The logo for the Association of Monterey Bay Area Governments (AMBAG) is located in the top left corner. It features the acronym "AMBAG" in a large, bold, black sans-serif font. Below the acronym, the full name "ASSOCIATION OF MONTEREY BAY AREA GOVERNMENTS" is written in a smaller, black, all-caps sans-serif font, arranged in three lines. The text is set against a light blue background that has a subtle gradient and a white border on the right side. A horizontal black line extends from the right side of the logo area across the top of the page.

AMBAG

ASSOCIATION OF
MONTEREY BAY AREA
GOVERNMENTS

Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan

Approved by the AMBAG Board of Directors
June 11, 2008

Prepared by: Association of Monterey Bay Area Governments

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Executive Summary

The Federal Transportation Authority defines a Coordinated Public Transit-Human Services Transportation Plan (CPTP) as a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, and lays out strategies for meeting these needs, and prioritizes services.” The Association of Monterey Bay Area Governments (AMBAG), in collaboration with the Regional Transportation Planning Agencies (RTPAs) and public transit operators in the tri-county area, has produced the region’s CPTP. As the Metropolitan Planning Organization for the region and with guidance from the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy of Users (SAFETEA-LU), AMBAG is required to produce this plan for incorporation into the region’s long-range 2010 Metropolitan Transportation Plan. The CPTP establishes project eligibility for federal funding under the Elderly Persons and Persons with Disabilities (Section 5310), Jobs Access and Reverse Commute (Section 5316), and New Freedom (Section 5317) programs.

The Monterey Bay Region’s CPTP has been prepared collaboratively by AMBAG and its regional transportation partners. The Transportation Agency of Monterey County (TAMC); the Santa Cruz County Regional Transportation Commission (SCCRTC); the Council of San Benito County Governments (SBtCOG); Santa Cruz Metropolitan Transit District (METRO); and Monterey–Salinas Transit (MST) have also worked with local transportation providers, community organizations and human service advocates, as well as members of the public to identify the existing gaps and needs in human service transportation.

This CPTP incorporates these needs and presents innovative implementation strategies for closing the gaps and improving the management of mobility services. Some of the reoccurring transit needs identified by the contributing agencies include expanding service to underserved locations and increasing the frequency and hours of operation of existing routes; providing same day paratransit services; establishing mobility management programs; replacing old vehicles; and providing transportation services to farmworkers.

Strategies for meeting these needs and the prioritization of projects planned for receiving future federal funding vary between Monterey, Santa Cruz and San Benito counties given differences in existing resources and funding. However, a common theme emerging from the work and planning between AMBAG, the Regional Transportation Planning Agencies and the Public Transit Operators within the Monterey Bay Region is that there is an increasing need and importance for further coordination and consensus building among regional planning partners with regard to meeting the needs of the transportation disadvantaged.

The AMBAG Board of Director’s approved release of the Draft CPTP on March 12, 2008 for a 45-day public review period. A summary of comments received are included in Appendix E. The final plan is expected to be approved by the AMBAG Board of Directors on May 14, 2008.

In 2005, Congress passed the reauthorization of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Along with reauthorizing federal funding for projects, SAFETEA-LU makes several changes to planning requirements and requires that Metropolitan Planning Organizations (MPO) bring existing long-range transportation plans into conformance with these changes. One of these required changes is that a regional Coordinated Public Transit-Human Services Transportation Plan (CPTP) is now a required element of the Metropolitan Transportation Plan.

While SAFETEA-LU does not define the term “coordinated plan,” the Federal Transportation Administration (FTA) defines coordinated plan as “*a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, and lays out strategies for meeting these needs, and prioritizes services.*”¹

The CPTP must be developed through a process that includes input from representatives of public, private, and non-profit transportation and human services providers, as well as the public. The preparation and implementation of this plan will improve coordination between transportation systems and providers in the Monterey Bay Region, and strengthen transportation services for those with special needs throughout Monterey, San Benito, and Santa Cruz counties.

The Association of Monterey Bay Area Governments (AMBAG), Caltrans District 5, Monterey-Salinas Transit (MST), San Benito Council of Governments (SBtCOG), Santa Cruz County Regional Transportation Commission (SCCRTC), Santa Cruz Metropolitan Transit District (METRO), and the Transportation Agency of Monterey County (TAMC) have cooperated in the preparation of this plan, and received Mobility Management grant funding from the Federal Transit Authority (FTA) under Section 5317 (New Freedom) of the Federal Transit Act.

These regional planning partners have coordinated efforts and provided numerous opportunities for interested parties and the public to participate in the creation of this plan. These outreach and consultation efforts are described and documented in the following sections, and involve activities conducted by each of the planning partners both collectively and individually to engage communities with an interest in the provision and accessibility of transportation services for the elderly, individuals with disabilities, and low-income individuals.

Required Elements of the Coordinated Public Transit-Human Services Transportation Plan include:

- **Identification of current services and providers**
- **Assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes**
- **Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources**
- **Strategies to address identified gaps in services**
- **The prioritization of implementation strategies**

¹ Federal Register Notice (Vol. 71, No. 50), March 15, 2006, p. 13458.

By covering a diverse set of transportation topics relevant to individual localities and the region as a whole, the CPTP provides an all-inclusive snapshot of the region's available services, and a comprehensive vision of special needs transportation in the future.

Project Identification and Funding

As a planning tool, the CPTP identifies a set of strategies and programs and establishes a framework for the prioritization of projects in the region seeking federal funding assistance. FTA now requires projects funded through the programs listed below be "derived from a locally developed coordinated public transit-human services transportation plan."² The CPTP will be used as the region's framework for establishing eligibility for projects to receive funding through the following federal programs:

- Section 5310 – Elderly Persons and Persons with Disabilities
- Section 5316 – Jobs Access and Reverse Commute (JARC)
- Section 5317 – New Freedom

Individuals with Disabilities, JARC and New Freedom Program Goals

Elderly and Individuals with Disabilities (Sec. 5310)

To provide funding for those projects that aim to increase the general mobility of senior Americans and individuals with disabilities.

Job Access Reverse Commute (JARC) (Sec. 5316)

Improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals.

Provide financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals.

New Freedom (Sec. 5317)

To provide tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society.

Expand transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.

The passing of SAFETEA-LU changed the nature of the Jobs Access Reverse Commute (JARC) program, and created the New Freedom funding category. Prior to SAFETEA-LU, JARC projects were funded through a competitive grant process at the federal level and distributed via earmarks. Eligible grantees were local governments and non-profit organizations for the development of transportation services to connect welfare recipients and low-income persons to employment and support services. While the goal of the JARC program remains the same, the funding formula has changed. Now that SAFETEA-LU has taken effect, JARC funds are allocated to urbanized areas' and states' designated recipients to competitively select projects within their respective boundaries.

Apportionments for JARC and New Freedom programs are allocated to "designated recipients" according to a formula based on the number of low-income individuals, youth or elderly, and persons with disabilities residing in either urbanized areas or non-urbanized areas within a state.

Elderly Persons and Persons with Disabilities funds are apportioned directly to the state based on a formula that accounts for the number of elderly persons and individuals with disabilities living in that state. These funds are distributed via a statewide competitive selection program and are eligible to be spent anywhere in the state, including urbanized areas.

² Federal Register Notice (Vol. 71, No. 50), March 15, 2005, p. 13458.

Transportation Services and Providers

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This section provides detailed descriptions of the transportation services and specific providers at the regional and county level. Transportation services represent all forms of transportation provided through demand-response communication. The following pages describe the transportation services provided within the region and by each county.

Service providers can be a public, private or nonprofit agency and will typically focus their services to meet the transportation needs of specific, underserved populations. Service providers include, in addition to service operators, members of advisory committees and task forces that influence and shape policies and programs devoted to improving transportation accessibility for the elderly, individuals with disabilities, and low-income.

Local Advisory Committees

There are a number of advisory committees that weigh in on all aspects of transportation issues and services involving older adults, people with disabilities, and people with limited means. The local advisory committees conduct public meetings where specialized transportation service agencies and interested parties voice their transportation concerns and needs. This section identifies transit committees in each county.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) of 1990 stipulates that individuals with disabilities are entitled to fixed-route transit services and/or complementary paratransit services.

Fixed-Route Transit

Passengers access transportation vehicles at permanent stops with pre-scheduled, designated routes which are usually supported by printed timetables and schedules. These transit services do not deviate from their designated route or time services.

Paratransit Services

The term “paratransit” describes a transportation service that is more flexible and personalized than conventional, fixed-route transit. Some examples of paratransit services include share-ride taxis, car and vanpooling, subscription bus services, and other public entities. Public transit agencies, community groups or not-for-profit corporations, and for-profit private companies or operators can all operate paratransit services.

Since elderly and individuals with disabilities are more likely to experience difficulties accessing fixed bus routes independently, given physical, mental, or age-related impairments, Section 223 of ADA requires that public entities operating non-commuter fixed-route transportation services also provide paratransit service for individuals unable to use the fixed-route system if:

- The individual is unable to access fixed-route service independently, due to his or her disability
- The fixed-route service is not accessible to the individual

- The individual has a special physical or mental impairment in which interaction with a barrier prevents getting to or from a bus stop or rail station.

ADA-compliant paratransit service by public transit operators within the region occurs within a ¾ mile service buffer around fixed-route bus service, as shown in the map below.



Shared Van

Vans provide transportation for a number of people who travel along the same route, or to and from the same location on a regular basis. Vanpools are organized and operated by public and private agencies, including employers, hospitals, non-profits and individuals. The vans are owned by, loaned or leased to the service provider.

Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices. Vans in the Monterey Bay region are owned and/or operated by both public and non-profit agencies as well as private for-profit companies.

Private Taxicab Services

Taxi services exist in each county, but most companies operate within the county or local jurisdiction only, and the extent of special needs service for all private taxis vary. Examples of private transportation services include Yellow Cab Santa Cruz which operates taxis, vans, mini-vans and paratransit vehicles, with trips to regional airports, and has low-cost rider tickets, Monterey Yellow Cab which also offers discount trips for senior citizens and Medical Appointments Made Easy which transports individuals to medical destinations. A full list of service providers can be found in Appendix B.

A. Regional

The project team conducted an e-mail survey to provide additional opportunities for service providers to participate in the production of this plan and to solicit the latest possible information on the services provided, customers served, and areas covered (see Appendix A).

At the regional level, AMBAG will continue to work with the RTPAs and service providers to further coordinate the schedules, service zones, connections and programs among fixed-route, paratransit, and non-profit transportation services in an effort to improve accessibility, increase participation, ease constraints, and provide more efficient service.

Fixed-Route Transit

Greyhound Bus Lines

This intercity bus transportation agency provides a 10 percent discount to seniors over 62 and a 50 percent discount for any *attendant* traveling with the senior. If the senior citizen is handicapped, the assistant travels on the bus as an aide for free. Buses travel between Monterey and Santa Cruz connect with San Benito's *County Express* in Gilroy and provide low cost transportation to other parts of the state and country.

Amtrak

Amtrak connector bus service travels through Monterey and Santa Cruz counties, providing service for residents traveling for leisure or business on over one-hundred intercity trains and connecting buses in California. Amtrak passenger rail services include: the *Coast Starlight*, running from Seattle, Washington to Los Angeles; the *Capitol Corridor*, providing service between San Jose and Sacramento; and the *Pacific Surfliner*, offering service along the coast between San Luis Obispo and Los Angeles.

Amtrak trains accommodate individuals in wheelchairs by providing bridge plates, station board lifts, and ramps between station platforms and train cars. The trains also allow travel for individuals with disabilities with accompanying trained service animals.

Non-profits

The Central Coast Alliance for Health, (the Alliance)

The Alliance is a non-profit health plan which provides health services for 90,000 low-income patients in Santa Cruz and Monterey counties. About 95 percent of the agency's members receive Medi-Cal, with the remainder enrolled in plans offered by Healthy Families, Healthy Kids, or Alliance Care IHSS, which provides insurance coverage to in-home healthcare service caregivers. The Alliance is an example of a regional non-profit agency that accommodates elderly, individuals with disabilities, and low-income Central California residents. For instance, members who use wheelchairs may qualify for rides, as will those who require an ambulance to move them from one care facility to another. The agency has an annual operating budget of \$230 million and gets the bulk of that money from the state. Transportation services offered by the Alliance are limited to medical trips only and are contracted to non-profit and/or private transportation providers.

The Central Coast Center for Independent Living (CCCIL)

CCCIL is part of the nationwide network of Centers of Independent Living, providing a diverse set of services for people with disabilities with the mission of supporting their equal and full participation in community life. Serving all three counties within the Monterey Bay region, CCCIL provides clients with information and referral services regarding transportation access and mobility. They also work with the county RTPAs to advocate programs and policies improving accommodation and accessibility for the communities with disabilities.

Seniors Council's Foster Grandparent/Senior Companion Program

The Seniors Council's Foster Grandparent/Senior Companion program is a region-wide volunteer program that places low-income seniors in a variety of different community sites, including public schools, day care facilities, family shelters, and hospitals. Senior Companions provide companionship and light respite care to frail elders at adult day care facilities and assisted living facilities to enable them to live independently in their homes.

B. San Benito County

Agencies and Councils

Council of San Benito County Governments (SBtCOG)

The Council of San Benito County Governments was formed in 1973 through a Joint Powers Agreement between the Cities of Hollister and San Juan Bautista and the County of San Benito. The Council of Government is the regional transportation planning agency and is committed to improving transportation for San Benito County. Some examples of its efforts are the Highway 25 Bypass, funding public transportation, and providing emergency roadside call boxes. The Council of Governments Board of Directors consists of City Council members from the Cities of Hollister and San Juan Bautista and the Board of Supervisors from the County. The Council of Governments Board meets every 3rd Thursday at 2:00 p.m. at 481 4th Street, Hollister, CA at the Board of Supervisors Chambers.

Council of San Benito Governments Social Services Transportation Advisory Council (SSTAC)

SSTAC consists of members appointed by SBtCOG from a broad spectrum of social services and transit providers, advising SBtCOG on matters related to transportation accessibility for the elderly, individuals with disabilities, and persons of limited means. The Advisory Council strives to achieve balanced geography and minority representation by having ten members from social service organizations, the consolidated transportation service agency, and members from the community. The Advisory Council

meets bi-monthly on the 4th Friday at 9:30 a.m. at 330 Tres Pinos Road, Suite C7, Hollister CA at the Council of Governments Conference Room.

San Benito County Local Transportation Authority

Formed in 1990 through a Joint Powers Agreement, the San Benito County Local Transportation Authority receives a variety of funds through the SBtCOG. The Authority administers and operates public transportation services in the County through County Express and Jovenes de Antaño. The Authority’s Board of Directors consists of City Council members from the Cities of Hollister and San Juan Bautista and the Board of Supervisors from the County. The Board meets every 3rd Thursday at 2:00 p.m. at 481 4th Street, Hollister, CA at the Board of Supervisors Chambers.

SBtCOG is required by the guidelines of the Transportation Development Act to hold Unmet Transit Needs Hearings, and these hearings are held annually, usually around February. The hearings provide a forum for residents, transit users, and community members to express concerns with the local transit service (County Express and Jovenes de Antaño) and identify needs for new transit services. An example of commentary from a recent Unmet Needs Hearing is listed in the “Unmet Needs” section of the Coordinated Plan.

Fixed-Route Transit

Under the name County Express, the San Benito County Local Transportation Authority operates the largest public transit service in the County. County Express provides convenient and affordable transportation to residents and visitors to San Benito County. Services include:

- Four Fixed-Route Services to the City of Hollister
- Dial-A-Ride and Paratransit Services to the Cities of Hollister, San Juan Bautista, and Tres Pinos
- Intercounty service connecting Cities of Hollister and San Juan Bautista to Santa Clara County in Gilroy

<u>County Express Hours of Service:</u>	
<u>Fixed Routes</u>	
Monday thru Friday	6:00 a.m. to 6:00 p.m.
<u>Intercounty</u>	
Monday thru Sunday	6:00 a.m. to 6:00 p.m.
<u>Dial-A-Ride and Paratransit</u>	
Monday thru Friday	6:00 a.m. to 7:00 p.m.
Saturday and Sunday	8:00 a.m. to 3:00 p.m.

The Intercounty Service allows County Express customers to connect to other public transit services such as: Valley Transportation Authority (VTA), Monterey-Salinas Transit (MST), Caltrain, and Greyhound in Gilroy.

In addition to administering and operating County Express, the Authority partners with the Council of Governments for San Benito County Rideshare Program. The Rideshare Program promotes alternative modes of commuting by providing valuable information regarding alternative commute options, including carpooling and vanpools, to residents and workers in San Benito County. Besides environmental benefits, these alternative modes of transportation assist low-income residents and workers in traveling to and from work.

There is limited taxi service available through Hollister Taxi for residents and visitors to San Benito County.

<u>San Benito County Paratransit Eligibility requirements include:</u>
– Persons unable to board, ride, or disembark from accessible fixed route bus service due to physical, mental, or vision impairment.
– Persons unable to travel ¾ (three-quarters) mile, from home/destination to the nearest bus stop.
– Persons possessing valid ADA identification card from another transit system.

Paratransit

In fiscal year 2006/2007, County Express averaged 165 lift assisted trips per month through its Paratransit service. Paratransit services are provided for individuals with disabilities that have difficulty accessing the Fixed-Route bus stops. Paratransit eligibility is determined by the Authority through a simple application process and is valid for three years. Paratransit services may be scheduled up to 14 days in advance and on the same day. Same day service is subject to a convenience fee and availability. The Paratransit application form may be downloaded at www.SanBenitoCountyExpress.org or requested at 330 Tres Pinos Road, C7, Hollister, CA 95023.

Non-profits

Jovenes de Antaño

Since May of 1975, Jovenes de Antaño (Youth of Yesteryear) has been dedicated to improving the general welfare of elderly and individuals with disabilities of San Benito County. They provide a wide variety of services that include the following:

- Senior nutrition services
- Meals on Wheels
- Adult Day Care Center
- Family caregiver support program

Out-of-County Transportation Services to:

- | | |
|-------------|---------------|
| ▪ Gilroy | ▪ San Jose |
| ▪ Monterey | ▪ Santa Cruz |
| ▪ Palo Alto | ▪ Watsonville |
| ▪ Salinas | |

In addition to these services, Jovenes de Antaño is contracted by San Benito County Local Transportation Authority to provide out-of-county non-emergency transportation and to operate a senior medical and shopping assistance program. For fiscal year 2006/2007, Jovenes de Antaño ridership rose roughly 8 percent from the previous fiscal year. The fare for the medical and shopping assistance program and senior lunch program is \$1.00 each way and requires a 48-hour advance notice. There is no charge for any out-of-county non-emergency transportation, but a donation is greatly appreciated.

Seniors Council (Area Agency on Aging)

The Seniors Council is a non-profit organization that serves as the Area Agency on Aging in San Benito and Santa Cruz Counties. The Council strives to provide a forum for all local seniors to express their needs and concerns from senior programs to mobility issues. The Council actively looks for funding opportunities and funnels its resources to the elderly community. The Seniors Council's staff actively participates in San Benito and Santa Cruz Counties Social Services Transportation Advisory Councils.

One of the programs the Seniors Council provides is the Foster Grandparent/Senior Companion Program. There are currently 13 volunteers that have provided 11,000 hours of volunteer service in the Hollister Area.

Emmaus House

Emmaus House is a vital non-profit organization in San Benito County because it provides a safe haven for women and children who are victims of domestic violence. Prior to the Emmaus House, there were no shelters available in San Benito County and victims were sent outside of the county. As a result of being forced to leave the county for their own safety, many women lost their jobs, children had to switch schools, and could not visit medical professionals that they were comfortable with. After 11 years of

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

Hope Services

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

YMCA

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

List of Providers

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

C. Santa Cruz County

Agencies and Councils

Santa Cruz Country Regional Transit Commission (SCCRTC)

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

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

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

SCCRTC Paratransit Coordination Taskforce

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

Santa Cruz METRO Advisory Committee (MAC)

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

SCCRTC Transit and Paratransit Unmet Needs Hearings

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

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

Fixed-Route Transit

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

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

Paratransit

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

METRO ParaCruz is the ADA-required service that complements METRO’s regular fixed-route bus service to origins and destinations within ¾ mile of existing bus routes. ParaCruz accommodates individuals who are unable to independently use fixed route buses due to a disability some or all of the time, and who are eligible under ADA 1990. ParaCruz highlights the population of its riders who have

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

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

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

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

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

Non-profits

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

List of Providers

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

D. Monterey County

Agencies and Councils

Transportation Agency for Monterey County (TAMC)

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

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

TAMC Social Services Transportation Advisory Council (SSTAC)

The SSTAC advises the Transportation Agency Board regarding the transit-dependent and transit-disadvantaged persons, including the elderly, individuals with disabilities, and persons of limited means. The SSTAC both advocates on behalf of the elderly and disabled populations of Monterey County, while studying the transportation services at their disposal. The committee holds public hearings and conducts online surveys in order to gather and analyze evidence of any unmet needs that concern the transit options for the elderly and individuals with disabilities. The SSTAC hosts the annual Unmet Transit Needs Hearing, a county requirement under the California Transportation Development Act

TAMC testifies that the social and institutional barriers that restrict the service areas of transportation programs include language differences, age, and lack of knowledge about available resources to elderly and those with disabilities. TAMC staff members are committed to contacting such organizations about the financial options for these services and to investigating local transportation agencies in “unincorporated” areas that might increase special needs services. They provide non-profit accessible transportation providers with information regarding federal and state grants and other means of financing their operations.

Fixed-Route Transit

Various community service departments and senior centers offer taxi scripts for individuals over 65, offering half-priced fares. Veterans may access medical centers by contacting the Monterey County Veterans Affairs Office for van trips to outpatient clinics in San Jose and Palo Alto.

Monterey-Salinas Transit (MST)

Monterey-Salinas Transit serves a 280 square-mile area of Monterey County and Southern Santa Cruz County. Line #55 also provides service from Monterey County to San Jose. MST's serves an estimated population of 352,000 people with 35 fixed-routes and two general public dial-a-ride demand response routes.

Paratransit

The Monterey-Salinas Transit (MST) RIDES

MST RIDES grants ADA complementary paratransit transportation to individuals with disabilities that prevent them from using fixed-route systems independently. The program provides service throughout the Monterey Peninsula to Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, King City, and to the Watsonville Transit Center. For certified MST RIDES, MST provides medical related service trips to San Francisco twice each month for \$15.00. The trips visit:

- University of California at San Francisco Medical Center, San Francisco, CA
- Mount Zion Hospital, San Francisco, CA
- Veteran's Administration Hospital, Palo Alto, CA
- Stanford Medical Center, Palo Alto, CA
- Santa Clara Medical Center, Santa Clara, CA

Currently, the MST RIDES program gives eligible individuals with disabilities curbside-curbside transportation in order to accommodate transit opportunities for those who cannot use a fixed-route service independently within ¾ miles of an MST route.

Special non-ADA required paratransit service is also provided for registered MST RIDES clients living outside of the ¾ mile ADA corridors. The program also extends services outside of Monterey County,

such as through special medical trips to San Francisco. Since 1999, the MST RIDES Advisory Committee has been dedicated to increasing the effectiveness of paratransit services that cover the larger Monterey County by holding monthly public meetings, conducting community surveys, and advising the MST Board of Directors on recommended actions to improve the quality of the program.

Non-profits

The non-profit Hope Services serves Monterey County with a range of employment and job training programs, developmental activities, professional counseling, infant services, senior services, supported and independent living services, and mobility training for approximately 3,000 children, adults and seniors. Many of HOPE's clients work in the community at both large and small Silicon Valley companies, as well as government facilities throughout Santa Clara, San Benito, San Mateo, Santa Cruz and Monterey Counties. In order to make these services accessible, HOPE has a partnership with San Andreas Regional Center, which provides vans that transport clients to training and activities at HOPE's office. (MV Transit also contracts with SARC for transportation.)

The Blind and Visually Impaired Center of Monterey County customizes services to the person's specific needs, goals and abilities by giving the visually impaired population access to "client instructors." Instructors give clients information about transportation services that accommodate their specific condition. A Spanish-speaking interpreter is available by appointment.

The Monterey County AIDS Project (MCAP) gives clients free vouchers for public transportation.

Shelter Outreach Plus is a non-profit in Monterey County that collaborates with local organizations, coalitions, leaders, and volunteers to educate and inform the general public and help shape policies affecting victims of domestic violence and those experiencing homelessness. More specifically, Shelter Outreach Plus helps individuals transition into community life and meet basic needs by assisting with employment and transportation options. The agency is therefore of particular support to low-income individuals that lack transit options due to financial status and undetermined housing accommodations.

List of Providers

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

Human Service Transportation Needs

3

Many people believe that individuals with special transportation needs are only those with disabilities or wheelchair users. In fact, the term “transportation disadvantaged” covers a much larger spectrum. *Transportation disadvantaged* people, otherwise known as individuals with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to the California Department of Transportation (Caltrans), “transit dependent or transit disadvantaged shall include, but not be limited to, the elderly, individuals with disabilities and persons of limited means.”⁴ A transportation disadvantaged person may have different types of transportation requirements. Examples of transit dependent user could include a frail elderly woman trying to get to a specialized health center or an evening concert, a veteran traveling to VA medical centers, a person with AIDS going to the grocery store, or a visually impaired individual with a guide dog traveling to visit his parents.

Special needs transportation is any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops, such as: fixed-route transit for the general public; specialized services such as vans, ambulances and taxis that pick up people at the curb or door; demand response or dial-a-ride; volunteer driver services; or any federal, state, and local publicly funded transportation. The different agencies providing these special transportation services largely fit into a number of categories: human service transportation, public transit, and student transportation services. These designations, however, do not adequately describe the variety of providers or the diversity of people they serve.

In this planning effort, the intent is to use the widest possible interpretation of special needs transportation. This includes transportation services funded and provided by the following:

- County and local human service departments including programs for children, the elderly, and disability populations
- Public transit
- For-profit and non-profit contractors

A. Regional

Approximately 747,888 people currently live in the Monterey Bay Region, and up to 32.5 percent of the population may merit special transportation services because of their potential inability to drive due to a disability, age or income status.⁵ Based on the California Department of Finance (DOF) estimates, of the total population in the region almost 12 percent has one or more disabilities, nearly 10 percent is seniors, defined as persons over the age of 65 years, and 11 percent is considered low-income.

	Total Population	Seniors	Percent Seniors	Disabled	Percent Disabled	Low-income	Percent Low-Income
Monterey County	425,960	42,143	9.9	48,528	11.4	46,003	10.8
San Benito County	57,803	4,682	8.1	8,959	15.5	5,664	9.8
Santa Cruz County	264,125	26,413	10.0	30,110	11.4	30,639	11.6
Total	747,888	73,238	9.8	87,597	11.7	82,306	11.0

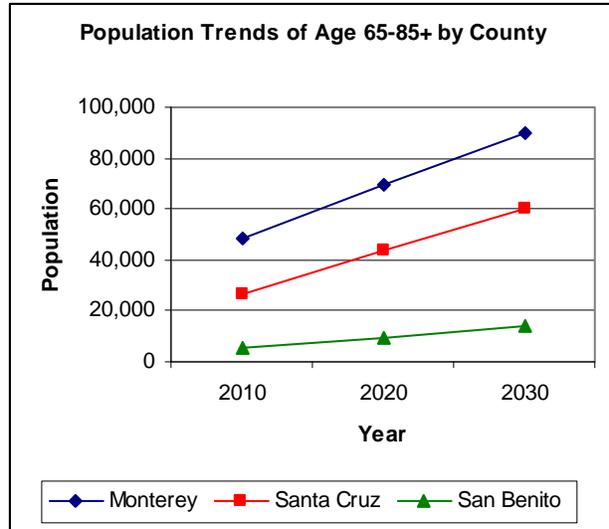
Percentage of Elderly, Disabled and Low-income based on DOF 2006 projected data. Some individuals are in multiple population groups and may be double counted; i.e. a senior with a disability.

⁴ Caltrans, “Unmet Transit Needs” and “Reasonable to Meet” Definitions, p.1. Available at http://www.dot.ca.gov/hq/MassTrans/DOCS_PDFS/tdaunmet.pdf

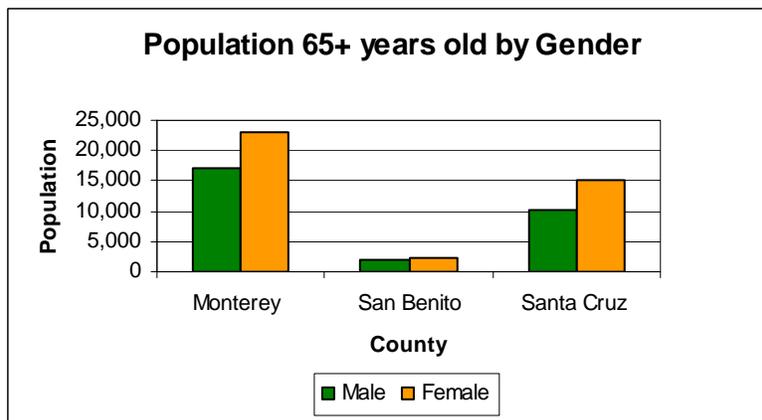
⁵ The California Department of Finance: E-5 City/County Population Estimates 1/1/2007

Beakdown of Senior Population in 2010, 2020, 2030 by County												
Monterey	2010	2020	2030	SANTA CRUZ	2010	2020	2030	SAN BENITO	2010	2020	2030	
Total Population	433,283	476,642	529,145	Total Population	268,016	287,480	304,465	Total Population	64,230	83,792	103,340	
65-69	14,710	22,343	23,715	65-69	9,263	16,404	16,859	65-69	1,990	3,131	4,177	
70-74	10,576	18,786	22,370	70-74	5,651	13,069	14,856	70-74	1,310	2,442	3,509	
75-79	8,561	11,804	18,335	75-79	4,132	6,916	12,837	75-79	1,025	1,616	2,581	
80-84	7,077	7,410	13,584	80-84	3,349	3,544	8,941	80-84	747	928	1,779	
85+	7,259	8,853	12,179	85+	4,175	4,031	6,295	85+	756	1,067	1,691	

DOF also provides forecast data for each county within the region. The table above provides information regarding the population trends for different senior citizen age cohorts within Monterey, Santa Cruz and San Benito counties for the years 2010, 2020 and 2030. In 2010, Monterey County is expected to have the largest proportion of its population (11%) be senior citizens within the region.⁶ Santa Cruz County's senior population, however, is expected to grow at a faster rate (10%) than either Monterey (6%), or San Benito (4%) counties over the next 20 years. By 2030, 20 percent of Santa Cruz County's population will be over the age of 65 years.⁷



Across all three counties there are more female seniors than males as the table below demonstrates. Using Census 2000 Data, the largest disparity between genders of those 65 years and older was in Monterey County, which in 1999 had over 6,000 more female seniors than males.⁸ Santa Cruz County also shows a great difference between male and female senior populations with nearly 5,000 more females.⁹



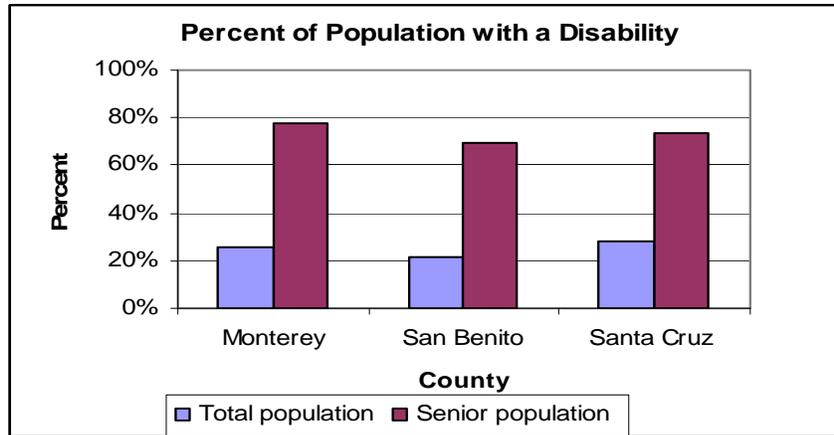
⁶ Department of Finance. Population Projections July 2007. Online. <http://www.dof.ca.gov/html/DEMOGRAP/ReportsPapers/Projections/P3/P3.php>. Accessed 2.28.09.

⁷ Ibid.

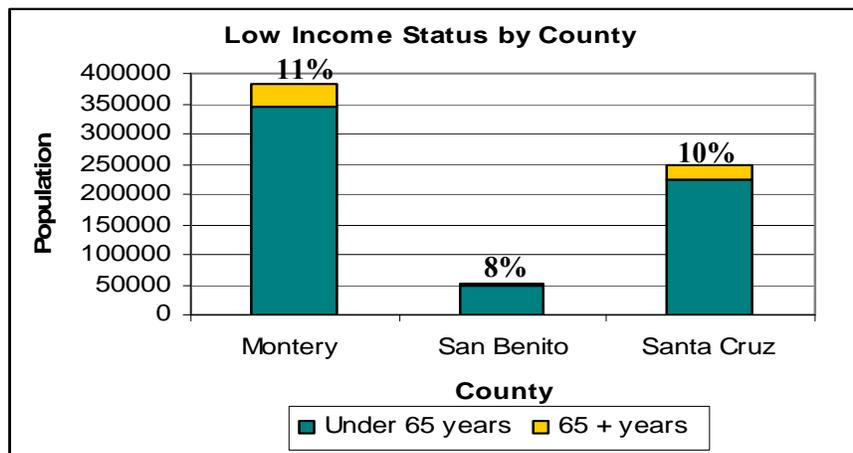
⁸ U.S. Census Bureau American Fact Finder Summary File 3 (SF3). Online. <http://www.factfinder.census.gov>. Accessed 2.08.08.

⁹ Ibid.

As to be expected, a greater proportion (78% Monterey, 70% San Benito and 73% Santa Cruz) of the senior community, ages 65 years and older, have one or more disabilities compared to the general population (26%, 22%, and 28% respectively).¹⁰



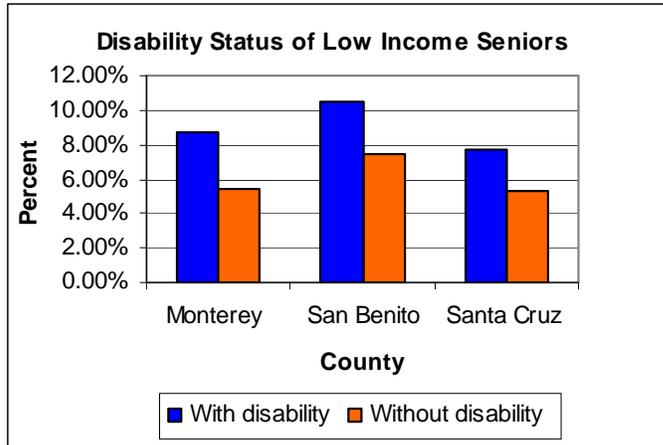
Among those identified individuals falling below the poverty line, seniors make up approximately 10 percent of the low income population, with Monterey County having a slightly higher percentage (11%) and San Benito having a slightly lower percentage (8%) as show in the table on the following page.¹¹



Poor seniors in all three counties are more likely than not to have one or more disabilities as expressed in the table below. While San Benito has the smallest population among the counties within the region, it has the highest percentage of low-income seniors (~11% with a disability and ~7.5% without a disability), regardless of disability status.

¹⁰ Ibid.

¹¹ Ibid.



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

B. San Benito County

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

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

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

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

C. Santa Cruz County

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

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

D. Monterey County

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

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

¹² TAMC Social Services Transportation Inventory 2006

Unmet Needs Assessment

4

A. Regional

Expanding MST Service

The Monterey-Salinas Transit (MST) serves beyond Monterey County including unincorporated areas and parts of Santa Clara and Santa Cruz counties. Although many regional residents have cars and prefer driving, elderly, individuals with disabilities and persons of low-income lack either the physical capability or financial stability to own and operate a private vehicle. According to the August 2006 MST Monterey Peninsula Area Service Study (PASS), residents said that MST lacks buses where people need to go, bus stops are not conveniently located, schedules don't match needs and the bus takes too long.

One-Stop Information (511) Service (bi-lingual)

The Monterey Bay region needs one telephone number (511) that consumers can call to get information needed for planning, scheduling and using all forms of available transportation available to them in the region regardless of the provider or mode. An accompanying website with trip-planning functions would further improve the public's opportunities to access and use the transportation information. Access to these self-service travel resources 24 hours a day would be especially valuable to individuals with limited travel choices due to economics or disability. There may be benefits to linking the 211 Social Service Information Line, developed by the California Alliance of Information and Referral Services (CAIRS), to this service.

Paratransit and Accessible Transportation Connections

There is a lack of direct paratransit and accessible transit connections between the tri-county region, as well as with neighboring counties. This restricts mobility options, particularly for those communities near the borders.

Expand Existing Transportation Opportunities at a Low Cost Option

The cost of traveling to homes and community centers for many human-services care providers and volunteers is costly. Individuals needs at home care and live in remote locations have difficulty finding a care provider that can afford the fuel to drive the commute. Additionally, the Monterey Bay region has active elderly and low-income volunteer programs in which participants have difficulty affording the transportation costs to serve in the community at locations like schools, family shelters, juvenile halls, and hospitals around the region. Addressing the cost of transportation to work or volunteer sites for human-services care providers is a unmet need.

B. San Benito County

The Council of San Benito County Governments holds annual Unmet Transit Needs Hearings to provide a forum for transit users and community members to express concerns of their needs that may not be satisfied by the local public transit services. The Council of Governments staff analyzes the public hearing testimonies and presents its findings to their Board of Directors for resolution. After the resolution of the Unmet Needs Hearings, the Board of Directors allocates Transportation Development Act funding to the San Benito County Local Transportation Authority to implement the solutions.

In past hearings there was a wide range of unmet transit needs. Requests have ranged from changing funding policies for public transit to route change requests. The Authority makes an effort to address all unmet transit needs that can be reasonably met and some operational concerns as it may increase quality of service. For example, County Express began to offer informal deviated fixed routes for children of migrant workers to get to and from school, and for a group with disabilities to access their social services appointments.

At the most recent unmet transit needs hearing in February 2007, the public voiced concerns about the following:

- a. Fixed Route service routes
- b. Transportation for students use before school hour services
- c. Allowing more time for passengers to board the bus
- d. Allow same day reservations for Dial-A-Ride and Paratransit services
- e. Consider policies that would allow Dial-A-Ride to pickup passengers who do not have scheduled trips

The SBtCOG staff determined that some of these needs were operational in nature and were not unmet needs. However, an underlying theme was recognized between current and past unmet transit needs and issues with operations, the lack of funding to increase service hours and the size of the County Express fleet to meet service gaps.

In addition to the unmet transit needs hearings, volunteers in San Benito County face challenges to and from worksites. For example, volunteers in the Senior Council's low-income Foster Grandparent program each serve 20 hours per week at Head Start Centers and public schools in the Hollister Area and have trouble getting to and from these sites.

Identification of Service Gaps

Due to the lack of resources and a service area of roughly 45 square miles, gaps are produced between identified needs and the services provided. However, the County is committed to provide the best possible public transportation it can to small area before expanding its services.

The following are gaps that were identified by the Council of San Benito County Governments, Social Services Transportation Advisory Council, and San Benito County Local Transportation Authority. The gaps are listed by alphabetical order, not by priority.

Agricultural Industries Transportation Services

The agricultural industry has a very large presence in San Benito County. A large number of individuals have non-traditional work schedules and labor long hours in the field for very low wages. These factors create unsafe driving conditions because workers are exhausted from working in the fields, most do not have a driver's license or insurance, and the cars may not be reliable.

In response, San Benito County started a pilot an agricultural worker transportation program with Earthbound farms by adding several stops on County

<u>Agricultural Workers Facts and Figures</u>	
–	Average Annual Income: \$11,525
–	60 to 70% of workers do not have proper work authorization and ineligible for driver's license
–	39% still drive own vehicles with or without license and insurance
–	27% ride with Raiteros that charge between \$5 to more than \$30 a week and drive dangerously in unreliable pickups

Source: The Agricultural Industries Transportation Services: Meeting the Transit Needs of Rural Californians

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

Before and After School Hour Service

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

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

Mobility Management Program

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

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

What is mobility training?

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

The training includes:

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

C. Santa Cruz County

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

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

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

Lack of Publicity about Existing Specialized Transportation Services

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

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

Transition Services Needed for Senior Drivers

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

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

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

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

Mobility Management Center Would Ease Confusion

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

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

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

Paratransit Vehicles Need New or Updated Equipment

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

Regular Express Bus Connections Needed

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

One-Stop Information (511) Service

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

South County Transit Services Inadequate

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

Reminder Phone Call System Would Reduce Missed Trips

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

Agricultural Industries Transportation Services Assessment

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

Expand Existing Transportation Opportunities at a Low Cost Option

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

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

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

Travel Path to Transit Unsafe or Unavailable

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

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

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

D. Monterey County

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

¹³ The 2006 Social Services Transportation Inventory

The 2006 Social Services Transportation Inventory also reviewed a TAMC/SSTAC conducted survey of accessible transportation providers throughout Monterey County. The survey results exhibit the existing transit restrictions for many elderly, disabled, and low-income Monterey County residents. TAMC suggests that there are many opportunities for improving the County's special transportation services, including generating and distributing more Spanish language materials that market all services, increasing the availability of bilingual transportation agents, communication among special needs transportation providers, and adding transportation services to "unincorporated" areas. TAMC has started to explore the steps for achieving some of these programs.

Next, the Salinas Valley Short Range Transit Plan, completed by AMBAG in 2007 analyzed the dial-a-ride and fixed-route services being operated in the Salinas Valley and provided recommendations for improving these services over a five year period. This study concluded that dial-a-ride service being operated by the Cities of Greenfield, King, and Soledad could be better coordinated with Monterey – Salinas Transit fixed-route service. This study also concluded that new demand-responsive service was warranted in the City of Gonzales. The study recommended that the Salinas Valley services be consolidated and operated by MST to improve coordination and cost-effectiveness.

In addition, public comments provided through the Unmet Transit Needs process conducted by TAMC in coordination with Monterey County's Social Services Technical Advisory Committee (SSTAC) in the Fall of 2007 included:

- Request for increased frequency of MST Line 23 service
- Improved coordination between dial-a-ride service in the City of Soledad with Line 23
- Improved service to rural areas in North and South Monterey County
- Implementation of new dial-a-ride transit service in the City of Gonzales

Specifically, Monterey County residents would benefit significantly by having the following areas addressed:

Same Day Service

While current resources do not allow for the increased number of drivers and vehicles necessary to provide same-day service, a hardship nonetheless exists for some riders, as not all needed trips can be planned.

Door-Through-Door

Some riders may not be able to safely arrive and return from their planned destination without assistance from an able, responsible adult. This could be the result of a physical or mental impairment, or both, in which dropping a rider at a curb near their destination does not assure they can navigate their way to their destination.

Guaranteed Ride Home (GRH)

While MST offers some GRH service, it does not always extend to all areas of need. It is still possible that someone might become stranded because of work or school schedules that extend beyond normal MST operating hours.

Increased Frequency and Coordination of Services

Studies indicate that decreases in waiting times produce increases in rider satisfaction. This is especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. In addition, service hours and operations of local dial-a-ride transit services and fixed route regional services in the Salinas Valley are not completely coordinated, leaving a potential gap in service for riders, especially riders with special needs.

Mobility Management Centers and Travel Training

The majority of person using the RIDES program are ambulatory and, in some instances, capable of using fixed-route services. All MST vehicles are accessible and all drivers are trained to assist persons with diminished capacities. Fixed-route services are same day, frequent and less expensive compared to the RIDES program. When training is available to teach people how to use all the forms of transportation available to them, and tickets are easy to purchase, challenged riders have greater freedom to move about their community.

One-Stop Information (511) Service (bi-lingual)

When travelers have one telephone number (toll free) they can call to assist them in their travel plans, they are much more likely to find a mode of transportation that best meets their needs. An accompanying website equipped with trip-planning features can further enhance a traveler's options.

Accessible Taxi Service

Monterey County needs a taxi authority to oversee the availability of accessible taxi services countywide. Such an authority would provide driver screening and training, assure adequate amounts of insurance and monitor regular maintenance of vehicles. Such a service would be same-day, door-through-door, and more cost-effective than the RIDES services.

Improved Service to Rural Areas

There are many challenged riders who currently live outside the ADA services corridor and do not have access to RIDES or accessible taxi services. Subsequently, they do not receive MediCal or social services until a crisis arises, at which time the expense of such services and the detrimental effects to the individual are much greater. The rural unincorporated communities of Pajaro, Aromas and Los Lomas in North Monterey County, and San Lucas, San Ardo and Bradley in South Monterey County are the most impacted.

Replacement of Old Vehicles

Many RIDES vehicles have reached the end of their useful life and the cost of keeping them on the road is so high that it precludes the expansion of needed services into other areas. Safe, fuel-efficient and low maintenance vehicles are critical to the provision of reliable services. Social Service Providers in Monterey County also provide transportation service to special-needs groups, and operate vans and wheelchair accessible vehicles that need replacement.

Ability to Use Available Vehicles and Drivers Regardless of Funding Source

The current system of discrete, inflexible vehicle pools, where many vehicles travel with few passengers, is inefficient and prevents the preservation of resources that could otherwise be redistributed into areas of need. When bureaucratic barriers are finally removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s). These technology solutions should provide for inter-county travelers as well.

Emergency Response Plan for Transportation-Challenged Consumers

In times of natural disaster or civil unrest, persons without private vehicles are vulnerable and potentially reliant on a transportation operating system that might not meet their transit needs. Currently, there is no database containing the information needed to create an emergency response plan.

Agricultural Worker Vanpools

The agricultural industry is the largest in Monterey County, generating approximately \$3.3 billion in revenues annually. Many agricultural workers in the County lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Implementing a vanpool program patterned after the Agricultural Industries Transportation

Services program started in King's County is a possible strategy to address this need, one for which state grant funding has been made available.

Senior Community Special Transportation

Monterey County has several housing communities dedicated to seniors, some of which are in isolated areas where affordable land and zoning requirements permit their establishment. There are many advantages to older adults living in these types of communities; however, there are also some inherent problems that accompany the locations where they are forced to reside.

Public transportation can be a major problem for many in these communities. Some seniors are no longer able to drive and are dependent upon others for their transportation needs. In addition, many depend upon outside helpers to assist them with cleaning and personal care activities and these helpers often must also depend upon public transportation. Since some of these senior residents are not eligible for the RIDES paratransit program, and none of their helpers are eligible, an alternative transportation service needs to be developed. Such a service would provide linkage between isolated facilities and a nearby transit stop where riders could safely embark and disembark accessible MST coaches.

Implementation and Prioritization: Strategies to Fill the Gaps

5

A. Regional

One-Stop Information (511) Service

One telephone number (toll free) and an accompanying website equipped with trip-planning features will inform travelers about their travel choices including what to expect on the roadway and what choices are available. Travelers in Monterey, Santa Cruz and San Benito counties share some of the major transportation corridors, major services and media markets. This regional project will provide for a consistent and integrated message to travelers and spread the program costs over the three counties.

(211) Social Service Information Line

The 211 system is a nationwide phone service envisioned to assist the public with a comprehensive and specialized information and referral service for state and local community information. Funding for this program could come from federal sources.

Paratransit and Accessible Transportation Connections

Coordinate between regionally planning partners and public transit operators to plan and implement direct paratransit and accessible transit connections between San Benito, Santa Cruz and Monterey counties to meet the needs of those traveling between counties or living close to county borders.

Expand Existing Transportation Opportunities at a Low Cost Option

- Seek funds to provide travel reimbursement for human-services care workers commuting to locations that are remote or inaccessible by public transit.
- Seek funds to provide travel reimbursement for human-services volunteers who are transportation disadvantaged.
- Identify additional multi-modal strategies to reduce the cost of travel to human-services workers and volunteers

B. San Benito County

There is no one easy solution to close the gaps in services in San Benito County. It requires a series of ongoing efforts made by transportation agencies, social services agencies, and non-profit organizations. However, San Benito County has identified the following strategies to meet the gaps.

Maintain Fleet Size

The County's Draft 2007 Short Range Transit Plan indicates that there is no fleet replacement plan due to a lack of funding. To rectify the situation, the Local Transportation Authority is beginning to put together such a plan. As of November 2007, there are two orders of replacement vehicles to bring the fleet back to full capacity with two spare vehicles to allow for maintenance rotation.

Mobility Management Program

The rural nature of San Benito County poses as a mobility obstacle for the elderly, individuals with disabilities and low-income users. The agricultural terrain and sparsely populated areas may create feelings of exclusion from the mobile community for individuals that do not have access to a personal vehicle. There is a need to educate residents about public transit options, matching services with individual needs, and encouraging those who are capable of using fixed-route service to become more mobile and active in their community.

Qualified and dedicated mobility trainers will be the key to the success of such a program, educating each participant on how to use County Express Fixed-Routes through trip planning exercises and riding with the individual on the system. The trainer will also coach the trainee on how to travel to other nearby counties using public transportation for work or recreation.

Agency Coordination

As mentioned before in San Benito County’s introduction in “Section VI: Strategies to Fill Gaps Between Needs and Services”, due to limited resources the Local Transportation Authority has only been able to provide service to the Cities of Hollister, San Juan Bautista, and Tres Pinos; creating a great gap between needs and services.

In order to close such a large gap between needs and services for San Benito County increased coordination of transportation and social services between Monterey, Santa Cruz and San Benito Counties. The coordination should include government transportation agencies from the local level to metropolitan level as well as all non-profits that have an interest in transportation.

- | |
|--|
| <u>Coordinated Transportation Task Force Members</u> |
| – Local Transportation Authority |
| – Consolidated Transportation Authority |
| – Regional Transportation Planning Agency |
| – Metropolitan Planning Organization |
| – Interested Non-Profit Organizations |

Public Transportation Coordination

In addition to increasing the coordination between different agencies and organizations, coordination between public transportation services in the Associated Monterey Bay Area Governments need to be improve to provide greater mobility for its residents and visitors.

Currently, San Benito County Express connects residents and visitors to the Gilroy Transit Station in Santa Clara County for transfers to other public transportation services. The Gilroy Transit Station is the closest transit hub that Monterey-Salinas Transit, Valley Transportation Authority, Caltrain, and Greyhound have stops at. However, County Express only has timed transfers for Greyhound and Caltrain. County Express also guarantees that the last two Caltrain buses will wait until the Caltrain arrives at the station, so that its customers are not stranded in Gilroy if trains run late.

- | |
|---|
| <u>Public Transportation Services</u> |
| San Benito County |
| – County Express |
| – Jovenes de Antaño |
| Monterey County |
| – Monterey-Salinas Transit (MST) |
| Santa Cruz County |
| – Santa Cruz Metro (METRO) |
| – Community Bridges |
| San Francisco Bay Area |
| – Greyhound |
| – Caltrain |
| – Valley Transportation Authority (VTA) |

Introducing an Emergency Guaranteed Ride Home Program for its Intercounty Service may increase the mobility of San Benito County’s residence and encourage connectivity with other public transportation services. Such a

program would provide its customers assurances that they will have a ride home if a personal emergency arose. Similar programs in the area provide the registered individual reimbursement for a taxi ride or rental car for one day.

Non-Profit Organization Coordination

For San Benito County, the Local Transportation Authority has been coordinating public transportation services by partnering with Jovenes de Antaño for more specialized transportation for the elderly and those with disabilities since 1988. Due to limited staffing and financial constraints at the non-profit organization, Jovenes de Antaño has not been able to acquire their own vehicles. The Authority leases vehicles that were acquired under Section 5310 at a very reasonable rate to Jovenes de Antaño.

However, the Local Transportation Authority does not limit its partnership to Jovenes de Antaño. The Authority will provide any non-profit organization information about vehicle acquisitions and leasing information for public transportation. It will also assist non-profit organizations in identifying and applying for vehicle and operating funds.

Timeline to Implement Strategies

To increase the quality and efficiency of its public transit system, San Benito County Local Transportation Authority will strive to implement the identified unmet needs using the following strategies and timeline below. Project priorities are organized below by fiscal year and are subject to change depending on funding availability and opportunities that may arise.

Maintain Fleet Size

- Fiscal Year 2007/2008 - Ongoing
Develop a fleet replacement plan and continually update the plan to meet the operational needs. Look for opportunities to coordinate services with available resources.

Increase Coordination with Other Counties

- Fiscal Year 2007/2008 - Ongoing
Establish Coordinated Transportation Task Force to meet quarterly and discuss coordinated transportation issues. To facilitate such coordination, representatives from all interested parties will meet on a quarterly basis to report on current progress, new needs that have risen and how to meet them, and to discuss new funding opportunities. Once every year, the group will create a list of unmet transit needs and solutions to meet those needs that will be incorporated in to the next Coordinated Transit-Human Services Transportation Plan.

Solutions for coordinating of public transportation services in San Benito, Santa Cruz, and Monterey Counties include; coordination of timed transfers from interregional lines to regional lines and increase communication between specialized transportation agencies and non-profit organizations for efficiently combining trips

Before and After School Program

- Fiscal Year 2009-2010
Pending San Benito County Local Transportation Authority Board consideration, expand service hours of fixed-routes to serve before- and after-school program participants.

Agricultural Industries Transportation Services

- Fiscal Year 2008-2009
Explore the option of an agricultural worker vanpool program.
- Fiscal Year 2009-2010
Pending outcome of agricultural worker vanpool program study and Council of San Benito County Governments Board consideration, begin implementation of agricultural worker vanpool program.

Mobility Management Program

- Fiscal Year 2009/2010
Apply for Community Based Transportation Planning Grant.
- Beyond Fiscal Year 2010/2011
Upon awarding of Community based Transportation Planning Grant, begin plan for itemization of non-profit organizations in San Benito County in need of and/or offer transportation services. After completing the planning and organization of services, mobility training will be offered to all County residents who use fixed-routes in Hollister. As a result, the elderly, individuals with disabilities and low-income individuals can learn how to become more mobile and active in the community.

C. Santa Cruz County

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

Expand Publicity about Existing Specialized Transportation Services

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

Transition Services

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

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

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

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

Expand transit operations

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

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

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

'Same Day' Medical and Non-Medical Trips

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

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

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

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

Agricultural Worker Transportation Service

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

24-Hour Traveler Information

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

Construct or Repair Travel Paths to Transit

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

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

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

D. Monterey County

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

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

Replacement of Old Vehicles

Monterey County will need funding to replace the following:

- FY 2007/08: 05 Mini buses Sedans Vans Taxi
- FY 2008/09: 01 Mini buses Sedans 04 Vans Taxi
- FY 2009/10: 04 Mini buses Sedans Vans Taxi

Social service providers in Monterey County, such as HOPE Services and the Carmel Foundation will require funding to replace vans, buses, and /or wheelchair accessible vehicles for the transportation services they provide.

Mobility Management Centers and Travel Training

Capital, operating costs and staffing are needed to operate mobility management and travel training centers.

Social Service Transportation Providers – Capital Expenses

TAMC will work with private and non-profit social service providers to make available federal grant funding on a competitive basis for eligible capital costs including vehicles, and facility/office equipment/software needs by these organizations for the transportation services they provide to the elderly, persons with disabilities, low-income and other transportation disadvantaged or special needs groups.

Accessible Taxi Service

In establishing a self-funding taxi authority, Monterey County will need to purchase two accessible taxis for a pilot project that will demonstrate the advantages of using an accessible taxi rather than a RIDES vehicle. Media and public marketing activities will be used to promote the pilot.

Expand Transit Operations

- Improve frequencies on bus routes.
- Continue and expand financial support for existing Jobs Access/Reverse Commute funded routes including Line 48 East Salinas-Airport Business Center, Line 55 Monterey –San Jose, and Line 56 Monterey-Memorial Hospital.
- Expand Jobs Access/Reverse Commute funded routes to include other markets, including but not limited to Cannery Row, Downtown Monterey, Community Hospital, North Monterey County, colleges & universities, Del Monte Center, Northridge Mall, downtown Salinas, and the southeast Salinas agricultural/business corridor.
- Expand services to earlier in the morning and later at night.
- Establish 24-hour a day service on select high-ridership lines and paratransit.
- Offer bus pass subsidies for job seekers and employees
- Expand services in the redeveloping areas of the former Fort Ord.
- **LEVEL 2:** Enable more efficient use of limited resources and expansion into other areas of identified need, including:

Ability to Use Available Vehicles and Drivers Regardless of Funding Source

Monterey County will need hardware, software and necessary technical assistance to implement the following

- Automatic Vehicle Locators (AVL Equipped Vehicles) in all vehicles
- GPS in all vehicles
- Interact Voice Response System (IVR)
- Smart Cards and Readers

One-Stop Information (511) Service (bi-lingual)

Monterey County will continue to work with AMBAG in establishing a regional 511 service. Renewable funding must be obtained for planning, implementing and operating the service. The host county, operating budget and implementation cost will be determined following a feasibility study.

Expanded Taxi “Scrip” programs

The taxi scrip programs offered to the elderly in the Cities of Monterey and Seaside could be expanded countywide, possibly through the establishment of a regional taxi authority for Monterey County. Additional local revenues could be secured to fund such a program, such as through adoption of a transportation sales tax being pursued by TAMC.

Improved Coordination between Local and Regional Transit Services

Demand responsive transit service operations and operating hours do not necessarily coordinate with fixed-route MST service in the Salinas Valley. Providing additional funding for extended local demand-responsive transit service hours in the Salinas Valley cities and/or consolidating these independent services and transferring responsibilities for their operation to MST could address this gap in service. In addition, this consolidation could allow transit service to be provided more efficiently and cost-effectively in the Salinas Valley, allowing additional resources to be allocated to expanded service in the City of Gonzales, or in the rural unincorporated South Monterey County communities for instance.

Vanpool Programs

Secure Grant funds to implement vanpool programs serving employees of key Monterey County industries or employers. One such project would study implementation of an agricultural worker vanpool program in the City of Greenfield as a pilot project, patterned from the Kings County Agricultural Industries Transportation Services vanpool model. Additional studies and coordination can be conducted to expand the program across Monterey County pending implementation and evaluation of the Greenfield pilot program, in addition to the purchase of vehicles and equipment to serve this program.

Grant funds could also be applied toward purchase of vanpool vehicles to serve employees of the State Correctional facility near Soledad, which work around the clock schedules not fully served by other public transit options. Implementation of this program would improve safety for employees traveling to and from this facility.

Senior Community Special Transportation

Monterey County proposes to establish limited service to and from isolate senior communities and nearby transit stops. This could be done with accessible vans or small buses. Routes would be scheduled by with more flexibility than fixed-route coaches.

- **LEVEL 3:** Enable improvement and expansion of current services into other areas of identified need, including:
 - Same Day RIDES Service
 - Door-Through-Door RIDES Services
 - Guaranteed Ride Home (GRH)
 - Increased Frequency
 - Improve Service to Rural Areas
 - Emergency Response Plan for Transportation-Challenged Consumers

TAMC must coordinate with MST, county jurisdictions and social service providers to secure funding for more drivers and vehicles, operations, maintenance and administrative costs.

Next Steps

5

On March 12, 2008, the AMBAG Board of Directors approved release of the Draft CPTP for a 45-day public comment and review period, pursuant to public participation requirements set forth by SAFETEA-LU. Appendix E provides a summary of the comments received and AMBAG staff's response.

Public access to the Draft CPTP included posting the Draft on AMBAG's website, publishing a public notice in general circulation newspaper(s), directly consulting community organizations and advocacy groups that support seniors, persons with disabilities and low-income populations, and holding a public meeting.

AMBAG Board of Directors approved the Final CPTP at their June 11, 2008 meeting. The CPTP will then be incorporated in the Monterey Bay Region's 2010 Metropolitan Transportation Plan.

Appendices

Appendix A: AMBAG Human Services Transportation Survey

In cooperation with the regional transit operators, the Association of Monterey Bay Area Governments (AMBAG) is preparing a Coordinated Public Transit—Human Services Transportation Plan (CPTP) for the Monterey Bay region. This plan identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, and establishes strategies for meeting these needs through a coordination and prioritization of services throughout the region.

In the preparation of the CPTP, AMBAG is seeking the active participation of public, private and non-profit transportation providers in the region that offer services to the identified communities. In particular, the CPTP focuses on programs and services eligible for funding under the Federal Transit Authority’s Elderly Individuals and Individuals with Disabilities (5310), Job Access and Reverse Commute (JARC), and New Freedom programs.

The CPTP includes the following elements: (a) an assessment of available service along with the identification of current transportation service providers (public, private and non-profit); (b) an assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes; (c) strategies and activities to address service gaps and achieve efficiencies in service delivery; and (d) relative priorities for implementation based on resources, time, and feasibility for implementing strategies and actions.

The following survey is designed to solicit input from your organization as part of the preparation of the CPTP. It also includes questions seeking your suggestions on how we can best structure the process to ensure your participation in the creation of the plan.

Thank you very much for investing your time to complete this survey and for working with us to make the transportation system in the Monterey Bay region effective for everyone.

1. Please provide the name of your organization a contact person and contact details.

Organization _____
Contact person _____
Address _____
City/State/ZIP _____
Phone _____
Email _____

2. Please mark each category below that properly characterizes the type of transportation services provided and the service area covered by your organization:

- Carpooling
- Vanpooling
- Taxi
- Dial-a-ride
- Paratransit
- Emergency
- General Shuttle
- Airport Shuttle

- Volunteer Personal Auto
- Fixed Route
- Inter-regional
- National
- City Limits
- County Limits
- Other (please specify)

3. Please mark each category below that properly identifies the users of your transportation services:

- Commuters
- Disabled
- Elderly
- Students
- Patients
- Veterans
- Economically Disadvantaged
- Other (please specify)

4. Please mark each trip purpose appearing below that accurately describes the reason that individuals use your transportation services (check all that apply):

- Medical
- Work Commute
- Social Services
- School Commute
- Recreation
- Shopping
- Other (please specify)

5. How does your organization charge for its services?

- No Charge
- Subsidized Charge (user pays a fraction of the fare)
- Market Rate Charge (user pays the full fare)

Please specify fare (per trip or distance) _____

6. How does your organization assess transportation needs for individuals with disabilities, older adults, and/or persons with limited means? _____

7. What gaps in service for the above populations do you see? (i.e. What needs are not being met?) _____

8. Do you have any plans to address those gaps? (Please explain and identify specific projects) _____

9. How would you expand your services for individuals with disabilities, older adults, and persons with limited incomes if you could? _____

10. If you would like to be put on a participant contact list to review and comment on drafts of regional transportation plans, please indicate yes below.

Appendix B: Summary of County Service Providers

Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
San Benito County San Benito Rideshare	Information	Provides information about carpooling and vanpooling for commuters and other transportation options for non-commuters	No.	Not applicable	www.sanbenitorideshare.org	831 637-7665; info@sanbenitocog.org	San Benito County
Greyhound Bus	Special purpose	Nation wide Bus service. If handicapped, aide travels free with verifying letter from a doctor	Yes	Yes, 62+ 10% discount; 50% for Attendant	www.greyhound.com	831 423-1800	Monterey County
Hollister Taxi	Transit	Taxi Service	Yes	No		831 637-3378	San Benito County
Hollister School District	Special purpose	Provides school bus transportation for elementary school students residing 1.5 mi. from school and middle school students residing 2.0 mi. from school	No	Not applicable	www.hesd.org	831 630-6300, ext. 348	Hollister School District
Jovenes de Antaño	Special purpose	Small non-profit organization providing more specialized transportation to elderly and disabled for medical and other social services	\$1.00 inside Hollister; donation outside Hollister	No		831 637-6700; 831 637-9275	San Benito County

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Monterey County Paratransit (RIDES)	Paratransit	Door to Door service. Call in advance.	Yes	Yes	www.mst.org	831 899-2555 customerservice@mst.org	South Santa Cruz County, San Benito County, Monterey County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
San Benito County Transit (County Express)	Transit	Fixed-route bus service in Hollister and Dial-A-Ride service outside of fixed-route service areas and hours	Yes	Yes	www.sanbenitocountyexpress.org	831 636-4161 info@sanbenitocog.org	Hollister
		Inter-county services connecting San Benito County to Gavilan College and Gilroy for Caltrain and VTA connections.					
San Benito County Transit (County Express)	Paratransit	Complimentary ADA Paratransit Service. 3/4 mile radius from bus stop.	Yes but not for personal care attendant	Not applicable	www.sanbenitocountyexpress.org	831 636-4161 info@sanbenitocog.org	Hollister
Seniors Council (Area Agency on Aging)	Information and Special Purpose	Provides forum for local seniors to express needs and concerns; Actively looks for funding and provides support to elderly community			http://www.seniorscouncil.org/flashes/intor.html	831 688-0400	San Benito and Santa Cruz Counties
Emmaus House	Special Purpose	Provides safe haven for women and children that are victims of domestic violence			http://www.emmaushouse.net	831 636-7224	San Benito County
Hope Services	Information and Special Purpose	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services and independent living services to persons with disabilities			http://www.hopeservices.com	831 637-8600	San Benito County
YMCA	Special Purpose	Provides programs to women, children, seniors and persons with disabilities			http://www.symcaofsbc.com	408 842-0334	Half Moon Bay to Monterey

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Amtrak	Special purpose	Nationwide intercity train and bus service.	Yes	Yes, 62+ 15% discount	www.amtrak.com	1-800-872-7245	County Monterey, Santa Cruz and San Benito County
Monterey County							
Commute Alternatives	Information	Information on bicycling, telecommuting, carpooling, vanpooling, transit, and walking through online database or phone assistance	No		www.commutealternatives.info	830 422 Pool info@commutealternatives.info	Monterey County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Casanova Oak Knoll Park Center, Monterey	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip of Yellow Cab for \$10.00.	Yes	Yes	www.monterey.org/communitycenters/casanova.html	831 646-5665 aiellol@ci.monterey.ca.us	Monterey, Seaside, Sand City, and Del Rey Oaks
City of Monterey Recreation and Community Services Department	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip for Yellow Cab for \$10.00.	Yes	Yes	www.monterey.org/rec	831 646-3866 aiellol@ci.monterey.ca.us	Monterey County
City of Seaside/Community Services	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip for Yellow Cab for \$10.00.	Yes	Yes	www.ci.seaside.ca.us/RECREATION_COMMUNITY_ACTIVITIES.HTML	831 899-6339	Monterey County
Monterey Senior Center	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip for Yellow Cab for \$10.00.	Yes	Yes	www.monterey.org/communitycenters/seniorcenter.html	831 646-3878	Monterey, Seaside, Sand City, and Del Rey Oaks
Shelter Outreach Plus	Special purpose				www.sopinc.org	831 384-3388 info@sopinc.org	
Community Hospital of Monterey Peninsula	Medical				www.chomp.org	831 624-5311	

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Central Coast Alliance for Independent Living	Special purpose				www.cccil.org	831 757-2968 cccil@cccil.org	
Sally Griffin Active Living Center	Special purpose				www.mowmp.org	831 375-4454 info@mowmp.org	
The Blind and Visually Impaired Center of Monterey County	Special purpose				www.blindandlowvision.org	831 649-3505	
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Salinas Senior Center	Special purpose					831 757-6030 salinasseniorcntr@sbcglobal.net	
Interim, Inc.	Special purpose				www.interiminc.org	831 649-4522	
Gateway Center/MV Transportation/MST RIDES Hope Services	Special purpose Paratransit	Door to Door service for developmentally disabled participants in Gateway's day programs	No		www.gatewaycenter.org	831-372-8002	Monterey Peninsula
San Andreas Regional Center Monterey County AIDS Project (MCAP)	Special purpose	Vouchers for MCAP clients to use on any public transportation	No		www.sarc.org www.mcap.org	831 393-1575 ext. 17 afoglia@hopeservices.org 831 759-7500	Monterey County
Monterey County Military and Veterans Affairs Office	Special purpose	Van service for veterans to the VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic	No		www.co.monterey.ca.us/va/services.htm	831-647-7612 zeiglerwc@co.monterey.ca.us	Monterey County

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Greyhound Bus	Special purpose	Nationwide Bus service. If handicapped, aide travels free with verifying letter from a doctor	Yes	Yes, 62+ 10% discount; 50% for Attendant	www.greyhound.com	831 423-1800	Monterey County
Amtrak	Special purpose	Nationwide intercity train and bus service.	Yes	Yes, 62+ 15% discount	www.amtrak.com	1-800-872-7245	Monterey, Santa Cruz and San Benito County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Monterey-Salinas Transit (MST)	Transit	Fixed Route Bus Service	Yes	Yes	www.mst.org	888 678-2871	Monterey County, Santa Cruz County, San Jose
Greenfield Auto Lift	Transit	Public dial-a-ride transportation services within each city, fee for service.	Yes	Yes	www.ci.greenfield.ca.us/	831 674-5438	Monterey County
King City Transit	Transit	Public dial-a-ride transportation services within each city, fee for service.	Yes	Yes		831 385-5954	Monterey County
Soledad Taxi	Transit	Public dial-a-ride transportation services within each city, fee for service.	Yes	Yes		831 678-1550	Monterey County
Santa Cruz County							
Central Coast Ambulance	Special purpose	Emergency transportation for the public to skilled nursing facilities and hospitals	Yes, Varies		-	831-899-3100 Margaret	Santa Cruz County, San Benito County, part of Monterey County
City of Capitola Seasonal Shuttle	Transit	Weekend shuttle bus to the village and the beach in Capitola (Memorial Day weekend through September); wheelchairs accommodated	No		www.ci.capitola.ca.us	831-475-7300 Steve Jesberg sjesberg@ci.pitola.ca.us	From shuttle lot at Bay Avenue near Hill street to the beach/ Capitola

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Commute Solutions	Information	Commute Solutions provides information on alternative transportation modes to interested commuters through an instant, online database or phone assistance.	No		www.commutesolutions.org	831 429-7665 info@commutesolutions.org	Village Santa Cruz County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Santa Cruz Metropolitan Transit District (SCMTD)	Information	Mobility Training	No		www.scmttd.com	831 423-3868 info@scmttd.com	Santa Cruz County
AMERICAN CANCER SOCIETY	Medical	Free transportation for cancer patients to doctor appointments in Santa Cruz County.	No		www.cancer.org	866-444-7672 Ray Gottfredson rgottfredson@cancer.org	Santa Cruz County
AMERICAN RED CROSS	Medical	Transportation to medical appointments outside Santa Cruz County. Please call at least one week in advance of appointment.	Donation, \$10-\$20		http://www.sccredcross.org	831 462-2881 sccarc@crossnet.org	Santa Cruz County
Care-A-Van for Kids	Medical	Children of low-income families transportation to Lucile Packards Children's Hospital in Palo Alto	No		www.lpch.org/forPatientsVisitors/CommunityResources/careAVan.html	650 497-8303	Santa Cruz County
Medi-Cal/Alliance Non-Emergency Transportation	Medical	Medi-Cal clients for authorized medical appointments; managed by MV Transportation	No		www.ccah-alliance.org	866-456-4491 Brenda Doty bdoty@mvtransport.com	Santa Cruz County, Santa Cruz City
Mental Health Client Action Network (MHCAN)	Medical	County Mental Health patients or persons with history of mental illness	No		www.mhcan.org	831 469-0462 mail@mhcan.org	Santa Cruz City Excluding San Lorenzo Valley, Scotts Valley, Freedom and

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Lift Line	Paratransit	Transportation for individuals unable to ride public transit. Vans are lift equipped for frail passengers or wheelchair users. Taxi rides and transportation to senior programs and meal sites also available.	Yes	50% Taxi Scrip, more savings for poor	www.communitybridges.org/lif tline.html	831 425-1558 ctsa@cbridges. org	Watsonville Santa Cruz County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Lift Line	Paratransit	Extended care or medical transportation for hospital patients discharged by wheelchair or gurney.	Yes		www.communitybridges.org/lif tline.html	831-425-1558 ctsa@cbridges. org	Santa Cruz County
Monterey County Paratransit (RIDES)	Paratransit	Door to Door service. Call in Advance.	Yes		www.mst.org	831 899-2555 CustomerService@mst.org	South Santa Cruz County, San Benito County, Monterey County
Precious Cargo	Special purpose	Transportation for the general public and clients of Medi-Cal program.	Yes, more for wheelchair or gurney		-	831-333-0287	Pickup in Santa Cruz and Monterey Counties; limited distance
Santa Cruz Metropolitan Transit District (SCMTD)	Paratransit	ParaCruz, ADA Paratransit	Yes	Yes, \$3 each way	www.scmtd.com	831 425-4664 paracruz@scm td.com	Service area 3/4mi. From bus lines.
San Lorenzo Valley Unified School District	Paratransit	Home to school transit for Special Education students	Only for temporarily disabled students		www.slv.k12.ca.us/transportati on	831-336-2223 emandel@slv. k12.ca.us	San Lorenzo Valley
Cabrillo College Disabled Student Program	Special purposes	Class to Class transit for disabled students	No		www.cabrillo.edu (look under student services)	831 479-6379 Nicki Onito	Cabrillo College Campus
Elderday Adult Day Health Center Transportation	Special purposes	Transportation to and from daily meals, therapy, personal care, social center	No, donations accepted		www.communitybridges.org/lif tline.html (on the Spanish page)	831 458-3481 info@cbridges .org	Santa Cruz County

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Laidlaw Transit Services	Special purposes	Serves Developmentally disabled adults, consumers of the San Andreas Regional Center	No		www.laidlawtransit.com	831 460-9911 camilla.shaffer@laidlawtransit.com	Santa Cruz County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
SANTA CRUZ AIRPORTER	Special purposes	Van service to and from San Jose and San Francisco airports. Advance reservations recommended. Call for schedule and charge. Senior discounts available.	Yes, To SJ \$40, To SF \$50	Yes, When Prepaid	www.scairporter.net	831 475-0234 scairporter@aol.com	Santa Cruz to San Jose and SF Airports
Senior Dining Center, Ben Lomond	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		http://www.communitybridges.org/lifline.html	831 336-5366 info@cbridges.org	Ben Lomond
Senior Dining Center, Capitola	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		http://www.communitybridges.org/lifline.html	831 476-1884 info@cbridges.org	Capitola
Senior Dining Center, Live Oak	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		http://www.communitybridges.org/lifline.html	831 475-7177 info@cbridges.org	Live Oak
Senior Dining Center, Santa Cruz	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services	No		www.communitybridges.org/lifline.html	831 427-0901 info@cbridges.org	Santa Cruz City
Senior Dining Center, Watsonville	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		http://www.communitybridges.org/lifline.html	831 724-2024 info@cbridges.org	Watsonville
Volunteer Center of Santa Cruz County Transportation (Felton)	Special purposes	Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give	No		www.scvolunteercenter.org	831 336-9387 scrucz@scvolunteercenter.org	Santa Cruz County

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4 working days to one week notice.

Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Stroke Center	Special purposes	Transit for users of the Stroke Center via ParaCruz and Lift Line.	No		http://www.communitybridges.org/lifeline.html OR www.scmtd.com	831-425-0622 paracruz@scmtd.com; info@cbridges.org	Santa Cruz County
UCSC Transportation and Parking Services	Special purposes	Disability van service for UCSC affiliates and campus visitors with mobility impairment for campus locations not directly served by fixed route transit or campus shuttle service.	No		www2.ucsc.edu/taps	831-459-2829 loritzsp@ucsc.edu	UCSC campus
Volunteer Center of Santa Cruz County Transportation (Santa Cruz)	Special purposes	Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to one week notice.	No		www.scvolunteercenter.org	831 427-3435 scruz@scvolunteercenter.org	Santa Cruz County
Volunteer Center of Santa Cruz County Transportation (Watsonville)	Special purposes	Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to one week notice.	No		www.scvolunteercenter.org	831 722-6708 scruz@scvolunteercenter.org	Santa Cruz County
West Coast Limos & Sedans	Special purposes	General Public- Limo Service	Yes	No	www.westcoastlimos.net/	831 464-2600 roywstest@aol.com	Santa Cruz County

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Santa Cruz County CareerWorks	Special purposes	Implements workforce development policies and programs to equip residents with the skills needed to secure and maintain employment at sufficient wages and benefits in the local and regional labor markets.	No		http://www.hra.co.santa-cruz.ca.us/html_cw/cw_home.htm	831-464-6273 (Teresa Carrillo)	Santa Cruz County
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Santa Cruz County CalWorks	Special purposes	Welfare-to-Work is an employment program serving adult recipients of cash aid. The program helps participants find jobs and become self-sufficient.	No		http://www.hra.co.santa-cruz.ca.us/html_cw/cw_w2w.htm	831-454-5429 (Donna Ratliff)	Santa Cruz County
Courtesy Cab/Watsonville Taxi	Transit	General Taxi Service, serving Watsonville.	Yes	Yes, Also Accepts Taxi Scrip		831 761-3122 office@courtesycab.com	Watsonville
Davenport Resource Service Center	Transit	General Public from North Santa Cruz Co. to city of Santa Cruz. May be only one way.	No		www.cabinc.org	831 425-8115 drsc@cruzers.com	North Santa Cruz County
Delux Cab	Transit	General Taxi Service	Yes	Yes, 10%		831 462-6063 PO Box 1256, Aptos, CA 95001	Santa Cruz County
Greyhound Bus Lines	Transit	Bus service outside Santa Cruz County. If handicapped, aide travels free with verifying letter from a doctor.	Yes	Yes, +62 10%, Attendent 50%	www.greyhound.com	831 423-1800; 800-752-4841; 800-755-4841 Rob Shelton rshelto@greyhound.com	Monterey County
Lift Line (Community Bridges Charter Rides)	Transit	There are no limitations to service area. However, long distance rides and rides in rural areas are subject to scheduling availability.	Yes			831 425-1558 Catherine Patterson-Valdez, Dir.	Santa Cruz County
Santa Cruz Metropolitan	Transit	Fixed Route Bus Service	Yes		www.scmtd.com	831 425-8600	Santa Cruz County

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Transit District (SCMTD) Santa Cruz Veterans Service Office	Transit	Serves Veterans	No		www.cacvso.org/	831-458-7110 vets@hra.co.santa-cruz.ca.us OR Kenneth.Burke@hra.co.santa-cruz.ca.us 831 438-8666	Santa Cruz County
Scotts Valley Senior Center	Transit	Scotts Valley Area Seniors	No				Scotts Valley Area Seniors
Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Yellow Cab Company	Transit	General Taxi Service. Various low-cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts. Includes the San Lorenzo Valley.	Yes	Scrip	santacruzyellowcab.com	831 423-1234 rides@santacruzyellowcab.com	Santa Cruz County
Medial Appointments Made Easy	Special Purpose	Transportation similar to taxi service to medical destinations	Yes	No			Santa Cruz County

Appendix C: San Benito County Unmet Needs Hearing

Agenda Item: _____

**SAN BENITO COUNTY
COUNCIL OF GOVERNMENTS
SPECIAL
MEETING**

Unmet Transit Needs Public Hearing

February 13, 2007 1:00 P.M.

MINUTES

MEMBERS PRESENT:

Chair Dias, Director Valdivia, Director Pike, Alternate Director Loe, and Director Botelho

STAFF PRESENT:

Deputy County Counsel, Shirley Murphy; Executive Director, Lisa Reinheimer; Transportation Planning Manager, Mary Dinkuhn; Secretary, Monica Gomez

CALL TO ORDER:

Chair Dias called the meeting to order.

CERTIFICATE OF POSTING

Upon a motion duly made by Director Botelho, and seconded by Director Valdivia, the Directors unanimously approved the Certificate of Posting.

Chair Dias welcomed everyone to the meeting.

REGULAR AGENDA:

TRANSPORTATION ISSUES

1. Unmet Transit Needs Public Hearing – Dinkuhn

- a. **RECEIVE** Report on Unmet Transit Needs Process,
- b. **OPEN** Public Hearing,
- c. **CLOSE** Public Hearing, and
- d. **DIRECT** Staff to Return to the Council of Governments with a Recommendation at the April 19, 2007 meeting

Transportation Planning Manager Mary Dinkuhn welcomed everyone to the meeting.

Ms. Dinkuhn stated that requests are reviewed and staff determines ways to try to improve the transit each year the Council of San Benito County Governments is required by the guidelines of the Transportation Development Act to hold Unmet Transit Needs Hearings. The hearings provide a forum for residents, transit users, and community members to express concerns with the local transit service (County Express,

and Jovenes de Antaño) and identify needs for new transit services which may be funded with Transportation Development Act funds.

Ms. Dinkuhn reported that annually the community's services that are currently offered. In 2006/07, COG will receive approximately \$1,853,000 in Transportation Development Act funds for transit-related purposes. Transportation Development Act funds can be used for the administration and operation of public transit services. If the funds are not used and there are no unmet transit needs that are reasonable to meet, those funds may be allocated to local street and road projects.

Ms. Dinkuhn stated that at this time the Council of San Benito County Governments and the Local Transportation Authority are also completing a Short Range Transit Plan. The primary purpose of the plan is to improve the transit system by making it more efficient to serve the community's needs. Ms. Dinkuhn noted that there are no plans to reduce or eliminate any service at this time.

Ms. Dinkuhn encouraged the public to complete an unmet needs speaker card to address the COG Board with any comments or concerns with regard to the transit system.

Chair Dias opened the floor to public comment.

PUBLIC COMMENT

**Irene Martinez
Hollister, CA**

Ms. Martinez stated that she frequently uses the transit service to attend mass at St. Benedicts Church. Her concern is that the drivers depart after a short amount of time. Ms. Martinez stated that it is especially difficult for senior citizens to get to the bus rapidly. Ms. Martinez stated that the drivers should wait at least 10-15 minutes to allow the passengers enough time to board the bus.

Ms. Martinez stated that she has also had problems with scheduling rides because she has to call 1-2 days in advance which is not always possible. Ms. Martinez stated that scheduling transportation so far in advance is unfair for a senior citizen especially if they do not have any other means of transportation.

Chair Dias thanked Ms. Martinez for her comments and asked her to call the COG office when she encounters any problems.

Chair Dias noted that business cards with COG's contact information would be provided at the end of the meeting so that people can contact the office with any comments or concerns.

**Babe Chestnut
Hollister, CA**

Ms. Chestnut commented that she does not have any unfavorable comments about the transit system. Ms. Chestnut stated that she "thanks God for County Express". Ms. Chestnut mentioned that she has always scheduled rides one day before and is picked up and dropped off within half an hour of her requested time.

**Lilian Vasquez
Hollister, CA**

Ms. Vasquez stated that she is thankful for the Jovenes de Antaño transportation service for providing transportation to doctor appointments outside of town. Ms. Vasquez mentioned that a friend of hers relied on the transportation for six weeks when she was undergoing radiation treatment. Ms. Vasquez requested that the service continue because there are many people that do not have transportation and rely on Jovenes de Antaño to provide transportation to their appointments.

**Katie Garcia
Hollister, CA**

Ms. Garcia stated that she doesn't use the transit service as often anymore because the bus stop is too far from her home now. Ms. Garcia mentioned that she is fortunate to have her husband who can provide transportation.

Ms. Garcia asked to keep in mind the importance of providing transportation to and from the hospital, doctor's appointments, and grocery stores.

Ms. Garcia noted that there use to be a bus route that went from 4th Street to the hospital every day and there were usually several passengers on the bus however, the route changed. The route now goes from Westside Boulevard to the hospital and there are few passengers on that route. Ms. Garcia asked that this be taken into consideration when reviewing the routes.

Ms. Garcia added that she has always had a pleasant experience with the drivers when she used the transit service.

**Clementina Salcedo - Spanish Speaker
Hollister, CA**

Ms. Salcedo stated that her comment was a question and not a complaint. Ms. Salcedo stated that she and her husband, who is 86 years old and disabled attended mass at St. Benedicts Church about one month ago and were stranded when the transportation they arranged with their daughter did not arrive. Ms. Salcedo and her husband boarded the transit bus when it arrived to pick up other passengers and were told by the driver that they had to get off the bus because they did not schedule a pick-up ahead of time. Ms. Salcedo and her husband had to get off the bus and were left stranded. Ms. Salcedo asked why they were not able to ride the bus when they were willing to pay the fare and there were only two other people on the bus.

Director Valdivia stated that this is a common issue that the COG Board needs to look into. Sometimes people are in a situation where they don't have time to call ahead to schedule a pick-up and if the bus is there and only has a few passengers the driver should be able to call into dispatch and notify that they are transporting unscheduled passengers.

Chair Dias stated that he appreciated Ms. Salcedo's comments and let her know that the issue will be addressed.

**Maria Diaz - Spanish Speaker
Hollister, CA**

Ms. Diaz stated that her ADA card expired. She received a renewal application and a letter that serves as a temporary card until April. Ms. Diaz questioned if she will be allowed to board the bus with the temporary letter. Ms. Diaz also asked if she will be receiving a permanent card.

Ms. Dinkuhn stated that she may use the letter as a temporary card which is good for three months until she receives her ADA card, which is good for three years. Ms. Dinkuhn noted that the applications are sometimes delayed because a doctor must confirm that the individual has a disability. Staff does not always receive a prompt response from the doctor. Ms. Dinkuhn stated that once the response is received, staff mails out a new ADA card.

Director Pike asked if the applications have to be renewed on a quarterly basis.

Ms. Dinkuhn stated that there is a program for persons with disabilities to use the Dial-A-Ride service even if they live near the Fixed Route. The individual must complete an application and meet the required guidelines. The application is reviewed and if it is determined that the person has a disability that meets the guidelines they will be issued an ADA card which is good for three years.

Director Pike stated that this service is especially important for seniors and/or people with disabilities. Director Pike stated that staff should make the process as easy as possible for the applicant.

Chair Dias closed the public comment portion of the meeting.

Ms. Dinkuhn explained that staff will compile all comments received and review them for consistency with the unmet needs criteria. The Social Services Transportation Advisory Committee and staff will review all testimony received and forward a recommended determination of unmet needs to the Board.

Ms. Dinkuhn stated that there will be another Unmet Needs Hearing Thursday, February 15th at 6:00 p.m. at the Board of Supervisors Chambers for anyone who would like to attend. Ms. Dinkuhn provided her business cards for anyone who wishes to call with any comments or concerns.

If the Board finds there are any "Unmet Needs Reasonable to Meet", those transit services must be provided to the community, and staff will develop an operations program to meet the requests.

Chair Dias thanked everyone for attending the hearing and expressing comments and/or concerns. Chair Dias reminded everyone to please call the COG office if anyone has any questions or concerns.

Chair Dias closed the public hearing and directed staff to return to the Council of Governments Board with a recommendation at the April 19, 2007 meeting.

Upon a motion duly made by Alternate Director Loe, and seconded by Director Botelho, the Directors unanimously motioned to adjourn the COG Special Meeting.

ADJOURN TO COG MEETING ON THURSDAY, FEBRUARY 15, 2007 AGENDA DEADLINE IS FEBRUARY 07, 2007 AT 12:00 P.M.

Appendix D: Santa Cruz County Regional Transportation Commission Draft List of Specialized Transportation/Transit Needs

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

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 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. **L** - 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.
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** - Place thirty (30) 1998 fixed route buses.
31. **H3** - Implement “yield to bus” program to improve travel times.
32. **H3** - Implement marketing programs to increase visibility and enhance public awareness of METRO services.
33. **H3** - Extend highway 17 service to Watsonville.
34. **H3** - Add AM/PM and weekend Route 79 service.
35. **H3** - Purchase Automated Vehicle Location/Passenger (AVL) Counting System.
36. **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.
37. **H3** - Increase weekend Hwy 17 service frequencies.
38. **H3** - Add early morning Route 70 service to Cabrillo College.
39. **H3** - Additional night UCSC service, including Route 20.
40. **H3** - Extension of Highway 17/Amtrak service to UCSC at key times.
41. **H3** - East/West Express service to UCSC and Cabrillo and from Watsonville on 69W.
42. **H3** - Express service between San Lorenzo Valley and both UCSC and Cabrillo College.
43. **H3** - Expanded service between UCSC and Westside University activity centers such as Long Marine Lab, Wrigley building offices, Texas Instruments building offices.
44. **H3** - Service from the UC Inn to UCSC.
45. **H3** - Restore service to Gault Street and La Posada area simultaneously with the restoration of service to senior centers *and senior living complexes* such as Independence Square.
(2 for italicized text)
46. **H3** - Expanded service to new residential and commercial areas in Watsonville.

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

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

Notes:

- 1. Upgraded priority from E/D TAC recommendations or new language added based on Metro Board discussion at 8/10/07 meeting.
- 2. This transit need was proposed by the E/D TAC.
- 3. The Elderly & Disabled Transportation Advisory Committee and the Metro Board differ in the priority designation of holiday service with the E/D TAC rating this item as a high priority and the Metro Board rating it as a medium priority.

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Appendix E: Summary of Comments Received

At the March 12, 2008 Board meeting, AMBAG Board of Directors approved the release of the *Monterey Bay Coordinated Public Transit-Human Services Transportation Plan (CPTP)* for a 45-day public review and comment period. AMBAG staff received final edits from each of the three Regional Transportation Planning Agencies, TAMC, SCCRTC, and SBtCOG, and Santa Cruz Metro. All of their revisions were included in the final plan. Four additional comments were received during the public comment period from the following:

- ❖ County of Santa Cruz Human Services Department
- ❖ University of California Santa Cruz (UCSC)
- ❖ Seniors Council's Foster Grandparent/Senior Companion Program
- ❖ Vivian Grog, City of Santa Cruz citizen

Their comments are summarized below with AMBAG staff's response.

❖ **County of Santa Cruz Human Services Department**

The County of Santa Cruz Human Services Department identified seven additional unmet needs not previously incorporated into the draft, including addressing the transportation challenges of foster youth, home care providers, individuals with disabilities living outside the ADA mandated paratransit service area, and low-income workers commuting from South County to North County. AMBAG staff incorporated these comments into the plan's unmet needs section and provided correlating strategies to meet these identified needs.

❖ **University of California, Santa Cruz**

The University of California, Santa Cruz requested that the following potential JARC-eligible projects be included: express bus service between Watsonville and downtown Santa Cruz; express bus service between Santa Clara and downtown Santa Cruz; and providing safe paths of travel to transit. These comments were included in the plan.

❖ **Seniors Council's Foster Grandparents/Senior Companions**

The Seniors Council's Foster Grandparents/Senior Companions program requested that the transportation needs of their low-income volunteers, particularly the high cost of traveling to volunteer sites across the region, be addressed. AMBAG staff included this comment as an identified unmet need and included strategies to reduce the high cost of travel incurred on volunteers who are transportation disadvantaged.

❖ **Vivian Grog, City of Santa Cruz**

As a citizen of Santa Cruz and one who uses many of the services identified in this plan, Ms. Grog expressed frustration with the lack of organization between paratransit operators and nonprofit care providers. Her letter exemplifies the need to address the needs of the transportation disadvantaged with coordinated efforts between our regional planning partners, public transit operators, human-services organizations that provide assistance and care, and the public who receiving these services.

Appendix F: Reports Referenced

Monterey-Salinas Transit. *Final 2006 MST ADA Complimentary Paratransit (MST Rides Plan)*. 6/14/2006.

Monterey-Salinas Transit. *Peninsula Area Services Study (PASS) Final Report and Findings*. 8/2006.

Transportation Agency of Monterey County. 2006 Social Services Inventory: Survey of Accessible Transportation Providers throughout Monterey County. 1/2005.

Santa Cruz County Regional Transportation Commission. *Final Recommendations Paratransit Coordination Task Force*. 2/16/05.

Santa Cruz County Regional Transportation Commission. *SCCRTC Elderly and Disabled Transportation Advisory Committee/Social Services Transportation Advisory Council 2004 Annual Report*. No date.