assessment.
- Training with three persons progressed: Two persons were assessed for Boarding/Disembarking training. One person's file was updated; the ASC will contact her in early 2012 to check need for more training.

IBC-10

6-7.a1

Attachment A

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

Training Overview for December 2011:

- Amount of time dedicated to training sessions and follow up activity: At least 42 hours
- Tracking of scheduled appointments vs. cancelled:
Three appointments scheduled, no appointments cancelled

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

- December 2 Pedestrian Safety Work Group meeting
- December 13 Seniors Commission meeting
- December 14 Pajaro Valley Unified School District Transition Partnership Program (TPP) Job Club meeting.
- December 15 Commission on Disabilities meeting

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

The total audience for December presentations was at least 35 persons. Information was provided during meetings and follow up phone calls and emails.

Requests from the community and METRO staff:

- There were at least 13 individual contacts in person and/or over the phone. Most contacts regarded preparation for presentations and setting up training and outreach. The ASC also received requests to explain Stokes Straps and provide METRO transit orientation for a person with a recently diagnosed disability.
- On December 12 Human Resources Manager Robyn Slater and the ASC presented the third Customer Service Training for METRO ParaCruz Reservationists and Schedulers.

Note: The ASC was out of the office, on vacation, December 17-January 1.

160-11

6-7.a2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

OFFICE OF THE DISTRICT COUNSEL

DATE: March 29, 2012
TO: E&D TAC Members
FROM: Margaret Gallagher, District Counsel
SUBJECT: METRO'S Mobile Muse Program

On March 23, 2012 the Santa Cruz Metropolitan Transit District's Board of Directors gave its preliminary approval for the *Mobile Muse Program* that will allow the County of Santa Cruz Arts Commission to install poetry on METRO's buses. At a previous Board meeting in February 2012, it was suggested that METRO create a selection panel in order to implement the *Mobile Muse Program*. The selection of the poetry will be made by the selection panel which includes the following individuals:

- a. Santa Cruz County Poet Laureate;
- b. County of Santa Cruz Arts Commissioner;
- c. Santa Cruz METRO staff person; and
- d. Two Community Members (one selected by the Arts Commission and the other, a bus rider, selected by Santa Cruz METRO).

The selection panel will make its poetry decisions based on criteria formulated by the Santa Cruz METRO's Board of Directors.

At the April 13th, 2012 Board of Directors meeting, the Santa Cruz Metropolitan Transit District's Board of Directors will choose a community member to be on the selection panel.

If you wish to be considered for a position on the selection panel, please let me know by sending me an email explaining why you would be a good candidate. If you know of anyone else who may wish to be considered, please forward this notification onto him/her. My email address is mgallagher@scmttd.com.

Thank you for your attention to this matter.

MG/rk

16 C-13

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

OFFICE OF THE DISTRICT COUNSEL

DATE: April 10, 2012
TO: E&D TAC Members
FROM: Margaret Gallagher, District Counsel
SUBJECT: *METRO'S revised Title VI Program Regulation and Complaint Procedure*

Title VI of the Civil Rights Act of 1964

On November 20, 2009, METRO's Board of Director's held a Public Hearing and approved METRO's *Title VI Program Regulation and Complaint Procedure*. Recently, METRO Staff determined that modifications to the Title VI Program were necessary in order to update the policy.

Title VI of the Civil Rights Act of 1964, and its implementing regulations provide that no person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance. In addition, Title VI prohibits conduct that has a disproportionate effect on Limited English Proficient (LEP) persons because such conduct constitutes national origin discrimination. LEP persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

As a recipient of Federal Transit Administration (FTA) funds, METRO is required to ensure that its programs, policies, and activities comply with the Department of Transportation (DOT) Title VI regulations. In order to comply with these regulations, METRO's Title VI Program must meet the following criteria:

- 1) Provide an annual Title VI certification and assurance;
- 2) Develop Title VI Complaint procedures;
- 3) Record Title VI investigations, complaints and lawsuits;
- 4) Provide meaningful access to LEP persons;
- 5) Notify beneficiaries of protections under Title VI;
- 6) Provide additional information upon request; and
- 7) Submit a Title VI Program to FTA.

METRO's Title VI Program establishes guidelines to effectively implement, monitor and ensure that METRO is in compliance with all FTA Title VI requirements and regulations under 49 CFR Part 21.

Section 4.04 of the Title VI Program (*Attachment A*) has been revised to inform the public that no Board Meetings will be conducted in the month of July. In addition, the requirement to prepare and submit FTA's Categorical Exclusion (CE) checklist has been added to Section 5.01 of *Attachment A* regarding environmental justice requirements. Sections 6.04 – 6.06 of the policy have been updated to include language assistance measures that Santa Cruz METRO has put into place. For example, the new Ticket Vending Machines provide assistance with ticket purchases in English and Spanish, to assist those customers who are Limited English Proficient (LEP).

The requirement to file a Title VI Complaint within 180 days has been removed from the policy (Sections 7.01, 7.11, 7.12 and Attachment A of the policy have been updated to reflect this change).

Please review the *Title VI Program Regulation and Complaint Procedure*, and provide your comments and suggestions at the April 10, 2012 E&D TAC Meeting.

I look forward to your meeting on April 10, 2012, when we will have an opportunity to further discuss METRO's Title VI Policy.

MG/rk

18-2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1029 (E)

Computer Title: Title VI English.doc

Effective Date: December 18, 2009

Pages: 143

**TITLE: TITLE VI PROGRAM REGULATION & COMPLAINT
PROCEDURE**

Procedure History

NEW POLICY	SUMMARY OF POLICY	APPROVED
December 18, 2009	New Regulation	DB

I. POLICY

- 1.01 The Santa Cruz Metropolitan Transit District (METRO) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. All persons, regardless of their citizenship, are covered under this regulation. In addition, METRO prohibits discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity in its employment and business opportunities.
- 1.02 METRO will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and/or this regulation.
- 1.03 As a Federal Transit Administration (FTA) fund recipient, METRO will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.
- 1.04 METRO will ensure that the level and quality of its transportation service is provided without regard to race, color, national origin, age, sex, sexual orientation, or gender identity.
- 1.05 METRO will promote the full and fair participation of all affected populations in the transportation decision-making process.
- 1.06 METRO will prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- 1.07 METRO will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within METRO's service area.

- 1.08 METRO will ensure that Limited English Proficient (LEP) individuals have access to METRO's programs, activities, and services.
- 1.09 This Regulation shall be maintained in English and Spanish.

II. APPLICABILITY

- 2.01 This policy is applicable to all METRO employees, members of the public and all contractors hired by METRO.
- 2.02 Failure of a METRO employee to follow this policy and procedure shall subject such employee to disciplinary action up to and including employment termination.

III. DEFINITIONS:

- 3.01 **"Adverse Effect"** means having a harmful or undesired effect.
- 3.02 **"Discrimination"** refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.
- 3.03 **"Gender Identity"** refers to an individual's gender, or lack thereof, a person self identifies with. It is not necessarily based on biological fact, either real or perceived, nor is it always based on sexual orientation. The gender identities one may choose from include male, female, both, somewhere in between (third gender) or neither.
- 3.04 **"Limited English Proficient (LEP) Persons"** are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.
- 3.05 **"Low-Income Population"** means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.
- 3.06 **"Minority Individuals"** include the following:
 - 1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
 - 2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
 - 3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.

18-4

- 4) Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
 - 5) Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.
- 3.07 **“National Origin”** means the particular nation in which a person was born, or where the person’s parents or ancestors were born.
- 3.08 **“Race”** means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.
- 3.09 **“Recipient”** means one that has received or is receiving Federal financial assistance under the Acts. The term includes subrecipients of a recipient and subrecipients in FTA’s State administered programs.
- 3.10 **“Retaliation”** Any adverse action taken against another individual because of his/her participation in the complaint, investigation, or hearing relating to this policy or the provision of federal or state law.
- 3.11 **“Sex”** refers to the classification of an individual’s gender as either male, or female.
- 3.12 **“Sexual orientation”** refers to an individual’s preference in terms of sexual relationship with others, whether the individual is homosexual, heterosexual, or bisexual.
- 3.13 **“Vital Documents”** are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program. (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

IV. GENERAL REQUIREMENTS AND GUIDELINES

- 4.01 METRO will carry out its programs, activities, and services in compliance with Title VI of the Civil Rights Act of 1964. METRO or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity, exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any of METRO’s programs, services, or activities.
- 4.02 METRO or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity:
- a) Provide any service, financial aid, or benefit that is different from that provided to others;
 - b) Subject an individual to segregation or separate treatment;
 - c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;

18-5

- d) Deny any individual service, financial aid, or benefits under any of METRO's programs, services, or activities;
 - e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements; and
 - f) Deny an individual the opportunity to participate as a member of a planning or advisory body.
- 4.03 METRO shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income and Limited English Proficient individuals. This applies to major service changes that affect 25% of service hours of a route.
- 4.04 METRO holds at least one Board Meeting every month at a varying location throughout its geographic boundaries (e.g., Capitola, Scotts Valley, Watsonville and downtown Santa Cruz) to ensure that all individuals are afforded an opportunity to participate in METRO's transportation decisions.
- A. There will not be any Board Meetings conducted in the month of July.
- A.B. Board Meetings may be cancelled for business reasons by METRO's Board Chair or designee.
- 4.05 In addition to all Title VI requirements, METRO provides a Spanish-speaking interpreter at the first hour of at least one of its regular Board Meetings every month, to ensure meaningful participation by persons with Limited English Proficiency. A Spanish-speaking interpreter can be obtained for any of its regular Board Meetings by contacting METRO's Administrative Services Coordinator at (831) 426-6080.
- 4.06 METRO's District Counsel or his/her designee will maintain a list (a minimum of four years in active status) of any Title VI investigations, complaints, or lawsuits filed which allege METRO discriminated against a person or group on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. This list will include:
- a) The date the investigation, complaint, or lawsuit was filed;
 - b) A summary of the allegation(s);
 - c) The status of the investigation, complaint, or lawsuit; and
 - d) Any actions, or corrective actions taken by METRO in response to the investigation, complaint, or lawsuit.
- 4.07 METRO will keep the public informed of the protections against discrimination afforded to them by Title VI and METRO's obligations under Title VI by posting this policy, or a *Title VI Policy Statement* (Attachment A), on METRO's website at www.scmtd.com, on transit center bulletin boards and on the official METRO bulletin board, located at METRO's Administrative offices. METRO's *Title VI Policy Statement* (Attachment A) will be posted in English and Spanish at all designated METRO facility locations.

18-6

- 4.08 METRO will take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs, activities and services for individuals who are Limited English Proficient (LEP).
- 4.09 METRO will provide information, upon request from FTA, in order to investigate Complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.
- 4.10 METRO will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with Title VI Requirements.
- 4.11 METRO will ensure that minority and low-income individuals have meaningful access to METRO's programs, activities and services.

V. ENVIRONMENTAL JUSTICE REQUIREMENTS

- 5.01 METRO shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. METRO is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. METRO will prepare and submit FTA's Categorical Exclusion (CE) checklist for those construction projects that do not require an environmental justice analyses. FTA's CE checklist includes a review of community disruption and environmental justice. METRO will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process);
- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
- d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and

18-7

- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

VI. LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS

6.01 METRO will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. METRO's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

6.02 METRO will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. METRO will continually assess the language assistance needs of the population to be served.

6.03 METRO will use the following four factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
- b) Frequency with which LEP individuals come into contact with METRO's programs, activities, and services.
- c) Importance of the program, activity, or service provided by METRO to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

6.04 ORAL LANGUAGE ASSISTANCE

- a) METRO maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative offices and within its Customer Service facility for basic transit questions and trip planning assistance.
- b) METRO's paratransit service provides Spanish-speaking reservationists to assist paratransit customers when scheduling a trip. ~~METRO's ParaCruz Guide is available in Spanish and in large print Spanish on METRO's website at www.semta.com.~~
- c) A bilingual (Spanish) interpreter is present for translation services at the second Board of Directors' Meeting every month.

18-8

~~METRO provides a Spanish speaking interpreter at the first hour of at least one of its Board Meetings every month, which will be extended to the entire meeting if there is a need for such services.~~

- d) Upon notification 24-hours in advance, METRO will provide an interpreter at the first Board Meeting, if requested.
- e) METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.

6.05 NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

- a) METRO will post ~~a sign~~ on its official bulletin board at its Administrative offices, at the Metro Center and at the Watsonville Transit Center, a sign, which indicates that free language assistance is available, if requested in a timely manner.
- ~~b)~~ b) METRO's fixed route buses have Language Assistance cards informing passengers that Language assistance is available in Spanish, if needed.

6.06 TRANSLATION OF VITAL DOCUMENTS/WRITTEN LANGUAGE ASSISTANCE

- a) All public hearings that require notification to the public ~~are posted shall be posted~~ in English and Spanish throughout METRO's service area and in local newspapers.
- b) METRO's *Title VI Policy Statement* (Attachment A) and *Complaint Form* (Attachment B) will be available in Spanish on METRO's website at www.scmtd.com, at Transit Centers, and on METRO's official bulletin board.
- c) METRO's *Title VI Policy Statement* (Attachment A) and *Title VI Complaint Form* (Attachment B) have been translated into Spanish and will be posted at transit centers, in transit vehicles, and on the official METRO bulletin board at METRO's Administrative offices.
- d) METRO's fixed route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act of 1964.
- e) METRO's *Headways* is provided in English and Spanish.
- f) METRO will post a copy of the Board of Directors Agenda in Spanish on the official METRO bulletin board, located at METRO's Administrative offices.
- g) METRO's ParaCruz Guide is provided on the website in Spanish.

- 6.07 METRO will provide written translations of vital documents for each LEP group that constitutes a minimum of 5% of the service area population or consists of at least 1,000 people.

18-9

- 6.08 METRO's Board Meetings are held at varying locations throughout Santa Cruz County
~~METRO will hold at least one Board Meeting every month at a varying location throughout its geographic boundaries~~ to ensure that low-income, minority and LEP individuals have meaningful access to these meetings. These locations include Santa Cruz, Scotts Valley and Watsonville.

VII. COMPLAINTS/LAWSUITS AND APPEALS

- 7.01 How to File a Title VI Complaint with METRO: Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity with respect to METRO's programs, activities, services, or other transit related benefits, may file a written Complaint with METRO. A Complaint may be filed by the individual or by a representative. A Customers are encouraged to file a Complaint must be filed within 180 days after the date of the with METRO after the alleged discrimination, and but complainants are encouraged to submit complaints as soon as possible. METRO will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

- 7.02 Complaint must include the following information:

- a) A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken.
- b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

- 7.03 **A Complaint Form** (Attachment B) can be used to file a Title VI complaint with METRO. A *Complaint Form* will be made in an accessible format upon request. A *Complaint Form* can be obtained at the following locations:

- a) At the Santa Cruz METRO website, www.scmttd.com;
- b) By calling Santa Cruz METRO's Administrative Services Coordinator, or his/her designee at (831) 426-6080, (TDD 711 (TTY/voice)) a complaint form can be mailed.
- c) By picking up a Complaint Form at Customer Service, Pacific Station (formerly METRO Center), 920 Pacific Avenue, Santa Cruz, CA 95060 or Santa Cruz METRO Administrative offices, 110 Vernon Street, Santa Cruz, CA 95060.

- 7.04 If the Complaint is received by anyone besides METRO's General Manager, the individual in receipt of the Complaint shall forward it to the General Manager or his/her designee as soon as practicable but no later than 2 working days of receipt. The General Manager shall immediately provide a copy of the Complaint to the Chair of the Board of

18-10

Directors and the METRO Manager responsible for the program, activity, or service that is identified as being out of compliance.

- 7.05 **METRO's Procedures For Investigating Complaints:** The METRO Manager responsible for the program, activity or service which is alleged to be out of compliance shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than 10 working days of his/her receipt of the complaint. The Manager may consult with appropriate METRO Staff in the preparation of his/her response to the complaint. The Manager shall forward his/her written response to the General Manager or his/her designee within the designated time frame.
- 7.06 **Efforts to Contact Complainant:** The General Manager or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The General Manager or his/her designee shall review and consider the response prepared by the Manager identified in Section 7.05, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The General Manager or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.
- 7.07 **Completion of Investigation:** As soon as is practicable, but no later than 20 working days following receipt of the initial complaint, the General Manager or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.
- 7.08 **Appeal to Chair:** If the complainant is not satisfied with the findings and/or action of METRO's General Manager or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors (see Section 7.09 below), or with the FTA's Office of Civil Rights (see Section 7.11 below).
- 7.09 **Appeal Process:** If the complainant chooses to file his/her Complaint with the Chair of the Board of Directors, then the complaint and any supporting documentation should be submitted within 5 working days of his/her receipt of the results of the General Manager's investigation, with the Chair of the Board of Directors by providing it to the Administrative Services Coordinator, or his/her designee, 110 Vernon Street, Santa Cruz, CA 95060. Upon review of the file, the Chair of the Board shall notify the complainant of what actions, if any, will be taken as a result of the review by the Chair within 10 working days of the Chair's notification that the complainant is not satisfied with the results of the General Manager's investigation. The decision of the Chair of METRO's Board of Directors shall be final.
- 7.10 **Timeline Waiver:** Any timeline set forth herein may be extended by the General Manager upon a showing of good cause.
- 7.11 **How to File a Title VI Complaint with the FTA:** Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity,

18-11

with respect to METRO's programs, activities, or services, or other transit related benefits, may file a written Complaint with FTA. A Complaint may be filed by the individual or by a representative. ~~A Complaint must be filed within 180 days after the date of the alleged discrimination.~~ FTA will promptly investigate all Complaints filed under Title VI in accordance with DOT regulations *49 CFR §§21.11(b) and 21.11(c)*.

A. A Complaint must include the following information:

- 1) A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken. In cases where a Complainant is unable or incapable of providing a written statement, but wishes FTA or DOT to investigate alleged discrimination, a verbal Complaint of discrimination may be made to the FTA Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person in converting the verbal Complaint into writing. All Complaints must, however, be signed by the Complainant or his/her representative.

FTA Civil Rights Office Address:

Federal Transit Administration Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590

TTY: 1-800-877-8339

Voice: 1-866-377-8642

FTA.ADAAssistance@dot.gov

- 2) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

7.12 **Complaint Acceptance:** Once a Complaint has been accepted, FTA will notify METRO that it has been subject to a Title VI Complaint and ask METRO to respond in writing to the Complainant's allegations. Once the Complainant agrees to release the Complaint to METRO, FTA will provide METRO with the Complaint. FTA may choose to close a Complaint if the Complainant does not agree to release the Complaint to METRO. FTA strives to promptly investigate all complete a Title VI Complaints. ~~investigation within 180 days of the acceptance date of a Complaint.~~

7.13 **Investigations:** FTA will make a prompt investigation whenever a compliance review, report, Complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's investigation will include a review of the pertinent practices and policies of METRO, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether METRO has failed to comply with Title VI regulations.

18 - 12

- 7.14 Following the investigation, FTA's Office of Civil Rights will transmit to the Complainant and METRO one of the following three letters based on its findings:
- a) Letter of Resolution: which explains the steps that METRO has taken or promises to take to come into compliance with Title VI.
 - b) Letter of Finding (Compliance): which explains that METRO is found to be in compliance with Title VI. This letter will include an explanation of why METRO was found to be in compliance, and provide notification of the Complainant's appeal rights.
 - c) Letter of Finding (Noncompliance): which explains that METRO is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the conciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to METRO in devising a remedial plan for compliance.
- 7.15 Appeals Process: The letters of finding and resolution will offer the Complainant and METRO the opportunity to provide additional information that would lead FTA to reconsider its conclusions. FTA requests that the parties in the Complaint provide this additional information within 60 days of the date of the FTA letter of finding. FTA's Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

VIII. DEFICIENCIES WITH TITLE VI COMPLIANCE

- 8.01 Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under 49 CFR §21.11(a).
- 8.02 If FTA determines that METRO is in noncompliance with Title VI, it will transmit a *Letter of Finding* that describes FTA's determination and requests that METRO voluntarily take corrective action(s) which FTA deems necessary and appropriate.
- 8.03 METRO will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within 30 days of receipt of FTA's *Letter of Finding*.

IX. ADMINISTRATION OF REGULATION

- 9.01 METRO will integrate the provisions within its Title VI Program into all programs, activities, and services provided by METRO's Fixed Route service, Paratransit service and METRO facilities.
- 9.02 METRO will integrate the Title VI Program into its policies and procedures.

18-13

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI POLICY STATEMENT

The Santa Cruz Metropolitan Transit District (METRO) is committed to providing public transportation in an environment that is free from discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. METRO operates its programs, activities and services without regard to race, color, national origin, age, sex, sexual orientation, or gender identity.

As a Federal Transit Administration (FTA) fund recipient, METRO will ensure that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations.

Any person who believes that he/she, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to METRO's programs, activities, services, or other transit related benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainants name, address, and telephone number or other means by which the complainant can be contacted. Customers are encouraged to submit Complaints as soon as possible. ~~must be filed within 180 days of the date of the alleged discriminatory act.~~

To request additional information on METRO's non-discrimination obligations or to file a Title VI Complaint, please submit your request or complaint in writing to:

Santa Cruz Metropolitan Transit District
Attn: General Manager
110 Vernon Street
Santa Cruz, CA 95060

*Complaint Forms can also be obtained on METRO's website www.scmtd.com

Federal Transit Administration (FTA) Title VI Complaints may be filed directly to:

Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

18-14

Attachment A

**Santa Cruz Metropolitan Transit District
TITLE VI DISCRIMINATION COMPLAINT FORM
110 Vernon Street, Santa Cruz, CA 95060**

Complainant's Name: _____

Street Address: - _____

City/State/Zip: _____

Phone: _____ **E-mail Address:** _____

Date of Violation: _____ **Time of Violation:** _____

Date of Complaint: _____

Place of Violation: _____

Bus Number:** _____ **Bus Route:**** _____

Discrimination because of: ☐ Race ☐ Color ☐ National Origin

☐ Age ☐ Sex ☐ Sexual Orientation ☐ Gender Identity

Please provide the name(s) of the METRO Directors, employees, and/or agents who allegedly discriminated against you, including their job titles (if known).

Identify what METRO service, program, or activity (e.g. fixed route service, ParaCruz, etc.) did not comply with Title VI of the Civil Rights Act of 1964.

Identify individuals by name, address and phone number that have information relating to the violation.

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other individuals were treated differently from you.*

Signature of Complainant: _____ **Date:** _____

AGENDA: April 10, 2012

TO: Elderly and Disabled Transportation Advisory Committee

FROM: Grace Blakeslee, Transportation Planner

RE: Social Equity Analysis for the Metropolitan Transportation Plan (MTP) & Regional Transportation Plan (RTP) and Draft Regional Transportation Plan Goals, Targets and Policies

RECOMMENDATIONS

Staff recommends that the Elderly and Disable Transportation Advisory Committee:

1. Provide input on the definition of transportation disadvantaged to be considered in the social equity analysis to support the next Metropolitan Transportation Plan (MTP) and Regional Transportation Plan (RTP);
 2. Provide input on key origins and destinations for elderly and disabled individuals to support the social equity analysis to support the next MTP and RTP; ***(Please bring your completed recommendations to the meeting.)***
 3. Provide input on the Draft transportation plan goals, targets, and policies;
 4. Recommend investment strategies for achieving the Draft transportation plan social equity goal and incorporating social equity into the next MTP and RTP; and,
 5. Receive information about the April 19 Public Workshop to discuss the Draft transportation goals, targets, and policies.
-

BACKGROUND

The Regional Transportation Commission (RTC) will integrate sustainable outcomes into the next Metropolitan Transportation Plan and Regional Transportation Plan (RTP). RTC staff coordinated with the North American Sustainable Transportation Council (STC) staff to identify sustainability standards that should be considered when developing a sustainable transportation plan, taking into consideration federal planning goals. The subject categories and sustainability goals identified by STC were presented to the Elderly and Disabled Technical Advisory Committee at the February 2012 meeting. The outlined sustainability framework supports the Triple Bottom Line definition of a sustainable transportation system as one that balances the needs of people, the planet, and prosperity.

DISCUSSION

Social Equity Measures and Analysis

Social equity is an important component of the sustainability framework to be applied to the MTP and RTP and an important component of enhancing integration and connection of the transportation system across modes for all people, which is a federal planning goal. The social equity component of the MTP and RTP could address the relationship between transportation investments and healthy, affordable, and safe access to key destinations for transportation-disadvantaged populations.

Transportation Disadvantaged

To better understand the role of transportation investments within this context, RTC staff has researched the definitions used by variety of agencies and organizations and is recommending that transportation disadvantaged populations be defined as those individuals who are:

- elderly (70+);
- disabled;
- low-income (<\$15,000 annual income per year for an individual);
- limited English proficiency; and,
- youth (0-17 years).

These groups tend to be overrepresented in households without access to a vehicle. In addition, barriers to transit and pedestrian facilities may also prevent these groups from experiencing the full benefit of the transportation system. **RTC staff recommends that the Elderly and Disabled Transportation Advisory Committee provide input on the definition of Transportation Disadvantage to be considered in the social equity analysis to support the next MTP and RTP.**

Key Origins and Key Destinations for Transportation Disadvantaged

RTC staff worked with available data and social services agencies to identify key destinations and key origins for the transportation disadvantaged, according to this definition above.

The list of key destinations for elderly and disabled individuals compiled by RTC staff from this research is included as Attachment 1. The list of key origins for elderly and disabled individuals compiled by RTC staff is included as Attachment 2. It is important to note that while updated data identifying where individuals over the age of 70 live within the county is available, similar information for disabled individuals is not available. Data regarding the trip origins for disabled individuals was limited to information gathered from Lift Line and Paracruz. Many of the key destinations and origins included in Attachment 1 and 2 are also consistent with those identified for low income individuals. Sufficient resources are not available to analyze access at all of the potential key destinations and origins for transportation disadvantaged, therefore, **RTC staff requests that the Elderly and Disabled Transportation Advisory Committee:**

- identify up to **twenty-five key destinations** for the elderly and disabled from **Attachment 1** that should be evaluated in the social equity analysis based on frequency of use and uniqueness of services provided by placing a check in the box next to the name of your recommended priority destinations; and,
- identify up to **fifteen key origins** for the elderly and disabled from **Attachment 2** that should be evaluated in the social equity analysis based on concentrations of elderly and disabled individuals by placing a check in the box next to the name of your priority origin.

A map of key destinations and key origins will be displayed at the April 10th Elderly and Disabled Advisory Committee to facilitate this discussion.

Overview of Draft Goals, Targets, and Policies

The proposed Draft transportation plan goals, targets, and policies are shown in Attachment 3.

Goals: The Draft goals incorporate:

- the eight sustainable objectives included in the Sustainable Transportation Analysis and Rating System (STARS) framework;
- support the Triple Bottom Line concept of sustainability; and,
- advance federal transportation planning goals

Targets

The proposed Draft transportation plan targets have been identified, where possible, to establish measurable objectives for achieving the goals and to link policies and projects to goals. In many cases, the proposed targets are intended to support the goal of reducing per capita greenhouse gas emissions by 5 percent by 2035. This is the greenhouse gas emission reduction target set by the California Air Resources Board for the tri-county region, including Santa Cruz, San Benito, and Monterey Counties, and are considered the portion of statewide greenhouse gas emission reductions needed from the tri-county region to meet statewide greenhouse gas emission reduction goals. Where modeling tools were not available, aggressive, but reasonable, targets were proposed based on other similar efforts. In some cases, targets provided are a range because some policies and strategies may receive greater emphasis based on how projects are grouped when evaluating plan alternatives.

Note that three of the targets have not been established at this time: 1A: The percentage of people that live within a 30 minute walk, bicycle, or transit trip to key destinations; and 1E: Improve travel time reliability for all trips between key destinations. These targets require additional baseline data that is not yet available. Also, 1A is largely related to land-use and therefore staff is recommending that no target be set for 1A until more information is available from the Association of Monterey Bay Area Governments (AMBAG) regarding the land use assumptions to be incorporated into the Sustainable Communities Strategy. Target 2B: Reduce the percent of locations with reported high levels of collisions for vulnerable users is still under development and will be completed when additional analysis is complete.

Policies:

The proposed draft transportation plan policies encompass those types of actions that are expected to most advance the transportation plan goals and targets and maximize benefits to the Triple Bottom Line. The transportation plan policies also reflect the more specific transportation investment strategies that should achieve targets. The proposed draft policies are intended to be specific enough to more easily guide transportation decision making in a manner consistent with sustainable objectives, but allow for flexibility to identify other strategies that may not have been considered and can also demonstrate that they advance sustainable objectives and targets.

RTC staff request that the Elderly and Disabled Transportation Advisory Committee:

- **provide input on the draft transportation plan goals and policies; and,**
- **provide input on specific investment strategies that could be expected to achieve equity goals.**

Next Steps

- April 19, 2012 RTC Transportation Policy Workshop: RTC staff will present the Draft RTP goals, targets, and policies to the RTC at the April Transportation Policy Workshop.
- April 19, 2012 Public Workshop: The RTC will host a public workshop on April 19th to discuss the draft goals, targets, and policies. The workshop will be held at the Live Oak Senior Center at 6:30pm and will be a combination of presentation, display tables, and small group discussion. **Elderly and Disabled Transportation Advisory Committee members are encouraged to attend and to invite other interested parties.**
- May 3, 2012: RTC staff is expected to return to the RTC on the May RTC meeting with the Final Draft goals, targets, and policies, including any proposed revisions made to the April 19th Draft. The final draft goals and policies become final when the MTP and RTP are adopted.
- June 2012: RTC staff is expected to solicit projects ideas from the public, RTC Advisory Committees, and from potential project sponsors, at which time, RTC will work with the Interagency Technical Advisory Committee to finalize the project application form. Project applications are scheduled to be due to the RTC in September 2012.
- June 2012: RTC staff expects to obtain input regarding transportation patterns of Santa Cruz County residents and visitors through an online survey, including obtaining additional information related to key destinations and barriers to utilizing the multimodal transportation system.

- October 2012-January 2013: RTC staff will evaluate transportation projects based on consistency with the transportation plan policies; the projects ability to advance the goals based on how the project fits within the identified strategies; or, the project justification provided. RTC staff will also work with AMBAG to evaluate the project's list ability to achieve the SB 375 greenhouse gas emission targets, when combined with future land use projections.

SUMMARY

At their last meeting, the Elderly and Disabled Technical Advisory Committee received information about the sustainability framework that would be utilized to support development of the RTP goals and policies. The outlined sustainability framework supports the Triple Bottom Line definition of sustainability, which identifies a sustainable transportation system as one that balances the needs of people, the planet, and prosperity. Social equity is an important component of the sustainability framework to be applied to the MTP and RTP. RTC staff is seeking input from the Elderly and Disabled Advisory Committee on the key destinations and key origins specific to transportation disadvantaged to be considered in the social equity analysis component of the next RTP. RTC staff is also seeking input from the Elderly and Disabled Advisory Committee on the Draft transportation goals, targets, and policies.

Attachments:

1. Key Destinations for Transportation Disadvantaged
2. Key Origins for Transportation Disadvantaged
3. Draft transportation plan goals, targets, and policies

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Transportation Disadvantaged: Senior and Disabled Destinations

*Please check the boxes identifying the top 25 destinations for Senior and Disabled community members.

	NAME	ADDRESS	CITY
1	Adult Protective Services Human Services Department	1400 Emeline Avenue	Santa Cruz
2	Bayside Adult Day Activity Program	2301 17th Ave	Santa Cruz
3	Boulder Creek Medical Clinic	13350 Big Basin Way	Boulder Creek
4	Cabrillo College	318 Union St	Watsonville
5	Cabrillo College Stroke & Disability Learning Center	6500 Soquel Drive	Aptos
6	California Grey Bears	2710 Chanticleer	Santa Cruz
7	Capitola Mall Food Court	1855 41st Avenue	Capitola
8	Capitola Physical Therapy	1200 41st Ave	Capitola
9	Central Coast Surgery Center	160 Green Valley Rd	Freedom
10	Community Bridges-Beach Flats Community Center, Lift Line, Meals On Wheels, Live Oak Family Resource Center, Mountain Community, La Manzanita Community CenterResource, Familia Center	236 Santa Cruz Avenue	Aptos
11	Dialysis Santa Cruz	2128 Soquel Avenue	Santa Cruz
12	Dominican Breast Center Llc	1661 Soquel Dr	Santa Cruz
13	Dominican Hospital	1555 Soquel Dr	Santa Cruz
14	Dominican Hospital-rehabilitation Services	610 Frederick St	Santa Cruz
15	Dominican Mri Center	1685 Commercial Way	Santa Cruz
16	Dr. Samuel S. Masters	1663 Dominican Way	Santa Cruz
17	Driftwood	675 24th Avenue	Santa Cruz
18	Easter Seals Central California	9010 Soquel Drive	Aptos
19	Elderday Adult Day Health Care Center	100 Pioneer St.	Santa Cruz
20	Elena Baskin Live Oak Senior Center and Money Management Program Senior Network Services	1777 Capitola Road	Santa Cruz
21	Employment & Community Options	3717 Portola Drive	Santa Cruz
22	Frederick St Rehab	610 Frederick Street	Santa Cruz
23	Front Street Housing Inc.	2115 7th Ave.	Santa Cruz
24	Golden Age	523 Burlingame Avenue	Capitola
25	Highlands Senior Dining Senior Center of San Lorenzo Valley	8500 Highlands Park	Ben Lomond
26	Hope Services	220 Lincoln Street	Santa Cruz
27	Horsnyder Pharmacy & Medical	1226 Soquel Ave	Santa Cruz
28	Hospice of Santa Cruz County	940 Disc Drive	Scotts Valley
29	Imagine Supported Living Services Inc.	1395 41st Avenue	Capitola
30	Louden Nelson Community Center and Computer Center	301 Center Street	Santa Cruz
31	Mariposa Mental Health Center	10 Carr Street	Watsonville
32	Market Street Senior Center	222 Market Street	Santa Cruz
33	Mental Health Client Action Network	1051 Cayuga St.	Santa Cruz
34	Metro Pacific Ave.	920 Pacific Avenue	Santa Cruz
35	Mid County Senior Center	829 Bay Avenue	Capitola

36	Monterey Bay Horsemanship & Therapeutic Center	783 San Andreas Road	Watsonville
37	New Life Community Center	707 Fair Avenue	Santa Cruz
38	Pacific Coast Manor	1935 Wharf Rd	Capitola
39	Radiation Oncology Medical	1575 Soquel Dr	Santa Cruz
40	Salud Para La Gente	204 E. Beach Street	Watsonville
41	San Andreas Regional Center Santa Cruz County Office	1110 Main Street	Watsonville
42	Santa Cruz Adult Education	319 La Fonda Avenue	Santa Cruz
43	Santa Cruz Adult Education	350 Taylor Street	Santa Cruz
44	Santa Cruz Clinics	9 Crestview Dr	Watsonville
45	Santa Cruz County Veteran Center	1350 41st Ave	Capitola
46	Santa Cruz Dental Group	1017 Mission St	Santa Cruz
47	Santa Cruz Health Center	1080 Emeline Ave	Santa Cruz
48	Santa Cruz Healthcare Center	1115 Capitola Rd	Santa Cruz
49	Santa Cruz Medical (endocrinology)	815 Bay Ave	Capitola
50	Santa Cruz Medical Clinic	2950 Research Park Dr	Soquel
51	Santa Cruz Medical Foundation	2025 Soquel Ave	Santa Cruz
52	Santa Cruz Medical Foundation	7600 Old Dominion Ct	Aptos
53	Santa Cruz Medical Foundation: Physical Therapy	1529 Seabright Ave	Santa Cruz
54	Sc Skilled Nursing Center	2990 Soquel Avenue	Santa Cruz
55	Scotts Valley Senior Center	370 Kings Village Road	Scotts Valley
56	Senior Citizens Legal Services	501 Soquel Avenue	Santa Cruz
57	Senior Outreach Program Renaissance Program Family Service Agency of The Central Coast	104 Walnut Avenue	Santa Cruz
58	Senior Programs Simpkins Family Swim Center	979 17th Avenue	Santa Cruz
59	Seniors Council of Santa Cruz and San Benito Counties	234 Santa Cruz Avenue	Aptos
60	Skill Center (valencia St)	133 Mission St	Santa Cruz
61	Social Security Administration Santa Cruz	169 Walnut Avenue	Santa Cruz
62	Spa Fitness	1100 41st Avenue	Capitola
63	Stroke Center	501 Upper Park Rd	Santa Cruz
64	Sutter Maternity & Surgery Center	2900 Chanticleer Ave	Santa Cruz
65	Twin Lakes Church	2701 Cabrillo College Dr	Aptos
66	Vibrant Care Rehabilitation	548 Ocean St	Santa Cruz
67	Vista Center For The Blind	413 Laurel St	Santa Cruz
68	Vista Lago (whispering Pines) Ken Hensley	444 Whispering Pines Dr	Scotts Valley
69	Watsonville Community Hospital	75 Nielson St	Watsonville
70	Watsonville Dialysis	40 Penny Lane	Watsonville
71	Watsonville Nursing And Rehabilitation Centers	525 Auto Center Dr	Watsonville
72	Watsonville Pharmacy	1433 Freedom Blvd	Watsonville
73	Watsonville Senior Center & Senior Outreach Program Renaissance Program Family Service Agency of The Central Coast,Senior Citizens Legal Services	114 E. 5th Street	Watsonville

Transportation Disadvantaged: Senior and Disabled Origins

*Please check the boxes identifying the top 15 origins for Senior and Disabled community members.

	NAME	ADDRESS	CITY
1	7th Avenue Center LLC	1171 7th Avenue	Santa Cruz
2	Aegis of Aptos	125 Heather Terrace	Aptos
3	Arbor Cove	84 Blackburn Street	Santa Cruz
4	Bay Avenue Senior Apartments	750 Bay Avenue	Capitola
5	Capitola Manor	1098 38th Avenue	Santa Cruz
6	Clifford Manor	240 Clifford Avenue	Watsonville
7	Country Villa Watsonville	525 Auto Center Drive	Watsonville
8	Cresthaven Nursing Home	740 17th Avenue	Santa Cruz
9	De Un Amor	460 Eureka Canyon Road	Corralitos
10	Dominican Oaks	3400 Paul Sweet Road	Santa Cruz
11	Driftwood Healthcare Center	675 24th Avenue	Santa Cruz
12	East Cliff Village	1635 Tremont Drive	Santa Cruz
13	El Centro Residential Suites	1110 Pacific Avenue	Santa Cruz
14	Elizabeth Oaks	1460 Jose Avenue	Santa Cruz
15	Garfield Park	721 Bay Street	Santa Cruz
16	Gault Street Apts.	211 Gault St	Santa Cruz
17	Golden Age Convalescent	523 Burlingame Avenue	Capitola
18	Griselda Valencia Griselda's	152 Napa Street	Watsonville
19	Independence Square	1355 Madison St	Watsonville
20	Independent living	1926 Brommer Street	Santa Cruz
21	La Posada	609 Frederick Street	Santa Cruz
22	Maple House	410 Pennsylvania Avenue	Santa Cruz
23	Mission Gardens	90 Grandview Ave.	Santa Cruz
24	Oak Tree Villa	100 Lockewood Lane	Scotts Valley
25	Pacific Coast Manor	1935 Wharf Road	Capitola
26	Pajaro Vista	1955 Pajaro Lane	Freedom
27	Paloma Del Mar	2030 Pajaro Lane	Freedom
28	Palomar Inn	1344 Pacific Avenue	Santa Cruz
29	Redwood Commons Apartments	1606 Soquel Ave.	Santa Cruz
30	Resetar Residential Hotel	15 West Lake Ave.	Watsonville
31	Riverfront	148 S. Blaine St.	Santa Cruz
32	San Lorenzo Park	134 Dakota Avenue	Santa Cruz
33	Santa Cruz Skilled Nursing Center	2990 Soquel Avenue	Santa Cruz
34	Santa Cruz Healthcare Center	1115 Capitola Road	Santa Cruz
35	Seapines	1806 Sumner Ave.	Aptos
36	Seaside Apartments	30th and Brommer	Santa Cruz
37	St. George Residences	833 Front St.	Santa Cruz
38	Sunny Meadows	220 Ross Avenue	Freedom
39	Sunshine Villa	80 Front Street	Santa Cruz
40	Sycamore St Commons	125 Sycamore St.	Santa Cruz
41	Valley Heights	925 Freedom Blvd.	Watsonville

42	Via Pacifica Gardens	1860 Via Pacifica	Aptos
43	Woodland Senior Apartments	3050 Dover Drive	Santa Cruz

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Draft RTP Goals, Targets, and Policies
April 1, 2012

➤ **GOAL 1. Improve people's access to jobs, schools, health care and other regular needs in ways that improve health, reduce pollution and retain money in the local economy.**

There is a strong relationship between achieving access, health, economic benefit, and climate and energy goals and targets. In many cases actions to achieve one goal will lead toward achieving the other goals. For example, providing better carpool, transit and bicycle trips reduce fuel consumption, retains money in the local Santa Cruz County economy and reduce congestion for those trips that require driving alone.

TARGETS:

Improve people's ability to meet most of their daily needs without having to drive. Improve access and proximity to employment centers.

- △ **1A.** Increase the percentage of people within a 30-minute walk, bike or transit trip to key destinations. *(To be developed in conjunction with Sustainable Communities Strategy.)*

Re-invest in the local economy by reducing expenses from fuel consumption and related vehicle use.

- △ **1B.** Reduce surface transportation-related fuel consumption and per capita greenhouse gas emissions by 5 percent by 2035

Reduce smog-forming pollutants, greenhouse gas emissions, and fossil fuel consumption.

- △ **1C.** Reduce per capita vehicle miles traveled 5 percent by 2035
- △ **1D.** Improve speed consistency between 20 to 50 percent on the County's congested highway and arterial roadways by 2035

Improve the convenience and quality of trips, especially for walk, bicycle, transit and car/vanpool trips.

- △ **1E.** Improve travel time reliability for all trips between key destinations. *(Seeking additional data to establish specific target numbers.)*

Improve health by increasing physical activity in using the transportation system.

- △ **1F.** Increase walking and bicycling and decrease single occupancy vehicle mode share compared to the baseline condition between 0 to 8 percent by 2035.

POLICIES:

- 1.1. *Transportation Demand Management:* Expand demand management (TDM) programs to key origins and destinations that decrease the number of vehicle miles traveled and result in mode shift.

Draft RTP Goals, Targets, and Policies
April 1, 2012

- 1.2. *Transportation System Management:* Implement Transportation System Management programs and projects on major roadways across Santa Cruz County that increase the efficiency of the existing transportation system.
- 1.3. *Transportation Infrastructure:* Improve multimodal access to and within key destinations.
- 1.4. *Transportation Infrastructure:* Ensure network connectivity by closing gaps in the bicycle, pedestrian and transit networks
- 1.5. *Land Use:* Support land use decisions that locate new facilities close to existing services, particularly those that service transportation disadvantaged populations.

➤ **GOAL 2. Reduce transportation related fatalities and injuries**

Safety is a fundamental outcome from transportation system investments and operations. Across the the United States, vulnerable users (pedestrians and bicyclists) are killed and injured at a significantly higher rate than the percentage of trips they take.

TARGETS:

- Improve transportation safety, especially for the most vulnerable users.
- △ **2A.** Reduce injury and fatal collisions by mode by 50 percent by 2035
 - △ **2B.** Reduce ____ percent of locations with reported high levels of collisions for vulnerable users (*Additional analysis to be conducted before recommending target.*)

POLICIES:

- 2.1 *Safety:* Prioritize funding for safety improvements that will reduce fatal or injury collisions
- 2.2 *Emergency Service:* Support projects that provide access to emergency services.
- 2.3 *Traffic Calming:* Incorporate traffic calming strategies in transportation investments that will reduce collisions.
- 2.4 *Connectivity:* Reduce the potential for conflict between bicyclists, pedestrians and vehicles at high use locations.

Draft RTP Goals, Targets, and Policies
April 1, 2012

- **GOAL 3. Deliver access and safety improvements cost effectively, within projected revenues, equitable and responsive to the needs of all users of the transportation system, and beneficially for the natural environment.**

TARGETS:

- △ **3A.** Increase local road pavement condition index to 70 by 2035
- △ **3B.** Reduce the percentage of lane miles in "distressed" condition by 5% per year. **3C.** Increase share of funding going to areas and projects servicing transportation disadvantaged people
- △ **3D.** Maximize participation from diverse members of the public in RTC planning and project implementation activities, including various income strata and historically under represented groups.

POLICIES:

- 3.1 *Cost Effectiveness:* Maintain the existing transportation system cost-effectively.
- 3.2 *Maintenance:* Maintain and adapt the current transportation system to maximize existing investments.
- 3.3 *Coordination:* Improve coordination between agencies (e.g. paratransit and transit; road repairs; signal synch; TDM programs).
- 3.4 *System Financing:* Support new or increased taxes and fees that reflect the cost to operate and maintain the transportation system.
- 3.5 *Equity:* Demonstrate that planned investments will reduce disparities in safety and access outcomes for transportation disadvantaged population
- 3.6 *Ecological Function:* Deliver transportation investments in a way that improves habitat, increases tree canopy, and avoids impacts to sensitive areas.
- 3.7 *Low Impact Design:* Support management and treatment of storm water on site through low impact design practices to improve water quality and stream flows.
- 3.8 *Public Engagement:* Solicit broad public input on all aspects of regional and local transportation plans, projects and funding.

AGENDA: April 10, 2012

TO: Elderly & Disabled Transportation Advisory Committee

FROM: Karena Pushnik, SCCRTC Staff

RE: **FY 2012-13 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 \$5,413,319.

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 2012-13 budget was approved including Transportation Development Act (TDA) allocations for the Santa Cruz Metropolitan Transit District (Metro) in the amount of \$5,413,319.

The Metro's TDA Claim Form and summary pages from Metro's operating statistics and 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 5,776,444 bus rides and 94,510 ParaCruz rides last fiscal year.

Metro staff will provide a brief presentation about their TDA claim at the meeting and will be available to answer questions.

SUMMARY

Staff recommends that the E/D TAC recommend that the Regional Transportation Commission approve the FY 2012-132 claim from the Santa Cruz Metropolitan Transit District.

Attachment 1: Metro TDA Claim and operation/budget pages

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**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: FY13 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:

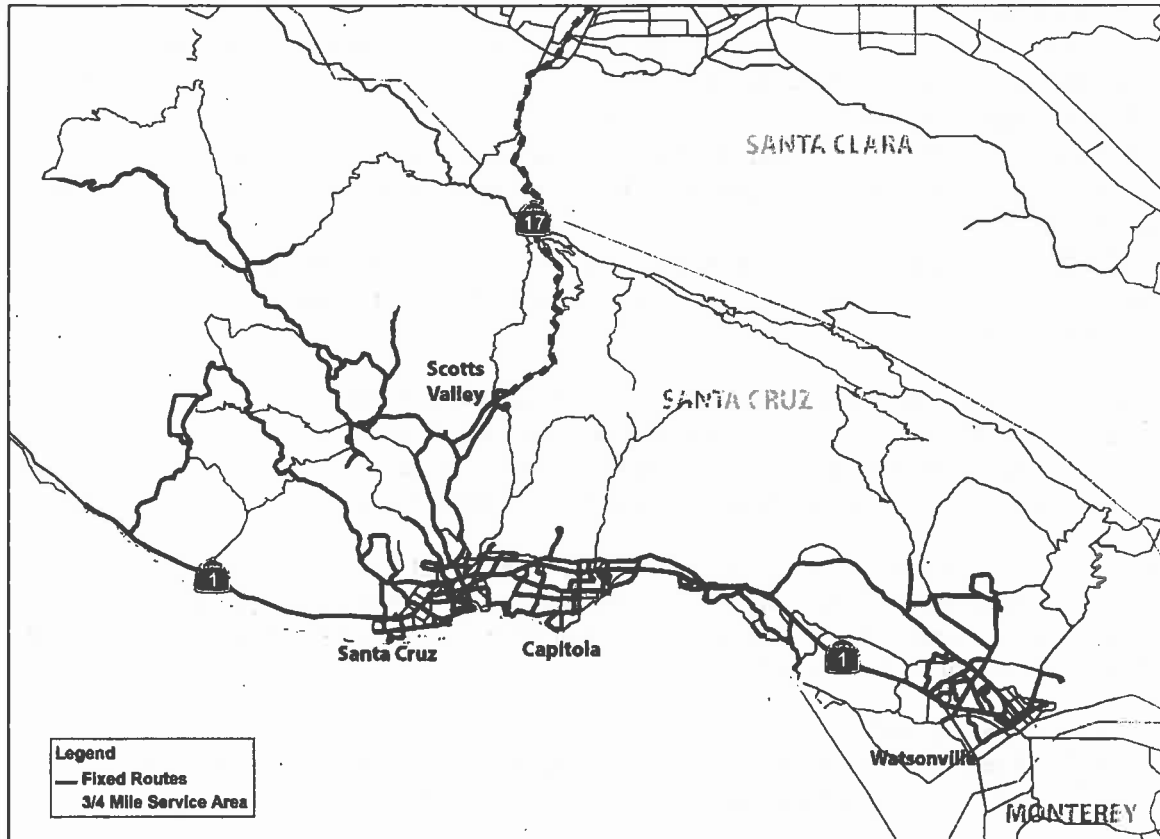
TDA	<u>\$5,413,319</u>
STA (transit only)	<u>\$2,879,175</u>
5. Fiscal Year (FY) for which funds are claimed: FY13
6. General purpose for which the claim is made, identified by the article and section of the Act which authorizes such claims:
 - ☐ Article 8 Bicycle and/or Pedestrian Facility
 - ☒ Article 4 Public Transportation
 - ☐ Article 8 Specialized Transportation
 - ☐ Article 3 & 8 TDA Admin or Planning
7. Contact Person/Project Manager
Name: Leslie R. White, General Manager
Telephone Number: (831) 426-6080 E-mail: lwhite@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 80 vehicles serving 30 routes throughout Santa Cruz County. In addition, Santa Cruz METRO operates an inter-county commuter express between Santa Cruz and San Jose. ParaCruz, Santa Cruz METRO's complementary paratransit service, operates 45 accessible vans in demand-response service for persons who, due to disability, cannot access the fixed-route system.

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):

For FY13, Santa Cruz METRO projects 5,232,400 trips on its fixed-route and 93,000 trips on ParaCruz.

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?

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?

\$42,911,056 for FY13 as published in the *Santa Cruz Metropolitan Transit District FY13 & FY14 Preliminary Operating Budget, 3/23/12, Attachment A).*

Is project fully funded? The *Santa Cruz Metropolitan Transit District FY13 and FY14 Preliminary Budget* indicates that the FY13 Operating Budget is fully funded with transfers from operating and capital reserves.

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

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>On 3/23/12 The Board adopted the FY13 and FY14 Preliminary Operating Budget for the purpose of submitting the TDA and STA claims in the amounts requested with this 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 FY13 operations.)	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).	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 continued to use new Hastus software to improve run cutting and optimize run times. A new bid module installed in FY12 simplified the bid process for operators and implemented a new time-keeping system to automate payroll accounting tasks.
 - Santa Cruz METRO completed a Watsonville Transit Study to inform the spring 2012 service changes which will re-align Watsonville routes to optimize service for a greater number of riders.
 - Santa Cruz METRO implemented a smart-card fare payment system which will reduce boarding times to reduce run times, increase revenue and enable more customers to attain discounted fare rates with a smaller purchase of multiple-ride passes. Previously, only the monthly pass enabled savings in the cost per ride.
 - Santa Cruz METRO purchased 11 CNG replacement buses for local fixed-route service and ordered five more replacements using FTA State of Good Repair and California Proposition B funding.
 - Vacant staff positions remained unfilled as a cost-saving method.
 - METRO adopted a formal Language Assistance Program to improve access to the system for persons with Limited English Proficiency.
- 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:
 - Evaluate addition of new service.
 - Conduct on-board survey to assess and modify time-points to improve on-time performance.
 - Incorporate recommendations of an On Board Transit Survey and the Watsonville Transit Study to improve service in Watsonville.

18. What is different from last year's program/claim?
- The TDA claim amount this year is greater than last year's.
 - The FY13 operating expenses will increase due to filling long-vacant positions and adding new positions to accommodate service expansion, new technology and increased planning work.
 - This year's program uses less of the STA funds claimed for operating assistance due to transfers from operating and capital reserves and gradually increasing sales tax revenue.
 - This year's program projects a fully-funded budget utilizing transfers from operating and capital reserves.
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 purchased 11 new CNG replacement buses and awarded a contract for five additional replacements using funds from two successful State of Good Repair grants which AMBAG and the SCCRTC supported.

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

Santa Cruz METRO initiated a new Caltrans planning grant application for funding to perform a county-wide short range transit plan to be developed cooperatively with the SCCRTC, Community Bridges, the Volunteer Center and AMBAG as partners. This is a county-wide, coordinated plan to improve fixed-route and paratransit service among service providers while balancing the needs of both transit dependent and transit choice riders in a sustainable manner.

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. If awarded, the SRTP planning grant will fund evaluation and development of revised goals, objectives and standards.

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 2013. The Board of Directors is aware of the need to initiate a recruiting process as much as one year in advance of the General Manager's retirement.

No senior staff have departed since the Assistant General Manager retired at the end of 2008.

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.

In addition to planning for a collaborative, coordinated, comprehensive county-wide short range transit plan update, 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.

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 table 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; therefore, the rural farebox recovery ratio is derived from budget estimates in the FY12 budget, the FY12 FTA 5311 rural operating assistance application and final FY11 operating data.

Farebox Recovery Ratio: Urban vs. Rural FY12⁽¹⁾

Funds	Urbanized	Rural
	\$	\$
Fare Revenue	8,167,010	279,728
Local support Revenues	22,802,284	1,101,673
Operation Costs	33,663,407	1,551,883
Fare Ratio	24.3%	18.0%
Passengers/Year ⁽²⁾	4,807,284	223,870
Cost/Ride	\$ 7.00	\$ 6.93

- (1) FY12 Budget and
FY12 FTA 5311 application est. of rural cost.
Does not include ParaCruz Dept. costs or revenue

- (2) Projected from FY12 YTD ridership
and FY12 FTA 5311 application ridership estimate.

20-7

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.

Santa Cruz METRO's cost per ride increased from \$5.85 per ride in the urban area last year to an estimated \$7.00 per ride this year. This steep increase can be attributed to a significant downturn in FY11 ridership due to service cuts and a fare increase, while, at the same time, ridership increased significantly on the Highway 17 Express, which has no rural service segments. Because the Highway 17 Express carries passengers non-stop for approximately 30 miles without the opportunity to board new passengers, the passengers carried per hour of service is lower than any other service yet the cost of operations is fixed; therefore, the cost per passenger is higher. Rural operating cost/passenger increased as well due to lost ridership and higher operating costs. The \$6.10 cost per rural trip in FY11 increased to \$6.93 in FY12. This trend will continue in FY13.

For the first time, the cost of urban trips, according to this estimate, will exceed the cost of rural trips. This could be attributed to the higher cost per passenger and increased number of service hours on the Highway 17 Express as described above.

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): 59.6%
 - FY1978-79 Ratio: 56.9%

25. Did the SCMTD operating budget increase over 15% from the prior fiscal year? NO, the FY13 preliminary operating budget shows an increase of 6.92% over the revised FY12 budget (January 2012).

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 FY11 Local Fixed-Route Trip Types graphic and Santa Cruz METRO Performance Indicators FY09- FY12 YTD on the Following Pages

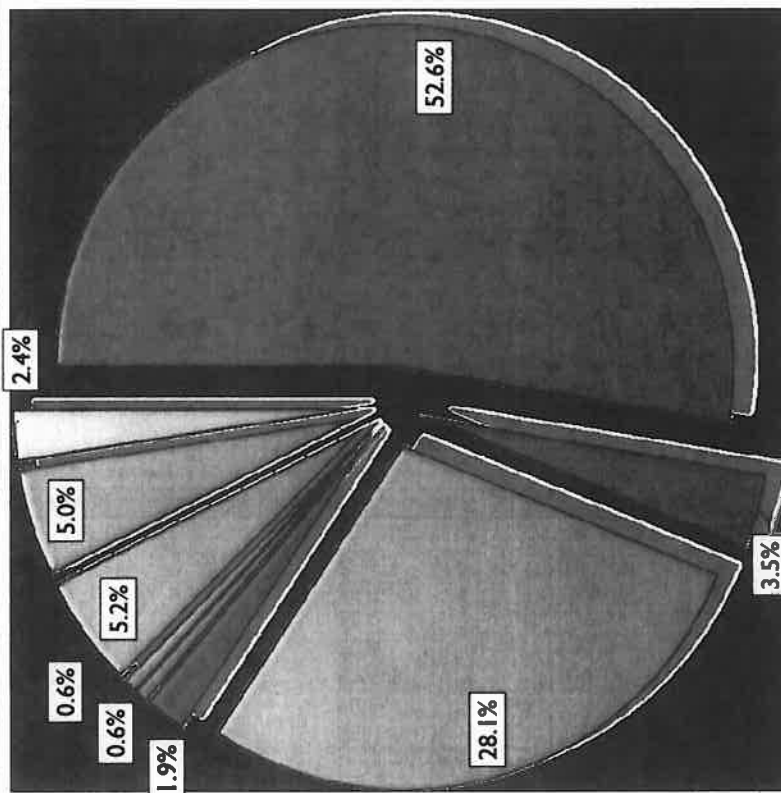
- Annual passengers
 - Rides/passenger trips provided by type (student, senior, adult, pass holders, etc, or however stat's kept) and amount of TDA \$ used for each type of ride.

For FY13, TDA funds will contribute an estimated \$.91 for each fixed-route passenger trip and \$.673 for each ParaCruz trip.

- *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*

UC Student	UC Staff	Cash	Dis Cash	Day Pass	Dis Day Pass	31 Day	Dis 31 Day	Youth 31 Day	Total	W/C	Bikes
3,040,949	201,637	1,624,829	110,804	35,575	36,442	299,148	291,106	135,829	5,776,320	22,363	213,430

Ridership Distribution FY2011



Santa Cruz METRO Operating Financials				
Operating Expenses	FY09	FY10	FY11	FY12 YTD
Local Fixed-Route Expenses	\$27,525,581	\$27,790,277	\$28,142,307	\$14,223,122
Highway 17	\$3,367,327	\$3,399,708	\$3,442,774	\$1,739,978
Paratransit	\$3,626,157	\$3,868,580	\$4,434,489	\$2,332,767
TOTAL Operating Expenses*	\$34,519,065	\$35,058,565	\$36,019,570	\$18,295,867
Operating Revenue	FY09	FY10	FY11	FY12 YTD
Fixed-Route Fares	\$3,386,252	\$3,240,488	\$3,382,948	\$1,879,071
Contracts	\$3,590,053	\$3,448,625	\$3,436,133	\$1,215,315
Highway 17 Fares	\$1,034,204	\$1,072,469	\$1,182,951	\$714,818
Highway 17 Payments	\$436,551	\$427,759	\$371,049	\$133,718
ParaCruz Fares	\$322,124	\$238,603	\$243,559	\$149,991
Sales Tax	\$14,923,142	\$14,320,288	\$15,209,774	\$8,166,719
Federal Transit Administration	\$3,615,707	\$4,025,687	\$6,142,102	
Transit Development Act	\$5,696,249	\$5,001,737	\$7,803,287	\$2,622,482
Misc. Revenue	\$719,312	\$569,113	\$602,537	\$272,484
One-Time Revenue	\$795,471	\$2,713,795	(\$2,354,770)	\$144,798
TOTAL Operating Revenue	\$34,519,065	\$35,058,565	\$36,019,570	\$18,295,867
Santa Cruz METRO Operating Statistics				
System Information	FY09	FY10	FY11	FY12 YTD
Directional Route Miles	479.3	479.3	479.3	479.3
Number of Bus Stops	999	999	999	999
Number of Routes	40	40	38	38
Total Active Fleet	113	113	112	112
Maximum Bus in-svc. (WD)	82	82	85	80
Total METRO Employees	315	313	310	303
Revenue Hour Per Employee	711	717	694	330
Local Fixed-Route Performance	FY09	FY10	FY11	FY12 YTD
Ridership	5,714,202	5,444,841	5,446,104	2,348,379
Revenue Hours	202,149	202,645	193,754	89,127
Revenue Miles	2,740,218	2,745,456	2,577,615	1,185,703
Passengers Per Hour	28.27	26.87	28.11	26.35
Passengers Per Mile	2.09	1.98	2.11	1.98
Total Cost Per Passenger	\$4.82	\$5.10	\$5.17	\$6.06
Revenue Per Passenger	\$1.22	\$1.23	\$1.25	\$1.32
Farebox Recovery	25.34%	24.07%	24.23%	21.76%
Highway 17 Performance	FY09	FY10	FY11	FY12 YTD
Ridership	312,819	301,104	330,340	167,198
Revenue Hours	21,705	21,633	21,524	10,791
Revenue Miles	569,084	579,769	579,144	290,112
Passengers Per Hour	14.41	13.92	15.35	15.49
Passengers Per Mile	0.55	0.52	0.57	0.58
Total Cost Per Passenger	\$10.76	\$11.29	\$10.42	\$10.41
Revenue Per Passenger	\$3.31	\$3.56	\$3.58	\$4.28
Farebox Recovery	30.71%	31.55%	34.36%	41.08%
Fixed-Route Total Performance	FY09	FY10	FY11	FY12 YTD
Ridership	6,027,021	5,745,945	5,776,444	2,515,577
Revenue Hours	223,854	224,278	215,278	99,918
Revenue Miles	3,309,302	3,325,225	3,156,759	1,475,815
Passengers Per Hour	26.92	25.62	26.83	25.18
Passengers Per Mile	1.82	1.73	1.83	1.70
Total Cost Per Passenger	\$5.13	\$5.43	\$5.47	\$6.35
Revenue Per Passenger	\$1.33	\$1.35	\$1.39	\$1.51
Farebox Recovery	25.93%	24.88%	25.33%	23.86%
Subsidy Per Passenger	\$3.80	\$4.08	\$4.08	\$4.83
Cost Per Revenue Hour	\$138.00	\$139.07	\$146.72	\$159.76
ParaCruz Performance	FY09	FY10	FY11	FY12 YTD
Ridership	93,279	94,074	94,510	47,425
Revenue Hours	44,631	43,256	43,963	23,478
Revenue Miles	636,901	611,882	639,424	321,940
Passengers Per Hour	2.09	2.17	2.15	2.02
Passengers Per Mile	0.15	0.15	0.15	0.15
Total Cost Per Passenger	\$38.87	\$41.12	\$46.92	\$49.19
Revenue Per Passenger	\$3.45	\$2.54	\$2.58	\$3.16
Farebox Recovery	8.88%	6.17%	5.49%	6.43%

* Does not include Depreciation, GASB Liability, or other adjustments

20-11

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: General Manager

Date: March 28, 2012

AGENDA: April 10, 2012

TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, SCCRTC Staff
RE: **FY 2012-13 Transportation Development Act Funds for
Community Bridges**

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Advisory Committee consider the Transportation Development Act funding request from the City of Santa Cruz on behalf of Community Bridges for \$531,835, and recommend approval by the Regional Transportation Commission.

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 2012-13 budget was approved including Transportation Development Act (TDA) allocations for Community Bridges, the Volunteer Center and the Santa Cruz Metropolitan Transit District. The City of Santa Cruz, as a local jurisdiction, has agreed to act as the claimant for both Community Bridges and the Volunteer Center, 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 23,324 of the total of almost 62,378 rides provided by Community Bridges in FY 2012-13. TDA funded service is recommended to be provided for the following services: Taxi Scrip (2,100 rides), Out of County Medical (500 rides), In County Medical (6,263 rides), Meals on Wheels (7,508 rides), Elderday (3,953 rides), and the Winter Shelter Program (3,000). Community Bridges staff will provide an overview of their TDA funded transportation services at the meeting and will be available to answer questions.

SUMMARY

Community Bridges provided a proposal of how they plan to expend their allocation of this fiscal year's Transportation Development Act funds. It is recommended that the E/D TAC consider the claim from the City of Santa Cruz on behalf of Community Bridges, and recommend approval by the Regional Transportation Commission.

Attachment 1: Community Bridges Claim and Background Information

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21-1



COMMUNITY BRIDGES

Puentes de la Comunidad

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

March 14, 2012

Mr. George Dondero, Executive Director
Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, CA 95060-3911

Re: CTSA/City of Santa Cruz claim for 2012-2013 TDA revenues

Dear Mr. Dondero:

The City of Santa Cruz has agreed to act as Community Bridges' claimant for the 2012/2013 fiscal year Transportation Development Act funds allocated to the Consolidated Transportation Services Agency (CTSA). Please accept this letter that Community Bridges Lift Line attests to the accuracy of the claim and all its accompanying documentation

The City of Santa Cruz will be requesting a total of \$531,835 in TDA funds for the CTSA. The proposed payment schedule (Exhibit D includes an increased initial payment to cover annually remitted expenses including a substantial insurance premium due in July. The remaining quarters are adjusted for the difference.

These funds will allow Community Bridges to continue to operate a variety of vital specialized transportation programs serving low income seniors and disabled individuals who are unable to utilize traditional public transit. TDA funds will be used for the Out-of-County Transportation program, Taxi Scrip programs operating in South and North County, transportation to Meals on Wheels Senior Dining Centers, medical appointments, Winter Shelter Program and Elderday Adult Day Health Center transportation.

Enclosed are:

1. Community Bridges Board Resolutions
2. 2012/2013 TDA Claim Form
3. 2012/2013 Operating & Capital Budget (Exhibit A, pages 1-3)
4. CTSA Five Year Capital Improvement Plan (Exhibit B)
5. Operating Plan (Exhibit C-1, pages 1-4 & C-2, pages 1-2)
6. Schedule of Payments Requested (Exhibit D)
7. Statement of Role and Responsibility (Exhibit E)

On behalf of Lift Line clients and Community Bridges, I thank the Commission and staff for your cooperation and continued support of these programs.

S:\Admin + CTSA\TDA Claim\12-13 TDA Claim\Final TDA Claim with attachments\TDA 12-13 claim ltr scrtc.doc

Please consider naming Community Bridges in your estate plan.



The Community Bridge
Family of Programs



LIFT LINE
Consolidated Transportation
Services Agency



Thank you,



Kirk Ance
Lift Line Division Director

Enclosure 7

cc: Karena Pushnik, Senior Transportation Planner, SCCRTC
Marc Pimentel, Director, City of Santa Cruz Finance Department
Sam Storey, Chief Executive Officer, Community Bridges
Michael Robins, Chief Operating Officer, Community Bridges
File

21-3

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 \$ 531,835
 STA (transit only) \$ _____
5. Fiscal Year (FY) for which funds are claimed: FY 12 / 13
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: Kirk Ance
Telephone Number: 831-688-8840 ext. 238 E-mail: kirka@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 Monterey, 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)

21-4

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 transportation services with other transportation and human service agencies in order to provide the most efficient transportation possible. Some of them are the 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.

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

21-5

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 County residents who will need specialized wheel-chair accessible vans and is projecting to provide and coordinate over 85,000 rides in the 2012/2013 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, human services, 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 continues to work 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 increase in Veteran riders and 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 volunteers, friend and relative-provided transportation for the elderly and disabled, especially in rural areas;
- Policy 3.6 Promote social equity with all transportation decisions, including consideration of income, gender, race, age, physical and mental ability, and transit dependency; Policy 3.6.3 Support programs that address the transportation needs of low-income people;
- 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.

21-6

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 2011/2012, Lift Line is continuing to optimize our service by scheduling rides 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. Further more, Lift Line provides residents with specialized transportation needs who do not qualify for ParaCruz rides because they live outside the service area (more than ¾ mile from fixed transit route) and don't have family or friends to assist them, their mobility device is too large, and/or they may need same day service. For people who are low-income or who face health/physical challenges, these services are paramount. 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. Lift Line has also applied for a Section 5317 grant for funds to support same day medical transportation service, as identified in the AMBAG unmet needs plan. Staff is also conducting an analysis of clients who currently are requesting same day transportation.

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? Total CTSA Transportation Budget = \$1,372,335 (TDA only = \$531,835)

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	

21-7

RTC Bicycle Committee and/or Elderly/Disabled Transportation Advisory Committee? (If "NO," project will be reviewed prior to RTC approval). April 2012 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

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. 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 increase 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 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.

The County Health Service Department's programs such as, 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. Lift Line staff have noticed these requests for service include low-income families of disabled children who 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:

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

This year Community Bridges Lift Line/CTSA is requesting that the TDA funds assist with the same types of rides as last year, but is requesting to change the ratios. "Out of County" volunteer program would be decreased we have noted that since we began our Veterans transportation to the Seaside Outpatient Clinic the Veterans who were traveling to Palo Alto are now going on our scheduled route to Monterey County. 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 (this is about 80 now) adults, 365 days per year currently 30% of the client transported are disabled and 7% are seniors who are 60 or over. Lift Line is asking for funds to offset the expenses incurred during these 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 or two wheelchair-using 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 or eligible to use our METRO or METRO ParaCruz services (do not have the financial resources, have origins/destinations out side the service area, need same day service, 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 for are funded through the FTA Section 5317 New Freedom (NF) Grants Program. This grant has been extended from September '11 through December 31, 2012. Community Bridges has also applied for funds past this grant timeline since a demand for service for this specific population has continued to grow. 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 potentially could come 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. Another identified unmet need is to provide same day medical transportation. Community Bridges has submitted a separate 5317 grant application asking for funding to permit Lift Line/CTSA the ability to afford two drivers and half time office support, to offer this same day service.

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 to large to use local METRO ParaCruz ADA guidelines services. This year Lift Line started a new collaboration with Palo Alto Medical Foundation providing rides for the "Healthy Breast Campaign" which is a program funded by the Avon Foundation to provide free screening and radiation treatment for low income women in Santa Cruz County. 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 and other public and specialized transportation. Lift Line's staff 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.

21-9

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 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 one part-time driver and four on call drivers to assist with paratransit services as needed. .

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.

(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 is currently working with the entities to develop an updated SRTP. Currently the RTC and Metro are submitting a joint grant application for the plan. The majority of the work on the plan will be done by a consultant. Metro will be the formal lead, with extensive input from RTC, Community Bridges, and the Volunteer Center. In pursuing this grant the Short Range Transportation Plan would address the recommendations from the Performance Audit and include the Metro, Community Bridges and the Volunteer Center.

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

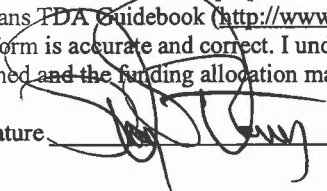
Article 4 Transit Claims

- ☐ 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:

CEO

Date:

March 29 '12

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21-12

**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**

CHP 343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION		CA NUMBER	FILE CODE NUMBER	COUNTY CODE	BEO
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		39499	29134	44	
TERMINAL TYPE		CODE	OTHER PROGRAM(S)	LOCATION CODE	SUBAREA
<input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus		B		720	C44

TERMINAL NAME	TELEPHONE NUMBER (W / AREA CODE)
COMMUNITY BRIDGES	(831) 688-8840

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

240 FORD ST WATSONVILLE CA 95076

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

236 SANTA CRUZ AVE APTOS CA 95003-4438

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE	DRIVERS	BIT FLEET SIZE
					I- 4 II- 14	13	
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT	
						<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
CONSOLIDATED TERMINALS		FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS)					
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No							

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W / AREA CODE)	NIGHT TELEPHONE NO. (W / AREA CODE)
KIRK ANCE	(831) 688-8840	(831) 212-6811
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W / AREA CODE)	NIGHT TELEPHONE NO. (W / AREA CODE)
JULIE GILBERTSON	(831) 688-8840	(831) 461-0816

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR (2010)

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

OPERATING AUTHORITIES OR PERMITS

PUC	<input type="checkbox"/> T	<input type="checkbox"/> TCP	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE	IMS FITNESS EVALUATION
		<input type="checkbox"/> PSC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
USDOT	US DOT NUMBER	<input type="checkbox"/> MC	REASON FOR INSPECTION	
		<input type="checkbox"/> MX	ANNUAL "B" BUS TERMINAL INSPECTION	

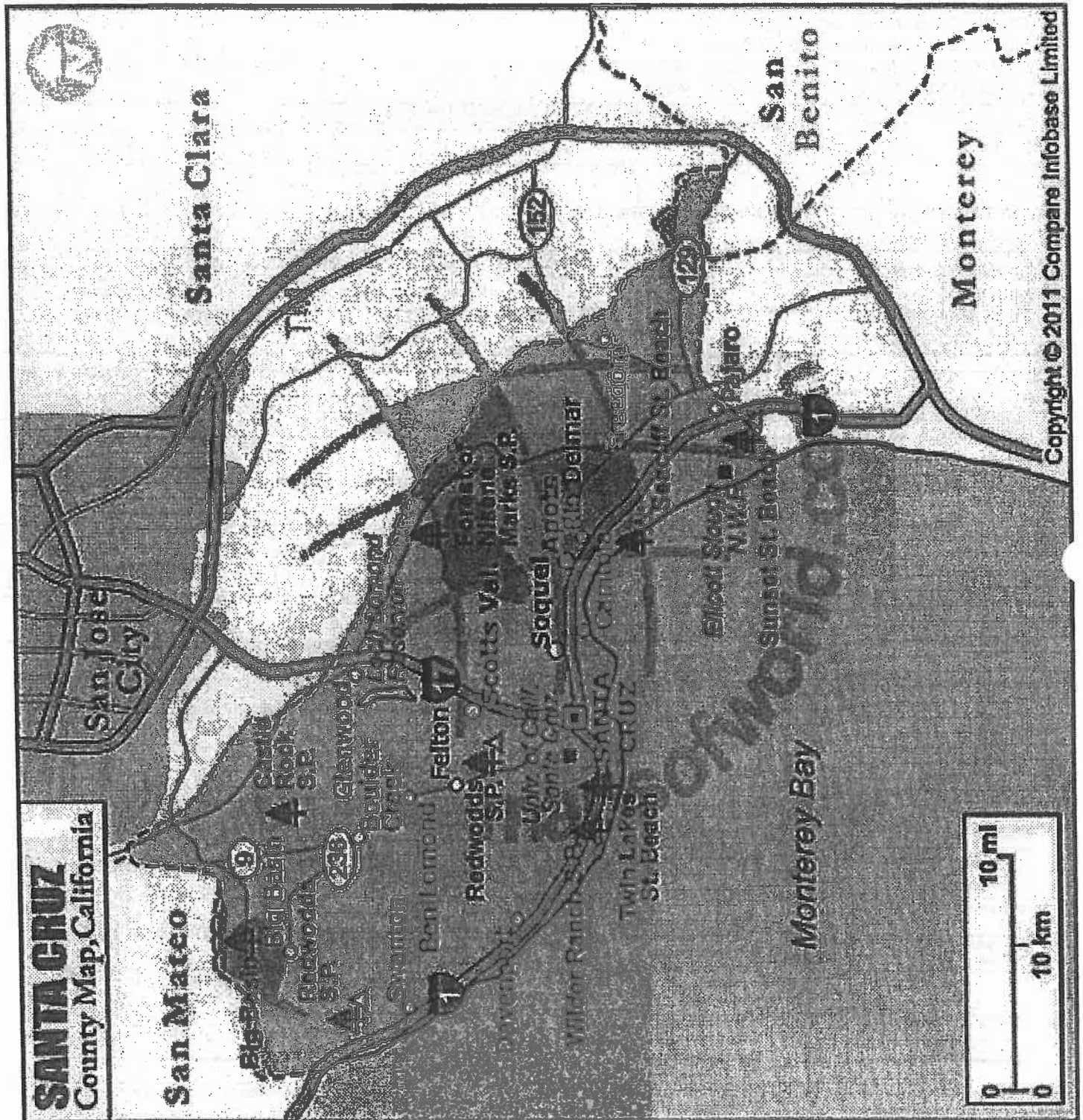
INSPECTION FINDINGS		INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable				
REQUIREMENTS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
MAINTENANCE PROGRAM		1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 2 3 4	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 6 Time 1.5	No. 13 Time 1.5	No. 6 Time 5.0	TIME	TOTAL TIME
DRIVER HOURS		HAZARDOUS MATERIALS	CONTAINERS/TANKS	VEHICLES PLACED OUT-OF-SERVICE		
		<input checked="" type="checkbox"/> No H/M Transported <input type="checkbox"/> No H/M violations noted	No. Time	Vehicles Units		
BRAKES		REMARKS				
LAMPS & SIGNALS		Carrier was found to be in compliance and a terminal safety compliance rating of satisfactory has been assigned.				
CONNECTING DEVICES		The following documents were reviewed during this inspection.				
STEERING & SUSPENSION		1. Drivers time keeping records				
TIRES & WHEELS	1	2. Drivers DMV pull notice records				
EQUIPMENT REQUIREMENTS		3. Drivers daily vehicle inspection reports				
CONTAINERS & TANKS		4. Drivers proficiency records				
HAZARDOUS MATERIALS		5. Vehicle maintenance and repair records				
		6. DMV Motor carrier of property permit				
		Refer to ASPEN report number CA3BH0000903 through CA3BH0000908 for vehicle inspection information				

BIT	NON - BIT	FEES DUE	CHP 345	CHP 100D COL.	INSPECTION DATE(S)	TIME IN	TIME OUT
<input type="checkbox"/> I <input type="checkbox"/> R	<input checked="" type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/>		11/16/2011		
INSPECTED BY (NAME(S))					ID NUMBER(S)	SUSPENSE DATE	
J. R. BARRIOS					A10027	<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 7), 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		11/16/2011
CARRIER REPRESENTATIVE'S PRINTED NAME	TITLE	DRIVER LICENSE NUMBER STATE
KIRK ANCE	DIRECTOR	



TDA 142/13 CTSA Claim
Santa Cruz County Service Area Map

21-14

ACCOUNT TITLE	TDA 2012-13 BUDGET	Non-TDA 2012-13 BUDGET	CTSA 2012-13 BUDGET	TDA 2011-12 BUDGET	Non-TDA 2011-12 BUDGET	CTSA 2011-12 BUDGET
PERSONNEL:						
SALARIES & WAGES	174,331	298,128	472,458	174,331	310,456	484,786
FRINGE BENEFITS:						
UNEMPLOYMENT	2,353	3,080	5,433	2,615	3,520	6,135
WORKERS COMP	9,885	16,904	26,788	9,871	21,532	31,403
HEALTH INSUR.	61,419	105,065	166,484	55,786	102,177	157,963
FICA	13,336	22,807	36,143	12,552	24,907	37,459
401K PLAN	1,325	2,266	3,591	1,395	1,130	2,525
TOTAL PERSONNEL COSTS:	262,648	448,249	710,897	256,549	463,722	720,271
SERVICES & SUPPLIES:						
OPERATING:						
VEHICLE OPERATIONS-GAS	74,669	46,756	121,425	45,147	74,484	119,631
VEHICLE LICENSES	542	1,848	2,390	531	1,824	2,355
VEHICLE MAINTENANCE	6,222	3,524	9,746	6,100	9,413	15,513
VEHICLE INSURANCE	23,166	35,530	58,696	22,712	35,126	57,838
COMMUNICATIONS-RADIO	5,676	2,278	7,954	5,565	5,421	10,986
TOTAL VEH. OPERATING COSTS:	110,274	89,937	200,211	80,055	126,268	206,323
OTHER OPERATING & ADMINISTRATION COSTS:						
PROFESSIONAL SERVICES	888	1,079	1,967	870	3,136	4,006
JANITORIAL SERVICES	523	434	957	513	430	943
FUNDRAISING COMM RELATIONS	0	900	900	0	900	900
STAFF TRAVEL	184	0	184	184	0	184
MINOR EQUIPMENT	406	94	500	26	7	33
EQUIPMENT MAINT & REPAIR-MENTOR	18,319	4,224	22,543	22,210	0	22,210
OFFICE SUPPLIES	0	667	667	0	657	657
PROGRAM SUPPLIES	563	825	1,388	552	1,096	1,648
VEHICLE MAINT SUPPLIES	684	316	1,000	670	330	1,000
COMPUTER SUPPLIES/RELATED	184	66	250	181	645	826
POSTAGE	544	590	1,134	533	584	1,117
SPACE RENTAL	11,876	33,078	44,954	11,643	32,995	44,631
UTILITIES	2,595	1,629	4,224	2,544	1,618	4,162
SPACE MAINTENANCE	244	1,081	1,325	239	1,066	1,305
TELEPHONE	1,918	3,071	4,989	1,880	3,989	5,869
MISCELLANEOUS FEES	431	2,597	3,028	423	2,560	2,983
STAFF TRAINING	61	14	75	74	0	74
INSURANCE-GEN'L LIABILITY & FIDELITY	1,503	347	1,850	1,424	389	1,813
MEMBERSHIPS/SUBSCRIPTIONS	414	0	414	408	0	408
PRINTING & COPYING	53	1,776	1,829	52	1,750	1,802
ADVERTISING	0	250	250	0	250	250
SUBSIDIZED TAXI - ELDERDAY RIDES	16,264	15,064	31,328	16,264	15,064	31,328
SUBSIDIZED TAXI - MOW RIDES	1,642	379	2,021	6,021	0	6,021
SUBSIDIZED TAXI - LL RIDES	22,500	14,763	37,263	37,263	27,071	64,333
SUBSIDIZED TAXI - SCRIP	0	20,687	20,687	0	20,687	20,687
MSSP SERVICE EXPENSE	0	21,409	21,409	0	21,409	21,409
EQUIP/FINANCING-non 5310	0	3,661	3,661	0	14,233	14,233
TRANSF TO EQUIP RESERVE	0	0	0	0	0	0
TRANSF FROM EQUIP RESERVE	0	0	0	0	0	0
MAJOR EQUIPMENT 5310	0	68,500	68,500	0	11,003	11,003
AGENCY OVERHEAD	77,116	104,814	181,930	74,718	113,015	187,733
TOTAL ADMINISTRATION COSTS:	158,912	302,314	461,227	178,692	274,884	453,575
TOTAL EXPENDITURES	531,835	840,500	1,372,335	515,295	864,874	1,380,169
TOTAL REVENUES	531,835	840,500	1,372,335	515,295	864,874	1,380,169
NET GAIN (LOSS)	0	(0)	(0)	0	(0)	0

21-16

COUNT TITLE	TDA 2012-13 BUDGET	Non-TDA 2012-13 BUDGET	CTSA 2012-13 BUDGET	TDA 2011-12 BUDGET	Non-TDA 2011-12 BUDGET	CTSA 2011-12 BUDGET
REVENUE:						
TDA	531,835	0	531,835	515,295	0	515,295
CITY OF SANTA CRUZ		15,000	15,000		15,000	15,000
CITY OF CAPITOLA		0	0		44,800	44,800
CITY OF SCOTTS VALLEY		2,825	2,825		2,825	2,825
CITY OF WATSONVILLE		2,224	2,224		2,224	2,224
COUNTY OF SANTA CRUZ		8,521	8,521		8,521	8,521
AREA AGENCY ON AGING-TITLE IIIB		39,429	39,429		39,429	39,429
FTA SECTION 5310		68,500	68,500		9,741	9,741
FTA SECTION 5317		29,341	29,341		71,358	71,358
MONTEREY PENIN FDN		26,000	26,000		26,000	26,000
DOMINICAN HOSPITAL		228	228		228	228
MEDI-CAL (CAH)		11,889	11,889		11,889	11,889
OUTSIDE CONTRACTS		97,551	97,551		97,551	97,551
OUTSIDE CONTRACTS- ISSP		46,150	46,150		46,150	46,150
OUTSIDE CONTRACT - ELDERDAY		393,042	393,042		393,042	393,042
SCRIP - CLIENT TAXI PMTS		6,863	6,863		6,863	6,863
SCRIP - MSSP		35,640	35,640		35,640	35,640
MOW INTER-PROGRAM CHARGES		30,000	30,000		30,000	30,000
INTEREST INCOME		0	0		0	0
FUNDRAISING		1,000	1,000		1,000	1,000
DONATIONS		8,174	8,174		7,422	7,422
PROGRAM INCOME - OTHER		0	0		0	0
VEHICLE INTER-PROGRAM		12,500	12,500		12,500	12,500
INTERPROG-OUTSIDE CONTRACTS		623	623		623	623
VEHICLE SALES		5,000	5,000		0	0
W-KIND REVENUE-OOC VOLUNTEERS		0	0		2,068	2,068
AD DEBT ALLOWANCE		0	0		0	0
TOTAL REVENUES	531,835	840,500	1,372,335	515,295	864,874	1,380,169

21-17

OPERATING FUND SOURCES	CTSA FINAL FY 10-11	CTSA BUDGET FY 11-12	CTSA BUDGET FY 12-13
TDA	491,399	515,295	531,835
CITY OF SANTA CRUZ	17,454	15,000	15,000
CITY OF CAPITOLA	44,800	44,800	0
CITY OF SCOTTS VALLEY	2,820	2,825	2,825
CITY OF WATSONVILLE	2,617	2,224	2,224
COUNTY OF SANTA CRUZ	8,561	8,521	8,521
AREA AGENCY ON AGING-TITLE IIIB	39,450	39,429	39,429
FTA SECTION 5317	121,490	71,358	29,341
MONTEREY PENIN FDN	0	26,000	26,000
DOMINICAN HOSPITAL	1,191	228	228
MEDI-CAL (CCAH)	9,292	11,889	11,889
OUTSIDE CONTRACTS	102,407	97,551	97,551
OUTSIDE CONTRACT - ISSP	46,150	46,150	46,150
OUTSIDE CONTRACT - ELDERDAY	379,779	393,042	393,042
TAXI SCRIP SALES	7,240	6,863	6,863
MSSP SCRIP	34,413	35,640	35,640
MOW INTERPROGRAM CHGS.	25,624	30,000	30,000
INTEREST INCOME	0	0	0
FUNDRAISING	1,927	1,000	1,000
DONATIONS	8,116	7,422	8,174
VEHICLE INTERPROGRAM	6,257	12,500	12,500
INTRAPROG. OUTSIDE CONTRACTS	590	623	623
VEHICLE SALES	0	0	5,000
MISC INCOME	133		
IN-KIND REVENUE	8,634	2,068	0
SUBTOTAL REVENUES	1,360,344	1,370,428	1,303,835
SECTION 5310 - PASS THRU	4,928	9,741	68,500
TOTAL REVENUES	1,365,272	1,380,169	1,372,335

21-18

EXHIBIT B

3/21/12

**CTSA FIVE YEAR CAPITAL IMPROVEMENT PLAN 10/11
FISCAL YEARS: 11/12 THROUGH 15/16**

CAPITAL REVENUE					
	Projected 2011-2012	Projected 2012-2013	Projected 2013-2014	Projected 2014-2015	Projected 2015-2016
Fund Balance	\$0	\$0	\$0	\$5,002	\$10,007
FTA Section 5310	\$9,741	\$68,500	\$0	\$0	\$260,278
Addition to Fund	\$1,262	\$0	\$13,500	\$5,000	\$25,000
Fund Interest	\$0	\$0	\$2	\$5	\$8
Total	\$11,003	\$68,500	\$13,502	\$10,007	\$295,293
CAPITAL EXPENDITURES					
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Equipment Purchase	\$11,003	\$68,500	\$8,500	\$0	\$294,000
Major Maintenance	\$0	\$0	\$0	\$0	\$0
Total	\$11,003	\$68,500	\$8,500	\$0	\$294,000
Year-End Balance	\$0	\$0	\$5,002	\$10,007	\$1,293

Notes:

1. As capital grants are indefinite, and as capital equipment arrival dates vary, projected figures may require adjustment.
2. "FTA Section 5310" in 11/12 includes computer server software and equipment, new MDC radios and paratransit vehicles.
3. "Equipment Purchase" in 12/13 is for \$68,500.
4. "Equipment Purchase" in 13/14 is for a brake lathe.
5. "Equipment Purchase" in 15/16 is for 7 new vans.

21-19

**EXHIBIT C-1
Lift Line / CTSA
12/13 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 complementary paratransit eligibility requirements, those needing same day service, 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 Monterey, 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 increase the potential for grouping rides by booking 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 11/12 was 5,568. At approximately 59% of the fiscal year, we have provided 3,660 rides. At this rate, we are projecting to reach 103% of our goal. Since we are seeing an increase in demand we are asking to increase rides at this time. 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 The Multiple Sclerosis Quality of Life Project (MSQLP), as well as other low-income seniors and disabled residents with specialized medical transportation needs. Rides for this service would be available to all individuals with the greatest needs: 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 recent route cuts by the METRO, even though minimal, we have seen an increase in the demand for service 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 applications to all residents requesting Lift Line specialized transportations service, we still continue to do this. 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 to complete 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 worker assisting 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 Taxi Scrip rides for 11/12 was 3,140. At this point in the fiscal year, we have provided 924. At this rate, we are projecting to only reach 50% 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 all of residents that receive the Taxi Scrip at a discount are low income and below the federal 200% poverty level. Lift Line staff continue to update 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, safety criteria are met by subcontractors, and to ensure there is no abuse of this vital program. Our projections for the demand to increase for the Taxi Scrip did not materialize. As a result, we are reducing our ride request back to the 10/11 numbers. , The current average cost per trip continues to increase and the average cost per ride is now \$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 one (1) or two (2) rides per book. There is currently a limit to purchase three books each quarter, per person. We would like to introduce the idea of increasing the amount of books they can purchase to four. Tracking the actual ride count and identifying who is using the scrip is virtually impossible. Lift Line would like to emulate the process currently being used by the Health Project Center for the Multipurpose Senior Services Program (MSSP). Lift Line is also working with staff to conduct a survey on other CTSA's and specialized transportation programs to see how it works in their areas an expect to come up with a workable solution.

Lift Line began coordinating and provides "Out-of-County" medical transportation this fiscal year. Lift Lines projected "Out-of-County" rides for 11/12 was 1,018, at this point in the fiscal year, we have provided 886. At this rate we are projecting to reach 87% of our goal. This program is currently running as a volunteer program with four (4) 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, new service for specialized transportation for low-income families with children to the Stanford Children's Hospital, California Children's Services and Palo Alto Medical Clinic has been requested based on a collaborative presentation by the Division Director. 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, but is now screening clients or drivers which have driven up costs for operations, as well as the extreme 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 a Section 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. The cost of Out of County Medical rides were under projected for 11/12 and the 4th Quarter TDA report showed the cost was \$32.98 per passenger trip this is due to the fact the price of gas has gone up drastically and these are all long distance rides over Hwy 17. There have been times when there wasn't a volunteer available and a Lift Line driver

took clients to the medical appointments. These specific appointments normally have been scheduled with their physician for over a month and they are critical appointments.

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 2012/13 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 Lines projected MOW rides for 11/12 was 15,257 of which 6,107 were funded by TDA funds. At this rate we are projecting to reach 95% 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 helps cut 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 11/12 was 36,300 rides from all funding sources, 6,400 of which were funded by TDA funds. As of January 2012, we have provided 21,180 rides. At this rate we are projecting to reach 100% of our goal.

This program is a Federally Qualified Health Center (FQHC) 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. The current status of funding is that ADHC is scheduled to become Community Based Adult Services (CBAS) on April 1st (though that is a soft date as initially it was supposed to occur March 1). In addition, once ADHC becomes CBAS the program will be a part of the 1115 waiver and will be overseen by the local Medi-cal managed care organization, Central CA Alliance for Health). The rates for now have remained the same but it's unclear what will happen once Elderday becomes a CBAS provider. The reason is that Medi-cal doesn't want to continue to pay the Prospective Payment System (PPS) for Federally Qualified Health Centers, which is what Salud is. The PPS rate is determined by the Federal Government based upon reconciliation of a previous cost report. At this time it is uncertain what will happen to our reimbursement rate. It may be cut by 65% or we may be able to negotiate a different rate with the Alliance. What I can say is that Elderday will continue regardless. The program is not going away and it will continue to grow. Lift Line is asking for less TDA funds to support these rides this year, until it is known how the change will affect our specialized transportation service.

Lift Line/CTSA is also requesting TDA funds to match 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. The Winter Shelter staff has added a new tracking process to determine disability and age of their participants and we now know that there are 30% disabled and 7% senior riders. We are only asking for TDA funds to support these specific groups of participants. 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-using participants transported both ways daily. The majority of these riders are disabled and/or seniors. This program needs transportation every day and every night including all holidays, during that time frame, for at least 145 days of the year. The shelter staff is looking for funds to provide this service through June in the future.

Equipment Purchase Match

Lift Line/CTSA was awarded a 5310 grant last year to receive 8 new vehicles at \$564,000. The projects selected for funding under the Section 5310 program must be "derived from a locally developed, coordinated public transit-human services transportation plan" (Coordinated Plan) that was "developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public." (Circular, V-5). Community Bridges submitted the FTA Section 5310 Elderly & Disabled Specialized Transit grant application through the Santa Cruz County Regional Transportation Commission to Caltrans. Fortunately they have informed us there is no match dollars need to purchase these vehicles because the Federal Government is offering a Toll Credit of 11.47%.

OPERATION PLAN SERVICE OF UNITS
EXHIBIT C - 2
2012 / 2013

TABLE 1 - TDA PROPOSED SERVICE UNITS

	TAXI SCRIP	OUT OF COUNTY MEDICAL ⁽¹⁾	MEDICAL TDA ⁽²⁾	MEALS ON WHEELS ⁽³⁾	ELDERDAY	WINTER SHELTER PROGRAM ⁽⁴⁾	TOTAL UNITS	TOTAL
FUNDS ALLOCATED	\$50,277	\$21,035	\$305,239	\$82,895	\$63,757	\$8,632		\$531,835
OPERATING COST	\$14.63	\$25.71	\$32.55	\$7.37	\$10.77	\$2.05		
A. PROGRAM MANAGEMENT i.e., Mgmt Personnel: Director/Fleet Mgr, Admin. Asst, Info. Mgr, Rent, Liability Insur., Phone, Supplies, etc	\$5.84	\$10.26	\$9.12	\$2.07	\$3.02	\$0.41		
B. ADMINISTRATION 14.5% of total cost per unit.	\$3.47	\$6.10	\$7.07	\$1.60	\$2.34	\$0.42		
TOTAL COST PER SERVICE UNIT	\$23.94	\$42.07	\$48.74	\$11.04	\$16.13	\$2.88		
12/13 PROJECTED TDA UNITS OF SERVICE	2,100	500	6,263	7,508	3,953	3,000	23,324	
Comparison Only 11/12 Projected TDA Units of Service	3,140	1,973	5,568	6,107	6,400	3,003	26,191	
EQUIPMENT PURCHASE MATCH								\$0
TOTAL TDA CLAIM REQUEST								\$531,835

Note 1) The cost of Out of County Medical rides were under projected for 11/12 and the 4th Quarter TDA report showed the cost was \$32.98 per passenger trip this is due to the fact the price of gas has gone up drastically and these are all long distance rides over Hwy 17, and there have been times when there wasn't a volunteer available and a Lift Line driver took clients to the medical appointments.

Note 2) The overall costs are up due to the higher gas cost as well as vehicle insurance.

Note 3) The cost for MOW rides has show a decrease since last year because ridership is up. We added more rides for MOW since funding for rides as cut completely from the City of Capitola and decreased in all other MOW funding sources. The funds cut of \$47,903 equals a loss of over 4000 rides.

Note 4) The winter shelter program has a sign in sheet that asks for their age and disability 30% disabled and 7% are seniors.

21-24

OPERATION PLAN SERVICE OF UNITS
EXHIBIT C - 2
2012 / 2013

NON-TDA SUPPORTED

TABLE 2 - OTHER CTSA SERVICE UNITS

	Vets/Dialysis Section 5317	Meals on Wheels	Elderday Services	MSSP	Outside Contracts ^(e)	ISSP	Total Units	Total
Funds Allocated	\$29,341	\$67,989	\$393,042	\$35,640	\$97,551	\$46,150		\$869,723
Revenue per Service Unit	\$49.52	\$11.04	\$16.13	\$16.99	\$11.04	\$2.88		
12/13 Projection Units of Service	593	6,159	24,369	2,098	8,835	16,040	58,094	
Other Income								\$ 101,525
Total Operating Income								\$771,248
FTA Section 5310								68,500
TDA Claim								531,835
Grand Total								\$1,371,585

Note 5) San Andreas Regional Center (SARC) and other outside contracts include higher capacity trips (group rides) which create larger productivity.

ROLLUP OF ALL RIDES

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
2012-2013 Ride Projections	593	2,100	500	6,263	13,667	2,098	28,322	8,835	62,378

21-25

Exhibit D

Schedule of Payments FY: 2012-2013 TDA Claim CTSA

July 15, 2011	\$ 186,142
October 15, 2011	\$ 115,231
January 15, 2012	\$ 115,231
April 15, 2012	\$ 115,231
Total	\$ 531,835

21-26

EXHIBIT E
Lift Line / CTSA
12/13 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, and continue to help identify unmet transportation needs, coordinate and provide social service transportation services to low-income seniors, disabled residents, underserved populations and other identified individuals 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.

21-27

Exhibit F
Reporting Period and Performance Measures for City of
Santa Cruz
FY: 2012-2013 TDA Claim
CTSA

	Reporting Period	Due
1.	Fiscal Year: 2011/2012	11/15/12
2.	1 st Quarter, 7/1/12 through 9/30/12	01/15/13
3.	2 nd Quarter, 10/1/12 through 12/31/12	04/15/13
4.	3 rd Quarter, 1/1/13 through 3/31/13	07/15/13
5.	4 th Quarter, 4/1/13 through 6/30/13	11/15/13
6.	Annual Evaluation, Fiscal Year 2012/2013	11/15/13

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 cancelations of total rides

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

21-28



COMMUNITY BRIDGES

Puentes de la Comunidad

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

AGENCY BOARD RESOLUTION RESOLUTION # 2012-03-01

Duly noticed regular meeting of the Community Bridges Board of Directors held on March 21, 2012 the following resolution was made.

Whereas the Board discussed on **Community Bridges/Lift Line TDA claim for the 12/13 fiscal year.**

Whereas the Board of Directors of Community Bridges (CB) hereby authorizes Community Bridges/Lift Line to make a claim for the 12/13 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 March 21, 2012, at Aptos, California.


Barbara Frank, President


Rick Roberts, Secretary

21-29

Please consider naming Community Bridges in your estate plan.



COMMUNITY BRIDGES
Puentes de la Comunidad

www.communitybridges.org

The Community Bridges
Family of Programs



Beach Flats
Community Center



Child and Adult Care
Food Program



Child Development Division



Familia Center



Live Oak
Family Resource Center

LIFT LINE

Consolidated Transportation
Services Agency



La Manana
Community Resources



Meals on Wheels



Mountain Community
Resources



Women, Infants & Children
Nutrition Program

21-30

AGENDA: April 10, 2012

TO: Elderly & Disabled Transportation Advisory Committee
FROM: Karena Pushnik, SCCRTC Staff
RE: **FY 2012-13 Transportation Development Act Funds
for the Volunteer Center**

RECOMMENDATION

Staff recommends that the Elderly & Disabled Transportation Committee consider the FY 2011-12 Transportation Development Act funding request from the City of Santa Cruz on behalf of the Volunteer Center for \$63,314, and recommend approval by the Regional Transportation Commission.

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 2012-13 budget was approved including Transportation Development Act (TDA) allocations for the Volunteer Center, Community Bridges and the Santa Cruz Metropolitan Transit District. The allocation to the Volunteer Center was \$63,314.

The Volunteer Center's goal is to provide 4,600 one-way trips to eligible clients over FY 2012-13 (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. Volunteer Center staff will provide an overview of their TDA funded transportation services at the meeting and will be available to answer questions.

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

SUMMARY

The Volunteer Center provided a proposal of how they plan to expend their allocation of this fiscal year's Transportation Development Act funds. It is recommended that the E/D TAC consider the claim from the City of Santa Cruz on behalf of Community Bridges, and recommend approval by the Regional Transportation Commission.

Attachment 1: Volunteer Center Claim and Background Information.

I:\E&DTAC\TDA\VOLUNTEER CENTER\2012\TDAED0410-VC.DOC



VolunteerCenter
Be the difference



March 19, 2012

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 2012/2013. 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

22-2



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 2012-13

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.

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

Volunteer Center of Santa Cruz Transportation Program TDA Funding Quarterly Reports and Final Activities Report are due to the Transportation Commission and the City of Santa Cruz according to this schedule:

Prior Year Annual Report:	September 3, 2012
Quarterly Activities Report 1:	October 29, 2012
Quarterly Activities Report 2:	February 4, 2013
Quarterly Activities Report 3:	April 29, 2013
Quarterly Activities Report 4:	July 29, 2013

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, 2012	\$63,403
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Program Name: Volunteer Center of Santa Cruz Transportation Budget 2012-13

Acct No.	Accounts, Sub Account(s)	FY 12-13 Budget
4007	Public Support Donations Unrestricted Donations	\$ 6,357
4295	Grants and Contracts Transportation Commission	\$ 63,314
Total Program Revenues		\$ 69,671

EXPENSES

		FY 12-13 Budget
5001	Salaries and Wages Hourly Wages	\$ 34,158
5012	Benefits Medical/Dental Insurance	\$ 5,000
5025	Benefits Workers Compensation	\$ 488
5016	Payroll Taxes Social Security/Medicare	\$ 2,613
5018	Payroll Taxes State UI Taxes	\$ 409
6012	Auditing Expense	\$ 1,000
6040	Insurance, General	\$ 686
6042	Insurance, Volunteer	\$ 1,020
6050	Postage Expense	\$ 250
6059	Printing	\$ 250
6060	Rent	\$ 750
6061	Rent, Watsonville	\$ 4,320
6088	Supplies, Program Program Supplies	\$ 250
6098	Mileage, Volunteers	\$ 6,911
6100	Telephone	\$ 1,800
6160	Admin Fees	\$ 9,766
Total Program Revenues		\$ 69,671

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 \$ 63,314 _____
STA (transit only) \$ _____
5. Fiscal Year (FY) for which funds are claimed: FY 2012 ____ / ____ 2013 ____
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 8 Specialized Transportation
☐ Article 4 Public Transportation ☐ 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:

- 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>#Clients</u>
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? 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 March 12, 2008 draft Coordinated Public Transit-Human Services Transportation Plan providing all 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? \$69,671

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, Administration.

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: X ☐ Full approved claim amount in the first quarter

d. SCMTD: ☐ Quarterly disbursement

16. TDA Eligibility:

	YES?/NO?
A. Has the project/program been approved by the claimant's governing body? Form of approval <u>work plans and budget</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: _____)	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).	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

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.
- 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:

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

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. 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 Lifeline

services, or which receive limited Lifeline 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

21. 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.
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 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 9.5 miles, with approximately 4600 one-way rides provided in the last fiscal year. This is about 43,7000 projected service miles per year. Each one-way ride is an average of 1-hour average or a total of 4600 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 2011-12 TDA allocation of \$61,345 and the service estimates provided by volunteer drivers, the cost per one-way passenger ride and a cost per vehicle service hour of about \$13.33, and a cost per service mile of \$1.40.

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 Transportation Program works in conjunction with the Santa Cruz County Regional Transportation Commission's Elderly & Disabled Transportation Advisory Committee/Social Service Transportation Advisory Council to help assure that transportation needs for the elderly and disabled are represented. We know from needs assessments that low or free transportation to elderly and disabled persons out side of the fixed routes or those unable to use fixed routes are in desperate need. Many of our clients live in rural areas, have little or no family to assist and are living on fixed incomes. The Volunteer Centers Transportation Program providing transportation to doctor's appointment, grocery shopping and other necessary appointment. Volunteer drivers provide the service free of charge to clients through out the county

SCMTD, CTSC, Volunteer Center & RTC Only

23. 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. 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 undertake long range planning efforts as part of the Regional Transportation Plan update underway by the SCCRTC. Volunteer Center will participate in long range planning efforts as part of the Regional Transportation Plan update underway by the SCCRTC. A Caltrans Planning Grant is being sought to fund the planning effort.

B. 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 in item #22 above.

SCMTD Only

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

Funds	Urbanized Service	Rural/Non-Urban Service (Could use FTA 5311 application)
Fare Revenue:	\$	\$
Local Support Revenues:	\$	\$
Operation costs:	\$	\$
Ratio Fare Rev ÷ Op Cost: (minimum required=15%)	____%	____%
Cost per ride being subsidized for different services/funds	\$	\$

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.

25. 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): 56.9%
- FY1978-79 Ratio: _____

26. Did the SCMTD operating budget increase over 15% from the prior fiscal year?

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).

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

- 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
- Annual service hours

- *Passengers per vehicle service hour**
- *Annual service miles*
- *# of fixed-route miles*
- *Service Area – square miles*
- *Service Area Population*
- *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*

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

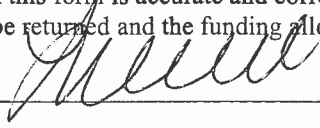
- ☐ **A certification from the California Highway Patrol** (completed within the last 13 months) indicating that the operator is in compliance with Section 1808.1 of the Vehicle Code.

☐ 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:

Associate Principal

Date:

3/28/2012

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