

# **List of Unmet Specialized Transportation/Transit Needs Adopted by the Santa Cruz County Regional Transportation Commission on September 6, 2007**

As Revised April 25, 2008 by the METRO Board of Directors

## **Introduction**

**The projects and services listed in this document would, if funded, enhance the mobility of all persons in Santa Cruz County. While the projects listed herein are prioritized into high, medium, and low, ratings, there are no listed projects or services that would not provide substantial mobility benefits to Santa Cruz should funding sources become available. The projects and services listed herein are designed to reduce Green House Gas Emissions in Santa Cruz County. It is with the recognition that all of the projects and services listed would enhance mobility and reduce Green House Gas Emissions that the METRO Board of Directors urges that the agencies that review this document take all possible actions to identify and advocate for funding sources that will allow this list to be implemented.**

Prioritized:

**H** - High priority items are those items that fill a gap or absence of service. The Metro Transit District noted three levels of High priority with H1 being the top priority.

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

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

## **General**

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

## **Paratransit/Specialized Transportation**

8. H - Shortage of projected funding for all specialized transportation (including fixed route, ADA and non-ADA Paratransit) to meet the needs of the senior population expected to increase over the next 15 to 30 years
9. H - Lack of specialized transportation for all areas outside the ADA Paratransit service area, with special emphasis on priority destinations
10. H - Need for coordinated and seamless-to-the-public system of specialized transportation with a Mobility Management Center (central information point, one stop shop)
11. M - Shortage of programs and operating funds for 'same day' medical trips on paratransit
12. M - Shortage of programs and operating funds for 'same day' non-medical trips
13. M - Shortage of volunteer drivers in Santa Cruz County including for the Volunteer Center Transportation Program and the American Red Cross out-of-county medical ride program, particularly in south county
14. M - Shortage of affordable special care trips and gurney vehicles for medically fragile individuals and those needing "bed to bed" transportation
15. M - Provide transportation for all senior meal sites in the county to meet unmet needs
16. M - Assure the availability of taxi scrip to meet need for "safety net" services (1)
17. L - Need for the Consolidated Transportation Services Agency to acquire an improved operations and maintenance facility
18. L – Need for Ongoing provision of ADA Paratransit certification, provided by Metro, at group facilities (1)

## **Transit**

19. H1 - Complete MetroBase Facility Phase 1 and Phase 2 including Operations Building and Parking Structure.
20. H2 - Redevelop Santa Cruz Metro Center as mixed use facility incorporating local transit service, regional transit service, paratransit service, intercity bus service, commercial office functions, passenger service facilities, parking facilities, and both market rate and affordable housing, **and potentially child-care facilities.**
21. H2 - Funding to maintain existing services and facilities.
22. H2 - Complete conversion of vehicles (revenue and non-revenue) to alternate fuels.
23. H2 - Four (4) small fixed route replacement buses for rural service.
24. H2 - Fourteen (14) full sized fixed route replacement buses.

25. H2 - Replace thirty-four (34) paratransit vans with larger capacity minibuses.
26. H2 - Identify and obtain funding to support the future levels of paratransit service that will be required.
27. H2 - Revise and improve web site to enhance effectiveness and visibility.
28. H2 - Increased frequencies for Route 71 evening service: 2x an hour until 9PM vs. 7PM.
29. H2 - Acquire and develop permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service.
30. H2 - **Replace** thirty (30) 1998 fixed route buses.
31. H3 - Implement marketing programs to increase visibility and enhance public awareness of METRO services.
32. H3 - Extend highway 17 service to Watsonville.
33. H3 - Add AM/PM and weekend Route 79 service.
34. H3 - Purchase Automated Vehicle Location/Passenger (AVL) Counting System.
35. H3 - Installation of Transponders on all buses for Preemptive Signal Control on major corridors improving traffic flow, reducing travel time, and improving on-time performance.
36. H3 - Increase weekend Hwy 17 service frequencies.
37. H3 - Add early morning Route 70 service to Cabrillo College.
38. H3 - Additional night UCSC service, including Route 20.
39. H3 - Extension of Highway 17/Amtrak service to UCSC at key times.
40. H3 - East/West Express service to UCSC and Cabrillo and from Watsonville on 69W.
41. H3 - Express service between San Lorenzo Valley and both UCSC and Cabrillo College.
42. H3 - Expanded service between UCSC and Westside University activity centers such as Long Marine Lab, Wrigley building offices, Texas Instruments building offices.
43. H3 - Service from the UC Inn to UCSC.
44. H3 - Restore service to Gault Street, La Posada area, Blackburn Street (Santa Cruz), Independence Square (Watsonville), simultaneously with the restoration of service to senior residences and centers and areas of high density concentrations of mobility challenged individuals.
45. H3 - Expanded service to new residential and commercial areas in Watsonville.
46. H3 - Continue to improve bus stops to be ADA accessible.

47. H3 - Purchase **Smart Card Fare Collection System**, coordinated with Monterey-Salinas Transit, to allow persons with lower incomes to take advantage of multi-ride purchase discounts.
48. H3 - Route 66 using 7th Avenue inbound and outbound (between Capitola Road and Soquel Avenue).
49. H3 - Add early morning Route 35 service.
50. H3 - Implement circulator service in Santa Cruz, Watsonville, Capitola, and Scotts Valley.
51. H3 - Service from Santa Cruz County to Los Gatos.
52. **H3 - Expand bicycle capacity and access on the fixed route system **by promoting the Folding Bikes in Buses Program to compliment the recently installed 3 position bike racks on all fixed route service.****
53. H3 - Increase window of service on Route 4.
54. H3 - Equip ParaCruz Vehicles with Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking.
55. H - Continued need for transit to unserved low income and senior housing areas in south county (examples: Stonecreek Apartments in Watsonville and the San Andreas Migrant Labor Camp) (2)
56. H/M (3) – Bus and ParaCruz service on all holidays
57. M - Expanded evening and late night service on major fixed routes to improve service accessibility.
58. M - Implement automated "Reminder" phone call system for ParaCruz to remind riders of scheduled trip in advance, reducing "missed trips" and improve efficiency.
59. M - Web-based Trip Planner for fixed route bus service to improve customer trip planning capability via computer.
60. M - Automated phone-based trip planning providing Metro route information and or trip planning coordination via telephone and voice activated menu.
61. M - Install bus shelters at high usage stops.
62. M - Need to prioritize bus shelter replacement based on high usage by seniors and people with disabilities (2)
63. M - 30-minute peak frequencies on collector and arterial routes.
64. **H** - Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop.
65. L - Install audio and video surveillance system for all buses.

66. L - Bi-directional service on local Watsonville routes.
67. L - Fare free service to students under the age of 13.