

Final

2017 Unmet Paratransit and Transit Needs

Prioritization of Need:

H - High priority items are those items that fill a gap or absence of ongoing of service.

M - Medium priority items that supplement existing service.

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

1-3 Graduated scale indicates to what extent the need, if addressed, would: increase the number of individuals who are within a 30 minute transit trip to key destinations; improve safety; support economic vitality by way of decreasing transportation costs; or, improve cost-effectiveness of transportation services.

Strategies:

- Proposals and suggestions to address need, including programs and projects.

General

1. **H1** - Safe travel paths between senior and/or disabled living areas, medical facilities, educational facilities, employment locations, retail centers, entertainment venues and/or bus stops
 - Improve accessibility at and to bus stops - such as, but not limited to, sidewalk and crosswalk improvements connecting destinations frequented by senior and disabled individuals and transit stops such as, but not limited to, those identified in the RTC Safe Paths of Travel Final Report.
 - Secure funding assistance to make Safe Paths of Travel improvements.
 - Expand publicity regarding sidewalk maintenance.
2. **H1** -Transportation services to areas with high concentrations of seniors, disabled and low income individuals, particularly in south county.
 - Support alternative transportation programs, such as vanpool programs, serving low income and senior housing areas outside of the transit service area in south county.
 - Explore pilot projects, such as regularly scheduled paratransit trips two-three times per week, to serve residents.
 - Secure funding for taxi voucher programs for senior and low income individuals.
 - Provide affordable and desirable housing for seniors and low income individuals within transit service area.
 - Provide incentives for senior and social services to be located in transit service areas.

- Seek volunteer drivers to provide transportation services.
 - Evaluate on-demand transit services.
3. **H3** - Transportation services for low-income families with children, including transportation for people transitioning from welfare to work.
 - Support welfare to work programs and training programs.
 - Support transportation programs dedicated to serving low-income families with children.
 - Seek volunteer drivers for transportation family members to visits at detention facilities.
 - Provide taxi vouchers to low income families.
 - Reinstate ride to work programs.
 - Provide youth bus passes to low income households
 4. **H3** - Transportation services for caregivers of senior and disabled clients.
 - Support programs providing transportation for caregivers to clients.
 - Provide taxi voucher to caregivers.
 - Reinstate ride to work programs.

Paratransit/Specialized Transportation Services

5. **H1**- Coordinated and seamless-to-the-public system of specialized transportation with a Mobility Management Center (central information point, one stop shop).
 - Assess feasibility and seek funds for development/start-up of the center, and assess entities already providing information and referral services).
 - Utilize information technology solutions to provide transit information that is accessible to all users.
6. **H1** - Paratransit service for the people who lost paratransit service due to changes in Santa Cruz Metro ParaCruz program in 2015.
 - Support policies that expand ADA mandated paratransit service area.
 - Support programs providing specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost.
 - Expand taxi voucher program.
7. **H1** – Access to paratransit services on all holidays.
 - Extend existing paratransit services to holidays.
 - Support taxi voucher programs.
8. **H2**- Specialized transportation for areas outside the ADA-mandated paratransit service area for medical, non-medical trips.

- Secure funding for taxi voucher programs.
 - Provide affordable and desirable housing for seniors and disabled individuals within ADA paratransit service area.
 - Provide incentives for senior and social services to be located in transit service areas.
 - Support programs providing specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost.
 - Support continuous funding for transportation to medical services.
 - Seek volunteer drivers to provide transportation services from areas not served by transit or ADA paratransit service.
 - Identify priority origins and destinations outside the ADA service area.
9. **H2**-Free or low cost paratransit options.
- Provide funding for programs that provide discounted and free paratransit rides.
10. **H2** - Direct paratransit and accessible transit connections with neighboring counties- including Monterey (Pajaro), San Benito, Santa Clara and other points north.
- Establish direct inter-regional fixed route accessible transit service.
 - Provide inter-regional specialized transportation.
 - Develop plan to coordinate between agencies providing specialized transportation services in neighboring counties.
 - Support programs providing inter-regional specialized transportation for a fee or at no cost.
 - Support continuous funding for specialized transportation services to out-of-county medical appointments.
 - Establish feeder services to inter-regional accessible transit services.
11. **H3** - Affordable transportation for dialysis and other medical appointments, including 'same day' specialized transportation services for medical trips, on a continuous basis.
- Support continuous funding for 'same day' transportation to medical services.
 - Support continuous funding for no or low-cost specialized transportation to medical appointments.
 - Increase capacity of existing programs providing transportation to dialysis and other medical appointments.
 - Secure funding for taxi voucher programs.
12. **M2** - Transportation for programs that promote senior and disabled individuals health, safety and independence including, but not limited to,

all senior meal sites in the county, the stroke centers and senior activity centers

- Support continuous funding for transportation services to meal sites.
 - Support continuous funding for paratransit services to medical service centers.
 - Support volunteer drivers to provide transportation services.
 - Support transportation services to senior activity centers such as Elderday.
13. **M2** - Publicity about existing specialized transportation services including ADA paratransit, non-ADA paratransit, taxi services, Medi-Cal rides and mobility training for people to use regular fixed route buses.
- Streamline communication activities by establishing a central point of contact within health providers to disseminate information about specialized transportation services.
 - Support continuous funding for communication and outreach activities.
14. **M2** - Volunteer drivers in Santa Cruz County particularly in south-county.
- Expand outreach efforts to recruit drivers and promote services.
 - Support for the Volunteer Center Transportation Program.
15. **M2** - Affordable special care trips and gurney vehicle for medically fragile individuals and those needing "bed to bed" transportation.
- Provide vouchers for specialized care trips.
 - Identify a service provider for gurney trips and assist in procurement of a vehicle for services.
 - Partner with assisted living and hospice care to provide services.
 - Publicize availability of services, if available.
16. **M3** - Ongoing provision of ADA Paratransit certification, provided by Santa Cruz Metro, at group facilities.
- Provide on-site services to reach a greater number of individuals.
17. **M3**- Specialized transportation services for people living with a mental health diagnosis.
- Provide on demand transportation services for people living with a mental health diagnosis.
 - Provide services designated to assisting people with mental illness navigate transit and paratransit eligibility requirements.
18. **L2** - Specialized transportation for 'same day' non-medical trips.
- Expand taxi voucher program.

19. **L3** - Anticipate growing demand for services by projecting funding needs for specialized transportation (including fixed route, ADA and non-ADA Paratransit) to provide transportation services to the senior population expected to increase over the next 15 to 30 years.
- Identify funding needs for paratransit over a 15-30 year horizon.
 - Designated funding source for paratransit service.

Paratransit/Specialized Transportation Capital

20. **H2**- ParaCruz operating facilities.
- Acquire and develop permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service.
 - Increase funding opportunities for paratransit capital projects.
21. **H2** - Consolidated Transportation Services Agency operating facilities.
- Acquire and develop permanent operation and maintenance facilities for Consolidated Transportation Services Agency.
 - Increase funding opportunities for paratransit capital projects.
22. **H2** - Paratransit vehicle replacements.
- Increase funding opportunities for paratransit capital projects

Transit Services

23. **H1** – Greater frequency and span of transit service in densely populated areas with a mix of land uses land uses.
- Increase Live Oak Service-Enhance service in Capitola.
 - Enhance service on Mission Street.
 - Extend transit service hours later in the evening and early in the morning serving commercial centers of Santa Cruz/Live Oak/Cabrillo/Watsonville.
24. **M1** –More transit service to UCSC.
- Increase weekend and weekday UCSC service.
25. **M1** - More interregional and cross county transit services.
- Increase Hwy 17 weekend service frequency.
 - Provide transit service from Santa Cruz County to Los Gatos.
 - Provide direct transit service to San Jose Airport.
 - Enhance Monterey County to Santa Cruz County service.

26. **M1** – Low-cost transit options.
 - Support programs that provide transportation services, including, but not limited to bus services, for a reduced or no fee.
 - Seek volunteer drivers to provide transportation services.
 - Support programs that allow seniors and disabled individuals to ride free during designated time periods.

27. **M2** – More transit service between primary destinations in Santa Cruz County.
 - Provide service between Capitola Mall and Cabrillo.
 - Expand transit service to new residential and commercial areas in Watsonville.
 - Improve north - south transit connections (ex. Bay/Porter).

28. **M2**- Access to transportation services on all holidays.
 - Provide regular Santa Cruz Metro on holidays.
 - Support taxi voucher programs.
 - Support volunteer transportation services.

29. **M2**- Easier and faster transit trips system wide.
 - Enhance connections through increasing the span and frequency of service.

30. **M2**- Faster run times on transit routes.
 - Investigate opportunities for transit priority.
 - Consider direct services between more locations, reducing need for transfers.

31. **M2** -Intra-community service in Santa Cruz County communities.
 - Develop San Lorenzo Valley circular.
 - Develop Scotts Valley circular.
 - Investigate need for intra-community and neighborhood transit services

32. **L2**- Transit service to major tourists destinations.
 - Provide transit service to Waddell Creek and North Coast and Highway 17 direct service to Boardwalk on weekends.

33. **L2** - Commuter transit service.
 - Extend Highway 17 service to Watsonville, or improve connections between Watsonville-Santa Cruz service and Highway 17 service.
 - Provide commute option for transit riders between SLV and Santa Cruz faster.

34. **L3-** Special event services.
- Establish program to coordinate with Santa Cruz Visitor Center and partner agencies to provide special event services.

Transit Capital

35. **H2** – ADA accessible bus stops.
- Provide ADA compliant bus stops.
 - Prioritize bus stop improvements and shelter replacement based on high usage by seniors and people with disabilities.
 - Install braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop (or a technology-based way finding alternative).
36. **H1** –Maintenance of existing transit facilities.
- Support funding for maintenance of bus stops, parking lots, transit centers, buildings.
37. **H1** –Bus replacement: Replace buses beyond useful life as needed including buses, including buses providing rural service.
- Support funding for transit capital improvements.
38. **M1** - Transit station improvements.
- Investigate options for renovation or redevelopment of Santa Cruz Metro Center.
 - Complete Watsonville Transit Center Improvements.
 - Coordinate improvements to Capitola Transit Center with Capitola Mall
39. **H2** - Faster transit travel times.
- Installation of transponders on all buses for signal priority on major corridors improving traffic flow, reducing travel time, and improving on-time performance.
40. **H3** - New equipment to assist with real-time operations, security, scheduling and planning.
- Automated Vehicle Location (AVL) System to provide better monitoring of on-time performance and more accurate data reporting.
 - Automatic Passenger Counting system to make mandatory reporting more efficient and improve data for service planning.
 - Install audio and video surveillance system for all buses
41. **M3** – More multimodal connections to transit.

- Construct park and ride lots in strategic locations along inter-city routes that lack adequate feeder service.
- Consider partnerships with ride-hail services for first/last mile connections.
- Bike lockers and/or bike share stations at key locations to facilitate first/last mile of travel.

42. **M3** - Wifi expansion on buses.

- Install wifi equipment at all facilities and on all buses.
- Partner with private companies to provide wifi

43. **M1**- Automated phone-based trip planning providing Metro route information and or trip planning coordination via telephone and voice activated menu.

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