



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)  
BOARD OF DIRECTORS AGENDA  
REGULAR MEETING  
APRIL 26, 2024 – 9:00 AM  
HYBRID MEETING**

Members of the public may attend in-person or participate remotely via Zoom.

**METRO Admin Office  
110 Vernon Street  
Santa Cruz, CA**

**Zoom [Link](#)  
Dial In: 1-669-900-6833  
Meeting ID: 823 2842 5369**

The Board of Directors agenda packet can be found online at [www.SCMTD.com](http://www.SCMTD.com) and is available for inspection at Santa Cruz METRO's Administrative Office at 110 Vernon Street, Santa Cruz, CA.

Public comment may be submitted via email to [boardinquiries@scmttd.com](mailto:boardinquiries@scmttd.com). Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in the Board's correspondence that is posted online at the Board meeting packet link. Oral public comments will also be accepted during the meeting through Zoom. Each public comment is limited to three minutes or less. Board and Committee Chairs have the discretion to manage the public comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

The Board may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

**BOARD ROSTER**

Director Kristen Brown  
Director Rebecca Downing  
Director Jimmy Dutra  
Director Shebreh Kalantari-Johnson  
Director Manu Koenig  
Director Donna Lind  
Director Bruce McPherson  
Director Scott Newsome  
Director Larry Pageler  
Director Vanessa Quiroz-Carter\*  
Director Mike Rotkin  
Ex-Officio Director Alta Northcutt  
Ex-Officio Director Edward Reiskin

City of Capitola  
County of Santa Cruz  
City of Watsonville  
City of Santa Cruz  
County of Santa Cruz  
City of Scotts Valley  
County of Santa Cruz  
City of Santa Cruz  
County of Santa Cruz  
City of Watsonville  
County of Santa Cruz  
Cabrillo College  
UC Santa Cruz

\*628 Crown Road, Santa Cruz

Daniel Zaragoza  
Julie Sherman

METRO Interim CEO/GM  
METRO General Counsel

## **SECTION I: OPEN SESSION**

NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER

### **1 CALL TO ORDER**

### **2 ROLL CALL**

In accordance with Assembly Bill 2449, Board members may participate remotely due to “just cause” or “emergency” circumstances. If applicable, following an announcement, the Board will take action on approving Board members’ emergency teleconference participation.

### **3 ANNOUNCEMENTS**

3.1 Today’s meeting is being broadcast by Community Television of Santa Cruz County.

3.2 Language Line Services is providing Spanish interpretation services, which will be available during “Oral Communications” and for any other agenda item for which these services are needed.

### **4 BOARD OF DIRECTORS COMMENTS**

### **5 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS**

This time is set aside for Directors and members of the general public to address any item not on the agenda which is within the subject matter jurisdiction of the Board. No action or discussion shall be taken on any item presented except that any Director may respond to statements made or questions asked or may ask questions for clarification. All matters of an administrative nature will be referred to staff. Each public comment is limited to three minutes or less. Board and Committee Chairs have the discretion to manage the public comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting. When addressing the Board, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

5.1 Email dated 4/1/24 from Rohan Tuli with METRO response

### **6 LABOR ORGANIZATION COMMUNICATIONS**

### **7 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**

## **CONSENT AGENDA**

All items appearing on the Consent Agenda are recommended actions which are considered to be routine and will be acted upon as one motion. All items removed will be considered later in the agenda. The Board Chair will allow public input prior to the approval of the Consent Agenda items.

### **8.1 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF MARCH 2024**

Chuck Farmer, Chief Financial Officer



- 8.2 ACCEPT AND FILE: MINUTES OF MARCH 22, 2024 BOARD OF DIRECTORS MEETING**  
Daniel Zaragoza, Interim CEO/General Manager
- 8.3 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF MARCH 31, 2024**  
Chuck Farmer, Chief Financial Officer
- 8.4 CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION**  
Chuck Farmer, Chief Financial Officer
- 8.5 RECOMMENDED ACTION ON TORT CLAIMS**  
Gregory Strecker, Safety, Security & Risk Management Director
- 8.6 CONTRACT FOR TRANSIT SERVICES WITH THE COUNTY OF SANTA CRUZ FOR SERVICE TO THE SOUTH COUNTY GOVERNMENT SERVICES CENTER**  
John Urgo, Planning & Development Director
- 8.7 CONSIDER A RESOLUTION DESIGNATING THE INTERIM CEO/ GENERAL MANAGER AS THE AUTHORIZED AGENT TO SUBMIT A GRANT APPLICATION AND EXECUTE ACTIONS NECESSARY TO RECEIVE FORMULA FUNDS FROM THE FY24 LOW CARBON TRANSIT OPERATIONS PROGRAM**  
Derek Toups, Capital Planning and Grants Programs Manager
- 8.8 ADOPT AN ORGANIZATIONAL CONFLICT OF INTEREST POLICY FOR DESIGN-BUILD PROJECTS**  
Julie Sherman, General Counsel

## **REGULAR AGENDA**

- 9 PRESENTATION OF EMPLOYEE LONGEVITY AWARD FOR: (20 YEARS) JUAN GALLEGOS BELMARES**  
Board Chair Brown
- 10 SANTA CRUZ METRO RAPID CORRIDORS STUDY**  
John Urgo, Planning & Development Director
- 11 INTERIM CEO/GM ORAL REPORT**  
Daniel Zaragoza, Interim CEO/General Manager
- 12 ANNOUNCEMENT OF NEXT MEETING: FRIDAY, MAY 17, 2024, AT 9 AM AT THE METRO ADMIN OFFICE, 110 VERNON STREET, SANTA CRUZ**  
Board Chair Brown
- 13 ADJOURNMENT**  
Board Chair Brown

## **TITLE 6 - INTERPRETATION SERVICES/TÍTULO 6 - SERVICIOS DE TRADUCCIÓN**

Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080. Interpretación en español y traducciones en español del paquete de la agenda están disponibles sobre una base como-necesaria. Por favor, hacer arreglos por adelantado con Coordinador de Servicios Administrativos al numero 831-426-6080.

## **ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

This document has been created with accessibility in mind. With the exception of certain 3rd party and other attachments, it passes the Adobe Acrobat XI Accessibility Full Check. If you have any questions about the accessibility of this document, please email your inquiry to [accessibility@scmttd.com](mailto:accessibility@scmttd.com). Upon request, Santa Cruz METRO will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be emailed to [boardinquiries@scmttd.com](mailto:boardinquiries@scmttd.com) or submitted by phone to the Executive Assistant at 831-426-6080. Requests made by mail (sent to the Executive Assistant, Santa Cruz METRO, 110 Vernon Street, Santa Cruz, CA 95060) must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

## **PUBLIC COMMENT**

If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Pursuant to Section 54954.2(a)(1) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day. The agenda packet and materials related to an item on this agenda submitted after distribution of the agenda packet are available for public inspection in the Santa Cruz METRO Administrative Office (110 Vernon Street, Santa Cruz) during normal business hours. Such documents are also available on the Santa Cruz METRO website at [www.scmttd.com](http://www.scmttd.com) subject to staff's ability to post the document before the meeting.

# COMMUNICATIONS TO THE BOARD OF DIRECTORS

**From:** Margo Ross <MRoss@scmttd.com>  
**Sent:** Tuesday, April 2, 2024 12:49 PM  
**To:** Rohan Tuli <[rtuli@ucsc.edu](mailto:rtuli@ucsc.edu)>  
**Subject:** Re: Single-door buses causing chaos on the UCSC routes

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Rohan,

From time to time, due to a shortage of vehicles, Santa Cruz METRO staff makes the hard choice to place a route 17 vehicle on routes they are not normally assigned to. METRO, in attempt not to cancel service, provides vehicles that are not normally assigned to UCSC blocks.

Though it causes some hardship for the students and bus operators, staff is attempting to maintain as much service as possible to the campus.

Margo Ross  
Chief Operations Officer  
Santa Cruz Metropolitan Transit District  
831-420-2577  
[www.scmttd.com](http://www.scmttd.com)



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**From:** Rohan Tuli <[rtuli@ucsc.edu](mailto:rtuli@ucsc.edu)>  
**Sent:** Monday, April 1, 2024 7:13 PM  
**To:** boardinquiries <[boardinquiries@scmttd.com](mailto:boardinquiries@scmttd.com)>  
**Subject:** Single-door buses causing chaos on the UCSC routes

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# COMMUNICATIONS TO THE BOARD OF DIRECTORS

Dear SCMTD Board of Directors,

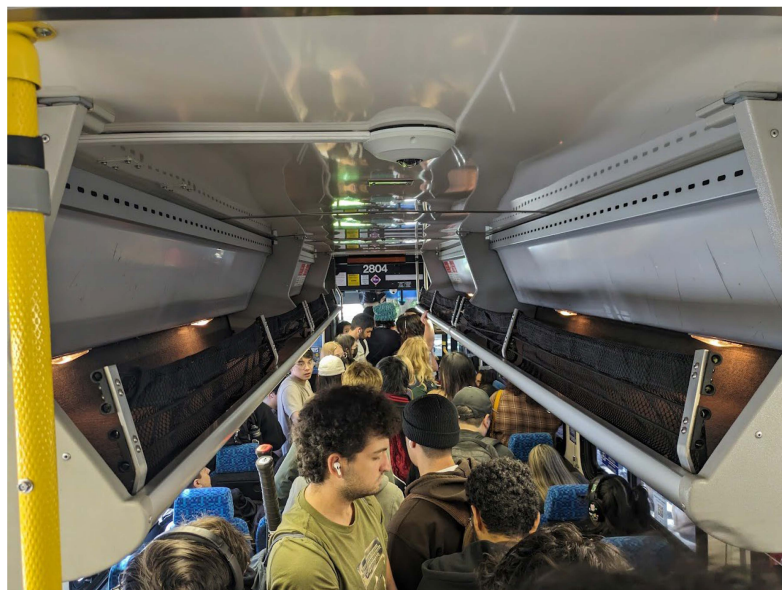
I'd like to thank Metro for the hilarious April Fools prank of putting a bus with only one door on Route 18.

In all seriousness though, myself and the UCSC community would greatly appreciate it if the ex-Hwy 17 buses (2801-2805) weren't put on blocks with UCSC routes. Whenever one of these buses ends up on a UCSC route, there are significant delays that result from the single-door configuration. Because anyone who is trying to deboard needs to squeeze past all the standing passengers, and because nobody can start boarding the bus until everyone who needs to deboard has done so, there are incredibly long dwell times at every stop once the bus starts to fill up. This is not only a frustrating experience for the riders, but it's also frustrating for the bus operator, who has to deal with the delays throughout their whole day. Additionally, the lack of grab poles presents a potential safety concern for standing passengers.

I hope that these single-door buses (2801-2805) are the next that Metro will retire from service, but if Metro has to keep running them, myself and the UCSC community would greatly appreciate if they were only run on blocks with lower ridership routes, where there are little to no standing passengers. On those routes, the delays caused by the single-door configuration are not nearly as bad as they are on the UCSC routes.

I've attached a photo from bus 2804, which was on Route 18 when I rode it today. I took this photo when I was trying to deboard at Science Hill.

Best regards,  
Rohan Tuli



# ADDL. COMMUNICATIONS TO THE BOARD OF DIRECTORS FOR 4/26/24 MEETING

**From:** [John Urgo](#)  
**To:** [hailee\\_johns@yahoo.com](mailto:hailee_johns@yahoo.com)  
**Cc:** [Donna Bauer](#); [Margo Ross](#); [Daniel Zaragoza](#)  
**Subject:** Re: Willowbrook Lane bus "route"  
**Date:** Thursday, April 25, 2024 4:32:34 PM  
**Attachments:** [Outlook-euhmyvgw.png](#)  
[Outlook-4f42axr2.png](#)  
[Outlook-pi4nva5g.png](#)  
[Outlook-q3syssa3.png](#)  
[Outlook-f4yaxvhi.png](#)  
[Outlook-q3lb4ums.png](#)  
[Outlook-kktworug.png](#)

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Hi Hailey,

Thank you for sharing your comments and concerns about the Route 73 service on Willowbrook.

In December, as part of a 15-month planning process called [Reimagine METRO](#), METRO implemented the first of three waves of service improvements planned for 2024 that will ultimately increase METRO service by 50% and bring nearly 100,000 residents of Santa Cruz County near service that runs every 15 minutes in the daytime and every 30 minutes after 9:00 p.m., seven days a week.

The new route 73 was implemented to connect residents of Watsonville and rural Freedom Boulevard to Aptos and Cabrillo College, and runs every 30 minutes during peak periods and hourly off-peak. The end of the line is at Cabrillo College, after which the route "deadheads" to the beginning of the line across the street. Because many customers transfer to and from this route to other routes at Cabrillo College, it is routed in a way so that they do not have to cross Soquel Avenue to transfer from one bus to another. METRO tested many turnaround options, including Park Avenue, Perimeter Road and Lower Perimeter Road, and Willowbrook was the only public right of way that could accommodate the geometry of the bus.

However, I understand your concerns. My son goes to school in the area and I am frequently at Willowbrook Park. We rarely see a bus since they only come one to two times an hour but I understand they feel out of place since they weren't running on Willowbrook before. I will ask our Operations team to monitor the route to ensure operators are not going over the speed limit. We are also working with Cabrillo College to evaluate turning the bus around using one of their parking lots. Finally, we are planning to extend this route to Capitola Mall in September, which will eliminate the turn around on Willowbrook. Either way I believe this will be a temporary situation.

Feel free to reach out with any additional questions or concerns.

# ADDL COMMUNICATIONS TO THE BOARD OF DIRECTORS FOR 4/26/24 MEETING

John

JOHN URGO

Director, Planning & Development

T: (831) 420-2537 | [jurgo@scmttd.com](mailto:jurgo@scmttd.com)

Santa Cruz METRO

110 Vernon Street, Santa Cruz, CA 95060



## One Ride At A Time

[scmttd.com/onerideatatime](https://scmttd.com/onerideatatime)

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**From:** Hailey Johns <[hailee\\_johns@yahoo.com](mailto:hailee_johns@yahoo.com)>

**Sent:** Thursday, April 25, 2024 9:42 AM

**To:** [boardinquiries@scmttd.com](mailto:boardinquiries@scmttd.com); [rebeccad@transparentseas.com](mailto:rebeccad@transparentseas.com); Donna Bauer <[dbauer@scmttd.com](mailto:dbauer@scmttd.com)>

**Subject:** Willowbrook Lane bus "route"

### This Message Is From an Untrusted Sender

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Dear Board Members,

There was a movie back in 2001 called *Fast and Furious*. That title sums up what residents in the Willowbrook Lane area have been experiencing since late December 2023. The Metro buses fly down Willowbrook so *fast*, well over the speed limit, and the residents are *furious*. Not just because of the speed of these empty, 20- or 30-ton vehicles, but the noise, and the number of times these buses come down the residential street (which can be heard in our homes on Willowbrook Ln., Abbey Rd., Baseline Dr., and Wimbledon Dr.) from 6:30 am to 11:30 pm.

## ADDL COMMUNICATIONS TO THE BOARD OF DIRECTORS FOR 4/26/24 MEETING

Alternative routes were suggested by other neighbors (such as staying on Soquel Dr. and turning right onto Cabrillo College Dr. or onto Sesnon/Lower Perimeter), but nothing has come from that. Shame on all of you for allowing this to happen without any transparency, warning to residents, or letting the public weigh in on this decision. You need to find a better, safer route than Willowbrook Lane.

Respectfully,  
Hailey Johnson

## ADDL. COMMUNICATIONS TO THE BOARD OF DIRECTORS FOR 4/26/24 MEETING

**From:** [Margo Ross](#)  
**To:** [eugeneleong1@gmail.com](mailto:eugeneleong1@gmail.com)  
**Subject:** Re: Public Comment: APRIL 26, 2024 BOARD OF DIRECTORS Meeting.  
**Date:** Friday, April 26, 2024 8:50:44 AM  
**Attachments:** [Outlook-ORAT Email.png](#)

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METRO apologizes for the ongoing inconvenience, we understand the value of the service advertised. METRO is diligently working towards a resolution, there are several vendors requiring coordination and troubleshooting. The IT department is currently working with all the parties involved and a resolution is forthcoming. Again we apologize for the any inconvenience.

Margo

[Margo Ross](#)  
Chief Operations Officer  
Santa Cruz Metropolitan Transit District  
831-420-2577  
[www.scmtd.com](http://www.scmtd.com)





# ADDL. COMMUNICATIONS TO THE BOARD OF DIRECTORS FOR 4/26/24 MEETING

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**From:** Eugene Leong <eugeneleong1@gmail.com>  
**Sent:** Thursday, April 25, 2024 11:25 PM  
**To:** boardinquiries <boardinquiries@scmttd.com>  
**Subject:** Public Comment: APRIL 26, 2024 BOARD OF DIRECTORS Meeting.

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I'm writing to highlight either mis-management and/or misappropriation of funds in regards to the broken wifi system on Hwy 17 buses.

On the BOARD OF DIRECTORS AGENDA REGULAR MEETING APRIL 26, 2024 – 9:00 AM, page 9 there is mention of transaction amounts for Wifi on buses in addition to payments to wireless carriers.

If the service provided has been paid to supply wifi on the busses, why is it that after multiple complaint tickets submitted to the (<https://service.scmttd.com/open.php?topicId=15>) website, on following dates, listing ~60 bus ID, time and pickup location.

Sent 4/18/2024  
Sent 3/29/2024  
Sent 3/20/2024  
Sent 3/14/2024  
Sent: 3/11/2024  
Sent date: 3/6/24  
Sent date:2/26/2024  
Sent date:2/16/2024  
Sent date:2/12/2024

Still nothing done.

Also went into the Customer Experience Center on 4/24 spoke with Esmee(?), 4/10 spoke to Vicki. Corresponded with Michael Bois. All fell on deaf ears. How many times does the public need to submit complaints before some action is taken. Another mis-management of resources here.

Can someone please investigate and fix this issue and restore public wifi access to all Hwy-17 buses asap? Thank you.

Regards,  
E Leong  
[Eugeneleong1@gmail.com](mailto:eugeneleong1@gmail.com)

(Regular commuter since May 2009. Probably riding the Hwy 17 while this meeting is in session but with no Wifi to conference call into the meeting.)

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**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** Chuck Farmer, Chief Financial Officer  
**SUBJECT: ACCEPT AND FILE PRELIMINARY APPROVED CHECK JOURNAL  
DETAIL FOR THE MONTH OF MARCH 2024**

**I. RECOMMENDED ACTION**

**That the Board of Directors accept and file the preliminary approved Check Journal Detail for the month of March 2024**

**II. SUMMARY**

- This staff report provides the Board of Directors (Board) with a preliminary approved Check Journal Detail for the month of March 2024.
- The Finance Department is submitting the check journal for Board acceptance and filing.

**III. DISCUSSION/BACKGROUND**

This preliminary approved Check Journal Detail provides the Board with a listing of the vendors and amounts paid out on a monthly cash flow basis (Operating and Capital expenses).

All invoices submitted for the month of March 2024 have been processed, the checks have been issued and signed by the Deputy Finance Director.

**IV. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This report aligns to METRO's Financial Stability, Stewardship & Accountability strategic plan.

**V. FINANCIAL CONSIDERATIONS/IMPACT**

The check journal presents the invoices paid in March 2024 for Board review, agency disclosure and transparency.

**VI. CHANGES FROM COMMITTEE**

N/A.

**VII. ALTERNATIVES CONSIDERED**

None.

**VIII. ATTACHMENTS**

**Attachment A:** Check Journal Detail for the month of March 2024

Prepared by: Holly Alcorn, Accounting Specialist

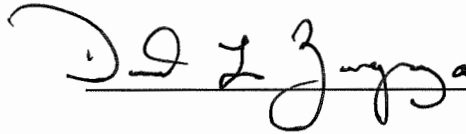
**IX. APPROVALS**

Chuck Farmer, CFO



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Daniel Zaragoza  
Interim CEO/General Manager



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# Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
CHECK JOURNAL DETAIL BY CHECK NUMBER  
ALL CHECKS FOR ACCOUNTS PAYABLE

DATE: 03/01/24 THRU 03/31/24

CHECK # START THRU 9999999

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
81897	03/08/24	-42.00	HOWARD, WARD		9007360	MEDICAL SUPPLEMENTAL	-42.00	**VOID
85162	03/04/24	-20,000.00	NATIONAL MARINE SANCTUARY		122948	ONE RIDE PROMO	-20,000.00	**VOID
87118	03/08/24	-42.00	HOWARD, WARD		9009718	MEDICAL SUPPLEMENTAL	-42.00	**VOID
87211	03/22/24	-42.00	THOMAS, RUSSELL		9009780	MEDICAL SUPPLEMENTAL	-42.00	**VOID
88572	03/04/24	71.01	ABC BUS INC		127210	INVENTORY ORDER	71.01	
88573	03/04/24	4,819.26	AMAZON CAPITAL SERVICES, INC.		127211	PA SYSTEM IT	315.73	
					127212	COMPUTER MONITORS IT	1,858.86	
					127213	KEYBOARD/MOUSE IT	50.24	
					127214	ALL-IN ONE IT	1,310.98	
					127215	PHONE CORD IT	28.38	
					127216	COMPUTER PERIPHERALS	545.11	
					127217	WALKIE-TALKIES CSVC	641.52	
					127218	OFFICE SUPPLY ADMIN	68.44	
					127219	WKLY PRODUCTION SVCS	2,000.00	
88574	03/04/24	2,000.00	ANDREW J. O'KEEFE II		127220	03/2024 MONTHLY FEE	4,334.92	
88575	03/04/24	4,334.92	ATHENS INSURANCE SERVICE INC		127196	PHYSICAL REIMBURSE	150.00	
88576	03/04/24	150.00	BARTHOLOMEW, JON		127225	INVENTORY ORDER	4,997.76	
88577	03/04/24	4,997.76	BATTERY SYSTEMS INC.		127226	JANITORIAL SUPPLY	40.25	
88578	03/04/24	40.25	BFS GROUP LLC		127227	KEYS SMC/PRC	131.43	
88579	03/04/24	219.01	BRASS KEY LOCKSMITH INC		127228	KEYS SMC	87.58	
88580	03/04/24	6,307.00	CASEY PRINTING, INC		127229	WINTER 2023 HEADWAYS	6,307.00	
88581	03/04/24	6,214.76	CATTO'S GRAPHICS, INC.		127230	UMBRELLAS MKTG	1,449.06	
					127231	ANTI-GRAFFITI SIGNS	262.20	
					127232	ANTI-GRAFFITI SIGNS	109.25	
					127233	SIGN PRINTING	4,394.25	
					127234	2402 WEBSITE REDESIG	20,028.75	
88582	03/04/24	99,783.45	CELTIS VENTURES, INC.		127235	1/2024ONERIDE CAMPGN	20,365.63	
					127236	1/2024 ONERIDE MEDIA	1,034.19	
					127237	1/2024 SOCIAL MEDIA	5,512.50	
					127238	1/2024 MISC CAMPAGIN	3,981.25	
					127239	1/2024 BRAND REFRESH	3,521.88	
					127240	1/2024 REIMAGINE	15,312.50	
					127241	1/2024REIMGINE MEDIA	6,721.12	
					127242	2402 WEBSITE REDESIG	23,305.63	
					127243	2305B HYDRO BUILD	9,500.00	
88583	03/04/24	9,500.00	CENTER FOR TRANSPORTATION AND		127244	FIRSTAID RESTOCK VER	166.05	
88584	03/04/24	166.05	CINTAS CORPORATION NO.2		127245	2/2024 MONTHLY PARK	900.00	
88585	03/04/24	900.00	CITY OF SANTA CRUZ/PARKING		127246	1/30/24 LNG CHG	10,752.27	
88586	03/04/24	25,641.34	CLEAN ENERGY		127247	2/1/24 LNG CHG	3,020.52	
					127248	2/2/24 LNG CHG	11,868.55	
88587	03/04/24	8,134.00	CLEVER DEVICES LTD.		127307	2YRS HOSTING SVCS	8,134.00	
88588	03/04/24	5,686.58	COMMUNITY PRINTERS, INC.		127249	ENG/SPAN FLYERS MKTG	1,283.10	
					127250	CODE OF CONDUCT ENG	1,657.32	
					127251	ENG/SPAN 3FOLD BRCHR	2,274.49	
					127252	ENG/SPAN REIMAGE FLY	525.19	
					127253	REIMAGINE CAR CARDS	946.48	

CHECK # START THRU 9999999

DATE: 03/01/24 THRU 03/31/24

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88589	03/04/24	98.00	CORRES, AGUSTIN		127198	CLP REIMBURSEMENT	98.00	
88590	03/04/24	721.49	CROSSLINE SUPPLY, LLC		127254	INVENTORY ORDER	721.49	
88591	03/04/24	267.00	CUMMINS, INC		127255	INVENTORY ORDER	267.00	
88592	03/04/24	62.01	DAY MANAGEMENT CORPORATION DBA		127256	INVENTORY ORDER	62.01	
88593	03/04/24	1,728.00	DEPARTMENT OF JUSTICE		127257	01/2024 FINGERPRINTS	1,728.00	
88594	03/04/24	929.53	FASTENAL COMPANY INC		127258	NON-INVENTORY ORDER	82.64	
					127259	NON-INVENTORY ORDER	264.63	
					127260	NON-INVENTORY ORDER	68.20	
					127261	INV/SFTY VEND ORDER	333.57	
					127262	SM TOOLS FOR SHOP	156.87	
					127263	NON-INVENTORY ORDER	23.62	
88595	03/04/24	440.83	FEDEX OFFICE		127308	REIMAGINE P2 BAN/PST	440.83	
88596	03/04/24	98.00	FREGOS, LUIS		127199	CLP REIMBURSEMENT	98.00	
88597	03/04/24	98.00	GAVILAN-AGUIRERA, ADAN		127200	CLP REIMBURSEMENT	98.00	
88598	03/04/24	7,472.55	GILLIG LLC		127265	INVENTORY ORDER	61.87	
					127266	INVENTORY ORDER	2,451.34	
					127267	INVENTORY ORDER	910.41	
					127268	INVENTORY ORDER	75.86	
					127269	VEH#PC1105	327.13	
					127270	INVENTORY ORDER	1,820.83	
					127271	INVENTORY ORDER	910.41	
					127272	INVENTORY ORDER	4.29	
					127273	INVENTORY ORDER	910.41	
88599	03/04/24	74.00	GRAINGER		127274	NON-INVENTORY ORDER	74.00	
88600	03/04/24	17,660.29	HARTFORD LIFE AND ACCIDENT INS		127190	01/2024 LTD	12,503.63	
					127191	01/2024 LTD	4,367.96	
					127192	01/2024 AD&D	378.29	
					127193	02/2024 AD&D	410.41	
88601	03/04/24	751.64	J.J.R ENTERPRISES, INC.		127275	TONER IT	751.64	
88602	03/04/24	2,885.50	KJRB, INC.		127221	VEH#9811 TOW	611.00	
					127222	VEH#1005 TOW	752.00	
					127223	VEH#PC4423 TOW	378.00	
88603	03/04/24	32,451.00	KRAUTHAMER & ASSOCIATES, LLC		127224	MOVE BUS SHELTER VER	1,144.50	
88604	03/04/24	89.00	LOMELI, ALICIA		127276	CEO RECRUITING FEES	32,451.00	
88605	03/04/24	573.81	MID VALLEY SUPPLY INC.		127201	CLP REIMBURSEMENT	89.00	
88606	03/04/24	353.37	MISSION UNIFORM		127279	JANITORIAL SUPPLY	573.81	
					127277	UNIFORM SPLY VMU/VSM	326.37	
					127278	UNIFORM REPAIR	27.00	
88607	03/04/24	68.55	MISTRY, SUZIE		127208	MTG W/D.ZARAGOZA REM	68.55	
88608	03/04/24	89.00	MONTES-MORALES, KEVIN		127195	CLP REIMBURSEMENT	89.00	
88609	03/04/24	378.90	MONTESINO, EDUARDO		127209	REIMBURSEMENT	378.90	
88610	03/04/24	98.00	MORGAN, JAMES		127202	CLP REIMBURSEMENT	98.00	
88611	03/04/24	98.00	MUSONES, QUENTIN		127203	CLP REIMBURSEMENT	98.00	
88612	03/04/24	12,543.41	PACIFIC GAS & ELECTRIC		127280	12/28-1/28 RIVER CHG	12,543.41	
88613	03/04/24	245.78	PONCE, FRANCISCO		127309	BOOT REIMBURSEMENT	245.78	
88614	03/04/24	98.00	RAMOS, BRYAN		127204	CLP REIMBURSEMENT	98.00	



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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88615	03/04/24	3,675.00 003586		RIDGELINE MUNICIPAL		127281	FY2023 REPORTING	3,675.00	
88616	03/04/24	2,298.20 536		RIVERSIDE LIGHTING, INC.		127282	VALOR LAMP SVT	33.61	
						127283	HEX NUTS VER	996.36	
						127284	FLOOD LIGHTS MMF	1,268.23	
88617	03/04/24	755.58 003010		RMS CORPORATION	7	127285	PALLET JACK	755.58	
88618	03/04/24	81.91 E524		ROCHA, FEDERICO G.		127207	WATERFRONT ST REIMB	81.91	
88619	03/04/24	650.04 003154		ROMAINE ELECTRIC CORP		127286	INVENTORY ORDER	650.04	
88620	03/04/24	89.92 135		SANTA CRUZ AUTO PARTS, INC.		127287	INVENTORY ORDER	18.47	
						127288	INVENTORY ORDER	66.53	
						127289	INVENTORY ORDER	4.92	
88621	03/04/24	2,526.50 001307		SANTA CRUZ STAFFING, LLC		127290	TEMP W/E 01/14/2024	961.00	
						127291	TEMP W/E 01/21/2024	558.00	
						127292	TEMP W/E 01/28/2024	1,007.50	
88622	03/04/24	431.96 002459		SCOTTS VALLEY WATER DISTRICT		127293	1/1-1/31/24 SVT	325.23	
88623	03/04/24	2,288.04 003292		SLINGSHOT CONNECTIONS LLC		127294	1/1-1/31/24 SVT	106.73	
						127295	TEMP W/E 02/11/2024	205.07	
						127296	TEMP W/E 02/11/2024	924.16	
						127297	TEMP W/E 02/18/2024	1,158.81	
						127298	1901 PARATRANS FACLT	3,493.75	
88624	03/04/24	3,493.75 003548		SPECTOR CORBETT ARCHITECTS, INC		127205	CLP REIMBURSEMENT	98.00	
88625	03/04/24	98.00 E1249		STOORZA, ERIC		127264	SUPPORT & UPDATES	3,239.00	
88626	03/04/24	3,239.00 002812		STRONGHOLD SECURITY INC.		127301	VEH#1305 PART ORDER	518.16	
88627	03/04/24	518.16 003285		THE AFTERMARKET PARTS CO LLC		127206	AICP/AAA DUES REIMB	869.59	
88628	03/04/24	869.59 E1230		TOUPS, DEREK		127299	PEE OPS	147.49	
88629	03/04/24	244.62 043		TROWBRIDGE ENTERPRISES		127300	OFFICE SUPPLY	97.13	
						127302	FREIGHT	39.23	
88630	03/04/24	39.23 007		UNITED PARCEL SERVICE		127303	INVENTORY ORDER	97.66	
88631	03/04/24	647.70 003687		VALLEY POWER SYSTEMS NORTH, INC		127304	INVENTORY ORDER	550.04	
88632	03/04/24	89.00 E1240		VASQUEZ, MARK		127194	CLP REIMBURSEMENT	89.00	
88633	03/04/24	890.36 434		VERIZON WIRELESS	0	127305	1/2-2/1/24 MKTG	60.04	
						127310	1/2-2/1/24 PARACRUZ	830.32	
88634	03/04/24	150.00 E657		VILLALOBOS, EDGARDO		127197	PHYSICAL REIMBURSE	150.00	
88635	03/04/24	329.37 003530		ZORO TOOLS, INC.		127306	VACUUM WTC	329.37	
88636	03/11/24	226.69 002929		72 HOUR LLC		127338	VEH#7222 PART ORDER	75.56	
88637	03/11/24	15,124.00 003711		ADARIDE.COM LLC		127339	VEH#7222 PART ORDER	151.13	
						127400	11/2023PRC ELIGIBILI	655.50	
						127401	12/2023 PRC ELIGIBIL	7,101.25	
						127402	01/2024 PRC ELIGIBIL	7,367.25	
						127312	REP STREAM CLNR MMF	2,031.95	
88638	03/11/24	2,031.95 192		ALWAYS UNDER PRESSURE		127395	OFFICE SUPPLY PRC	36.70	
88639	03/11/24	36.70 003596		AMAZON CAPITAL SERVICES, INC.		127396	1/1-1/31 PT TO PT2	548.58	
88640	03/11/24	548.58 001D		AT&T		127313	REP/MAINT SELVY VER	39.32	
88641	03/11/24	2,657.61 107A		BFS GROUP LLC		127314	PLANT SAUCERS OPS	27.96	
						127315	PLANTS OPS	486.56	
						127316	LIGHT REPAIR MMF	415.78	
						127317	CM ORG#63-0760029	-34.92	

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88642	03/11/24			171.48		127318	CM ORG#63-0760029	-171.37	
88643	03/11/24			50.21		127319	TOILET REPAIR WTC	9.80	
88644	03/11/24			174.64		127320	REP/MAINT SPLY OPS	67.53	
						127321	CM ORG#56-0133886	-10.29	
						127322	PLANT SAUCER OPS	17.67	
						127323	LIGHT REPAIR MMF	769.24	
						127324	BOLTS & SCREWS SMC	130.23	
						127325	PICTURE HANGERS SMC	19.45	
						127326	REP/MAINT VER	237.07	
						127327	PAC STATION MOVE SMC	62.57	
						127328	CUSTODIAN INV MMF	66.49	
						127329	PAC STATION MOVE SMC	15.32	
						127330	PAC STATION MOVE SMC	65.06	
						127331	REP/MAINT OPS	30.33	
						127332	PAC STATION MOVE SMC	12.56	
						127333	LIGHT REPAIR MMF	29.46	
						127334	TREETRIM AREAL FIELD	288.02	
						127335	PAC STATION MOVE SMC	83.77	
						127398	LOGO JACKETS CUSTSVC	171.48	
						127555	REIMBURSEMENT	50.21	
						127399	FIRSTAID RESTOCK OPS	107.78	
						127403	FIRSTAID RESTOCK SBF	66.86	
						127404	1/18-2/14 WATER WTC	114.09	
						127405	1/18-2/14 WATER WTC	409.52	
						127406	GARBAGE WTC	1,355.73	
						127407	1/18-2/14 FIRE WTC	40.59	
						127408	1/18-2/14 IRRIGA WTC	45.03	
						127409	VEH#9123 LIFTGATE	5,792.25	
						127410	01/16/24 LNG CHG	10,793.10	
						127336	JANITORIAL SPLY MMF	139.48	
						127337	JANITORIAL SPLY MMF	65.00	
						127340	INVENTORY ORDER	53.29	
						127341	INVENTORY ORDER	124.55	
						127411	INVENTORY ORDER	416.95	
						127412	INVENTORY ORDER	871.06	
						127342	INVENTORY ORDER	175.11	
						127343	INVENTORY ORDER	370.57	
						127344	INVENTORY ORDER	83.59	
						127413	BILLING ERROR	37.02	
						127414	CM ORG#Y9-32953	-37.02	
						127415	CM ORG#Y9-27575	-294.98	
						127416	VEH#2812 ENG OVRHAUL	24,091.17	
						127417	INVENTORY ORDER	190.30	
						127418	INVENTORY ORDER	1,027.16	
						127419	CM ORG#Y9-42990	-190.30	
						127420	CM ORG#Y9-45991	-516.21	

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88652	03/11/24	42.35 003087		DAY MANAGEMENT CORPORATION DBA		127421	INVENTORY ORDER	161.39	
88653	03/11/24	48,483.23 003274		EAST BAY TIRE CO.		127422	CM ORG#Y9-60196	-194.12	
						127423	RB Y9-65272,Y9-60196	190.30	
						127424	VEH#4207 PART ORDER	99.63	
						127425	REP KITS ELCTRNC TEC	42.35	
						127345	REVENUE TIRES	1,372.09	
						127346	REVENUE TIRES	627.23	
						127347	REVENUE TIRES	50.06	
						127348	REVENUE TIRES	2,941.13	
						127349	REVENUE TIRES	2,172.80	
						127350	REVENUE TIRES	2,054.55	
						127351	REVENUE TIRES	5,488.08	
						127352	REVENUE TIRES	1,053.44	
						127353	REVENUE TIRES	12,327.29	
						127354	REVENUE TIRES	2,058.03	
						127355	REVENUE TIRES	526.72	
						127356	REVENUE TIRES	2,744.04	
						127357	REVENUE TIRES	526.72	
						127426	REVENUE TIRES	263.36	
						127427	REVENUE TIRES	1,027.27	
						127428	REVENUE TIRES	777.47	
						127429	REVENUE TIRES	526.72	
						127430	REVENUE TIRES	162.13	
						127431	REVENUE TIRES	4,109.10	
						127432	REVENUE TIRES	2,991.78	
						127433	REVENUE TIRES	610.81	
						127434	REVENUE TIRES	498.38	
						127435	REVENUE TIRES	3,574.03	
88654	03/11/24	26,799.00 003466		ECOLANE USA, INC-CID 253		127436	1/1-12/31/24 MAINT	26,799.00	
88655	03/11/24	451.35 001297		FASTENAL COMPANY INC		127437	NON-INVENTORY ORDER	141.42	
						127438	INV/SFTY VEND ORDER	309.93	
88656	03/11/24	12,329.57 002952		FLYERS ENERGY, LLC		127439	2/1-2/15NON-REV FUEL	2,186.64	
						127440	2/1-2/15REVENUE FUEL	10,142.93	
88657	03/11/24	54.02 003279		FRONTIER COMMUNICATIONS - 3025		127441	2/16-3/15 SKY-RIVER	54.02	
88658	03/11/24	3,747.89 117		GILLIG LLC		127358	VEH#4209 PART ORDER	162.48	
						127359	VEH#0321 PART ORDER	58.37	
						127442	INVENTORY ORDER	1,998.95	
						127443	INVENTORY ORDER	1,526.65	
						127444	INVENTORY ORDER	0.48	
						127445	VEH#4210 PART ORDER	0.96	
88659	03/11/24	492.43 E929		GUILD, WESLEY		127393	TOOL REIMBURSEMENT	492.43	
88660	03/11/24	56,919.50 003109		HANSON BRIDGETT LLP		127448	01/2024 RETAINER	27,869.00	
						127449	M#032117.004004	6,223.20	
						127450	M#032117.005001	15,346.70	
						127451	M#032117.005002	402.30	
						127452	M#032117.006001	319.90	

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88661	03/11/24	16,150.97	001745	HARTFORD LIFE AND ACCIDENT INS		127453	M#032117.006012	1,200.80	
						127454	M#032117.006013	2,405.00	
						127455	M#032117.006036	3,152.60	
						127360	02/2024 LTD	12,838.60	
						127361	02/2024 AD&D	3,312.37	
88662	03/11/24	26,291.13	003395	JARRETT WALKER & ASSOC LLC		127456	01/2024 REIMAGINING	26,291.13	
88663	03/11/24	5,765.25	003223	JASPER WELLER LLC		127457	VEH#9811 PART ORDER	5,765.25	
88664	03/11/24	746.93	1117	KELLEY'S SERVICE INC.		127362	CM ORG#K-2078542	-865.26	
						127363	INVENTORY ORDER	435.94	
						127364	NON-INVENTORY ORDER	54.41	
						127365	INVENTORY ORDER	65.77	
						127366	INVENTORY ORDER	406.33	
						127367	CM ORG#K-2456219	-122.36	
						127368	CM ORG#K-2463862	-54.41	
						127369	INVENTORY ORDER	30.28	
						127370	INVENTORY ORDER	73.09	
						127371	INVENTORY ORDER	417.06	
						127372	INVENTORY ORDER	306.08	
						127397	VEH#2210 TOW	611.00	
88665	03/11/24	611.00	003271	KURB, INC.		127372	INVENTORY ORDER	611.00	
88666	03/11/24	228.32	003362	LUMINATOR TECH GROUP GLOBAL,		127458	CAMERA REPAIR	228.32	
88667	03/11/24	20,261.14	003017	MANSFIELD OIL CO OF GAINSVILLE		127373	02/02/2024 DIESEL	20,261.14	
88668	03/11/24	2,661.43	001052	MID VALLEY SUPPLY INC.		127459	JANITORIAL SPLY MMF	76.37	
						127460	JANITORIAL SPLY MMF	2,585.06	
88669	03/11/24	2,537.14	041	MISSION UNIFORM		127374	TOWELS FUEL STATION	156.00	
						127375	UNIFORM SPLY VMU/VSW	384.60	
						127376	TOWELS FUEL STATION	156.00	
						127377	TOWEL,MOP, MAT MMF	41.75	
						127378	TOWELS,MAT PARACRUZ	18.50	
						127379	TOWEL,MOP, MAT, UNFRM	37.02	
						127380	TOWEL,MOP, MAT, UNFRM	59.02	
						127381	TOWEL,MOP, MATS MMF	41.75	
						127382	TOWEL,MOP, MATS MMF	41.75	
						127383	TOWEL,MOP, MAT, UNFRM	37.02	
						127384	TOWELS,MAT PARACRUZ	18.50	
						127461	TOWELS FUEL STATION	156.00	
						127462	TOWEL,MOP, MATS MMF	41.75	
						127463	UNIFORM SPLY VMU/VSW	321.51	
						127464	UNIFORM SPLY VMU/VSW	333.39	
						127465	TOWELS FUEL STATION	156.00	
						127466	UNIFORM SPLY VMU/VSW	380.58	
						127467	TOWELS FUEL STATION	156.00	
						127468	INVENTORY ORDER	597.08	
88670	03/11/24	597.08	001711	MOHAWK MFG. & SUPPLY CO.		127468	INVENTORY ORDER	597.08	
88671	03/11/24	245.49	E045	MONTESINO, EDUARDO		127394	INTVM REIMBURSEMENT	245.49	
88672	03/11/24	20,000.00	003704	NATIONAL MARINE SANCTUARY		122948	ONE RIDE PROMO	20,000.00	VOIDED
88672	03/11/24	-20,000.00	003704	NATIONAL MARINE SANCTUARY		122948	ONE RIDE PROMO	-20,000.00	**VOID
88673	03/11/24	32.78	003326	NIDAL HALABI & NADA ALGHARIB		127469	NAME PLATES IT	32.78	

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88674	03/11/24	3,823.81 004		NORTH BAY FORD LINC-MERCURY		127385	NEW WHEELS PRC BUSES	3,660.49	
						127386	VEH#PC1709 PART ORDR	355.20	
						127387	INVENTORY ORDER	100.95	
						127388	CM ORG#290386	-327.75	
						127389	CM ORG#291654	-355.20	
						127470	INVENTORY ORDER	390.12	
88676	03/11/24	6,397.00 003218		NVB EQUIPMENT, INC.		127471	VEH#4019 ANNUAL SVC	145.00	
						127472	VEH#4119 ANNUAL SVC	145.00	
						127473	VEH#4219 ANNUAL SVC	145.00	
						127474	VEH#4123 ANNUAL SVC	145.00	
						127475	VEH#4223 ANNUAL SVC	145.00	
						127476	VEH#4323 ANNUAL SVC	145.00	
						127477	VEH#4323 ANNUAL SVC	145.00	
						127478	VEH#4523 ANNUAL SVC	145.00	
						127479	VEH#4723 ANNUAL SVC	145.00	
						127480	VEH#4201 ANNUAL SVC	145.00	
						127481	VEH#4202 ANNUAL SVC	145.00	
						127482	VEH#4203 ANNUAL SVC	145.00	
						127483	VEH#4204 ANNUAL SVC	145.00	
						127484	VEH#4205 ANNUAL SVC	145.00	
						127485	VEH#4206 ANNUAL SVC	145.00	
						127486	VEH#4207 ANNUAL SVC	145.00	
						127487	VEH#4208 ANNUAL SVC	145.00	
						127488	VEH#4209 ANNUAL SVC	145.00	
						127489	VEH#4210 ANNUAL SVC	145.00	
						127490	VEH#0122 ANNUAL SVC	252.00	
						127491	VEH#0222 ANNUAL SVC	252.00	
						127492	VEH#0322 ANNUAL SVC	252.00	
						127493	VEH#0422 ANNUAL SVC	252.00	
						127494	VEH#0123 ANNUAL SVC	145.00	
						127495	VEH#0323 ANNUAL SVC	145.00	
						127496	VEH#0423 ANNUAL SVC	145.00	
						127497	VEH#0523 ANNUAL SVC	145.00	
						127498	VEH#0220 ANNUAL SVC	145.00	
						127499	VEH#0320 ANNUAL SVC	145.00	
						127500	VEH#65850 ANNUAL SVC	252.00	
						127501	VEH#0321 ANNUAL SVC	252.00	
						127502	VEH#0421 ANNUAL SVC	252.00	
						127503	VEH#0521 ANNUAL SVC	252.00	
						127504	VEH#0621 ANNUAL SVC	252.00	
						127505	VEH#1904 ANNUAL SVC	252.00	
						127506	VEH#2602 ANNUAL SVC	252.00	
						127507	1/24-2/22 ELEC SBF	3,735.34	
						127508	1/29-2/27 RIVER CHG	9,023.15	
						127509	1/25-2/23 VERNON	7,311.67	
88677	03/11/24	28,509.32 009		PACIFIC GAS & ELECTRIC		127510	1/25-2/23 GAS SBF	380.09	

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88678	03/11/24	1,820.00 002947		PEDX COURIER AND CARGO	7	127511	1/24-2/23GOLFCLB MMF	8,059.07	
88679	03/11/24	303.50 003735		PHIL ALLEGRI ELECTRIC INC		127512	01/2024 COURIER SVC	1,820.00	
88680	03/11/24	3,023.79 003443		PROTERRA OPERATING COMPANY INC		127513	BUSLOT LIGHT REP OPS	303.50	
88681	03/11/24	740.71 882		RANDY & LARAE WEST	7	127514	VEH#0120 PART ORDER	1,450.18	
88682	03/11/24	70.09 003024		RICOH USA, INC CA		127515	VEH#0120 PART ORDER	1,573.61	
88683	03/11/24	384.28 536		RIVERSIDE LIGHTING, INC.		127446	ADA RIDE CARDS	57.90	
88684	03/11/24	206.30 135		SANTA CRUZ AUTO PARTS, INC.		127447	PARTS REQ FORMS	682.81	
88685	03/11/24	287,897.08 002917		SANTA CRUZ METRO TRANSIT W/C		127516	2/14-3/13/24 PARACRZ	70.09	
88686	03/11/24	12,540.22 079		SANTA CRUZ MUNICIPAL UTILITIES		127390	REP/MAINT VER	53.38	
						127517	PAC STATION MOVE SMC	330.90	
						127518	NON-INVENTORY ORDER	124.36	
						127519	INVENTORY ORDER	68.70	
						127520	INVENTORY ORDER	13.24	
						127391	PREFUND CL#22001522	70,000.00	
						127392	2/2024 W/C REPLENISH	217,897.08	
						127521	1/9-2/7MULTI BUSSTPS	1,155.72	
						127522	1/9-2/7 IRRIG MMF	90.03	
						127523	2/8-2/16 BREAK ROOM	19.30	
						127524	1/9-2/7 BREAK ROOM	62.16	
						127525	2/8-2/16/24 PAC ILND	16.67	
						127526	2/8-2/16/24 SMC	666.32	
						127527	1/9-2/7/24 PAC ISLND	147.84	
						127528	1/9-2/7/24 SMC	2,617.77	
						127529	1/9-2/7/24 VERNON	750.39	
						127530	1/9-2/7/24 MMF	1,692.34	
						127531	1/9-2/7/24 SBF	4,817.65	
						127532	1/9-2/7/24 OPS	504.03	
						127533	TEMP W/E 02/25/2024	945.82	
						127534	2023CAM RECON TRUEUP	2,629.48	
						127535	VEH#1301 PART ORDER	51.84	
						127536	VEH#1306 PART ORDER	1,366.40	
						127537	INVENTORY ORDER	536.62	
						127538	VEH#9811 PART ORDER	149.90	
						127539	INVENTORY ORDER	1,482.79	
						127540	INVENTORY ORDER	2,875.46	
						127541	OFFICE SUPPLY ADMIN	759.32	
						127542	OFFICE SUPPLY PRC	353.71	
						127543	FREIGHT	65.12	
						127544	FREIGHT	16.90	
						127311	REIMAGINE MTG REIMB	132.95	
						127545	INVENTORY ORDER	85.44	
						127546	INVENTORY ORDER	236.31	
						127547	INVENTORY ORDER	1,711.58	
						127548	INVENTORY ORDER	1,016.99	
						127549	INVENTORY ORDER	559.29	
						127550	INVENTORY ORDER	70.87	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88695	03/11/24	1,864.46 221		VEHICLE MAINTENANCE PROG INC	0	127551	INVENTORY ORDER	1,864.46	
88696	03/11/24	6,315.02 434		VERIZON WIRELESS		127552	4/2-5/1/23TBLTS MKTG	60.04	
88697	03/18/24	3,787.71 003151		ABC BUS INC		127553	1/2-2/1/24 CUST SVC	1,669.47	
88698	03/18/24	5,353.25 003711		ADARIDE.COM LLC		127554	1/23-2/22/24WIFI BUS	4,585.51	
88699	03/18/24	840.00 382		AIRTEC SERVICE INC.		127555	INVENTORY ORDER	2,477.80	
88700	03/18/24	476.35 003596		AMAZON CAPITAL SERVICES, INC.		127556	VEH#1306 PART ORDER	1,238.90	
88701	03/18/24	1,114.29 001141				127557	INVENTORY ORDER	71.01	
88702	03/18/24	10,046.76 001D				127558	02/2024 ELIGIBLE SVC	5,353.25	
88703	03/18/24	730.73 247				127559	HVAC EVALUATION CEC	420.00	
88704	03/18/24	189,226.01 003655		AMERICAN BUSINESS SYSTEMS, INC AT&T		127560	HEAT REPAIR PARACRUZ	420.00	
88705	03/18/24	5,477.76 002802				127652	OFFICE SUPPLY PRC	377.68	
88706	03/18/24	121.90 107A				127653	OFFICE SUPPLY OPS	200.42	
88707	03/18/24	39.41 003393				127654	OFFICE SUPPLY OPS	-61.05	
88708	03/18/24	2,799.80 003732				127655	CM ORG#11LM7XDD1Y9T	-40.70	
88709	03/18/24	5,286.75 001324				127656	CM ORG#11LM7XDD1Y9T	1,114.29	
88710	03/18/24	1,052.31 001230				127561	ABS ODBC INSTALL IT	1,431.36	
88711	03/18/24	58.00 E1255				127562	1/10-2/9/24 DIST INT	1,736.74	
88712	03/18/24	1,531.10 001159				127660	1/13-2/11/24 PT-FT1	5,893.15	
88713	03/18/24	526.06 003633				127661	1/19-2/18 OCEAN-LP	195.61	
88714	03/18/24	1,990.00 001346				127662	1/19-2/18 MAIN ACCT	305.00	
88715	03/18/24	75.95 003373				127663	1/19-2/18 ELEVTR OPS	425.73	
88716	03/18/24	5,792.25 909				127664	SVC/MAINT SVT	49,555.00	
88717	03/18/24	84,732.72 001124				127665	SVC/MAINT SVT	49,555.00	
						127666	1904 PRC003EXTND HRS	18,347.99	
						127667	1904 PRC003EXTND HRS	71,768.02	
						127668	1904 MISC EXPENSES	5,477.76	
						127669	1904 02/2024 MTH FEE	34.68	
						127670	INVENTORY ORDER	16.70	
						127671	REP/MAINT PNR LOT	21.61	
						127672	REP/MAINT CEC	48.91	
						127673	REP/MAINT FIELD	39.41	
						127674	REP/MAINT PNR LOT	2,799.80	
						127675	PAC STATION MOVE CEC	5,286.75	
						127676	MAP HOLDERS/LENS MMF	1,052.31	
						127677	3/2024 LEGISLATE SVC	58.00	
						127678	INVENTORY ORDER	564.24	
						127679	DMV REIMBURSEMENT	966.86	
						127680	LOGO JACKETS CUSTSVC	196.15	
						127681	SIGN PRINTING MKTG	87.50	
						127682	FIRSTAID RESTOCK MMF	106.75	
						127683	FIRSTAID RESTOCK VER	135.66	
						127684	FIRSTAID RESTOCK CEC	1,990.00	
						127685	FIRSTAID RESTOCK WTC	75.95	
						127686	02/2024 RENT FRONT ST	5,792.25	
						127687	02/2024 LANDEFILL	1,844.09	
						127688	VEH#9023 LIFT GATE		
						127689	FS CORRECTIVE SBF		

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CHECK NUMBER	CHECK DATE	CHECK VENDOR NAME	CHECK VENDOR	CHECK AMOUNT	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88718	03/18/24		134.44	075		127577	2/9/24 LNG CHGS	11,810.84	
						127578	2/6/24 LNG CHGS	11,881.24	
						127579	2/13/24 LNG CHGS	11,451.89	
						127580	2/14/24 LNG CHGS	11,381.48	
						127581	2/16/24 LNG CHGS	11,118.32	
						127666	02/20/2024 LNG CHG	11,657.34	
						127670	2/14/24 FS CORRECTIV	1,159.20	
						127671	2/16/24 FS CORRECTIV	695.52	
						127673	2/26/24 LNG CHGS	11,285.68	
						127674	2/21/24 FS CORRECTIV	447.12	
88718	03/18/24	COAST PAPER & SUPPLY INC.	134.44	075		127583	JANITORIAL SUPPLY	98.32	
						127672	JANITORIAL SUPPLY	36.12	
88719	03/18/24	COASTAL LANDSCAPING INC.	2,890.00	003034		127582	03/2024 LANDSCAPING	2,890.00	
88720	03/18/24	COMMUNITY PRINTERS, INC.	1,580.48	163		127584	BUSINESS CARDS MKTG	2,231.87	
						127585	CODE OF CONDUCT SPANI	1,348.61	
88721	03/18/24	CTSJPA (CALTIP)	22,001.46	588		127570	02/2024 CODE=5100	22,001.46	
88722	03/18/24	CUMMINS, INC	27,120.72	003116		127586	INVENTORY ORDER	64.13	
						127587	VEH#1001 STEEL PISTN	26,756.65	
						127678	INVENTORY ORDER	299.94	
88723	03/18/24	DEPT OF INDUSTRIAL RELATIONS	225.00	001322		127588	ELEVATOR PERMIT VER	225.00	
88724	03/18/24	DG INVEST INTERM HOLDINGS2,INC	12,664.71	003730		127712	2405 SECURITYUPGRADE	2,626.22	
						127713	2405 SECURITYUPGRADE	10,038.49	
88725	03/18/24	EAST BAY TIRE CO.	5,192.37	003274		127679	REVENUE TIRES	1,580.16	
						127680	INVENTORY ORDER	562.77	
						127681	INVENTORY ORDER	1,372.02	
						127682	INVENTORY ORDER	1,372.02	
88726	03/18/24	FARRELL, CINDI	68.00	E1119		127683	REVENUE TIRES	305.40	
88727	03/18/24	FASTENAL COMPANY INC	891.49	001297		127733	CDL REIMBURSEMENT	68.00	
						127589	INVENTORY ORDER	187.91	
						127590	INVENTORY ORDER MMF	126.56	
						127591	INVENTORY ORDER	35.03	
						127592	INV/SFTY VEND ORDER	310.48	
						127686	INVENTORY ORDER	231.51	
88728	03/18/24	FIRST ALARM SECURITY & PATROL	64,437.25	002295		127594	01/2024 SECURITY	64,437.25	
88729	03/18/24	FITZPATRICK, MICHELLE	150.00	E473		127734	PHYSICAL REIMBURSEME	150.00	
88730	03/18/24	FLYERS ENERGY, LLC	12,781.45	002952		127593	FORKLIFT PROPANE	156.46	
						127684	2/15-2/29NONREV FUEL	2,496.09	
						127685	2/15-2/29 REV FUEL	10,128.90	
88731	03/18/24	FOREVER FIREWOOD,INC	53,028.52	003456		127651	2401 ROOF/GUTTER SVT	53,028.52	
88732	03/18/24	FREEDOM ASSOCIATES, LLC	5,000.00	003705		127603	4/2024 RENT FREEDOM	5,000.00	
88733	03/18/24	GARDA CL WEST, INC.	10,109.89	001302		127595	03/2024 VAULT SVCS	10,109.89	
88734	03/18/24	GILLIG LLC	756.55	117		127596	INVENTORY ORDER	52.40	
						127597	VEH#0321 PART ORDER	69.23	
						127688	VEH#0621 PART ORDER	96.36	
						127689	INVENTORY ORDER	269.28	
						127690	INVENTORY ORDER	269.28	



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88735	03/18/24	GLOBAL WATER TECHNOLOGY INC	570.00	003316		127598	12/2023WTR TREAT OPS	285.00	
88736	03/18/24	GRAINGER	290.55	282		127599	01/2024WTR TREAT OPS	285.00	
88737	03/18/24	IMD FLUID SYSTEM TECHNOLOGIES	704.67	003553		127600	SAFETY VENDING ORDER	108.27	
88738	03/18/24	J.J.R ENTERPRISES, INC.	305.90	914		127601	INVENTORY ORDER	53.76	
88739	03/18/24	JARDELEZA, RODEL	58.00	E1253		127602	PARTS INVENTORY MMF	83.77	
88740	03/18/24	KELLEY'S SERVICE INC.	3,172.85	1117		127604	NON-INVENTORY ORDER	44.75	
						127687	INVENTORY ORDER	704.67	
						127691	TONER IT	305.90	
						127731	DW CDL REIMBURSEMENT	58.00	
						127692	INVENTORY ORDER	2,618.80	
						127693	CM ORG##-2480553	-2,391.17	
						127694	CM ORG##-2480553	-10.00	
						127695	INVENTORY ORDER	2,401.72	
						127696	INVENTORY ORDER	2,401.17	
						127697	CM ORG##-2480559	-2,401.17	
						127698	INVENTORY ORDER	9.11	
						127699	INVENTORY ORDER	538.39	
88741	03/18/24	LANGUAGE LINE SERVICES INC	1,122.05	003450		127605	12/2023 TRNSLT SVCS	547.05	
						127606	1/2024 TRNSLT SVCS	100.00	
						127700	2/2024 TRANSLATE SVC	475.00	
88742	03/18/24	LEWANDOWSKI, LAURA	58.00	E1254		127732	DW CDL REIMBURSEMENT	58.00	
88743	03/18/24	LOOKOUT LOCAL INC	1,100.00	003721		127607	01/2024 CARMAGEDDON	1,100.00	
88744	03/18/24	LOVENFOSSE, JEREMY	150.00	E950		127735	PHYSICAL REIMBURSEMENT	150.00	
88745	03/18/24	LUMINATOR TECH GROUP GLOBAL,	232.30	003362		127701	INVENTORY ORDER	232.30	
88746	03/18/24	MANUEL MARTINEZ RODRIGUEZ	76,800.00	003723		127615	1941 EV CHARGERS OPS	76,800.00	
88747	03/18/24	MAXIMUM OIL SERVICE LLC	238.50	003249		127608	HAZARDWASTE DISP MMF	238.50	
88748	03/18/24	MGP XI REIT,LLC	2,512.69	003273		127609	04/2024RENT CAP MALL	2,512.69	
88749	03/18/24	MILLER MAXFIELD INC	13,785.63	003361		127610	2/2024 PUB OUTREACH	6,725.00	
						127611	01-02/2024PUB OUTRCH	2,410.63	
						127612	2/2024 PUBLIC OUTRCH	4,650.00	
88750	03/18/24	MISSION UNIFORM	577.07	041		127613	TOWELS,MOPS,UNIFORMS	37.02	
						127614	TOWELS,MOPS,WATS MMF	41.75	
						127702	UNIFORM SPLY VMU/VSW	342.30	
						127703	TOWELS FUEL STATION	156.00	
88751	03/18/24	NORTH BAY FORD LINC-MERCURY	58.95	004		127616	INVENTORY ORDER	58.95	
88752	03/18/24	NVB EQUIPMENT, INC.	252.00	003218		127604	VEH#0122 INSPECTION	252.00	
88753	03/18/24	PACIFIC GAS & ELECTRIC	6,814.16	009		127704	1/29-2/28GAS/ELE OPS	6,814.16	
88754	03/18/24	PEREZ, MANUEL ALFARO JR	150.00	E924		127729	PHYSICAL REIMBURSEMENT	150.00	
88755	03/18/24	PIED PIPER EXTERMINATORS, INC.	894.50	481		127618	03/2024 PEST SVT	65.00	
						127619	03/2024 PEST WTC MKT	79.50	
						127620	03/2024PEST WTC TRAN	65.00	
						127621	03/2024 PEST MMF	217.50	
						127622	3/2024 PEST OPS PKNG	212.50	
						127623	3/2024 PEST OPS CRK	255.00	
88756	03/18/24	RANDY & LARAE WEST	68.83	882		127705	RECRUIT BUS CARDS	68.83	
88757	03/18/24	RICOH USA, INC CA	475.02	003024	7	127624	1/1-1/31 COPIER OPS	115.68	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88758	03/18/24	482.44 536	RIVERSIDE LIGHTING, INC.		127625	1/12-2/11 COPIER OPS	116.83		
88759	03/18/24	110.44 E524	ROCHA, FEDERICO G.		127626	2/1-2/29 COPIER OPS	115.68		
88760	03/18/24	127.11 135	SANTA CRUZ AUTO PARTS, INC.		127627	2/12-3/11 COPIER OPS	116.83		
					127628	LATE FEE #5068681437	5.00		
					127629	LATE FEE #5068778316	5.00		
					127630	LIGHT REPAIR MMF	470.80		
					127631	LIGHT REPAIR MMF	11.64		
					127727	FACILITY LUNCH REIMB	110.44		
					127632	INVENTORY ORDER	40.17		
					127633	INVENTORY ORDER	8.83		
					127634	INVENTORY ORDER	45.09		
					127706	INVENTORY ORDER	61.14		
					127708	CM ORG#14508-488111	-28.12		
88761	03/18/24	260.00 001292	SANTA CRUZ RECORDS MNGMT INC		127635	02/2024 SHRED MULTI	260.00		
88762	03/18/24	1,957.50 001307	SANTA CRUZ STAFFING, LLC		127636	TEMP W/E 01/28/2024	1,957.50		
88763	03/18/24	98.00 E1252	SINGH SANDHU, GURJANT		127730	CLP REIMBURSEMENT	98.00		
88764	03/18/24	1,366.88 003292	SLINGSHOT CONNECTIONS LLC		127637	TEMP W/E 02/25/2024	119.07		
					127638	TEMP W/E 02/18/2024	92.61		
					127709	TEMP W/E 03/03/2024	1,155.20		
88765	03/18/24	2,844.00 003197	SMARTSHEET INC.		127639	2024-2025 LIC RENEW	2,844.00		
88766	03/18/24	81.96 003690	SNAP-ON INDUSTRIAL, A DIVISION		127640	SHOP TOOL FLEET	7.78		
88767	03/18/24	10,526.39 001075	SOQUEL III ASSOCIATES	7	127710	USB LINK CABLE	74.18		
					127641	04/2024 RENT PARACRZ	10,580.02		
					127711	2018 RECON OP EXPENS	-53.63		
88768	03/18/24	23.80 003671	T-MOBILE USA, INC.		127722	1/21-2/20 TVM COMMS	23.80		
88769	03/18/24	10,788.00 003657	TEXTMARKS INC.		127642	2024-2025 SMS SVC	10,788.00		
88770	03/18/24	6,032.77 003285	THE AFTERMARKET PARTS CO LLC		127714	VEH#11027 PART ORDER	1,303.83		
					127715	VEH#2811 PART ORDER	215.19		
					127716	VEH#1301 PART ORDER	394.35		
					127717	VEH#1610 PART ORDER	3,737.51		
					127718	VEH#1610 PART ORDER	381.89		
88771	03/18/24	243.84 166	THE HOSE SHOP, INC		127719	INVENTORY ORDER	33.82		
					127720	NON-INVENTORY ORDER	243.84		
					127721	CM ORG#456931	-33.82		
88772	03/18/24	68.00 E964	TORRES, HERIBERTO		127736	DMV REIMBURSEMENT	68.00		
88773	03/18/24	2,412.58 043	TROWBRIDGE ENTERPRISES		127723	OFFICE SUPPLY	1,537.13		
					127724	OFFICE SUPPLY	270.72		
					127725	OFFICE SUPPLY	303.99		
					127726	OFFICE SUPPLY	300.74		
88774	03/18/24	16.90 007	UNITED PARCEL SERVICE		127644	FREIGHT	16.90		
88775	03/18/24	2,135.00 003200	UPS STORE #1128		127643	1/2-2/9/24FINGERPRNT	2,135.00		
88776	03/18/24	348.96 221	VEHICLE MAINTENANCE PROG INC	0	127650	INVENTORY ORDER	348.96		
88777	03/18/24	4,132.86 434	VERIZON WIRELESS		127645	2/2-3/1 RISK MNGMT	38.52		
					127646	10/5-11/1 TABLTS OPS	1,947.80		
					127647	11/2-12/1 TABLTS OPS	1,826.46		
					127648	12/2-1/1 TABLTS OPS	160.04		

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88778	03/18/24	150.00 E532	150.00	ZARATE, VALENTIN		127649	1/2-2/1 TABLTS OPS	160.04	
88779	03/25/24	38.72 002941	150.00	AA SAFE & SECURITY CO		127728	PHYSICAL REIMBURSEME	150.00	
88780	03/25/24	195.56 003596	38.72	AMAZON CAPITAL SERVICES, INC.		127814	EMP PKNG LOT REPAIR	38.72	
88781	03/25/24	3,716.68 001D	195.56	AT&T		127740	ANNUAL MEMBERSHIP FE	195.56	
			3,716.68			127738	2/13-3/12 PT-PT1	1,736.74	
						127739	2/10-3/9 DIST INTNET	1,431.36	
						127837	2/1-2/29/24 PT-PT2	548.58	
88782	03/25/24	332.44 247	332.44	AUTOMATIC DOOR SYSTEMS, INC.		127813	BI-AN AUTO DOOR INSP	332.44	
88783	03/25/24	198.89 002689	55.89	B & B SMALL ENGINE CORP		127815	REP/MAINT LEAFBLOWER	55.89	
						127816	REP/MAINT CHAINSAW	143.00	
88784	03/25/24	58.00 E486	58.00	BECK, LESLIE		127840	DMV REIMBURSEMENT	58.00	
88785	03/25/24	637.84 107A	40.96	BFS GROUP LLC		127741	CUSTODIAL INVENTORY	40.96	
						127742	CUSTODIAL INVENTORY	18.16	
						127743	MISC FLEET PARTS ORD	5.69	
						127817	MAPHOLDER SCREWS VER	9.79	
						127818	CABLE TIES VER	25.54	
						127819	PAINT SUPPLIES SVT	40.00	
						127820	TIEDOWN/SCREWS FIELD	36.52	
						127821	WEATHERSTRIPING PRC	28.59	
						127822	REP/MAINT SUPPLY VER	10.50	
						127823	ELECTRICAL TAPE CEC	7.42	
						127825	REP/MAINT SUPPLY VER	373.41	
						127826	REP/MAINT SUPPLY VER	37.35	
						127844	BOOT REIMBURSEMENT	250.00	
88786	03/25/24	250.00 E1256	3,290.97	BIRT, DUSTIN		127827	RESTROOM REPAIR CEC	3,290.97	
88787	03/25/24	3,974.35 003393	419.36	BRASS KEY LOCKSMITH INC		127828	REP/MAINT CEC	419.36	
						127829	REP/MAINT CEC	264.02	
						127757	SPRING 2024 HEADWAYS	9,343.06	
88788	03/25/24	9,343.06 001089	1,139.11	CASEY PRINTING, INC		127753	PRINTING MKTG	1,139.11	
88789	03/25/24	4,820.31 001159	852.72	CATTO'S GRAPHICS, INC.		127754	PRINTING MKTG	852.72	
						127755	PRINTING MKTG	573.56	
						127756	PRINTING MKTG	1,168.98	
						127758	METRO LOGO WEAR MKTG	1,085.94	
88790	03/25/24	900.00 002109	900.00	CITY OF SANTA CRUZ/PARKING		127845	03/2024 PARKING INV	900.00	
88791	03/25/24	77,595.36 001124	521.64	CLEAN ENERGY		127744	F'S CORRECTIVE SBF	521.64	
						127745	CM ORG#CEW12664335	-281.52	
						127746	F'S CORRECTIVE SBF	281.52	
						127750	2/28/24 LNG CHGS	12,023.21	
						127751	2/24/24 LNG CHGS	11,047.92	
						127752	2/29/24 LNG CHGS	11,361.86	
						127809	2/2024 FS INSPECTION	20,628.00	
						127810	3/2024 FS INSPECTION	20,628.00	
						127811	2/29/24 FS CORRECTIV	840.42	
						127812	3/2/24 FS CORRECTIVE	544.31	
88792	03/25/24	403.13 003668	403.13	CROSSLINE SUPPLY, LLC		127847	INVENTORY ORDER	403.13	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88793	03/25/24	003116	3,153.70	CUMMINS, INC		127747	INVENTORY ORDER	76.76	
						127748	VEH#4210 PART ORDER	37.53	
						127749	VEH#4210 PART ORDER	767.81	
						127846	INVENTORY ORDER	2,271.60	
88794	03/25/24	002567	896.00	DEPARTMENT OF JUSTICE		127838	02/2024 FINGERPRINTS	896.00	
88795	03/25/24	003274	980.38	EAST BAY TIRE CO.		127848	INVENTORY ORDER	980.38	
88796	03/25/24	001297	546.53	FASTENAL COMPANY INC		127760	REP/MAINT SUPPLY MMF	546.53	
88797	03/25/24	002295	78,232.43	FIRST ALARM SECURITY & PATROL		127761	02/2024 SECURITY	78,232.43	
88798	03/25/24	003431	1,165.12	FIRST ALARM		127830	REP/MAINT WTC	272.50	
						127831	4/1-6/30FIREALARMSBF	454.62	
						127832	4/1-6/30FIREALARMMMF	438.00	
88799	03/25/24	003715	2,500.00	GARY SCOTT GREGG III		127832	4/1-6/30FIREALARMMMF	438.00	
88800	03/25/24	117	1,369.38	GILLIG LLC		127774	ARTICLE 2	2,500.00	
						127770	INVENTORY ORDER	1,173.43	
						127771	INVENTORY ORDER	195.95	
88801	03/25/24	E1073	892.21	GIAGOLA, DANIELLE		127849	TRAVEL REIMBURSEMENT	892.21	
88802	03/25/24	003316	285.00	GLOBAL WATER TECHNOLOGY INC		127833	2/2024WATER TREAT OPS	285.00	
88803	03/25/24	282	536.09	GRAINGER		127762	INVENTORY PARTS	35.26	
						127763	INVENTORY PARTS	26.00	
						127764	INVENTORY PARTS	115.54	
						127765	INVENTORY PARTS MMF	47.75	
						127766	NON-INVENTORY ORDER	96.68	
						127767	SAFETY VENDING ORDER	50.27	
						127768	INV/SFTY VEND ORDER	98.09	
						127769	INVENTORY ORDER MMF	66.50	
88804	03/25/24	001097	990.71	GREENWASTE RECOVERY, INC.		127772	2/1-2/29/24 SVT	478.61	
						127773	2/1-2/29/2024 PRC	512.10	
88805	03/25/24	E604	150.00	GUTIERREZ, PEDRO		127841	PHYSICAL REIMBURSEME	150.00	
88806	03/25/24	003109	78,189.30	HANSON BRIDGETT LLP		127775	02/2024 RETAINER	27,869.00	
						127776	M#032117.004004	33,759.90	
						127777	M#032117.005001	7,275.50	
						127778	M#032117.006012	2,666.00	
						127779	M#032117.006013	460.20	
						127780	M#032117.006023	106.20	
						127781	M#032117.006036	5,840.10	
						127782	M#032117.006041	106.20	
						127783	M#032117.008004	106.20	
						127842	DMV REIMBURSEMENT	68.00	
88807	03/25/24	E024	68.00	HERSEY, LYNN		127842	DMV REIMBURSEMENT	68.00	
88808	03/25/24	003552	243.75	JOHNSON & CODY ELECTRIC, INC.		127835	REP/MAINT SBF	243.75	
88809	03/25/24	003442	553.69	JOHNSON CONTROLS INC		127834	4/1-6/30/24 WTC	553.69	
88810	03/25/24	003017	22,283.87	MANSFIELD OIL CO OF GAINSVILLE		127787	2/21/2024DIESEL FUEL	22,283.87	
88811	03/25/24	E423	150.00	MILLER, MICHAEL		127843	PHYSICAL REIMBURSEME	150.00	
88812	03/25/24	041	41.75	MISSION UNIFORM		127785	TOWEL, MOP, MATS MMF	41.75	
88813	03/25/24	001711	2,882.58	MOHAWK MFG. & SUPPLY CO.		127785	INVENTORY ORDER	1,458.09	
						127786	INVENTORY ORDER	1,424.49	
88814	03/25/24	003326	298.12	NIDAL HALABI & NADA ALGHARIB		127850	GLASS AWARDS MKTG	298.12	
88815	03/25/24	004	1,390.32	NORTH BAY FORD LINC-MERCURY		127759	INVENTORY ORDER	1,390.32	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR NAME	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88816	03/25/24	5,399.38 009		PACIFIC GAS & ELECTRIC		127789	1/29-2/13/24 SMC	1,161.89	
88817	03/25/24	1,860.00 002947		PEDX COURIER AND CARGO	7	127790	1/24-3/5 SVT,WTC,PNR	4,237.49	
88818	03/25/24	65.00 481		PIED PIPER EXTERMINATORS, INC.		127791	02/2024 COURIER SVC	1,860.00	
88819	03/25/24	600.00 003061		QUADIANT FINANCE USA INC		127788	03/2024 PEST VER	65.00	
88820	03/25/24	1,578.00 003020		QUEST DIAGNOSTIC INC.		127792	02/2024 POSTAGE 1598	600.00	
88821	03/25/24	70.09 003024		RICOH USA, INC CA		127839	2/2024 DOT DRUG TEST	1,578.00	
88822	03/25/24	120.61 003154		ROMAINE ELECTRIC CORP		127851	3/14-4/13/24 PARACRZ	70.09	
88823	03/25/24	16,029.00 003490		S & A SYSTEMS, INC		127793	INVENTORY ORDER	120.61	
88824	03/25/24	5,068.86 001379		SAFETY-KLEEN SYSTEMS INC		127852	24-25 SOFT/HARDWARE	16,029.00	
88825	03/25/24	71.60 079		SANTA CRUZ MUNICIPAL UTILITIES		127836	PARTS WASHER SVC MMF	5,068.86	
88826	03/25/24	2,030.00 003631		SCHOOL BUS SAFETY COMPANY, INC		127796	2/1-2/29 IRRIG SBF	39.26	
88827	03/25/24	455.52 002459		SCOTT'S VALLEY WATER DISTRICT		127797	2/1-2/29 IRRIG VER	32.34	
88828	03/25/24	5,700.00 002267		SHAW YODER ANTWIHT		127803	TRAINING MATS SAFTEY	2,030.00	
88829	03/25/24	963.23 003694		SOUTHERN COUNTIES LUBRICANTS,		127794	02/01-02/29/2024 SVT	341.79	
88830	03/25/24	5,202.15 003285		THE AFTERMARKET PARTS CO LLC		127795	02/01-02/29/2024 SVT	113.73	
88831	03/25/24	429.53 E1230		TOUPS, DEREK		127798	03/2024LEGISLATE REP	5,700.00	
88832	03/25/24	533.64 043		TROWBRIDGE ENTERPRISES		127800	INVENTORY ORDER	963.23	
88833	03/25/24	169.03 007		UNITED PARCEL SERVICE		127801	INVENTORY ORDER	4,975.31	
88834	03/25/24	1,470.42 003687		VALLEY POWER SYSTEMS NORTH,INC		127806	VEH#9810 PART ORDER	1,616.54	
88835	03/25/24	1,588.19 434		VERIZON WIRELESS	0	127807	CM ORG#K13507	-146.12	
88836	03/25/24	141.03 003544		ZOOM VIDEO COMMUNICATIONS, INC		127805	2/2-3/1 TABLETS MMF	577.80	
88837	03/25/24	387.40 003530		ZORO TOOLS, INC.		127857	2/2-3/1 TABLETS/CS/MK	180.07	
88838	03/26/24	87.28 M148		ABACHERLI, ARLETTE		127858	2/2-3/1/24 PARACRUZ	830.32	
88839	03/26/24	22.41 M149		ADAMS, ELLEN		127859	1/31-2/28 WEBINAR500	55.31	
88840	03/26/24	16.24 M381		AGUIRRE, CIRO		127860	2/29-3/30 WEBINAR500	85.72	
88841	03/26/24	107.68 M382		AITKEN, ANGELA		127808	VALVE ASSEMBLY MMF	387.40	
88842	03/26/24	17.09 M150		ALLEN, ROBERT		9010780	RETIREE SUPPLEMENTAL	87.28	
88843	03/26/24	40.58 M151		ANDRADE, GERALD		9010781	MEDICAL SUPPLEMENTAL	22.41	
88844	03/26/24	20.29 M152		ANN, DORICE		9010925	MEDICAL SUPPLEMENTAL	16.24	
88845	03/26/24	19.33 M153		ARCHIBEQUE, ELEANOR		9010926	MEDICAL SUPPLEMENTAL	107.68	
88846	03/26/24	44.81 M154		ARCHIBEQUE, JUANITA		9010782	MEDICAL SUPPLEMENTAL	17.09	
88847	03/26/24	22.41 M383		AVILES, PATRICIA		9010783	MEDICAL SUPPLEMENTAL	40.58	
88848	03/26/24	40.58 M158		BAN, MARK		9010784	MEDICAL SUPPLEMENTAL	20.29	
88849	03/26/24	17.09 M335		BARRY, BARTHOLOMEW		9010785	MEDICAL SUPPLEMENTAL	19.33	
88850	03/26/24	22.41 M160		BASS, BETTY		9010786	MEDICAL SUPPLEMENTAL	44.81	
						9010787	MEDICAL SUPPLEMENTAL	40.58	
						9010897	MEDICAL SUPPLEMENTAL	17.09	
						9010788	MEDICAL SUPPLEMENTAL	22.41	

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88851	03/26/24	17.09	M162		9010789	MEDICAL SUPPLEMENTAL	17.09	
88852	03/26/24	22.41	M165		9010790	MEDICAL SUPPLEMENTAL	22.41	
88853	03/26/24	44.81	M167		9010791	MEDICAL SUPPLEMENTAL	44.81	
88854	03/26/24	17.09	M169		9010792	MEDICAL SUPPLEMENTAL	17.09	
88855	03/26/24	22.41	M337		9010898	MEDICAL SUPPLEMENTAL	22.41	
88856	03/26/24	44.81	M384		9010928	MEDICAL SUPPLEMENTAL	44.81	
88857	03/26/24	44.81	M170		9010793	MEDICAL SUPPLEMENTAL	44.81	
88858	03/26/24	44.81	M171		9010794	MEDICAL SUPPLEMENTAL	44.81	
88859	03/26/24	22.41	M172		9010795	MEDICAL SUPPLEMENTAL	22.41	
88860	03/26/24	18.30	M173		9010796	MEDICAL SUPPLEMENTAL	18.30	
88861	03/26/24	32.48	M339		9010899	MEDICAL SUPPLEMENTAL	32.48	
88862	03/26/24	40.58	M174		9010797	SUPPLEMENTAL MEDICAL	40.58	
88863	03/26/24	17.09	M175		9010798	MEDICAL SUPPLEMENTAL	17.09	
88864	03/26/24	17.09	M177		9010799	MEDICAL SUPPLEMENTAL	17.09	
88865	03/26/24	36.60	M178		9010800	MEDICAL SUPPLEMENTAL	36.60	
88866	03/26/24	17.09	M340		9010900	MEDICAL SUPPLEMENTAL	17.09	
88867	03/26/24	87.28	M386		9010929	MEDICAL SUPPLEMENTAL	87.28	
88868	03/26/24	17.09	M341		9010901	MEDICAL SUPPLEMENTAL	17.09	
88869	03/26/24	22.41	M343		9010902	MEDICAL SUPPLEMENTAL	22.41	
88870	03/26/24	17.09	M180		9010801	MEDICAL SUPPLEMENTAL	17.09	
88871	03/26/24	22.41	M182		9010802	MEDICAL SUPPLEMENTAL	22.41	
88872	03/26/24	44.81	M387		9010930	MEDICAL SUPPLEMENTAL	44.81	
88873	03/26/24	43.46	M185		9010803	MEDICAL SUPPLEMENTAL	43.46	
88874	03/26/24	22.41	M186		9010804	MEDICAL SUPPLEMENTAL	22.41	
88875	03/26/24	22.41	M348		9010903	RETIREE SUPPLEMENTAL	22.41	
88876	03/26/24	22.41	M188		9010805	MEDICAL SUPPLEMENTAL	22.41	
88877	03/26/24	17.09	M349		9010904	MEDICAL SUPPLEMENTAL	17.09	
88878	03/26/24	40.58	M191		9010806	RETIREE SUPPLEMENTAL	40.58	
88879	03/26/24	44.81	M192		9010807	MEDICAL SUPPLEMENTAL	44.81	
88880	03/26/24	40.58	M195		9010808	MEDICAL SUPPLEMENTAL	40.58	
88881	03/26/24	22.41	M351		9010905	RETIREE SUPPLEMENTAL	22.41	
88882	03/26/24	17.09	M373		9010921	RETIREE SUPPLEMENTAL	17.09	
88883	03/26/24	43.46	M197		9010809	MEDICAL SUPPLEMENTAL	43.46	
88884	03/26/24	48.25	M427		127862	REPLACE VOID#74063	31.16	
88885	03/26/24	22.41	M389		9010957	MEDICAL SUPPLEMENTAL	17.09	
88886	03/26/24	17.09	M199		9010931	MEDICAL SUPPLEMENTAL	22.41	
88887	03/26/24	17.09	M200		9010810	MEDICAL SUPPLEMENTAL	17.09	
88888	03/26/24	44.81	M390		9010811	MEDICAL SUPPLEMENTAL	17.09	
88889	03/26/24	44.81	M201		9010932	MEDICAL SUPPLEMENTAL	44.81	
88890	03/26/24	51.07	M202		9010812	MEDICAL SUPPLEMENTAL	44.81	
88891	03/26/24	22.41	M391		9010813	MEDICAL SUPPLEMENTAL	51.07	
88892	03/26/24	16.24	M203		9010933	MEDICAL SUPPLEMENTAL	22.41	
88893	03/26/24	17.09	M352		9010814	MEDICAL SUPPLEMENTAL	16.24	
88894	03/26/24	32.48	M394		9010906	MEDICAL SUPPLEMENTAL	17.09	
88895	03/26/24	22.41	M205		9010934	MEDICAL SUPPLEMENTAL	32.48	
					9010815	RETIREE SUPPLEMENTAL	22.41	

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88896	03/26/24	15.92	M354		9010907	MEDICAL SUPPLEMENTAL	15.92	
88897	03/26/24	15.92	M355	GABRIELE, BERNARD	9010908	MEDICAL SUPPLEMENTAL	15.92	
88898	03/26/24	44.81	M395	GABRIELE, CATHLEEN	9010935	MEDICAL SUPPLEMENTAL	44.81	
88899	03/26/24	17.09	M396	GALE, TERRY	9010936	MEDICAL SUPPLEMENTAL	17.09	
88900	03/26/24	17.09	M207	GALLOWAY, SCOTT	9010816	MEDICAL SUPPLEMENTAL	17.09	
88901	03/26/24	17.09	M211	GARBEZ, MANNY	9010817	RETIREE SUPPLEMENTAL	17.09	
88902	03/26/24	40.58	M213	GOSE, JOHN	9010818	MEDICAL SUPPLEMENTAL	40.58	
88903	03/26/24	17.09	M214	GRANADOS-BOYCE, MARIA	9010819	MEDICAL SUPPLEMENTAL	17.09	
88904	03/26/24	34.17	M215	GROBMAN, BRUCE	9010820	MEDICAL SUPPLEMENTAL	34.17	
88905	03/26/24	17.09	M217	GROBMAN, BRUCE	9010821	MEDICAL SUPPLEMENTAL	17.09	
88906	03/26/24	40.58	M219	GROBMAN, BRUCE	9010822	MEDICAL SUPPLEMENTAL	40.58	
88907	03/26/24	17.09	M220	GROBMAN, BRUCE	9010823	MEDICAL SUPPLEMENTAL	17.09	
88908	03/26/24	43.46	M221	GROBMAN, BRUCE	9010824	MEDICAL SUPPLEMENTAL	43.46	
88909	03/26/24	22.41	M397	GROBMAN, BRUCE	9010937	MEDICAL SUPPLEMENTAL	22.41	
88910	03/26/24	22.41	M398	GROBMAN, BRUCE	9010938	MEDICAL SUPPLEMENTAL	22.41	
88911	03/26/24	22.41	M222	GROBMAN, BRUCE	9010825	MEDICAL SUPPLEMENTAL	22.41	
88912	03/26/24	88.12	M437	GROBMAN, BRUCE	9010960	MEDICAL SUPPLEMENTAL	88.12	
88913	03/26/24	44.81	M225	GROBMAN, BRUCE	9010826	MEDICAL SUPPLEMENTAL	44.81	
88914	03/26/24	22.41	M356	GROBMAN, BRUCE	9010909	MEDICAL SUPPLEMENTAL	22.41	
88915	03/26/24	84.00	M228	GROBMAN, BRUCE	127863	REP VOID#81897, 87118	84.00	
88916	03/26/24	44.81	M229	GROBMAN, BRUCE	9010827	MEDICAL SUPPLEMENTAL	44.81	
88917	03/26/24	40.58	M230	GROBMAN, BRUCE	9010828	MEDICAL SUPPLEMENTAL	40.58	
88918	03/26/24	22.41	M231	GROBMAN, BRUCE	9010829	MEDICAL SUPPLEMENTAL	22.41	
88919	03/26/24	17.09	M357	GROBMAN, BRUCE	9010910	MEDICAL SUPPLEMENTAL	17.09	
88920	03/26/24	44.81	M233	GROBMAN, BRUCE	9010830	MEDICAL SUPPLEMENTAL	44.81	
88921	03/26/24	22.41	M434	GROBMAN, BRUCE	9010958	MEDICAL SUPPLEMENTAL	22.41	
88922	03/26/24	17.09	M235	GROBMAN, BRUCE	9010831	MEDICAL SUPPLEMENTAL	17.09	
88923	03/26/24	38.65	M399	GROBMAN, BRUCE	9010939	MEDICAL SUPPLEMENTAL	38.65	
88924	03/26/24	22.41	M239	GROBMAN, BRUCE	9010832	MEDICAL SUPPLEMENTAL	22.41	
88925	03/26/24	22.41	M241	GROBMAN, BRUCE	9010833	MEDICAL SUPPLEMENTAL	22.41	
88926	03/26/24	22.41	M243	GROBMAN, BRUCE	9010834	MEDICAL SUPPLEMENTAL	22.41	
88927	03/26/24	44.81	M244	GROBMAN, BRUCE	9010835	MEDICAL SUPPLEMENTAL	44.81	
88928	03/26/24	88.12	M379	GROBMAN, BRUCE	9010836	RETIREE SUPPLEMENTAL	88.12	
88929	03/26/24	17.09	M245	GROBMAN, BRUCE	9010924	RETIREE SUPPLEMENTAL	17.09	
88930	03/26/24	39.27	M440	GROBMAN, BRUCE	9010962	RETIREE SUPPLEMENTAL	39.27	
88931	03/26/24	44.81	M246	GROBMAN, BRUCE	9010837	MEDICAL SUPPLEMENTAL	44.81	
88932	03/26/24	17.09	M400	GROBMAN, BRUCE	9010940	MEDICAL SUPPLEMENTAL	17.09	
88933	03/26/24	20.29	M248	GROBMAN, BRUCE	9010838	MEDICAL SUPPLEMENTAL	20.29	
88934	03/26/24	44.81	M250	GROBMAN, BRUCE	9010839	MEDICAL SUPPLEMENTAL	44.81	
88935	03/26/24	105.78	M251	GROBMAN, BRUCE	9010840	RETIREE SUPPLEMENTAL	105.78	
88936	03/26/24	40.58	M252	GROBMAN, BRUCE	9010841	MEDICAL SUPPLEMENTAL	40.58	
88937	03/26/24	20.33	M254	GROBMAN, BRUCE	9010842	MEDICAL SUPPLEMENTAL	20.33	
88938	03/26/24	17.09	M255	GROBMAN, BRUCE	9010843	MEDICAL SUPPLEMENTAL	17.09	
88939	03/26/24	22.41	M358	GROBMAN, BRUCE	9010911	MEDICAL SUPPLEMENTAL	22.41	
88940	03/26/24	44.81	M374	GROBMAN, BRUCE	9010922	RETIREE SUPPLEMENTAL	44.81	
88941	03/26/24	17.09	M361	GROBMAN, BRUCE	9010912	MEDICAL SUPPLEMENTAL	17.09	

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88942	03/26/24	17.09	MESSEK, MARGARITA		9010844	MEDICAL SUPPLEMENTAL	17.09	
88943	03/26/24	17.09	MILLER, FOREST		9010913	MEDICAL SUPPLEMENTAL	17.09	
88944	03/26/24	87.28	MOREAU, DAVID		9010941	RETIREE SUPPLEMENTAL	87.28	
88945	03/26/24	22.41	MORGAN, JEANNETTE		9010845	MEDICAL SUPPLEMENTAL	22.41	
88946	03/26/24	40.58	MORR, BONNIE		9010846	MEDICAL SUPPLEMENTAL	40.58	
88947	03/26/24	127.55	MULLIS, MICHAEL		9010847	RETIREE SUPPLEMENTAL	127.55	
88948	03/26/24	22.41	MUNGIOLI, LARRY		9010848	MEDICAL SUPPLEMENTAL	22.41	
88949	03/26/24	34.17	MUNGUIA, GUSTAVO		9010849	MEDICAL SUPPLEMENTAL	34.17	
88950	03/26/24	22.41	NABOR, GLEN		9010942	MEDICAL SUPPLEMENTAL	22.41	
88951	03/26/24	22.41	NAUKKARINEN, JUKKA		9010850	MEDICAL SUPPLEMENTAL	22.41	
88952	03/26/24	17.09	NELSON, EDWARD		9010851	MEDICAL SUPPLEMENTAL	17.09	
88953	03/26/24	44.81	NELSON, RICHARD		9010852	MEDICAL SUPPLEMENTAL	44.81	
88954	03/26/24	34.17	NIETO, MANUEL		9010853	MEDICAL SUPPLEMENTAL	34.17	
88955	03/26/24	87.28	NORTH, JEFFREY		9010854	MEDICAL SUPPLEMENTAL	87.28	
88956	03/26/24	131.24	NORTHON, M		9010855	MEDICAL SUPPLEMENTAL	131.24	
88957	03/26/24	44.81	O'DONNELL, SHAWN		9010856	MEDICAL SUPPLEMENTAL	44.81	
88958	03/26/24	22.41	O'HAGIN, JUSTINA		9010857	MEDICAL SUPPLEMENTAL	22.41	
88959	03/26/24	44.81	OJEDA, ROBERTO		9010858	MEDICAL SUPPLEMENTAL	44.81	
88960	03/26/24	22.41	ORTEGA, MANUELA		9010859	MEDICAL SUPPLEMENTAL	22.41	
88961	03/26/24	87.28	OWENS, ROLAND		9010860	RETIREE SUPPLEMENTAL	87.28	
88962	03/26/24	88.12	PARHAM, WALLACE		9010861	MEDICAL SUPPLEMENTAL	88.12	
88963	03/26/24	79.75	PAULSON, STEVEN		9010943	RETIREE SUPPLEMENTAL	79.75	
88964	03/26/24	34.17	PEREZ, ANTONIO		9010862	MEDICAL SUPPLEMENTAL	34.17	
88965	03/26/24	22.41	PETERS, TERRIE		9010863	MEDICAL SUPPLEMENTAL	22.41	
88966	03/26/24	17.09	PHILLIPS, THOMAS		9010864	MEDICAL SUPPLEMENTAL	17.09	
88967	03/26/24	17.09	PHILLIPS, TYRONE		9010944	MEDICAL SUPPLEMENTAL	17.09	
88968	03/26/24	17.09	PICARELLA, FRANCIS		9010865	MEDICAL SUPPLEMENTAL	17.09	
88969	03/26/24	44.81	POLANCO, JOSE		9010866	RETIREE SUPPLEMENTAL	44.81	
88970	03/26/24	17.09	PRECIADO, MARY LOU		9010914	MEDICAL SUPPLEMENTAL	17.09	
88971	03/26/24	44.81	PRICE, HARRY		9010867	MEDICAL SUPPLEMENTAL	44.81	
88972	03/26/24	22.41	PRINCE, DEBRA		9010868	MEDICAL SUPPLEMENTAL	22.41	
88973	03/26/24	87.28	PRINCE, PETER		9010869	RETIREE SUPPLEMENTAL	87.28	
88974	03/26/24	44.81	PRUDDEN, RICHARD		9010870	MEDICAL SUPPLEMENTAL	44.81	
88975	03/26/24	44.81	PYE, GINA		9010956	MEDICAL SUPPLEMENTAL	44.81	
88976	03/26/24	16.24	RAMIREZ, MANUEL		9010871	MEDICAL SUPPLEMENTAL	16.24	
88977	03/26/24	17.09	READ, TIMON		9010915	MEDICAL SUPPLEMENTAL	17.09	
88978	03/26/24	40.58	REGAN, MICHAEL		9010872	MEDICAL SUPPLEMENTAL	40.58	
88979	03/26/24	22.41	RHODES, BRUCE		9010873	MEDICAL SUPPLEMENTAL	22.41	
88980	03/26/24	20.29	ROCHA, SHERRI		9010874	MEDICAL SUPPLEMENTAL	20.29	
88981	03/26/24	22.41	ROSS, ELISABETH		9010945	MEDICAL SUPPLEMENTAL	22.41	
88982	03/26/24	22.41	ROSS, EMERY		9010946	MEDICAL SUPPLEMENTAL	22.41	
88983	03/26/24	65.71	ROME, RUBY		9010875	MEDICAL SUPPLEMENTAL	65.71	
88984	03/26/24	22.41	ROY, ARLEN		9010876	MEDICAL SUPPLEMENTAL	22.41	
88985	03/26/24	40.58	RUIZ, ESTEVAN		9010877	RETIREE SUPPLEMENTAL	40.58	
88986	03/26/24	36.60	RYLANDER, REED		9010878	MEDICAL SUPPLEMENTAL	36.60	
88987	03/26/24	40.58	SALGUEIRO, MICHAEL		9010879	MEDICAL SUPPLEMENTAL	40.58	



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DATE: 03/01/24 THRU 03/31/24

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
88988	03/26/24	M407	88.12	SANCHEZ, ASCENCION		9010947	RETIREE SUPPLEMENTAL	88.12	
88989	03/26/24	M366	22.41	SANDOVAL, ANGEL		9010916	MEDICAL SUPPLEMENTAL	22.41	
88990	03/26/24	M308	77.23	SCARGILL, RAYMOND		9010880	RETIREE SUPPLEMENTAL	77.23	
88991	03/26/24	M408	34.17	SCHRAEDER, PAUL		9010948	MEDICAL SUPPLEMENTAL	34.17	
88992	03/26/24	M308	22.41	SCILLA, JOSEPH		9010881	MEDICAL SUPPLEMENTAL	22.41	
88993	03/26/24	M309	40.58	SERRATO, JUAN		9010882	MEDICAL SUPPLEMENTAL	40.58	
88994	03/26/24	M367	17.09	SILVA, EDUARDO		9010917	MEDICAL SUPPLEMENTAL	17.09	
88995	03/26/24	M409	111.40	SLATER, ROBYN		9010949	MEDICAL SUPPLEMENTAL	111.40	
88996	03/26/24	M410	20.29	STARKEY, THOMAS		9010950	MEDICAL SUPPLEMENTAL	20.29	
88997	03/26/24	M411	34.17	STICKEL, THOMAS		9010951	MEDICAL SUPPLEMENTAL	34.17	
88998	03/26/24	M369	34.17	SWART, RANDY		9010918	MEDICAL SUPPLEMENTAL	34.17	
88999	03/26/24	M370	17.09	TAYLOR, THOMAS		9010919	MEDICAL SUPPLEMENTAL	17.09	
89000	03/26/24	M313	86.81	THOMAS, RUSSELL		127861	REPLACE VOID#87211	42.00	
						9010883	MEDICAL SUPPLEMENTAL	44.81	
89001	03/26/24	M314	80.77	TICHENOR, KENNETH		9010884	MEDICAL SUPPLEMENTAL	80.77	
89002	03/26/24	M436	39.27	TOLENTINO, SALVADOR		9010859	MEDICAL SUPPLEMENTAL	39.27	
89003	03/26/24	M316	22.41	TOVAR, SERENA		9010885	MEDICAL SUPPLEMENTAL	22.41	
89004	03/26/24	M317	20.29	TRENT, VICKI		9010886	MEDICAL SUPPLEMENTAL	20.29	
89005	03/26/24	M439	88.12	TUTTLE-CALLIS, CHERI		9010961	RETIREE SUPPLEMENTAL	88.12	
89006	03/26/24	M319	40.58	VALDEZ, JOSE		9010887	MEDICAL SUPPLEMENTAL	40.58	
89007	03/26/24	M320	127.55	VAN DE VEER, JOHN		9010888	RETIREE SUPPLEMENTAL	127.55	
89008	03/26/24	M413	44.81	VANDERZANDE, ED		9010952	MEDICAL SUPPLEMENTAL	44.81	
89009	03/26/24	M375	22.41	VEST, SHELLY		9010923	MEDICAL SUPPLEMENTAL	22.41	
89010	03/26/24	M323	22.41	VONWAL, YVETTE		9010889	MEDICAL SUPPLEMENTAL	22.41	
89011	03/26/24	M324	17.09	WADSWORTH, RITA		9010890	MEDICAL SUPPLEMENTAL	17.09	
89012	03/26/24	M325	34.17	WALTER, KEVIN		9010891	MEDICAL SUPPLEMENTAL	34.17	
89013	03/26/24	M415	22.41	WHITE, LESLIE		9010953	MEDICAL SUPPLEMENTAL	22.41	
89014	03/26/24	M326	44.81	WHITNEY, LUCERE		9010892	MEDICAL SUPPLEMENTAL	44.81	
89015	03/26/24	M416	107.68	WILLIS, GREGORY		9010954	MEDICAL SUPPLEMENTAL	107.68	
89016	03/26/24	M372	44.81	WILSON, BONNIE		9010920	MEDICAL SUPPLEMENTAL	44.81	
89017	03/26/24	M328	87.28	WOODBRIIDGE, ELIZABETH		9010893	RETIREE SUPPLEMENTAL	87.28	
89018	03/26/24	M329	20.29	WU, PETER		9010894	RETIREE SUPPLEMENTAL	20.29	
89019	03/26/24	M417	22.41	WYANT, JUDI		9010955	MEDICAL SUPPLEMENTAL	22.41	
89020	03/26/24	M331	22.41	YANCY, TERRY		9010895	MEDICAL SUPPLEMENTAL	22.41	
89021	03/26/24	M332	51.07	ZENKER, JEFFREY		9010896	MEDICAL SUPPLEMENTAL	51.07	
89022	03/27/24	E1258	2,560.33	ALDRIDGE, COREY		127889	TRAVEL REIMBURSEMENT	2,560.33	
TOTAL			1,977,766.08	ACCOUNTS PAYABLE		TOTAL CHECKS	455	1,977,766.08	

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**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)  
BOARD OF DIRECTORS MEETING MINUTES\*  
MARCH 22, 2024 – 9:00 AM**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) convened on Friday, March 22, 2024, as a hybrid meeting.

The Board Meeting agenda packet can be found online at [www.SCMTD.com](http://www.SCMTD.com). \*Minutes are “summary” minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

This document was created with accessibility in mind. With the exception of certain third party and other attachments, it passes the Adobe Acrobat XI Accessibility Full Check. If you have any questions about the accessibility of this document, please email your inquiry to [accessibility@scmttd.com](mailto:accessibility@scmttd.com).

**1 CALLED TO ORDER** at 9:00 AM by Board Chair Brown.

**2 ROLL CALL**

The following Directors were **present**, representing a quorum:

<b>Director Kristen Brown</b>	<b>City of Capitola</b>
<b>Director Rebecca Downing</b>	<b>County of Santa Cruz</b>
<b>Director Jimmy Dutra</b>	<b>City of Watsonville</b>
<b>Director Shebreh Kalantari-Johnson</b>	<b>City of Santa Cruz</b>
<b>Director Manu Koenig</b>	<b>County of Santa Cruz</b>
<b>Director Donna Lind</b> AR 9:03 AM	<b>City of Scotts Valley</b>
<b>Director Bruce McPherson</b>	<b>County of Santa Cruz</b>
<b>Director Scott Newsome</b>	<b>City of Santa Cruz</b>
<b>Director Larry Pageler</b>	<b>County of Santa Cruz</b>
<b>Director Quiroz-Carter</b> AR 9:08 AM	<b>City of Watsonville</b>
Director Mike Rotkin	County of Santa Cruz
<b>Ex-Officio Director Alta Northcutt</b>	<b>Cabrillo College</b>
<b>Ex-Officio Director Edward Reiskin</b>	<b>UC Santa Cruz</b>
Daniel Zaragoza	Interim CEO/GM
Nicole Witt	General Counsel

**3 RECESS TO SCCIC MEETING**

Board Chair Brown recessed to the SCCIC Meeting at 9:02 AM.

**4 RECONVENE TO BOARD OF DIRECTORS MEETING**

Board Chair Brown reconvened the Board of Directors Meeting at 9:03 AM.

**5 ANNOUNCEMENTS**

5.1 Today’s meeting is being broadcast by Community Television of Santa Cruz County.

5.2 Hector Guzman, Language Line Services, provided Spanish language interpretation services.

**6 BOARD OF DIRECTORS COMMENTS**

Board Chair Brown mentioned the Highway 1 closure in Capitola between Bay Avenue/Porter Street and State Park Drive interchanges has been postponed to April 6, 2024.

Hearing nothing further, Board Chair Brown moved to the next agenda item.

**7 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS**

Board Chair Brown announced there was one additional written communication received and will be added to the agenda packet.

Ms. Cramer and John, members of the public, commented on the accessibility of bus stops and seating.

Hearing nothing further, Board Chair Brown moved to the next agenda item.

**8 LABOR ORGANIZATION COMMUNICATIONS**

Hearing none, Board Chair Brown moved to the next agenda item.

**9 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**

Donna Bauer, Executive Assistant, mentioned that an updated presentation for Item 17 was sent to all Board Members on March 21, 2024 to preview and will be added to the agenda packet.

**CONSENT AGENDA**

**10.1 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF FEBRUARY 2024**

Chuck Farmer, Chief Financial Officer

**10.2 ACCEPT AND FILE MINUTES OF:**

A. FEBRUARY 21, 2024 METRO ADVISORY COMMITTEE MEETING

B. FEBRUARY 23, 2024 BOARD OF DIRECTORS MEETING

C. MARCH 8, 2024 SPECIAL BOARD OF DIRECTORS MEETING

Daniel Zaragoza, Interim CEO/General Manager

**10.3 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF FEBRUARY 29, 2024**

Chuck Farmer, Chief Financial Officer

**10.4 RECOMMENDED ACTION ON TORT CLAIMS**

Gregory Strecker, Safety, Security & Risk Management Director

**10.5 ACCEPT AND FILE: ONE RIDE AT A TIME COMPREHENSIVE REPORT**

Danielle Glagola, Marketing and Communications Director

Director Kalantari-Johnson acknowledged Item 10.5 and thanked METRO staff for this report.

There were no public comments.

**ACTION: MOTION TO APPROVE THE CONSENT AGENDA AS PRESENTED**

**MOTION: DIRECTOR PAGELER**

**SECOND: DIRECTOR KOENIG**

**MOTION PASSED WITH 10 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Newsome, Pageler, and Quiroz-Carter). Director Rotkin was absent.**

## **REGULAR AGENDA**

### **11 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS FOR 25 YEARS: ISAAC HOLLY AND ELMER TORRES**

Board Chair Brown presented both with their certificates and thanked them for their 25 years of service at METRO.

Mr. Holly commented that when he started at METRO, the 9800 series buses were brand new and some are still going today! He said it was an honor and privilege to serve our community as a member of the METRO team.

Mr. Torres thanked everyone and said it has been a great experience serving the community and working with great people at METRO, especially Freddy Rocha, Facilities Maintenance Manager, and Rob Willis, Facilities Maintenance Supervisor, and everyone else I work with. A picture (attached) was screen shared of Mr. Torres installing a bus stop bench shortly after he was hired, and he commented that this bench is still there!

Jordan Vascones, SEIU Local 521, SEA President, congratulated both recipients and commented that both have set a positive culture at METRO. Between the two of them being such hard workers, they have kept that family spirit and culture alive. Elmer has a smile on his face every day. Isaac has been a mentor for me as my manager, so it is great to celebrate their 25 years of service.

### **12 APPROVE: FY25 AND FY26 PRELIMINARY OPERATING BUDGETS AND FY25 CAPITAL BUDGET-PORTFOLIO FOR REVIEW AND TDA/STA CLAIMS PURPOSES**

Chuck Farmer, Chief Financial Officer, spoke to the presentation. He emphasized that this is preliminary data needed by the Santa Cruz County Regional Transportation Commission (RTC) for TDA/STA claims purposes and needs to be approved by the Board. He broke the preliminary budget into three parts—1) base budget is where METRO stands today; 2) Phase 1 and 2 rollouts and those impacts; and 3) free fares. He also reviewed the preliminary capital budget/portfolio and the budget timeline. Over the next two months, decisions and adjustments will be made before presenting the final budget in June 2024.

Discussion followed on:

- Create scenarios that include the budget impacts if a 2026 sales tax measure passes or fails. CFO Farmer responded that those numbers will be included in the five-year plan which is forthcoming.
- Would it help to get the sales tax measure on the 2026 primary election instead of 2026 November election? CFO Farmer said the sooner we know, the better for planning purposes.

- Bus stops enhancements – CFO Farmer said 23 bus shelters have been identified for improvements in the capital budget. John Urgo, Planning and Development Director, added that prioritization is being reviewed based on current condition and ridership throughout the county. There are 34 shelters in the Rapid Bus Enhancements on Soquel Drive and Main Street corridors and Facilities has 12 more in their budget. We are in discussions with the RTC to get a bus stop at the Graham Hill Road location as part of the SLV Schools Access Study. A list was requested by the Board of all the locations to be improved.
- Hydrogen buses – will they be wrapped with One Ride At a Time (ORAT) art and is that included in the budget? CFO Farmer said that cost is included in the purchase price of the buses and included in the budget.
- Free fares – Do we have any visibility as to how we can extend the program to 2026 and if the sales tax is passed, could free fares continue after that? CFO Farmer indicated he is working through the numbers to figure that out.
- Impact of the state budget deficit – CFO Farmer said the release of the Transit and Intercity Rail Capital Program (TIRCP) funding has changed and is a concern.

Ms. Cramer, John, and a third member of the public commented on free fares and careful consideration of the use of METRO's resources.

There were no further public comments.

**ACTION: MOTION TO APPROVE THE FY25 AND FY26 PRELIMINARY OPERATING BUDGETS AND FY25 CAPITAL BUDGET PORTFOLIO FOR REVIEW AND TDA/STA CLAIMS PURPOSES**

**MOTION: DIRECTOR LIND**

**SECOND: DIRECTOR MCPHERSON**

**MOTION PASSED WITH 10 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Newsome, Pageler, and Quiroz-Carter). Director Rotkin was absent.**

**13 STATE LEGISLATIVE UPDATE FROM SHAW, YODER, ANTWIH, SCHMELZER AND LANGE**

Michael Pimentel, Shaw, Yoder, Antwih, Schmelzer and Lange, spoke to his presentation. He reviewed the 2023-24 legislative session and the changes in legislative and committee leadership. He reviewed the Governor's proposed budget released in January 2024 for FY24-25. He provided updates on AB102, SB125, SB960, AB610, and AB2824 and the impacts to METRO.

Discussion followed on:

- TIRCP funding and the Governor's proposed distribution.
- Budget – State going from a record surplus to a record deficit and the contributing factors that caused the imbalance between the projections and what was received.
- RTC distribution from the state – \$32 million was appropriated to METRO.

- Status of AB 463 (Hart) - the bill failed and a new path forward needs to happen.
- AB 2824 - the prospects for passing are strong since the committee chair is also the author of the bill and labor organizations are backing it as well.
- LAO's (Legislative Analyst's Office) analysis of the Governor's budget suggested his \$38 billion figure was actually a \$58 billion shortfall.

Board Members thanked Mr. Pimentel for his excellent representation of this agency over the years.

There were no public comments.

**14 FEDERAL LEGISLATIVE UPDATE FROM CAPITAL EDGE**

Chris Giglio, Capital Edge, spoke to his presentation. Congress recently approved the FY24 Department of Transportation's budget and reviewed the highlights. He reviewed items to watch in the remainder of FY24. Results of the November election will impact what occurs with the budget at the end of the calendar year.

Board Chair Brown thanked Mr. Giglio for his time and presentation.

There were no public comments.

*Board Chair Brown announced Items 15 and 16 will be combined.*

**15 APPROVE: EMPLOYMENT AGREEMENT – CEO/GENERAL MANAGER**

**16 APPROVE: REVISED SALARY SCHEDULE FOR CEO/GENERAL MANAGER POSITION**

Nicole Witt, General Counsel, spoke to the key terms of the employment agreement, as required by the Brown Act. Hard copies of the employment agreement and salary schedule were available to the Board and those attending in person.

Board Members' discussion ensued around the allowances for a car, temporary housing, and roundtrip economy air fares. Concern was expressed on providing a generous compensation package and the message being sent to the public when the agency is headed towards a financial cliff. Concerns were raised about METRO being mindful of the people who use the service and what they think they are paying for. METRO is asking college students to pay for service on a day-to-day basis to conduct their lives and yet provide a car allowance to the CEO.

Several Directors countered that the Board did raise these same concerns and a robust discussion was made in the negotiation process. Counteroffers and concessions were made by both parties before coming to this agreement which is in line with similar agencies. The consensus was that it is very expensive to keep hiring people every couple of years and that is why the retention bonus was included. This position requires a lot of travel, and some is done by plane, but a lot is done by driving and the Board felt the car allowance was justified. In addition, the agency is gaining someone who has already achieved the goals we have set out, so we are paying for that experience.

Mr. Torres, SEIU Local 521 Steward, Jordan Vascones, SEIU Local 521, SEA President, Ms. Cramer, Elizabeth, a member of the public, and Brandon Freeman, SMART General Chairperson, Local 0023, commented on the vehicle allowance, the total compensation, and considering public perception with regard to the employment agreement.

**ACTION: MOTION TO APPROVE BOTH ITEMS 15 AND 16 AS TO THE EMPLOYMENT AGREEMENT AND REVISED SALARY SCHEDULE FOR THE CEO/GENERAL MANAGER POSITION**

**MOTION: DIRECTOR KALANTARI-JOHNSON SECOND: DIRECTOR PAGELER**

**MOTION PASSED WITH 10 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Newsome, Pageler, and Quiroz-Carter). Director Rotkin was absent.**

Board Chair Brown closed this item by reading a statement provided by Mr. Aldridge. "Thank you for your vote of confidence as we prepare for Reimagine METRO Phase 2. There is plenty on our plate. It is more than just a project. It is an opportunity to further enhance the way we serve our communities. It is aiming for improvements that everyone will notice and appreciate, from more reliable service to environmentally friendly transportation options. This effort is about making tangible differences in the daily lives of our current and future riders. We will be successful by providing our employees with the resources they need to succeed and fostering collaborative relationships with our unions. I am excited for this opportunity and anxious to begin our work together and start moving forward."

**17 PUBLIC HEARING TO RECEIVE PUBLIC COMMENTS ON THE PROPOSED REIMAGINE METRO PHASE 2 SERVICE PROPOSALS FOR IMPLEMENTATION IN JUNE AND SEPTEMBER 2024 WILL COMMENCE AT 9:00 AM OR AS SOON THEREAFTER AS THE MATTER CAN BE HEARD**

John Urgo, Planning and Development Director, introduced the topic before handing the presentation over to Daniel Costantino, Principal Associate with Jarrett Walker & Associates. Mr. Costantino provided a recap of the Reimagine METRO process that has been worked on for the past 15 months and showed a map of the current service. METRO is now ready to implement Phase 2 proposals between now and September 2024. Overall, it includes about a 50% increase in service. He reviewed the public outreach provided and the feedback from the public. The key takeaways from the public outreach meetings were high frequency service, better weekend and evening service, more express service on Highways 1 and 17 and better east-west connections in Santa Cruz. He emphasized the assumptions that the full Phase 2 package relies on: state funding, hiring and training new Bus Operators, availability of a UCSC layover location, and UCSC funding to increase campus-oriented service. However, because discussions are still ongoing with UCSC, he provided two scenarios. Scenario A includes a UCSC layover and funding and Scenario B is feasible now without new resources from UCSC. He reviewed both options in detail and requested the Board to approve Scenario B today so Phase 2 can move forward.



Board Members discussed the following:

When polling was done, were people seeing Scenario A or B. Mr. Urgo replied that they were seeing the original draft plan; there was no polling done on either Scenario A or B.

Discussions have been made about bringing Route 10 back so that it runs clockwise through the campus to balance the service with Route 19 and 15 for the next school term. Mr. Urgo said the routes will be reviewed and even though you are voting on Route 10 today, we will have the flexibility to change it.

Reminded of reliability issues on Route 17.

Depending on where the final budget lands, can METRO start rolling this phase out in June? Mr. Urgo said it is less the budget determining the rollout and more the availability of Bus Operators and having enough buses.

Can Scenario A be revisited if the Board adopts Scenario B today? Mr. Urgo said we can agendaize it and bring it back to the Board.

If we eventually get to Scenario A, how challenging will it be to shift from Scenario B. Mr. Urgo said it is basically two major route changes but doable. Mostly what we implement in B will stay the same.

Concern was raised on UCSC students paying for METRO service that others, excluding Cabrillo, get for free and felt there is an equity issue. Why should this fall on UCSC to fund this when this is a countywide service. Mr. Urgo clarified that METRO is not asking UCSC students to pay more than they already pay. The assumption of the plan is that METRO is operating the same level of service that today METRO and TAPS offer. This means METRO is doubling the amount of service around the loop that it currently provides. The cost of doing that increases revenue hours. The assumption is that it costs METRO about the same to add that service to the loop that is currently allocated in TAPS' budget to run their service. When METRO is pumping up service at UCSC, it means we are doing less in the rest of the community.

The budget presented today represents Scenario A or B? Mr. Urgo replied it is Scenario B.

What challenges is staff facing on providing the real-time information on trips? Mr. Urgo mentioned that none of the articulated buses received from San Diego to service UCSC have the real-time information equipment installed. Most complaints received relate to those buses on Routes 18 and 19. All of the real-time apps indicate to the user whether or not a particular bus is tracking real-time information or schedule information.

#### **PUBLIC HEARING OPENED AT 11:56 AM.**

Brandon Freeman, SMART General Chairperson, Local 0023, recommended that Route 55 not serve Capitola Village directly and use the cost savings to extend service on Route 73 to Corralitos. He said SMART is endorsing Scenario B at this time.

Elizabeth, member of the public, commented that she is familiar with the delays of Route 3 and glad that METRO is addressing those issues. Scenario B sounds like the best option at this time for that reason. She would like to see service restored on the east side of Soquel Avenue on any of the buses that go to Watsonville. She requested the bus stop at Broadway and South Branciforte be reviewed.

Member of the public spoke to Scenario B and expressed disappointment on losing the one-seat ride on the east side and hoped that METRO and UCSC can resolve the campus situation.

Ms. Cramer agreed at this point that Scenario B is a more realistic option. She encouraged all parties involved in the negotiations to provide a UCSC layover area to have that direct route to Capitola and possibly a direct route from campus to the Scotts Valley area.

**PUBLIC HEARING CLOSED AT 12:07 PM.**

**MOTION: APPROVE SCENARIO B AS PRESENTED WHILE CONTINUING DISCUSSIONS AROUND SCENARIO A IN PARTNERSHIP WITH UCSC**

**MOTION: DIRECTOR KALANTARI-JOHNSON SECOND: DIRECTOR LIND**

**MOTION PASSED WITH 10 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Newsome, Pageler, and Quiroz-Carter). Director Rotkin was absent.**

**18 INTERIM CEO/GM ORAL REPORT**

Daniel Zaragoza, Interim CEO/General Manager, announced the following items:

- METRO will be participating in the Santa Cruz Earth Day Event on April 20, 2024. There will be a METRO booth and an electric ORAT wrapped bus on display.
- METRO will be providing free fares on fixed route and paratransit on Earth Day, April 22, 2024.
- Bus Operators – we currently have 167 fully qualified Bus Operators and 51 trainees. Another class is starting in April.
- Mentioned METRO made the spring edition of the Santa Cruz Vibes Magazine that was distributed to the Board Members. It discusses One Ride At a Time and Reimagine METRO and is complemented with beautiful pictures.

**19 ANNOUNCEMENT OF NEXT MEETING**

Board Chair Brown announced the next regular Board meeting will be on Friday, April 26, 2024, at 9:00 AM at the METRO Admin Office, 110 Vernon Street, Santa Cruz, CA.

**20 ADJOURNMENT**

Board Chair Brown adjourned the meeting at 12:11 PM.

Respectfully submitted,

Donna Bauer  
Executive Assistant









**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** Chuck Farmer, Chief Financial Officer  
**SUBJECT:** **ACCEPT AND FILE THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF MARCH 31, 2024**

**I. RECOMMENDED ACTION**

**That the Board of Directors accept and file the Year to Date Monthly Financial Report as of March 31, 2024**

**II. SUMMARY OF ISSUES**

An analysis of Santa Cruz Metropolitan Transit District's (METRO) financial status is prepared monthly in order to inform the Board of Directors (Board) regarding METRO's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year.

This staff report is the web-accessible companion document to the attached PowerPoint presentation titled "Year to Date Monthly Financial Report as of March 31, 2024."

Staff recommends that the Board accept and file the attached report.

**III. DISCUSSION/BACKGROUND**

Below are the written explanations of the various charts and graphs in the attached Year to Date Monthly Financial Report as of March 31, 2024. The fiscal year has elapsed 75%.

Slide 1

(Cover) Year to Date Monthly Financial Report as of March 31, 2024

Slide 2

December 2023 Key Financial Highlights

- Service
  - Fixed Route (including Hwy 17) Cost per Revenue Service Hour is \$278 vs Budget of \$339
    - 2 canceled trips due to mechanical issues
  - ParaCruz Cost per Trip is \$80 vs Budget of \$85
  - Non-Student/Hwy 17 Passengers is 99,776 vs Budget of 151,430
  - "Kids Ride Free" were 34,246
- Financials
  - Total Operating Surplus/(Deficit) is unfavorable \$12K driven by higher wages/OT/Fringe of \$0.1M, \$0.2M, and \$0.07M, respectively; offset by lower non-personnel costs of \$0.4M

- Non-Operating Revenues of \$7.9M are \$1.0M favorable vs budget of \$6.9M driven by higher than anticipated interest income, sales tax receipts, and ARPA drawdown
- Capital
  - Capital spending of \$175K is behind budget of \$1,328K primarily due to delay/timing of spending on Pacific Station Redevelopment, Website upgrade/redesign, ERP Finance System, and ARTIC buses from San Diego
- Personnel
  - 365 Active Personnel vs 331 Funded Personnel *as approved by the Board at June 2023 meeting*
    - 18 Vacancies at the end of February
  - Recruitment completed for Payroll Administrator, Custodial Service Worker, Van Operators (5 FTE), Administrative Supervisor, Maintenance Trainer, Vehicle Service Workers (3 FTE), Mechanic I/II (1 FTE), Lead Vehicle Service Worker
  - Currently Recruiting for Marketing Specialist, Mechanic I/II (2 FTE)

Slide 3

(Cover) March 2024, MTD Pre-Close Financials

Slide 4

March MTD FY24 Operating Surplus/(Deficit) Actual vs. Budget

- Actuals are \$12K unfavorable to budget – excludes UAL/Bond Payment and COVID related costs
  - Passenger Fares – unfavorable by \$128K
  - Labor, Regular – unfavorable by \$93K
  - Labor, OT – unfavorable by \$151K
  - Fringe Benefits – unfavorable by \$70K
  - Non-Personnel – favorable by \$430K, primarily due to lower than budgeted fuel costs and timing of Marketing programs

Slide 5

March 31, 2024 MTD Operating Revenue and Expenses

- Operating Revenue, net unfavorable by \$128K
  - Passenger Fares - unfavorable by \$136K
  - Special Transit Fares – favorable by \$7K

- Operating Expense, net favorable by \$116K– Favorable non-personnel costs; offset by higher wages, OT, and fringe due to hiring increases
  - Labor Regular – unfavorable by \$93K
  - Labor OT – unfavorable by \$151K
  - Fringe Benefits – unfavorable by \$70K, excludes UAL related costs
  - Non-Personnel – favorable by \$430K, excludes all Bond payment related costs
- Operating Deficit higher by \$12K
  - Farebox Recovery – 12.6% vs 14.9% budget
- Non-Operating Revenue/(Expense), net favorable by \$1,016K - Sales tax of \$0.2M is 6.9% higher than budget
  - Sales Tax/including Measure D – favorable by \$152K
  - Federal/State Grants – no variance
  - COVID Relief Grants – favorable by \$655K
  - Pension UAL/Bond Payment costs – no variance
  - All Other Revenues – favorable by \$209K
- Operating Surplus before Transfers higher by \$1,016K
- Bus Replacement Fund – higher by \$27K due to increased Measure D sales tax revenues
  - Bus Replacement Fund – Minimum \$3M annual commitment from Measure D sales tax and STA-SGR; FY24 budgeted transfer is \$3.2M
- Operating Surplus after Transfers higher by \$976K.

Slide 6

(Cover) March 2024, YTD Pre-Close Financials

Slide 7

March YTD FY24 Operating Surplus/(Deficit) Actual vs. Budget

- Actuals are \$1.8M favorable to budget – excludes UAL/Bond Payment and COVID related costs
  - Passenger Fares – unfavorable by \$104K, primarily due to free fares for two weeks in both December and February
  - Labor, Regular – favorable by \$59K
  - Labor, OT – unfavorable by \$1,690K, increased overtime, primarily for Bus Operators
  - Fringe Benefits – favorable by \$149K due to retirement and medical insurance savings from funded/vacant positions earlier in the year

- Non-Personnel – favorable by \$3,397K, primarily due to lower than budgeted fuel costs, Soquel project, and timing of Marketing programs

### Slide 8

#### March 31, 2024 YTD Operating Revenue and Expenses

- Operating Revenue, net favorable by \$46K
  - Passenger Fares - unfavorable by \$162K
  - Special Transit Fares – favorable by \$208K
- Operating Expense, net favorable by \$2,399K– Favorable wages and fringe driven by funded/vacant positions, lower non-personnel costs; partially offset by increased OT
  - Labor Regular – favorable by \$154K
  - Labor OT – unfavorable by \$1,541K
  - Fringe Benefits – favorable by \$476K, excludes UAL related costs
  - Non-Personnel – favorable by \$3,310K, excludes all Bond payment related costs
- Operating Deficit lower by \$2,444K
  - Farebox Recovery – 16.2% vs 15.1% budget
- Non-Operating Revenue/(Expense), net favorable by \$3,345K - Sales tax of \$22.6M is 4.6% higher than budget
  - Sales Tax/including Measure D – favorable by \$995K
  - Federal/State Grants – unfavorable by \$146K
  - COVID Relief Grants – favorable by \$1,310K
  - Pension UAL/Bond Payment costs – no variance
- All Other Revenues – favorable by \$1,187K
- Operating Surplus before Transfers higher by \$5,790K
- Bus Replacement Fund – higher by \$330K due to increased Measure D sales tax revenues
  - Bus Replacement Fund – Minimum \$3M annual commitment from Measure D sales tax and STA-SGR; FY24 budgeted transfer is \$3.2M
- Operating Surplus after Transfers higher by \$5,460K

### Slide 9

#### (Cover) Year End June 2024, Forecast Financials



### Slide 10

Full Year FY24 Operating Revenue Surplus/(Deficit), net favorable by \$1.0M

- Passenger Fares – unfavorable by \$497K, due to the rollout of Youth Free Fares that was not yet approved at the time the original Budget went into effect
- Labor, Regular – unfavorable by \$1,996K, due to hiring of Bus Operators are hired for service expansion
- Labor, OT – unfavorable by \$2,246K, increased overtime primarily related to Bus Operators
- Fringe Benefits – unfavorable by \$38K
- Non-Personnel – favorable by \$3,729K, primarily due to lower fuel costs which are 45% lower than budgeted, lower insurance, Employee training on Hydrogen buses delayed to FY25, and reduced spending on revenue vehicle parts

### Slide 11

June 30, 2024 Full Year Operating Revenue and Expenses Estimate

- Operating Revenue, net unfavorable by \$497K
  - Passenger Fares - unfavorable by \$757K, free fares for youth were not considered in the budget for FY24
  - Special Transit Fares – favorable by \$260K
- Operating Expense, net unfavorable by \$551K – Expenses unfavorable due to higher labor/OT/Fringe costs as Bus Operators and other open positions were filled to support service expansion and timing of spending for the Reimagine Metro campaign; partially offset by lower fuel costs which are 45% lower than budgeted, lower insurance, Employee training on Hydrogen buses delayed to FY25, and reduced spending on revenue vehicle
  - Labor Regular – unfavorable by \$1,996K
  - Labor OT – unfavorable by \$2,246K
  - Fringe Benefits – unfavorable by \$38K
  - Non-Personnel – favorable by \$3,729K, excludes all Bond payment related costs
- Operating Deficit higher by \$1,048K
  - Farebox Recovery – 14.1% vs 15.1% budget
- Non-Operating Revenue/(Expense), net unfavorable by \$1,443K - Sales tax of \$32.5M is 2.2% higher than budget
  - Sales Tax/including Measure D – favorable by \$698K
  - Federal/State Grants – unfavorable by \$4,382K
  - COVID Relief Grants – favorable by \$461K

- Pension UAL/Bond Payment costs – no variance
- All Other Revenues – favorable by \$1,780K
- Operating Surplus before Transfers lower by \$2,491K
- Bus Replacement Fund – higher by \$573K due to increased Measure D sales tax revenues
  - Bus Replacement Fund – Minimum \$3M annual commitment from Measure D sales tax and STA-SGR; FY24 budgeted transfer is \$3.2M
- All Other Transfers: \$2M UAL, \$4.3M Operations/Capital Reserves, \$2.3M Operations Sustainability Reserve, and \$6.5M from COVID Recovery

Slide 12

(Cover) Capital Spending

Slide 13

March 31, 2024 Capital Budget Spend

Total Capital Projects spending month to date is \$175K against budget of \$1,328K

- Construction Related Projects – spending of \$3K against budget of \$745K
- IT Projects – spending of \$153K against budget of \$333K
- Facilities Repair & Improvements – no spending against budget of \$9K
- Revenue Vehicle Replacement – no spending against budget of \$168K
- Revenue Vehicle Electrification Projects – spending of \$14K against budget of \$63K
- Non-Revenue Vehicle Replacement – no spending, no budget
- Fleet & Maintenance Equipment – spending of \$5K against no budget
- Miscellaneous – no spending against budget of \$10K

Total Capital Projects spending year to date is \$4,232K against budget of \$6,015K, which is 13.8% of \$30,596K approved budget from January 2024

- Construction Related Projects – \$1,017K spending against budget of \$2,239K, which is 4.9% of \$20,551K annual budget
- IT Projects – \$1,089K spending against budget of \$1,408K, which is 46.0% of \$2,369K annual budget
- Facilities Repair & Improvements – \$103K spending against budget of \$129K, which is 3.8% of \$2,724K annual budget
- Revenue Vehicle Replacement – spending of \$1,456K against budget of \$1,631K, which is 38.8% of \$3,754K annual budget
- Revenue Vehicle Electrification Projects – spending of \$151K against budget of \$206K, which is 36.9% of \$409K annual budget

- Non-Revenue Vehicle Replacement – spending of \$23K against budget of \$23K, which is 100% of \$23K annual budget
- Fleet & Maintenance Equipment – spending of \$180K against budget of \$171K, which is 100% of \$180K annual budget
- Miscellaneous – spending of \$213K against budget of \$208K, which is 36.3% of \$586K annual budget

YTD spending of \$4,232K is lower than budget of \$6,015K primarily due to delays/timing of spending on the following projects:

- Pacific Station Redevelopment
- ERP Finance System
- ARTIC buses from San Diego

Slide 14

(Cover) Questions

**IV. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This report pertains to METRO’s Financial Stability, Stewardship & Accountability.

**V. FINANCIAL CONSIDERATIONS/IMPACT**

Favorable budget variances in Operating Revenues and Expenses contribute to favorable budget variance in Operating Balance, Year to Date as of March 31, 2024.

**VI. ALTERNATIVES CONSIDERED**

There are no alternatives to consider, as this is an accept and file Year to Date Monthly Financial Report.

**VII. ATTACHMENTS**

**Attachment A:** Year to Date Monthly Financial Report as of March 31, 2024 Presentation

Prepared by: Cathy Downes, Sr. Financial Analyst

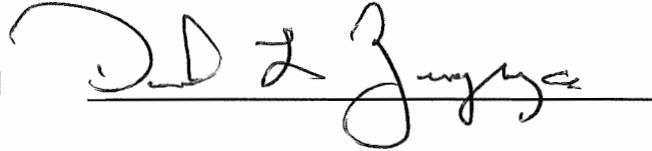
**VIII. APPROVALS**

Chuck Farmer, Chief Financial Officer



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Daniel Zaragoza, Interim CEO/GM



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# **Year to Date Monthly Financial Report as of March 31, 2024**

Board of Directors

April 26, 2024

Chuck Farmer, Chief Financial Officer

# March 2024 Key Financial Highlights

<p><b>Service</b></p>	<ul style="list-style-type: none"> <li>Fixed Route (including Hwy 17) Cost per Revenue Service Hour is \$278 vs Budget of \$339             <ul style="list-style-type: none"> <li>2 canceled trips due to mechanical issues</li> </ul> </li> <li>ParaCruz Cost per Trip is \$80 vs Budget of \$85</li> <li>Non-Student/Hwy 17 Passengers is 99,776 vs Budget of 151,430</li> <li>“Kids Ride Free” were 34,246</li> </ul>
<p><b>Financials</b></p>	<ul style="list-style-type: none"> <li>Total Operating Surplus/(Deficit) is unfavorable \$12K driven by higher wages/OT/Fringe of \$0.1M, \$0.2M, and \$0.07M, respectively; offset by lower non-personnel costs of \$0.4M</li> <li>Non-Operating Revenues of \$7.9M are \$1.0M favorable vs budget of \$6.9M driven by higher than anticipated interest income, sales tax, and ARPA drawdown</li> </ul>
<p><b>Capital</b></p>	<ul style="list-style-type: none"> <li>Capital spending of \$175K is behind budget of \$1,328K primarily due to delay/timing of spending on Pacific Station Redevelopment, Website upgrade/redesign, ERP Finance System, and ARTIC buses from San Diego</li> </ul>
<p><b>Personnel</b></p>	<ul style="list-style-type: none"> <li>365 Active Personnel vs 331* Funded Personnel             <ul style="list-style-type: none"> <li>18 Vacancies at the end of February</li> </ul> </li> <li>Recruitment completed for Payroll Administrator, Custodial Service Worker, Van Operators (5 FTE), Administrative Supervisor, Maintenance Trainer, Vehicle Service Workers (3 FTE), Mechanic I/II (1 FTE), Lead Vehicle Service Worker</li> <li>Currently Recruiting for Marketing Specialist, Mechanic I/II (2 FTE)</li> </ul>

**8.3A.2**

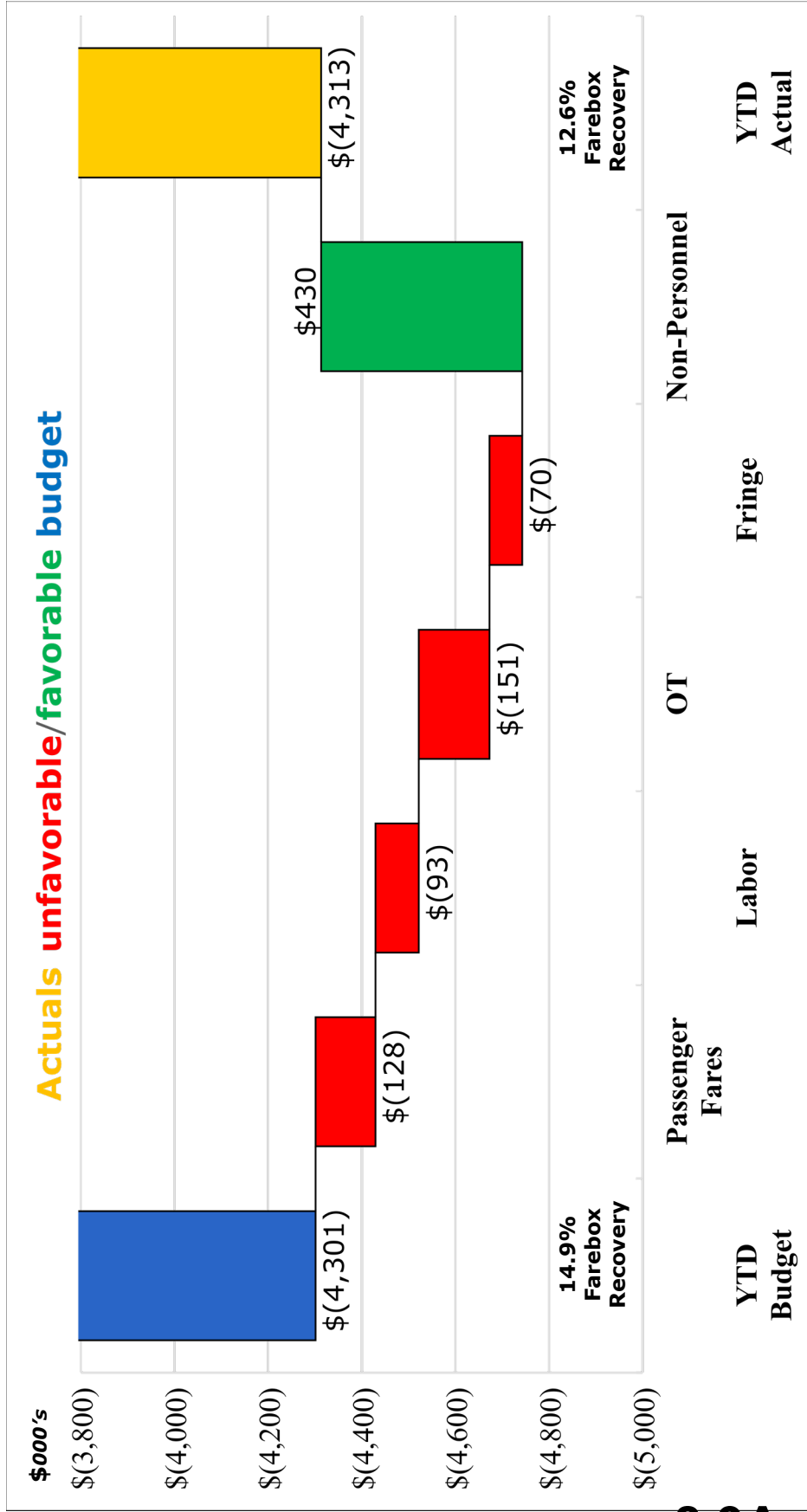
\* Reflects adopted, funded personnel as of June 2023

# **March 2024, MTD Pre-Close Financials**

# March FY24 Monthly Operating Surplus/(Deficit)

## Actual\* vs. Budget

Overall \$12K unfavorable



8.3A.4

\* Pre-close financials, subject to adjustments post close; may not foot due to rounding



# March 31, 2024

## Monthly Operating Revenue and Expenses

\$ 000's	Actual*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 157	\$ 293	(\$ 136)
Special Transit Fares	467	460	7
<b>Total Operating Revenue</b>	<b>\$ 624</b>	<b>\$ 752</b>	<b>(\$ 128)</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 1,941	\$ 1,848	(\$ 93)
Labor - OT	256	105	(151)
Fringe	1,785	1,716	(70)
Non-Personnel (excludes COVID costs)	955	1,385	430
<b>Total OpEx</b>	<b>\$ 4,937</b>	<b>\$ 5,053</b>	<b>\$ 116</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 4,313)</b>	<b>(\$ 4,301)</b>	<b>(\$ 12)</b>
<i>Farebox Recovery</i>	<i>12.6%</i>	<i>14.9%</i>	<i>(2.3%)</i>
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 2,353	\$ 2,202	\$ 152
Federal/State Grants	2,228	2,228	0
COVID Relief Grants	3,145	2,490	655
Pension UAL/Bond Interest Payment	(119)	(119)	-
All Other	324	115	209
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 7,932</b>	<b>\$ 6,916</b>	<b>\$ 1,016</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>\$ 3,618</b>	<b>\$ 2,615</b>	<b>\$ 1,003</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 187)	(\$ 160)	(\$ 27)
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>\$ 3,431</b>	<b>\$ 2,455</b>	<b>\$ 976</b>

- Total Operating Surplus/(Deficit) is unfavorable \$12K driven primarily by non-personnel costs (lower fuel and timing of marketing spend) partially offset by higher employee pay and benefits (bus operators)

- Non-Operating Revenues of \$7.9M is \$1.0M favorable vs budget of \$6.9M driven by higher than anticipated interest income due to increase interest rates, strong sales tax, and higher ARPA due to higher number of bus operators to be reimbursed

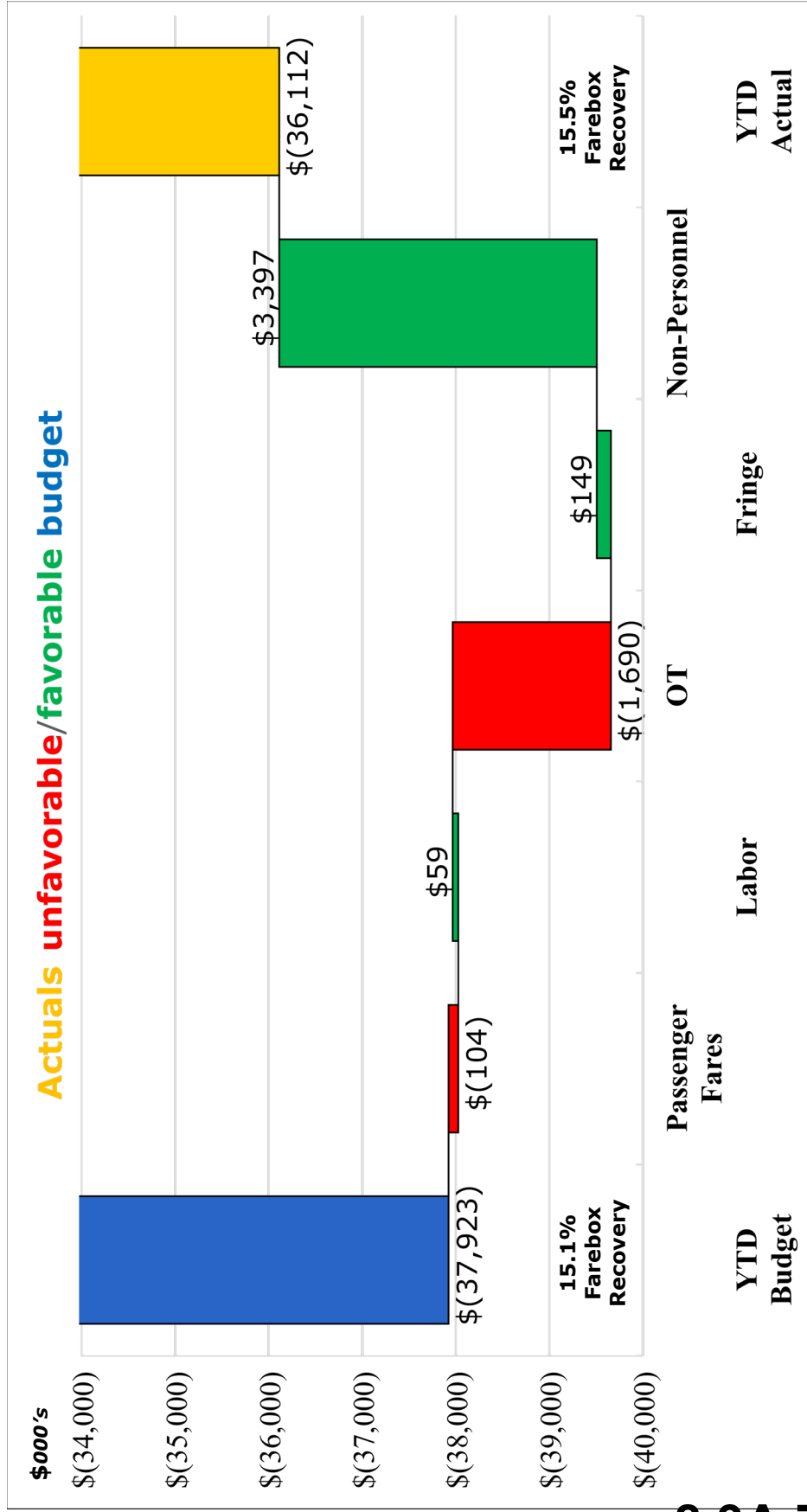
8.3A.5

# **March 2024, YTD Pre-Close Financials**

# March YTD FY24 Operating Surplus/(Deficit)

## Actual\* vs. Budget

Overall \$1.8M favorable



8.3A.7

\* Pre-close financials, subject to adjustments post close; may not foot due to rounding

# March 31, 2024

## YTD Operating Revenue and Expenses

\$ 000's	Actual*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 1,777	\$ 1,939	(\$ 162)
Special Transit Fares	4,267	4,059	208
<b>Total Operating Revenue</b>	<b>\$ 6,044</b>	<b>\$ 5,999</b>	<b>\$ 46</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 13,097	\$ 13,251	\$ 154
Labor - OT	2,308	767	(1,541)
Fringe	13,710	14,186	476
Non-Personnel (excludes COVID costs)	8,106	11,416	3,310
<b>Total OpEx</b>	<b>\$ 37,221</b>	<b>\$ 39,620</b>	<b>\$ 2,399</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 31,177)</b>	<b>(\$ 33,622)</b>	<b>\$ 2,444</b>
	16.2%	15.1%	1.1%
	<i>Farebox Recovery</i>		
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 22,605	\$ 21,610	\$ 995
Federal/State Grants	7,332	7,478	(146)
COVID Relief Grants	6,289	4,980	1,310
Pension UAL/Bond Interest Payment	(952)	(952)	(0)
All Other	1,935	747	1,187
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 37,209</b>	<b>\$ 33,863</b>	<b>\$ 3,345</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>\$ 6,031</b>	<b>\$ 242</b>	<b>\$ 5,790</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 1,952)	(\$ 1,621)	(\$ 330)
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>\$ 4,080</b>	<b>(\$ 1,380)</b>	<b>\$ 5,460</b>

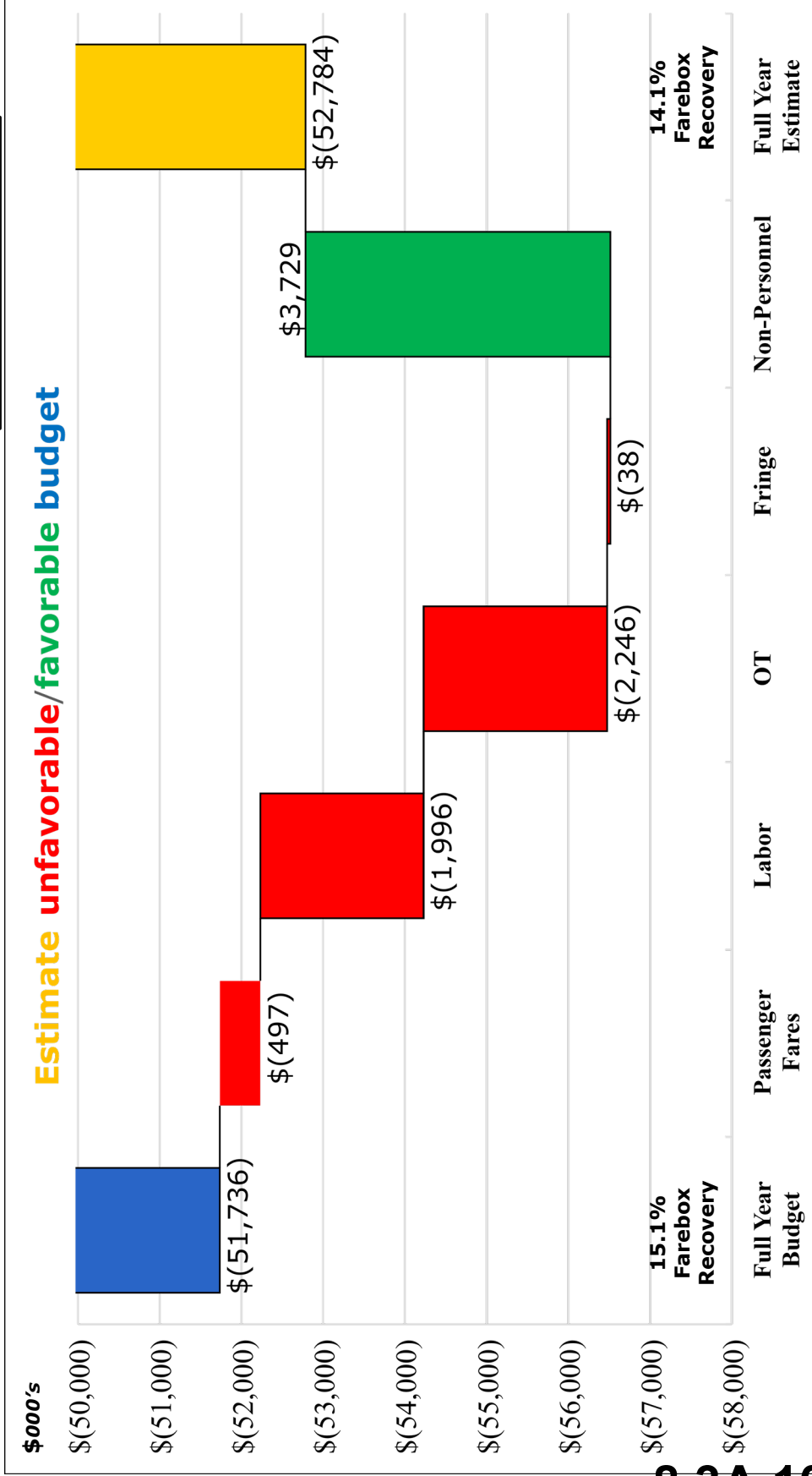
- Operating Surplus is \$2.4M favorable vs Budget primarily driven by lower spending on non-personnel costs which include fuel, timing of marketing spend, insurance and training on Hydrogen buses. Higher, or unfavorable, overtime of \$1.5M is the result of continued understaffing of bus operators in the first 8 months of FY24.
- Continued strong Sale Taxes exceed budget by \$1.0M
- Interest Income higher than anticipated along with higher reimbursable costs against the ARPA Grant

8.3A.8

# **Year End June 2024, Forecast Financials**

# Full Year FY24 Operating Revenue Surplus/(Deficit)

Overall \$1.0M unfavorable



✓ Projected Labor/OT deficit includes Phase 1 and Phase 2 cost, with no offsetting revenues

# June 30, 2024

## Full Year Operating Revenue and Expenses\*

\$ 000's	Forecast*	Budget	Fav / (Unfav)
<b>Operating Revenue</b>			
Passenger Fares	\$ 2,323	\$ 3,080	(\$ 757)
Special Transit Fares	6,355	6,095	260
<b>Total Operating Revenue</b>	<b>\$ 8,678</b>	<b>\$ 9,175</b>	<b>(\$ 497)</b>
<b>Operating Expense</b>			
Labor - Regular	\$ 22,216	\$ 20,220	(\$ 1,996)
Labor - OT	3,417	1,171	(2,246)
Fringe	21,852	21,813	(38)
Non-Personnel (excludes COVID costs)	13,977	17,706	3,729
<b>Total OpEx</b>	<b>\$ 61,462</b>	<b>\$ 60,911</b>	<b>(\$ 551)</b>
<b>Operating Surplus/(Deficit)</b>	<b>(\$ 52,784)</b>	<b>(\$ 51,736)</b>	<b>(\$ 1,048)</b>
	14.1%	15.1%	(0.9%)
	<i>Farebox Recovery</i>		
<b>Non-Operating Revenue/(Expense)</b>			
Sales Tax/including Measure D	\$ 32,506	\$ 31,808	\$ 698
Federal/State Grants	16,033	20,415	(4,382)
COVID Relief Grants	10,420	9,959	461
Pension UAL/Bond Interest Payment	(4,173)	(4,173)	(0)
All Other	3,020	1,240	1,780
<b>Total Non-Operating Revenue/(Expense)</b>	<b>\$ 57,806</b>	<b>\$ 59,250</b>	<b>(\$ 1,443)</b>
<b>Operating Surplus/(Deficit) before Transfers</b>	<b>\$ 5,023</b>	<b>\$ 7,514</b>	<b>(\$ 2,491)</b>
<b>Transfers and Other</b>			
Transfers to Bus Replacement Fund	(\$ 2,923)	(\$ 2,350)	(\$ 573)
Transfers to Capital, UAL/OPEB Funds, and Reserves Replenishment	(\$ 8,629)	(\$ 7,626)	(\$ 1,003)
Transfers (to) / from COVID Reserve Fund	\$ 6,528	\$ 2,462	\$ 4,067
<b>Operating Surplus/(Deficit) after Transfers</b>	<b>-</b>	<b>\$ 0</b>	<b>(\$ 0)</b>

- Revenues unfavorable due to the rollout of Youth Free Fares that was not yet approved at the time the original Budget went into effect
- Expenses unfavorable due to higher labor/OT/Fringe costs as Bus Operators and other open positions were filled to support service expansion and timing of spending for the Reimagine Metro campaign; partially offset by lower fuel costs which are 45% lower than budgeted, lower insurance, Employee training on Hydrogen buses delayed to FY25, and reduced spending on revenue vehicle parts
- Bus Replacement Fund favorable due to net Measure D sales tax revenues of \$0.6M (less average of 12 Bus Operators' compensation)
- All Other Transfers: \$2M UAL, \$4.3M Operations/Capital Reserves, \$2.3M Operations Sustainability Reserve, and \$6.5M from COVID Recovery

Attachment A

8.3A.11

\* Estimated year end financials

# Capital Spending

8.3A.12



# March 31, 2024 Capital Budget Spend

Project Category:	Month to Date		Year to Date		Full Year	
	Actuals*	Budget	Actuals*	Budget	Budget**	% Spend
Construction Related Projects	\$ 3	\$ 745	\$ 1,017	\$ 2,239	\$ 20,551	4.9%
IT Projects	153	333	1,089	1,408	2,369	46.0%
Facilities Repair & Improvements	-	9	103	129	2,724	3.8%
Revenue Vehicle Replacement	-	168	1,456	1,631	3,754	38.8%
Revenue Vehicle Electrification Projects	14	63	151	206	409	36.9%
Non-Revenue Vehicle Replacement	-	-	23	23	23	100.0%
Fleet & Maintenance Equipment	5	-	180	171	180	100.0%
Misc.	-	10	213	208	586	36.3%
<b>Total</b>	<b>175</b>	<b>\$ 1,328</b>	<b>\$ 4,232</b>	<b>\$ 6,015</b>	<b>\$ 30,596</b>	<b>13.8%</b>

YTD spending of \$4,232K is lower than budget of \$6,015K primarily due to delays/timing of spending on the following projects:

- ✓ Pacific Station Redevelopment
- ✓ ERP Finance System
- ✓ ARTIC buses from San Diego

8.3A.13

\* Pre-close financials, subject to adjustments post close

**Questions?**



**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** Chuck Farmer, Chief Financial Officer  
**SUBJECT: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT  
AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION**

## **I. RECOMMENDED ACTION**

**That the Board of Directors approve a resolution declaring vehicles and/or obsolete equipment as ready for disposal or auction and direct the CEO to dispose of the surplus item in conformance with METRO's Administrative Policy Number AP-2020 - Fixed Assets and Inventoried Items.**

## **II. SUMMARY**

- In accordance with Santa Cruz Metropolitan Transit District's (METRO's) policy on disposal of fixed assets, at least once per year Finance Department management shall recommend to the Board of Directors a list of items to be declared excess with appropriate action for disposal.
- Vehicles, property and/or equipment have exceeded their useful lives and are no longer needed by METRO.
- Staff recommends that the Board of Directors approve the resolution for the disposal or auction of excess property (Attachment A) and declare the item(s) listed in Exhibit A as excess and direct staff to take appropriate action for disposal.

## **III. DISCUSSION/BACKGROUND**

The downtown METRO Pacific Station was closed in February 2024 as a first step in a two-year project to redevelop the property into a new mixed-use complex that includes onsite transit services. The Pacific Station building has been slated for demolition in April-May 2024. Several capital items have been deemed as obsolete and/or abandoned, identified in the Excess Vehicle & Equipment Listing (Exhibit A):

- CAMERA SYSTEM UPGRADE - #05484.00A
- FARGO HDP500 & CARD ACCESS - #005602.00F
- GENERATOR AT METRO CENTER - #005487.00F
- PAC STN BREAK ROOM FURNITURE - #007078.00A
- BUILDING METRO CENTER-920 PACIFIC AVENUE - #A0030.01A
- BUILDING METRO CENTER-920 PACIFIC AVENUE - #A0030.02F

- BUILDING METRO CENTER-920 PACIFIC AVENUE - #A0030.03B
- METRO CENTER SECURITY - #A0031.02A
- METRO CENTER ISLAND - #A0031.04A
- METRO CENTER MAGI DOOR - #A0031.06A
- METRO CENTER REMODEL - #A0031.08A
- ROOFS, METRO CENTER - #A0033.00A
- RESTROOM REMODEL METRO CENTER - #A0031.15A
- ENCLOSE OFFICE SPACE - #A0112.00F
- FUME HOOD & TABLE - #04736.00A
- SLIDE/SWING DOOR INS - #05485.00A
- METRO CENTER CONCRETE REPAIRS - #005786.00A
- METRO CENTER WROUGHT IRON FENCING - #005787.00A
- METRO CENTER LANE 4 SHELTER REPLACEMENT - #005789.00F
- METRO CENTER LANE 4 SHELTER REPLACEMENT - #005789.01F
- PAC STATION RESTAURANT REPAIRS - CAFÉ LENA - #006213.00F
- PAC STATION RESTAURANT REPAIRS - BETTY'S NOODLE'S - #006212.00A
- METRO CENTER IMPROVMNTS (CARPET, PAINT, ETC.) - #006457.00F
- A/C INSTALL/SURVEILL. SERVER ROOM-PACIFIC STN - #006149.00F
- ASPHALT REPAIR-PAC STATION LAYOVER - #007089.00C

The disposition of these assets has been coordinated with management and staff in processing them for disposal, e-waste, recycling or auction, as appropriate.

Staff recommends that the Board of Directors approve a resolution (Attachment A) and declare the items listed in Exhibit A as excess and direct staff to use appropriate action for disposal.

#### **IV. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This report pertains to Financial Stability, Stewardship, & Accountability.

#### **V. FINANCIAL CONSIDERATIONS/IMPACT**

The estimated total gross market value of the assets included in the disposal list is approximately \$-0-. These assets have reached the end of their useful life and/or have been abandoned due to Pacific Station closure/demolition. There is minimal financial impact as a result of these disposals.

Any revenue generated from the sale of equipment or inventory is recorded in the District's general ledger, to account 407090-100 "Gain/Loss on Disposal of Assets."

#### **VI. CHANGES FROM COMMITTEE**

N/A

## **VII. ALTERNATIVES CONSIDERED**

- Keep the assets in the capital asset inventory. Staff does not recommend this alternative because the items have exceeded their useful life and/or are cost-prohibitive to repair and/or are no longer in use.

## **VIII. ATTACHMENTS**

**Attachment A:** Resolution to Approve the Disposal or Auction of Excess Assets

**Exhibit A:** Excess Vehicle & Equipment Listing – as of April 26, 2024

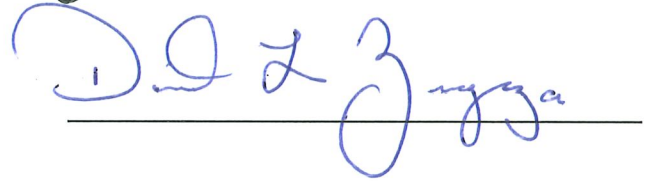
**IX. APPROVALS:**

Approved as to fiscal impact:  
Chuck Farmer, CFO



A handwritten signature in black ink, appearing to read "Chuck Farmer", is written over a horizontal line.

Daniel Zaragoza, Interim CEO/GM:



A handwritten signature in blue ink, appearing to read "Daniel Zaragoza", is written over a horizontal line.

# Attachment A



## BEFORE THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Resolution No.  
On the Motion of Director:  
Duly Seconded by Director:  
The Following Resolution is Adopted:

### RESOLUTION TO APPROVE THE DISPOSAL OR AUCTION OF EXCESS ASSETS

**WHEREAS**, the Santa Cruz Metropolitan Transit District (District), receives federal financial assistance from the Federal Transit Administration (FTA) to acquire real property, equipment and supplies, and rolling stock; and

**WHEREAS**, all such assets must be managed, used, and disposed of in accordance with applicable laws and regulations; and

**WHEREAS**, the FTA prescribes the method and delivers guidance to public transit operators to comply with grant management requirements in accordance with the regulations in *Title 49 Code of Federal Regulations, part 24 (49CFR 24)* and FTA Circular 5010.1E; and

**WHEREAS**, the acquisition cost of each item identified as excess is greater than \$5,000; and

**WHEREAS**, the District has determined that it is necessary to either dispose of the property, and/or to place the items up for auction.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**, that it hereby resolves, determines and orders as follows:

1. The following assets are declared excess property on the Excess Vehicle & Equipment Listing as of 04/26/2024, "Exhibit A" and may be disposed of or auctioned as such:
  - CAMERA SYSTEM UPGRADE - #05484.00A
  - FARGO HDP500 & CARD ACCESS - #005602.00F
  - GENERATOR AT METRO CENTER - #005487.00F

# Attachment A

Resolution No. \_\_\_\_\_  
Page 2 of 4

- PAC STN BREAK ROOM FURNITURE - #007078.00A
- BUILDING METRO CENTER-920 PACIFIC AVENUE - #A0030.01A
- BUILDING METRO CENTER-920 PACIFIC AVENUE - #A0030.02F
- BUILDING METRO CENTER-920 PACIFIC AVENUE - #A0030.03B
- METRO CENT SECURITY - #A0031.02A
- METRO CENTER ISLAND - #A0031.04A
- METRO CENT MAGI DOOR - #A0031.06A
- METRO CENT REMODEL - #A0031.08A
- ROOFS, METRO CENTER - #A0033.00A
- RESTROOM REMODEL METRO CENTER - #A0031.15A
- ENCLOSE OFFICE SPACE - #A0112.00F
- FUME HOOD & TABLE - #04736.00A
- SLIDE/SWING DOOR INS - #05485.00A
- METRO CENTER CONCRETE REPAIRS - #005786.00A
- METRO CENTER WROUGHT IRON FENCING - #005787.00A
- METRO CENTER LANE 4 SHELTER REPLACEMENT - #005789.00F
- METRO CENTER LANE 4 SHELTER REPLACEMENT - #005789.01F
- PAC STATION RESTAURANT REPAIRS - CAFÉ LENA - #006213.00F
- PAC STATION RESTAURANT REPAIRS - BETTY'S NOODLE'S - #006212.00A
- METRO CENTER IMPROVEMENTS (CARPET, PAINT, ETC.) - #006457.00F
- A/C INSTALL/SURVEILL. SERVER ROOM-PACIFIC STN - #006149.00F
- ASPHALT REPAIR-PAC STATION LAYOVER - #007089.00C



# Attachment A

Resolution No. \_\_\_\_\_  
Page 3 of 4

**PASSED AND ADOPTED** by the Board of Directors of the Santa Cruz Metropolitan Transit District this 26<sup>th</sup> Day of April 2024 by the following vote:

**AYES:** Directors –

**NOES:** Directors –

**ABSENT:** Directors –

**ABSTAIN:** Directors –

**APPROVED:**

---

Kristen Brown, Board Chair

**ATTEST:**

---

Daniel Zaragoza  
Interim CEO/General Manager

**APPROVED AS TO FORM:**

---

Julie Sherman  
General Counsel

# Attachment A

Resolution No. \_\_\_\_\_

Page 4 of 4

## **EXHIBIT A, SANTA CRUZ METROPOLITAN TRANSIT DISTRICT RESOLUTION NO. \_\_\_\_\_**

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
EXCESS VEHICLE & EQUIPMENT LISTING AS OF 04/26/2024

(Attached)

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT EXCESS VEHICLE & EQUIPMENT LISTING AS OF 04/26/2024										
Vehicle or Asset Tag #	Description	Acquisition Date	Cost	Accumulated Depreciation	Net Book Value	Est. Market Value	Reason for Disposal	Condition	VIN / SN	License #
05484.00A	CAMERA SYSTEM UPGRADE	08/01/2006	\$ 9,302.63	\$ 9,302.63	\$ -	\$ -	END OF USEFUL LIFE	POOR	N/A	N/A
005602.00F	FARGO HDP500 & CARD ACCESS	05/01/2010	\$ 7,441.28	\$ 7,441.28	\$ -	\$ -	END OF USEFUL LIFE	POOR	B0120855	N/A
005487.00F	GENERATOR AT METRO CENTER	05/01/2012	\$ 20,534.67	\$ 20,534.67	\$ -	\$ -	END OF USEFUL LIFE	POOR	N/A	N/A
007078.00A	PAC. STN BREAK ROOM FURNITURE	06/01/2020	\$ 7,180.30	\$ 3,846.60	\$ 3,333.70	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0030.01A	BUILDING METRO CENTER-920 PACIFIC AVENUE	06/01/1984	\$ 546,382.18	\$ 546,382.18	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0030.02F	BUILDING METRO CENTER-920 PACIFIC AVENUE	06/01/1984	\$ 1,756,043.00	\$ 1,756,043.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0030.03B	BUILDING METRO CENTER-920 PACIFIC AVENUE	06/11/1984	\$ 23,861.97	\$ 23,861.97	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0031.02A	METRO CENT SECURITY	03/24/1987	\$ 5,765.52	\$ 5,765.52	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0031.04A	METRO CENTER ISLAND	09/30/1989	\$ 5,000.00	\$ 5,000.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0031.06A	METRO CENT MAGI DOOR	02/02/1990	\$ 6,458.00	\$ 6,458.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0031.08A	METRO CENT REMODEL	07/01/1991	\$ 9,726.22	\$ 9,726.22	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0033.00A	ROOFS, METRO CENTER	08/18/1997	\$ 64,991.00	\$ 64,991.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0031.15A	RESTROOM REMODEL METRO CENTER	05/07/1998	\$ 100,425.00	\$ 100,425.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
A0112.00F	ENCLOSE OFFICE SPACE	12/31/1998	\$ 8,865.25	\$ 8,865.25	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
04736.00A	FUME HOOD & TABLE	12/05/2003	\$ 5,803.75	\$ 5,803.75	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
05485.00A	SLIDE/SWING DOOR INS	01/01/2007	\$ 22,214.00	\$ 22,214.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
005786.00A	METRO CENTER CONCRETE REPAIRS	04/01/2012	\$ 6,000.00	\$ 6,000.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
005787.00A	METRO CENTER WROUGHT IRON FENCING	04/01/2012	\$ 15,767.00	\$ 15,767.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
005789.00F	METRO CENTER LANE 4 SHELTER REPLACEMENT	06/01/2012	\$ 33,468.93	\$ 18,547.40	\$ 14,921.53	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
005789.01F	METRO CENTER LANE 4 SHELTER REPLACEMENT	06/01/2012	\$ 65,000.00	\$ 36,020.83	\$ 28,979.17	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
006213.00F	PAC STATION RESTAURANT REPAIRS - CAFÉ LENA	01/01/2013	\$ 13,607.46	\$ 13,607.46	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
006212.00A	PAC STATION RESTAURANT REPAIRS - BETTY'S NOODLE	01/01/2013	\$ 25,000.00	\$ 25,000.00	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
006457.00F	METRO CENTER IMPROVEMENTS (CARPET, PAINT, ETC.)	06/30/2015	\$ 25,322.17	\$ 25,322.17	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
006149.00F	A/C INSTALL/SURVEILL. SERVER ROOM-PACIFIC STN	12/01/2015	\$ 34,001.50	\$ 34,001.50	\$ -	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A
007089.00C	ASPHALT REPAIR-PAC STATION LAYOVER	12/01/2020	\$ 14,950.87	\$ 3,862.31	\$ 11,088.56	\$ -	PACIFIC STN CLOSURE/DEMO	POOR	N/A	N/A

8.4A.5.Exhibit A

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**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** Gregory Strecker, Safety, Security & Risk Management Director  
**SUBJECT: RECOMMENDED ACTION ON TORT CLAIMS**

**I. RECOMMENDED ACTION**

**That the Board of Directors Approve Staff Recommendations for Claims for the Month of April 2024, as reflected in Section VIII of this report**

**II. SUMMARY**

This staff report provides the Board of Directors with recommendations on claims submitted to the Santa Cruz Metropolitan Transit District (METRO).

**III. DISCUSSION/BACKGROUND**

METRO's Risk Department received two claims for the month of April 2024 for money or damages. As a public entity, METRO must act "within 45 days after the claim has been presented" (Govt C §912.4(a)). See staff recommendations in paragraph VIII.

**IV. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This report pertains to METRO's Financial Stability, Stewardship and Accountability.

**V. FINANCIAL CONSIDERATIONS/IMPACT**

None

**VI. CHANGES FROM COMMITTEE**

N/A

## VII. ALTERNATIVES CONSIDERED

Within the 45-day period, the Board of Directors may take the following actions:

- Reject the claim entirely;
- Allow it in full;
- Allow it in part and reject the balance;
- Compromise it, if the liability or amount due is disputed (Govt C §912.4(a)); or
- Do nothing, and allow the claim to be denied by operation of law (Govt C §912.4 (c)).

## VIII. DESCRIPTION OF CLAIM

Claimant	Claim #	Description	Recommended Action
Rebecca Barraza	24-0006	Claimant alleges that METRO is responsible for her falling. Amount of claim: Limited (up to \$25,000).	Reject
Tamara Weber	24-0007	Claimant alleges that METRO damaged her vehicle. Amount of claim: \$6,379.34.	Reject

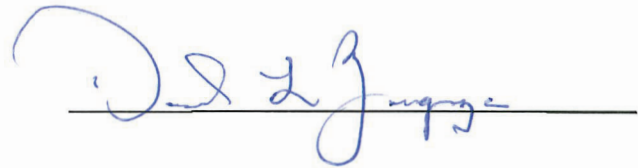
Prepared by: Tom Szeszowicki, Safety Specialist

**IX. APPROVALS**

Gregory Strecker, Safety, Security  
and Risk Management Director



Daniel Zaragoza  
Interim CEO/General Manager



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**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** John Urgo, Planning & Development Director  
**SUBJECT:** **CONTRACT FOR TRANSIT SERVICES WITH THE COUNTY OF SANTA CRUZ FOR SERVICE TO THE SOUTH COUNTY GOVERNMENT SERVICES CENTER**

**I. RECOMMENDED ACTION**

**That the Board of Directors authorize the Interim CEO/General Manager to execute a Contract for Transit Services with the County of Santa Cruz for fixed route public transit service to the South County Government Services Center at 500 Westridge Drive, Watsonville, CA.**

- Staff recommends that the Board authorize the Interim CEO/General Manager to execute a Contract for Transit Services with the County of Santa Cruz through its Human Services Department for fixed route public transit service to the South County Government Services Center at 500 Westridge Drive, Watsonville, CA.

**II. DISCUSSION/BACKGROUND**

The County of Santa Cruz (County), through its Human Services Department, wishes to establish public transportation options for individuals and families needing to access Human Services Department (HSD) programs and other County services at the new South County Government Service Center, to be located at 500 Westridge Drive in Watsonville.

For the past several months, the Planning Department has worked with staff and administrators at HSD to plan a new route – Route 78 – that will serve the new facility. The route will operate hourly between the Watsonville Transit Center and Freedom Centre and will serve the South Government Service Center via Ohlone Parkway, with additional stops serving the Social Security offices and Watsonville Community Hospital.

The County has identified funding intended to fund the operation of services for one year, commencing the first day of regularly scheduled METRO Transit Services, which will also be open to and serve all members of the public, to the South County Government Service Center. The funding will allow METRO to operate Route 78 fare free, with no charge required of any rider. METRO bus operators will register each boarding through the farebox, providing route and trip specific data to the County and METRO project team for planning purposes.

The County will work with METRO and other relevant partners (e.g. City of Watsonville Public Works) to ensure the siting of an appropriately located, publicly accessible bus stop serving the South County Government Service Center at 500 Westridge Drive. The cost of any upgrades needed to ensure Americans with Disabilities Act (ADA) compliance will be borne by the County. METRO will, at its own cost, furnish and install a bus sign pole and bench at the selected bus stop serving 500 Westridge Drive by May 1, 2024. Should a permanent bus shelter be desired for this one-year period, County/HSD will, at its own cost, work with METRO to furnish one to be installed by METRO.

The County and METRO look forward to this partnership and to implementing this new service in Watsonville.

### **III. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This item aligns with the following Strategic Priorities:

- Service Quality and Delivery
- Strategic Alliances and Community Outreach

### **IV. FINANCIAL CONSIDERATIONS/IMPACT**

The County has identified \$303,000 in funding that is available for the first year of service, which will fund two (2) operators for 12 months. Such costs may increase on an annual basis, in accordance with increases in costs incurred by METRO to provide the Transit Services.

### **V. CHANGES FROM COMMITTEE**

N/A

### **VI. ALTERNATIVES CONSIDERED**

None.

### **VII. ATTACHMENTS**

**Attachment A:** Contract for Transit Services

**Attachment B:** Resolution

**VIII. APPROVALS**

John Urgo, Planning &  
Development Director



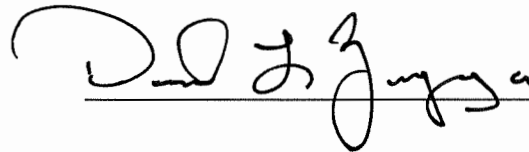
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Approved as to fiscal impact:  
Chuck Farmer, CFO



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Daniel Zaragoza,  
Interim CEO/General Manager



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## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

### CONTRACT FOR TRANSIT SERVICES WITH THE COUNTY OF SANTA CRUZ

This Contract for Transit Services is made effective upon the date of execution between the Santa Cruz Metropolitan Transit District, a political subdivision of the State of California [hereinafter called "METRO"], and the County of Santa Cruz, also a political subdivision of the State of California, through its Human Services Department [hereinafter called "COUNTY" and/or "HSD"]. METRO and COUNTY are each a "Party" to this Contract and are collectively the "Parties" to this Contract.

#### I. RECITALS

- 1.01 Whereas, METRO provides public transportation services throughout Santa Cruz County according to published schedules;
- 1.02 Whereas, METRO desires to provide transportation (METRO Transit Service) for individuals and families needing to access Human Services Department programs and other County services at the South County Government Service Center, to be located at 500 Westridge Drive in Watsonville;
- 1.03 Whereas, the COUNTY desires that customers utilize the METRO Transit Service to the maximum extent possible;
- 1.04 Whereas, METRO and COUNTY desire to enter into a Contract to provide said Transit Services for an initial period of one year.

Now therefore, METRO and COUNTY agree as follows:

#### II. SCOPE OF AGREEMENT

- 2.01 COUNTY has identified funding intended to fund the operation of services for one year, commencing the first day of regularly scheduled METRO Transit Services, which will also be open to and serve all members of the public, to the South County Government Service Center.
- 2.02 COUNTY will work with METRO and other relevant partners (e.g. City of Watsonville Public Works) to ensure the siting of an appropriately located, publicly accessible bus stop serving the South County Government Service Center at 500 Westridge Drive. The cost of any upgrades needed to ensure Americans with Disabilities Act (ADA) compliance will be borne by COUNTY. METRO agrees to identify and provide a list of any recommended upgrades needed at the bus stop site for ADA compliance to COUNTY no later than May 1, 2024.
- 2.03 METRO will, at its own cost, furnish and install a bus sign pole and bench at the selected bus stop serving 500 Westridge Drive by May 1, 2024. METRO agrees to maintain the bench and keep in good and safe condition selected bus stop during the term of this agreement. Should a permanent bus shelter be desired for this one-year period, COUNTY/HSD will, at its own cost, work with METRO to furnish one to be installed by METRO.
- 2.04 COUNTY/HSD staff and METRO staff will meet quarterly, with an option to meet more frequently if deemed necessary by the Parties, to monitor service and ridership, consider route and schedule adjustments, and identify other issues to be addressed.

# Attachment A

## III. BUS TRANSIT SERVICES

- 3.01 METRO will operate a new route and trips implemented for the South County Government Service Center that will connect 500 Westridge Drive with downtown Watsonville, Watsonville Community Hospital, and the Freedom Centre, a commercial location at the intersection of Freedom Blvd and Airport Blvd. Service is planned to run hourly, seven days a week, between the hours of 7:00 a.m. and 6:00 p.m. A map of this route is shown in Exhibit B, which is attached hereto and incorporated herein by reference.
- 3.02 The route serving 500 Westridge will operate fare free, with no charge required of any rider. METRO bus operators will register each boarding through the farebox, providing route and trip specific data to the COUNTY & METRO project team for planning purposes.
- 3.03 COUNTY will provide to METRO a minimum of 30 days' notice prior to the opening of the South County Government Center and will provide the start date to commence the new route and provision of Transit Services as referenced herein.

## IV. REIMBURSEMENT FOR COSTS

- 4.01 COUNTY will pay METRO for the costs of operating the METRO Transit Services provided to COUNTY pursuant to this Contract. Payment will be based on the full annual METRO cost of providing an operator and the pre-calculated per mile cost of providing the Transit Services for a total cost basis of \$151,500, multiplied by the number of operators (2) that will provide the METRO Transit Services. Such costs may increase on an annual basis, in accordance with increases in costs incurred by METRO to provide the Transit Services.
- 4.02 COUNTY has identified \$303,000 in funding that is available for the first year of service, which will fund two (2) operators for 12 months.
- 4.03 METRO will invoice COUNTY 1/12th of the METRO costs on a monthly basis. The first invoice shall be sent no later than 30 days from the first day of service commencing, and every 30 days thereafter. Payment to be provided by COUNTY no later than 60 days of receipt. The total contract value shall not exceed \$303,000.

## V. TERM AND TERMINATION

- 5.01 The initial term of this Contract shall begin on May 1, 2024, and will terminate 365 days from the first day of route service provided by METRO to the South County Government Center. This Contract may be renewed for succeeding periods by mutual agreement of the Parties, by execution of written amendments.
- 5.02 Following the first year of the Contract term, and upon renewal, either Party may terminate this Contract with 30 days advance notice in writing to the other Party.

## VI. NOTICES

- 6.01 Any notice, request, instruction, or other document deemed by either Party to be necessary or desirable to be given to the other Party shall be in writing and may be given by personal delivery

# Attachment A

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to a representative of the Parties at the address below or by mailing the same, addressed as follows:

COUNTY/HSD:

County of Santa Cruz  
Human Services Department  
Attn: Centralized Contracts Unit  
1040 Emeline Avenue  
Santa Cruz, CA 95060  
[hsdccumail@santacruzcountyca.gov](mailto:hsdccumail@santacruzcountyca.gov)

METRO:

Santa Cruz Metropolitan Transit District  
110 Vernon Street  
Santa Cruz, CA 95060  
Attention: CEO/General Manager

## VII. MUTUAL INDEMNITY

In lieu of and notwithstanding the pro rata risk allocation and other provisions which might otherwise be imposed between the Parties as public entities pursuant to California Government Code section 895.6, the Parties agree instead that the:

- 7.01 COUNTY agrees to indemnify, save harmless and defend METRO, its directors, officers, agents and employees from legal liability of any nature or kind on account of any claim for damages to property or personal injuries to or death of person or persons incurred by reason of any act, or failure to act, of the COUNTY, its directors, officers, agents, and employees, or any of them, in performing any duties required by this Contract, unless such claims arise out of the sole negligence of METRO, its directors, officers, agents, or employees.
- 7.02 METRO agrees to indemnify, save harmless and defend the COUNTY, its directors, officers, agents, and employees from legal liability of any nature or kind on account of any claim for damages to property or personal injuries to or death of person or persons incurred by reason of any act, or failure to act, of METRO, its directors, officers, agents, and employees, or any of them, in performing any duties required by this Agreement, unless such claims arise out of the sole negligence of the COUNTY, its directors, officers, agents, or employees.

## VIII. COUNTY REQUIRED INSURANCE PROVISIONS

- 8.01 METRO Insurance. At all times while providing or performing Services under this Agreement, the METRO shall obtain and maintain the policies of insurance described in this Section. The minimum coverage amounts of each policy of insurance to be obtained and maintained by the METRO while providing or performing Services in connection in or about the COUNTY shall be as set forth in Section 8.07, below. Policies of insurance required of the METRO will be accepted by the COUNTY only if the insurer(s) are: (i) A.M. Best rated A- or better; (ii) A.M. Best Financial

# Attachment A

Size Category VII or higher; and (iii) authorized under California law to transact business in the State of California and authorized to issue insurance policies in the State of California.

- 8.02 Workers Compensation and Employers Liability Insurance. METRO shall purchase and maintain Workers' Compensation Insurance covering claims under workers' or workmen's compensation, disability benefit and other similar employee benefit acts may be liable. METRO shall also purchase and maintain Employer's Liability Insurance covering bodily injury (including death) by accident or disease to any employee which arises out of the employee's employment by METRO. The Employer's Liability Insurance required of METRO hereunder may be obtained by METRO as a separate policy of insurance or as an additional coverage under the Workers' Compensation Insurance policy.
- 8.03 Commercial General Liability and Property Insurance. METRO shall purchase and maintain Commercial General Liability and Property Insurance as will protect METRO from the types of claims set forth below which may arise out of or result from METRO's Services under this Agreement and for which METRO may be legally responsible: (i) claims for damages because of bodily injury, sickness or disease or death of any person other than METRO's employees; (ii) claims for damages insured by usual personal injury liability coverage; (iii) claims for damages, other than to the Work of the Project itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom; (iv) claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle; and (v) contractual liability insurance applicable to METRO's obligations under this Agreement. COUNTY shall be endorsed as an additional insured to METRO's commercial general liability insurance policy.
- 8.04 Subcontractors' Insurance. Each Subcontractor providing or performing a portion of the Services or obligations of the METRO under this Agreement shall obtain and maintain policies of insurance for Workers Compensation, Employers Liability, and Commercial General Liability/Property Damage. Each policy of insurance to be obtained by each of the METRO's Subcontractors shall conform to the standards or requirements set forth in Sections 8.01-8.03.
- 8.05 Policy Endorsements; Evidence of Insurance. METRO shall deliver to the COUNTY Certificates of Insurance evidencing each of the policies of insurance in the coverage amounts required hereunder. All policies of insurance required hereunder shall be issued by insurer(s) admitted to issue insurance by the State of California and to the reasonable satisfaction of the COUNTY. Coverages under each policy of insurance required hereunder, whether by endorsement or otherwise, shall provide that such policy will not be modified or canceled without at least thirty (30) days advance written notice to the COUNTY.
- 8.06 The following sentence shall be included in the additional insured endorsements:
- “County of Santa Cruz, and as an entity, its officers, directors, employees, agents, and volunteers, are hereby named as additional insured, with respect to all work performed by or on behalf of the named insured under its contract with the Certificate Holder.”
- 8.07 METRO's Insurance Minimum Coverage Amounts. Minimum coverage amounts for policies of insurance to be obtained and maintained by METRO and each of its Subcontractors are:

Workers Compensation	In accordance with applicable law
Employers Liability (Injury or Death and Property Damage)	\$1,000,000



# Attachment A

Commercial General Liability (including Bodily Injury or Death and Property Damage)	
Per Occurrence	\$2,000,000
Aggregate	\$4,000,000
Automobile Liability - Bodily Injury or Death	
Per Occurrence	\$ 2,000,000

## IX. MISCELLANEOUS PROVISIONS

- 9.01 Presentation and processing of any or all claims arising out of or related to this Contract shall be made in accordance with the provisions contained in Chapter 1.05 of the Santa Cruz County Code, which by this reference is incorporated herein.
- 9.02 This Contract, together with all subordinate and other documents incorporated by reference herein, constitutes the entire agreement between the Parties with respect to the subject matter contained herein and may only be modified by an amendment executed in writing by both Parties hereto. All prior agreements, representations, statements, negotiations, understandings and undertakings are superseded hereby. This Contract includes the following Exhibits:
- Exhibit A: Budget  
Exhibit B: Route Map
- 9.03 COUNTY and METRO represent that they currently have no interest, and shall not have any interest, direct or indirect, that would conflict in any manner with the performance of services required under this Contract.
- 9.04 In connection with the use of METRO Transit Services, COUNTY and METRO shall not on the grounds of race, color, creed, religion, national origin, ancestry, physical or mental disability, medical condition (including cancer-related and genetic characteristics), marital status, sexual orientation, age, veteran status, gender, pregnancy discriminate or permit discrimination against any person or group or persons in any manner prohibited by Federal, State or local laws.
- 9.05 COUNTY and METRO agree to comply with the provisions of Section 504 of the Rehabilitation Act of 1973, as amended, pertaining to the prohibition of discrimination against qualified handicapped persons in federally assisted programs.
- 9.06 No term or provision hereof shall be deemed waived, and no breach excused, unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any other different or subsequent breach.
- 9.07 COUNTY shall not assign or transfer any interest in this Contract without prior, written consent of METRO. Any attempted assignment or transfer shall be void.

# Attachment A

- 9.08 METRO shall not assign or transfer any interest in this Contract without prior, written consent of the COUNTY. Any attempted assignment or transfer shall be void.
- 9.9 Each Party to this Contract shall maintain books, accounts, records and data related to this Contract in accordance with applicable state and federal requirements after the termination of this Contract. For the duration of the Contract and for the retention period thereafter, either Party's representatives and representatives of the United States Department of Transportation, the Controller General of the United States and the Auditor General of the State of California shall have the right to examine these books, accounts, records, data and other information relative to this Contract for the purpose of auditing and verifying statements, invoices, bills and revenues pursuant to this Contract.
- 9.10 COUNTY, through HSD staff, agrees to submit to METRO any and all advertising, sales promotion, and other publicity matter relating to any METRO Transit service wherein METRO's name is mentioned, or language used from which the connection of METRO's name therewith may, within reason, be inferred or implied. COUNTY further agrees not to publish or use any such advertising, sales promotion, or publicity matter without the prior written consent of the METRO.
- 9.11 METRO agrees to publicize that this bus route is provided through funding by the County of Santa Cruz, Human Services Department. Metro also agrees to submit to the COUNTY via designated HSD staff, any and all advertising, sales promotion, and other publicity matter relating to any Transit service wherein the COUNTY and/or HSD's name is mentioned, or language used from which the connection of COUNTY and/or HSD's name therewith may, within reason, be inferred or implied. METRO further agrees not to publish or use any such advertising, sales promotion, or publicity matter without the prior written consent of the COUNTY as communicated through HSD staff
- 9.12 Each Party has full power and authority to enter into and perform this Contract and the persons signing this agreement on behalf of each Party has been properly authorized to enter into it. Each Party further acknowledges that it has read this Contract, understands it, and agrees to be bound by it.
- 9.13 If the total compensation of this Contract is greater than \$100,000, this Contract is not binding until approved by the County of Santa Cruz Board of Supervisors.
- 9.14 This Agreement shall be governed and interpreted in accordance with the laws of the State of California. In the event that any legal action is needed to enforce or interpret this Agreement, the sole and exclusive venue shall be a court of competent jurisdiction located in Santa Cruz, California. Furthermore, the Parties agree to waive any and all rights to request that an action be transferred for proceedings or trial to be held in another county.

[Signature Page to Follow]

# Attachment A

## SIGNATURES

IN WITNESS WHEREOF, the Parties hereto have set their hands the day and year first written above.

SANTA CRUZ METROPOLITAN  
TRANSIT DISTRICT

COUNTY OF SANTA CRUZ

BY: \_\_\_\_\_  
Daniel Zaragoza  
Interim CEO/General Manager

BY: \_\_\_\_\_  
Randy Morris  
Director, Human Services Department

Approved as to form:  
\_\_\_\_\_  
METRO Counsel

Approved as to form:  
DocuSigned by:  
*Arthur G. Wille* 2/27/2024  
\_\_\_\_\_  
FD318C222C994D0...  
Office of the County Counsel

Approved as to form:  
\_\_\_\_\_  
Gale Stevens  
District Buyer

Approved as to Insurance:  
DocuSigned by:  
*Gina Borasi* 2/27/2024  
\_\_\_\_\_  
E4EADC5BA53B4DB...  
Risk Management

### SANTA CRUZ METROPOLITAN TRANSIT DISTRICT CONTRACT FOR TRANSIT SERVICES WITH THE COUNTY OF SANTA CRUZ

As part of its financial and service planning METRO has established the cost of one operator providing service for a year. Using FY23 data, this cost has been set at \$151,500 per operator, consisting of the full cost of an operator (salary and fringe benefits) and the cost of the operating mile “consumables” required to operate the bus (fuels, oil, parts).

This cost is referred to as the “direct” or “marginal” cost of the providing the service and does not include other “overhead” including maintenance, facilities, and administrative costs.

Operator Cost	\$128,812
Mileage Cost	\$22,688
Total Cost	\$151,500

#### Operator Cost

The Operator cost of \$128,812 was derived from the average METRO bus operator salary/fringe benefits. This cost can continue to fluctuate over time as the salary and benefit costs of operators change over time. It is the intent of METRO to revise its operating cost every fiscal year.

#### Mileage Cost

The Mileage cost was established as shown below.

Assumptions: 1,164 revenue service hours (RSH) per year per operator  
16% deadhead hours in addition to revenue service hours (system average)

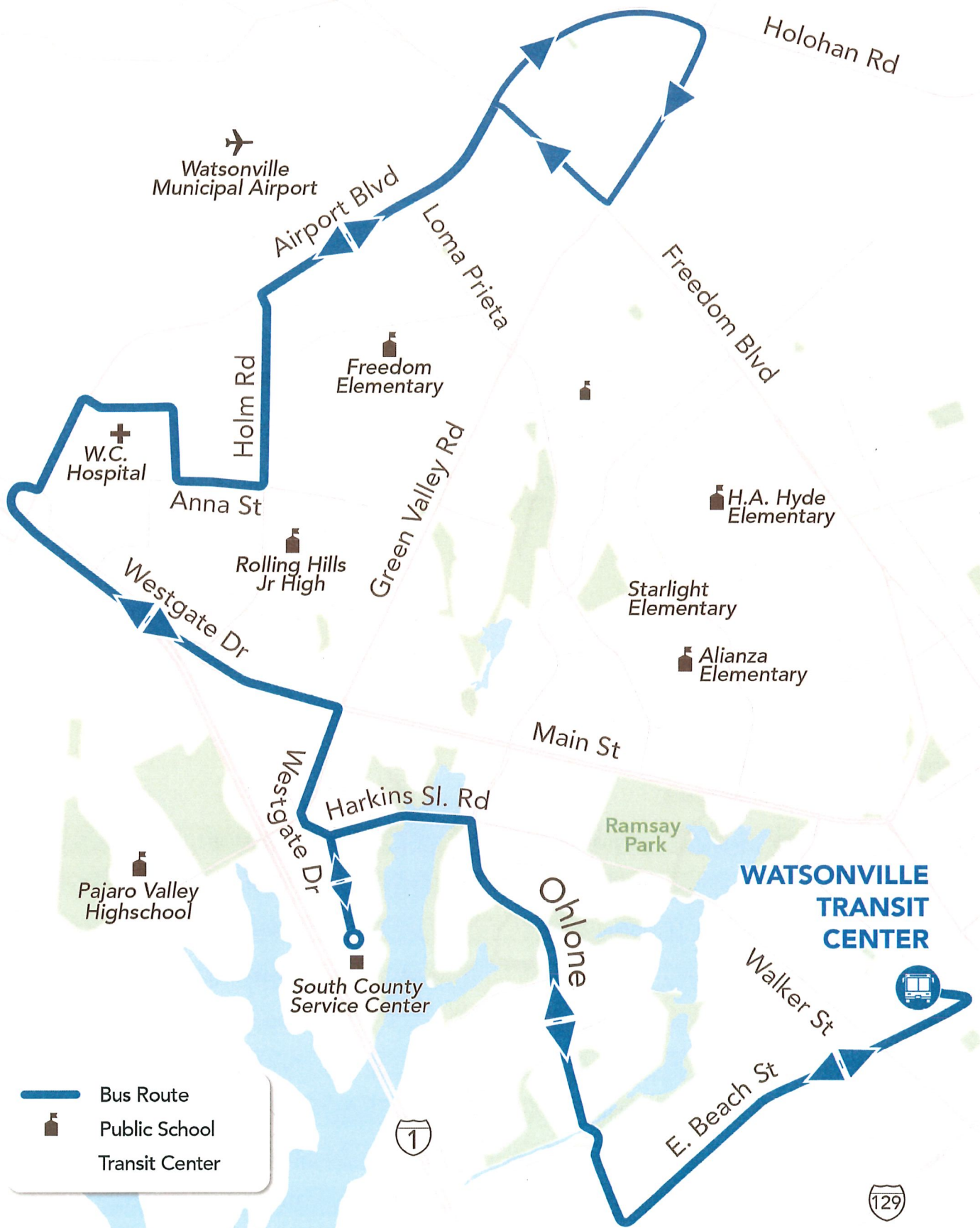
1164 RSH per year  
X 1.16 (deadhead hours)  
=1349 total hours per operator per year  
X 17.7 miles per hour (system average)  
=23,882 miles per operator per year

The cost per mile is based on the FY23 budget for Fleet Supplies of \$2,451,871 divided by the FY23 total miles of 2,585,235.

$\$2,451,871 \text{ divided by } 2,585,235 \text{ total annual miles} = \$0.95 \text{ per mile}$

$23,882 \text{ miles per year per operator} \times \$0.95 = \$22,688 \text{ consumables per operator per year.}$

# Route 78



-  Bus Route
-  Public School
-  Transit Center



# Attachment A



## Certificate Of Completion

Envelope Id: 245721E5A2CD4BB9BC94D305D2D19EA9

Status: Completed

Subject: Complete with DocuSign: County HSD Contract for Transit Services FINAL.docx, Contract for Trans...

Source Envelope:

Document Pages: 9

Signatures: 2

Envelope Originator:

Certificate Pages: 5

Initials: 0

Jillian Ritter

AutoNav: Enabled

701 Ocean Street

Envelopeld Stamping: Enabled

Santa Cruz, CA 95060

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Jillian.Ritter@santacruzcountyca.gov

IP Address: 63.194.190.100

## Record Tracking

Status: Original

Holder: Jillian Ritter

Location: DocuSign

2/26/2024 4:02:44 PM

Jillian.Ritter@santacruzcountyca.gov

Security Appliance Status: Connected

Pool: FedRamp

Storage Appliance Status: Connected

Pool: County of Santa Cruz

Location: DocuSign

## Signer Events

Arthur G. Wille

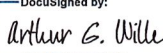
arthur.wille@santacruzcountyca.gov

County of Santa Cruz

Assistant County Counsel

Security Level: Email, Account Authentication  
(None)

## Signature

DocuSigned by:  
  
FD318C222C994D0...

Signature Adoption: Pre-selected Style  
Using IP Address: 63.194.190.100

## Timestamp

Sent: 2/26/2024 4:07:20 PM

Viewed: 2/27/2024 7:56:31 AM

Signed: 2/27/2024 8:57:01 AM

## Electronic Record and Signature Disclosure:

Accepted: 2/27/2024 7:56:31 AM

ID: b3b32df3-b770-436c-bb67-b6c215d4df54


Gina Borasi

Gina.Borasi@santacruzcountyca.gov

Associate Personnel Analyst - Risk Management

County of Santa Cruz

Security Level: Email, Account Authentication  
(None)

DocuSigned by:  
  
E4EADC5BA59B4DB...

Signature Adoption: Pre-selected Style  
Using IP Address: 50.175.250.110

Sent: 2/27/2024 8:57:02 AM

Viewed: 2/27/2024 10:59:47 AM

Signed: 2/27/2024 11:43:06 AM

## Electronic Record and Signature Disclosure:

Accepted: 12/18/2023 9:38:58 AM

ID: 5f1392e5-7eb7-47e8-b6a6-baa8d5c3b8c6

## In Person Signer Events

## Signature

## Timestamp

## Editor Delivery Events

## Status

## Timestamp

## Agent Delivery Events

## Status

## Timestamp

## Intermediary Delivery Events

## Status

## Timestamp

## Certified Delivery Events

## Status

## Timestamp

## Carbon Copy Events

## Status

## Timestamp

## Witness Events

## Signature

## Timestamp

## Notary Events

## Signature

## Timestamp

## Envelope Summary Events

## Status

## Timestamps



# Attachment A

<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
Envelope Sent	Hashed/Encrypted	2/26/2024 4:07:20 PM
Certified Delivered	Security Checked	2/27/2024 10:59:47 AM
Signing Complete	Security Checked	2/27/2024 11:43:06 AM
Completed	Security Checked	2/27/2024 11:43:06 AM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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<b>Electronic Record and Signature Disclosure</b>
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# Attachment A

Electronic Record and Signature Disclosure created on: 2/28/2022 5:23:37 PM

Parties agreed to: Arthur G. Wille, Gina Borasi

## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

From time to time, County of Santa Cruz (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

### **Withdrawing your consent**

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**



# Attachment A

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

## **How to contact County of Santa Cruz:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us)

## **To advise County of Santa Cruz of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

## **To request paper copies from County of Santa Cruz**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

## **To withdraw your consent with County of Santa Cruz**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

# Attachment A

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [nada.algharib@santacruzcounty.us](mailto:nada.algharib@santacruzcounty.us) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

## **Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

## **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to ‘I agree to use electronic records and signatures’ before clicking ‘CONTINUE’ within the DocuSign system.

By selecting the check-box next to ‘I agree to use electronic records and signatures’, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify County of Santa Cruz as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by County of Santa Cruz during the course of your relationship with County of Santa Cruz.

# Attachment B



Resolution No. \_\_\_\_\_  
On the Motion of Director: \_\_\_\_\_  
Duly Seconded by Director: \_\_\_\_\_  
The Following Resolution is Adopted:

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE  
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT  
AUTHORIZING THE INTERIM CEO/GENERAL MANAGER TO EXECUTE A FIXED ROUTE  
TRANSIT SERVICE AGREEMENT WITH THE  
COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT**

**WHEREAS**, METRO provides public transportation services throughout Santa Cruz County according to published schedules; and,

**WHEREAS**, METRO desires to provide transportation (METRO Transit Service) for individuals and families needing to access Human Services Department programs and other County services at the South County Government Service Center, to be located at 500 Westridge Drive in Watsonville; and,

**WHEREAS**, the COUNTY desires that customers utilize the METRO Transit Service to the maximum extent possible; and,

**WHEREAS**, METRO and COUNTY desire to enter into a Contract to provide said Transit Services for an initial period of one year.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Santa Cruz Metropolitan Transit District authorizes Daniel Zaragoza, Interim CEO/General Manager, to execute a Contract for transit services with the County of Santa Cruz for fixed route public transit service.

**PASSED AND ADOPTED** by the Board of Directors of the Santa Cruz Metropolitan Transit District this 26th Day of April 2024 by the following vote:

**AYES:** Directors -

**NOES:** Directors -

# Attachment B

Resolution # \_\_\_\_\_  
Page 2

**ABSTAIN:** Directors -

**ABSENT:** Directors -

**APPROVED:**

\_\_\_\_\_  
Kristen Brown, Board Chair

**ATTEST:**

\_\_\_\_\_  
Daniel Zaragoza  
Interim CEO/General Manager

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Julie Sherman  
General Counsel



**DATE:** April 26, 2024

**TO:** Board of Directors

**FROM:** Derek Toups, Capital Planning and Grants Programs Manager

**SUBJECT: CONSIDER A RESOLUTION DESIGNATING THE INTERIM CEO/  
GENERAL MANAGER AS THE AUTHORIZED AGENT TO SUBMIT A  
GRANT APPLICATION AND EXECUTE ACTIONS NECESSARY TO  
RECEIVE FORMULA FUNDS FROM THE FY24 LOW CARBON TRANSIT  
OPERATIONS PROGRAM**

**I. RECOMMENDED ACTION**

**That the Board adopt a resolution designating the Interim CEO/General Manager as the Authorized Agent to submit a grant application and execute all agreements and actions necessary to receive funds from the FY24 Low Carbon Transit Operations Program, including authorizing the Interim CEO/General Manager to request the SCCRTC pass its allocation of FY24 LCTOP funds to METRO**

**II. SUMMARY**

- The California State Controller's Office (SCO) has allocated funds from the Greenhouse Gas Reduction Fund to the Low Carbon Transit Operations Program (LCTOP) for transit projects that reduce greenhouse gas (GHG) emissions.
- For FY2023-24 (FY24), the State Controller's Office allocated \$1,325,777 to Santa Cruz County, \$694,115 to the Santa Cruz County Regional Transportation Commission (RTC) and \$631,662 to the Santa Cruz Metropolitan Transit District (METRO) to implement an LCTOP project.
- Staff recommends using the FY24 LCTOP funds to implement a 12-month Free Fares Systemwide Pilot Project ("Free Fares Pilot") for all METRO riders to access all METRO local and inter-regional (Highway 17 Express) fixed-route transit services for free for a period of twelve months coinciding with the launch of the Phase 2 Reimagine METRO service in September 2024.
- METRO initiated a twelve-month Youth Cruz Free pilot program that commenced on March 1, 2023 and waived fares for K-12 youth riding METRO local buses and the program has been wildly successful, resulting in a more than 500% increase in youth ridership in two years. Staff have received comments from dozens of parents thanking METRO for the initiative and expressing gratitude for the freedom it has given parents and kids alike to not

to have to depend on a ride from a parent or guardian to school and extracurricular activities.

- As a result of the successful Youth Cruz Free pilot, METRO requested funding in FY23 from the LCTOP program to continue this program for two additional years, and the program will become eligible for additional funding through the LCTOP program again beginning in FY26.
- METRO has been planning to expand on the Youth Cruz Free program with the Free Fares Systemwide Pilot and requested funding from this year's FY24 LCTOP allocation to support the Free Fares Pilot for one year. METRO requested 100% of RTC's FY24 LCTOP allocation, and RTC recommended award of approximately 80% of its allocation amount or \$561,115 be provided to METRO for this purpose.
- METRO therefore requests that the RTC contribute \$561,115 of its FY24 LCTOP allocation amount of \$694,115 and the associated interest income on the SCO allocation to METRO for its Fare Free Pilot Program.
- Staff recommends that the Board of Directors (Board) adopt a resolution designating the Interim CEO/General Manager as the Authorized Agent to submit an application and to execute all agreements and take all other actions, including executing the Certifications and Assurances, necessary to receive the LCTOP funds.

### **III. DISCUSSION/BACKGROUND**

In 2006, Governor Schwarzenegger executed the California Global Warming Solutions Act of 2006 (AB 32), landmark legislation that set targets to reduce GHG emissions to 1990 levels by 2020. AB 32 spawned trailing legislation that created new programs and designated various state agencies to administer them. In 2014, Governor Brown signed the Transit, Affordable Housing and Sustainable Communities Program (SB 862), which distributed revenue from the sale of carbon emission credits to various programs, to increase transit ridership and reduce overall emissions from transportation sources. SB 862 established the LCTOP to distribute Cap-and-Trade revenue to regional transportation planning agencies and to public transit operators for new services and infrastructure that expand transit service, increase ridership and reduce emissions. Eligible projects for LCTOP include expenditures that directly enhance or expand transit service by supporting new or expanded bus services, and may include fueling, maintenance, and other costs to operate those services.

The LCTOP is a formula grant program that receives five percent (5%) annually of Statewide GHG Reduction Funds generated from the sale of carbon credits in California's Cap and Trade program. The State Controller's Office (SCO) then allocates the LCTOP funds to Regional Transportation Planning Agencies (the RTC in Santa Cruz County) and to public transit agencies by the same formula used to allocate State Transit Assistance (STA) funds. For the FY24 program, the

SCO allocated \$694,115 to the RTC and \$631,662 to METRO for a total of \$1,325,777 to Santa Cruz County. In FY23, RTC contributed its allocation of LCTOP funds to METRO to continue the Youth Cruz Free program for another two years (24 months), ending on June 30, 2025.

METRO is now requesting that RTC allocate \$561,115 of its FY24 LCTOP funds to METRO to offset the costs associated with eliminating fares systemwide for one year (12 months) beginning in September 2024 and ending in August 2025. If the RTC concurs, METRO will submit an allocation request for the combined total of \$1,192,777 of the total funding amount allocated to Santa Cruz County for FY24. This program supports METRO's goal of increasing transit ridership, expanding access to opportunities and resources for Santa Cruz County residents, and supports equity goals by eliminating the fare burden for transit riders, many of whom come from low-income households. The program is also expected to help shift trips currently taken in private automobiles to buses (increase transit mode share).

The deadline to submit the FY24 application is April 26, 2024. The application requires a Board Resolution to approve the project and authorize the Interim CEO/General Manager as the Authorized Agent to apply, execute agreements and receive funds. Caltrans will pay the funds in advance of project implementation.

Staff recommends that the Board approve using LCTOP funds for the Free Fares Systemwide Pilot for an initial one-year trial period and to adopt a resolution (Attachment A) to:

1. Designate the Interim CEO/General Manager as the Authorized Agent to submit an application and execute all agreements necessary to receive LCTOP funds from Caltrans and authorize the Interim CEO/General Manager to execute the Certifications and Assurances that are required to participate in the LCTOP program (Attachment B).
2. Authorize the Interim CEO/General Manager to request that the RTC pass \$561,115 of its FY24 LCTOP allocation to METRO for purposes of offsetting METRO's costs of implementing the Free Fares Pilot (Attachment C).

#### **IV. FINANCIAL CONSIDERATIONS/IMPACT**

METRO would receive a total of \$1,192,777 from the FY24 LCTOP allocation to Santa Cruz County, including \$561,115 of RTC's share. METRO will deposit these funds into a segregated, interest-bearing account until they are expended on the Free Fares Pilot, as described in detail above.

#### **V. CHANGES FROM COMMITTEE**

N/A

## **VI. ALTERNATIVES CONSIDERED**

Do not receive the FY24 LCTOP allocation. Staff does not recommend this alternative because METRO would lose critically needed revenue to introduce fare free service for a 12-month trial period that will allow riders to access METRO's fixed-route local and inter-regional (Highway 17 Express) buses for free for the period coinciding with the Phase 2 Reimagine METRO launch in September 2024 and ending in August 2025.

## **VII. ATTACHMENTS**

**Attachment A:** Resolution designating the Interim CEO/General Manager as the Authorized Agent and authorizing the execution of Certifications and Assurances for the Low Carbon Transit Operating Program

**Attachment B:** Authorized Agent and Certifications and Assurances Forms


**Attachment C:** Letter to RTC requesting its LCTOP transfer to METRO

Prepared by: Derek Toups, Capital Planning and Grants Programs Manager



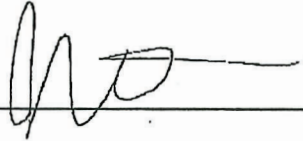
**VIII. APPROVALS**

John Urgo, Planning  
and Development Director




---

Approved as to form:  
Julie Sherman, District Counsel



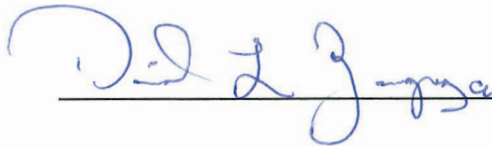
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Approved as to fiscal impact:  
Chuck Farmer, CFO



---

Daniel Zaragoza, Interim CEO/GM



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# Attachment A



## **BEFORE THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

Resolution No. \_\_\_\_\_

On the Motion of Director: \_\_\_\_\_

Duly Seconded by Director: \_\_\_\_\_

The Following Resolution is Adopted: \_\_\_\_\_

### **RESOLUTION OF THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AUTHORIZING THE EXECUTION OF CERTIFICATIONS AND ASSURANCES AND DESIGNATING THE INTERIM CEO/ GENERAL MANAGER AS THE AUTHORIZED AGENT TO EXECUTE ALL ACTIONS NECESSARY TO RECEIVE FY2023 - 2024 FUNDS FROM THE LOW CARBON TRANSIT OPERATIONS PROGRAM FOR FREE FARES SYSTEMWIDE FOR A PERIOD OF ONE YEAR BEGINNING SEPTEMBER 2024 (\$1,192,777)**

**WHEREAS**, the Santa Cruz Metropolitan Transit District (METRO) is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

**WHEREAS**, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

**WHEREAS**, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

**WHEREAS**, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

**WHEREAS**, the METRO wishes to delegate authorization to execute these documents and any amendments thereto to Daniel Zaragoza, Interim CEO/General Manager.

**WHEREAS**, the METRO wishes to implement the following LCTOP project(s) listed above,

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of METRO that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

# Attachment A

Resolution No. \_\_\_\_\_  
Page 2 of 3

**BE IT FURTHER RESOLVED** that Daniel Zaragoza, Interim CEO/General Manager, be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

**BE IT FURTHER RESOLVED** by the Board of Directors of METRO that it hereby authorizes the submittal of the following project nomination and allocation request to the Department in FY2023-2024 LCTOP funds:

<b>Project Name:</b>	Santa Cruz METRO's Free Fares Systemwide Pilot Program (September 2024-August 2025)
<b>Short description of project:</b>	If FY24 LCTOP funding is allocated METRO will implement a Zero-Fare Pilot Systemwide that will waive fares for all METRO riders who access any METRO local or inter-regional (i.e. Highway 17 Express) fixed-route transit service for a period of twelve (12) months coinciding with the launch of the Phase 2 <i>Reimagine METRO</i> service changes in September 2024 and continuing until August 2025.
<b>Amount of LCTOP funds requested:</b>	\$1,192,777
<b>Benefit to a Priority Populations:</b>	Located within the boundaries of a SB535-defined Disadvantaged Community census tract. The proposed pilot will expand access to transit and supports equity goals by eliminating the fare burden for Santa Cruz County residents and employees many of whom come from low-income households.
<b>Amount to benefit Priority Populations:</b>	\$772,333
<b>Contributing Sponsor:</b>	Santa Cruz County Regional Transportation Commission (SCCRTC): \$561,115

**PASSED AND ADOPTED** by the Board of Directors of the Santa Cruz Metropolitan Transit District this 26th Day of April 2024 by the following vote:

**AYES:** Directors -

**NOES:** Directors -

**ABSTAIN:** Directors -

# Attachment A

Resolution No. \_\_\_\_\_  
Page 3 of 3

**ABSENT:** Directors -

**APPROVED:**

\_\_\_\_\_  
Kristen Brown, Board Chair

**ATTEST:**

\_\_\_\_\_  
Daniel Zaragoza, Interim CEO/General Manager

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Julie A. Sherman, General Counsel

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## FY 2023-2024 LCTOP Certifications and Assurances

<b>Lead Agency:</b>	Santa Cruz Metropolitan Transit District
<b>Project Title:</b>	Free Fares Systemwide Pilot Program
<b>Prepared by:</b>	Derek Toups, Capital Planning and Grants Programs Manager

The California Department of Transportation (Caltrans) has adopted the following Certifications and Assurances for the Low Carbon Transit Operations Program (LCTOP). As a condition of the receipt of LCTOP funds, Lead Agency must comply with these terms and conditions.

### A. General

1. The Lead Agency agrees to abide by the current LCTOP Guidelines and applicable legal requirements.
2. The Lead Agency must submit to Caltrans a signed Authorized Agent form designating the representative who can submit documents on behalf of the project sponsor and a copy of the board resolution appointing the Authorized Agent.

### B. Project Administration

1. The Lead Agency certifies that required environmental documentation is complete before requesting an allocation of LCTOP funds. The Lead Agency assures that projects approved for LCTOP funding comply with Public Resources Code § 21100 and § 21150.
2. The Lead Agency certifies that a dedicated bank account for LCTOP funds only will be established within 30 days of receipt of LCTOP funds.
3. The Lead Agency certifies that when LCTOP funds are used for a transit capital project, that the project will be completed and remain in operation for its useful life.
4. The Lead Agency certifies that it has the legal, financial, and technical capacity to carry out the project, including the safety and security aspects of that project.
5. The Lead Agency certifies that they will notify Caltrans of pending litigation, dispute, or negative audit findings related to the project, before receiving an allocation of funds.
6. The Lead Agency must maintain satisfactory continuing control over the use of project equipment and facilities and will adequately maintain project equipment and facilities for the useful life of the project.
7. Any interest the Lead Agency earns on LCTOP funds must be used only on approved LCTOP projects.

## FY 2023-2024 LCTOP

8. The Lead Agency must notify Caltrans of any changes to the approved project with a Corrective Action Plan (CAP).
9. Under extraordinary circumstances, a Lead Agency may terminate a project prior to completion. In the event the Lead Agency terminates a project prior to completion, the Lead Agency must (1) contact Caltrans in writing and follow-up with a phone call verifying receipt of such notice; (2) pursuant to verification, submit a final report indicating the reason for the termination and demonstrating the expended funds were used on the intended purpose; (3) submit a request to reassign the funds to a new project within 180 days of termination.

### C. Reporting

#### 1. The Lead Agency must submit the following LCTOP reports:

- a. **Annual Project Activity Reports October 30<sup>th</sup> each year.**
- b. **A Close Out Report within six months of project completion.**
- c. **The annual audit required under the Transportation Development Act (TDA), to verify receipt and appropriate expenditure of LCTOP funds. A copy of the audit report must be submitted to Caltrans within six months of the close of the year (December 31) each year in which LCTOP funds have been received or expended.**
- d. **Project Outcome Reporting as defined by CARB Funding Guidelines.**
- e. **Jobs Reporting as defined by CARB Funding Guidelines.**

2. Other Reporting Requirements: CARB develops and revises Funding Guidelines that will include reporting requirements for all State agencies that receive appropriations from the Greenhouse Gas Reduction Fund. Caltrans and project sponsors will need to submit reporting information in accordance with CARB's Funding Guidelines, including reporting on greenhouse gas reductions and benefits to disadvantaged communities.

### D. Cost Principles

1. The Lead Agency agrees to comply with Title 2 of the Code of Federal Regulations 225 (2 CFR 225), Cost Principles for State and Local Government, and 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.
2. The Lead Agency agrees, and will assure that its contractors and subcontractors will be obligated to agree, that:
  - a. Contract Cost Principles and Procedures, 48 CFR, Federal Acquisition Regulations System, Chapter 1, Part 31, et seq., shall be used to determine the allow ability of individual project cost items and



**FY 2023-2024 LCTOP**

- b. Those parties shall comply with Federal administrative procedures in accordance with 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments. Every sub-recipient receiving LCTOP funds as a contractor or sub-contractor shall comply with  
Federal administrative procedures in accordance with 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.
3. Any project cost for which the Lead Agency has received funds that are determined by subsequent audit to be unallowable under 2 CFR 225, 48 CFR, Chapter 1, Part 31 or 2 CFR, Part 200, are subject to repayment by the Lead Agency to the State of California (State). All projects must reduce greenhouse gas emissions, as required under Public Resources Code section 75230, and any project that fails to reduce greenhouse gases shall also have its project costs subject to repayment by the Lead Agency to the State. Should the Lead Agency fail to reimburse moneys due to the State within thirty (30) days of demand, or within such other period as may be agreed in writing between the Parties hereto, the State is authorized to intercept and withhold future payments due the Lead Agency from the State or any third-party source, including but not limited to, the State Treasurer and the State Controller.

**A. Record Retention**

1. The Lead Agency agrees and will assure that its contractors and subcontractors shall establish and maintain an accounting system and records that properly accumulate and segregate incurred project costs and matching funds by line item for the project. The accounting system of the Lead Agency, its contractors and all subcontractors shall conform to Generally Accepted Accounting Principles (GAAP) and enable the determination of incurred costs at interim points of completion. All accounting records and other supporting papers of the Lead Agency, its contractors and subcontractors connected with LCTOP funding shall be maintained for a minimum of three (3) years after the "Project Closeout" report or final Phase 2 report is submitted (per CARB Funding Guidelines, Vol. 3, page 3.A-16), and shall be held open to inspection, copying, and audit by representatives of the State and the California State Auditor. Copies thereof will be furnished by the Lead Agency, its contractors, and subcontractors upon receipt of any request made by the State or its agents. In conducting an audit of the costs claimed, the State will rely to the maximum extent possible on any prior audit of the Lead Agency pursuant to the provisions of federal and State law. In the absence of such an audit, any acceptable audit work performed by the Lead Agency's external and internal auditors may be relied upon and used by the State when planning and conducting additional audits.

**FY 2023-2024 LCTOP**

2. For the purpose of determining compliance with Title 21, California Code of Regulations, Section 2500 et seq., when applicable, and other matters connected with the performance of the Lead Agency's contracts with third parties pursuant to Government Code § 8546.7, the project sponsor, its contractors and subcontractors and the State shall each maintain and make available for inspection all books, documents, papers, accounting records, and other evidence pertaining to the performance of such contracts, including, but not limited to, the costs of administering those various contracts. All of the above referenced parties shall make such materials available at their respective offices at all reasonable times during the entire project period and for three (3) years from the date of final payment. The State, the California State Auditor, or any duly authorized representative of the State, shall each have access to any books, records, and documents that are pertinent to a project for audits, examinations, excerpts, and transactions, and the Lead Agency shall furnish copies thereof if requested.
  
3. The Lead Agency, its contractors and subcontractors will permit access to all records of employment, employment advertisements, employment application forms, and other pertinent data and records by the Civil Rights Department, or any other agency of the State of California designated by the State, for the purpose of any investigation to ascertain compliance with this document.

**F. Special Situations**

Caltrans may perform an audit and/or request detailed project information of the project sponsor's LCTOP funded projects at Caltrans' discretion at any time prior to the completion of the LCTOP.

I certify all these conditions will be met.

Daniel Zaragoza

\_\_\_\_\_  
*(Print Authorized Agent)*

Interim CEO/General Manager

\_\_\_\_\_  
*(Title)*

\_\_\_\_\_  
*(Signature)*

\_\_\_\_\_  
*(Date)*



Attachment B

FY 2023-2024 LCTOP
Authorized Agent

AS THE Board Chair

OF THE Santa Cruz Metropolitan Transit District

I hereby authorize the following individual(s) to execute for and on behalf of the named Regional Entity/Transit Operator, any actions necessary for the purpose of obtaining Low Carbon Transit Operations Program (LCTOP) funds provided by the California Department of Transportation, Division of Local Assistance. I understand that if there is a change in the authorized agent, the project sponsor must submit a new form. This form is required even when the authorized agent is the executive authority himself. I understand the Board must provide a resolution approving the Authorized Agent. The Board Resolution appointing the Authorized Agent is attached.

Daniel Zaragoza, Interim CEO/General Manager OR

Corey Aldridge, Incoming CEO/General Manager OR

Kristen Brown Board Chair

(Print Name)

(Title)

(Signature)

Approved this 26 day of April, 2024

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# Attachment C

## *Santa Cruz Metropolitan Transit District*



April 15, 2024

Amanda Marino, Transportation Planner  
Santa Cruz County Regional Transportation Commission  
1101 Pacific Avenue, Suite 250  
Santa Cruz, CA 95060

**Subject: FY 23-24 Low Carbon Transit Operations Program (LCTOP)**

Dear Ms. Marino:

This letter responds to your April 9, 2024 e-mail concerning SCCRTC's LCTOP FY 23/24 Preliminary Funding Recommendation. METRO appreciates the support of our proposed project to fund a one-year pilot of Free Fares Systemwide for METRO riders beginning in September 2024. While we would have preferred that all of RTC's discretionary share (Sec. 99313) of the FY 23/24 LCTOP funding were allocated to METRO, we understand and support RTC's recommendation to provide funding from this year's allocation to our regional partner, Community Bridges, to support its Lift Line Electric Vehicle purchase.

In previous years, METRO and RTC have agreed on certain principles for regional apportionment of discretionary funds such as the LCTOP program funds, and we note that this year's allocation of 19.16% of RTC's share to Community Bridges is above the historically accepted threshold of 14.5%. METRO does not want our acceptance of this year's allocation to establish a precedent for future apportionment of regional funding allocations. While we understand these are not formula grants and as such RTC has the sole discretion to make award recommendations in accordance with the published guidelines, we greatly value the consistency in funding that is based on measures such as service hours, miles, and revenue. This ensures predictability in our budgeting process and equitable distribution of scarce regional resources.

Thank you again for the recommendation of our program for this year's LCTOP funding and we look forward to working with RTC and Caltrans on the implementation of the Free Fare Pilot later this year.

Kind regards,

A handwritten signature in blue ink that reads "Derek Toups".

Derek Toups, AICP  
Capital Planning & Grants  
Programs Manager

Cc: Luis Mendez, SCCRTC Deputy Director  
Rachel Moriconi, SCCRTC Senior Transportation Planner  
John Urgo, METRO Planning & Development Director  
Kristina Mihaylova, METRO Finance Deputy Director

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

**8.7C.1**

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**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** Julie Sherman, General Counsel  
**SUBJECT: ADOPT AN ORGANIZATIONAL CONFLICT OF INTEREST POLICY FOR DESIGN-BUILD PROJECTS**

**I. RECOMMENDED ACTION**

**That the Board of Directors adopt the proposed Organizational Conflict of Interest Policy for Design-Build Projects.**

**II. SUMMARY**

- To use the design-build project delivery method, local agencies must develop guidelines for a standard organizational conflict of interest policy, which would apply to all Consultants and Contractors that wish to enter into contracts with the Santa Cruz Metropolitan Transit District (METRO) to perform design-build work.
- Adoption of the proposed Organizational Conflict of Interest Policy for Design-Build Projects (Policy) would satisfy this statutory requirement and establish procedures for identifying and mitigating organizational conflicts of interest.

**III. DISCUSSION/BACKGROUND**

California law requires local agencies desiring to use the design-build project delivery method to develop guidelines for a standard organizational conflict of interest policy, consistent with applicable law, regarding the ability of a person or entity that performs services for the local agency relating to the solicitation of a design-build project, to submit a proposal as a design-build entity, or to join a design-build team. (California Public Contract Code Section 22162(c).)

METRO has developed the Policy to satisfy this statutory requirement and provide guidance on identifying and mitigating organizational conflicts of interest in design-build projects. Adoption of the Policy is required to use the design-build procedures in California Public Contract Code Sections 22160 *et seq.* METRO intends to use this project delivery method for its hydrogen fueling station project.

The Policy is in addition to METRO's Conflict of Interest Code and does not supersede or modify any of the requirements of the Conflict of Interest Code. The Policy applies to all Consultants and Contractors that wish to enter into contracts with METRO to perform design-build work.

#### **IV. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This item aligns with the following Strategic Priorities:

- Financial Stability, Stewardship & Accountability

#### **V. FINANCIAL CONSIDERATIONS/IMPACT**

Adoption of the Policy has no direct financial impact.

#### **VI. CHANGES FROM COMMITTEE**

N/A

#### **VII. ALTERNATIVES CONSIDERED**

The Board could elect not to adopt the proposed Policy or it could propose modifications to the Policy.

#### **VIII. ATTACHMENTS**

**Attachment A:** Organizational Conflict of Interest Policy for Design-Build Projects

**Attachment B:** Resolution to adopt the Organizational Conflict of Interest Policy for Design-Build Projects

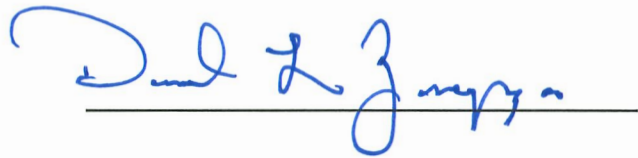


**IX. APPROVALS**

Approved as to fiscal impact:  
Chuck Farmer, CFO



Daniel Zaragoza, Interim CEO/  
General Manager



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# Attachment A



## PURCHASING DEPARTMENT

\_\_\_\_\_  
Purchasing Manager

\_\_\_\_\_  
CEO

### **ORGANIZATIONAL CONFLICT OF INTEREST POLICY FOR DESIGN-BUILD PROJECTS**

**Policy #:** AP-

**Origination Date:**

**Revised Date:**

---

#### **I. PURPOSE**

- 1.01 The purpose of this policy is to establish the organizational conflict of interest guidelines applicable to design-build projects awarded by the Santa Cruz Metropolitan Transit District (METRO). (See Public Contract Code Section 22162(c).)

#### **II. APPLICABILITY**

- 2.01 This policy applies to all Consultants and Contractors that have entered into or wish to enter into contracts with METRO to perform design-build work. This policy is supplemental to METRO's Conflict of Interest Code and does not supersede or modify any requirements in that Conflict of Interest Code.

#### **III. POLICY**

- 3.01 Contractors and Consultants participating as proposers (Proposers) on a design-build project or joining a design-build team may not have an organizational conflict of interest.
- 3.02 Organizational conflicts of interest are created by circumstances arising out of consultants' or contractors' existing or past activities, business or financial interests, familial relationships, contractual relationships, or organizational structure (e.g., parent entities, subsidiaries, affiliates) that result in:
- (i) impairment or potential impairment of consultants' or contractors' ability to render impartial assistance or advice to METRO,
  - (ii) impairment or potential impairment of consultants' or contractors' objectivity in performing work for METRO,
  - (iii) an unfair competitive advantage for any Proposer with respect to METRO's procurement (including, but not limited to, through access



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to nonpublic information or assisting METRO in the preparation of the RFQ, RFP, or the design-build contract), or

- (iv) a perception or appearance of impropriety or unfair competitive advantage with respect to any of METRO's procurements or contracts (irrespective of whether such perception is accurate).

3.03 This policy neither purports to address every situation that may arise in the context of METRO's procurements and contracts, nor to mandate a particular decision or determination by METRO. METRO retains the ultimate and sole discretion to determine, on a case-by-case basis, whether an actual, perceived, or potential organizational conflict of interest exists. An organizational conflict of interest may exist in the following instances:

- a. A Proposer is METRO's general engineering or architectural consultant for the design-build project.

However, a sub-consultant of the general engineering or architectural consultant that has not yet performed work on the contract to provide services for the design-build project may participate as a Proposer or join a design-build team if the Proposer terminates the agreement to provide work and provides no work for METRO's general engineering or architectural consultant on the design-build project.

- b. A Proposer has assisted or is assisting METRO in the management of the design-build project, including the preparation of the request for proposals, evaluation criteria, or any other aspect of the procurement.
- c. A Proposer has conducted preliminary design services for the design-build project such as conceptual layouts, preliminary design, or preparation of bridging documents.
- d. A Proposer performed design work related to the design-build project for other stakeholders in the design-build project.
- e. A Proposer performed design work on a previous contract that specifically excludes the Proposer from participating as a Proposer or joining any design-build team for the design-build project.
- f. A Proposer is under contract with any other entity or stakeholder to perform oversight of the design-build project.



- 
- g. Any circumstances that would violate California Government Code Sections 1090 *et seq.* (Contractual conflicts).
- 3.04 METRO may be required to comply with requirements and regulations applicable to federally funded procurements and contracts. Nothing in this policy is intended to limit, modify or otherwise alter the effect of other relevant federal, state, or local regulations, statutes or rules.
- 3.05 Consultants responsible for preparing documents under the California Environmental Quality Act (CEQA) are required to comply with all state laws and regulations applicable to such services, including requirements relating to organizational conflicts of interest. For federally funded projects subject to NEPA compliance, Consultants involved in the preparation of environmental assessments or environmental impact statements must submit a disclosure statement to the lead agency that specifies any financial or other interests in the outcome of the project. (See 40 CFR §1506.5(b)(4).)

#### **IV. PROPOSER'S OBLIGATIONS**

- 4.01 Proposers having a conflict must immediately make a full written disclosure of the actual, perceived, or potential conflict to the contract administrator for the project, and shall have a continuing obligation to do so until they are no longer Proposers.
- 4.02 If a Proposer determines that a potential conflict of interest exists, the Proposer's disclosure will not necessarily disqualify the Proposer from being awarded a contract. The Proposer shall submit proposed measures to avoid, neutralize, or mitigate all potential or actual conflicts. METRO, at its sole discretion, shall determine whether an actual or potential organizational conflict of interest, or the appearance of any such organizational conflict of interest, exists and whether the proposed measures are sufficient to overcome the actual, perceived, or potential conflict and whether the Proposer may continue with the procurement process.

#### **V. OBLIGATIONS AFTER CONTACT AWARD**

- 5.01 The successful Proposer to whom the contract is awarded (Contractor) has an ongoing obligation to monitor and disclose actual, perceived, or potential conflicts of interest. If an actual, perceived, or potential organizational conflict of interest is discovered after the contract has been awarded, the Contractor must make an immediate and full written disclosure METRO that includes a description of the action that the



Contractor has taken or proposes to take to avoid or mitigate the conflict. If an actual, perceived, or potential organizational conflict of interest is determined to exist and the Contractor was aware of the actual, perceived, or potential organizational conflict of interest prior to award of the contract and did not disclose the conflict, METRO may terminate the contract. If a conflict of interest arises after the contract award and the Contractor's proposed measures to avoid or mitigate the conflict are determined by METRO to be inadequate to protect METRO, METRO may terminate the contract. If the contract is terminated, METRO assumes no obligation, responsibility or liability to reimburse all or part of the costs incurred or alleged to have been incurred by the Contractor, and METRO shall be entitled to pursue any and all appropriate legal remedies.

## VI. INCORPORATION BY REFERENCE

6.01 This policy shall be incorporated by reference into all design-build contracts executed by METRO.

## VII. ADMINISTRATION OF POLICY

7.01 Each Department Manager is responsible for administering this policy and procedures within their department in accordance with this policy.

7.02 METRO will integrate this policy and procedures into the agency's policies and procedures.

## VIII. REVISION HISTORY

Date	Action	Approved By

**END OF POLICY**

# Attachment B



## BEFORE THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Resolution No. \_\_\_\_\_

On the Motion of Director: \_\_\_\_\_

Duly Seconded by Director: \_\_\_\_\_

The Following Resolution is Adopted: \_\_\_\_\_

### RESOLUTION OF THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT ADOPTING AN ORGANIZATIONAL CONFLICT OF INTEREST POLICY FOR DESIGN-BUILD PROJECTS

**WHEREAS**, Public Contract Code Sections 22160 *et seq.* authorizes local agencies like the Santa Cruz Metropolitan Transit District (METRO) to use a design-build project delivery method for specific projects that exceed \$1 million.

**WHEREAS**, in order to utilize this statute, local agencies are required to adopt an organizational conflict of interest policy applicable to design-build projects.

**WHEREAS**, METRO desires to use the design-build project delivery method to procure certain hydrogen fueling infrastructure.

**WHEREAS**, to proceed with the design-build procurement process, staff recommends that the Board of Directors adopt a resolution to establish the Organizational Conflict of Interest Policy for Design-Build Projects.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Santa Cruz Metropolitan Transit District does hereby adopt the Santa Cruz Metropolitan Transit District Organizational Conflict of Interest Policy for Design-Build Projects, attached as Attachment A and incorporated by this reference.

**PASSED AND ADOPTED** by the Board of Directors of the Santa Cruz Metropolitan Transit District this 26<sup>th</sup> Day of April 2024 by the following vote:

**AYES:** Directors -

**NOES:** Directors -

**ABSTAIN:** Directors -

# Attachment B

Resolution # \_\_\_\_\_  
Page 2 of 2

**ABSENT:** Directors –

**APPROVED:**

\_\_\_\_\_  
KRISTEN BROWN, Board Chair

**ATTEST:**

\_\_\_\_\_  
DANIEL ZARAGOZA, Interim CEO/GM

**APPROVED AS TO FORM:**

\_\_\_\_\_  
JULIE SHERMAN, General Counsel





THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

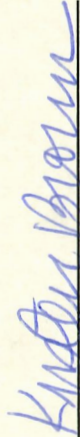
# **CERTIFICATE OF APPRECIATION**

TO

# **JUAN GALLEGOS BELMARES PARATRANSIT OPERATOR**

FOR THE COMPLETION OF 20 YEARS OF SERVICE  
BETWEEN 2004 AND 2024

GIVEN THIS 26TH DAY OF APRIL 2024

  
BOARD CHAIR

  
INTERIM CEO / GENERAL MANAGER

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**DATE:** April 26, 2024  
**TO:** Board of Directors  
**FROM:** John Urgo, Planning & Development Director  
**SUBJECT: SANTA CRUZ METRO RAPID CORRIDORS STUDY**

**I. RECOMMENDED ACTION**

**That the Board of Directors receive an update on the Watsonville-Santa Cruz Intercity Transit Speed and Reliability Study**

- In June 2021, the Santa Cruz Metropolitan Transit District (METRO) received a competitive Caltrans Sustainable Transportation Planning Grant Program (STPG) to fund the Watsonville - Santa Cruz Inter-City Transit Speed and Reliability Study, herein referred to as the Rapid Corridors Study.
- The study aimed to evaluate traffic and travel conditions along the primary transit corridors connecting Watsonville and Santa Cruz to identify opportunities for pedestrian, bus stop and transit priority treatments to improve the convenience, access and reliability of METRO's core intercity routes traveling between Santa Cruz and Watsonville.
- A formal Request for Proposals (RFP) was conducted to solicit proposals from qualified firms and on August 22, 2022, the Board of Directors authorized the CEO/General Manager to execute a contract with Kimley-Horn and Associates, Inc. for Caltrans Reliability Study in an amount not to exceed \$324,185.
- Over the span of 15 months, METRO and the consultant team worked with the community, operators, and stakeholders to identify solutions aimed at making METRO's core intercity routes faster, more reliable, and easier to access.
- Staff recommend that the Board receive the final report and presentation.

**II. DISCUSSION/BACKGROUND**

Santa Cruz County has a robust transit system with high productivity for a community of its size. However, a lack of investment in transit priority in the region has led to unacceptable outcomes. Transit riders experience slow and unreliable service with trip times that can take up to four times as long as driving in an automobile. Attracting new riders to transit is nearly impossible when transit speed and frequency do not compete well with driving. This disadvantages primarily low-income and minority individuals who comprise the majority of METRO customers, as well as the many residents who cannot drive, choose not to drive, or do not have the income needed to own a vehicle. To meet the diverse needs of commuters, youth, seniors, low-income individuals, people with disabilities, businesses, and visitors, public transit needs to become faster and more reliable.

To study this issue in more detail, the Santa Cruz Metropolitan Transit District (METRO) applied for and was awarded \$289,425 in competitive Caltrans Sustainable Transportation Planning Grant Program (STPG) funds in June 2021 to fund the Watsonville - Santa Cruz Inter-City Transit Speed and Reliability Study, herein referred to as the Rapid Corridors Study. STPG grants are funded through Senate Bill 1 (2017), the Road Repair and Accountability Act of 2017, with the purpose of funding local and regional multimodal transportation and land use planning projects that contribute to the State's greenhouse gas reduction targets and advance transportation related GHG emission reduction project types/strategies.

A formal Request for Proposals (RFP) was conducted to solicit proposals from qualified firms and on August 22, 2022, the Board of Directors authorized the CEO/General Manager to execute a contract with Kimley-Horn and Associates, Inc. in an amount not to exceed \$324,185. Over the span of 15 months, METRO and the consultant team worked with the community, operators, and stakeholders to evaluate existing traffic and travel conditions along the primary transit corridors connecting Watsonville and Santa Cruz and to identify opportunities for pedestrian, bus stop and transit priority improvements aimed at improving the convenience, access, and reliability of METRO's core service.

Currently 3,300 people, or 20% of all transit riders in Santa Cruz County, take one of the existing routes – 1, 2, and 90X (formerly 69A, 69W, 71, 2, and 91X) – between Santa Cruz and Watsonville every weekday and depend on these services to access jobs and key community facilities. These riders experience up to 30 minutes of delay each trip because of traffic congestion and signals and may spend more than 20 minutes each trip waiting at bus stops. As a result, bus travel times average twice as long as vehicle travel times and nearly half the time the bus is traveling on the corridor its wheels are stopped. Some of this delay is unavoidable – the bus needs to obey traffic signals and stop signs and to stop to pick up passengers; some of this delay is partially avoidable – improved stop spacing would require fewer stops and technology like transit signal priority can be used to speed buses through traffic signals at certain times; and some delay could be completely avoidable if transit vehicles were given space to operate outside of traffic congestion in roadway design features like queue jump lanes, transit only lanes, or bus on shoulder.

A review of the existing conditions along the proposed rapid routes identified both stop and route challenges. A toolkit of industry best practices was used to develop transit supportive strategies to improve the efficiency, reliability, and customer access of the proposed rapid routes. The toolkit included the following seven strategies, and each strategy was assessed to determine how well it met defined project goals and performance measures:

1. Enhanced Bus Stop Amenities
2. Relocation/Consolidation of Rapid Bus Stops
3. Bus Bulbs and Transit Islands

4. Transit Signal Priority
5. Enhanced Pedestrian Crossings
6. Queue Jumps
7. Road and Intersection Improvements:
  - a. Downtown Santa Cruz Front Street and River Street Transit Lane
  - b. Water/Soquel/Morrissey Intersection Improvements
  - c. Soquel Queue Jumps
  - d. Freedom Boulevard and Lincoln Street Traffic Signal

In addition, the recommended improvements included replacing the existing bus routes with two new rapid route alignments. The proposed rapid routes follow a similar alignment to Route 1 and Route 2 identified in Phase 1 of the Reimagine METRO project and were implemented in December 2023. The proposed rapid routes also take advantage of the bicycle, pedestrian, and transit improvements the County of Santa Cruz is constructing along Soquel Avenue and will also benefit from the Santa Cruz County Regional Transportation Commission's Highway 1 Bus on Shoulder Projects.

Robust community engagement was an integral component of the Project and community feedback on desired improvements was instrumental in shaping the Project and defining the recommended improvements. The public engagement plan for the Project included strategies and activities to reach a broad cross section of the community in the Project area including bus riders, residents, businesses, advocacy groups, and disadvantaged communities. The plan included two rounds of public outreach as well as extensive stakeholder engagement with agency partners and interested and affected parties. The first round of public outreach occurred between January and February 2023 and focused on identifying corridor needs and opportunities. The second round of public outreach occurred between September and October 2023 and presented proposed transportation improvements to the public for input. A full report of the public outreach activities is included in the appendix of the final report.

In addition to the public outreach activities, a technical working group (TWG) comprising Caltrans, City of Capitola, City of Santa Cruz, City of Watsonville, County of Santa Cruz, Ecology Action, and Santa Cruz Regional Transportation Commission was formed to review and provide feedback. The TWG met three times throughout the project. METRO also presented project updates to the City of Santa Cruz Bicycle/Pedestrian Advisory Committee (BPAC) and the Santa Cruz County Regional Transportation Commission's Interagency Technical Advisory Committee (ITAC).

Implementing the strategies recommended in the final report is expected to almost double the number of people within a quarter mile of a high-quality bus stop and reduce travel time on the corridor by up to 40%. The recommendations also include numerous pedestrian and bicycle safety improvements, including boarding islands that separate bicycle and bus traffic, expanded boarding areas, and enhanced pedestrian crossings.

Implementing the strategies is expected to cost \$24.1 million, \$7.5 million of which METRO has already secured through grant funding obtained through the Transit and Intercity Rail Capital Program (TIRCP) Cycle 6. METRO is seeking additional funding through joint applications with the Regional Transportation Commission (RTC) to fully fund the Watsonville – Santa Cruz Multimodal Corridor Program. Opportunities to implement strategies as part of upcoming projects, such as the Pacific Station Redevelopment, are also being explored.

Staff recommends the Board receive the final Rapid Corridors Report.

### **III. STRATEGIC PLAN PRIORITIES ALIGNMENT**

This item aligns with the following Strategic Priorities:

- Service Quality and Delivery
- Strategic Alliances and Community Outreach
- Financial Stability, Stewardship & Accountability

### **IV. FINANCIAL CONSIDERATIONS/IMPACT**

There is no financial impact to receiving the report.

### **V. CHANGES FROM COMMITTEE**

N/A

### **VI. ALTERNATIVES CONSIDERED**

N/A

### **VII. ATTACHMENTS**

**Attachment A:** Watsonville-Santa Cruz Intercity Transit Speed and Reliability Study (Rapid Corridors Study)

**Attachment B:** Summary of Public Outreach

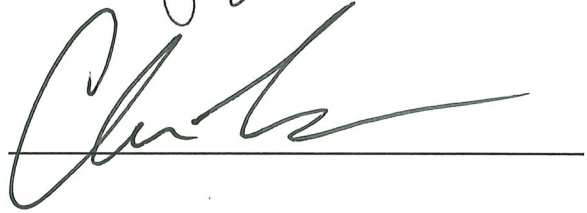


**VIII. APPROVALS**

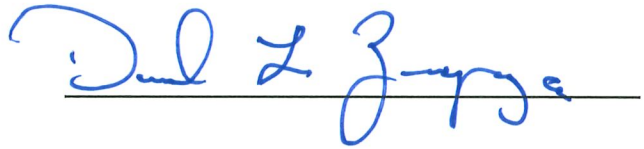
John Urgo, Planning &  
Development Director



Approved as to fiscal impact:  
Chuck Farmer, CFO



Daniel Zaragoza,  
Interim CEO/General Manager



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## Watsonville-Santa Cruz Intercity Transit Speed and Reliability Study

DRAFT FINAL REPORT

JANUARY 2024

Kimley»Horn



## Acknowledgements

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### Santa Cruz Metropolitan Transit District

- **John Urgo**; Director, Planning and Development

### Caltrans

- **Madilyn Jacobson**; Project Manager, Senior Transportation Planner
- **Joanna Xiao**; District Transit Planner

### City of Capitola

- **Kailash Mozumder**; Public Works Project Manager

### City of Santa Cruz

- **Claire Gallogly**; Transportation Planner
- **Matt Starkey**; Transportation Manager

### City of Watsonville

- **Murray Fontes**; Principal Engineer
- **Justin Meek**; Principal Planner

### County of Santa Cruz

- **Russell Chen**; Senior Civil Engineer

### Ecology Action

- **Piet Canin**; Development and Program Director
- **Amelia Conlen**; Transportation Planner

### Santa Cruz Regional Transportation Commission

- **Briana Goodman**; Transportation Planner
- **Amanda Marino**; Transportation Planner

### Consultant Team

- **Kimley-Horn**
- **Mark Thomas**
- **Apex Strategies**
- **Regeneración Pajaro Valley**



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## OVERVIEW

Santa Cruz Metropolitan Transit District (METRO), supported by a Caltrans Sustainable Transportation Planning Grant, conducted a Watsonville-Santa Cruz Intercity Transit Speed and Reliability Study (Project) aimed to improve the quality of service and accessibility of METRO’s core intercity routes between Santa Cruz and Watsonville.

### Project Need

Currently 3,300 people, or 20% of all transit riders in Santa Cruz County, take one of the existing routes – 69A, 69W, 71, and 91X – between Santa Cruz and Watsonville every weekday and depend on these services to access jobs and key community facilities. These riders experience up to 30 minutes of delay each trip because of traffic congestion and signals and may spend more than 20 minutes each trip waiting at bus stops. As a result, bus travel times are approximately twice as long as vehicle travel times.

Robust community engagement was an integral component of the Project and community feedback on desired improvements was instrumental in shaping the Project and defining the recommended improvements. Over the span of 15 months, METRO worked with the community, operators, and stakeholders to identify solutions aimed at making these routes faster, more reliable, and easier to access.

### Recommended Improvements

The recommended improvements include replacing the existing bus routes with two new rapid routes and implementing transit supportive strategies along each of the rapid routes. The proposed rapid routes follow a similar alignment to Route 1 and Route 2 identified in Phase 1 of the Reimagine METRO project, which is going into effect in December 2023. The proposed rapid routes also take advantage of the bicycle, pedestrian, and transit improvements the County of Santa Cruz is constructing along Soquel Avenue and will also benefit from the Santa Cruz County Regional Transportation Commission’s Highway 1 Bus on Shoulder projects.

A review of the existing conditions along the proposed rapid routes identified both stop and route challenges. A toolkit of industry best practices was used to develop transit supportive strategies to improve the efficiency, reliability, and customer access of the proposed rapid routes. Each of the following identified strategies was assessed to determine how well it met defined Project goals and performance measures:

#### Transit-Supportive Strategies

Enhanced Bus Stop Amenities	Relocation/Consolidation of Rapid Bus Stops	Bus Bulbs and Transit Islands	Transit Signal Priority	Enhanced Pedestrian Crossings	Queue Jumps	Road and Intersection Improvements
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#### Intersection Improvements

- Downtown Santa Cruz Front Street and River Street Transit Lane
- Water/Soquel/Morrissey Intersection Improvements
- Soquel Queue Jumps
- Freedom Boulevard and Lincoln Street Traffic Signal

### Improvement Benefits

The recommended strategies are expected to increase the number of people within a quarter mile of a high quality bus stop by 15% and reduce travel time by up to 40%.

Implementing the strategies is expected to cost \$24.1 million, \$7.5 million of which METRO has already secured through grant funding. Opportunities to implement strategies as part of upcoming projects, such as the Pacific Station Redevelopment, are also being explored.

This Final Report summarizes the Project and includes an overview of existing conditions and public and stakeholder engagement. The Final Report also details the recommended transit supportive strategies and provides a funding and implementation plan.





## EXISTING CONDITIONS

Field visits, data analysis, and operator input informed the evaluation of existing conditions along the four Project routes that connect the Cities of Santa Cruz and Watsonville – 69A, 69W, 71, and 91X (**Figure 1**). These routes utilize surface streets, including Soquel Drive, Freedom Boulevard, Lincoln Street, 41st Avenue, Capitola Road, and Water Street, as well as Highway 1. In addition to connecting the Cities of Santa Cruz, Capitola, and Watsonville, these routes also connect major destinations, such as Dominican Hospital, Santa Cruz County Health Services, Cabrillo College, Capitola Mall, and several K-12 schools.

Between September and December 2022, METRO collected Automatic Passenger Count (APC) data on all routes to determine the ridership activity by route and stop. Based on the collected APC data, METRO routes serve approximately 15,400 daily weekday riders. Project routes account for half of all non-University of California, Santa Cruz (UCSC) ridership in the system and are some of the most productive routes in METRO’s network accounting for 22% of the total systemwide weekday riders. A prior METRO survey of riders also found that these routes serve primarily transit-dependent riders, with 65% making less than \$24,000 per year.

METRO routes serve approximately

# 15,400

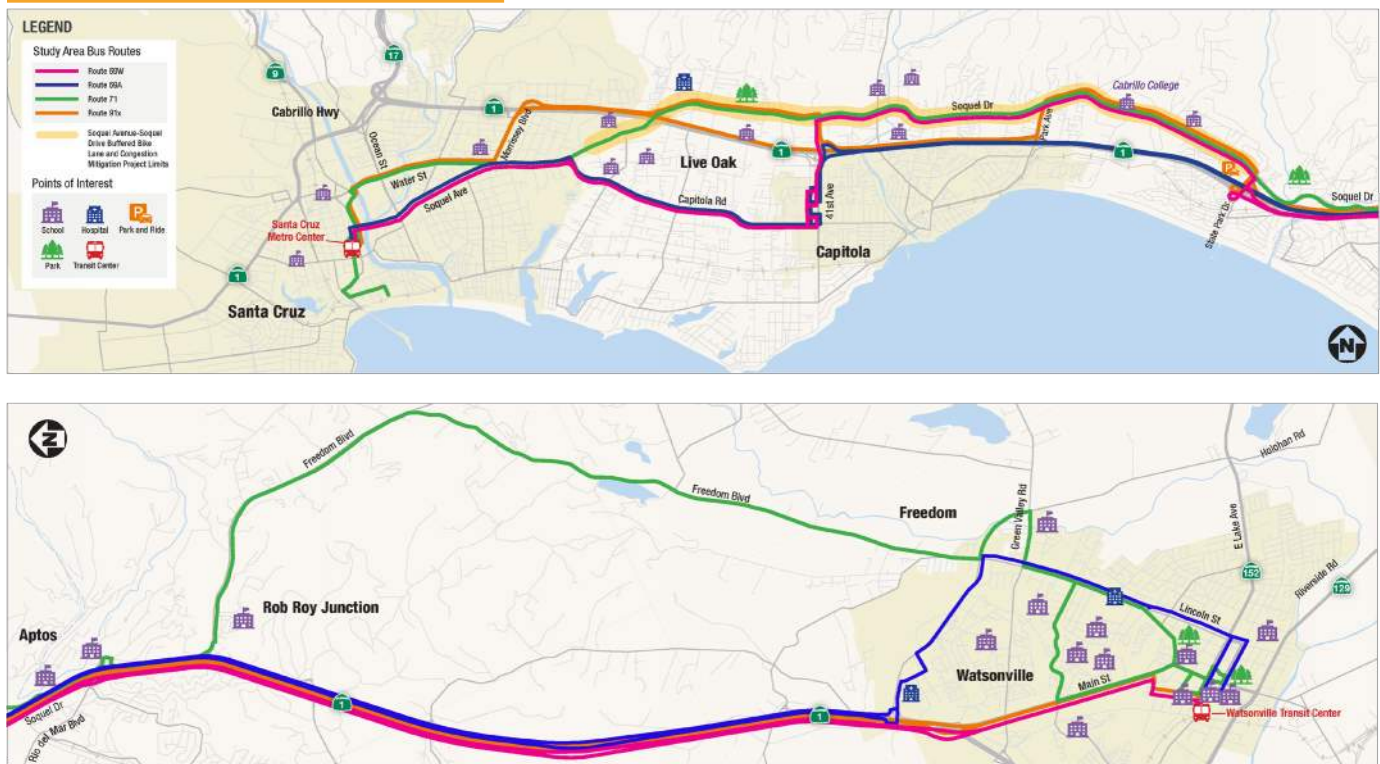
daily weekday riders

Project routes account for 22% of total system wide weekday riders

Project routes serve primarily transit-dependent riders, with 65% making less than \$24,000 per year

The full Existing Conditions Report is included in **Appendix A: Existing Conditions Report**.

**Figure 1: Existing Route Alignment**





## Field Visits

A bus stop inventory through visual field observations was completed in December 2022 to determine the existing conditions of the 232 bus stops serving the four Project routes.

### Field observations identified:



**Missing amenities at bus stops**

**>75%** without transit wayfinding information, lighting, trash cans, and bike racks

**69%** without shelters

**31%** without benches



**Improper location of bus stops**

**50%** near-side or mid-block



**Signal coordination issues**



**Lack of protected crosswalks**

**42%** do not have a crosswalk within 100ft



**Areas of congestion and delay**

## Data Analysis

A quantitative analysis of existing bus travel speeds and variability was performed using Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) data gathered by METRO between June 9 and June 22, 2022 and September 24 and October 7, 2022. The analysis identified segments with low speeds and/or high variability which demonstrate the greatest need and provide the best opportunity for improvements.

The total travel time on each route between Santa Cruz and Watsonville was grouped into the three main elements of travel time: 1) free flow, 2) moving delay, and 3) dwell time. The analysis focused on moving delay (where the bus is being delayed by factors such as congestion or traffic signals) and dwell time (when the bus is at a stop including the time the bus is delayed waiting for a gap in traffic to exit the stop) that can be reduced through transit priority treatments or stop optimization.

The analysis identified several segments with degraded bus speeds, most notably around Downtown Santa Cruz, Santa Cruz Transit Center, Capitola Mall, Green Valley Road and Airport Boulevard, Downtown Watsonville, and Watsonville Transit Center. The analysis also found that dwell times comprise up to 40% of total bus travel time. Given the significant moving delay, dwell time, and travel time variability along the existing routes, bus travel times are typically much longer than vehicle travel times. **Table 1** compares bus and vehicle end-to-end travel times.

**Table 1: End-to-End Travel Time Comparison**

	Northbound (minutes)		Southbound (minutes)	
	AM	PM	AM	PM
<b>Vehicle Travel Time</b>	55	32	29	43
<b>Route 69A*</b>	67	62	56	68
<b>Route 69W*</b>	67	60	55	68
<b>Route 71*</b>	77	75	69	85
<b>Route 91X*</b>	50	49	39	52

\*September/October 2022 travel times







## Operator Input

The Project team met with METRO’s bus operators to understand the challenges they encounter on the Project routes. Their insights helped inform the recommended improvements. The bus operators identified specific intersections and locations where they frequently experience delays due to infrastructure deficiencies (such as traffic signals and turn lanes) or vehicular congestion.

The bus operators shared recommendations to improve operations, including promoting the mobile SplashPass to help passengers quickly board buses and reduce dwell time. The bus operators also believe signage, transit information, and translated materials would assist riders with understanding how to use the system.

## Relevant Transportation Plans and Projects

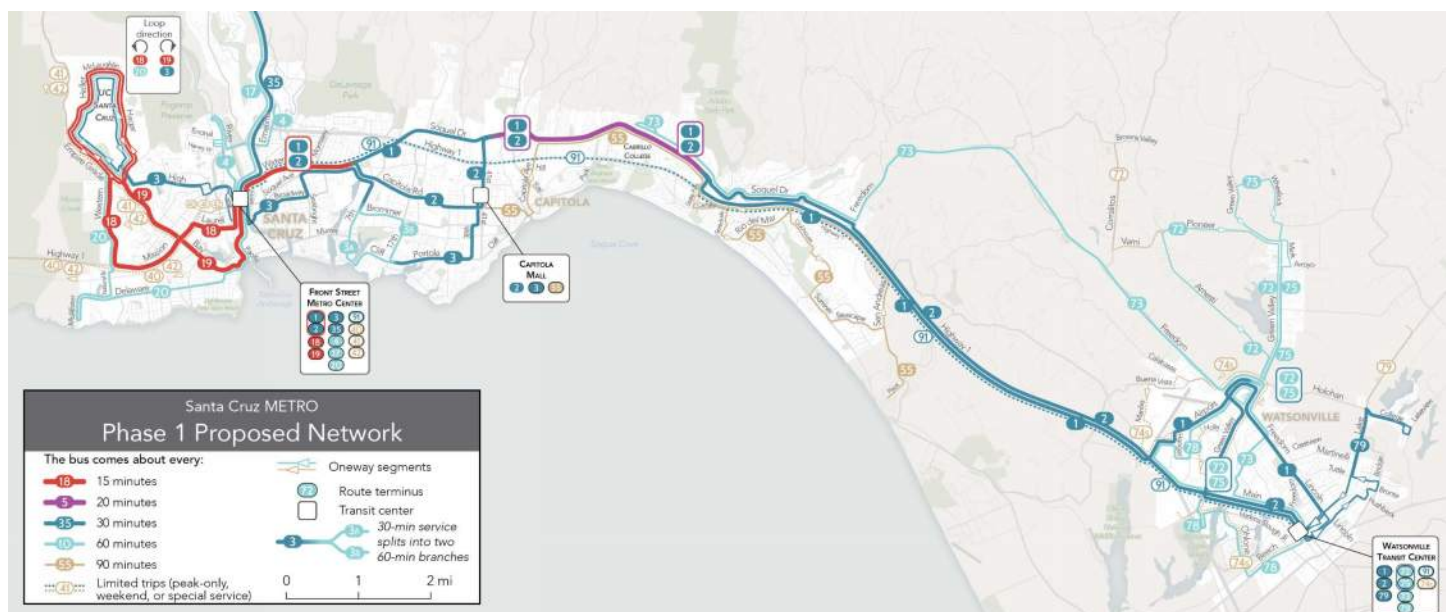
The Project considered other transportation planning, design, and construction projects taking place along the Project corridor and considered how these projects could be leveraged to advance the implementation of the Project and further improve mobility.

The **Reimagine METRO (Figure 2)** project developed a Bus Network Reimagining Plan for both the near-term and long-term, which includes the implementation of the proposed rapid routes (Route 1 and Route 2) starting in December 2023. The proposed rapid routes travel on Highway 1 between Rio Del Mar Boulevard and Airport Boulevard and will benefit from the ongoing implementation of **Santa Cruz County Regional Transportation Commissions (SCCRTC)’s Highway 1 Bus on Shoulder Projects**.

The Project will benefit from bicycle, pedestrian, and transit improvements currently being implemented along 5.6 miles of Soquel Drive, from La Fonda Avenue to State Park Drive, as part of the **County of Santa Cruz’s Soquel Avenue-Soquel Drive Buffered Bike Lane and Congestion Mitigation Project**. The improvements include constructing 2.7 miles of buffered and 2.4 miles of protected bike lanes on each side of the street, upgrading 22 intersections with Adaptive Traffic Signals (ATS) and Transit Signal Priority (TSP), closing 2,500 feet of sidewalk gaps, enhancing 10 mid-block crossings with the installation of Rectangular Rapid Flashing Beacons (RRFB), and upgrading 100 ADA ramps to meet current standards.

The **Pacific Station Relocation** project provides the opportunity to advance transit supportive strategies identified along River Street and Front Street. This area is currently being configured as a temporary transit center while the new transit center is being constructed.

**Figure 2: Reimagine METRO Phase 1 Service Map**



Source: Santa Cruz METRO Reimagine Metro Project Website



## Public and Stakeholder Engagement

The public engagement plan for the Project included strategies and activities to reach a broad cross section of the community in the Project area including bus riders, residents, businesses, advocacy groups, and disadvantaged communities. The plan included two rounds of public outreach as well as extensive stakeholder engagement with agency partners and interested and affected parties.

### Public Outreach Round 1



The first round of public outreach occurred between January and February 2023 and focused on identifying corridor needs and opportunities. A full report of the first round of public outreach is included in **Appendix B: Round 1 Public Engagement Summary**.

Outreach included:

- comprehensive project website
- + online and paper community survey
- + online interactive mapping tool
- + 6 in-person pop-up events, supported by Regeneración Pajaro Valley, at major transit and community hubs in Santa Cruz and Watsonville



The top three improvements desired by survey respondents were:



Shorter wait times for the bus to come



Bus goes more places



More reliable travel time

Other key themes heard from the public were related to service reliability, frequency, bus shelter design, better apps and information on the website, dedicated lanes for buses, and requests to bring back route 91.





## Public Outreach Round 2



The second round of public outreach occurred between September and October 2023 and presented proposed transportation improvements to the public for input. A full report of the second round of public outreach is included in **Appendix C: Round 2 Public Engagement Summary**.

Outreach included:



online and paper community survey



7 in-person pop-up events, supported by Regeneración Pajaro Valley, mostly at the Santa Cruz and Watsonville Transit Centers



virtual public meeting

133

survey responses received

422

Project website visits

76%

live along or near the corridor

77%

depend on bus as their primary mode of travel

56%

ride Project routes several times a week

The top three improvements that would encourage transit use and enhance user experience were:



Improved experience at bus stops that have better amenities like shelters, lighting, seating, and signage



Buses running more frequently



Faster trips due to proposed relocation/consolidation of bus stops, transit signal priority improvements, and dedicated transit lanes

If all the proposed improvements were implemented, respondents noted:

>50%

would expect to take transit as often as they currently do

45%

would take transit more often





## Stakeholder Engagement

A technical working group (TWG) comprising of the following was formed to review and provide feedback. The TWG met three times throughout the project.

- Caltrans
- City of Capitola
- City of Santa Cruz
- City of Watsonville
- County of Santa Cruz
- Ecology Action
- Santa Cruz Regional Transportation Commission

METRO also met with the following jurisdictions to share information about the Project, solicit feedback, and gain support:

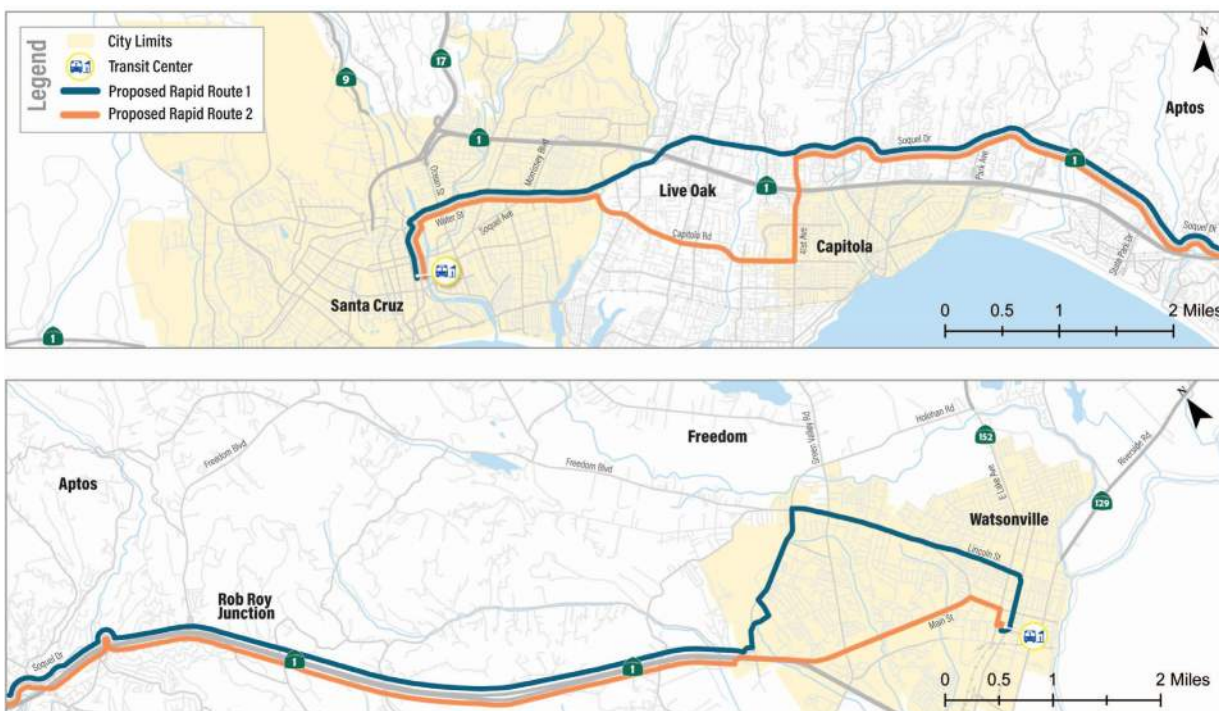


## TRANSIT SUPPORTIVE STRATEGIES

The visual field observations, data analysis, operator input, and outreach identified the need for new and improved transit routes between Santa Cruz and Watsonville and identified areas with the greatest need and/or opportunity for improvements.

Two alignments for rapid service between Santa Cruz and Watsonville (**Figure 3**) are proposed. The proposed alignments target increased ridership, travel time reductions, speed improvements, access to key destinations, and consistency with the Reimagine METRO project.

**Figure 3: Proposed Rapid Route Alignment**





To further enhance the quality of service for transit-dependent riders and also attract “choice” riders, transit supportive strategies were identified to address stop and route challenges along the proposed rapid routes.

- **Stop challenges** include:
  - Lack of bus stop amenities (e.g.: missing benches)
  - Non-optimal bus stop locations (e.g.: near-side)
  - Bus stop accessibility (e.g.: lack of crosswalks)
- **Route challenges** include:
  - Segments with slow bus speeds
  - High variability in bus travel time
  - Or both

Using a toolkit of industry best practices, recommendations were developed to improve the efficiency, reliability, and customer access of the proposed rapid routes. Each of the proposed strategies aligned with at least one of the Project goals:



**Faster and more reliable buses**



**Safer access to bus stops**



**Improved bus stop amenities**

The proposed strategies were evaluated against performance measures for each goal including on-time performance, trip time, wait time, user delay, coverage, accessibility, ridership, bicycle and pedestrian safety, and user experience. These proposed strategies result in:

**15%** *increase* in the number of people within a quarter mile of a high-quality bus stop which includes a shelter, bench, lighting, and is accessible by crosswalk and sidewalk

# SANTA CRUZ

# WATSONVILLE

**40%**

faster travel time from Santa Cruz to Watsonville



**29%**

faster travel time from Watsonville to Santa Cruz

**Appendix D: Speed and Reliability Improvement Strategies and Recommendations Methodology Memorandum** provides additional details on the development and evaluation of the transit supportive strategies.

Although the project did not consider any improvements to local service, the Project team did review the local bus stops and proposed changes to confirm appropriate spacing (1,000 ft) and location. The proposed local bus stop placement is presented in **Appendix E: Local Bus Stop Improvements**.





## ENHANCED BUS STOP AMENITIES



Description	
<ul style="list-style-type: none"> <li>Install additional bus stop amenities to improve the comfort and safety of riders.</li> <li>Amenities may include bus shelters, benches, pedestrian-scale lighting, trash cans, wayfinding, branding, transit information signage, bike racks, and sidewalk improvements.</li> </ul>	
Category	Quantity
<b>Bus Stop Access</b> 	<b>Bench:</b> 51 <b>Shelter:</b> 53 <b>Lighting:</b> 45
<b>Bus Stop Amenities</b> 	<b>Locations with new sidewalks to access bus stops:</b> 7
Key Implementation Considerations	
<ul style="list-style-type: none"> <li>Requires detailed survey and design to identify space available for improved amenities.</li> <li>Recommend developing a consistent shelter, bench, wayfinding, and branding program to deploy at upgraded stops.</li> <li>Real-time transit information would require communications to bus stops.</li> <li>Lighting improvements would require coordination with local agencies.</li> </ul>	

### LEGEND

Benefits with little to no trade-offs for all users	Benefits, but with minor trade-offs for some users	Benefits, but with greater trade-offs for some users	Does not have significant effect
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### EFFECTS OF IMPROVEMENTS ON:

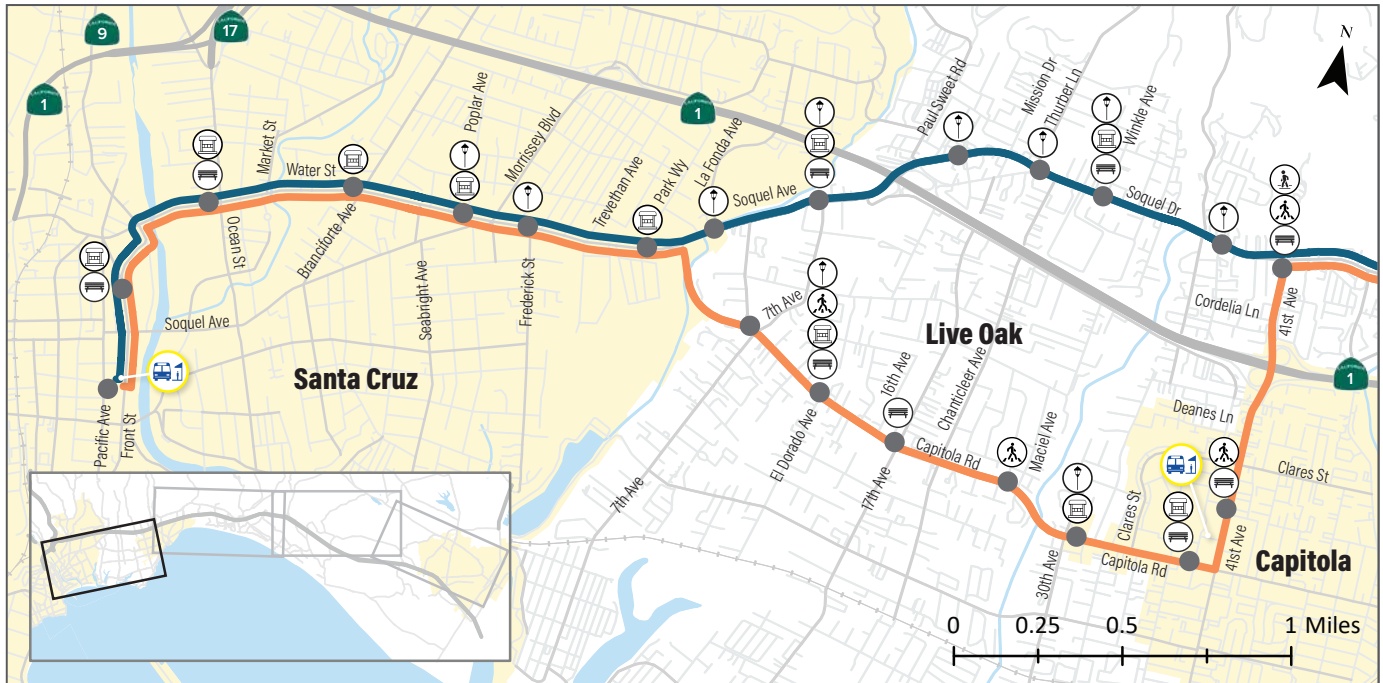
On Time Performance	Trip Time	Wait Time	User Delay	Coverage
				Number of people within 1/4-mile of a high quality bus stop* increases by 15% from 44,842 to 51,495.
Accessibility	Ridership	Ped/Bike Safety	User Experience at Stops	Operation and Maintenance Costs
Sidewalk improvements, benches, and shelters increase usability of bus stops.	Enhanced amenities are expected to increase ridership.	Sidewalk improvements and lighting improve the safety of those accessing and waiting at bus stops.	Improves consistency of user experience; enhanced user comfort.	Medium maintenance cost for additional amenities.
				Estimated Capital Cost
				\$10,505,000

\*high quality bus stop includes shelter, bench, and lighting, and is accessible by crosswalk and sidewalk

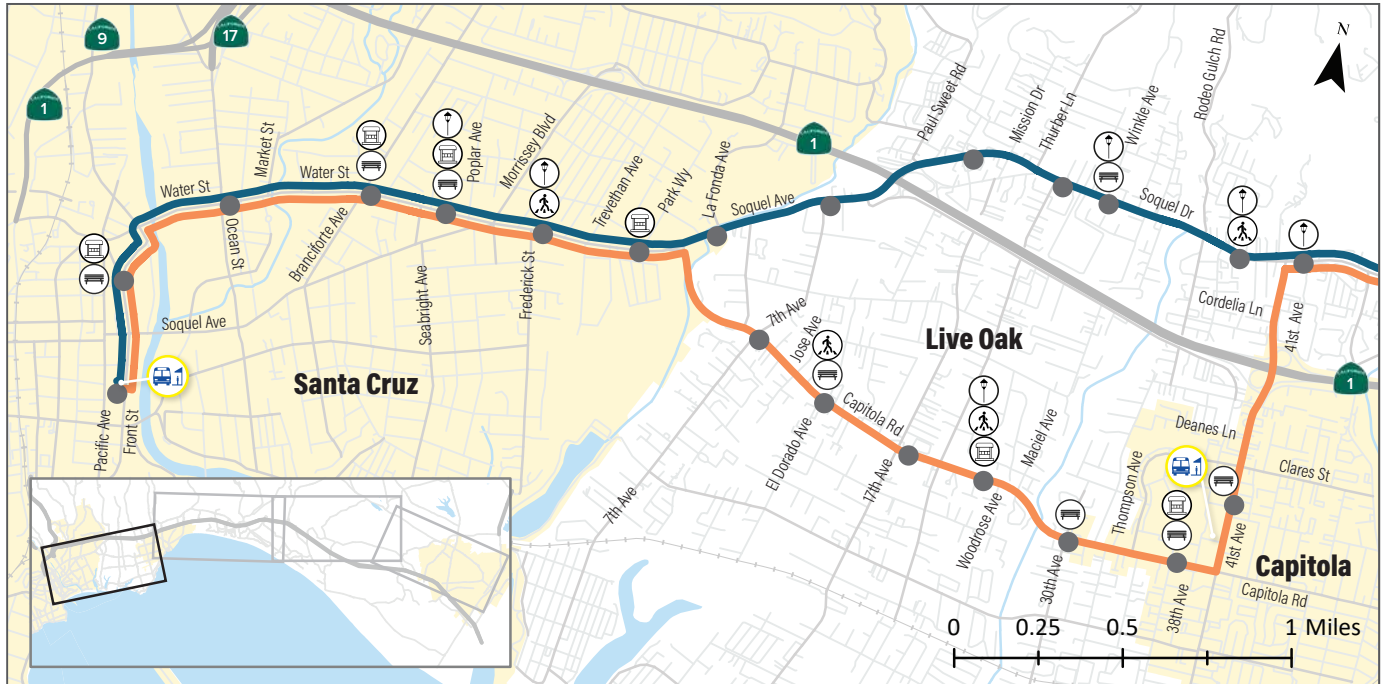




## Bus Stop Amenity Needs - Santa Cruz to Capitola



Northbound

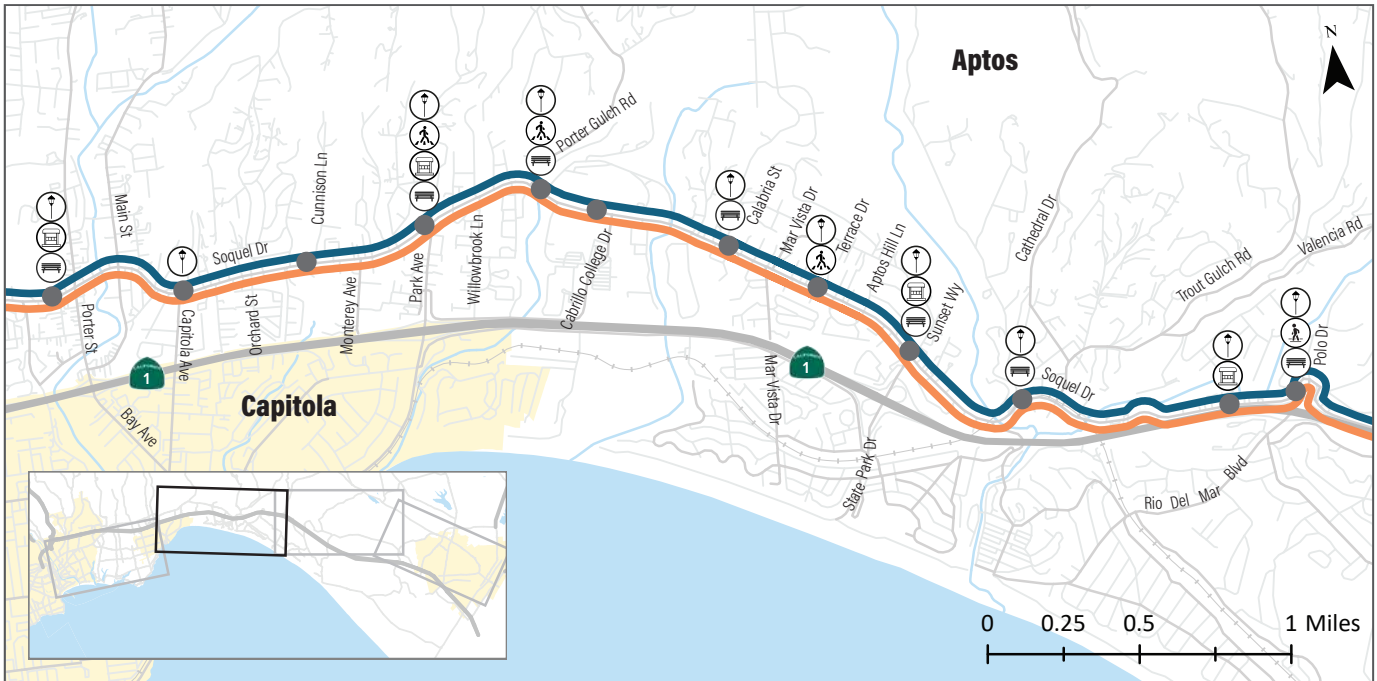


Southbound

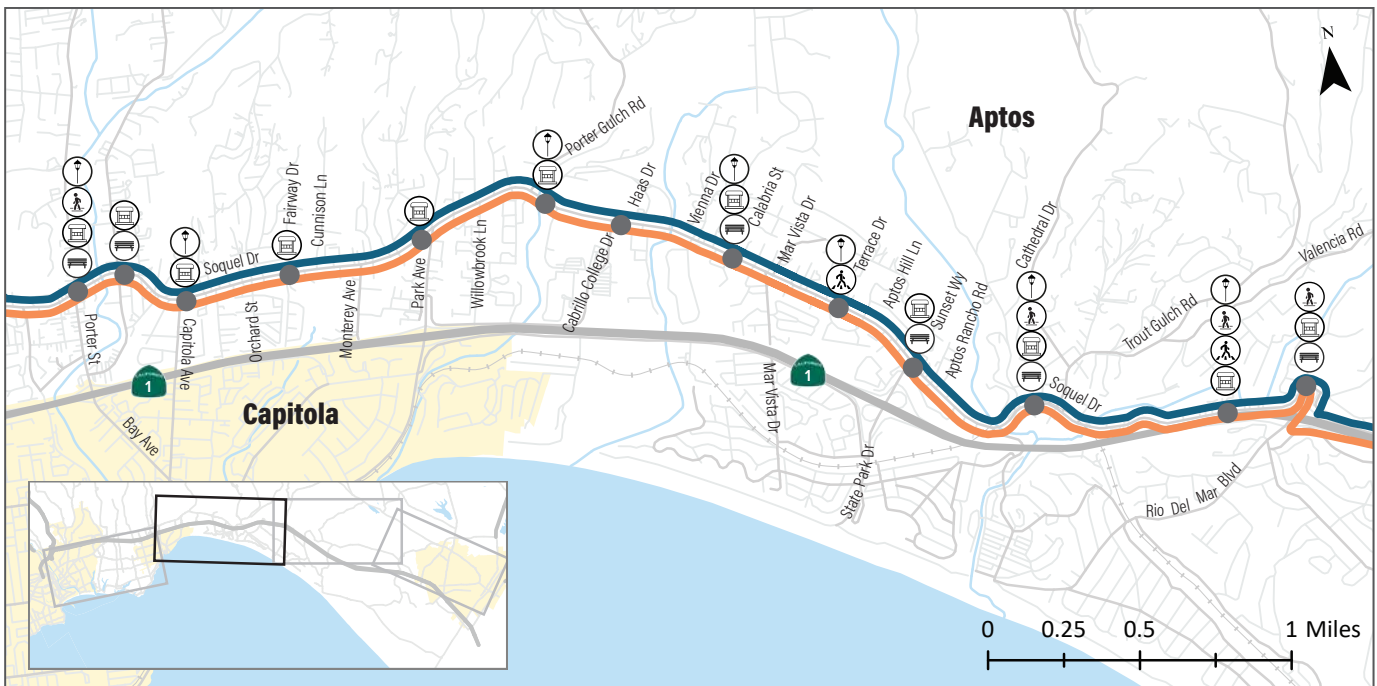
Legend			
	City Limits		Bench Needed
	Transit Center		Shelter Needed
	Proposed Rapid Route Alignment 1		Crosswalk Needed
	Proposed Rapid Route Alignment 2		Sidewalk Needed
	Rapid Stop (Proposed Location Shown)		Lighting Needed



## Bus Stop Amenity Needs - Capitola to Aptos



Northbound



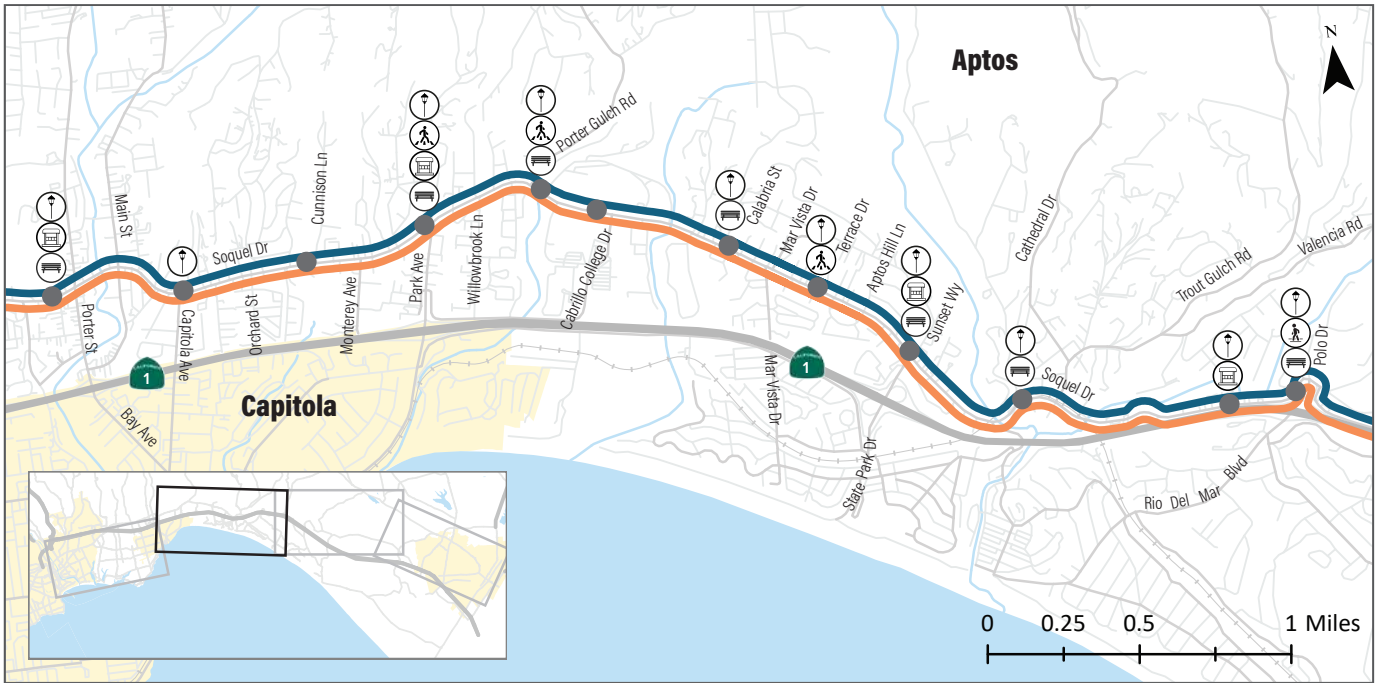
Southbound

Legend					
	City Limits		Transit Center		Bench Needed
	Proposed Rapid Route Alignment 1		Shelter Needed		Crosswalk Needed
	Proposed Rapid Route Alignment 2		Sidewalk Needed		Lighting Needed
	Rapid Stop (Proposed Location Shown)				

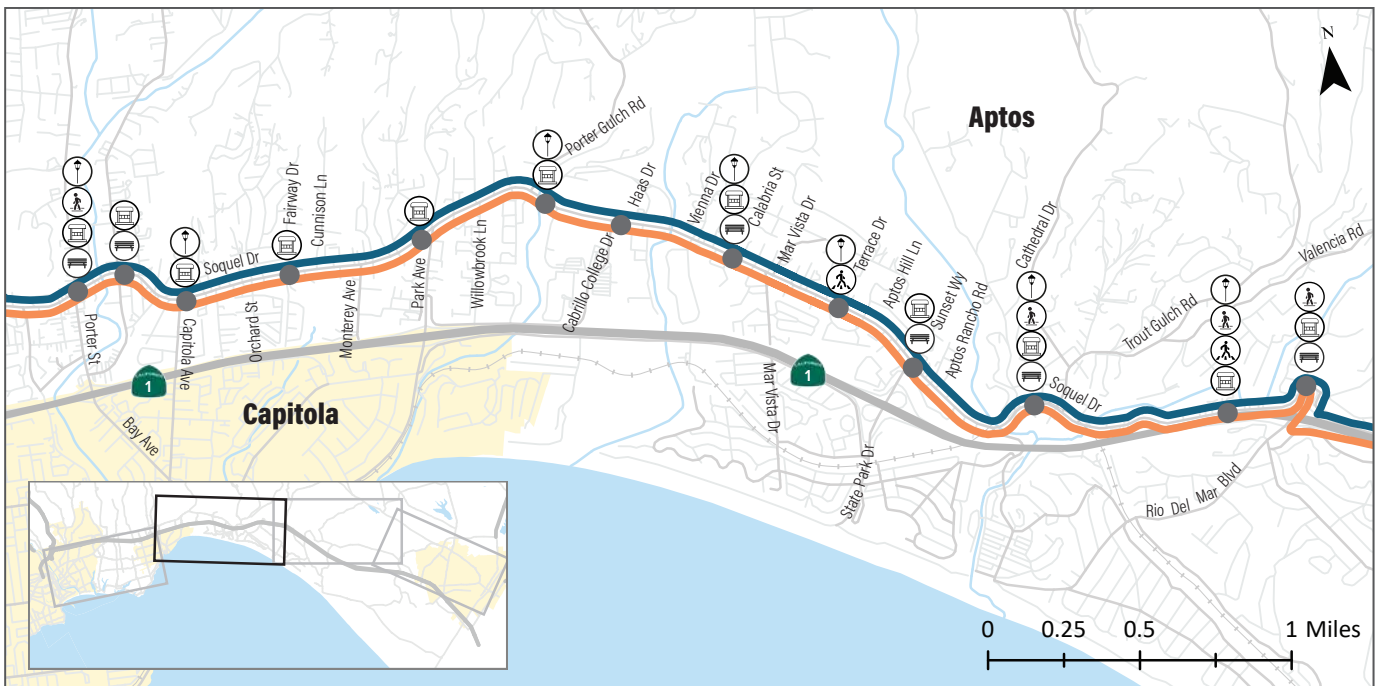




## Bus Stop Amenity Needs - Freedom to Watsonville



Northbound



Southbound

Legend					
	City Limits		Transit Center		Bench Needed
	Proposed Rapid Route Alignment 1		Shelter Needed		Crosswalk Needed
	Proposed Rapid Route Alignment 2		Sidewalk Needed		Lighting Needed
	Rapid Stop (Proposed Location Shown)				

## RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



FOR ENLARGED GRAPHIC OF BUS STOP  
CHANGES, SEE NEXT PAGE

### Description

- Move stops from near-side of intersections (before the light) to far-side of the intersections (after the light). This improves pedestrian visibility and allows buses to travel through the green light before stopping.
- Relocate/add/remove stops to ensure evenly spaced stops to provide better coverage.
- Remove closely spaced or low ridership stops to reduce dwell time at stops and improve reliability.
- Stops are within 1,000 feet of each other in several locations along the corridor, resulting in high delay for the bus at stops and re-entering traffic; increased to 1/3 mile (~1,760ft) to achieve stop spacing that balances access, travel time, and reliability.

### Category



Bus Speed and Reliability



Bus Stop Access

### Quantity

Existing Stops to Remain:	NB	SB
New/Relocated Stop:	27	31
Stop Identified for Removal:	23	20
	24	26

### Key Implementation Considerations

- Requires detailed survey and design to identify space available for relocated bus stops. Proposed locations for new/relocated bus stops with limited right of way may limit amenities that can be provided.
- May require modifications to the curb, sidewalk, landscaping, and other features to accommodate the relocated stops.
- Recommended to conduct outreach to adjacent businesses where stops are proposed to be added/removed.
- Will require City approval for bus stop relocations.
- Recommended to conduct outreach to mobility-impaired and senior communities to assess implications on stop accessibility.
- Will require outreach campaign to notify riders of stop changes prior to implementation.

### LEGEND

Benefits with little to no trade-offs for all users

Benefits, but with minor trade-offs for some users

Benefits, but with greater trade-offs for some users

Does not have significant effect

### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
Bus stops cause a high degree of variability in travel time as buses wait for passengers to load and then try to merge back into traffic. Optimizing stop placement reduces that variability.	Reduction in number of stops reduces amount of dwell time and time bus is waiting to merge back into traffic. Relocating bus stops to far-side reduces amount of time stopped at red lights. <b>Reduces peak period northbound travel time on either route by 7-13 minutes per trip. Reduces peak period southbound travel time on either route by 8-14 minutes per trip.</b>	Reduced variability and faster travel time allows for more frequent service for the same cost.	Fewer, well positioned bus stops reduce conflicts between buses and other road users and reduces delay for bus riders.	Number of people within 1/4-mile of a high quality bus stop* increases by 15% from 44,842 to 51,495.
Accessibility	Ridership	User Experience at Stops	Operation and Maintenance Costs	Estimated Capital Cost
Stops are further apart, requiring a longer walk for some users. However, the bus will come more frequently to the stops provided.	Quicker, more reliable and frequent service is expected to attract additional riders.	Consolidation of stops allows for all stops to be upgraded with additional amenities (see enhanced bus stop amenities fact sheet).	Reducing the number of stops lowers operations and maintenance costs.	\$715,000

\*high quality bus stop includes shelter, bench, and lighting, and is accessible by crosswalk and sidewalk



RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Northbound

**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route Alignment 1
- Proposed Rapid Route Alignment 2
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Stop Requiring Amenity Upgrades



RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Southbound

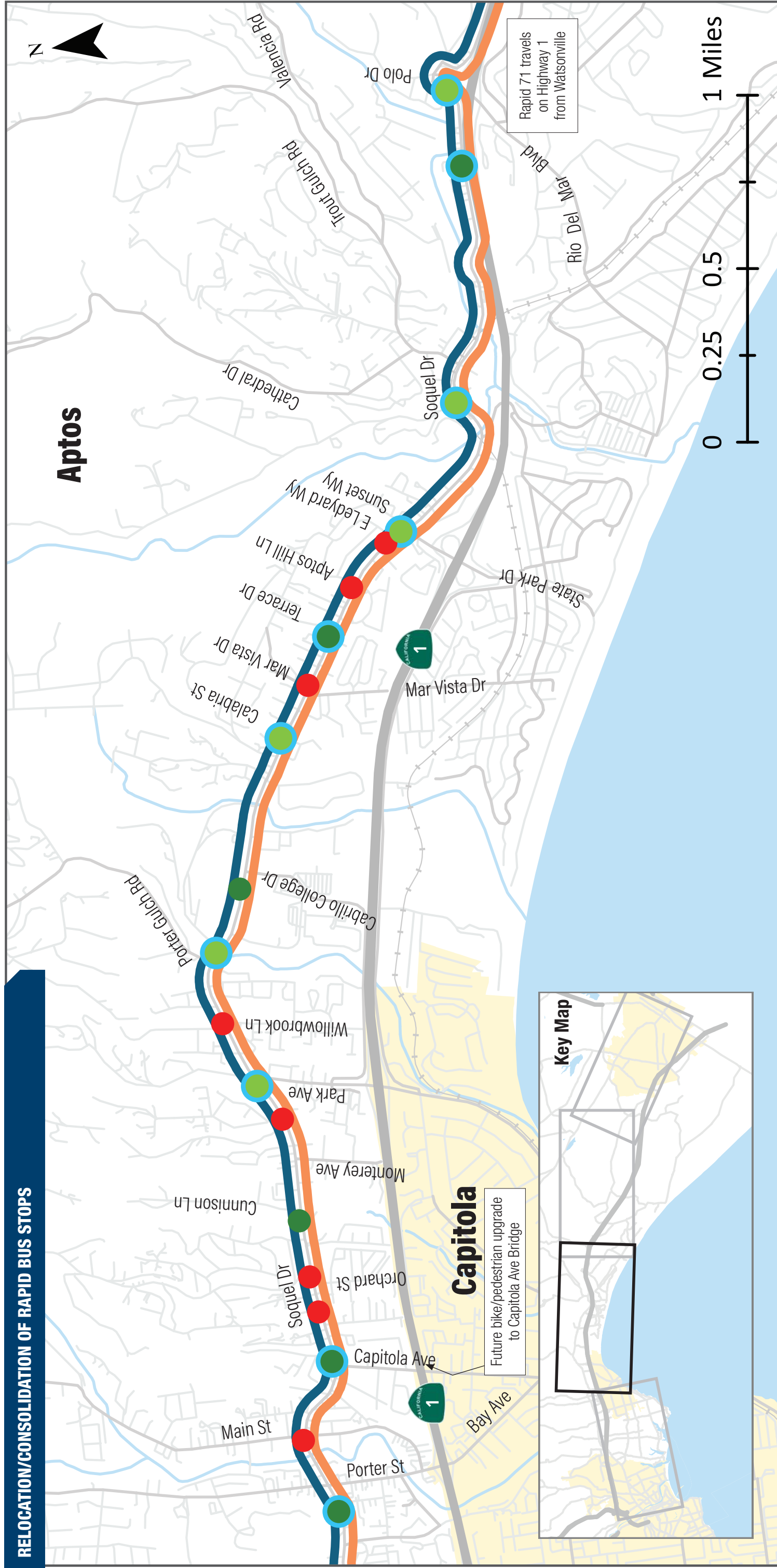
**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route Alignment 1
- Proposed Rapid Route Alignment 2
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Stop Requiring Amenity Upgrades





RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Rapid 71 travels on Highway 1 from Watsonville

Future bike/pedestrian upgrade to Capitola Ave Bridge

Northbound

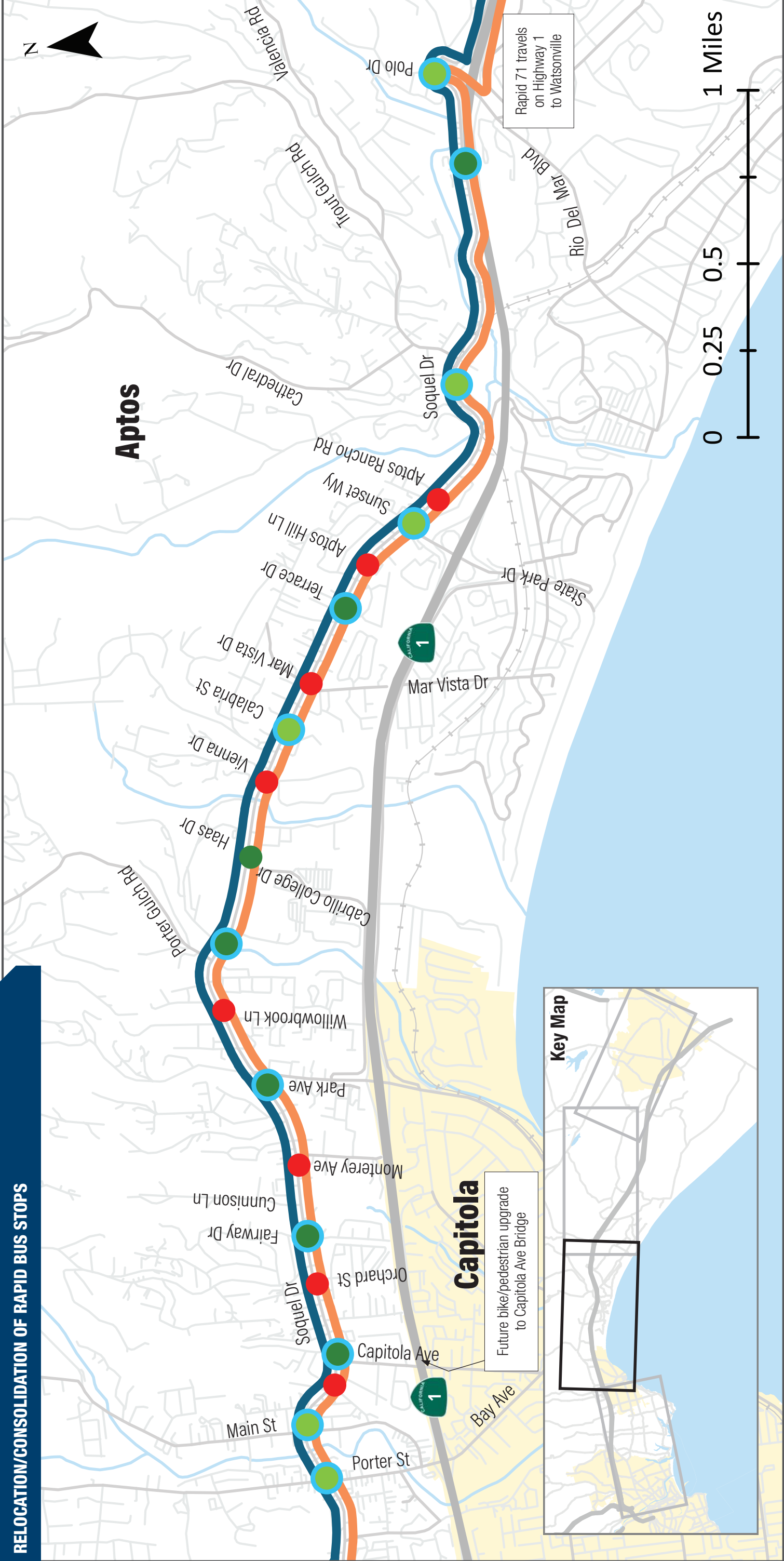
- Legend**
- City Limits
  - Transit Center
  - Proposed Rapid Route Alignment 1
  - Proposed Rapid Route Alignment 2
  - Existing Stop to Remain
  - New/Relocated Stop (Proposed Location Shown)
  - Stop Identified for Removal
  - Stop Requiring Amenity Upgrades







RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



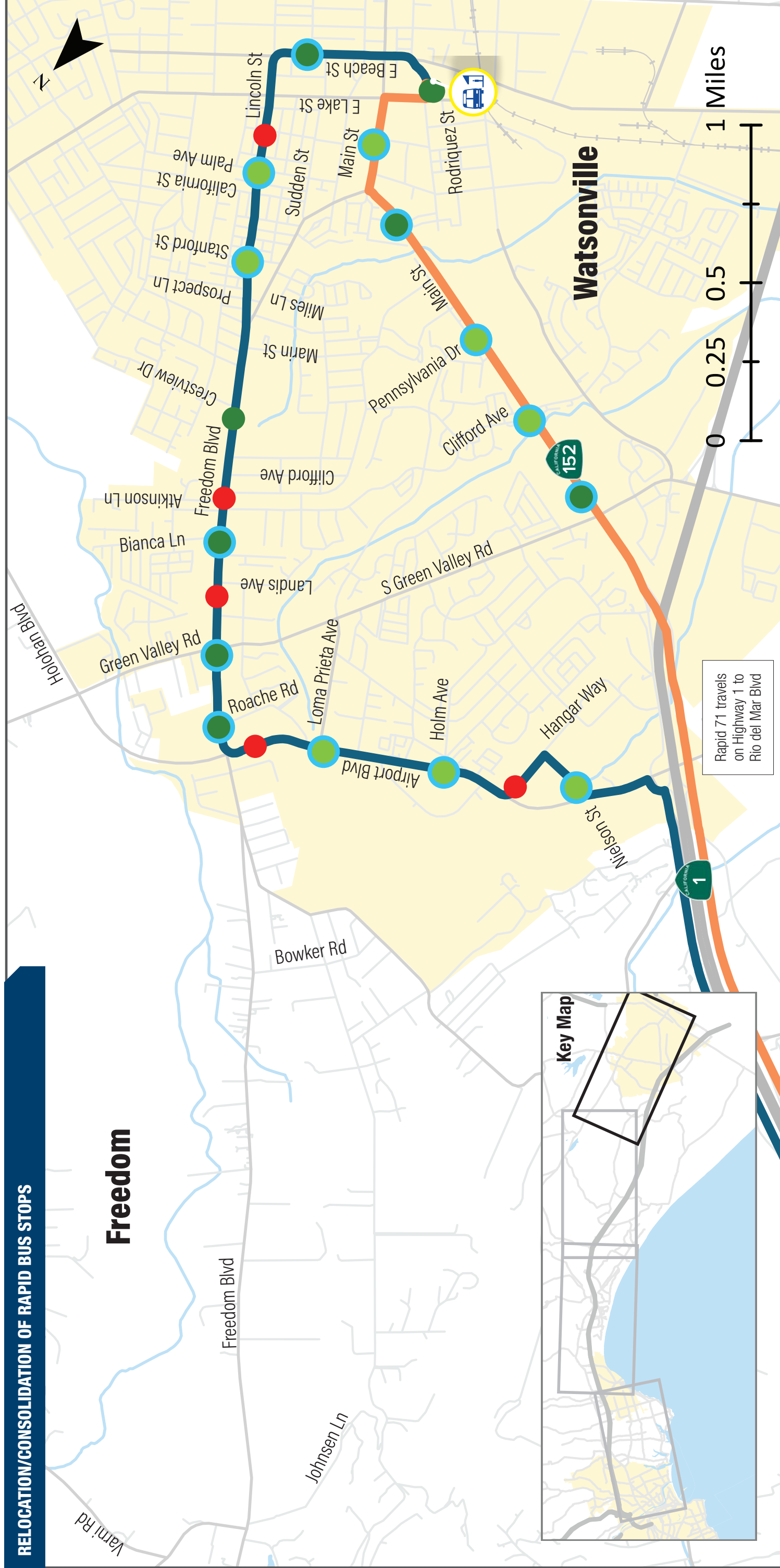
Southbound

**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route Alignment 1
- Proposed Rapid Route Alignment 2
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Stop Requiring Amenity Upgrades



RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Rapid 71 travels  
on Highway 1 to  
Rio del Mar Blvd

Northbound

**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route Alignment 1
- Proposed Rapid Route Alignment 2
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Stop Requiring Amenity Upgrades

1 Miles

0.5

0.25

0



RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Rapid 71 travels  
on Highway 1 from  
Rio del Mar Blvd



Southbound

**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route Alignment 1
- Proposed Rapid Route Alignment 2
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Stop Requiring Amenity Upgrades





## BUS BULBS



### Description

- Extends the curb into the roadway, closer to the traffic lane. This allows buses to stop in lane instead of pulling out of traffic to the curb. As a result, it avoids the need to wait for a gap in traffic flow to depart the bus stop.
- Provides for a transit waiting area separate from the sidewalk.
- Provides additional space for transit amenities.

#### EFFECTS OF IMPROVEMENTS ON:

<b>On Time Performance</b>	Reliability is improved as buses do not need to wait for a gap in traffic to exit a bus stop.
<b>Accessibility</b>	Allows for wider bus boarding areas, improving accessibility for mobility-impaired riders.

## TRANSIT ISLANDS



### Description

- Similar to a bus bulb, but in a location with bike lanes. Most commonly, the bike lane is placed behind the bus loading area, either raised to sidewalk level or at roadway level. Pedestrian crossings of the bike lane are marked. In locations with extremely narrow right-of-way, the bike lane may pass through the bus loading area with distinctive markings.
- Eliminates conflict between bikes and buses at stops, improving the quality of the bike facility.

<b>Trip Time</b>	Travel time is improved as buses do not need to wait for a gap in traffic to exit a bus stop. <b>Reduces peak period northbound and southbound travel time on either route by 1-2 minutes per trip.</b>
<b>Ridership</b>	Quicker, more reliable and frequent service is expected to attract additional riders.
<b>Ped/Bike Safety</b>	Transit Islands only: Eliminates conflict between buses and bikes, improving comfort and safety of bike facility.

<b>Category</b>	<b>Quantity</b>
<b>Bus Speed and Reliability</b> <b>Bus Stop Access</b>	<b>Bus Bulbs: 7</b> <b>Transit Islands: 16</b>
<b>Key Implementation Considerations</b>	
<ul style="list-style-type: none"> <li>• Platforms can be configured for near level boarding to make it easier to board the bus and reduce delays.</li> <li>• Transit island configuration will require further design. Limited right-of-way may result in shared bike and bus loading areas.</li> <li>• May impact existing trees, utilities and other street furniture, requiring further investigation.</li> <li>• Further investigation required to assess drainage impacts and solutions.</li> </ul>	

#### LEGEND

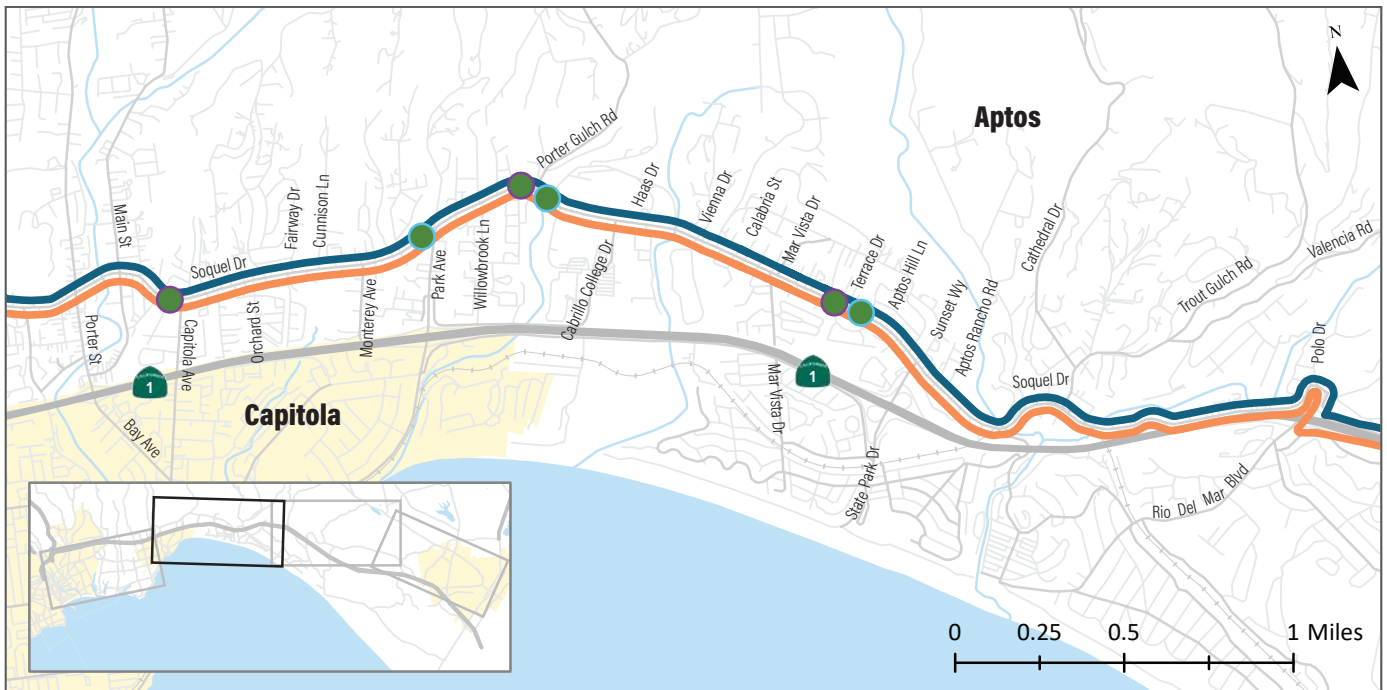
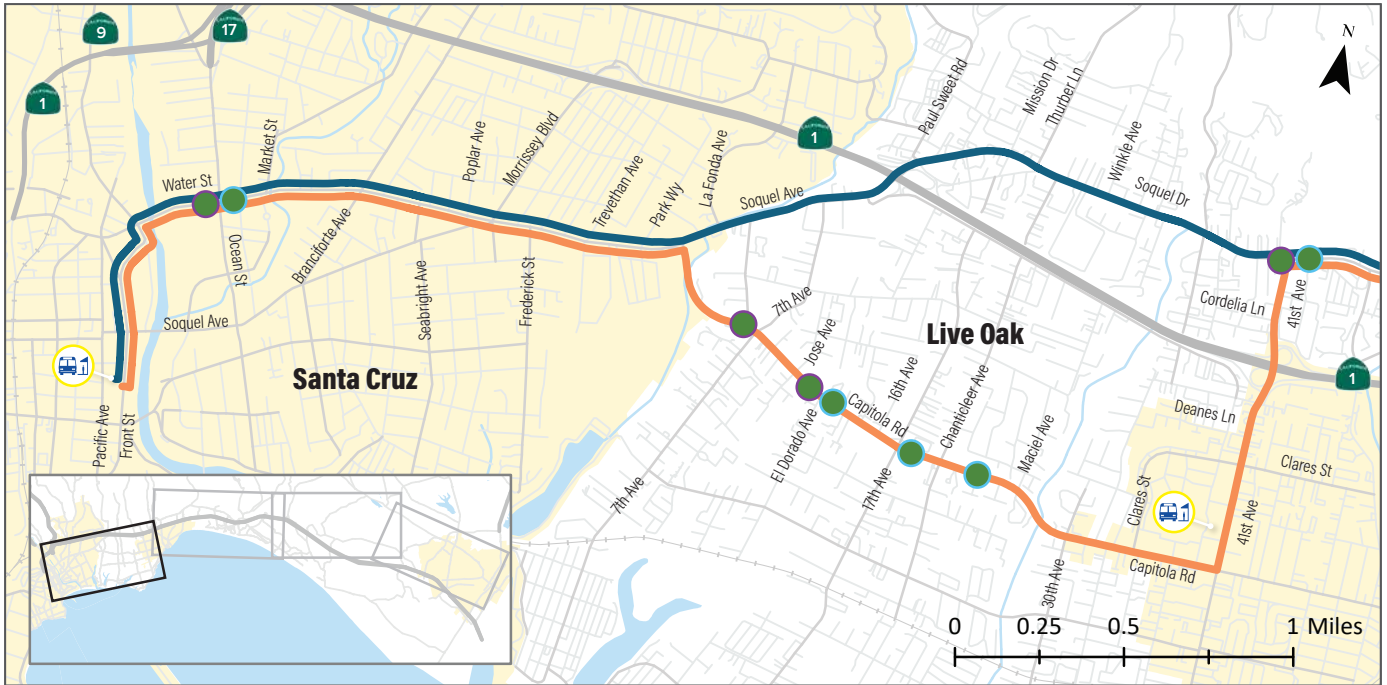
Benefits with little to no trade-offs for all users	Benefits, but with minor trade-offs for some users	Benefits, but with greater trade-offs for some users	Does not have significant effect
---	--	--	----------------------------------

<b>Wait Time</b>	Reduced variability and faster travel time allows for more frequent service for the same cost.
<b>User Experience at Stops</b>	Provides additional space for amenities and waiting areas.
<b>User Delay</b>	Buses stopping in lane may cause delay for cars behind them. Delay for bus riders is reduced.
<b>Operation and Maintenance Costs</b>	Low maintenance cost for additional infrastructure, but may reduce operating cost.
<b>Estimated Capital Cost</b>	Bus Bulbs: \$120,000 Transit Islands: \$1,295,000





## Bus Bulb & Transit Island Locations - Santa Cruz to Capitola

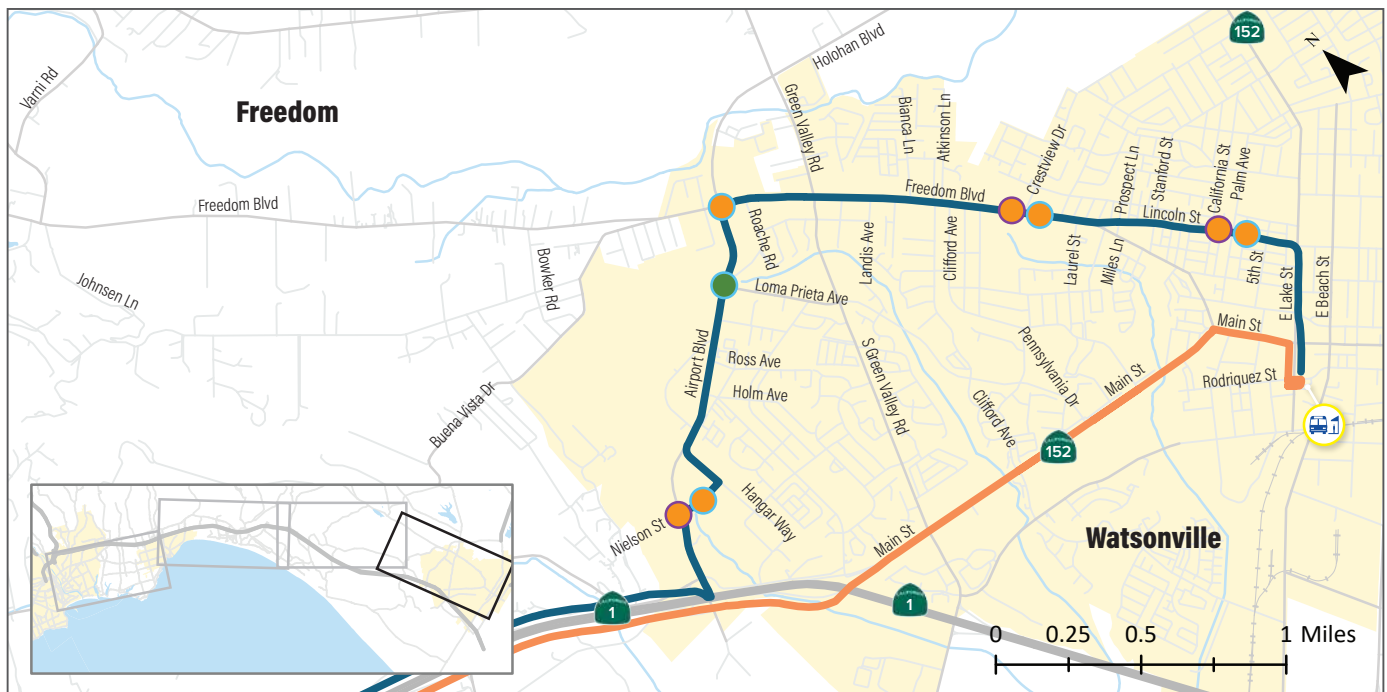
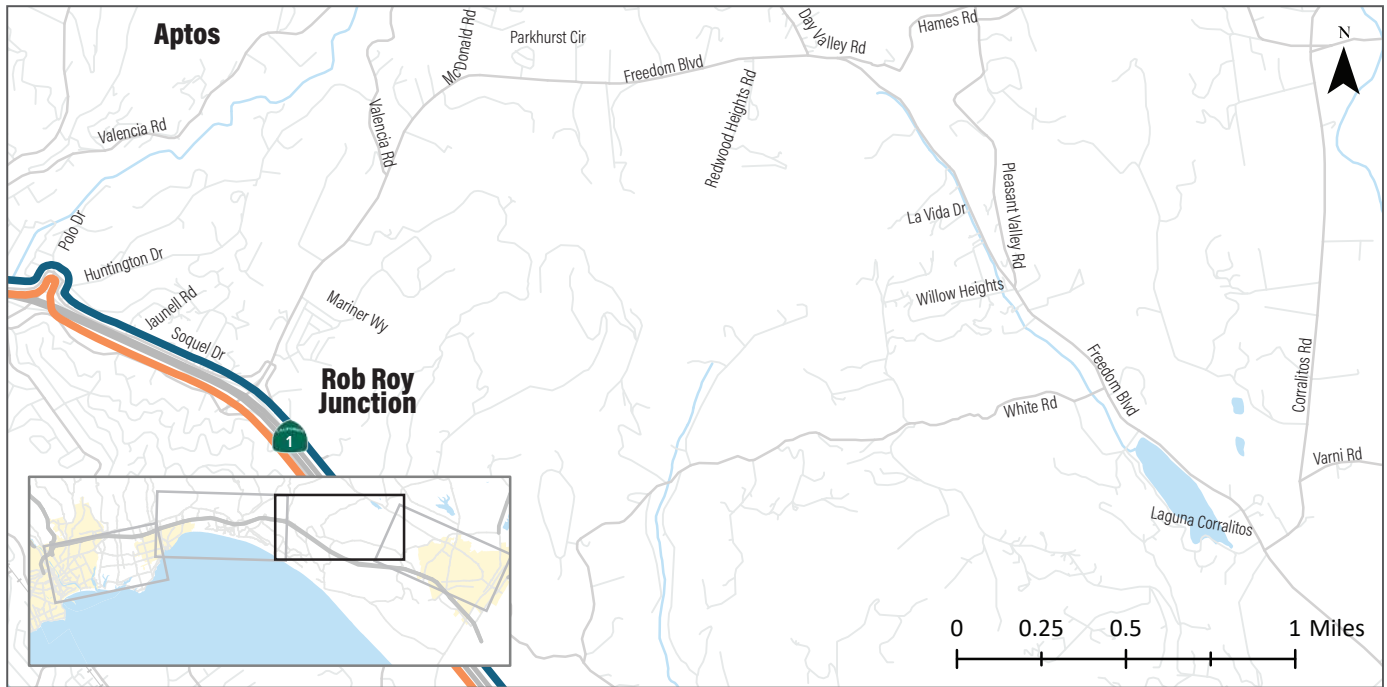


Legend		Transit Island		Bus Bulb	
	City Limits		Northbound		Northbound
	Transit Center		Southbound		Southbound
	Proposed Rapid Route 1				
	Proposed Rapid Route 2				





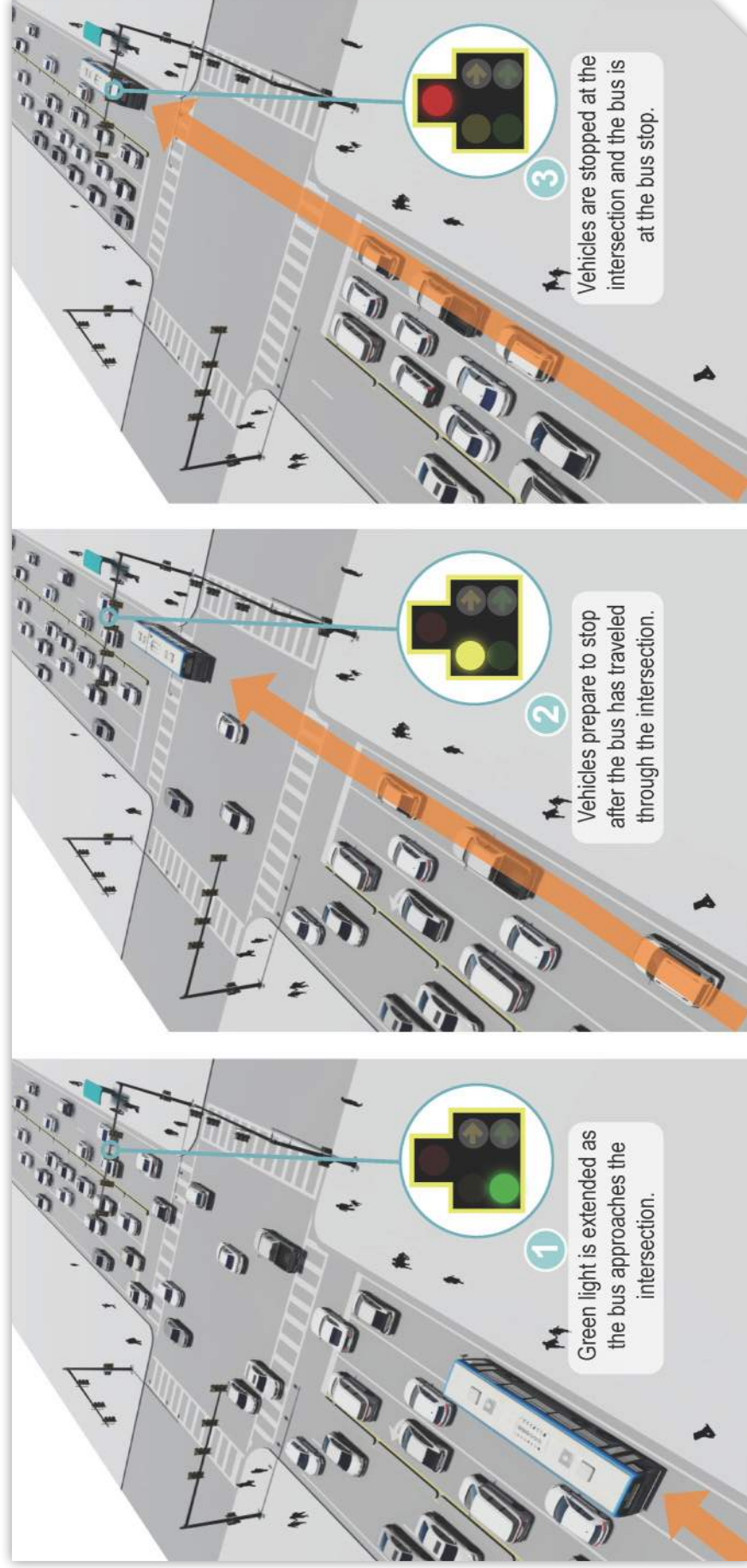
## Bus Bulb & Transit Island Locations - Aptos to Watsonville



Legend	City Limits	Transit Island	Bus Bulb
	City Limits	Transit Center	Northbound
Proposed Rapid Route 1	Southbound	Southbound	
Proposed Rapid Route 2			



## TRANSIT SIGNAL PRIORITY (TSP)



### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
Fewer red lights for buses results in more consistent travel time and improved reliability.	Reduced delay at signals means shorter travel times. <b>Reduces peak period northbound travel time on either route by 5-9 minutes per trip. Reduces peak period southbound travel time on either route by 6-9 minutes per trip.</b>	Reduced variability and faster travel time allows for more frequent service for the same cost.	Anticipated to have a minor effect on auto delay. Reduction in delay for transit riders.	
Accessibility	Ridership	User Experience at Stops	Operation and Maintenance Costs	Estimated Capital Cost
	Quicker, more reliable and frequent service is expected to attract additional riders.		Medium maintenance cost to maintain technology and communications; but may reduce operating cost.	On-board equipment: \$954,000 In-cabinet equipment: \$1,830,000

### Description

- Technologies used to reduce transit vehicle delays at signalized intersections.
- Examples include holding lights green for a few seconds until the bus can pass through and providing an earlier green to the bus to reduce its wait time.
- Requires devices at the signals and on-board the buses.

### Category

### Quantity



### Bus Speed and Reliability

Signals to be outfitted with  
Transit Signal Priority: 61

### Key Implementation Considerations

- May require signal controller upgrades and new communications.
- Requires a coordinated implementation across the entire system.
- Requires further coordination to determine the type of TSP and specific TSP parameters.
- May also benefit emergency vehicles in locations without existing emergency vehicle pre-emption.

### LEGEND

Benefits with little to no trade-offs for all users

Benefits, but with minor trade-offs for some users

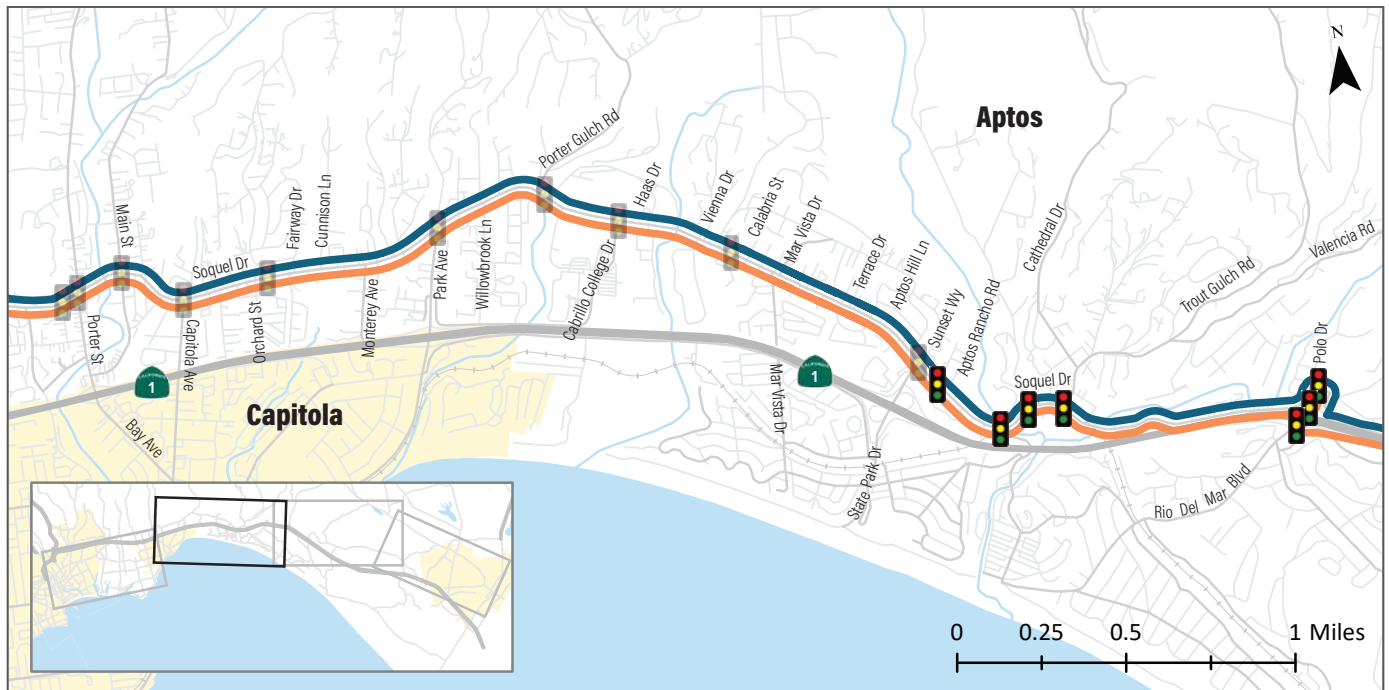
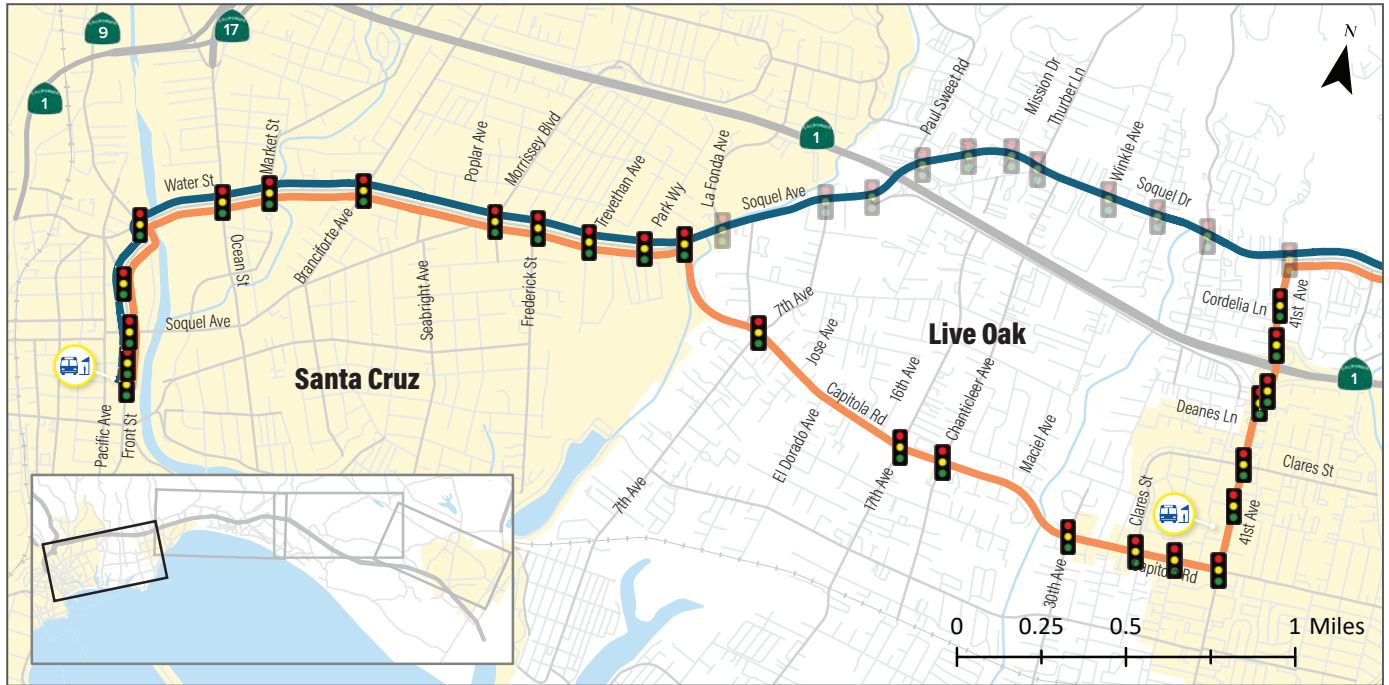
Benefits, but with greater trade-offs for some users

Does not have significant effect





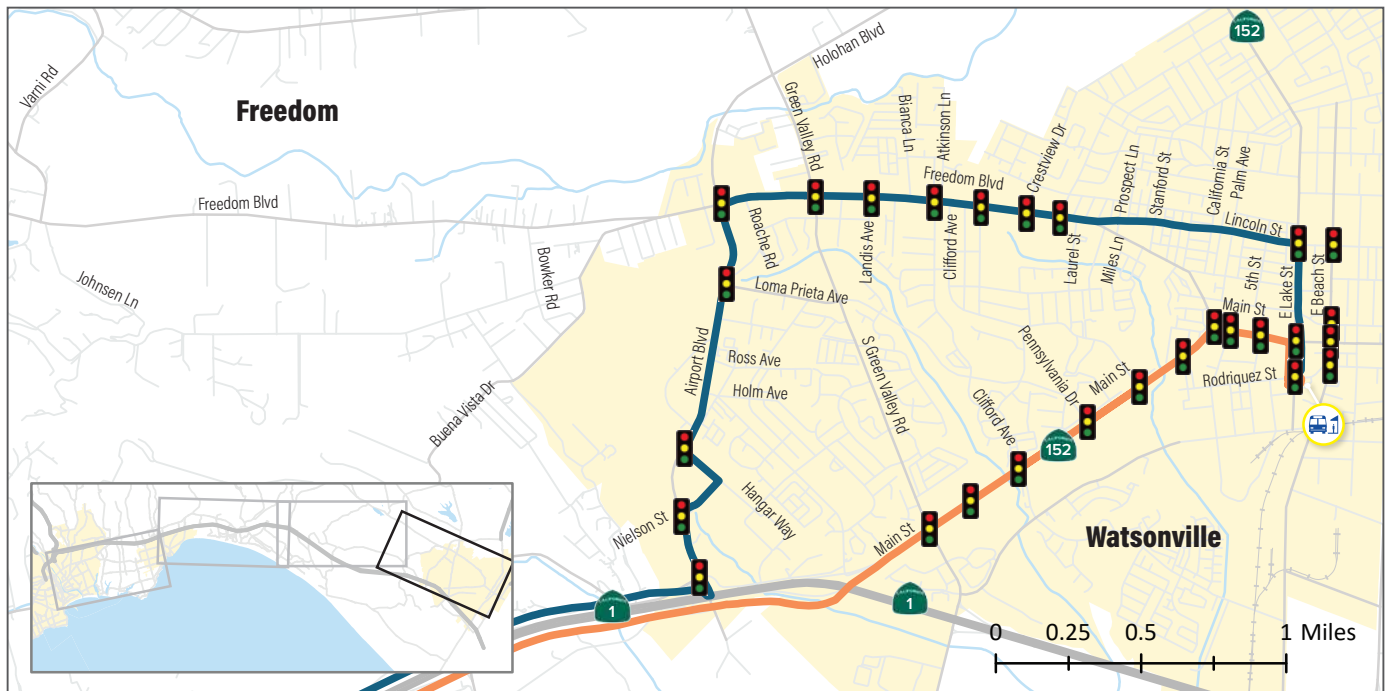
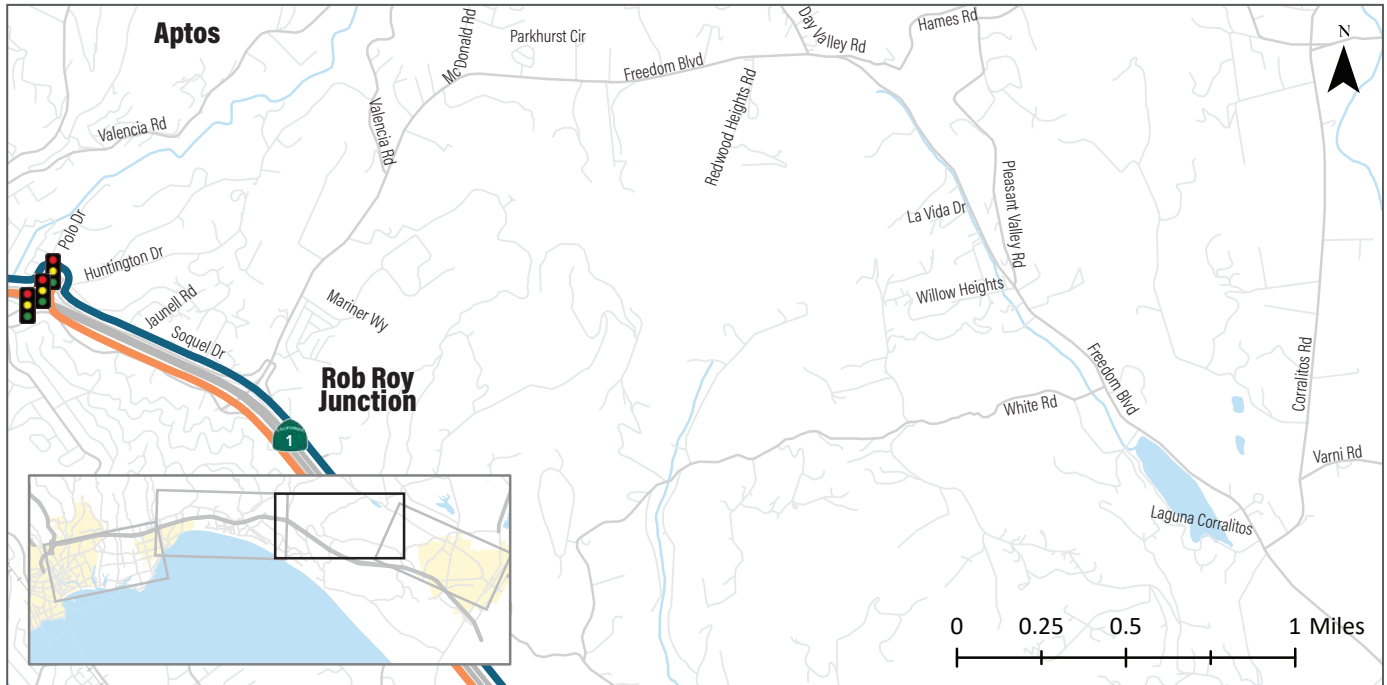
## Transit Signal Priority - Santa Cruz to Capitola



- |               |                        |   |
|---------------|------------------------|---|
| <b>Legend</b> | City Limits            | Transit Signal Priority (TSP) Recommended |
|               | Transit Center         | TSP Treatments Included in County Project |
|               | Proposed Rapid Route 1 |   |
|               | Proposed Rapid Route 2 |   |



## Transit Signal Priority - Aptos to Watsonville



Legend	
	City Limits
	Transit Center
	Proposed Rapid Route 1
	Proposed Rapid Route 2
	Transit Signal Priority (TSP) Recommended
	TSP Treatments Included in County Project





## RECTANGULAR RAPID FLASHING BEACONS (RRFB)



### Description

- Flashing lights at crosswalks that are activated by pedestrians that warn drivers to stop. Proven to increase driver awareness of pedestrians crossing roadways and yielding of vehicles to pedestrians.

## PEDESTRIAN HYBRID BEACONS (PHB)



### Description

- A type of traffic signal that stops cars to allow pedestrians to cross at a crosswalk. Vehicles can proceed once pedestrians have cleared the crosswalk.

## HIGH-VISIBILITY CROSSWALKS



### Description

- Enhances striping of crosswalks to make them more visible to drivers, increasing yielding of vehicles to pedestrians.

### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
			No change for RRFBs and high visibility crosswalks - autos and cyclists are already required to stop for pedestrians. PHBs may reduce auto delay by optimizing when pedestrians can cross the street.	
Accessibility	Ridership	User Experience at Stops	Operation and Maintenance Costs	Estimated Capital Cost
Improves access to stops by providing safer and more comfortable places to cross the street.			Medium maintenance cost for striping and new equipment.	RRFB: \$1,503,000 PHB: \$454,000 High-Visibility Crosswalks: \$516,000

Category	Quantity
<p><b>Bus Stop Access</b></p>	<p>RRFB: 6 PHB: 1 High Visibility Crosswalks: 12</p>
Key Implementation Considerations	
<ul style="list-style-type: none"> <li>Follow state and local standards for striping.</li> <li>Run warrants for PHB installation.</li> <li>PHBs may require communications and signal coordination.</li> </ul>	

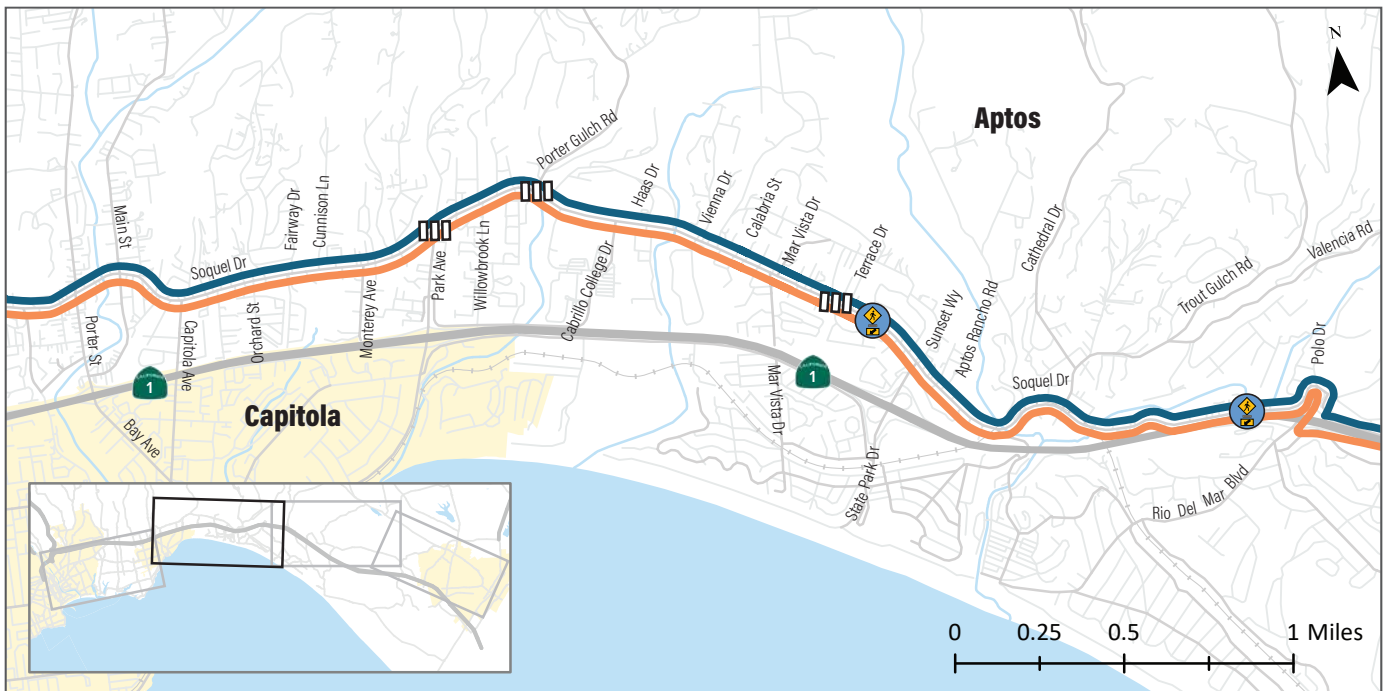
### LEGEND

Benefits with little to no trade-offs for all users	Benefits, but with minor trade-offs for some users	Benefits, but with greater trade-offs for some users	Does not have significant effect
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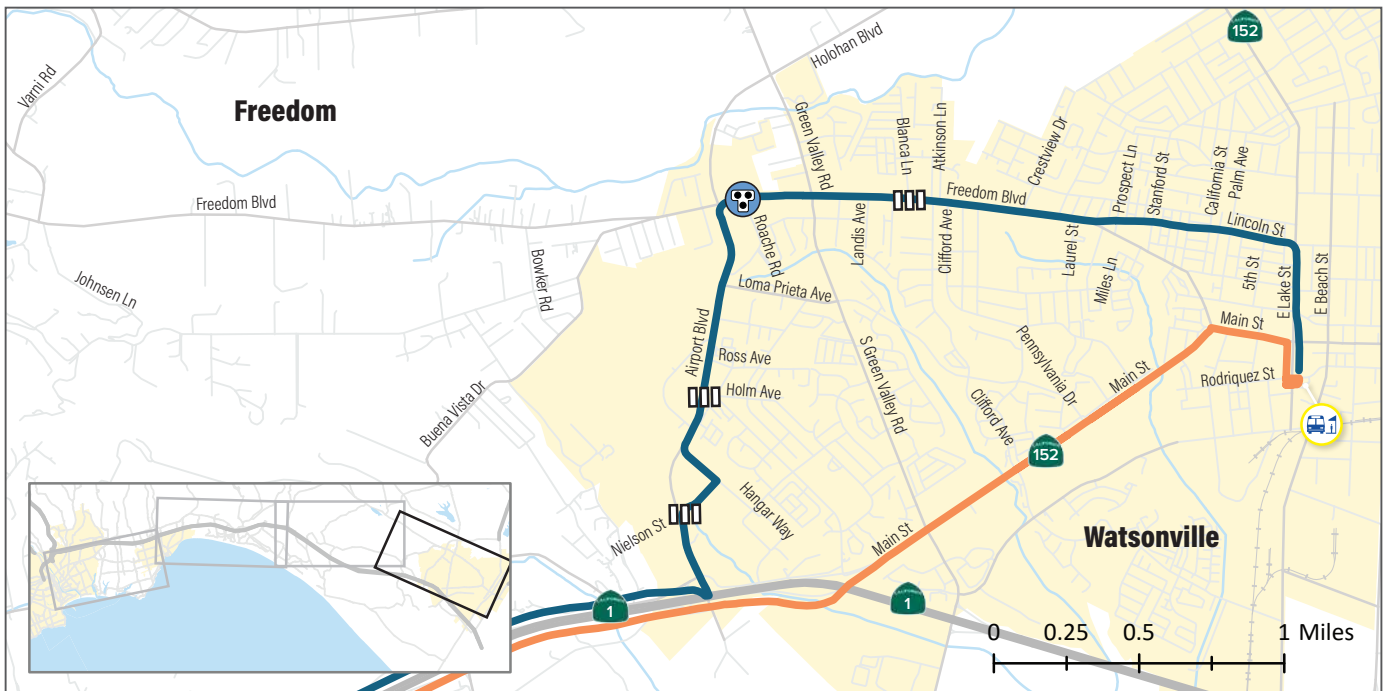
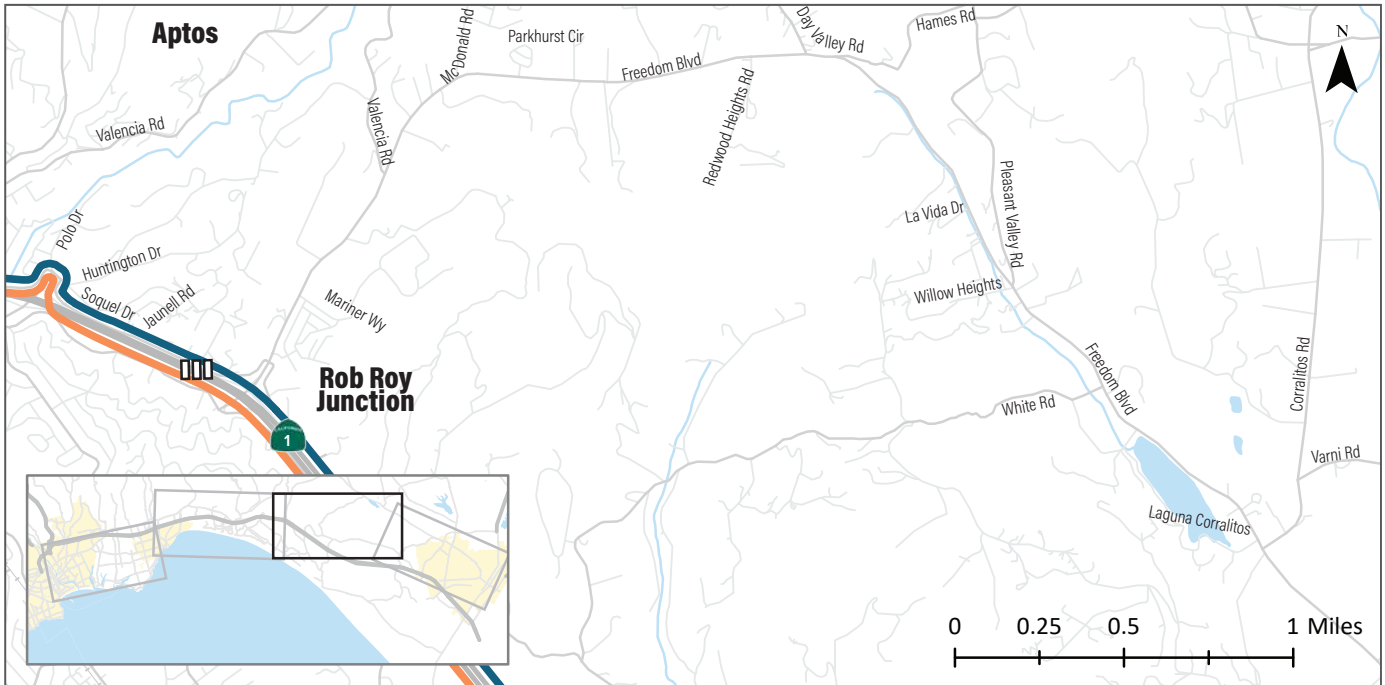
## Pedestrian Crossings - Santa Cruz to Capitola



<b>Legend</b>	City Limits	<b>Pedestrian Crossings</b>
	Transit Center	High-Visibility Crosswalks
Proposed Rapid Route 1	Rectangular Rapid Flashing Beacons (RRFB)	
Proposed Rapid Route 2	Pedestrian Hybrid Beacons (PHB)	



## Pedestrian Crossings - Aptos to Watsonville

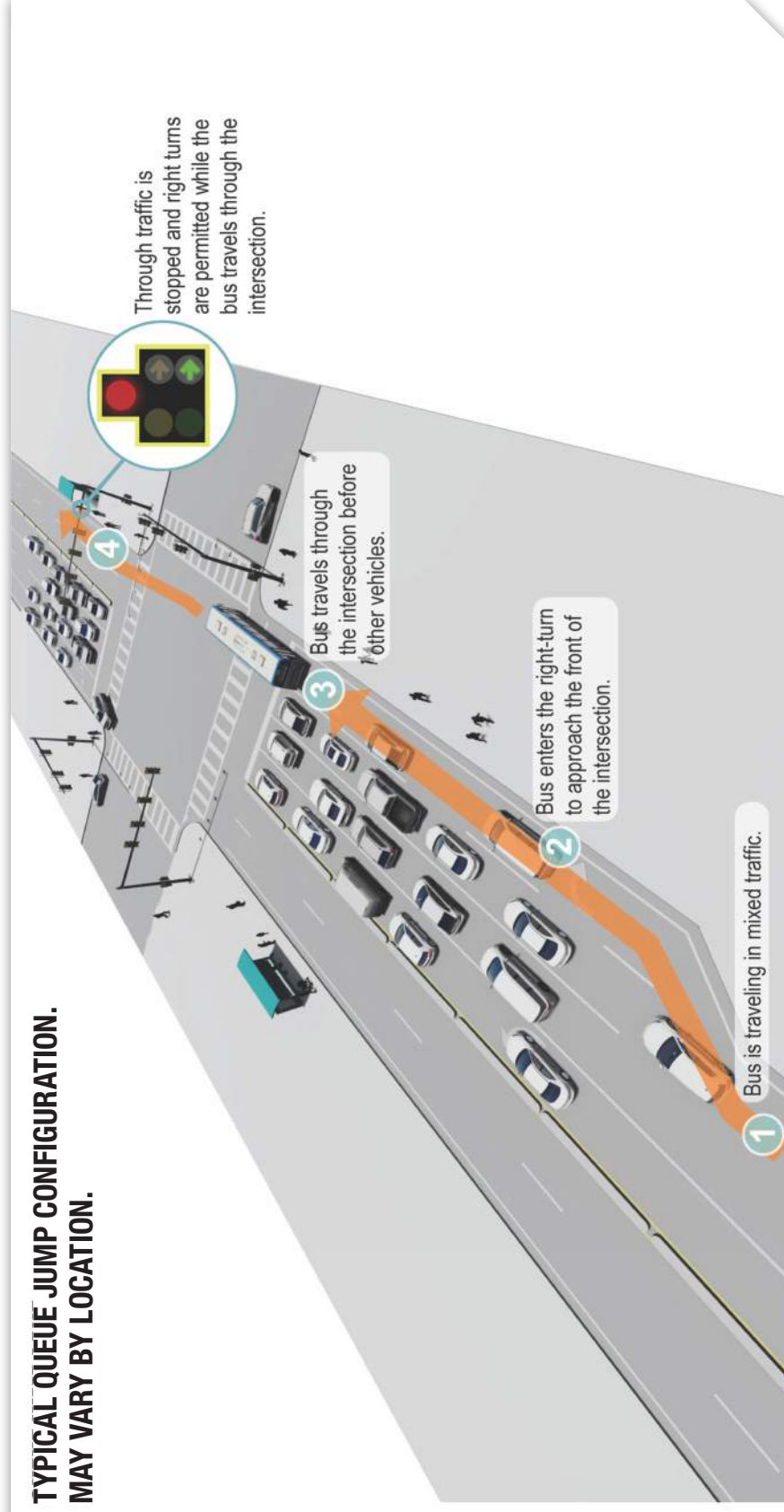


<b>Legend</b>	City Limits	<b>Pedestrian Crossings</b>
	Transit Center	High-Visibility Crosswalks
	Proposed Rapid Route 1	Rectangular Rapid Flashing Beacons (RRFB)
	Proposed Rapid Route 2	Pedestrian Hybrid Beacons (PHB)



## QUEUE JUMPS

**TYPICAL QUEUE JUMP CONFIGURATION.  
MAY VARY BY LOCATION.**



### Description

- A queue jump lane is a travel lane specially marked or signed for transit vehicles at traffic signals that allows buses to get ahead of the traffic queue at the signal.
- May include a special indicator and phase at the signal specifically for transit vehicles.

### Category



**Bus Speed and Reliability**

### Quantity

5

### Key Implementation Considerations

- Requires Transit Signal Priority, which may require signal controller upgrades and new communications.
- Traffic analysis may be required to assess the traffic affects of dedicated transit phases or changes to turn lane configuration.

#### LEGEND

Benefits with little to no trade-offs for all users

Benefits, but with minor trade-offs for some users

Benefits, but with greater trade-offs for some users

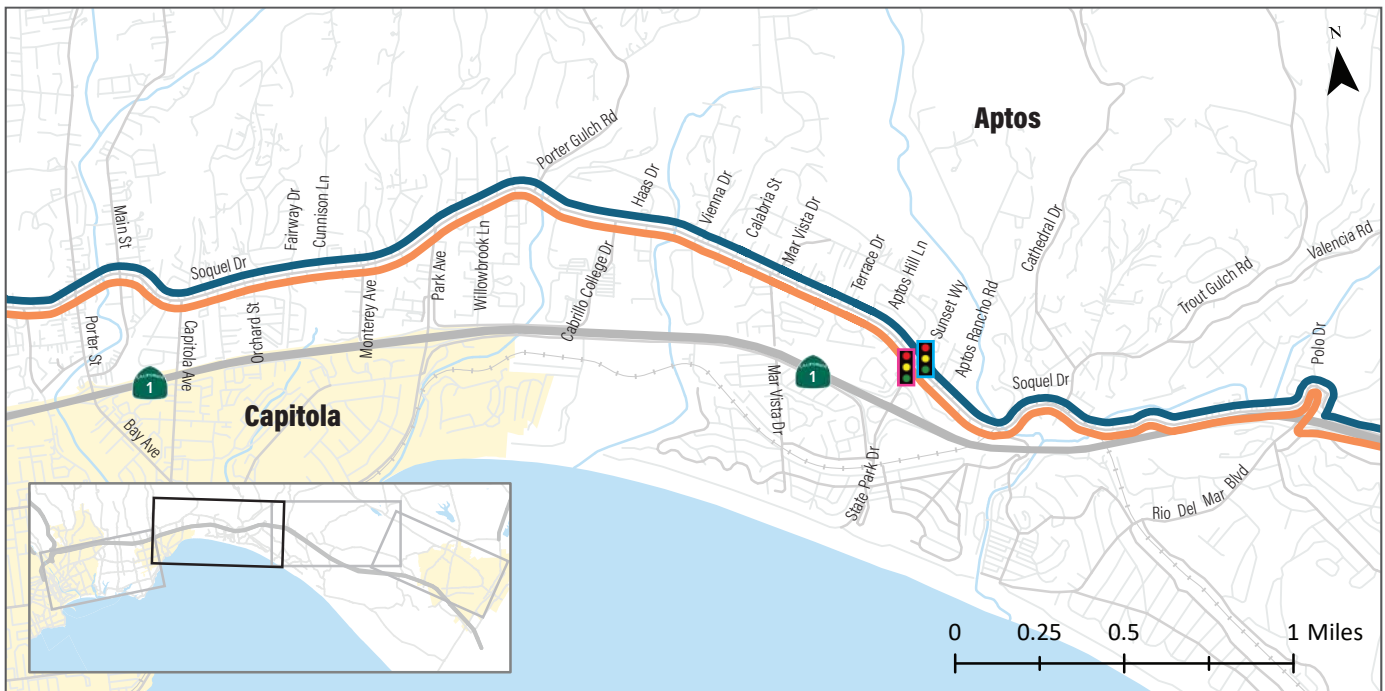
Does not have significant effect

#### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
Reduces variability caused by traffic congestion at traffic signals.	Reduced delay caused by traffic congestion. <b>Reduces peak period northbound and southbound travel time on Route A by 10 seconds per trip.</b> Greater travel time reductions realized when paired with TSP.	Reduced variability and faster travel time allows for more frequent service for the same cost.	May cause a minor increase in auto delay if a transit-only phase is required. Reduction in delay for transit riders.	
Accessibility	Ridership	Ped/Bike Safety	Operation and Maintenance Costs	Estimated Capital Cost
	Quicker, more reliable and frequent service is expected to attract additional riders.		Low maintenance cost for modified striping and signal equipment, but may reduce operating cost.	\$422,000



## Queue Jump Locations - Santa Cruz to Capitola



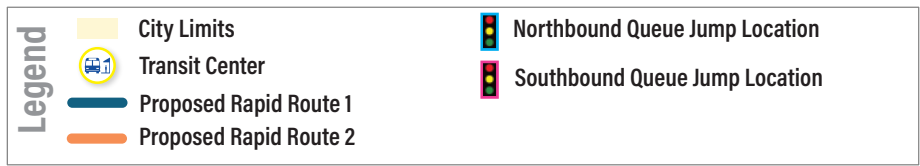
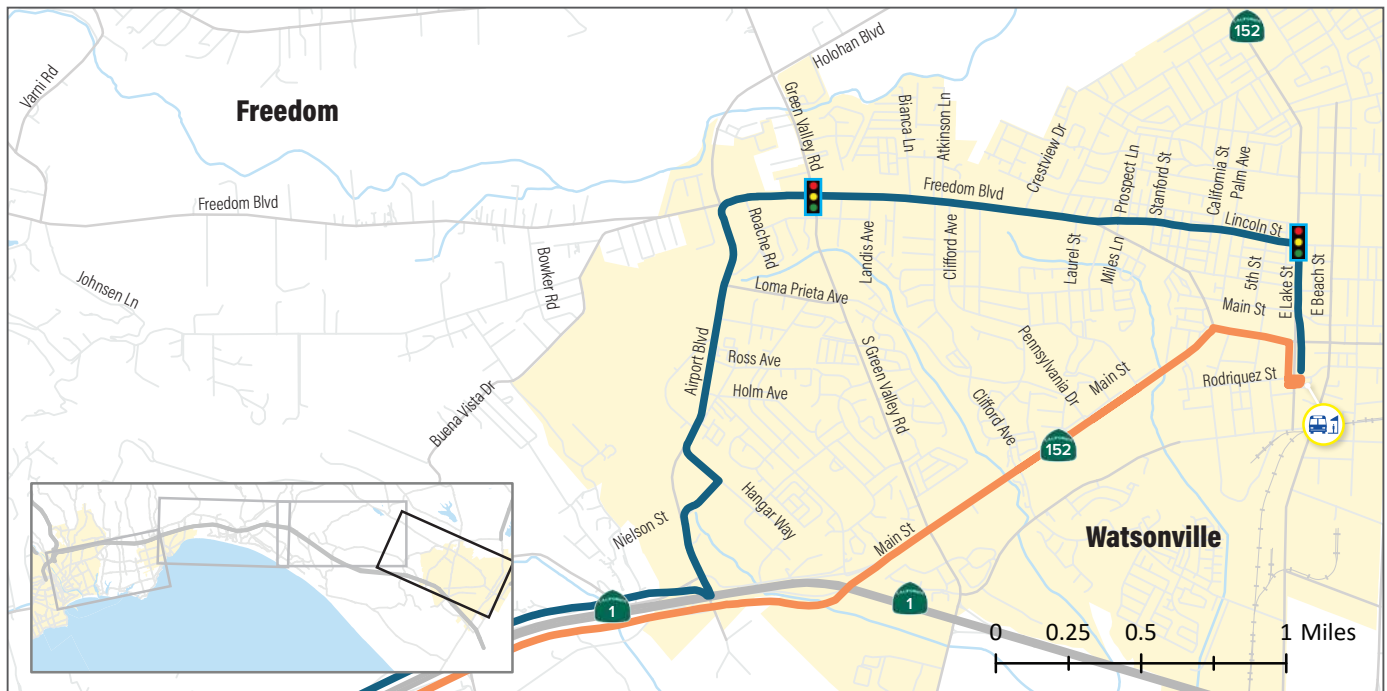
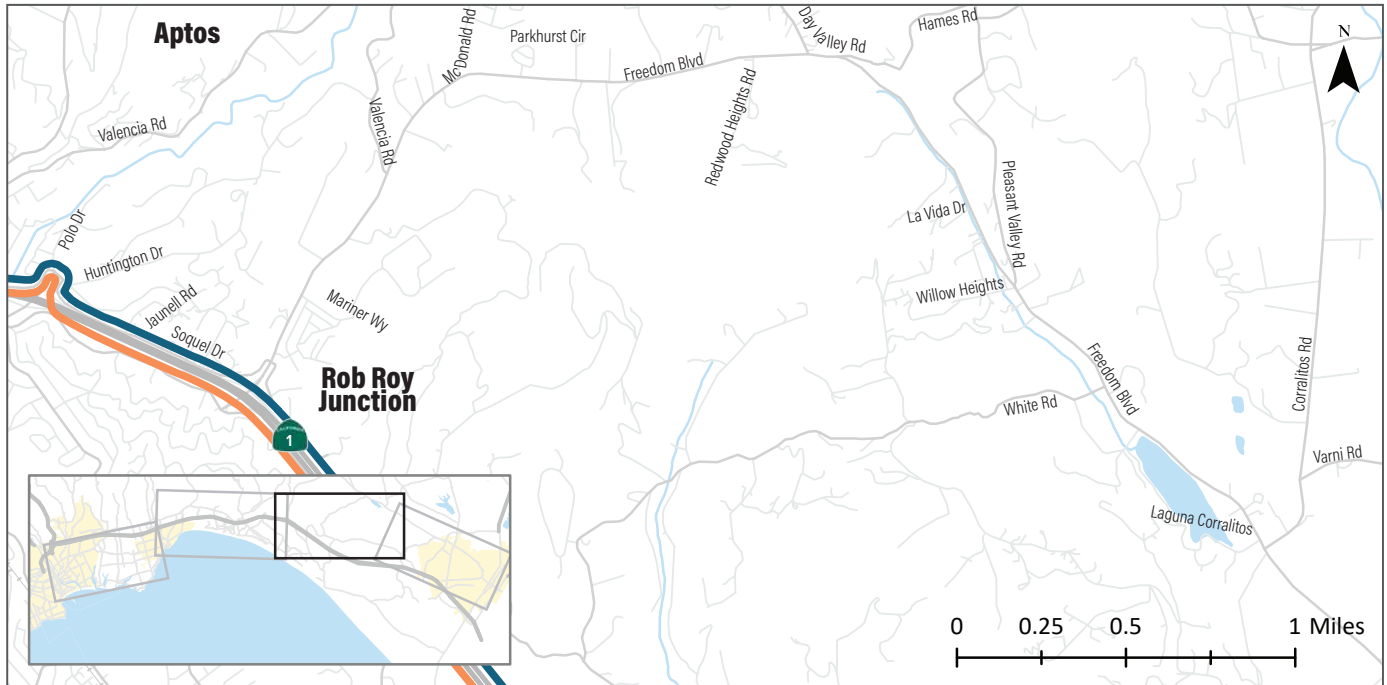
**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route 1
- Proposed Rapid Route 2
- Northbound Queue Jump Location
- Southbound Queue Jump Location



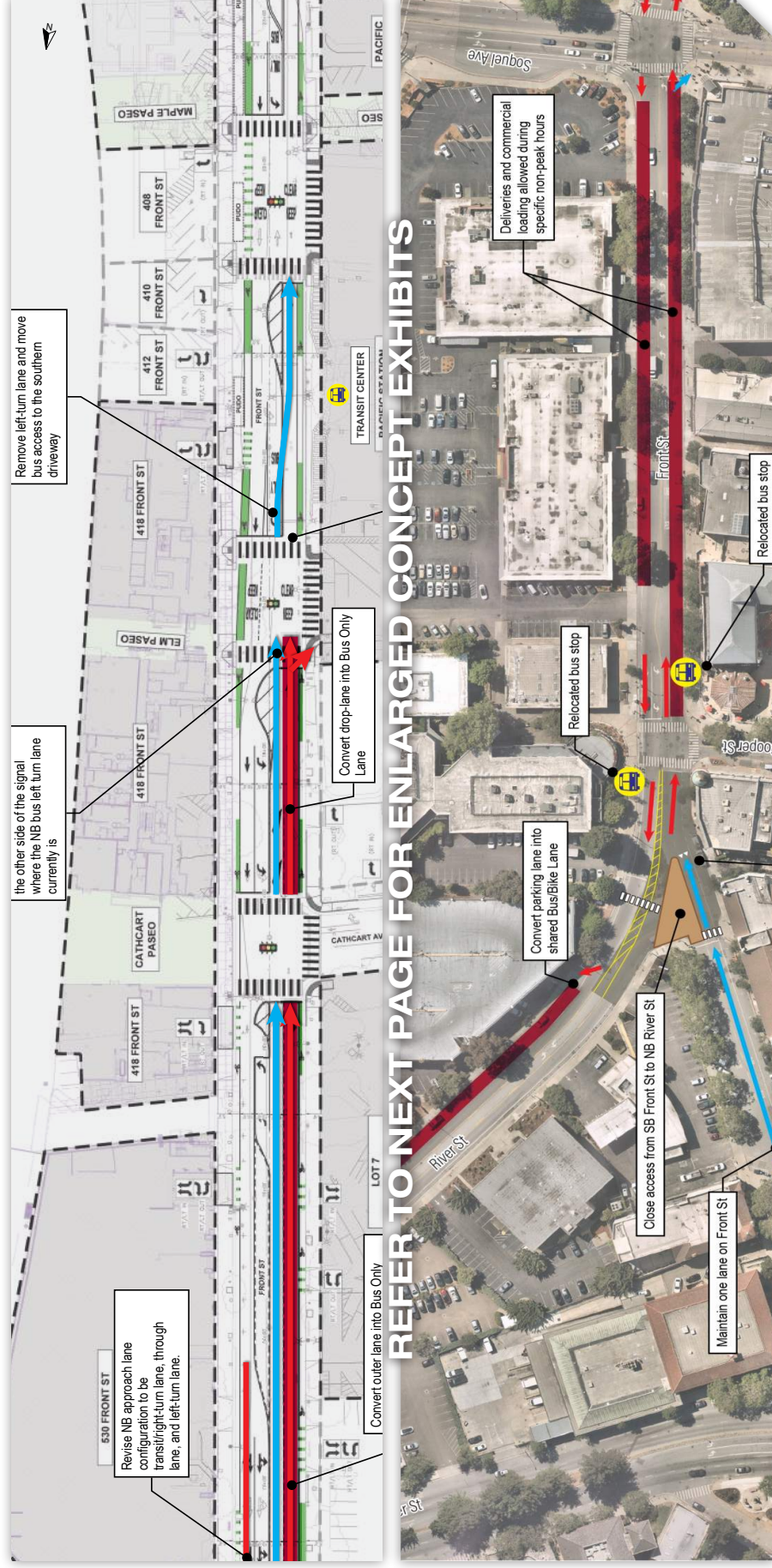


## Queue Jump Locations - Aptos to Watsonville





## DOWNTOWN SANTA CRUZ FRONT STREET & RIVER STREET TRANSIT LANE



REFER TO NEXT PAGE FOR ENLARGED CONCEPT EXHIBITS

### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
Front and River Streets have high variability in travel time. Dedicated lanes reduce that variability by eliminating the effect of traffic congestion.	Front and River Streets have very slow bus speeds. Removing the effect of traffic congestion will increase bus speeds. <b>Reduces peak period northbound travel time on either route by 40 seconds per trip. Reduces peak period southbound travel time on either route by 20 seconds per trip.</b>	Reduced variability and faster travel time allows for more frequent service for the same cost.	May result in an increase in auto delay for some movements, may require further study. Reduction in delay for transit riders.	
Accessibility	Ridership	User Experience at Stops	Operation and Maintenance Costs	Estimated Capital Cost
Relocates bus stops closer to key destinations.	Quicker, more reliable and frequent service is expected to attract additional riders.	Improved pedestrian crossings and reduced vehicle speeds improve pedestrian safety. Bikes will be provided wider and more continuous lanes but will need to share with buses.	Low maintenance cost for bus lane striping, but may reduce operating cost.	\$1,474,000

### Description

- Install bus and bike lane on Front St and River St, replacing existing auto or parking lanes.
- Relocation of some existing bus stops.

### Category



Bus Speed and Reliability



Bus Stop Access Projects

### Key Implementation Considerations

- Requires design development to configure signing, striping, and any other associated improvements.
- Consider option to provide loading access during certain hours of the day.
- May require traffic analysis to assess corridor operations.
- Would require towing and/or ticketing enforcement to maintain effectiveness.

### LEGEND

Benefits with little to no trade-offs for all users

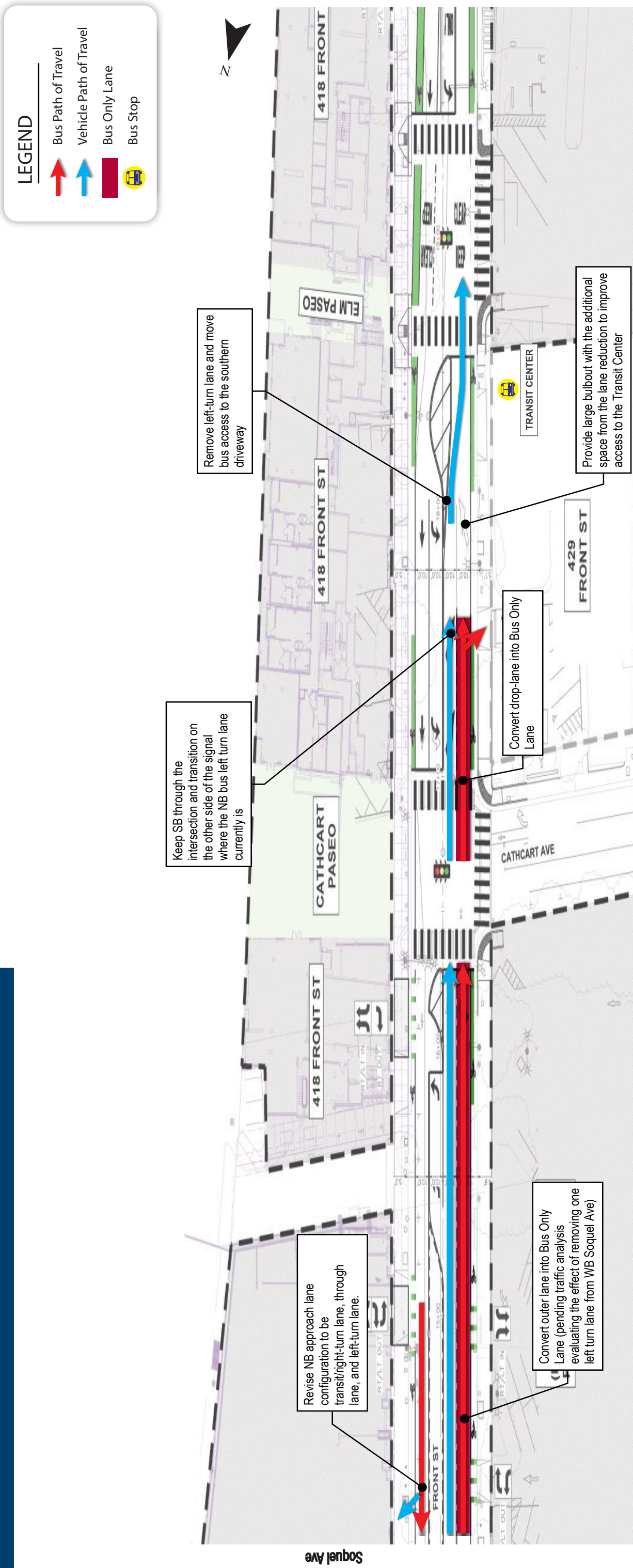
Benefits, but with minor trade-offs for some users

Benefits, but with greater trade-offs for some users

Does not have significant effect



DOWNTOWN SANTA CRUZ FRONT STREET & RIVER STREET TRANSIT LANE

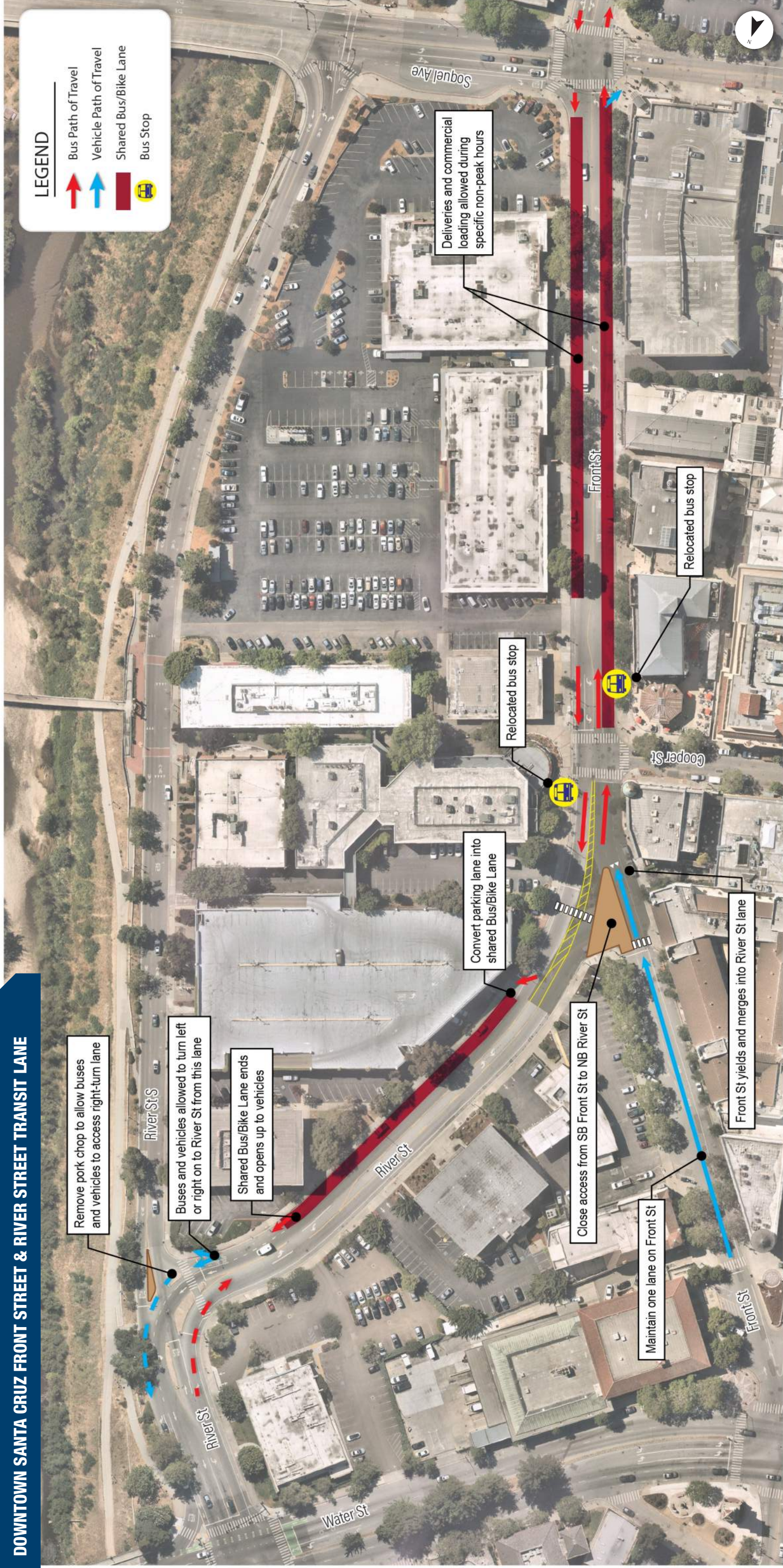


Note: Bus lanes concept illustrated on top of initial Front Street concept with Pacific Station project





**DOWNTOWN SANTA CRUZ FRONT STREET & RIVER STREET TRANSIT LANE**





## WATER/SOQUEL/MORRISSEY INTERSECTION IMPROVEMENTS

Focused traffic study and alternatives evaluation needed to define recommendations at this intersection.  
Potential option for further evaluation shown



### Description

- Reconfigure Water Street/Soquel Avenue/Morrissey Boulevard intersection to optimize transit movements.
- This may include providing more direct access between eastbound Water Street and eastbound Soquel Avenue, including a transit queue jump lane.
- May require some turn restrictions to optimize traffic operations.

### Category



### Bus Speed and Reliability

### Key Implementation Considerations

- Requires focused traffic study, design concept development, and alternatives evaluation to define recommendations at this intersection.

### LEGEND

Benefits with little to no trade-offs for all users

Benefits, but with minor trade-offs for some users

Benefits, but with greater trade-offs for some users

Does not have significant effect

### EFFECTS OF IMPROVEMENTS ON:

#### On Time Performance

Complex intersection causes high variability in travel time. Providing bus priority treatments will reduce effect of congestion on bus travel time.

#### Trip Time

Complex intersection causes large delays for buses. Providing bus priority treatments will reduce bus travel time. **Reduces peak period southbound travel time on either route by 30 seconds per trip.**

#### Wait Time

Reduced variability and faster travel time allows for more frequent service for the same cost.

#### User Delay

May result in an increase in auto delay or changes in routing for some movements, may require further study. Reduction Benefits, but with greater trade-offs for some users in delay for transit riders.

#### Coverage

Coverage

#### Accessibility

#### Ridership

Quicker, more reliable and frequent service is expected to attract additional riders.

#### User Experience at Stops

#### Ped/Bike Safety

Intersection improvements anticipated to include shortened pedestrian crossings, reduced auto speeds, and improved wayfinding to benefit cyclists and pedestrians.

#### Operation and Maintenance Costs

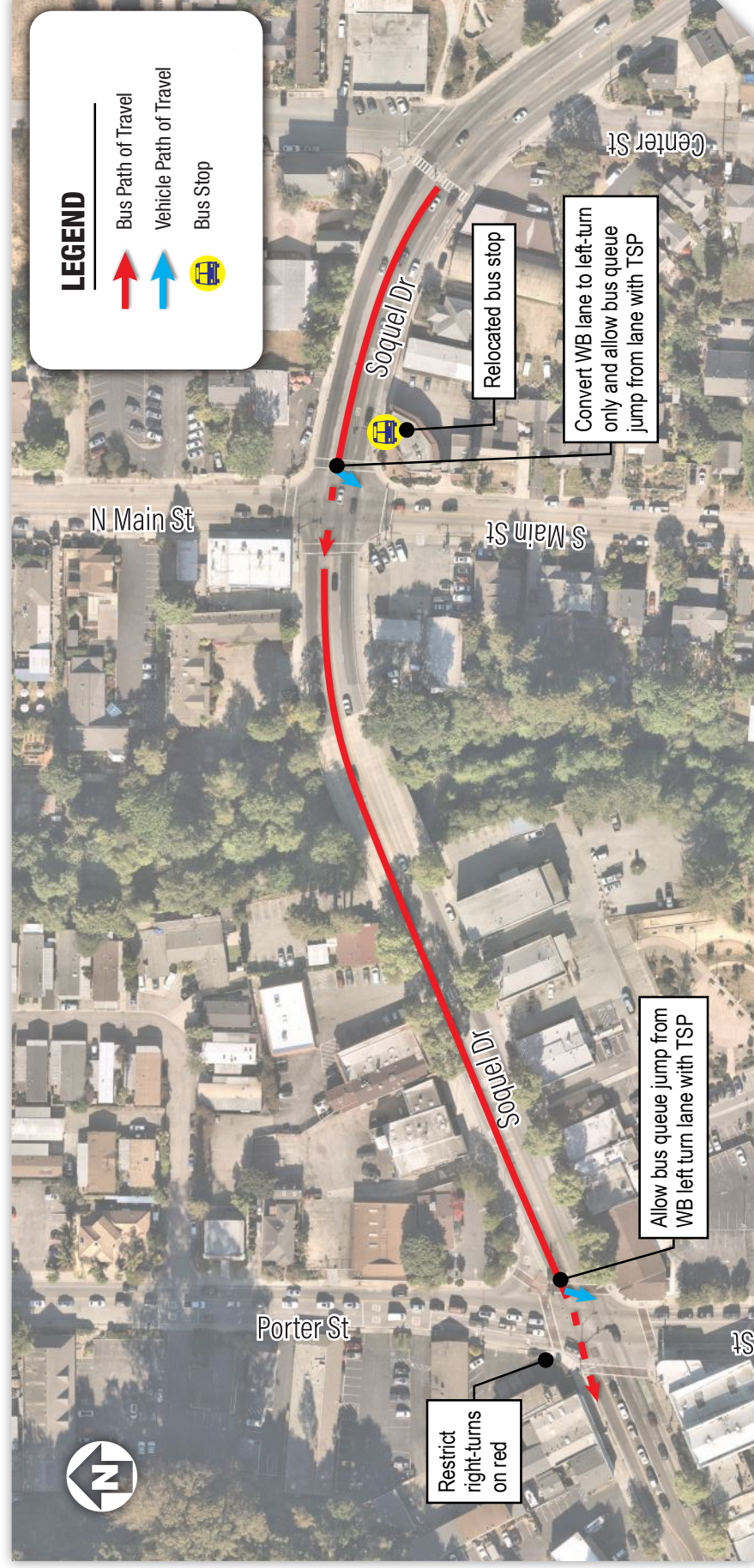
Low maintenance cost for bus lane striping, but may reduce operating cost.

#### Estimated Capital Cost

\$1,872,000



## SOQUEL QUEUE JUMPS



### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
Heavily congested segment causes variation in bus travel times. Bus priority treatments will provide a more consistent travel time.	Heavily congested segment causes delays to buses. Bus priority treatments will reduce travel time for buses. <b>Reduces northbound peak period travel time on either route by 40 seconds per trip.</b>	Reduced variability and faster travel time allows for more frequent service for the same cost.	May result in an increase in auto delay or changes in routing for some movements, may require further study. Reduction in delay for transit riders.	
Accessibility	Ridership	User Experience at Stops	Operation and Maintenance Costs	Estimated Capital Cost
	Quicker, more reliable and frequent service is expected to attract additional riders.		Low maintenance cost for modified striping and signal equipment, but may reduce operating cost.	\$958,000

### Description

- Modify lane geometry and signal operations to provide transit priority treatments on westbound Soquel Drive approaching Porter St and Main St.

### Category



### Bus Speed and Reliability

### Key Implementation Considerations

- Requires sophisticated Transit Signal Priority, which may require signal controller upgrades and new communications.
- Traffic analysis may be required to assess the traffic affects of dedicated transit phases or changes to turn lane configuration.

### LEGEND

Benefits with little to no trade-offs for all users

Benefits, but with minor trade-offs for some users

Benefits, but with greater trade-offs for some users

Does not have significant effect





## FREEDOM BLVD & LINCOLN STREET TRAFFIC SIGNAL



### EFFECTS OF IMPROVEMENTS ON:

On Time Performance	Trip Time	Wait Time	User Delay	Coverage
Unsignalized left-turn movement for buses results in travel time variability. Traffic signal with TSP reduces variability.	Unsignalized left-turn movement for buses causes delays for buses. Traffic signal with TSP will reduce delay. <b>Reduces peak period southbound travel time on Route A by 30 seconds per trip.</b>	Reduced variability and faster travel time allows for more frequent service for the same cost.	May result in moderate increases in auto delay for some users. Reduction in delay for transit riders.	
Accessibility	Ridership	User Experience at Stops	Operation and Maintenance Costs	Estimated Capital Cost
New signalized crosswalk provides opportunity to safety cross Freedom Blvd, improving bus stop access.	Quicker, more reliable and frequent service is expected to attract additional riders.	Provides a new, protected crossing of Freedom Boulevard, improving pedestrian circulation and safety.	Medium maintenance cost for traffic signal.	\$1,525,000

### Description

- Install traffic signal and provide transit signal priority at intersection of Lincoln St & Freedom Blvd in Watsonville to accommodate bus turns.
- Provide protected pedestrian phase to cross Freedom Blvd.

### Category



### Bus Speed and Reliability

### Key Implementation Considerations

- Requires signal warrant analysis to confirm signal viability.
- Recommended to incorporate transit signal priority into new signal.
- May also benefit emergency vehicle circulation.

### LEGEND

Benefits with little to no trade-offs for all users

Benefits, but with minor trade-offs for some users

Benefits, but with greater trade-offs for some users

Does not have significant effect





## IMPLEMENTATION PLAN

The Project developed planning-level cost estimates for the recommended strategies. The total cost to implement the full suite of strategies is \$24.1 million\*. METRO has already secured \$7.5 million from grants for implementing the identified strategies. Opportunities to implement strategies as part of upcoming projects, such as the Pacific Station Redevelopment, are also being explored. Potential federal, state, and local funding sources have been identified to address the funding gap:

*Required*

**\$24.1 MILLION**

*Secured*

**\$7.5 MILLION**

\* 2023 dollars

### Federal Funding Sources

- Federal Transit Administration (FTA) Urbanized Area Formula Grants: Section 5307
- FTA Capital Investment Grants: Section 5309
- FTA Grants for Buses and Bus Facilities Formula Program: Section 5339 (a)
- FTA Grants for Buses and Bus Facilities Program
- RAISE
- Safe Streets and Roads for All
- Strengthening Mobility and Revolutionizing Transportation (SMART)
- Surface Transportation Block Grants

### State Funding Sources

- Local Partnership Program (LPP)
- Solutions for Congested Corridors (SCCP)
- State Transportation Improvement Program (STIP)
- Transit and Intercity Rail Capital Program (TIRCP)
- Affordable Housing and Sustainable Communities (AHSC) Program

### Local Funding Sources

- City/County Local Gas Taxes
- Developer Impact Fees
- General Fund Reserves

The following immediate next steps have been identified:

1. Use secured funding to advance design and environmental review for enhanced bus stop amenities along Soquel Drive, from La Fonda Avenue to State Park Drive
2. Implement elements of Downtown Santa Cruz Front Street and River Street Transit Lane as part of Pacific Station Relocation Project
3. Use METRO funds to advance design and environmental review for relocation/consolidation of rapid bus stops
4. Secure funding to advance TSP implementation
5. Secure funding to advance engineering design, environmental analysis, approvals, permitting, and construction of remaining recommended improvements

APPENDIX A

Existing Conditions Report



SANTA CRUZ METRO'S

# *Line 71/Rapid Corridors Project*



# Existing Conditions Report

March 2023



Kimley»Horn



10A.43





## 1. INTRODUCTION

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The Santa Cruz Metropolitan Transit District (METRO)'s Line 71/Rapid Corridors Project (Project) is identifying solutions to improve service efficiency, reliability, and customer access for bus routes operating in the Watsonville – Santa Cruz corridor. The Project is evaluating travel conditions along the corridor to identify opportunities to improve pedestrian and bicyclist access to bus stops, upgrade bus stop amenities, and install transit priority intersection and roadway improvements, as well as develop infrastructure and service plans focused on improving the convenience, access, and reliability of METRO's core intercity routes.

This memorandum documents the existing conditions of Lines 69A, 69W, 71, and 91X and includes the following:

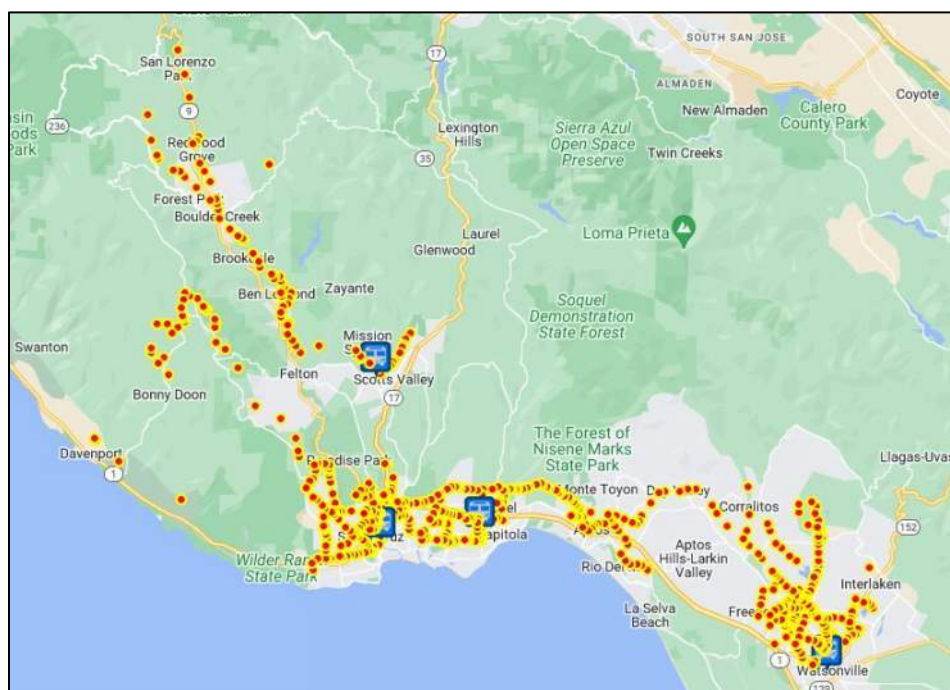
- A summary of the existing transit network
- An analysis of the speed, delay, and dwell time of the existing transit service
- A review of relevant transportation plans and projects within the study corridor



## 2. EXISTING TRANSIT NETWORK

METRO provides bus service throughout Santa Cruz County’s urban and rural communities. Service includes 24 bus routes, comprised of fixed-routes and the Highway 17 Express, and paratransit. With 135 daily bus trips, over 800 bus stops, shown in **Figure 1**, and four transit centers spread throughout the County, METRO served over 3,000,000 riders in Fiscal Year 2022<sup>1</sup>.

**Figure 1 - Santa Cruz METRO Service Area**



Source: Santa Cruz METRO

### Project Bus Routes

The Project is evaluating four METRO routes that connect the cities of Santa Cruz and Watsonville: Lines 69A, 69W, 71, and 91X. Lines 69A and 91X were temporarily suspended December 22, 2022, due to an ongoing shortage of bus operators and will be restored as soon as the situation improves. As shown in **Figure 2**, these routes utilize surface streets, including Soquel Drive, Freedom Boulevard, Lincoln Street, 41<sup>st</sup> Avenue, Capitola Road, and Water Street, as well as Highway 1. In addition to connecting the cities of Santa Cruz, Capitola, and Watsonville, these routes also connect major destinations, such as Dominican Hospital, Santa Cruz County Health Services, Cabrillo College, Capitola Mall, and several K-12 schools. These routes also allow transit dependent riders to access jobs and key community facilities.

<sup>1</sup> Source: Santa Cruz METRO, [http://www.scmttd.com/images/department/planning/FY19-FY22\\_Transit\\_Fact\\_Sheet\\_draft\\_-\\_added\\_NTD\\_data\\_11-18-2022.pdf](http://www.scmttd.com/images/department/planning/FY19-FY22_Transit_Fact_Sheet_draft_-_added_NTD_data_11-18-2022.pdf)

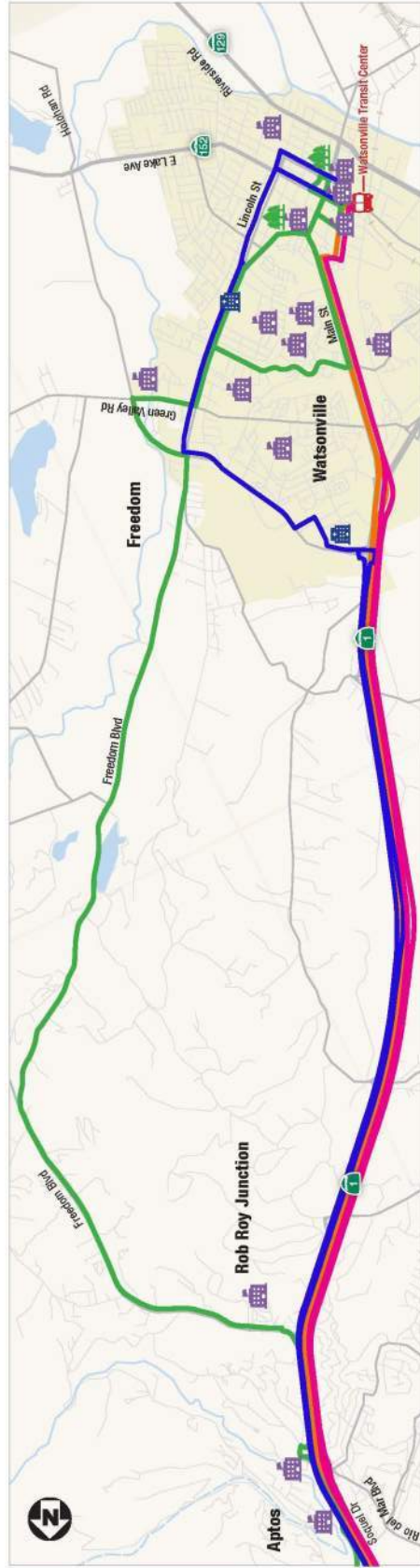




# Line 71/Rapid Corridors Project



Figure 2 - Project Area Routes Map







### Existing Bus Stop Inventory

A bus stop inventory through visual field observations was completed in December 2022 to determine the existing conditions of the 232 bus stops serving the four Project routes. The inventory included identifying bus stop amenities, configurations, and locations. The bus stops inventoried are mapped in **Figure 3A** to **Figure 3D**. The following elements were documented:

- Passenger access
- Stop Amenities
- Bus access (pull-in or in-lane)

Figure 3A – Bus Stop Locations Santa Cruz to Capitola



Northbound



Southbound

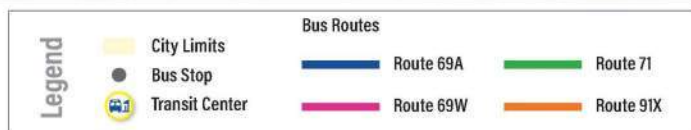
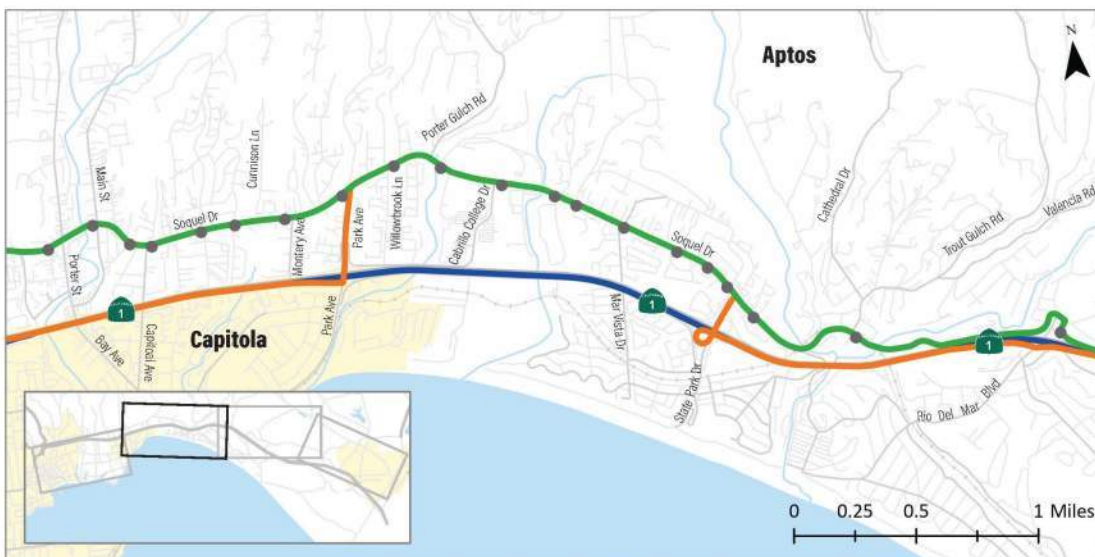




Figure 3B – Bus Stop Locations Capitola to Aptos



Northbound



Southbound

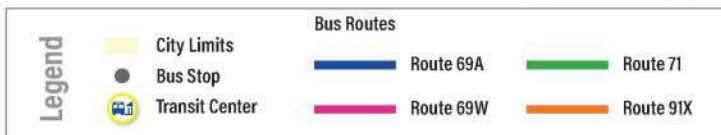
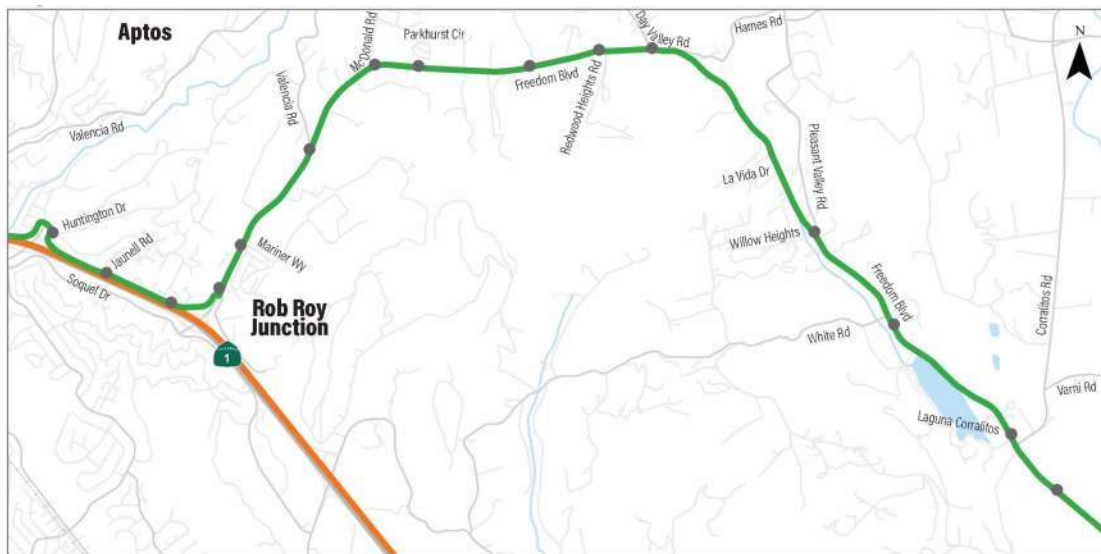


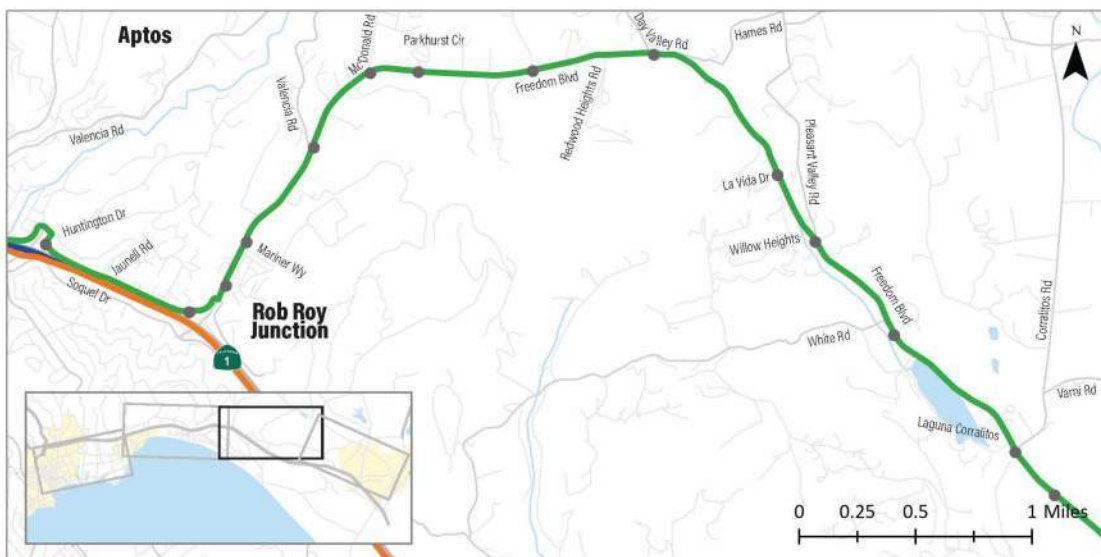




Figure 3C – Bus Stop Locations Aptos to Freedom



Northbound



Southbound

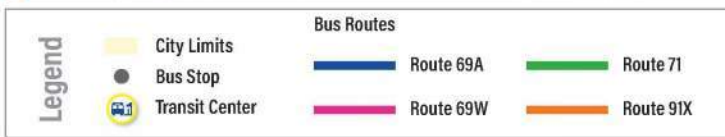
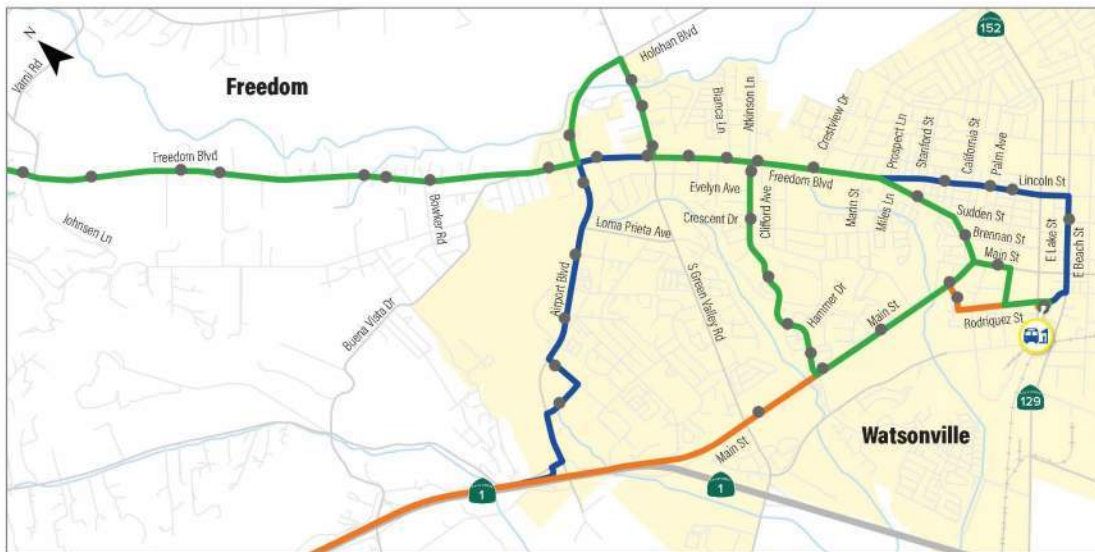




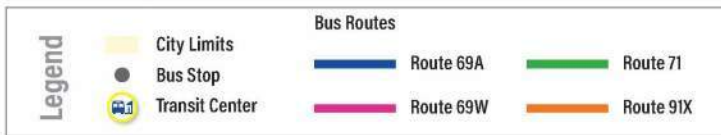
Figure 3D – Bus Stop Locations Freedom to Watsonville



Northbound



Southbound





### Passenger Access

Passenger access considers how people get to and from the bus stop. Data collected includes the presence of a sidewalk near the bus stop, ADA accessibility, distance to the nearest crosswalk, and type of control present at that crosswalk. Data gathered also includes information on the location of the stop. **Appendix A** provides maps showing the locations of where these features are present or are missing.

Key findings from the passenger access review include:

- A continuous sidewalk is missing in 16 percent of locations, making it challenging for pedestrians to get to and from the bus stop, and there is also an obstructed ADA path of travel in 16 percent of locations.



*Bus stop lacking sidewalk, a concrete pedestrian waiting area, and an ADA path of travel at 2838 Freedom Boulevard, Watsonville, CA*

- 42 percent of existing bus stops are not within 100 feet of a crosswalk



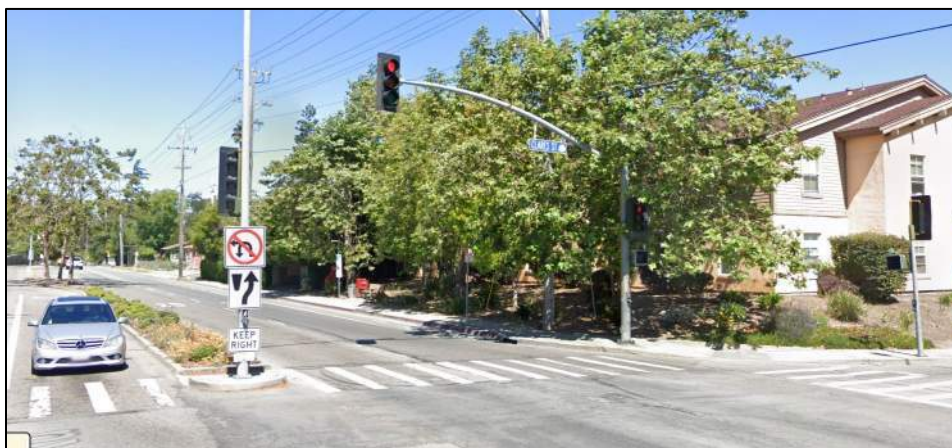
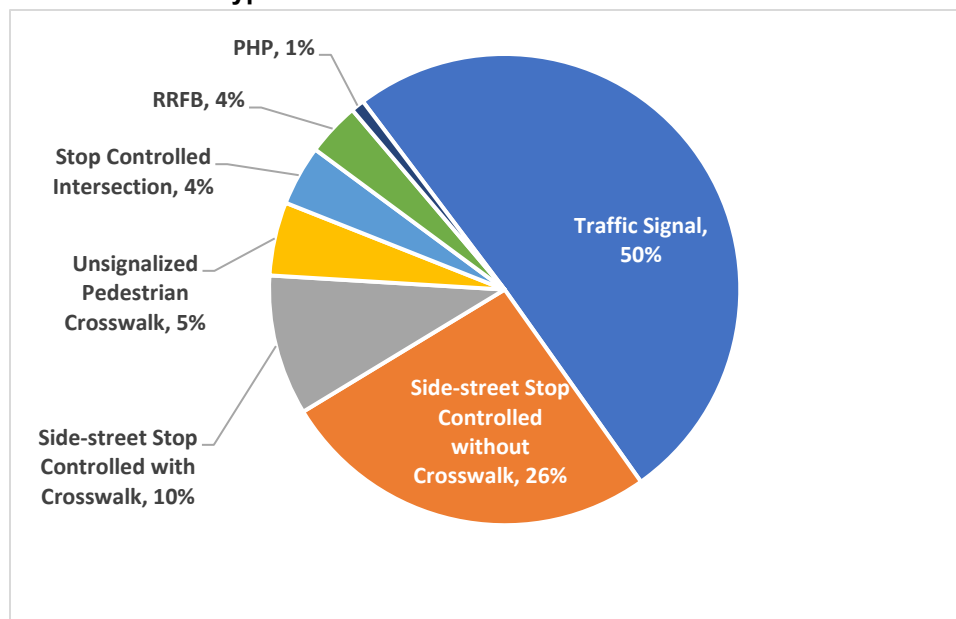
*Bus stop located more than 100 feet from an existing crosswalk at 1115 Freedom Boulevard, Watsonville, CA*

- While nearly half of all bus stops are adjacent to a traffic signal, over a quarter are near a side-street stop-controlled intersection without a crosswalk. For these stops it is difficult to travel between the stop and trip origins or destinations on the other side of the street. The type of control for the nearest intersection and pedestrian crossing is shown in **Figure 4**. Other intersection types include traffic signal, side-street stop controlled with crosswalk, unsignalized pedestrian crosswalk, stop controlled intersection, Rectangular Rapid Flashing Beacon (RRFB), and Pedestrian Hybrid Beacon (PHB). Examples of bus stop configurations with various intersection control type are shown in subsequent photos.

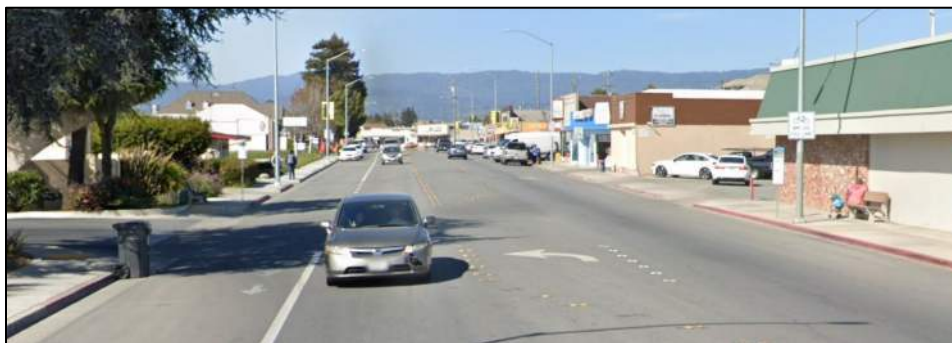




Figure 4 – Nearest Intersection Type



Bus Stop Adjacent to a Traffic Signal at 3681 Capitola Road, Santa Cruz, CA



Bus Stop Adjacent to a Side-street Stop-Controlled Intersection without a Crosswalk at 1003 Freedom Boulevard, Watsonville, CA



*Bus Stop Adjacent to an Unsignalized Pedestrian Crosswalk at 1098 Soquel Ave, Santa Cruz, CA*



*Bus Stop at a Stop Controlled Intersection at 743 Lincoln St, Watsonville, CA*



*Bus Stop Near a Rectangular Rapid Flashing Beacon (RRFB) at 5 Airport Boulevard, Watsonville, CA*



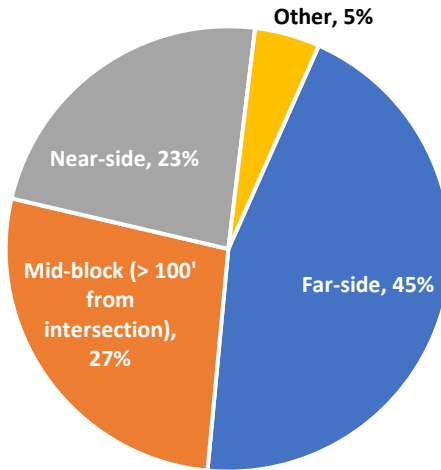


*Bus Stop Near a Pedestrian Hybrid Beacon (PHB)  
at 7470 Soquel Dr, Aptos, CA*

- Bus stop placement classification varies throughout the study area, as shown in **Figure 5**. Stops are classified as one of the following: near-side (located before an intersection), far-side (located after an intersection), or mid-block. Far-side stops are considered more beneficial for the following reasons:
  - At signalized intersections, the bus remains in the flow of traffic through the signalized intersection before making the stop, allowing it to take advantage of any signal coordination on the corridor;
  - At signalized and all-way stop-controlled intersections, near-side stops may be blocked due to vehicle queuing; this potential delay doesn't occur at far-side stops;
  - With bus stops located near-side of crosswalks, the dwelling bus blocks visibility of pedestrians in the crosswalks. This is particularly undesirable at unsignalized intersections where auto movements aren't controlled by a signal, representing a significant hazard for pedestrians;
  - At near-side stops, vehicles often try to go around the bus to make a right turn, causing a potential right-hook collision hazard when the bus departs from the stop; and
  - Far-side stops allow for buses to better take advantage of transit signal priority (TSP).



Figure 5 - Bus Stop Placement Classification



Bus Stop Located Near-side of an Intersection at 417 Second St, Santa Cruz, CA



Bus Stop Located Far-side of an Intersection at 217 Green Valley Road, Watsonville, CA



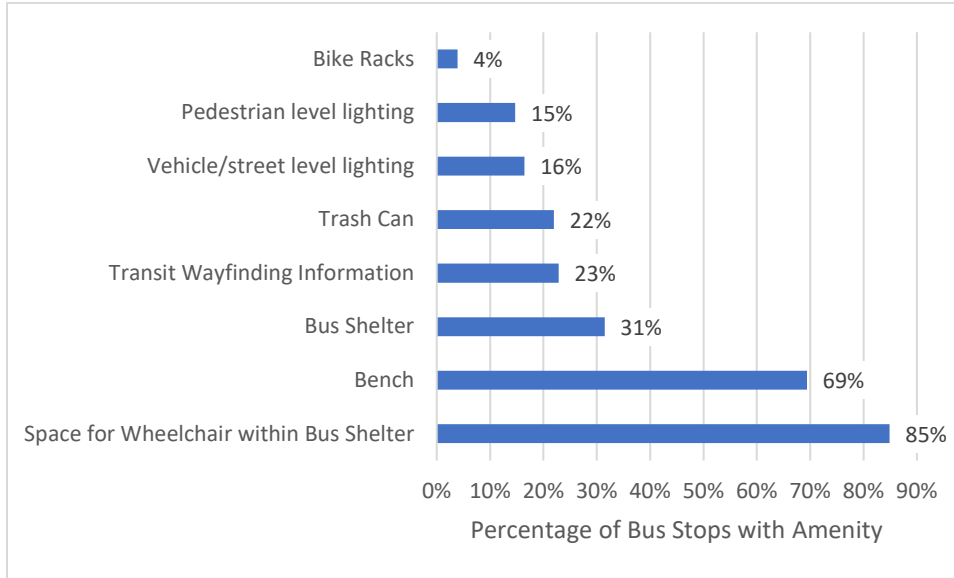
Bus Stop Located Mid-block at 81 Nielson St, Watsonville, CA



### Bus Stop Amenities

The project team performed field observations to identify existing bus stop amenities. Existing amenities at some stops include benches, shelters, trash cans, wayfinding information, and bike racks. The percentage of bus stops that had each of these amenities is show in **Figure 6**.

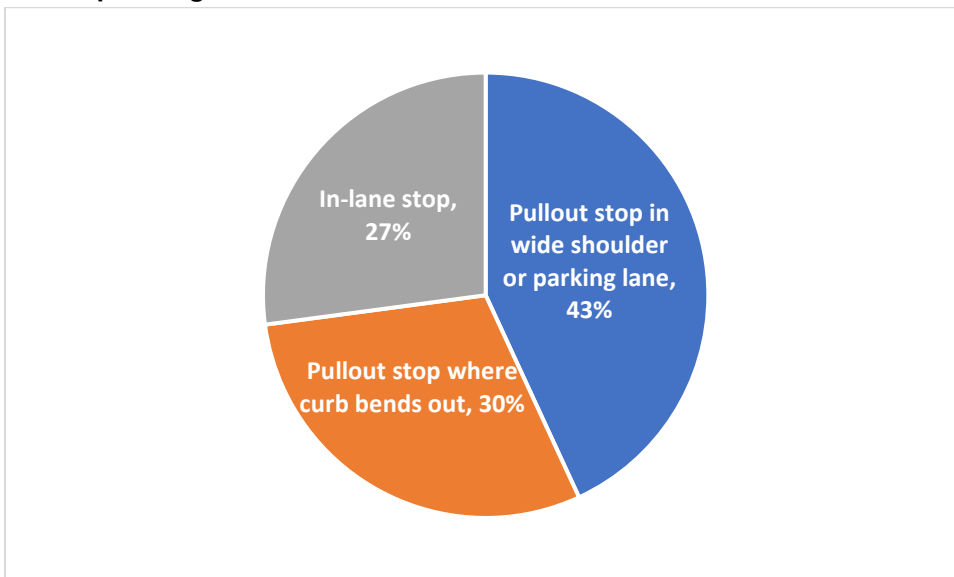
**Figure 6 - Bus Stop Amenities Present at Existing Project Route Stops**



### Bus Stop Configuration

Bus stops along the corridor consist of transit centers (such as Santa Cruz Metro Center), stops where the bus pulls out of the traffic lane into a parking lane, stops where a bus-only pullout shifts the alignment of the sidewalk, and stops where the bus stops at least partially in the traffic lane. **Figure 7** summarizes the bus stop configurations along the corridor.

**Figure 7 – Bus Stop Configuration**





### 3. TRANSIT RIDERSHIP

Between September and December 2022, METRO collected Automatic Passenger Count (APC) data on all routes to determine the ridership activity by route and stop. METRO does not have permanent APC counters on the buses and thus this is the only period in which detailed trip- and stop-level ridership information is available. The APC data collection was intended to capture every trip, although a complete survey was not quite achieved and thus extrapolation was used by METRO for some routes to obtain daily ridership information.

Based on the collected APC data, METRO routes serve approximately 15,400 daily weekday riders, 9,400 Saturday riders, and 7,300 weekend riders. Apart from the five University of California, Santa Cruz (UCSC) bus routes (Lines 10, 15, 18, 19, and 20), which are the top five most productive routes (measured in terms of riders per revenue hour), three of the next four most productive routes are Project routes (Lines 69W, 71, and 69A). Line 71 has the third highest total weekday ridership in the system. Taken together Line 69A/W ranks fifth on weekdays and third on Saturdays. Project routes account for 22 percent of the total systemwide weekday riders and 25 percent of the weekend riders.

Table 1 summarizes the average daily boardings of the Project routes.

Table 1 – Average Daily Ridership of Project Routes

Route	Weekday	Saturday	Sunday
Line 69A*	539	620	509
Line 69W	826	726	454
Line 71	1,755	756	1,069
Line 91X*	226	-	-
<b>Total</b>	<b>3,346</b>	<b>2,102</b>	<b>2,032</b>

Source: Santa Cruz METRO, December 2022

## 4. TRANSIT TRAVEL SPEED AND VARIABILITY

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In order to understand how the bus network in the Project area is functioning and how that translates to the user experience, the project team analyzed existing bus travel speeds and variability. Travel time and reliability are often the key factors in determining the overall use and effectiveness of the bus system. This information will be used in subsequent project phases to identify specific transit priority treatments to improve transit speed and reliability where most beneficial within the study area. This analysis was based on a detailed corridor-wide, quantitative analysis of transit travel times using Computer-Aided Dispatch / Automatic Vehicle Location (CAD/AVL) data.

### Methodology

#### Data Source

METRO provided raw data gathered from its CAD/AVL system between June 9 to June 22, 2022, and September 24 to October 7, 2022. The dataset included records of bus stop arrival and departure times. The data was analyzed for the weekday AM and PM peak periods. The data was filtered and to remove inconsistencies.

#### Data Analysis

Two forms of analysis were performed with the CAD/AVL data. One analysis looks at the specific components of travel time and variability end-to-end for each route by time of day, the other looks at geographic locations of transit travel delay and variability. For the latter analysis, segments between higher activity stops were selected for the analysis in order to allow a sufficient data set. Data from Project routes were aggregated in the analysis of the segments. The analysis was performed for a total of 65 segments in the southbound direction and 65 segments in the northbound direction to allow sufficient granularity in pinpointing specific locations of delay and variability.

For some end-to-end trips, insufficient data was available, and no trip data is shown for that trip in one or both data periods.

For the segment analysis, the morning peak period was defined as 6 AM to 9 AM and the afternoon peak period was defined as 4 PM to 7 PM in the northbound direction and 3 PM to 6 PM in the southbound direction. The peak period direction in the AM period is northbound and is southbound in the PM peak period, but both directions of travel were analyzed for each peak period. The end-to-end analysis considered all the trips throughout the day where sufficient data was available.

For both the segment and end-to-end analyses, moving time is based on CAD/AVL entries for stop arrival and departure times. Dwell time was excluded from the moving time calculation. It is assumed that delays associated with the bus waiting for a gap in traffic to depart from the stop are included in the dwell times, and thus the overall effect of congestion on bus travel time is understated.

### Results

Bus travel time is comprised of three main factors: 1) free flow time, which consists of the amount of time it takes for the bus to travel its route without any congestion delays and excluding time at stops; free flow time is generally a fixed time and cannot be reduced through transit priority treatments or stop optimization and thus is not a focus of this analysis; 2) moving delay, which consists of additional travel time above free flow time where the bus is being delayed by factors such as congestion or traffic signals; and 3) dwell time, the time the bus is at the stop; given the data available for this analysis, dwell time also includes time where the bus is delayed waiting for a gap in traffic to exit the stop. Moving delay is usually





the highest when congestion is the highest and can be reduced through transit priority treatments. Dwell time is often the highest when ridership is the highest and can be reduced through stop consolidation or optimization or by decreasing use of cash payment. The travel time for the Project routes was disaggregated to determine the contributors to total travel time by route.

**Average Total Speed**

The average overall bus speeds along the study corridor in the AM (trips departing between 7 AM to 12 PM) for Line 71 ranged between 19 and 23 miles per hour (mph) and between 17 and 21 miles per hour in the PM (trips departing between 12 PM to 6 PM), as shown in **Table 2**. There is some directionality associated with congestion, as the peak direction (northbound in AM, southbound in PM) is about two miles per hour slower than the off-peak. The average travel speeds were somewhat lower in the September/October 2022 collection period compared to the July 2022 collection period, indicating that there is less congestion in the summer months compared to the fall, when school is in session.

**Table 2 – Average End-to-End Transit Speed**

	July 2022		September/October 2022	
	Northbound (mph)	Southbound (mph)	Northbound (mph)	Southbound (mph)
<b>Line 69A</b>				
<b>AM Period</b>	22.6	28.0	22.3	27.0
<b>PM Period</b>	24.1	22.6	24.1	21.9
<b>Line 69W</b>				
<b>AM Period</b>	20.9	26.2	20.6	25.1
<b>PM Period</b>	23.1	21.4	23.2	20.4
<b>Line 71</b>				
<b>AM Period</b>	20.4	22.4	19.4	21.7
<b>PM Period</b>	20.5	18.5	19.9	17.7
<b>Line 91X</b>				
<b>AM Period</b>	30.6	35.5	27.4	35.0
<b>PM Period</b>	28.8	28.2	27.9	26.5

Note: AM Period defined as trips departing between 7 AM and 12 PM. PM Period defined as trips departing between 12 PM and 6 PM.

Source: Kimley-Horn, 2022.

The standard deviation of bus arrival time at its final stop (either Watsonville Transit Center or Santa Cruz Metro Center) was calculated to identify trip variability across each of the routes and by time of day. Those charts are included in **Appendix B**.

**Moving Delay**

Moving delay can occur from instances when a bus is in congestion or stopped by traffic signals. **Table 3** depicts the highest moving delay for one trip (averaged across the data period) for each of the routes in each direction for the September/October dataset.





Table 3 - Maximum Moving Delay per Trip (September/October)

	Northbound (minutes)	Southbound (minutes)
<b>Line 69A</b>	30.3	17.8
<b>Line 69W</b>	30.2	17.7
<b>Line 71</b>	16.8	17.4
<b>Line 91X</b>	4.9	22.7

Source: Kimley-Horn, 2022.

As shown in the table, moving delay ranges up to 30 minutes per trip. Maximum southbound delay is consistent for each of the routes, although Line 69A and Line 69W both experience higher peak delays in the northbound direction in the morning.

For Line 69A, aside from one severely impacted morning trip in the northbound direction in September, moving delay is consistently high in the afternoon in both directions, as seen in Figure 8 and Figure 9.

Figure 8 - Line 69A Average Moving Delay Time - Northbound

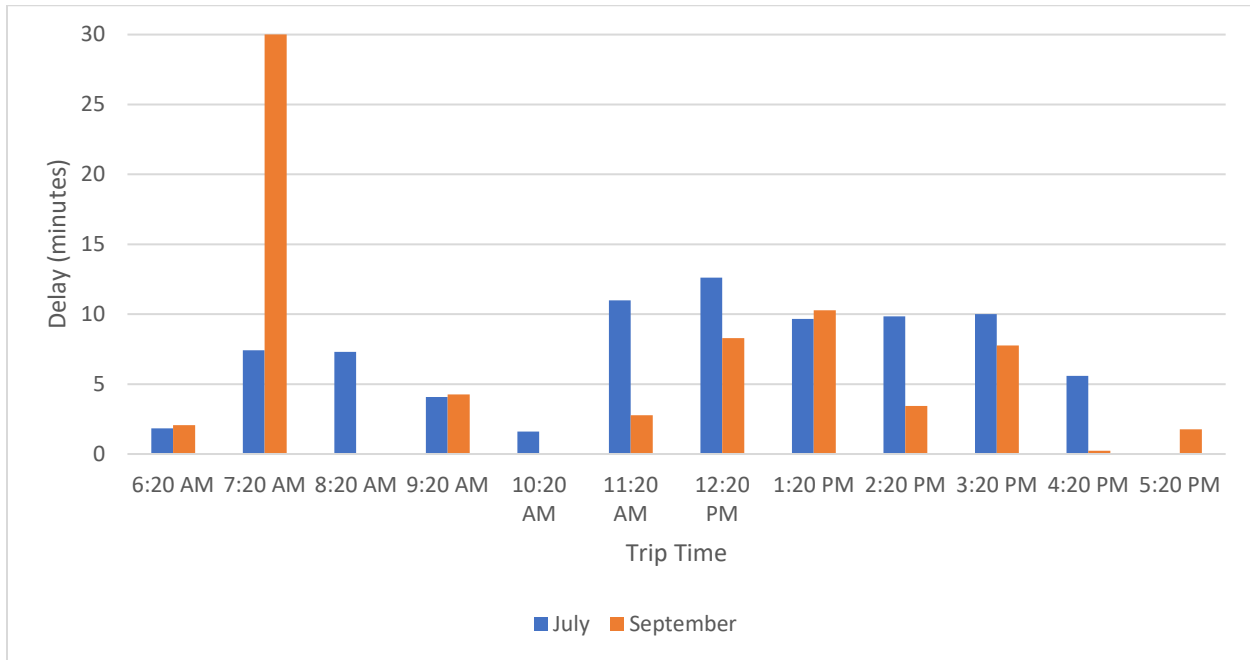
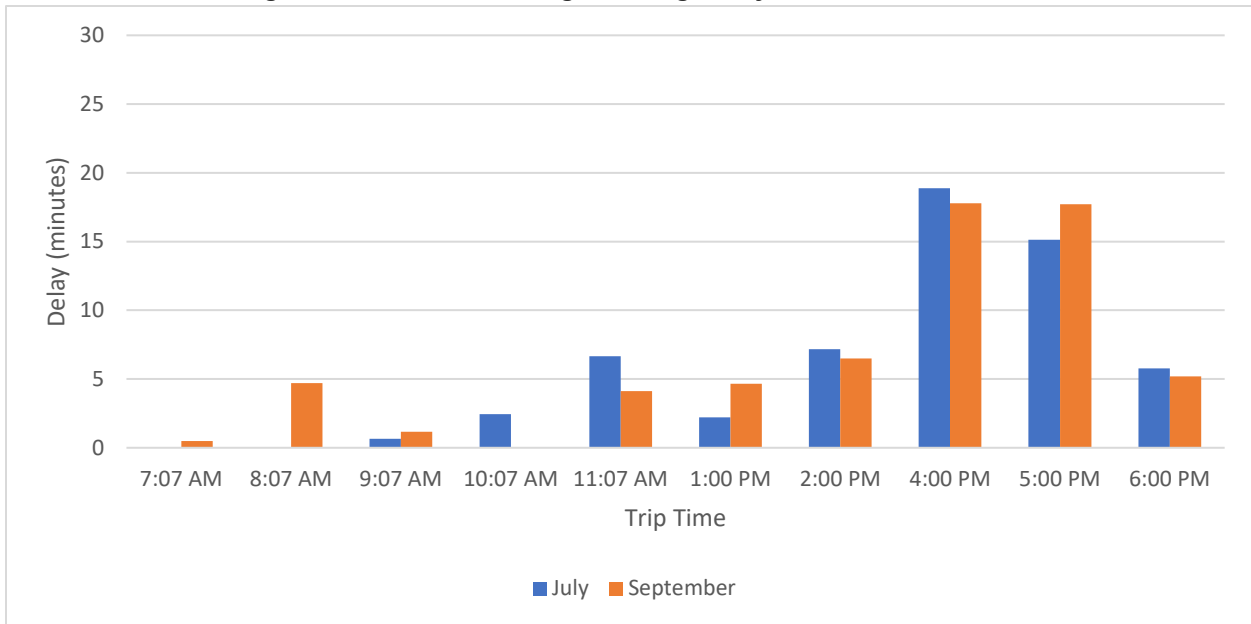




Figure 9 - Line 69A Average Moving Delay Time - Southbound



The findings for Line 69W are consistent with Line 69A, with a severely impacted morning trip, with building delay in the afternoon, particularly in the southbound direction, as seen in Figure 10 and Figure 11.

Figure 10 - Line 69W Average Moving Delay Time - Northbound

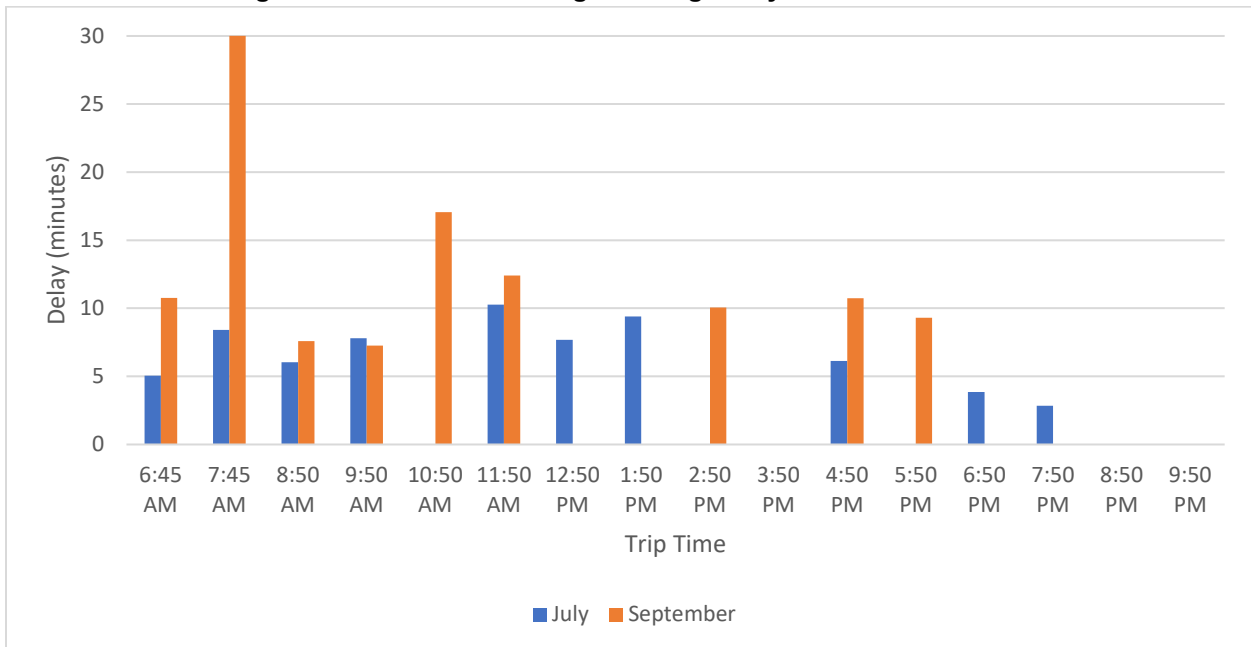
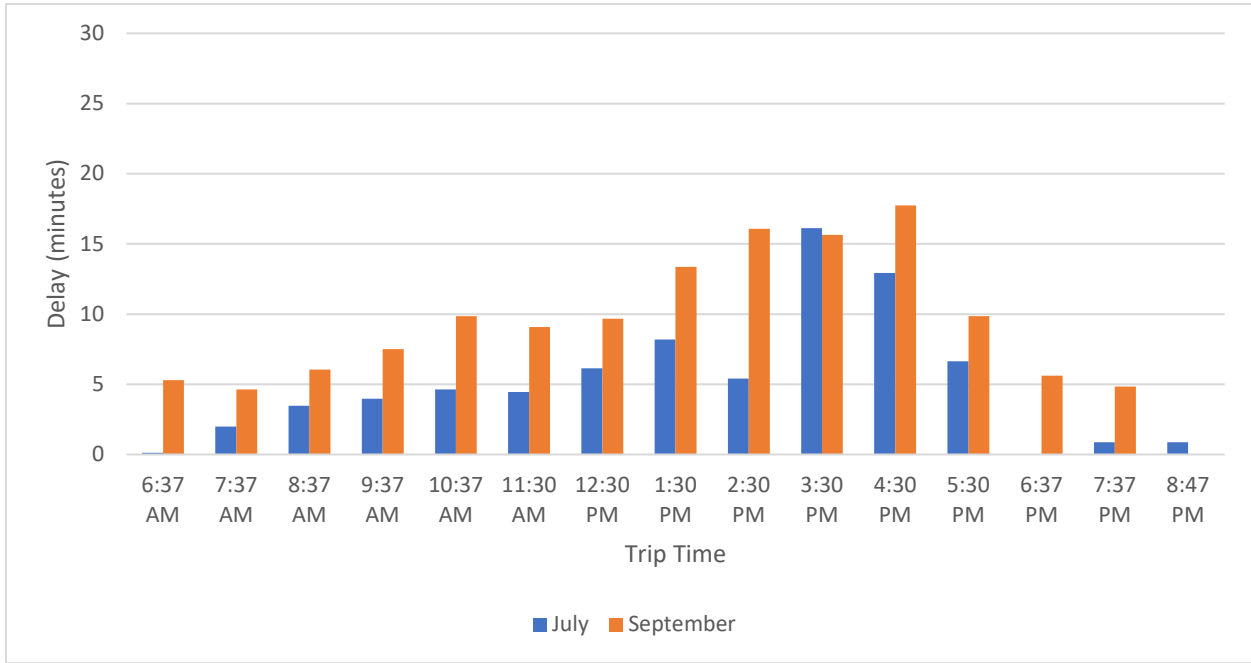




Figure 11 - Line 69W Average Moving Delay Time – Southbound



For Line 71, the average moving delay is fairly consistent throughout the day in the northbound direction, with the exception of the morning in the September data (likely impacted by school start times), and notably peaked in the afternoon in the southbound direction, as shown in Figure 12 and Figure 13.

Figure 12 - Line 71 Average Moving Delay Time - Northbound

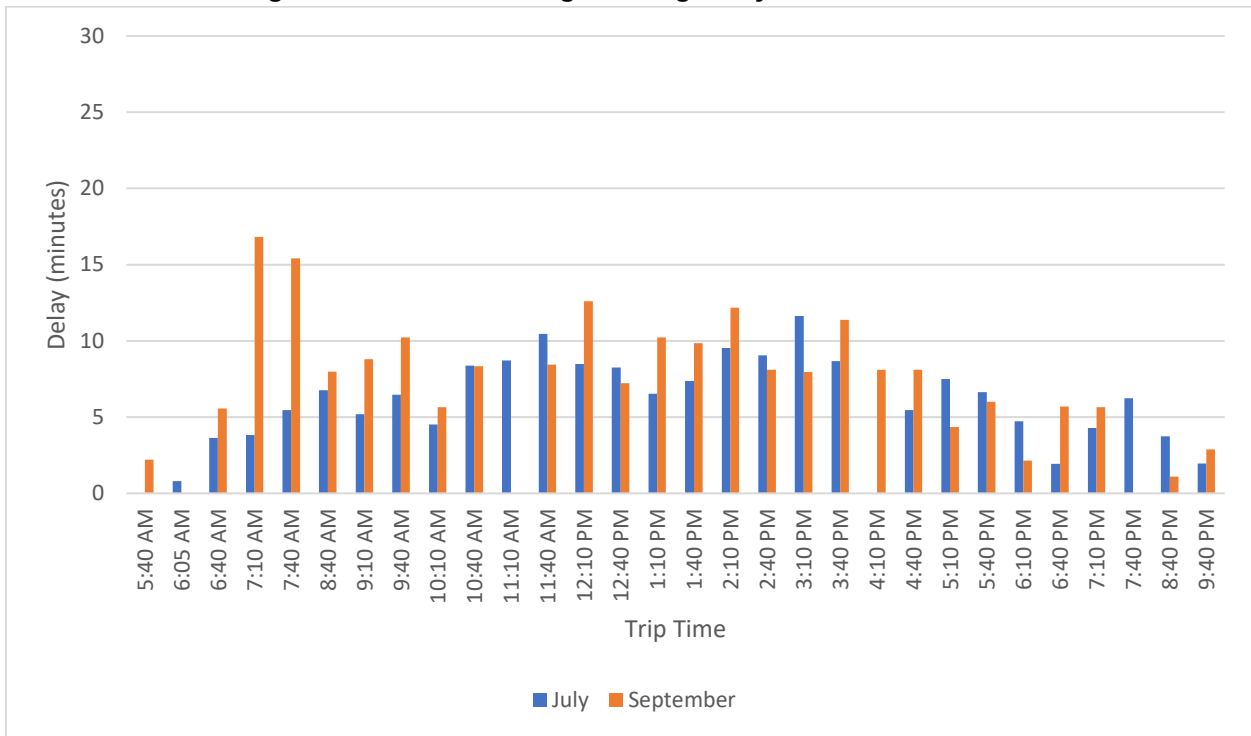
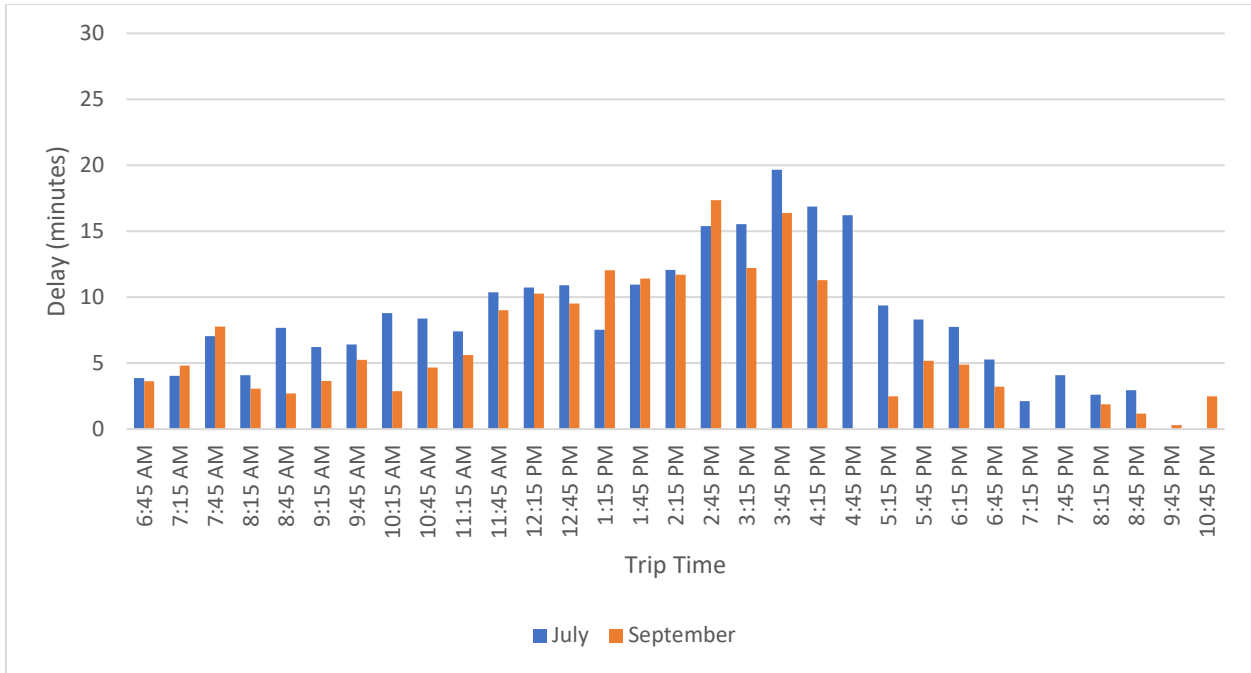




Figure 13 - Line 71 Average Moving Delay Time - Southbound



Limited data was available for Line 91X. Based on the data available, moving delays are notably less than for the other routes for most time periods. Similar to the other routes, moving delay peaks in the southbound direction in the afternoon. The moving delay in that period exceeds the delay shown for the other routes.

Figure 14 - Line 91X Average Moving Delay Time - Northbound

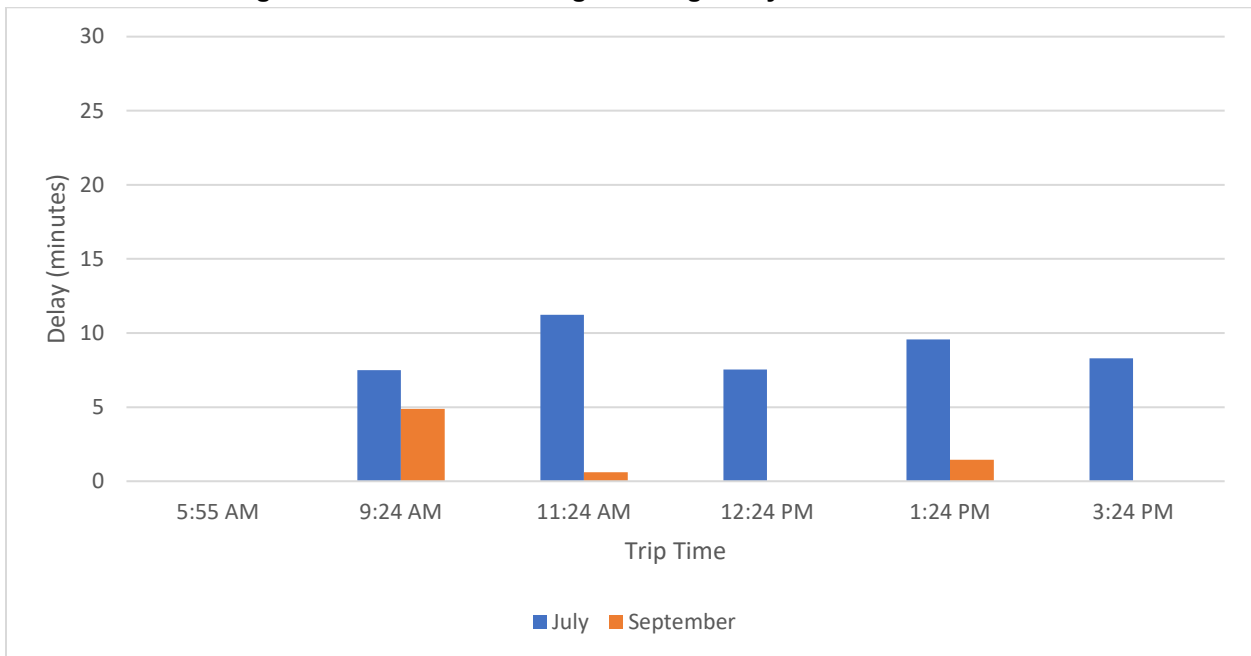
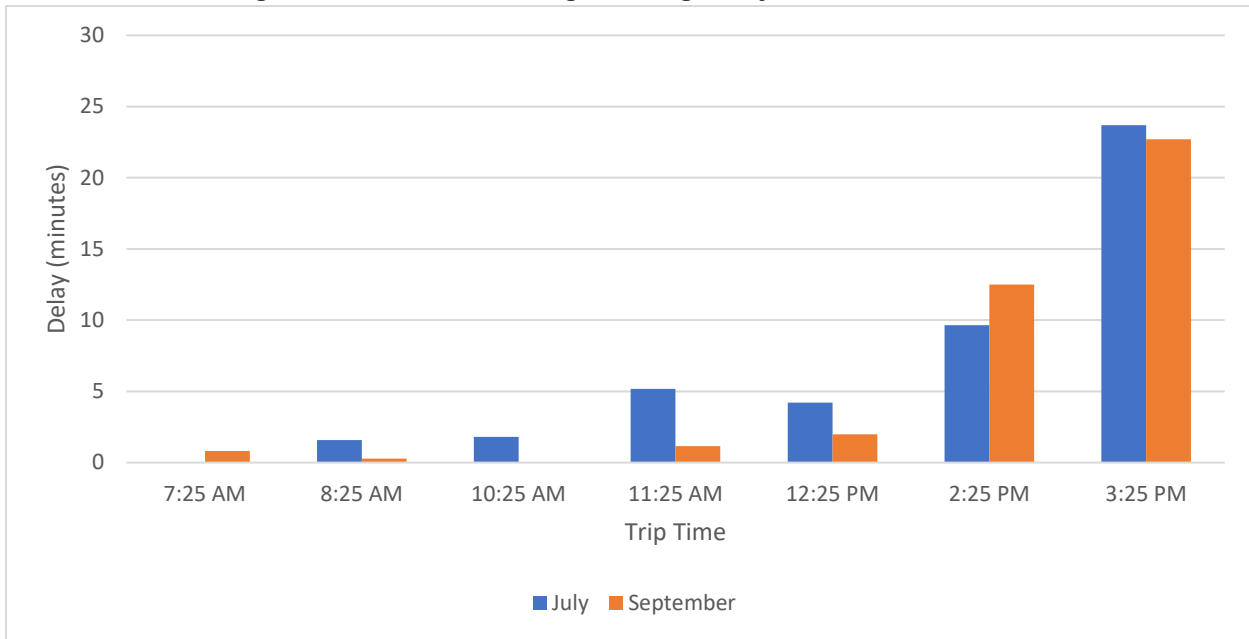






Figure 15 - Line 91X Average Moving Delay Time – Southbound



Dwell Time

Dwell time is the amount of time from when a bus arrives at a stop to when it leaves the stop. Dwell time can be comprised of passengers boarding or alighting, paying their fare, passengers mounting or unmounting their bicycle from a bike rack on the front of a bus, or a bus operator deploying a ramp for a wheelchair passenger. For purposes of this calculation, it also includes the time that the bus is waiting for a gap in traffic so it can depart the stop at pullout stops.

Across the four routes, Line 71 experienced the highest amount of average dwell time with ranges from 27 to 31 minutes, as shown in Table 4. This is consistent with expected findings given that Line 71 has twice as many stops as any of the other routes.

Table 4 - Average Dwell Time per Trip by Route

	July 2022		September/October 2022	
	Northbound (minutes)	Southbound (minutes)	Northbound (minutes)	Southbound (minutes)
Line 69A	22	21	20	22
Line 69W	21	20	20	21
Line 71	27	29	29	31
Line 91X	7	6	8	6

Source: Kimley-Horn, 2022.

Line 69A experienced consistent dwell times in the northbound direction, shown in Figure 16, and a slight increase in the afternoon in the southbound direction, seen in Figure 17.





Figure 16 - Line 69A Dwell Time - Northbound

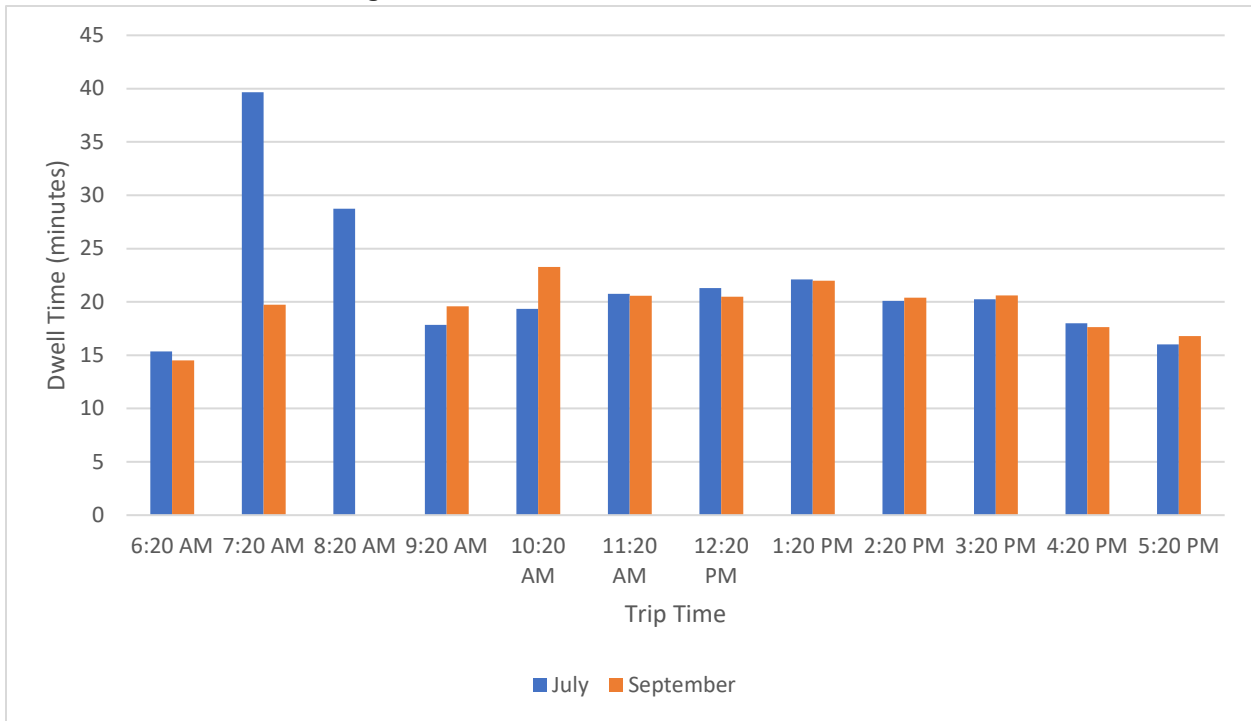
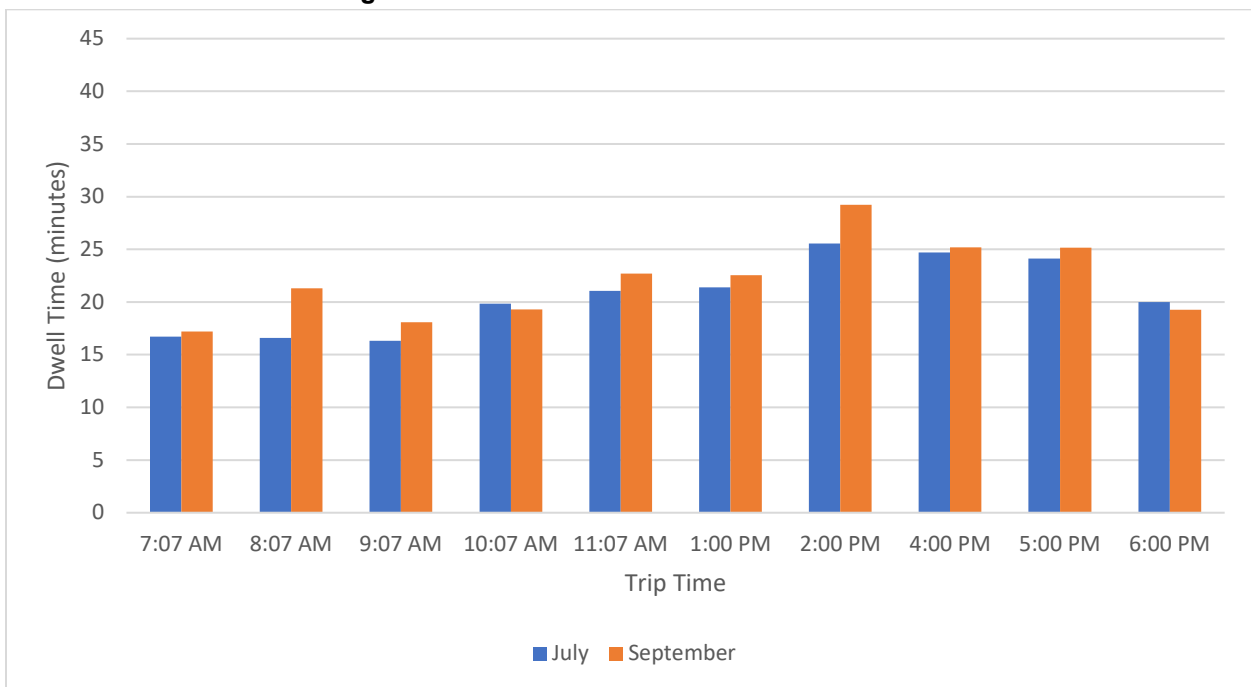


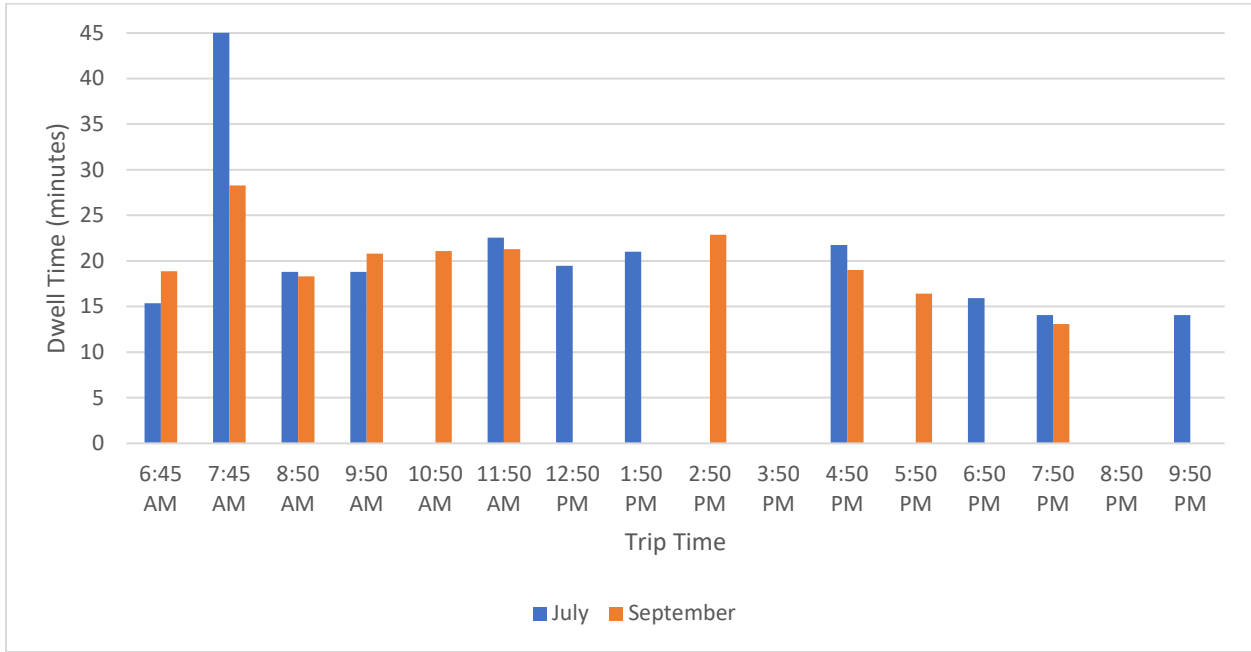
Figure 17 - Line 69A Dwell Time - Southbound



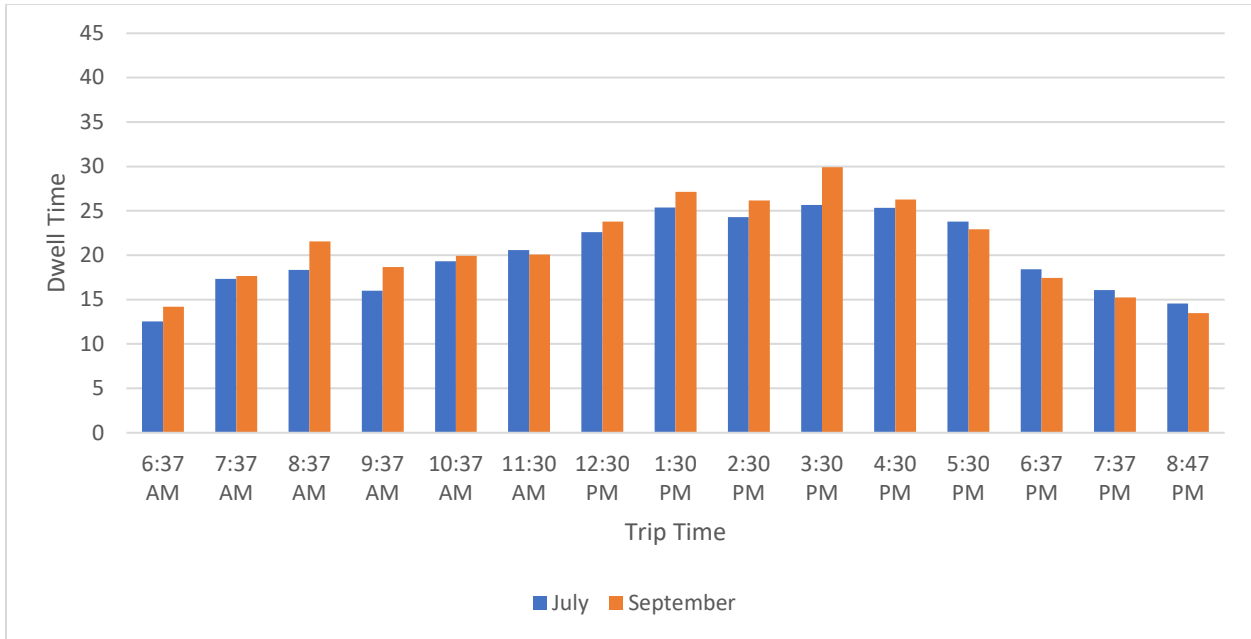


Line 69W had similar trends to 69A with consistent dwell times in the northbound direction and a slight increase in the afternoon in the southbound direction, shown in **Figure 18** and **Figure 19**.

**Figure 18 - Line 69W Dwell Time - Northbound**



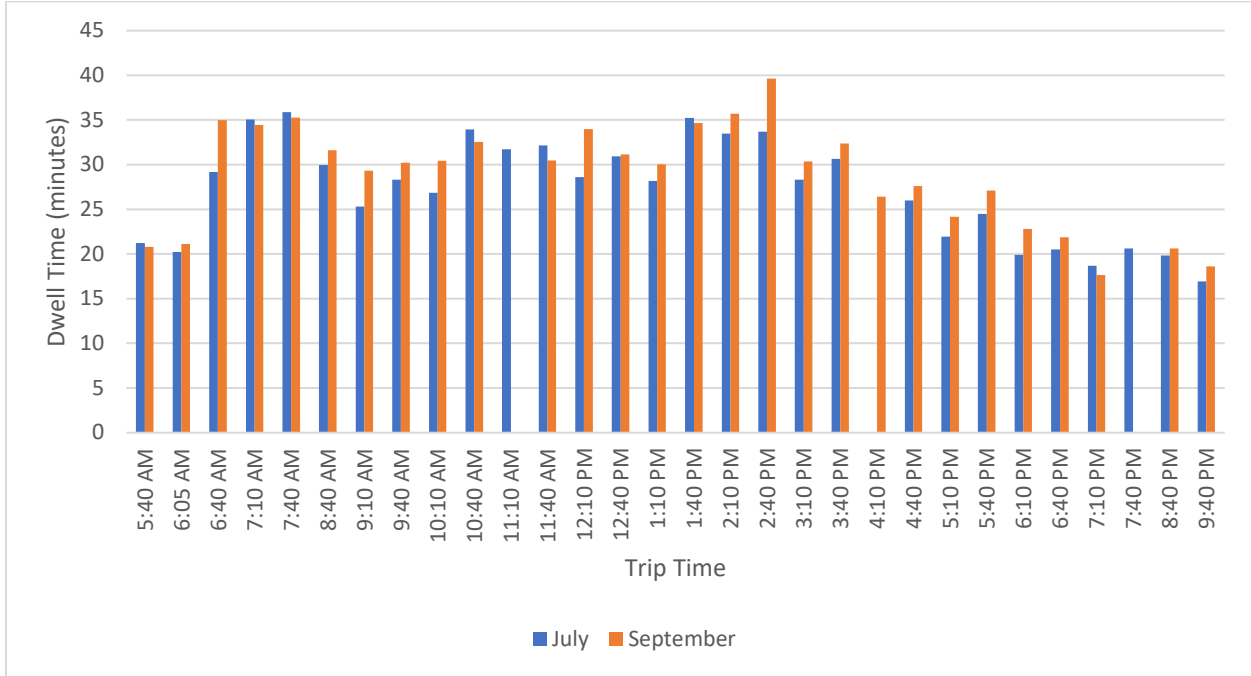
**Figure 19 - Line 69W Dwell Time – Southbound**





Line 71's average dwell time was generally consistent throughout the day in the northbound direction, shown in **Figure 20**. The southbound direction had an increase in dwell time in the early- and mid-afternoon time periods, particularly in the September/October dataset, shown in **Figure 21**.

**Figure 20 - Line 71 Average Dwell Time - Northbound**



**Figure 21 - Line 71 Average Dwell Time - Southbound**

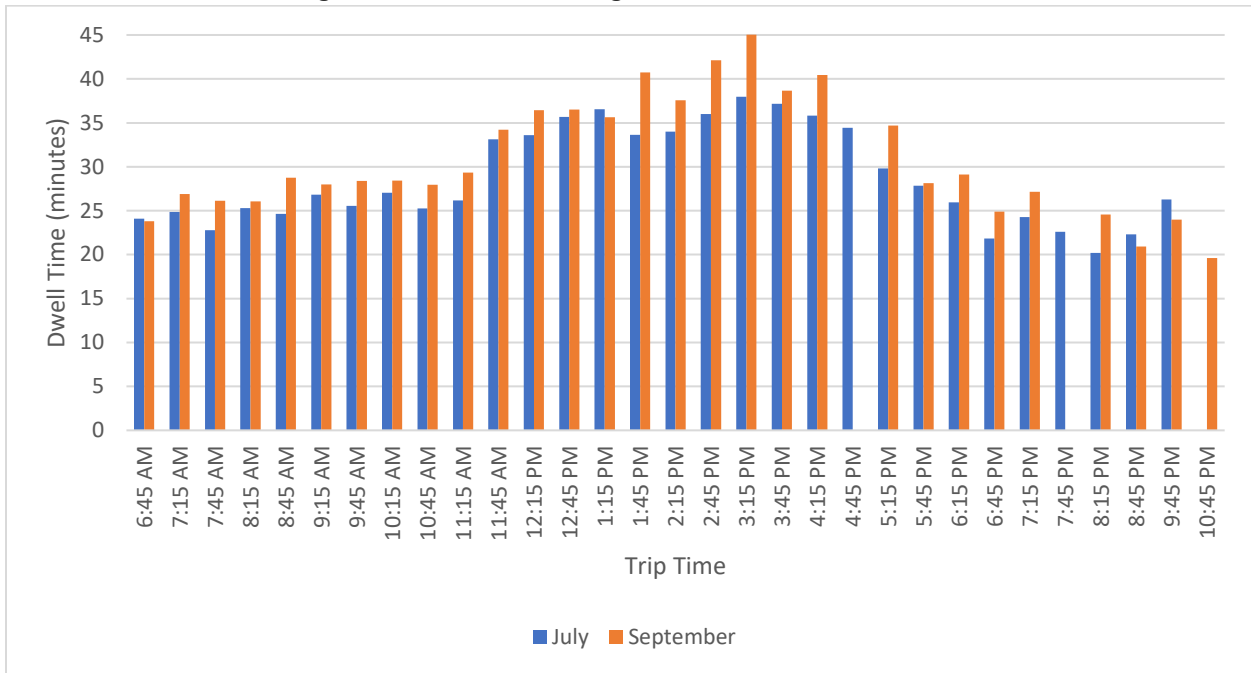




Figure 22 - Line 91X Average Dwell Time - Northbound

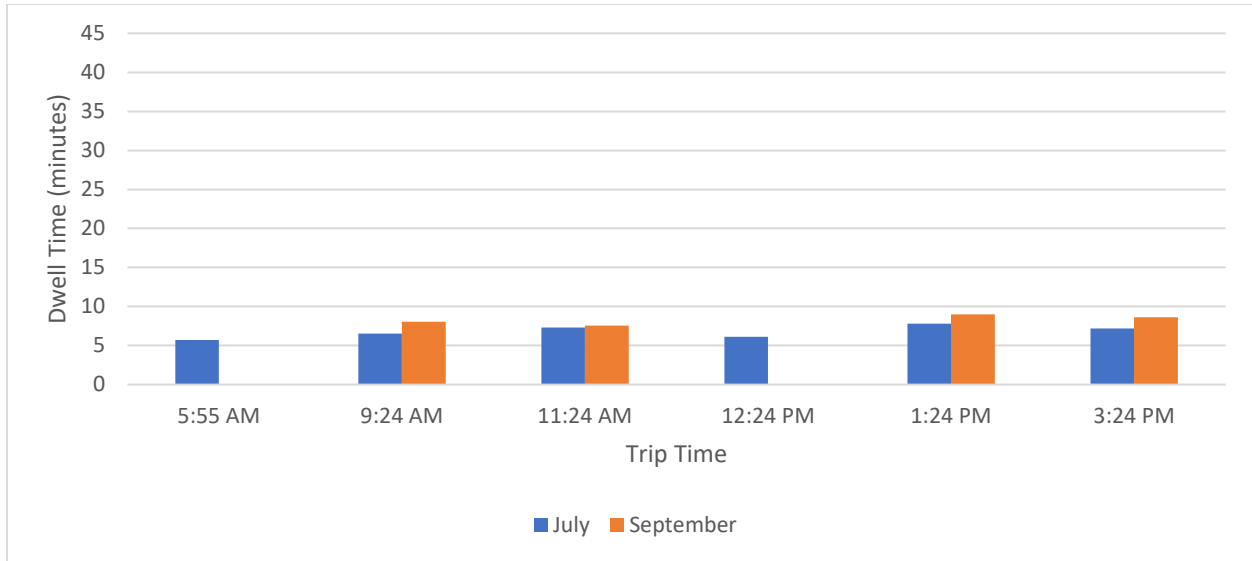
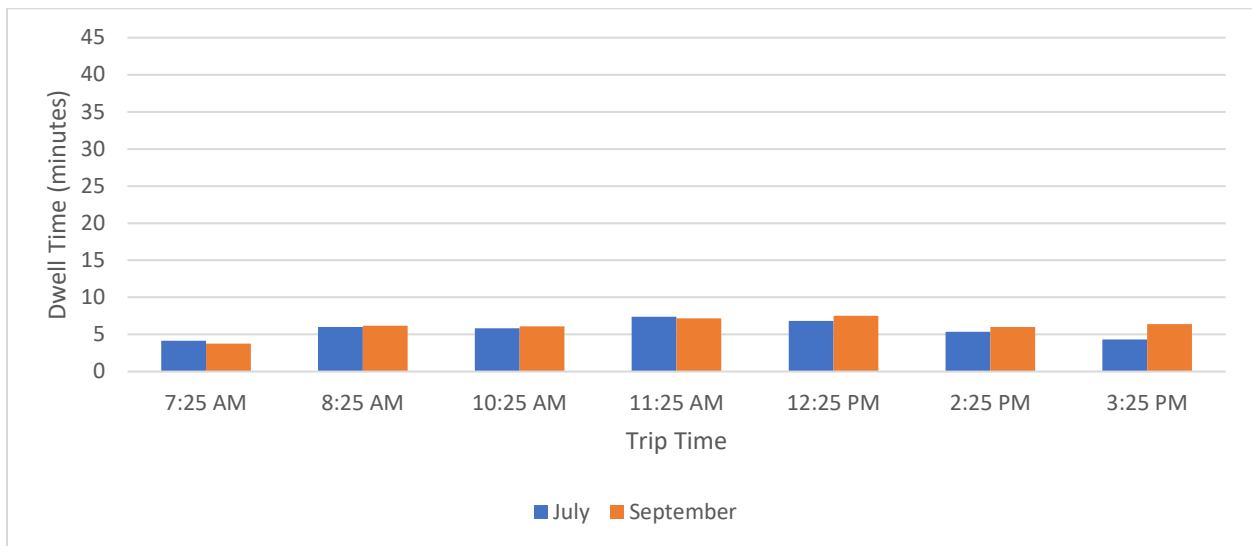


Figure 23 - Line 91X Average Dwell Time - Southbound







### Travel Time Composition

The AM and PM end-to-end travel times of the project routes and a comparable auto trip were calculated for travel between the Santa Cruz and Watsonville Transit Centers. **Table 5** shows the average end-to-end travel time for each transit route. The data show that northbound trips run slightly longer in the AM peak than during the PM peak. Conversely, southbound trips run longer in the PM peak than during the AM peak. Trips during September/October 2022 were generally longer than trips during July 2022.

**Table 5 – Average End-to-End Transit Travel Time (minutes)**

	Jul 2022		September/October 2022	
	Northbound (minutes)	Southbound (minutes)	Northbound (minutes)	Southbound (minutes)
<b>Line 69A</b>				
<b>AM Period</b>	66	54	67	56
<b>PM Period</b>	62	67	62	68
<b>Line 69W</b>				
<b>AM Period</b>	66	53	67	55
<b>PM Period</b>	60	64	60	68
<b>Line 71</b>				
<b>AM Period</b>	74	67	77	69
<b>PM Period</b>	73	81	75	85
<b>Line 91X</b>				
<b>AM Period</b>	45	39	50	39
<b>PM Period</b>	48	49	49	52

Note: Includes trips departing between 7 AM and 12 PM (AM Period) and 12 PM and 6 PM (PM Period)  
Source: Kimley-Horn, 2022.

**Table 6** lists the average end-to-end travel time for a comparable auto trip. Current weekday vehicle travel times for trips departing at 8 AM and 3 PM for the AM and PM peaks, respectively, were retrieved from Google Maps. The data show that vehicle trips have a substantially shorter duration than transit trips. Note that the auto trip times were taken from the approximate peak of the peak period, whereas transit trip data reflects the entirety of the peak period. Therefore, transit trips may appear more competitive/faster relative to autos, since they include traditionally faster shoulder period trips.

**Table 6 – Current Average End-to-End Vehicle Travel Time (minutes)**

	Northbound (minutes)	Southbound (minutes)
<b>AM Period</b>	55	29
<b>PM Period</b>	32	43

Source: Google Maps, 2023.

As noted earlier in the section, total travel time is comprised of free-flow travel time, moving delay, and dwell time. The distribution of travel time for each route is shown in **Figure 24** through **Figure 27**. All data shown is for the PM period (trips starting between 12 PM and 6 PM) using the September/October dataset.





As shown in the figures, **Line 71** has the highest composition of travel time associated with dwell, with over 40 percent of the total travel time in both directions consisting of dwell time in the PM period. In the southbound direction, the time spent dwelling is higher than the free-flow time. While **Lines 69A** and **69W** have lower dwell times, the time spent dwelling still consists of about **one-third** of the total travel time. **Lines 69W** and **91X** have the highest composition of total travel time consisting of moving delay, representing over 20 percent of total travel time in the southbound direction in the PM period.

Figure 24 - Line 69A Travel Time Composition (PM Peak Period)

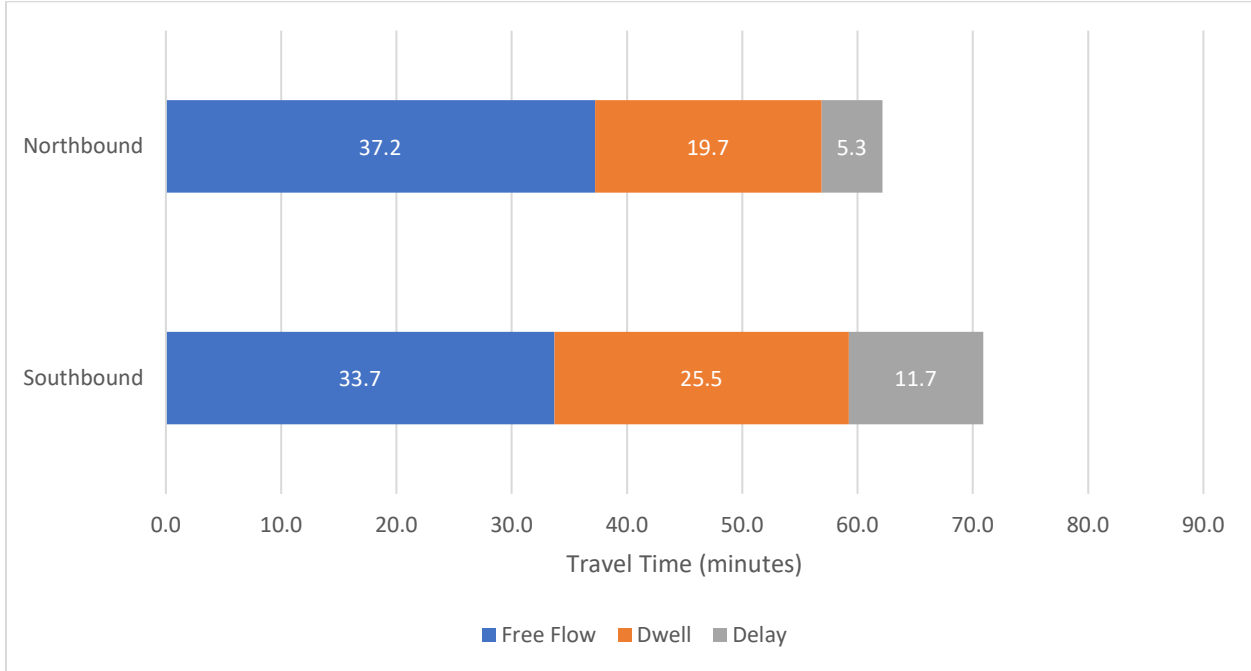


Figure 25 - Line 69W Travel Time Composition (PM Peak Period)

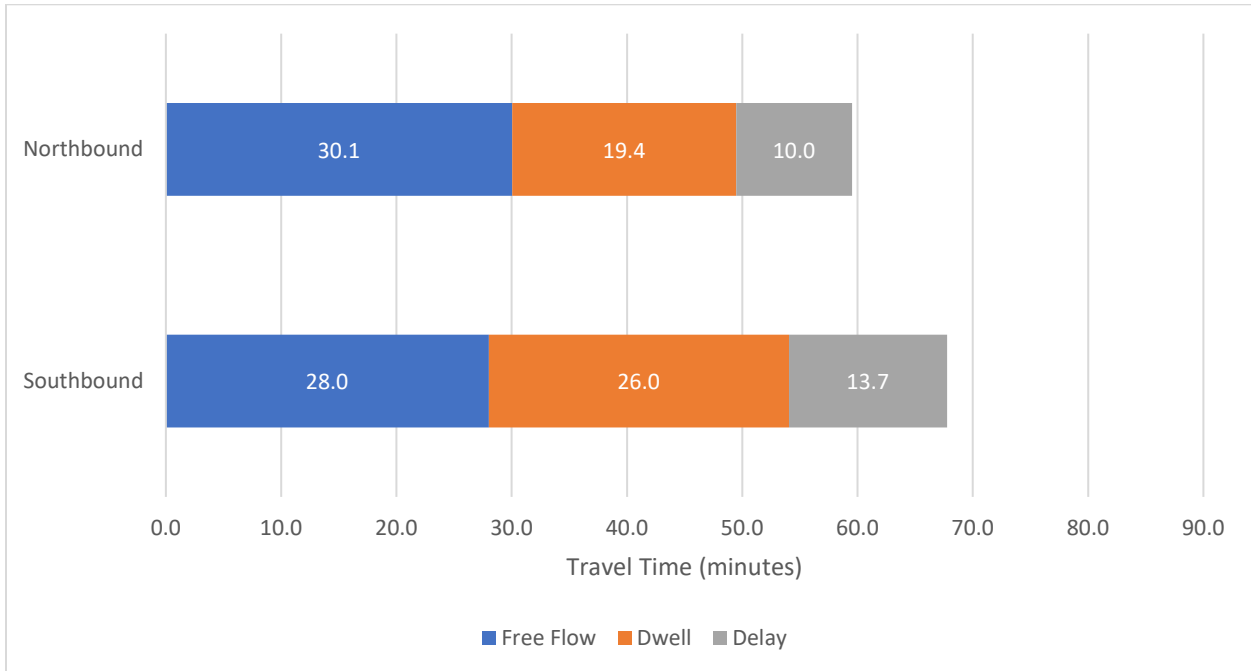




Figure 26 - Line 71 Travel Time Composition (PM Peak Period)

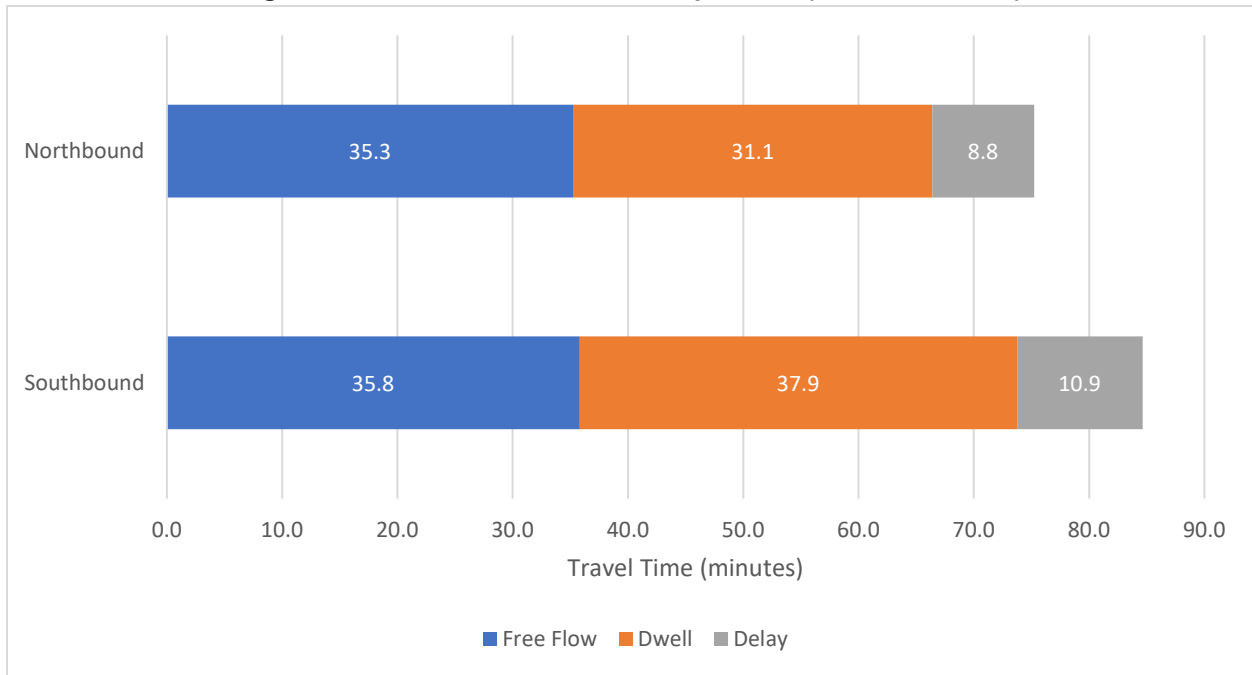
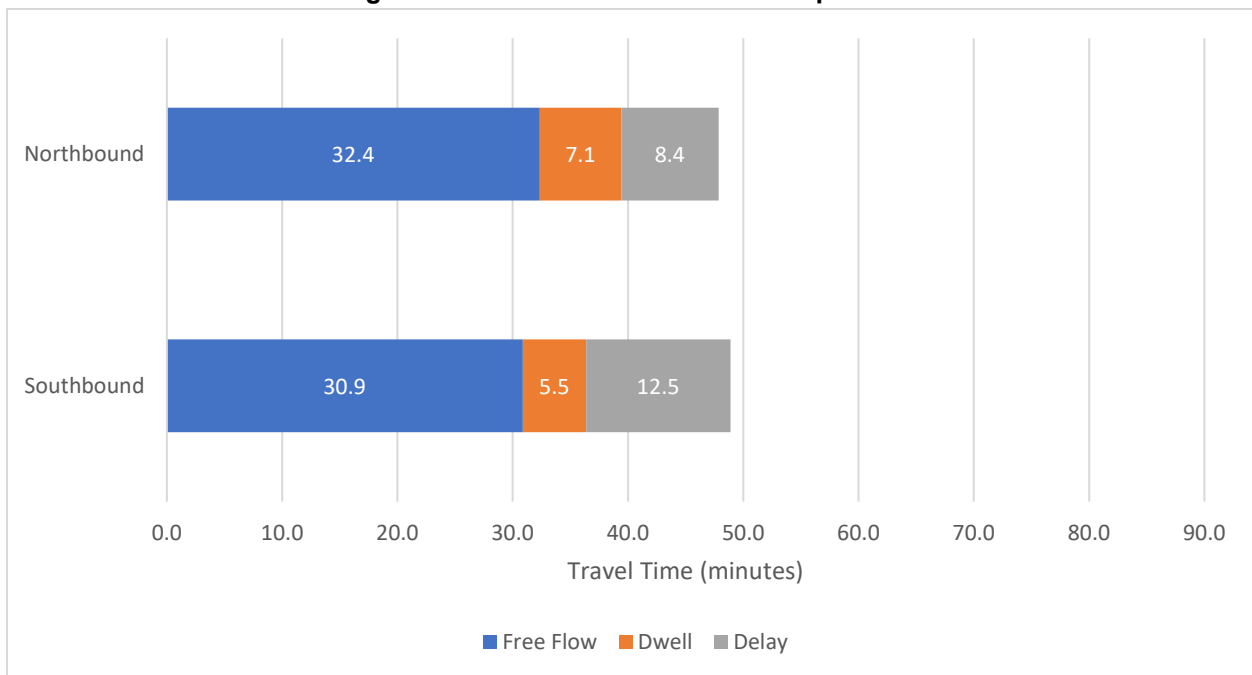


Figure 27 - Line 91X Travel Time Composition



Summary of End-to-End Travel Time Analysis

Key findings from the end-to-end travel time analysis include:



- There is a significant increase in moving delay in northbound direction between 7 and 8 AM apparent in the September/October data only, likely due to school-related congestion.
- Aside from that shorter morning congestion period, travel time and moving delay peaks in the early afternoon coinciding with school dismissal times, not traditional peak commute times.
- The routes are characterized by high moving delay in both directions in both peaks. While some directionality appears in the data, potentially related to school traffic, in general, congestion-caused delays are bi-directional. Thus, transit priority treatments may provide benefits throughout the day in both directions, not just in the peak periods.
- Many trips start up to five minutes late, likely caused by late arrivals on the preceding trip. This causes cascading delays that effect on-time performance throughout the day.
- Dwell is a very significant component of travel time, particularly for Line 71, representing nearly half of the total travel time. This presents an opportunity to greatly reduce travel time through stop consolidation.

**Segment Analysis – Travel Times**

Maps depicting average bus moving speed data for all collection periods and peak periods are included in **Appendix C**. The speeds shown are moving speeds and do not include dwell time. All trips made by all project routes are aggregated for this analysis.

As shown in those maps, the following areas experience notably degraded speeds in the northbound direction during the AM peak:

- Santa Cruz Transit Center
- Downtown Santa Cruz
- Capitola Transit Center
- Green Valley Road and Airport Boulevard
- Watsonville Transit Center
- Downtown Watsonville

The following areas experience notably degraded speeds in the southbound direction during the PM peak:

- Santa Cruz Transit Center
- Downtown Santa Cruz
- Highway 1 from Santa Cruz to Capitola
- Capitola Transit Center
- 41<sup>st</sup> Avenue
- Green Valley Road and Airport Boulevard
- Watsonville Transit Center
- Downtown Watsonville

Average speeds across all routes in these areas are less than ten miles per hour, and in several cases are less than five miles per hour. Many of these areas have low free flow speeds, associated with lower speed limits, and factors such as high levels of pedestrian activity and dense signal spacing contribute to slow speeds for all vehicles. It is notable that there are other areas of the bus alignments where free flow speeds are high and signal spacing is not as dense; however, bus speeds are still well below free flow vehicle speeds. These areas will also be further examined as part of the project to identify opportunities for improved bus travel times.





### Segment Analysis – Speed Variability

Transit variability was also calculated to determine what segments have inconsistent travel time across days and trips. Highly variable segments cause trips to be late and create scheduling inefficiencies. The coefficient of variation is calculated as the standard deviation of travel time for a segment divided by the average travel time of that segment.

Maps of the variability data for all collection periods and peak periods are included in **Appendix D**.

For the AM peak period in the northbound direction, the segments with the highest variability were along Highway 1 and Main Street in Watsonville. For the PM peak period in the southbound direction, the segments with the highest variability were along Water Street, Soquel Avenue, Capitola Road, Soquel Drive, Main Street, Freedom Boulevard, and Airport Boulevard.



## 5. EXISTING CHALLENGES AS IDENTIFIED BY SANTA CRUZ METRO BUS OPERATORS

The Project team talked with METRO bus operators at the monthly Service Planning Review Committee meeting on November 15, 2022, to understand the challenges they encounter on the Project routes. The bus operators made note of specific intersections and locations where they frequently experience delays due to infrastructure (signals and turn lanes) or other vehicles turning in front of them. They shared recommendations on ways that operations could be improved, including promoting the mobile SplashPass to allow for passengers to quickly board buses, and how more signage, transit information, and translated information would benefit riders who are confused with the system. The bus operator observations included the following:

- Roadway Conditions
  - o Lack of lighting at the Line 71 bus stops at Freedom Boulevard & Day Valley Road and Freedom Boulevard & McDonald Road make it challenging to access the stops at night.
- Delays
  - o Longer dwell times at stations are commonly caused by passengers paying with cash.
  - o It is challenging for Line 69A/W to turn from Capitola on to 41<sup>st</sup> Street because the bus needs to make an immediate left on 41<sup>st</sup> street. It is also challenging for Line 71 to turn from Freedom to Clifford Avenue.
  - o The peak commute periods impact the entire corridor from SCMC to the State Park
  - o At the Soquel Drive and 41<sup>st</sup> Avenue stop, vehicles turning into the shopping center cut in front of buses, which is safety hazard
  - o The bus bike racks typically fill-up at SCMC and Ocean & Water
- Service Operations Challenges
  - o During the earlier part of 2022, Lines 69W and 71 did not have enough time allotted for the service and holdovers. The route schedule was modified in the winter though and will be monitored
  - o The fares and fare structure has not changed since 2011 for the local routes and 2015 for Highway 17.
- Passenger Comments or Observations
  - o Use of the SplashPass mobile app is increasing, especially on the Highway 17 route, but Watsonville passengers still primarily use cash to pay for transit
  - o Some passengers think that there are too many stops
  - o Loitering and unhoused populations are typically at the following bus stops: Soquel & Frederick, Soquel & Cayuga, Soquel & 41<sup>st</sup>, and at the Watsonville Hospital
  - o Passengers would like better lighting at the stops
  - o Passengers rely on the driver for transfer information and there could be better communication on how to transfer in the system
  - o UCSC students connecting to the rest of the service have challenges understanding where to go
- Opportunities
  - o There could be better communication with the public by having signage and bus stop announcements in Spanish, bigger signage with more detail
  - o More transit information could be provided at the Watsonville stops because many residents don't have smartphones and Wi-Fi is not reliable
  - o Updating riders through real time app for bus locations would be helpful; the Gov Delivery Alerts are often sent out too late



- Advertise SplashPass App at High School bus stops and schools along Line 71; Soquel & La Fonda (Harbor High) is still mostly using cash

The survey questions and the responses are included in **Appendix E**.



## 6. RELEVANT TRANSPORTATION PLANS AND PROJECTS

There are multiple transportation planning, design, and construction projects taking place along the Project corridor with the goal of improving mobility. These other related projects will affect circulation and congestion within the corridor and thus will affect both route performance and opportunities to further enhance transit service. The projects are briefly discussed in this section.

### County of Santa Cruz’s Soquel Avenue-Soquel Drive Buffered Bike Lane and Congestion Mitigation Project

The County of Santa Cruz is currently designing bicycle, pedestrian, and transit improvements along 5.6 miles of Soquel Drive, from La Fonda Avenue to State Park Drive. The improvements include constructing 2.7 miles of buffered and 2.4 miles of protected bike lanes on each side of the street, upgrading 22 intersections with Adaptive Traffic Signals (ATS) and Transit Signal Priority (TSP), closing 2,500 feet of sidewalks gaps, enhancing 10 mid-block crossings with the installation of Rectangular Rapid Flashing Beacons (RRFB), and upgrading 100 ADA ramps to meet current standards. Construction is anticipated to begin in Summer 2023.



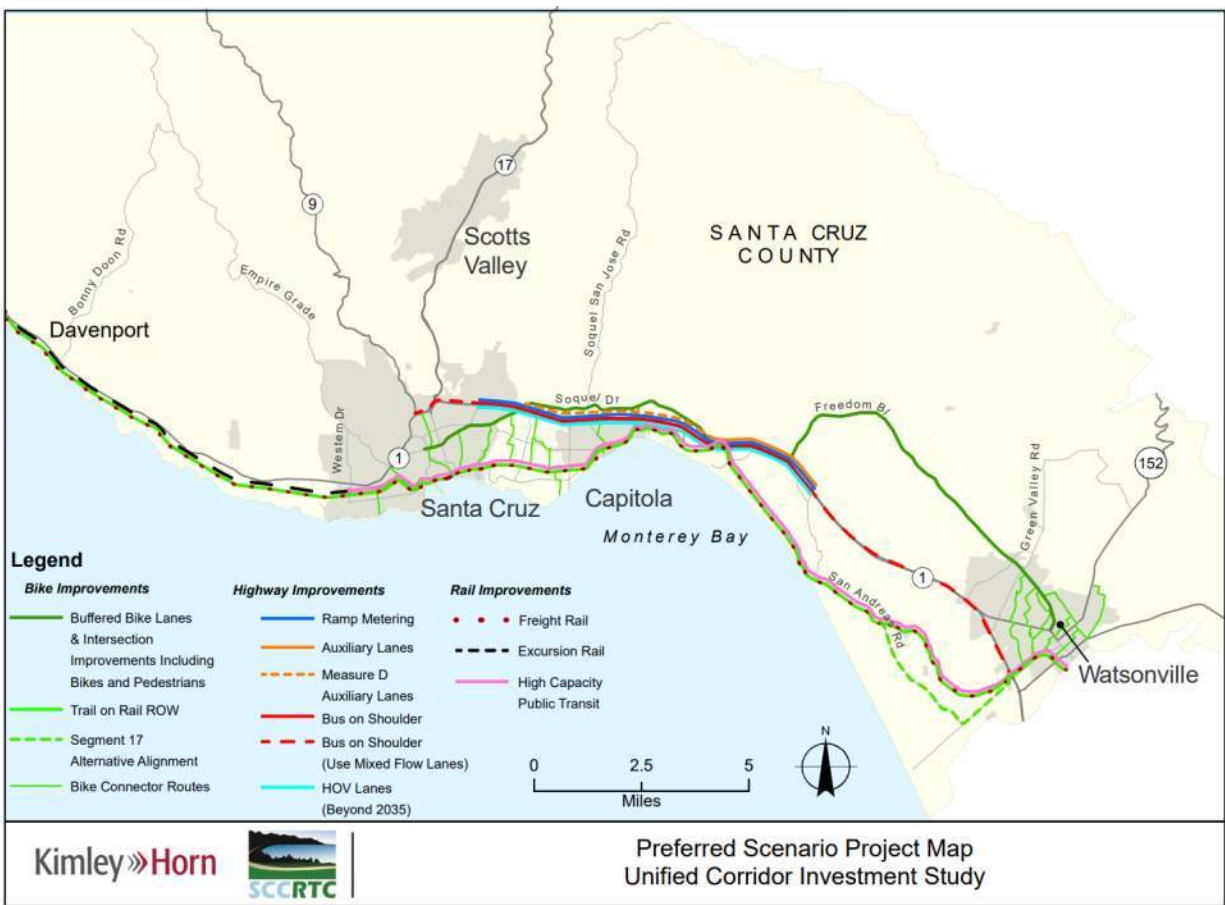
Source: County of Santa Cruz’s Soquel Avenue-Soquel Drive Buffered Bike Lane and Congestion Mitigation Project



SCCRTC's Unified Corridor Investment Study, 2019

In 2019, Santa Cruz County Regional Transportation Commission (SCCRTC) performed a Unified Corridor Study (UCS) along the three major parallel routes that link communities on the Santa Cruz County coast: Highway 1, Soquel Ave/Soquel Dr/Freedom Blvd, and Santa Cruz Branch Rail Line. The goal of the Study was to identify transportation projects that effectively used the major routes while integrating different transportation modes. The findings of the UCS led to the development of a 2035 "Preferred" scenario.

The "Preferred" scenario emphasizes regional projects that have highway improvements, bus service enhancements, and public high-capacity transit service along with significant bike and pedestrian improvements, including a multi-use pedestrian and bicycle facility within the existing Rail Right-of-Way (ROW). The existing and planned auxiliary lanes projects along Highway 1 included in the "Preferred" scenario allow for the opportunity to have bus on shoulder (BOS) operations on Highway 1 to improve transit travel times during peak congestion. The "Preferred" scenario allows flexibility for the implementation of a high-capacity public transit service project on the rail right-of-way: either passenger rail or bus rapid transit.



Source: Santa Cruz County Regional Transportation Commission, Unified Corridor Investment Study, Final January 2019





### Santa Cruz METRO Onboard Transit Ridership Study, 2019

In 2019, METRO conducted an Onboard Transit Ridership Survey to understand ridership demographics, travel patterns, and rider's thoughts on the service. An analysis of the 2018 ridership numbers revealed that of the 18,000 riders per week, 60 percent used the seven weekday UCSC routes. The survey noted which stops had the highest activity for each route. For Line 69A, the highest activity was reported at the Capitola Mall, METRO Transit Center, and Watsonville Transit Center. For Line 69W, the highest activity was also noted at Capitola Mall, Santa Cruz Metro Center, Cabrillo College, and Watsonville Transit Center. Line 71 also had high activity at Cabrillo College, Santa Cruz Metro Center, and Watsonville Transit Center. Similar to Line 71, Line 91X had high activity at Cabrillo College, Santa Cruz Metro Center, and Watsonville Transit Center.

When asked about what improvements riders wanted to see on their routes, the most common answer for riders of the Project routes was "More buses/increased frequency", followed by improved on-time/reliability and later service for the 91X route. For customer satisfaction, 92.5 percent of Line 69A riders were most satisfied with safety onboard the bus and the driver's customer service and 95.0 percent of Line 69W riders, 93.1 percent of Line 71 riders, and 92.9 percent of Line 91X riders were all most satisfied with driver safety. Riders on the four Project routes were least satisfied with the holiday and weekend service levels (42.2 percent to 59.6 percent across the four routes).

The survey results showed that of the riders who take one of the intercity routes, 65 percent make less than \$24,000 annually and nearly 60 percent take transit five or more days a week. These riders rely on reliable transit service and would benefit most from the improvements made by the Project.

### Santa Cruz METRO's 10-Year (Fiscal Year 2020-29) Strategic Business Plan Update, 2019

In 2019, METRO approved the 10-Year Strategic Business Plan Update. The Plan Update identified METRO's plans to implement a Fare Restructure that could increase revenue by \$500,000 - \$1.5 million and provide improved customer fare payment amenities. METRO plans to increase service levels on existing routes including daily span of service and frequency. This includes moving more resources towards ridership generating services as opposed to coverage-oriented services. Additionally, METRO will develop Automatic Vehicle Location (AVL) that will provide data about on-time performance and average travel times on all segments of the system. Internal upgrades include replacement of the current fare collection and reporting system and Automatic Passenger Counting (APC) to have complete system-wide data.

### Santa Cruz METRO COVID-19 Rider Survey, 2020

In June 2020, METRO surveyed riders to understand how the COVID-19 pandemic was affecting riders' decisions to ride METRO and the timing of when riders would return to using the service, as well as understand what strategies would be effective in getting riders to return to using the service. The survey revealed that while 75 percent of riders were likely to return to riding METRO, 25 percent indicated they were unlikely to return. A majority of riders responded that they would ride as much (66 percent) or more (17 percent) than before the pandemic. The primary reason why riders were unlikely to return was because of concerns about social distancing and cleanliness on the bus, 54 percent and 40 percent respectively. The most popular service improvements that would motivate both frequent and unlikely riders to take METRO again or more often was improving and increasing service through more frequency and faster travel times.

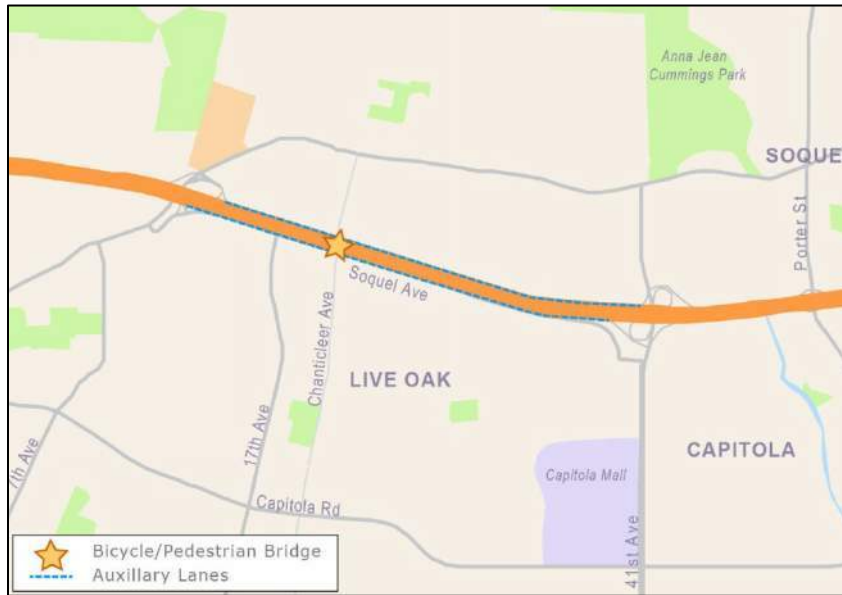






**SCCRTC’s Highway 1 41st Avenue to Soquel Avenue/Drive Aux Lanes, Bus-on-Shoulder & Chanticleer Bike/Pedestrian Overcrossing**

This project will construct northbound and southbound auxiliary lanes and bus-on-shoulder improvements between 41<sup>st</sup> Avenue and Soquel Avenue/Drive interchanges. A bicycle/pedestrian overcrossing at Chanticleer Avenue will provide an alternative route for bicyclists and pedestrians using Soquel or 41<sup>st</sup> interchanges to cross over Highway 1. This overcrossing will be lighted and 12- to 14-feet wide. Construction for the project is expected to begin in 2022 and be completed in 2024.



Source: Santa Cruz County Regional Transportation Commission, Highway Corridor: Highway 1 Aux Lanes, BOS (41st Avenue to Soquel Drive), and Chanticleer Bicycle/Pedestrian Overcrossing Fact Sheet



**SCCRTC’s Highway 1 41st Aux Lanes, BOS (Bay Avenue/Porter Street to State Park Drive), and Mar Vista Bicycle/Pedestrian Overcrossing**

The project will construct northbound and southbound auxiliary lanes and bus-on-shoulder improvements between Bay Ave/Porter St and State Park Drive interchanges and replace the existing Capitola Ave local roadway overcrossing. The auxiliary lanes will connect the on-ramp with the next off-ramp and extend the weaving and merging distance between ramps. The project will also construct a new Capitola Ave bicycle/pedestrian overcrossing that will include enhanced bicycle and pedestrian facilities to improve connectivity between Soquel Dr to the north and the future coastal rail trail to the south. New bicycle/pedestrian overcrossing at Mar Vista will provide a link between schools, the beach, residential neighborhoods, and retail centers. Construction is scheduled to begin in Spring of 2023 and be completed in 2025.



Source: Santa Cruz County Regional Transportation Commission, Highway Corridor: Highway 1 Aux Lanes, BOS (Bay Avenue/Porter Street to State Park Drive), and Mar Vista Bicycle/Pedestrian Overcrossing Fact Sheet



### City of Watsonville’s Downtown Watsonville Complete Streets Plan, 2019

The Downtown Watsonville Complete Streets Plan calls for a preferred plan design of a road diet on Main Street and Rodriguez Street, along with some parking removal. This preferred Main Street design calls for a reduction from four travel lanes to two, a center left-turn lane or landscaped median, and buffered bike lanes. The Plan calls for sidewalks to have a consistent width of 10 feet, where space is available. The Plan will provide general circulation improvements that include new sidewalk near the intersection of Main Street and Rodriguez Street, upgrading crosswalks to high visibility crosswalks, and adding bulb outs at most intersection corners where there is existing or proposed on-street parking. The Plan recommends bike storage at several locations downtown (e.g., library, post office) that includes a combination of bike racks and high security lockers. The city implemented the traffic markings, including high visibility crosswalks, and signage improvements on Rodriguez Street, Union Street, and Brenna Street.



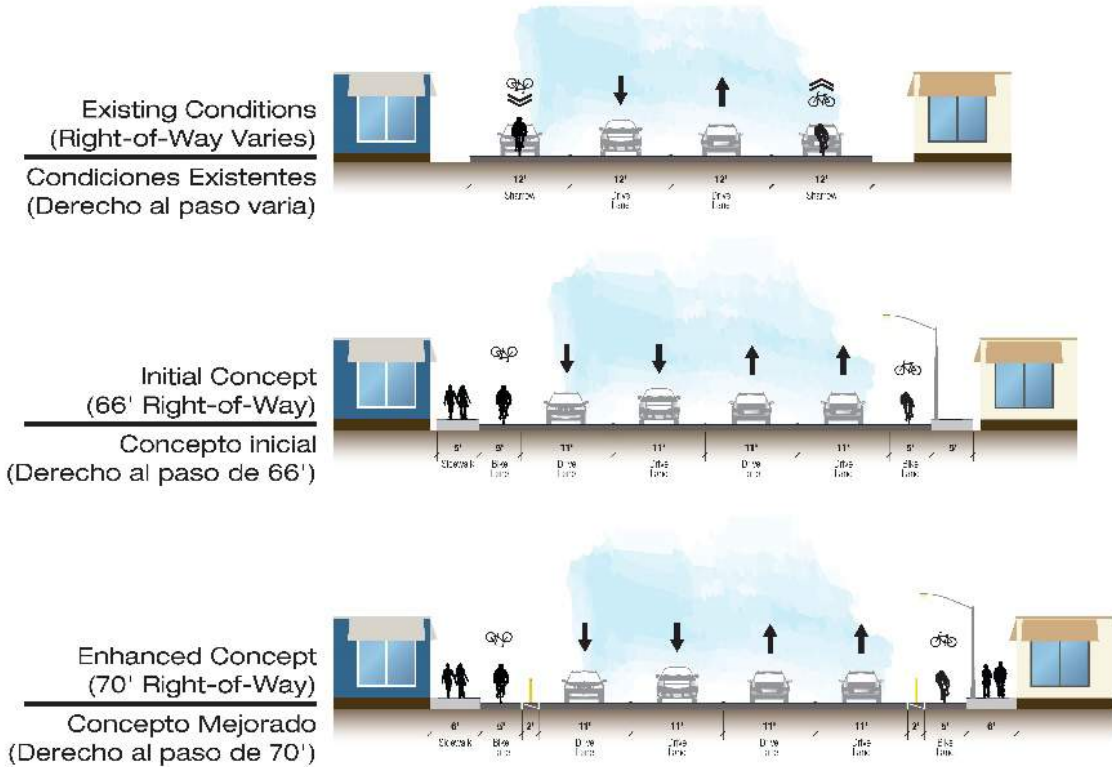
Source: City of Watsonville’s Downtown Watsonville Complete Streets Plan, 2019





### City of Watsonville's Freedom Boulevard Plan Line, 2018

In 2018, the City of Watsonville identified that improvements for pedestrians and bicyclists along Freedom Boulevard were a high priority. They evaluated the existing roadway conditions and proposed ways to reallocate the roadway right-of-way to provide space for non-auto modes. The city is still deciding on how to move forward with implementing improvements.



Source: City of Watsonville's Freedom Boulevard Plan Line, 2018



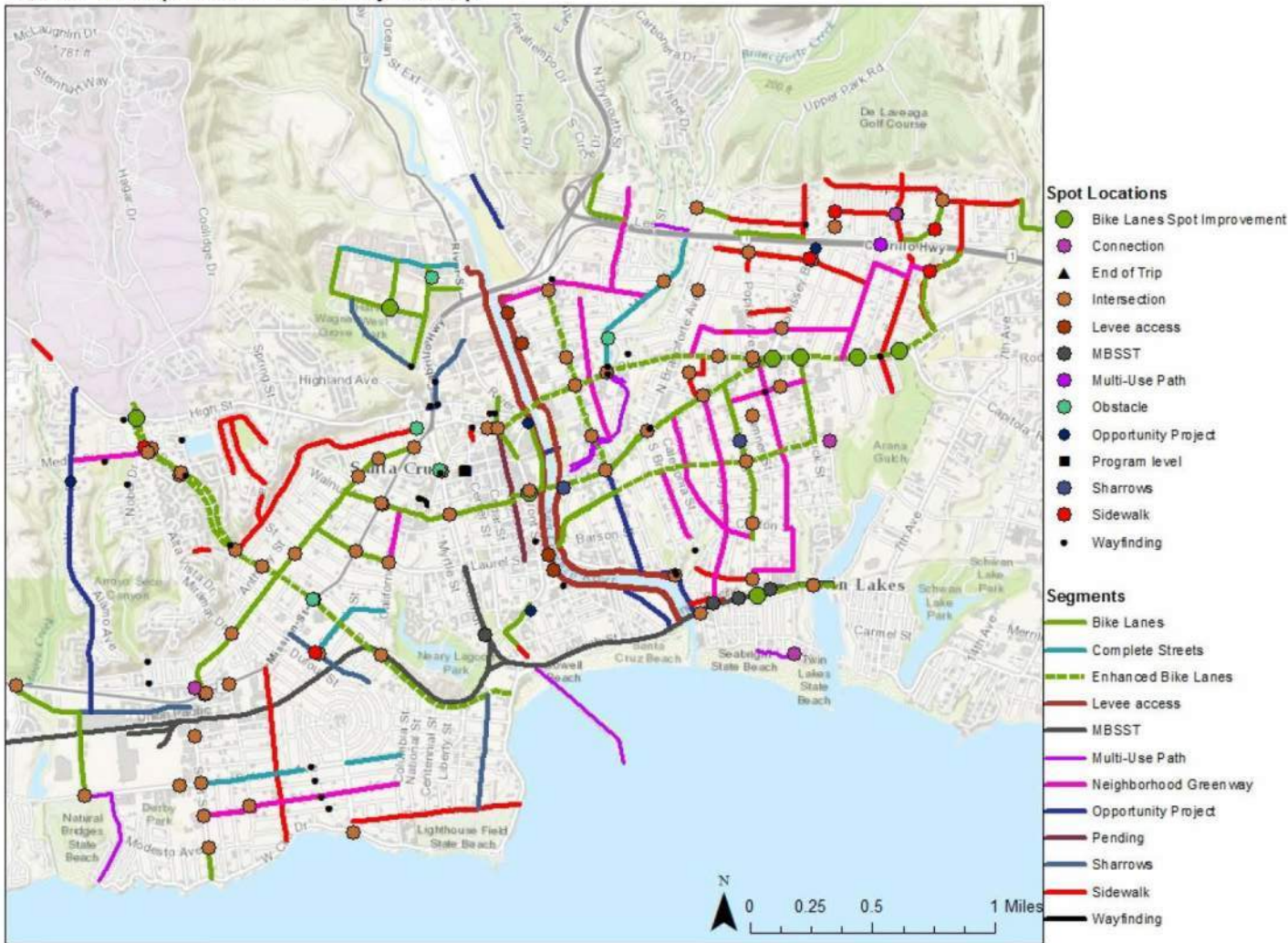




### City of Santa Cruz Active Transportation Plan, 2017

The 2017 City of Santa Cruz Active Transportation Plan includes comprehensive pedestrian facilities in unincorporated Santa Cruz County. The Plan outlines several upgrades to bike facilities that affect the project corridor. These include recommendations for Class II Buffered or Enhanced, and Class IV bike lanes in unincorporated Santa Cruz County (such as Live Oak, Aptos). Several rural roads throughout unincorporated Santa Cruz County are planned to be upgraded to Class III bike lanes. Extensions to and improvements upon existing sidewalks in unincorporated Santa Cruz County are also recommended as part of the plan. The plan provides recommendations for several pedestrian infrastructure improvements which include curb extensions, high visibility pedestrian crossings, leading pedestrian interval, median refuge islands, no right on red signage, and pedestrian hybrid beacons, among others.

Active Transportation Plan Project Map



Source: City of Santa Cruz Active Transportation Plan, 2017

### City of Capitola Bicycle Transportation Plan, 2011

The 2011 Capitola Bicycle Transportation Plan identifies the need for bicycle parking at popular destinations throughout Capitola. For instance, the Capitola Mall, which has a METRO Transit Center







located in front, offers uncovered bicycle parking but no bicycle lockers. The location of the Transit Center is not easily or safely accessible, as pedestrians and bicyclists must travel through a large parking lot with no bicycle or pedestrian facilities to get there.

**SCCRTC's 2045 Regional Transportation Plan for Santa Cruz County, 2022**

The 2045 Regional Transportation Plan (RTP) is a comprehensive document for short- and long-range transportation planning for Santa Cruz County between 2020 and 2045 and was approved in 2022. The plan outlines steps to maintain the existing transportation network, which has a backlog of maintenance projects. The RTP identifies several transportation projects, including passenger rail, which is the locally preferred alternative for the Santa Cruz Branch Rail Line. A network of multi-use trails that spine along the rail line have already been completed. Transportation System Management projects include signal synchronization, new turning lanes, striping, and auxiliary lanes. The RTP identifies improvements to the METRO system that include reduced travel times, increased level of service, passenger amenities (e.g., shelters, benches, and lighting), bus and paratransit vehicle replacement, investments in new sidewalks and curb ramps, and traveler information via mobile applications and at bus stops.

## 7. SUMMARY & CONCLUSIONS

The four Project routes, Lines 69A, 69W, 71, and 91X, serve an essential service to the communities of Santa Cruz, Capitola, Watsonville, and unincorporated Santa Cruz County. Travel time on these routes is currently not competitive with auto travel time due to long dwell times and the lack of any transit priority treatments. Thus, transit currently cannot effectively appeal to choice riders and provides a less than desirable quality of service to transit-dependent populations.

With ridership on these routes accounts for half of all non-UCSC ridership in the system, investments made to these routes and the corridor will benefit a substantial amount of transit riders. In addition, a prior METRO survey of riders found that these routes serve primarily transit-dependent riders, with 65% making less than \$24,000 per year. Thus, transit improvements along these routes will benefit economically disadvantaged populations most in need of improved mobility.

Existing challenges for transit riders in this corridor, as identified by this analysis, include:

- **The existing bus stops on the Project routes lack safe nearby crossings and amenities.** 42 percent of bus stops are not within 100 feet of a crosswalk. About half of the bus stops are either located mid-block or near-side of an intersection, resulting in a less than optimal configuration for access and safety. Less than a third of bus stops have a bus shelter, wayfinding information, trash can, pedestrian level lighting, pedestrian lighting, or bike racks.
- **Travel delays due to congestion on the corridor are high.** Average moving delay exceeds 15 minutes for all routes for at least one trip. There are several segments with degraded bus speeds, most notably around the Santa Cruz Transit Center, Capitola Mall, and Watsonville Transit Center.
- **Bus travel delays occur in both directions throughout the day.** While moving delays peak in the morning in the northbound direction during school start times, they are present in both directions from the morning peak through the afternoon peak. This means that buses that fall behind schedule often can't ever catch back up on schedule throughout the day.
- **Dwell times comprise a significant portion of total bus travel times.** Average dwell time, or time from when a bus arrives at a stop to when it leaves the stop, represents over 40 percent of the total travel time in both directions in the PM period on Line 71. While Lines 69A and 69W have lower dwell times, the time spent dwelling still consists of about one-third of the total travel time.
- **METRO bus operators who operate on the Project routes identified specific locations where they frequently experience delays due to infrastructure (signals and turn lanes) or other vehicles performing unsafe maneuvers.** They shared recommendations on ways that operations could be improved, including promoting the mobile SplashPass to allow for passengers to quickly board buses, and how more signage, transit information, and translated information would benefit riders who are confused with the system.

There are multiple transportation planning, design, and construction projects taking place along the Project corridor with the goal of improving mobility. These other related projects will affect circulation and congestion within the corridor and thus will affect both route performance and opportunities to further enhance transit service.

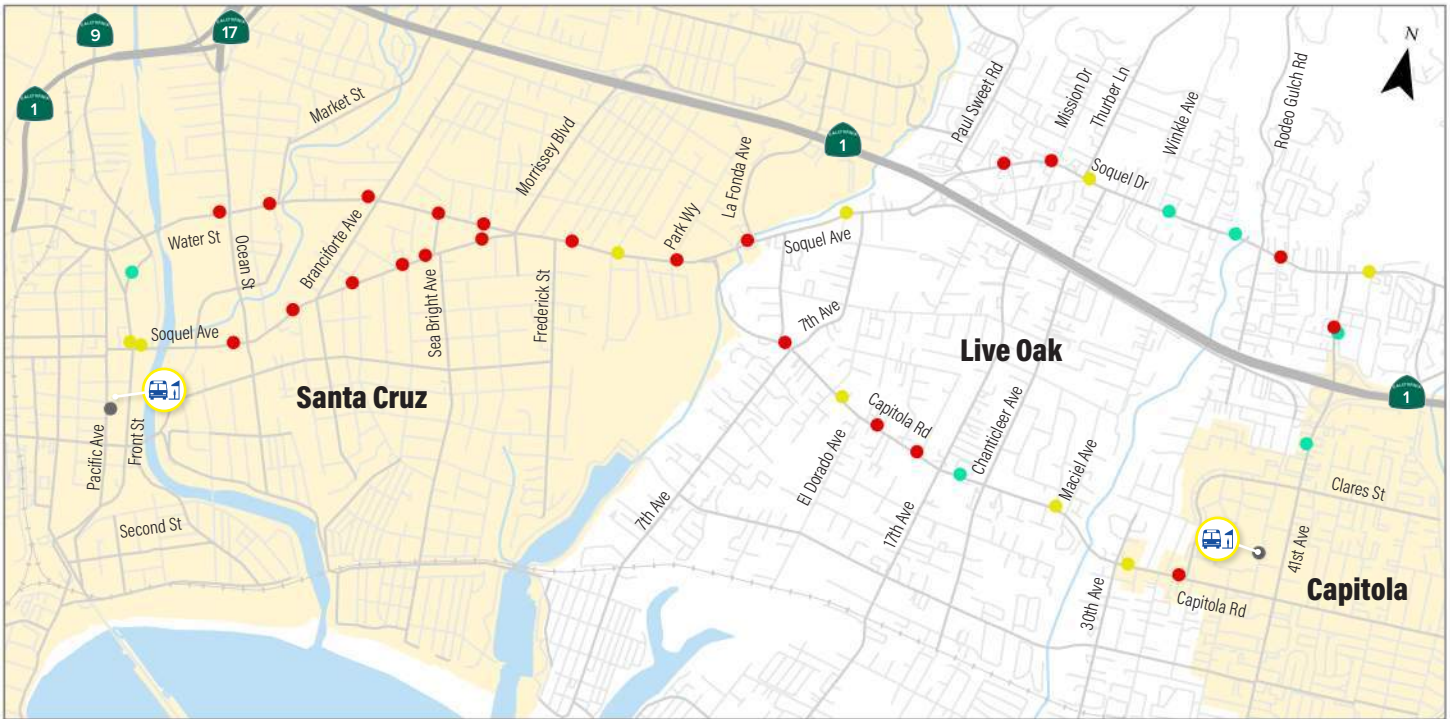
A range of both physical improvements and operational improvements can provide benefits to make transit more desirable for riders. The next phase of work will propose strategies to improve transit performance on the corridor.



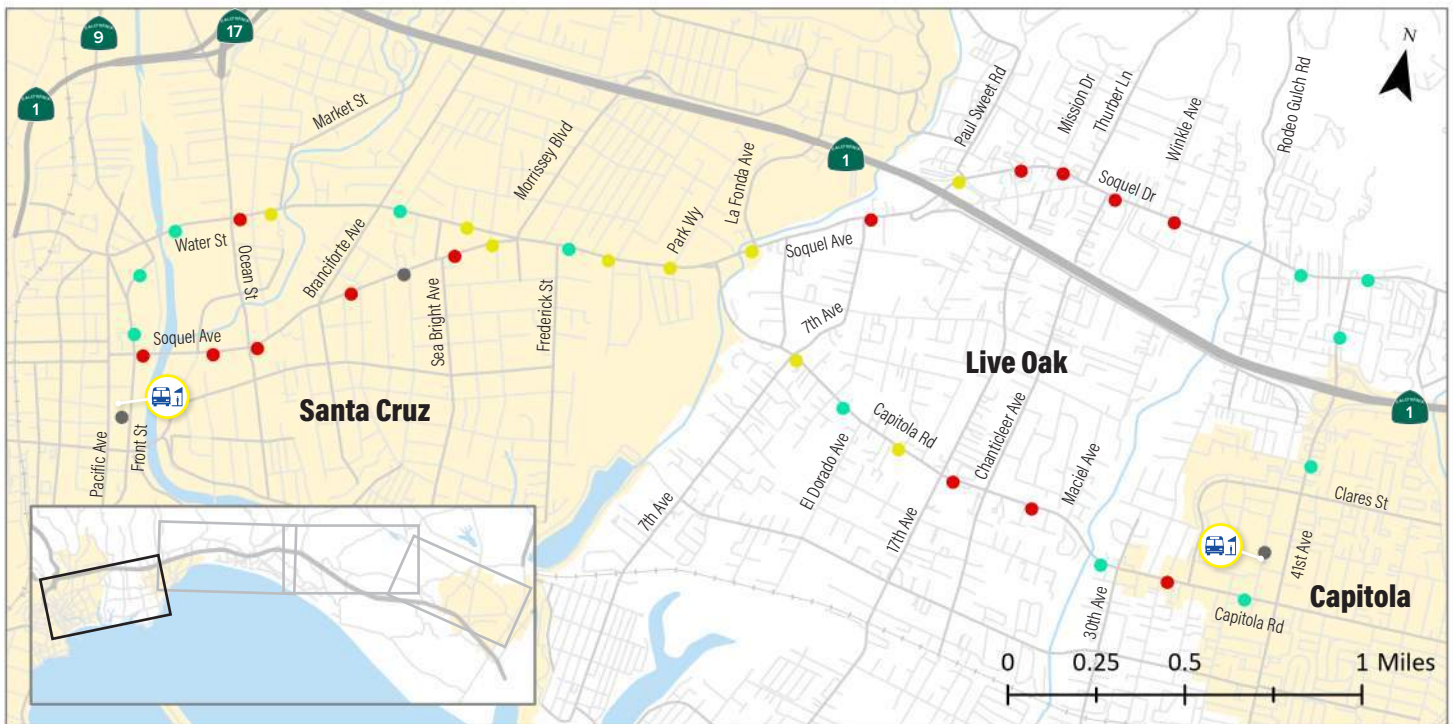
## APPENDIX A: BUS STOP MAPS



Figure 1A: Bus Stop Location - Santa Cruz to Capitola



Northbound



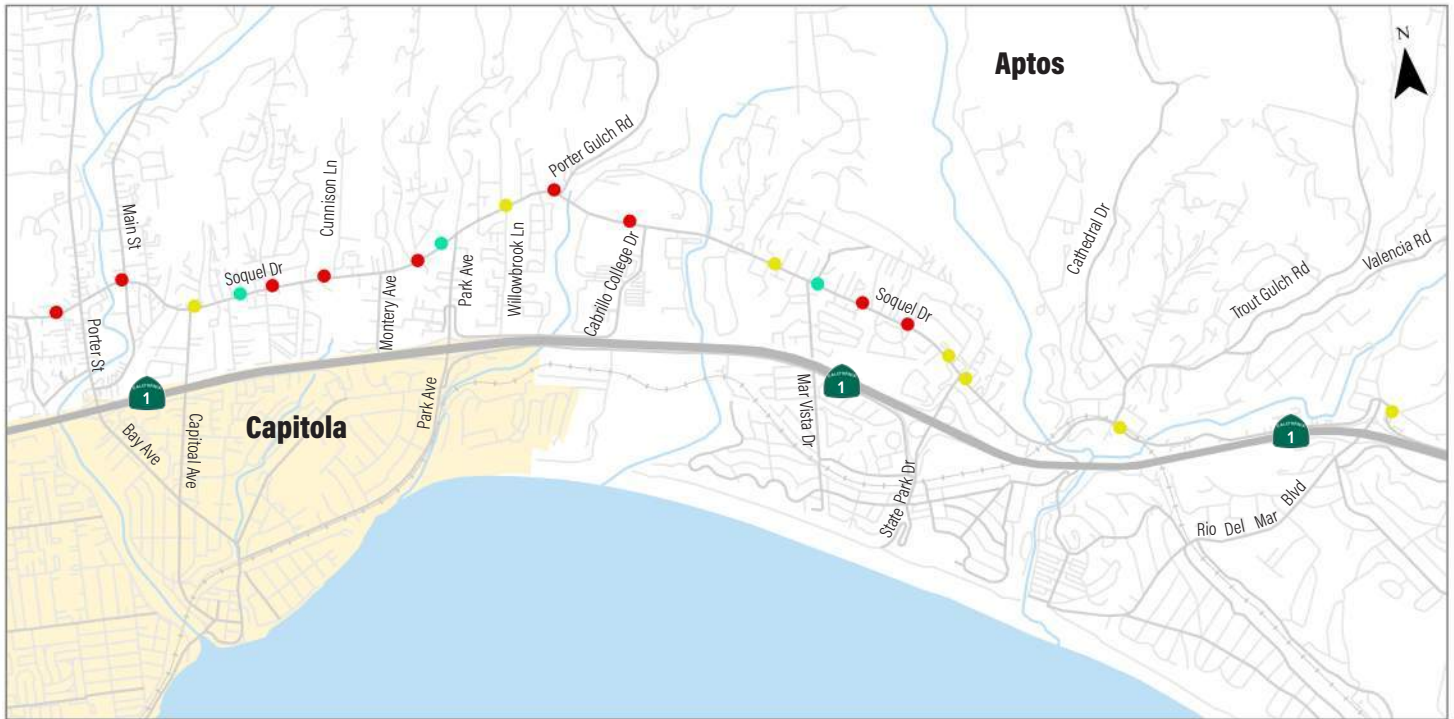
Southbound

Legend		Bus Stop Location			
		City Limits	Far Side	Near Side	Mid-block
Transit Center					

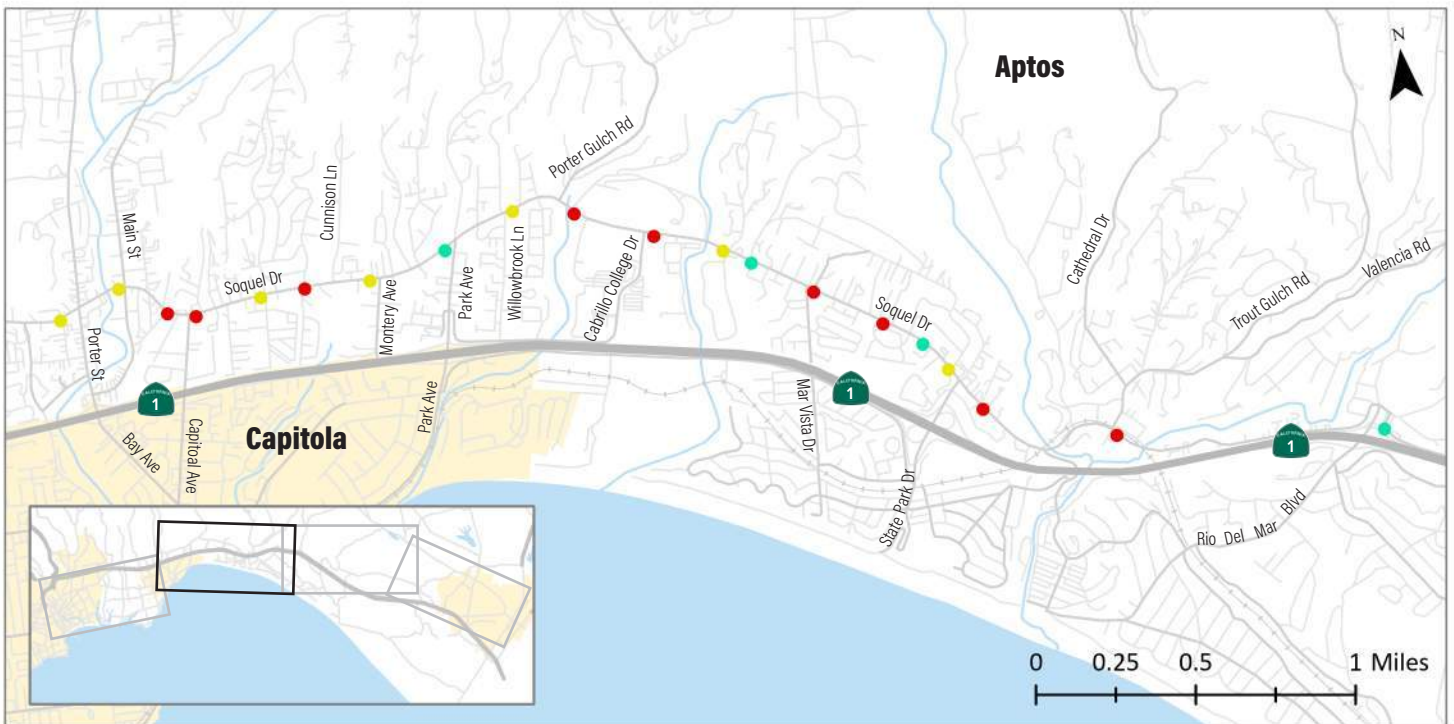




Figure 1B: Bus Stop Location - Capitola to Aptos



Northbound



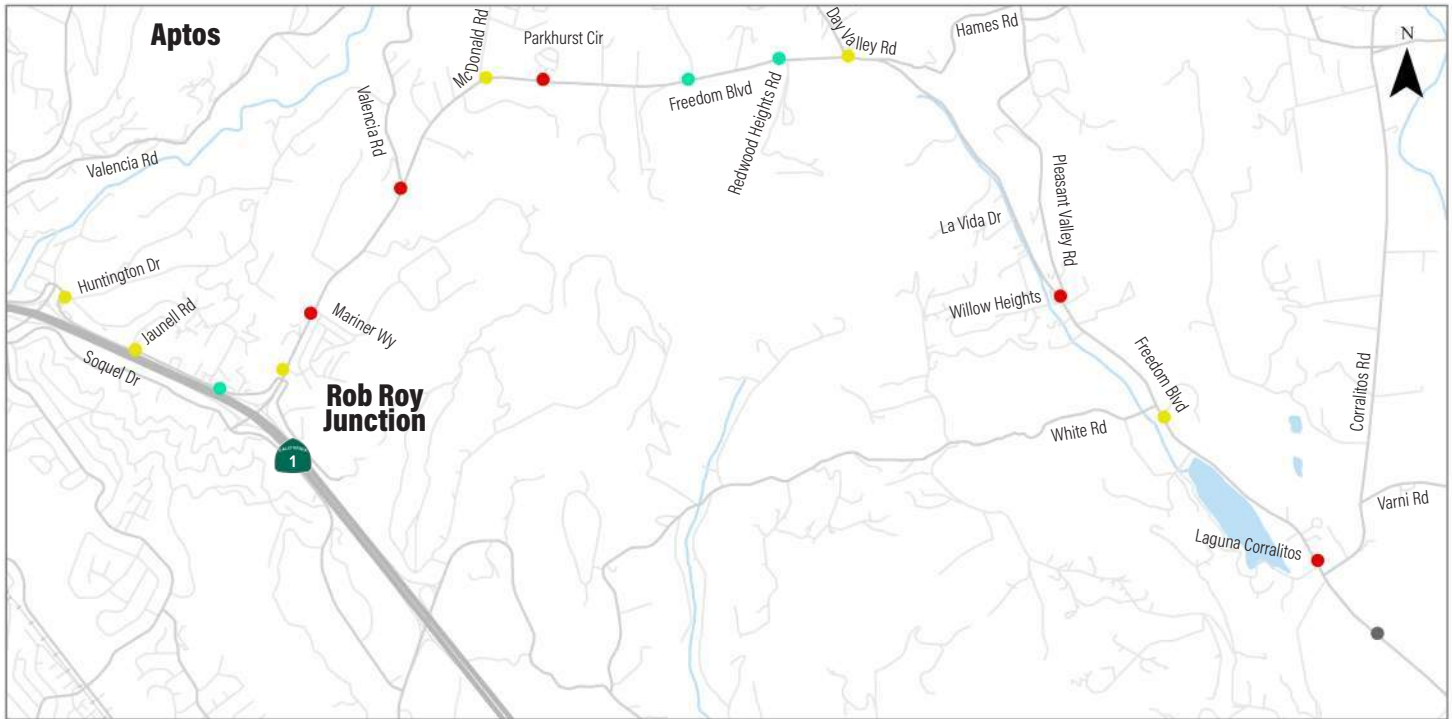
Southbound

<b>Legend</b>	City Limits	<b>Bus Stop Location</b>	
	Transit Center	Far Side	Near Side
		Mid-block	Other

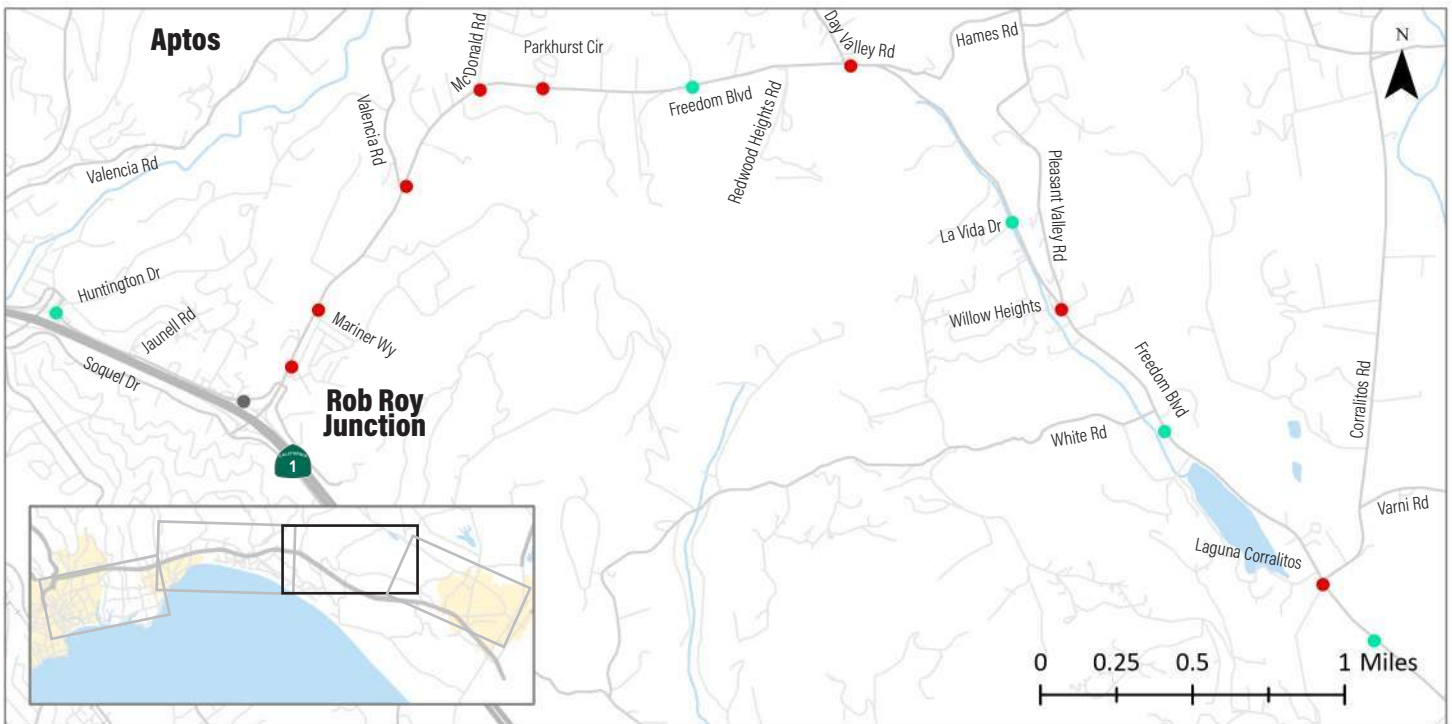




Figure 1C: Bus Stop Location - Aptos to Freedom



Northbound

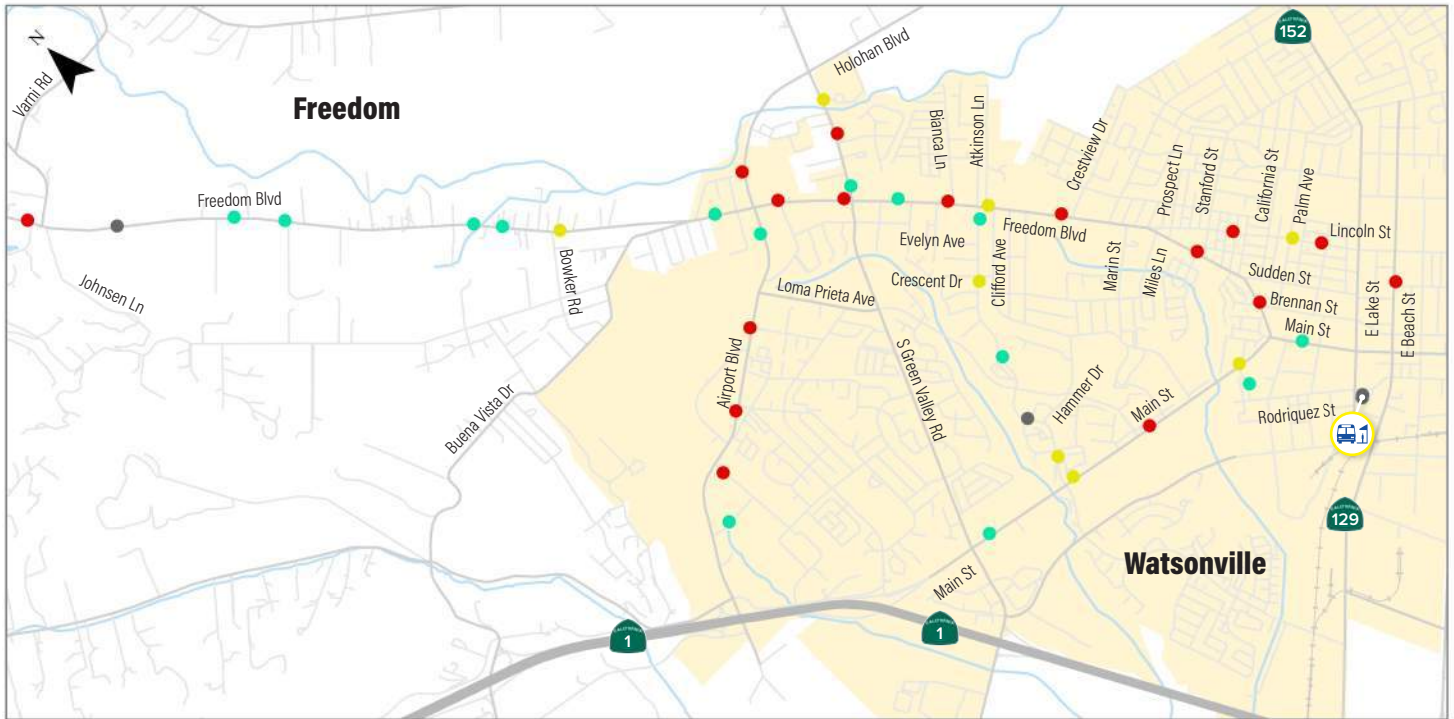


Southbound

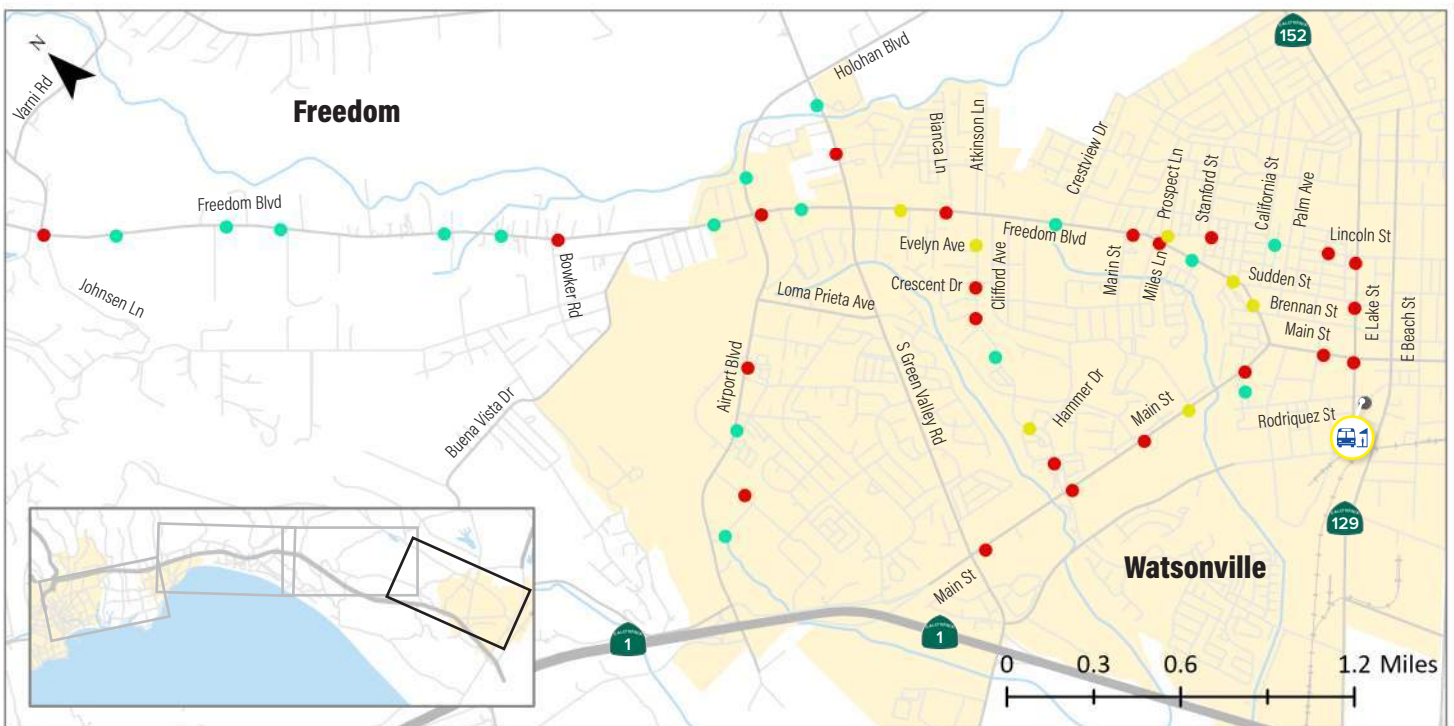
<b>Legend</b>	City Limits	<b>Bus Stop Location</b>	
	Transit Center	Far Side	Near Side
		Mid-block	Other



Figure 1D: Bus Stop Location - Freedom to Watsonville



Northbound



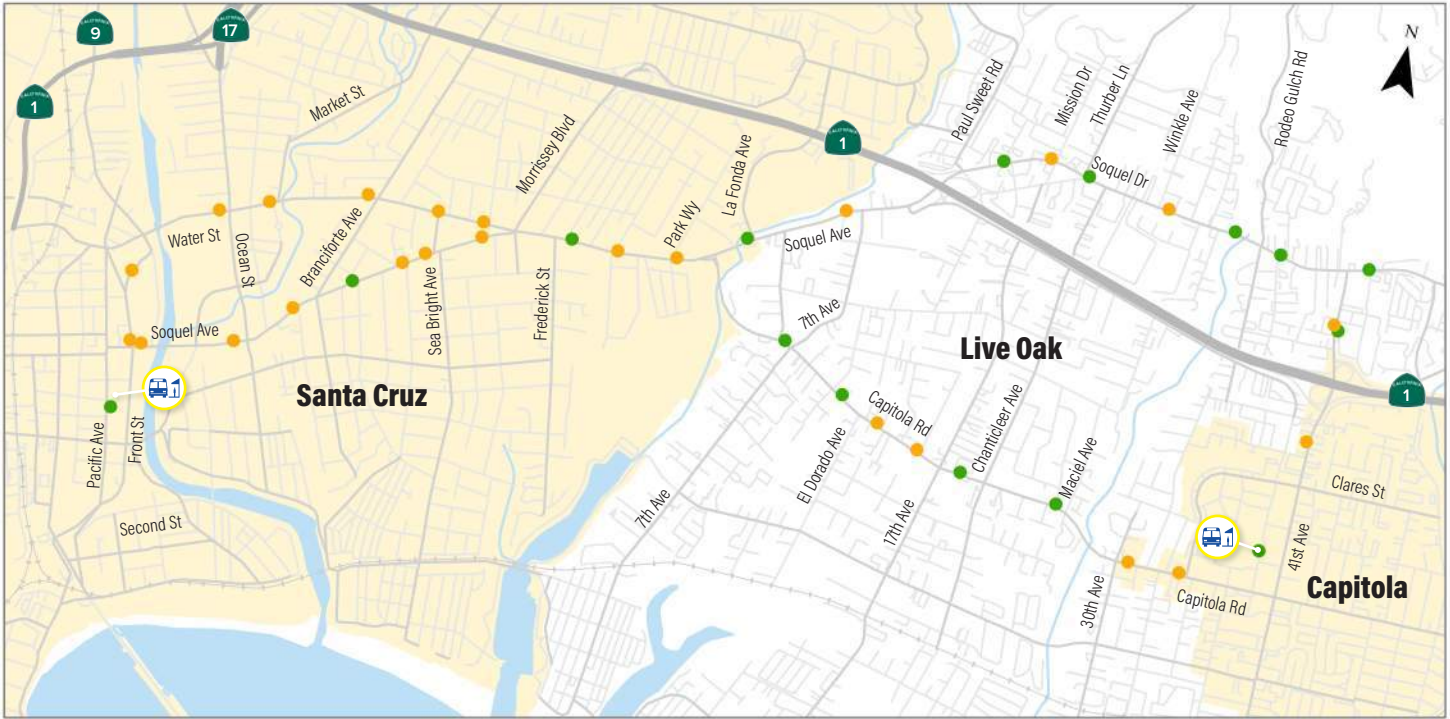
Southbound

<b>Legend</b>	City Limits	<b>Bus Stop Location</b>	
	Transit Center	Far Side	Near Side
		Mid-block	Other

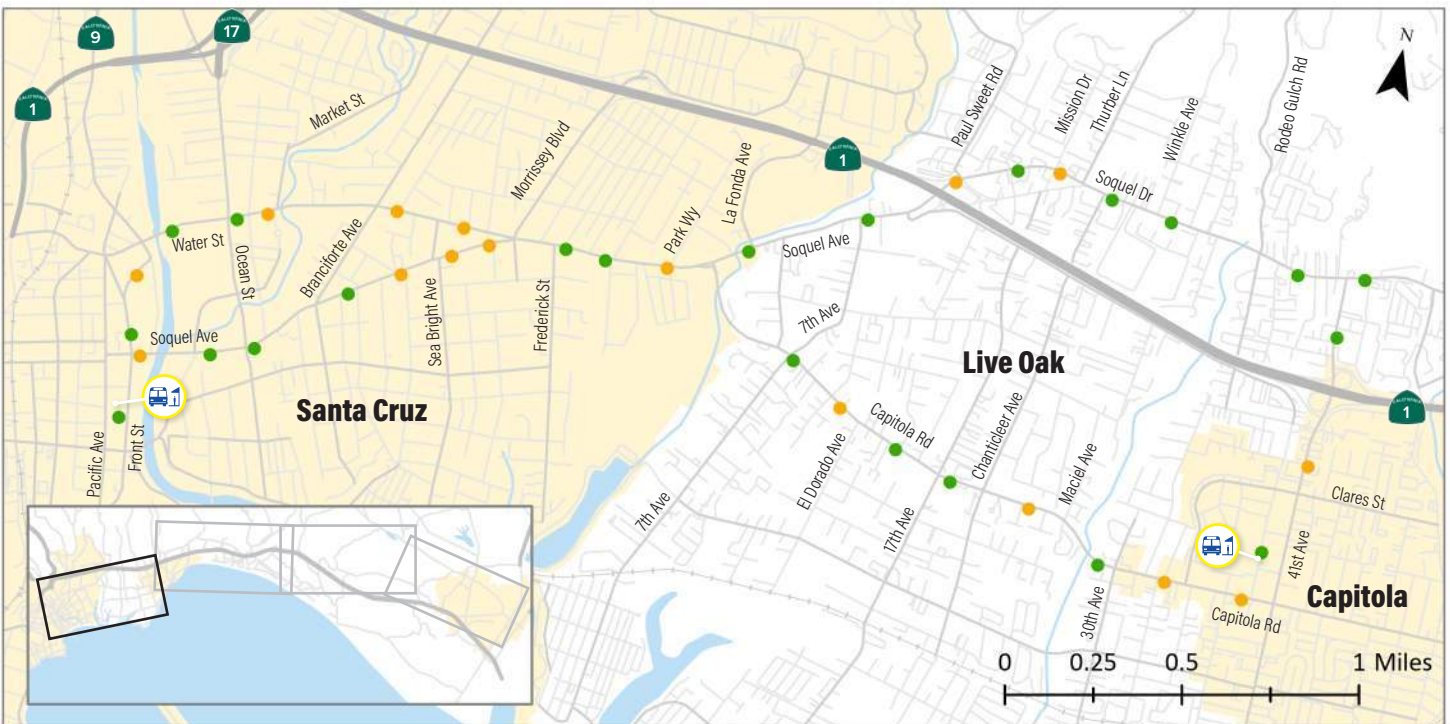




Figure 1A: Bus Stop Shelters - Santa Cruz to Capitola



Northbound



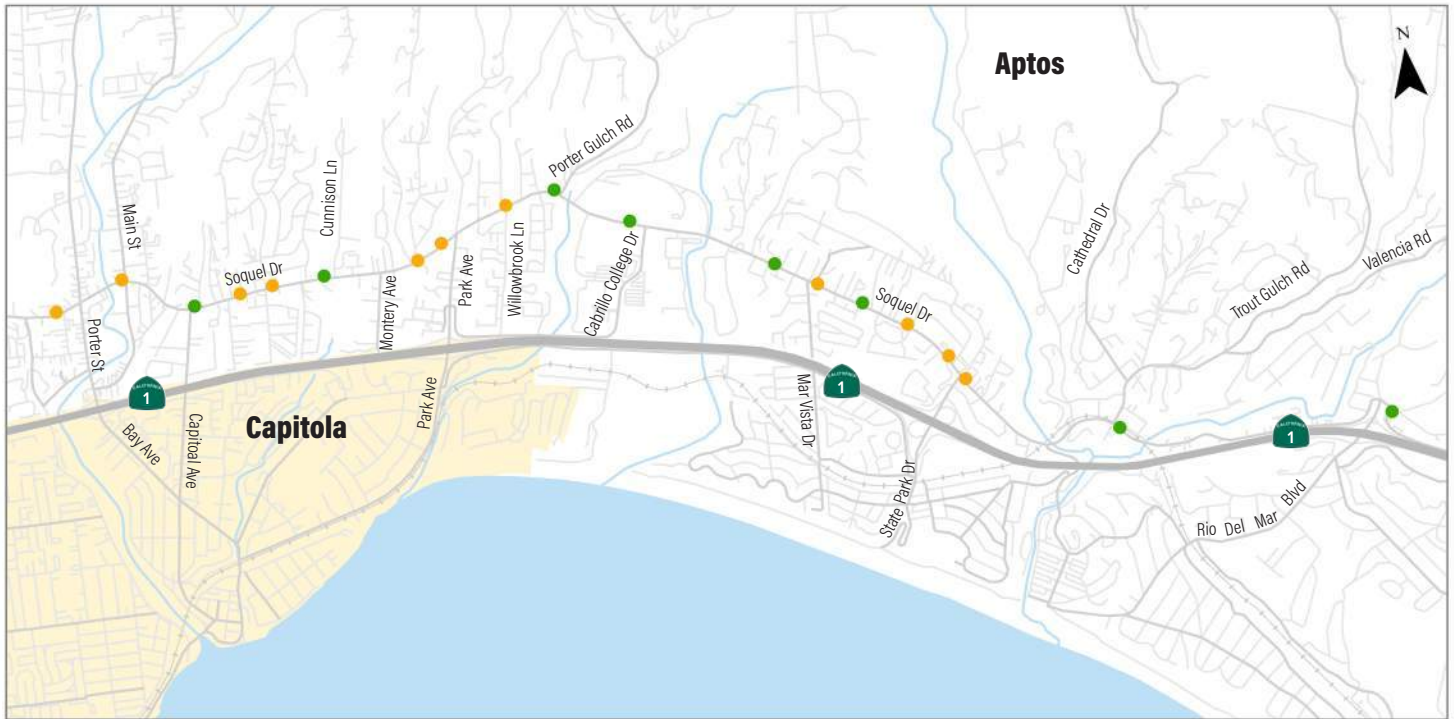
Southbound

<b>Legend</b>	City Limits	Sheltered Stops
	Transit Center	Stops without Shelters

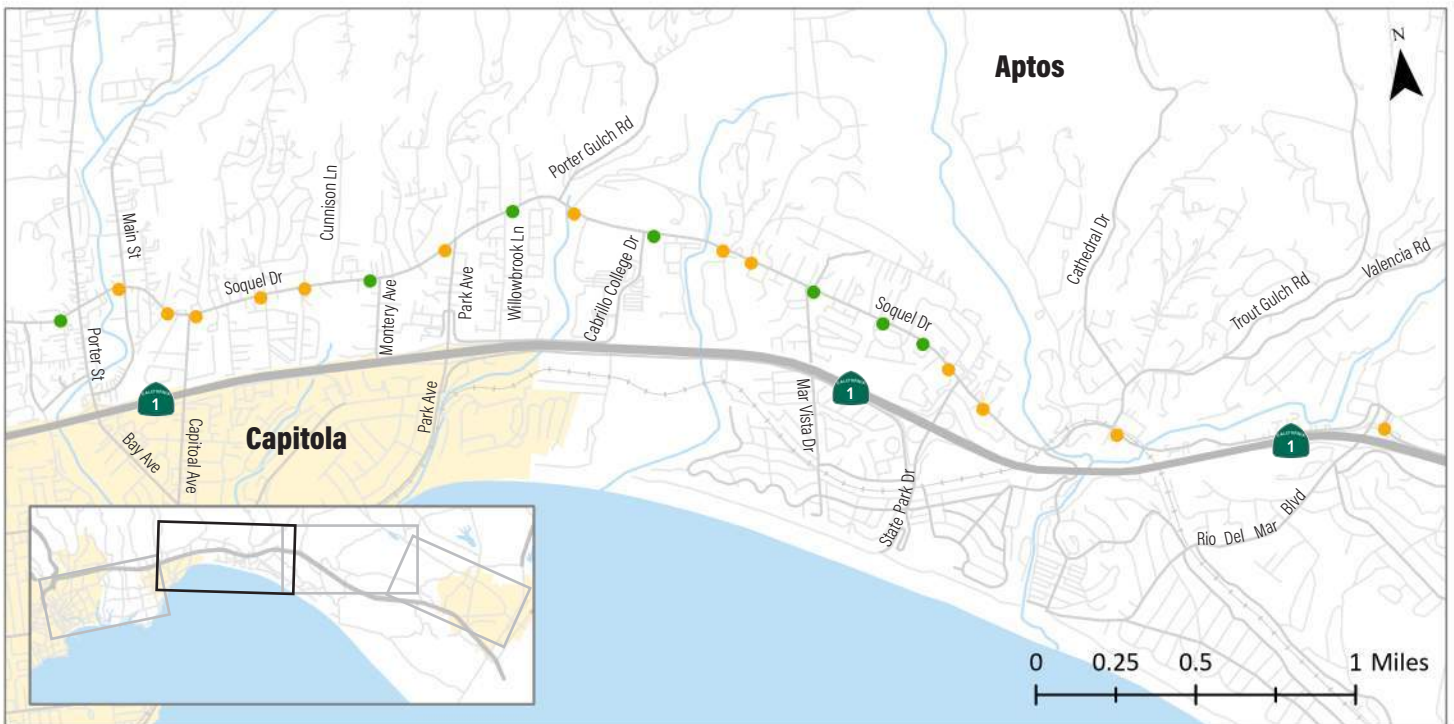




Figure 1B: Bus Stop Shelters - Capitola to Aptos



Northbound

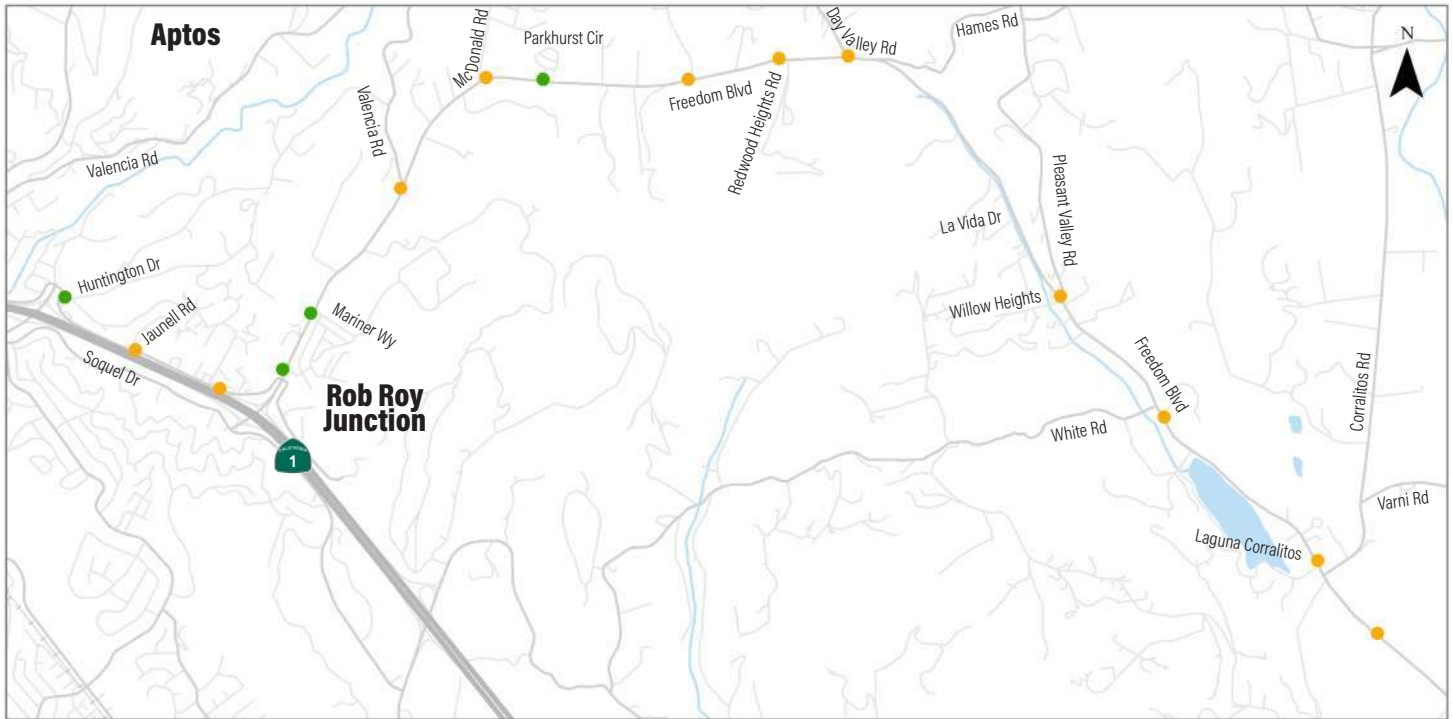


Southbound

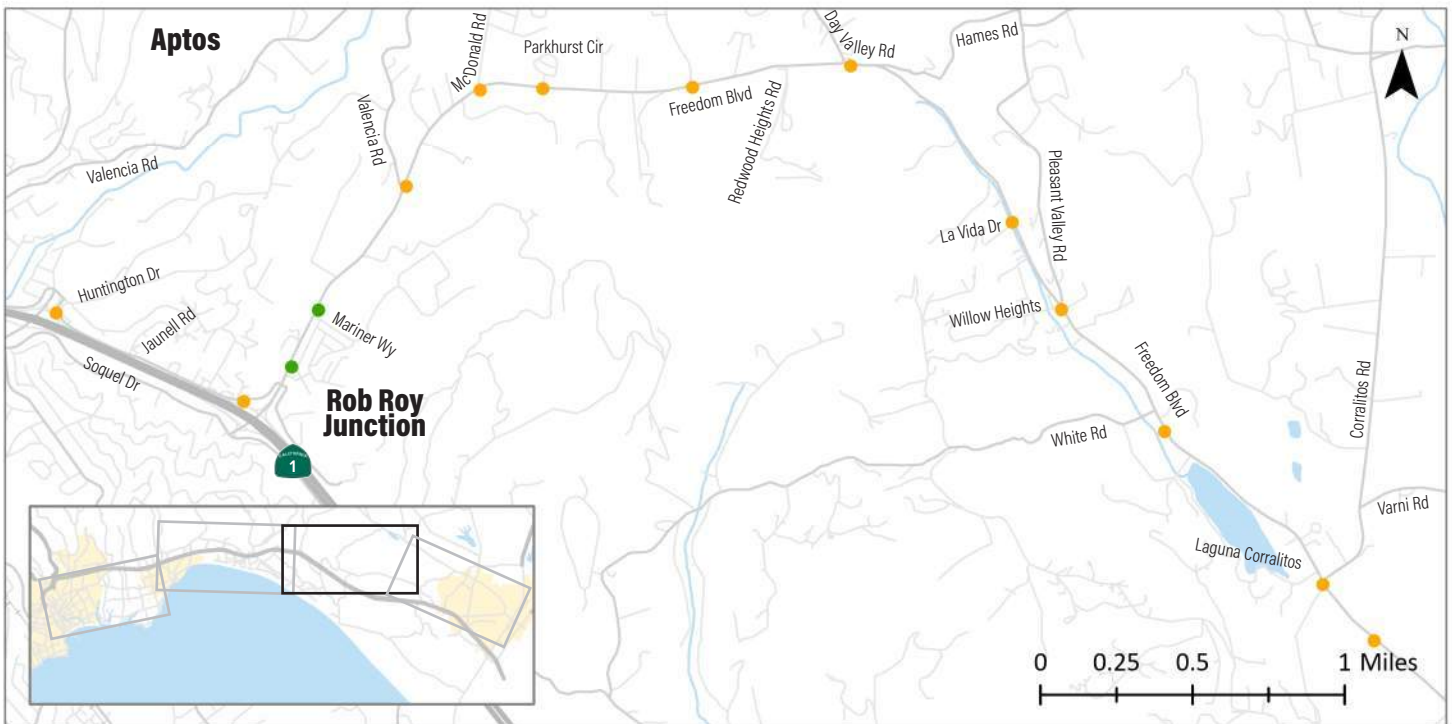
<b>Legend</b>	City Limits	Sheltered Stops
	Transit Center	Stops without Shelters



Figure 1C: Bus Stop Shelters - Aptos to Freedom



Northbound



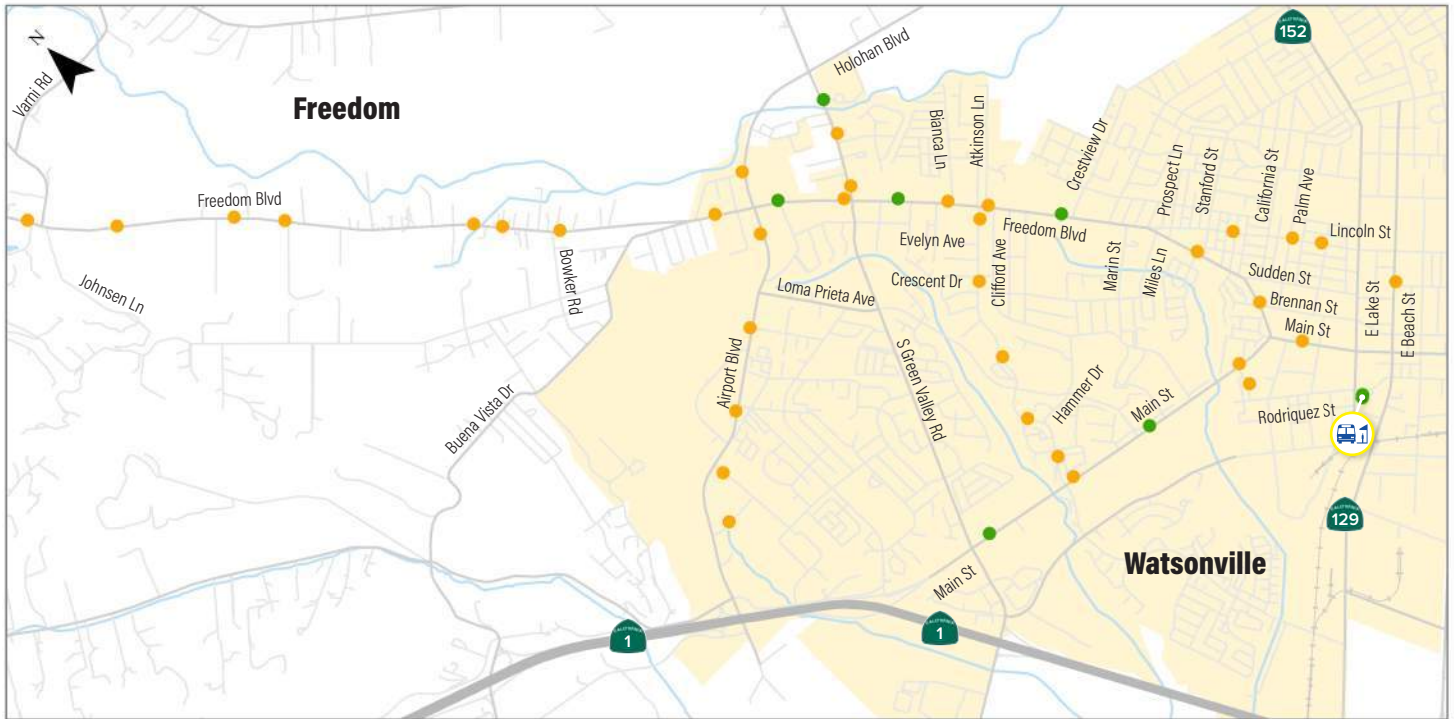
Southbound

<b>Legend</b>	City Limits	Sheltered Stops
	Transit Center	Stops without Shelters

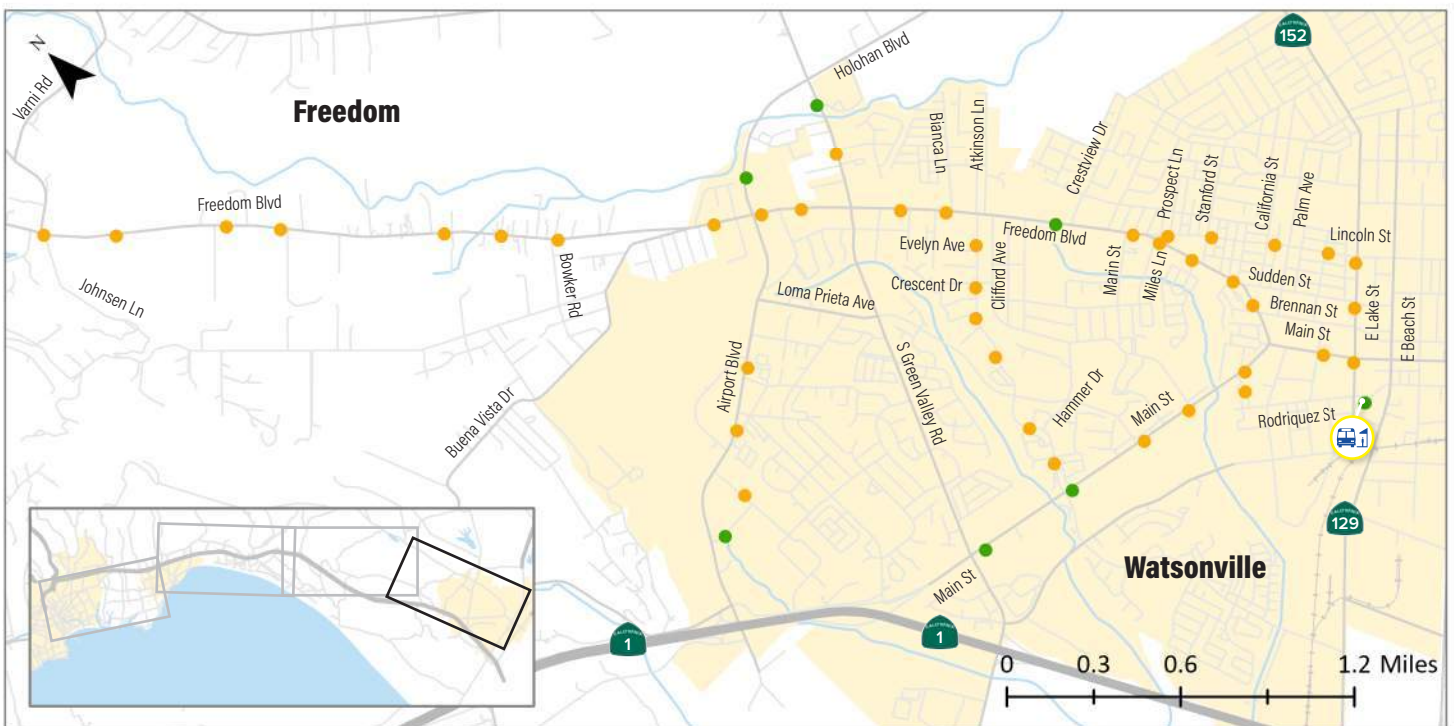




Figure 1D: Bus Stop Shelters - Freedom to Watsonville



Northbound



Southbound

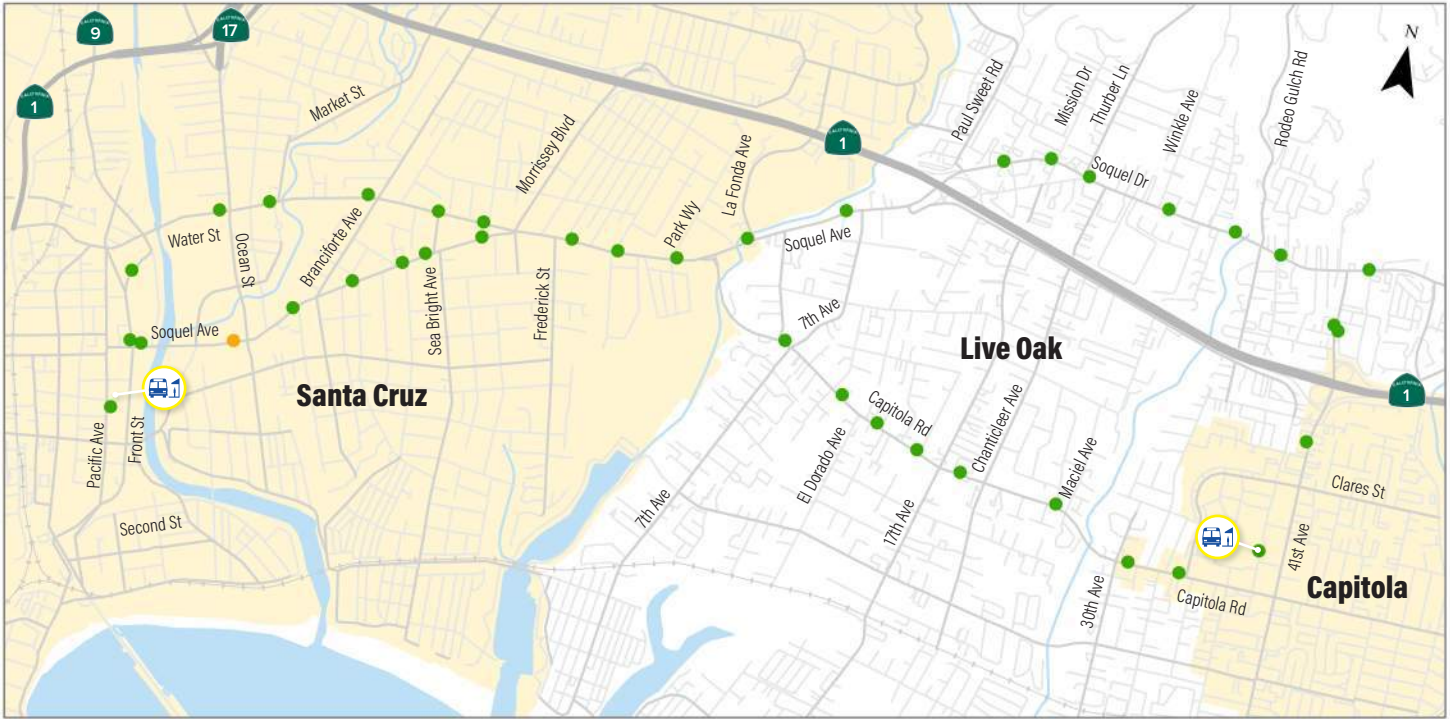
<b>Legend</b>	City Limits	Sheltered Stops
	Transit Center	Stops without Shelters



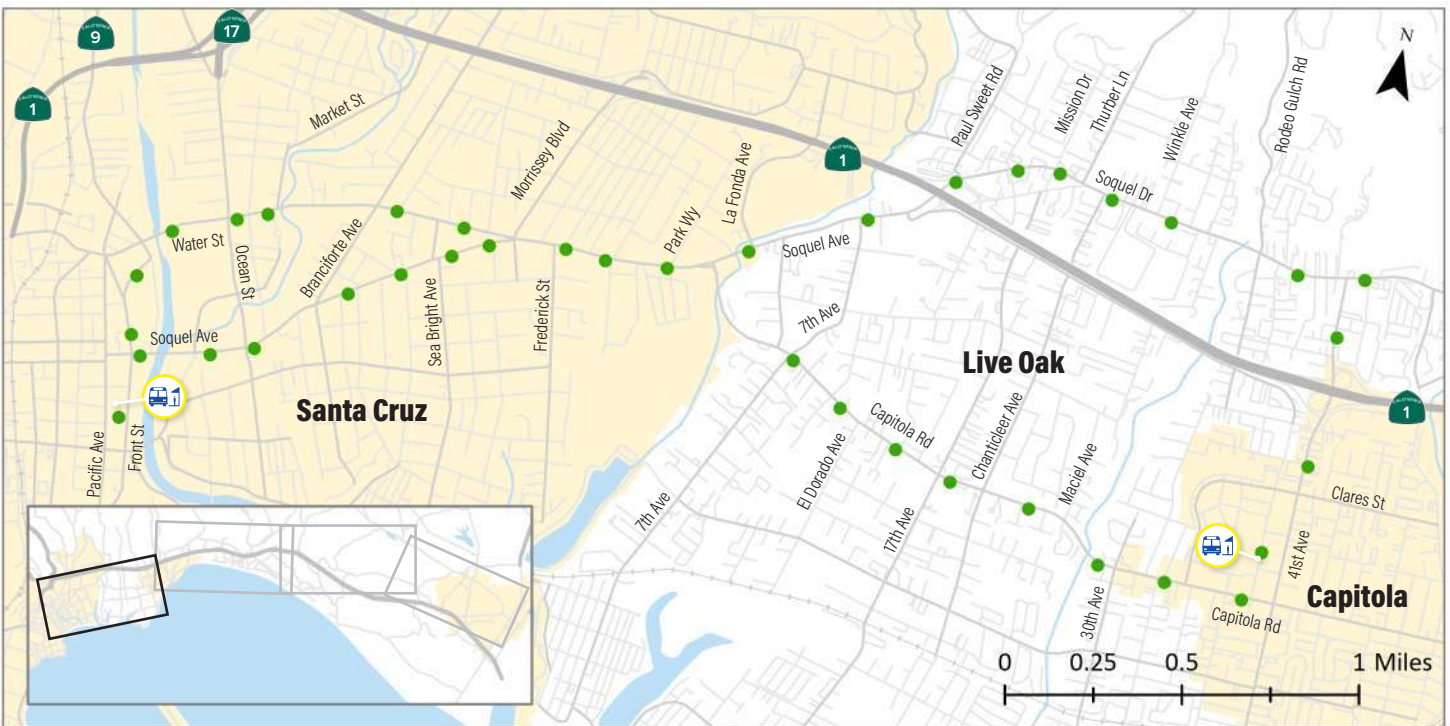




Figure 1A: Continuous Sidewalk Near Bus Stop - Santa Cruz to Capitola



Northbound



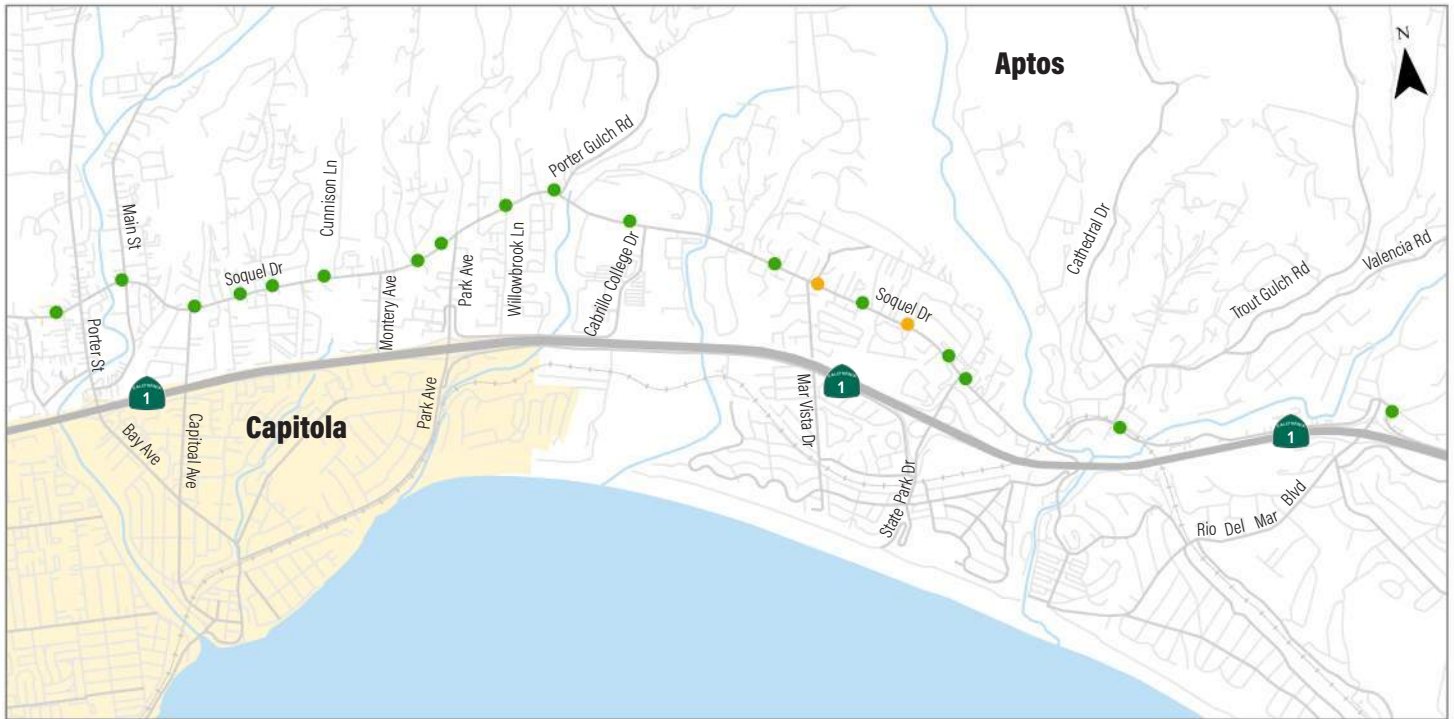
Southbound

<b>Legend</b>	City Limits	Continuous Sidewalk Between Bus Stop and Nearest Crosswalk
	Transit Center	Noncontinuous Sidewalk Between Bus Stop and Nearest Crosswalk

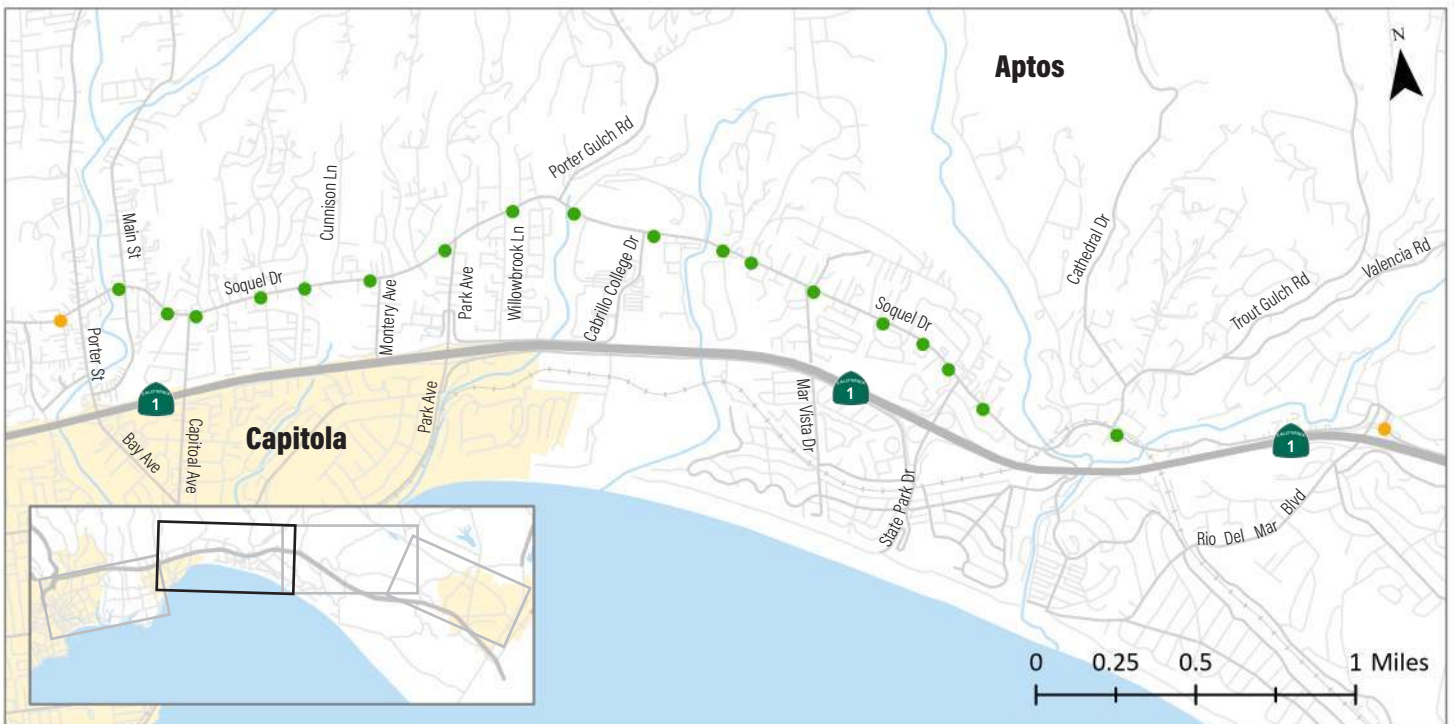




Figure 1B: Continuous Sidewalk Near Bus Stop - Capitola to Aptos



Northbound



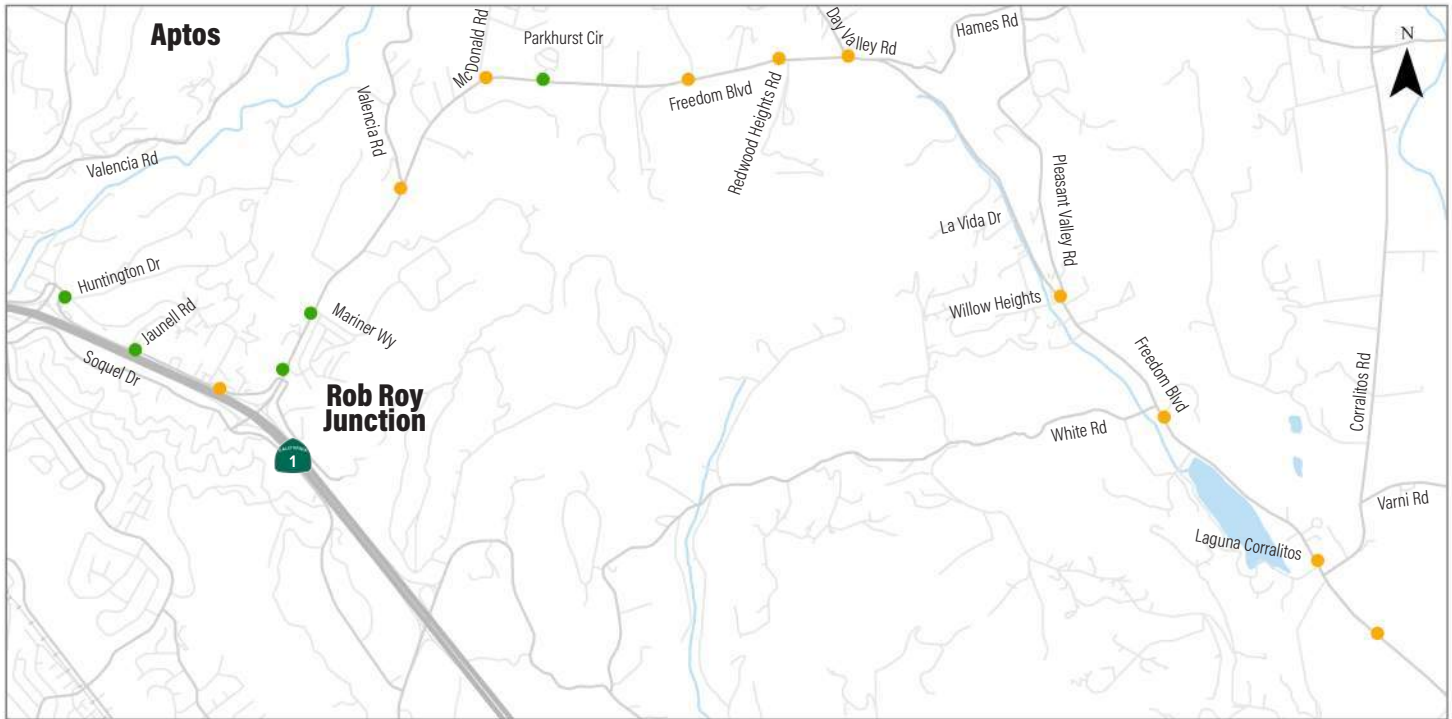
Southbound

**Legend**

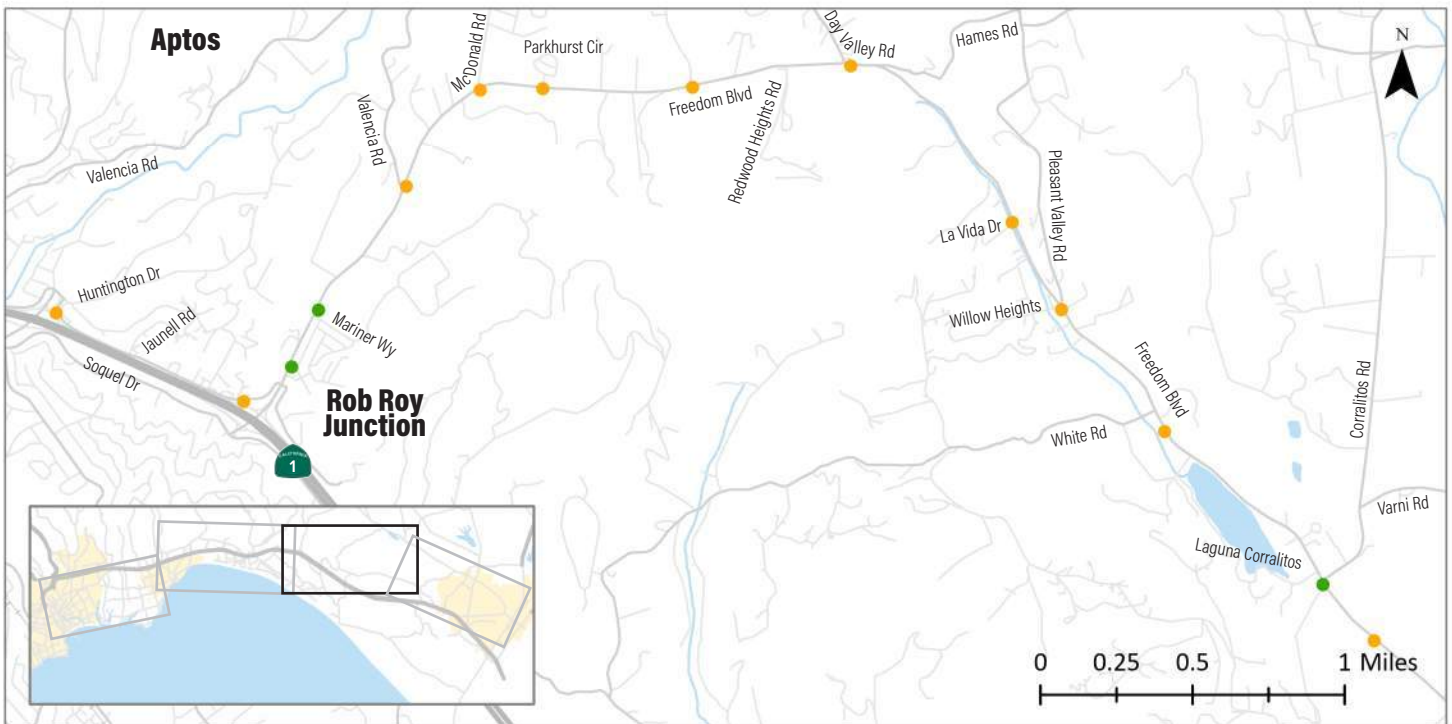
-  City Limits
-  Continuous Sidewalk Between Bus Stop and Nearest Crosswalk
-  Transit Center
-  Noncontinuous Sidewalk Between Bus Stop and Nearest Crosswalk



Figure 1C: Continuous Sidewalk Near Bus Stop - Aptos to Freedom



Northbound



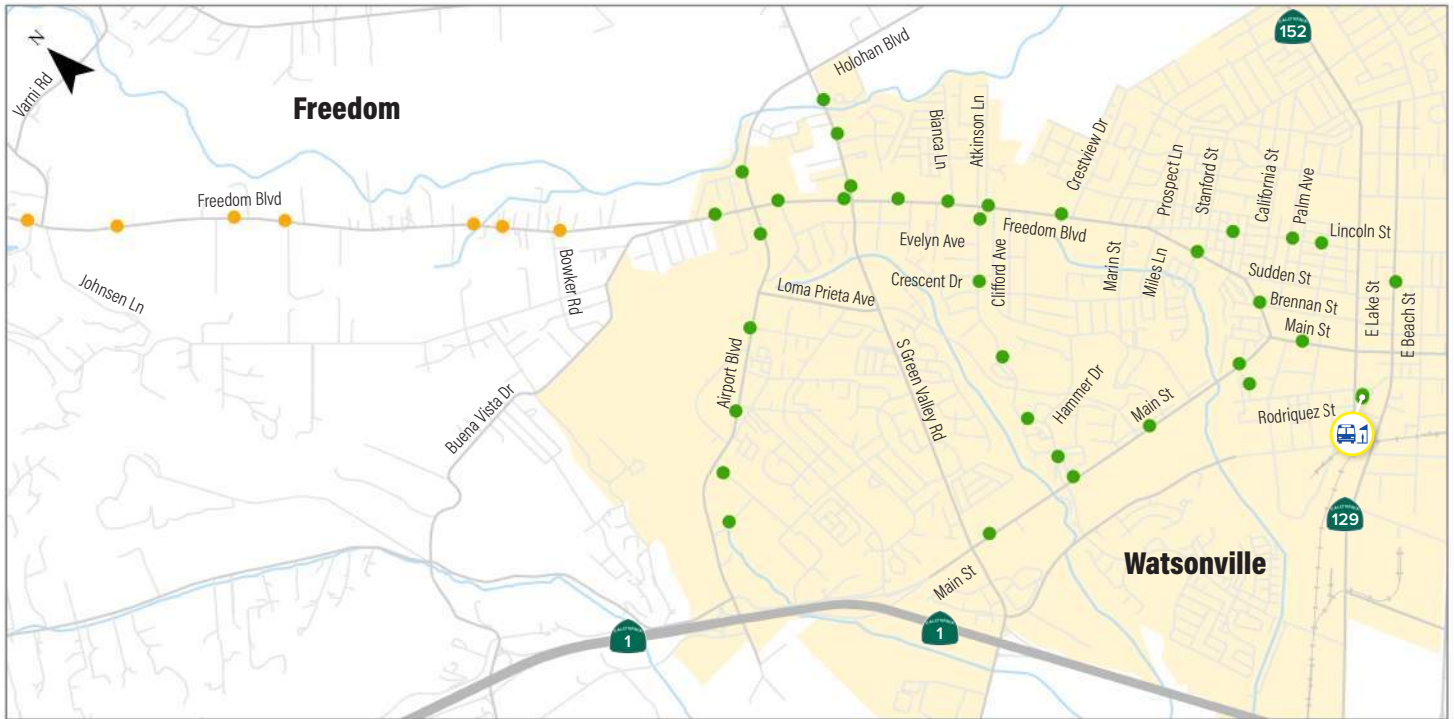
Southbound

<b>Legend</b>	City Limits	Continuous Sidewalk Between Bus Stop and Nearest Crosswalk
	Transit Center	Noncontinuous Sidewalk Between Bus Stop and Nearest Crosswalk

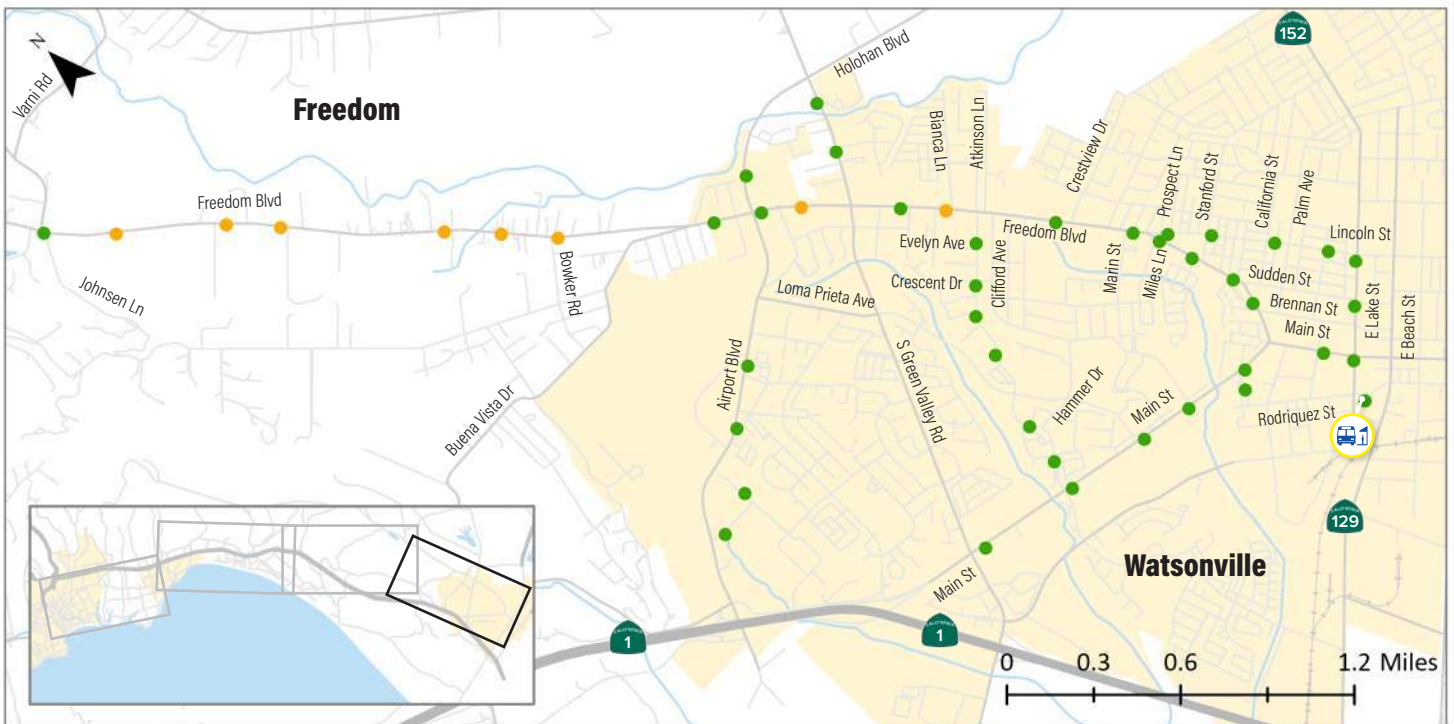




Figure 1D: Continuous Sidewalk Near Bus Stop - Freedom to Watsonville



Northbound



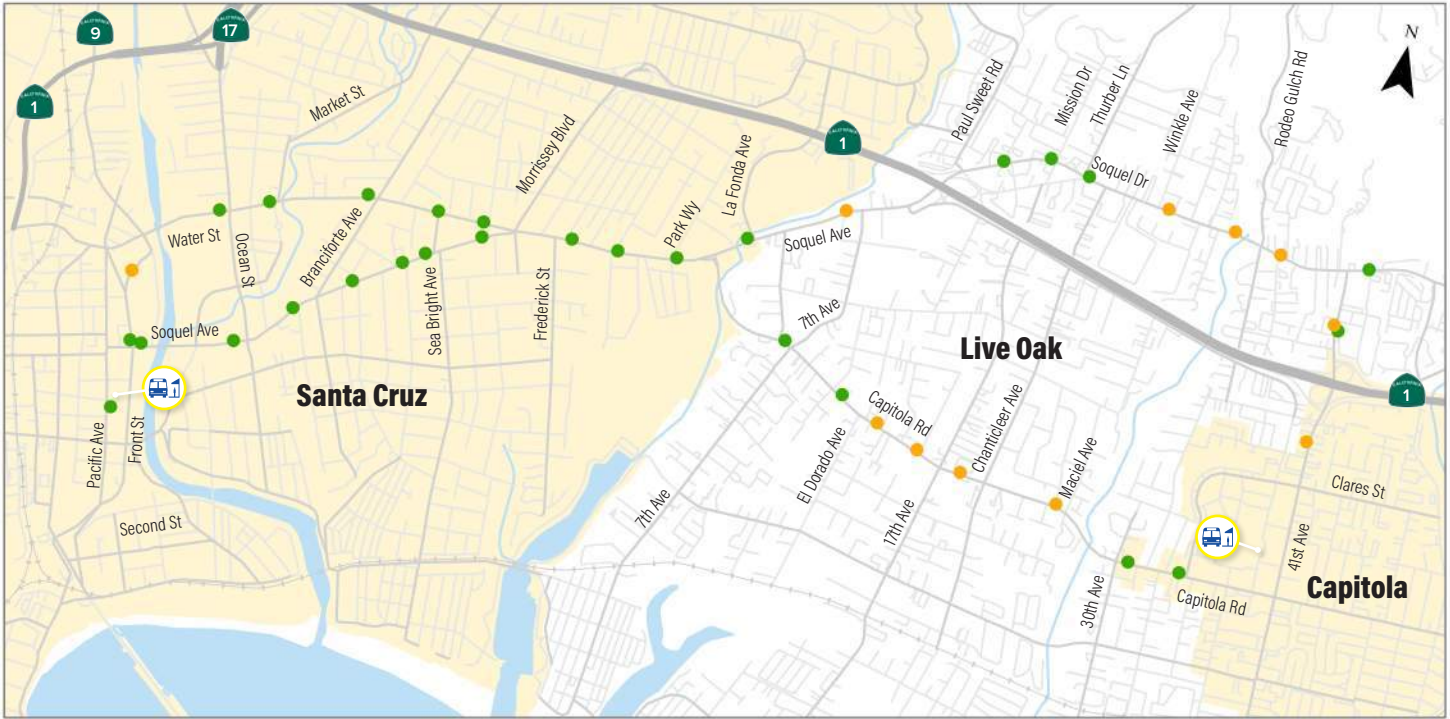
Southbound

<b>Legend</b>	City Limits	Continuous Sidewalk Between Bus Stop and Nearest Crosswalk
	Transit Center	Noncontinuous Sidewalk Between Bus Stop and Nearest Crosswalk

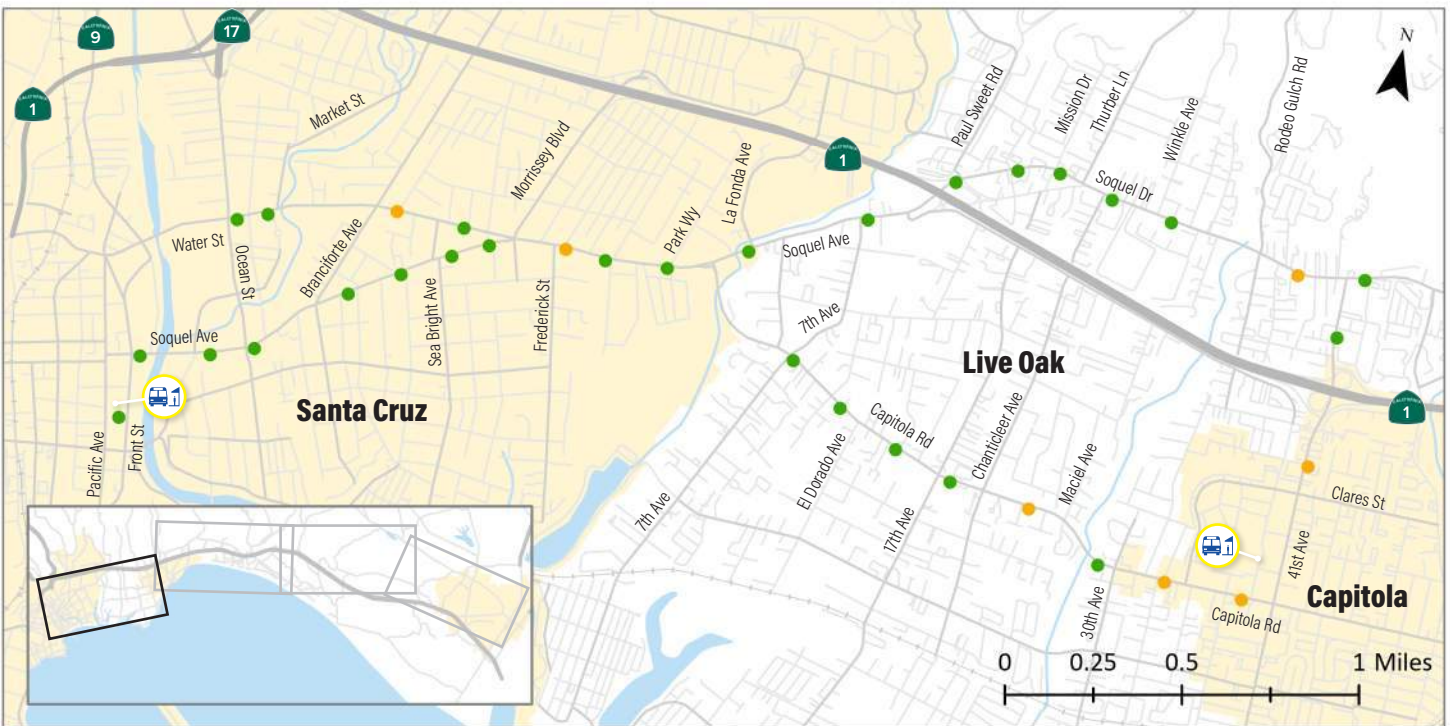




Figure 1A: Bus Stop Near Crosswalk - Santa Cruz to Capitola



Northbound



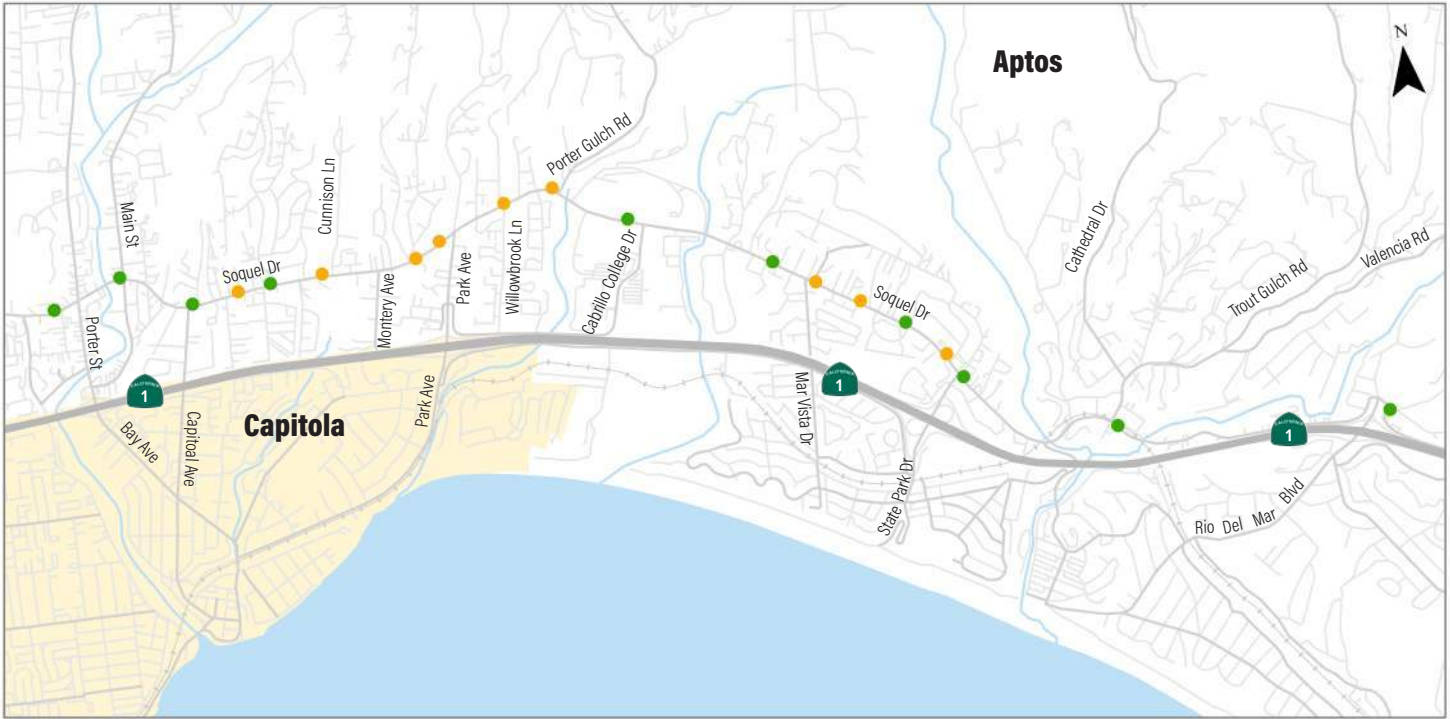
Southbound

<b>Legend</b>	City Limits	Stop is Within 100' of an Existing Crosswalk
	Transit Center	Stop is Not Within 100' of an Existing Crosswalk

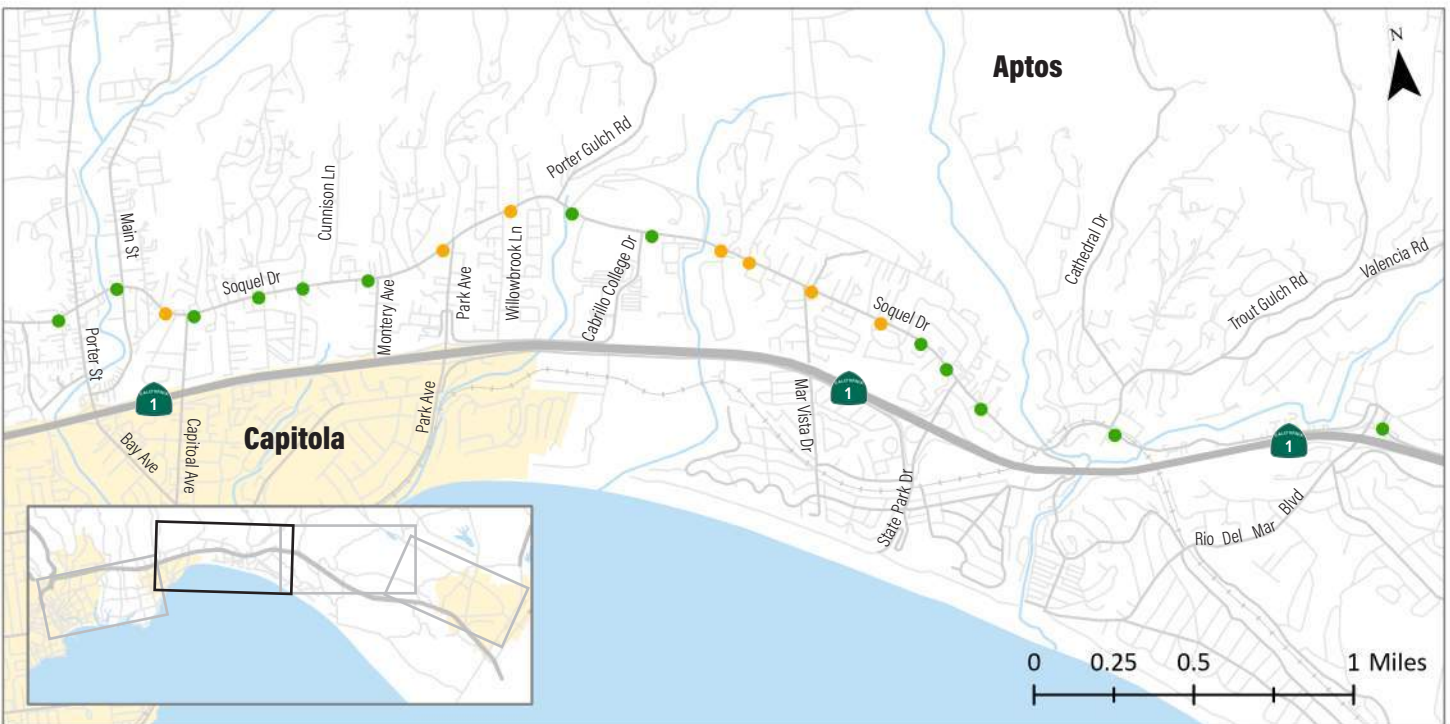




Figure 1B: Bus Stop Near Crosswalk - Capitola to Aptos



Northbound



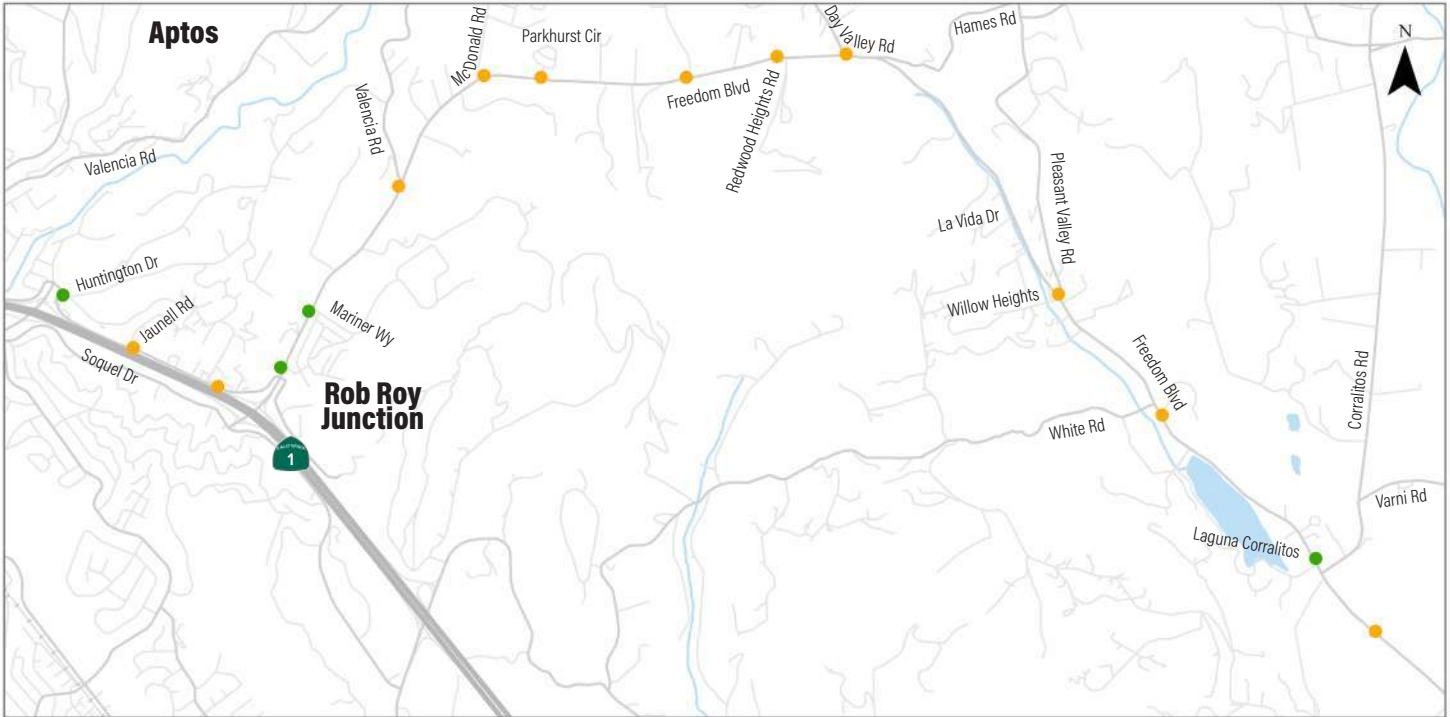
Southbound

**Legend**

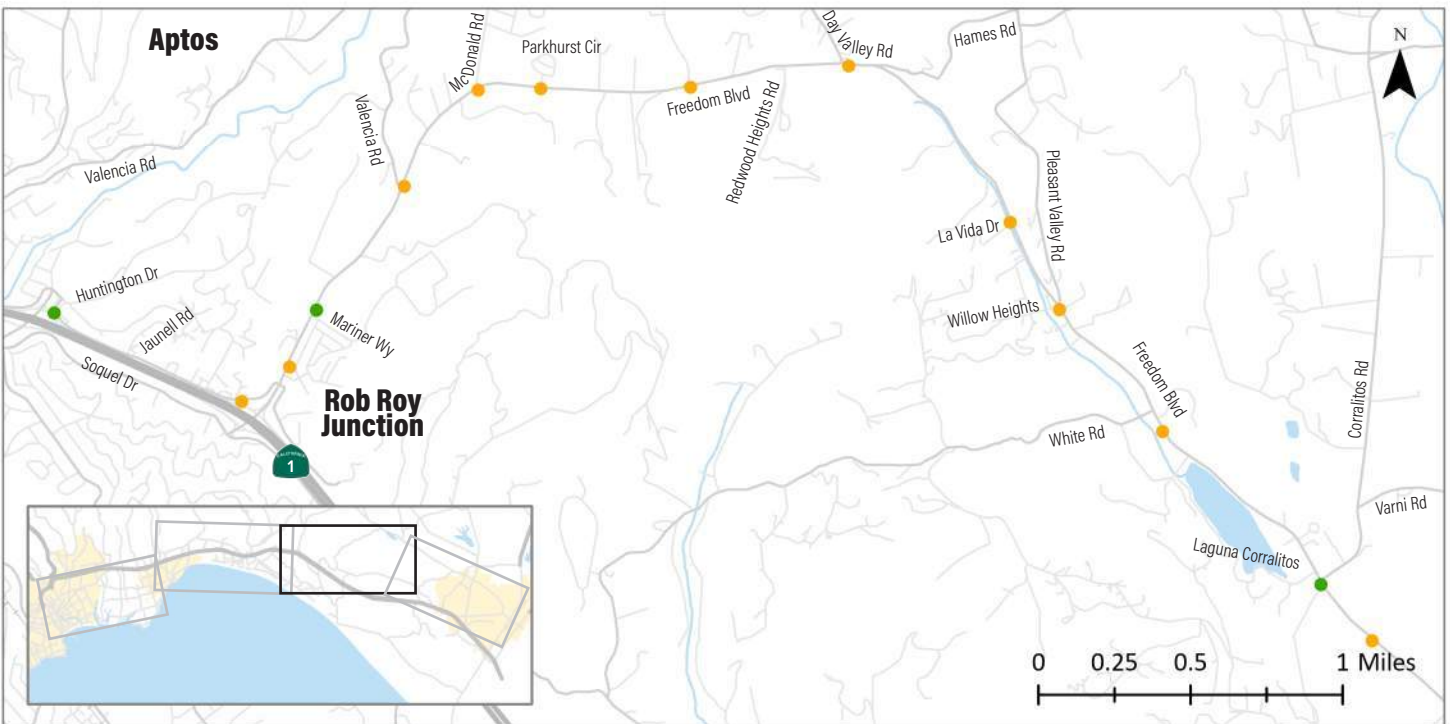
- City Limits
- Transit Center
- Stop is Within 100' of an Existing Crosswalk
- Stop is Not Within 100' of an Existing Crosswalk



Figure 1C: Bus Stop Near Crosswalk - Aptos to Freedom



Northbound



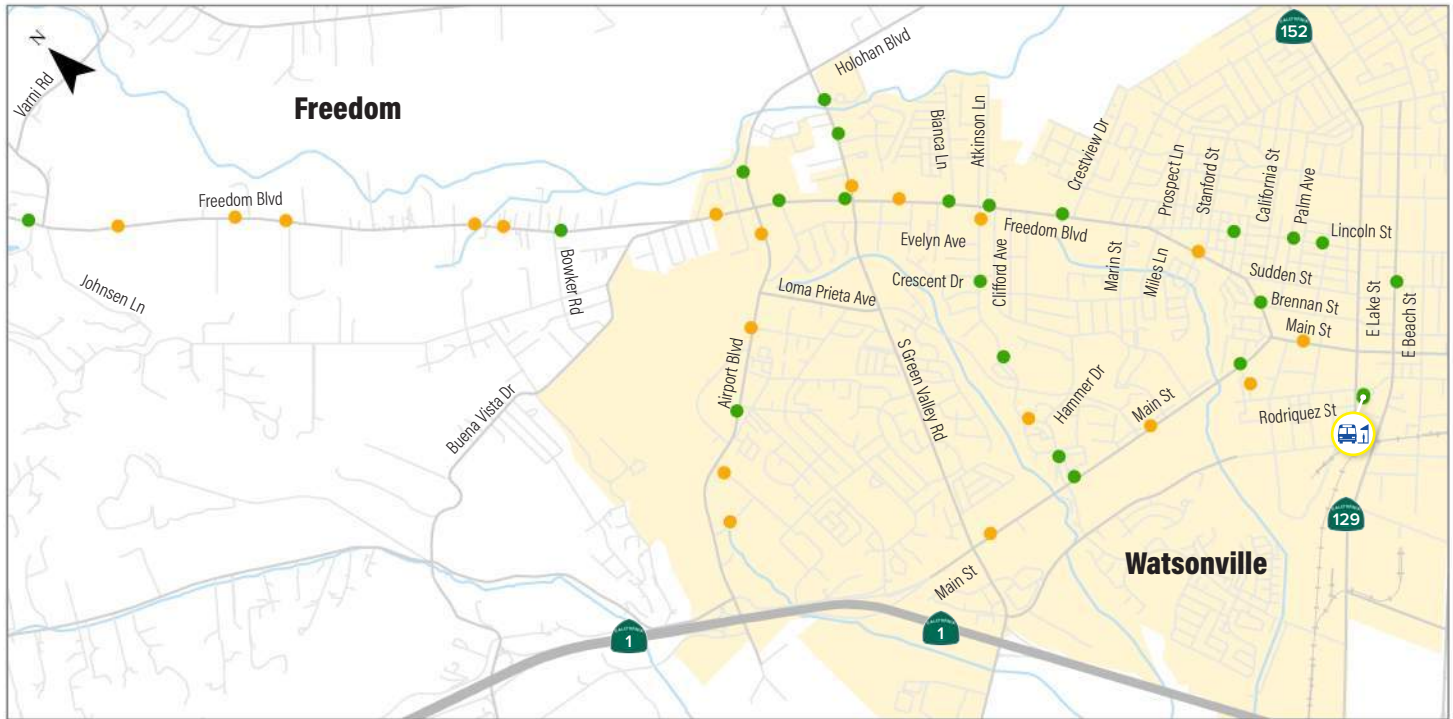
Southbound

<b>Legend</b>	City Limits	Stop is Within 100' of an Existing Crosswalk
	Transit Center	Stop is Not Within 100' of an Existing Crosswalk

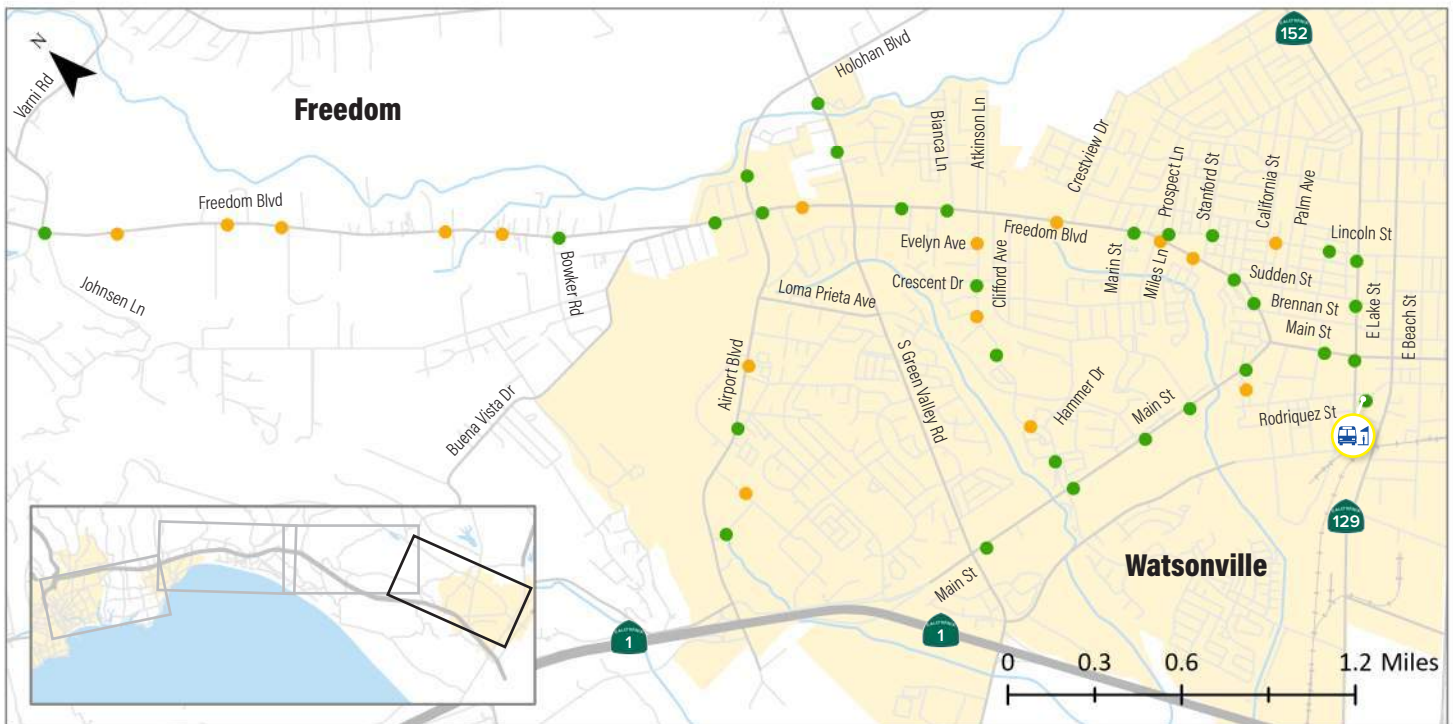




Figure 1D: Bus Stop Near Crosswalk - Freedom to Watsonville



Northbound



Southbound

<b>Legend</b>	City Limits	Stop is Within 100' of an Existing Crosswalk
	Transit Center	Stop is Not Within 100' of an Existing Crosswalk

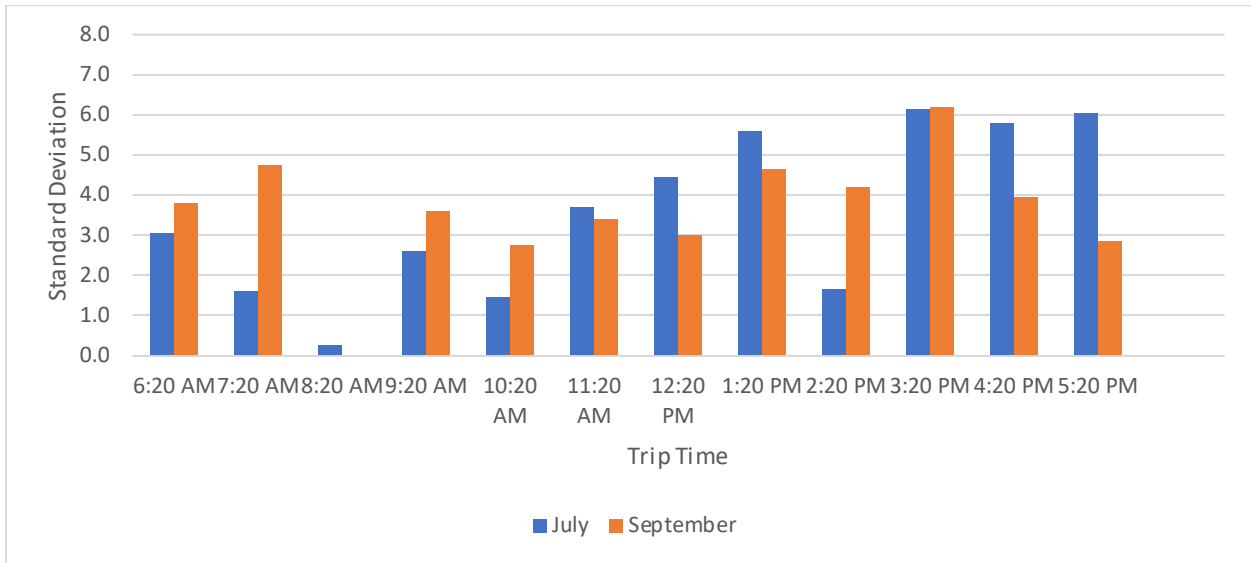


## APPENDIX B: TRAVEL TIME STANDARD DEVIATION CHARTS

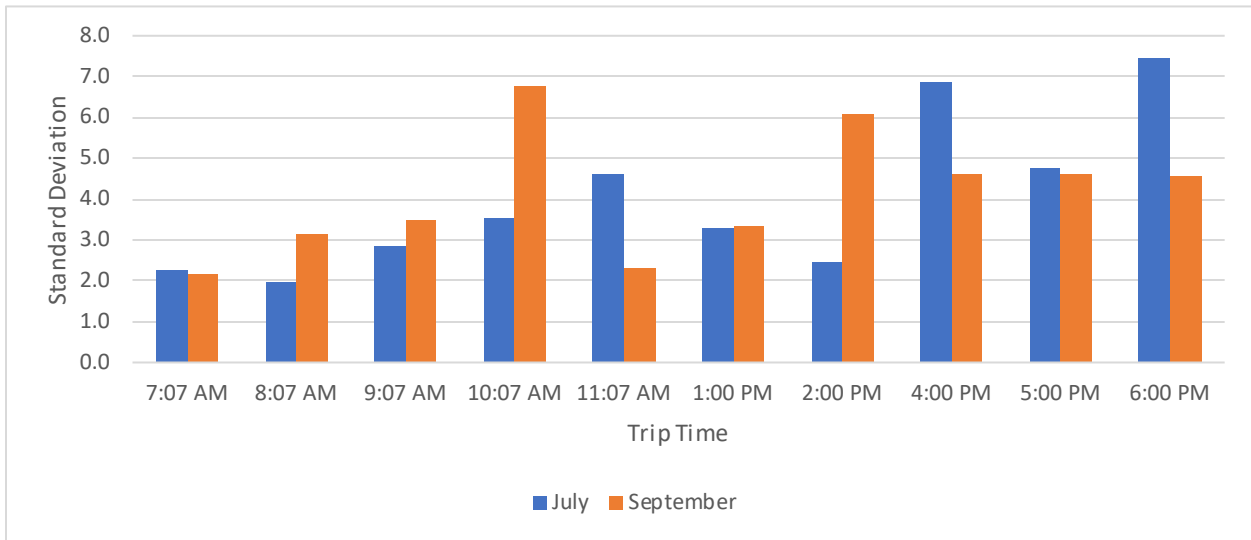




Line 69A Travel Time Standard Deviation - Northbound

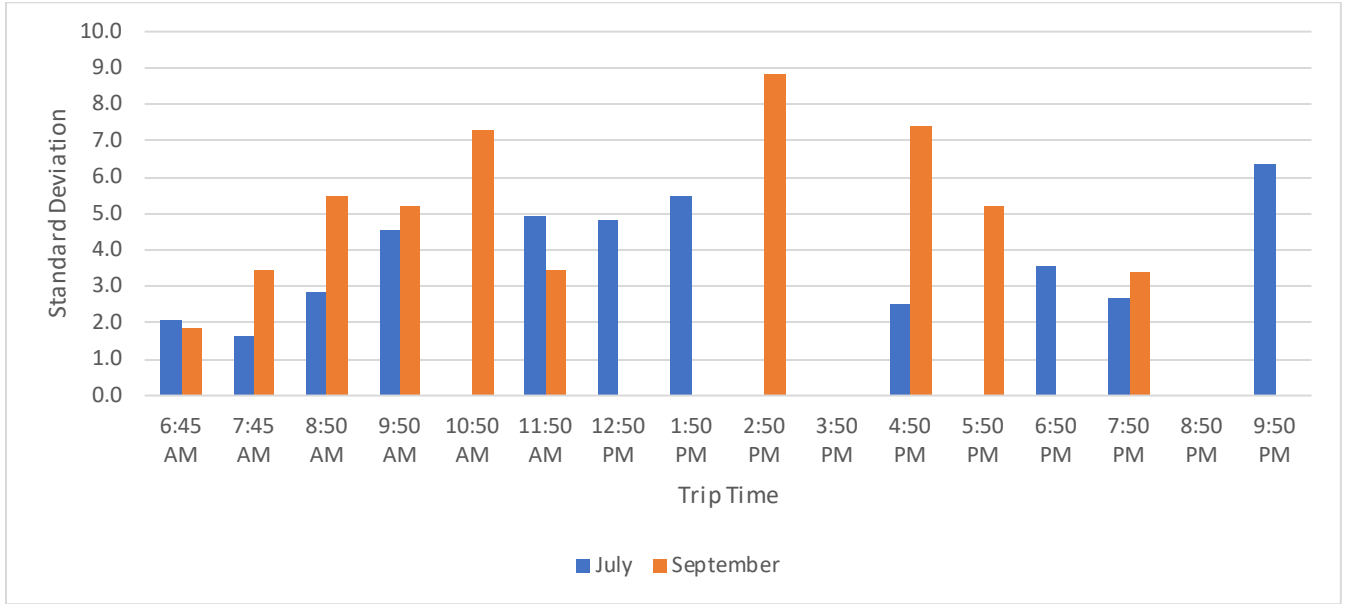


Line 69A Travel Time Standard Deviation - Southbound

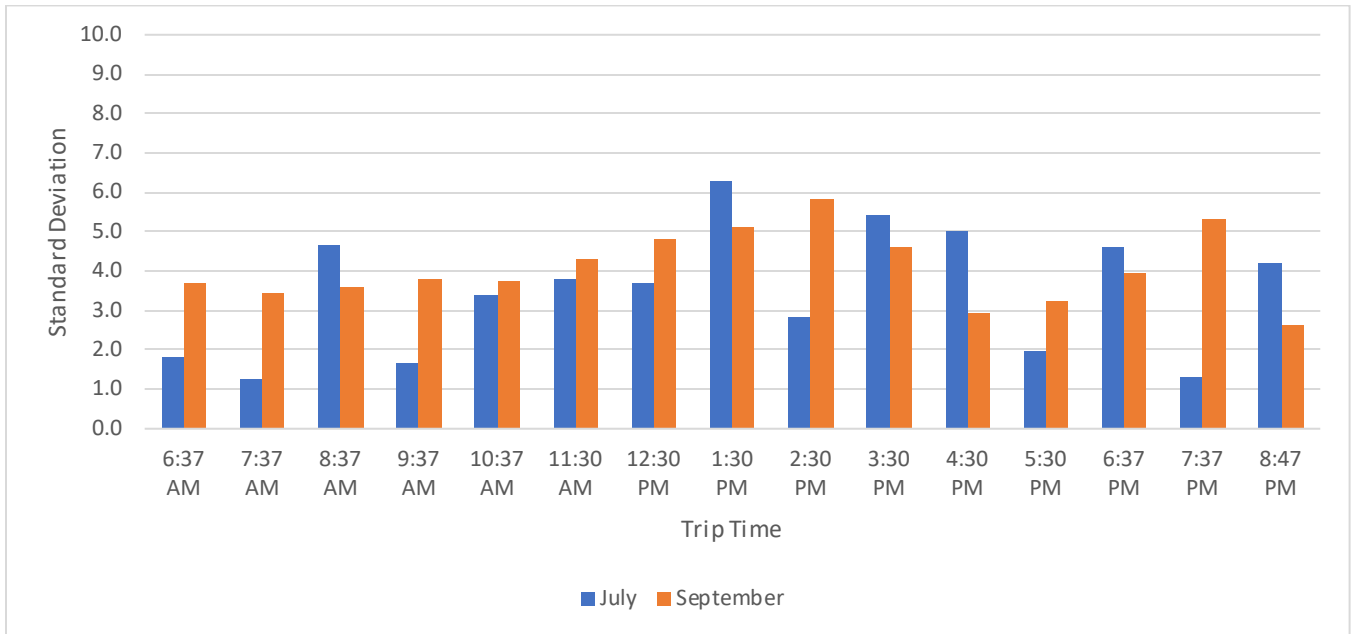




Line 69W Travel Time Standard Deviation - Northbound

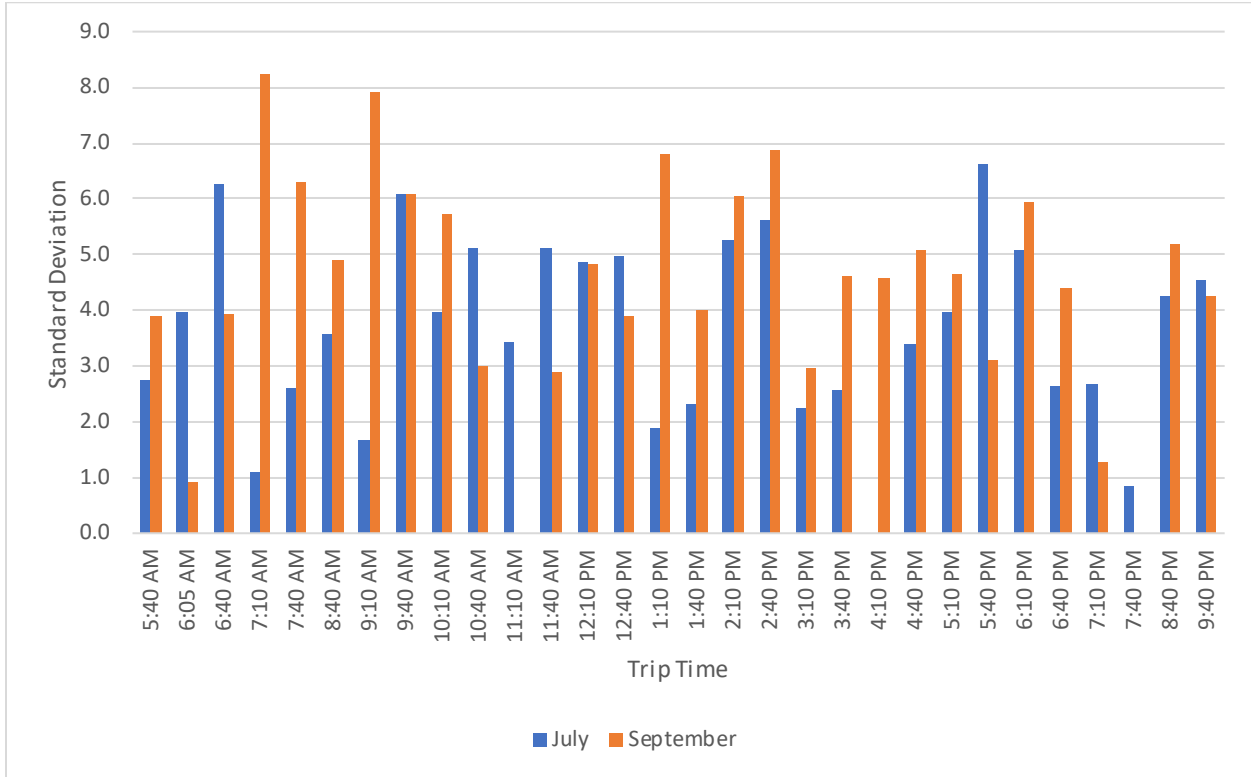


Line 69W Travel Time Standard Deviation - Southbound

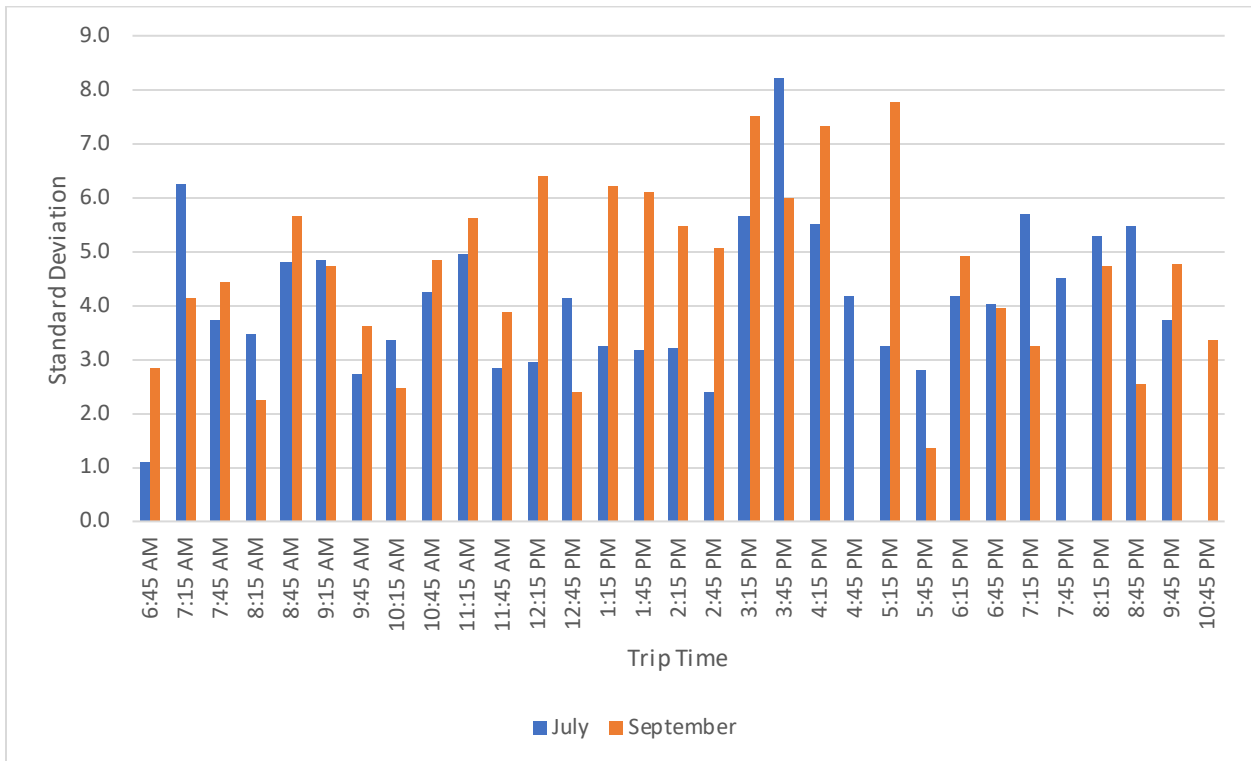




Line 71 Travel Time Standard Deviation - Northbound

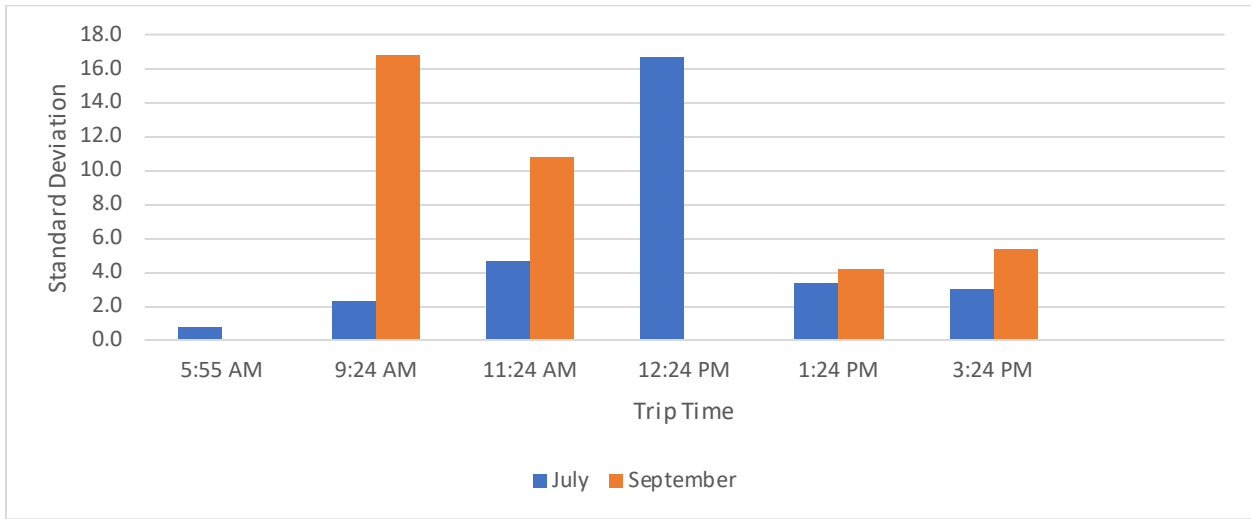


Line 71 Travel Time Standard Deviation - Southbound

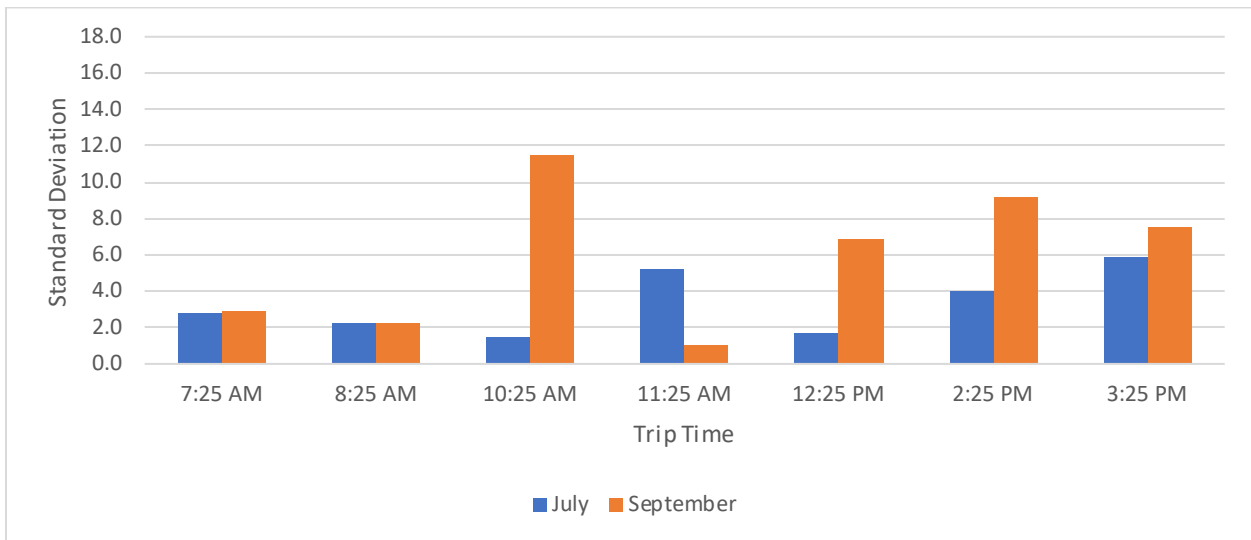




Line 91X Travel Time Standard Deviation - Northbound



Line 91X Travel Time Standard Deviation - Southbound



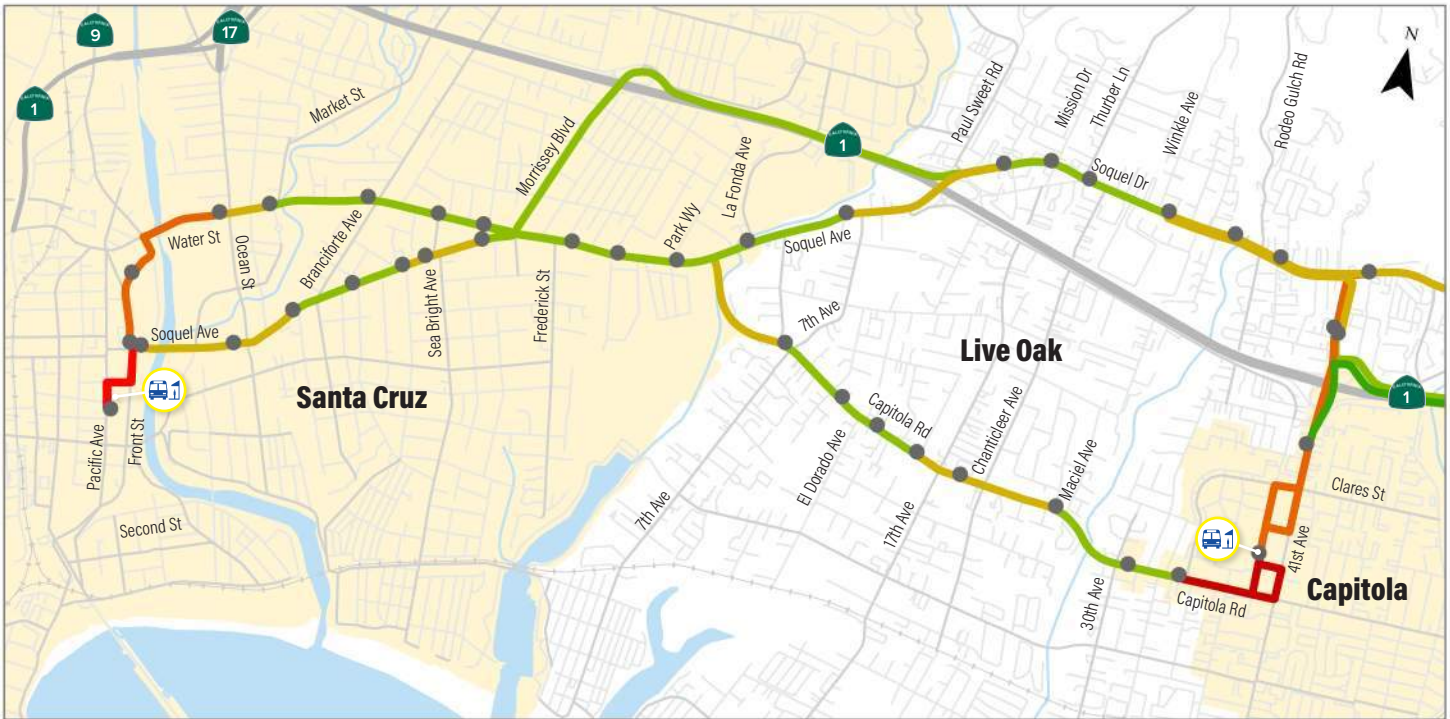


## APPENDIX C: AVERAGE SPEED MAPS





Figure 1A: July AM Peak Period Average Speed - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed (miles per hour)**

<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> < 5	<span style="display: inline-block; width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px;"></span> 10 - 15	<span style="display: inline-block; width: 20px; height: 10px; background-color: lightgreen; border: 1px solid black; margin-right: 5px;"></span> 20 - 40
<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> 5 - 10	<span style="display: inline-block; width: 20px; height: 10px; background-color: yellow; border: 1px solid black; margin-right: 5px;"></span> 15 - 20	<span style="display: inline-block; width: 20px; height: 10px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> > 40

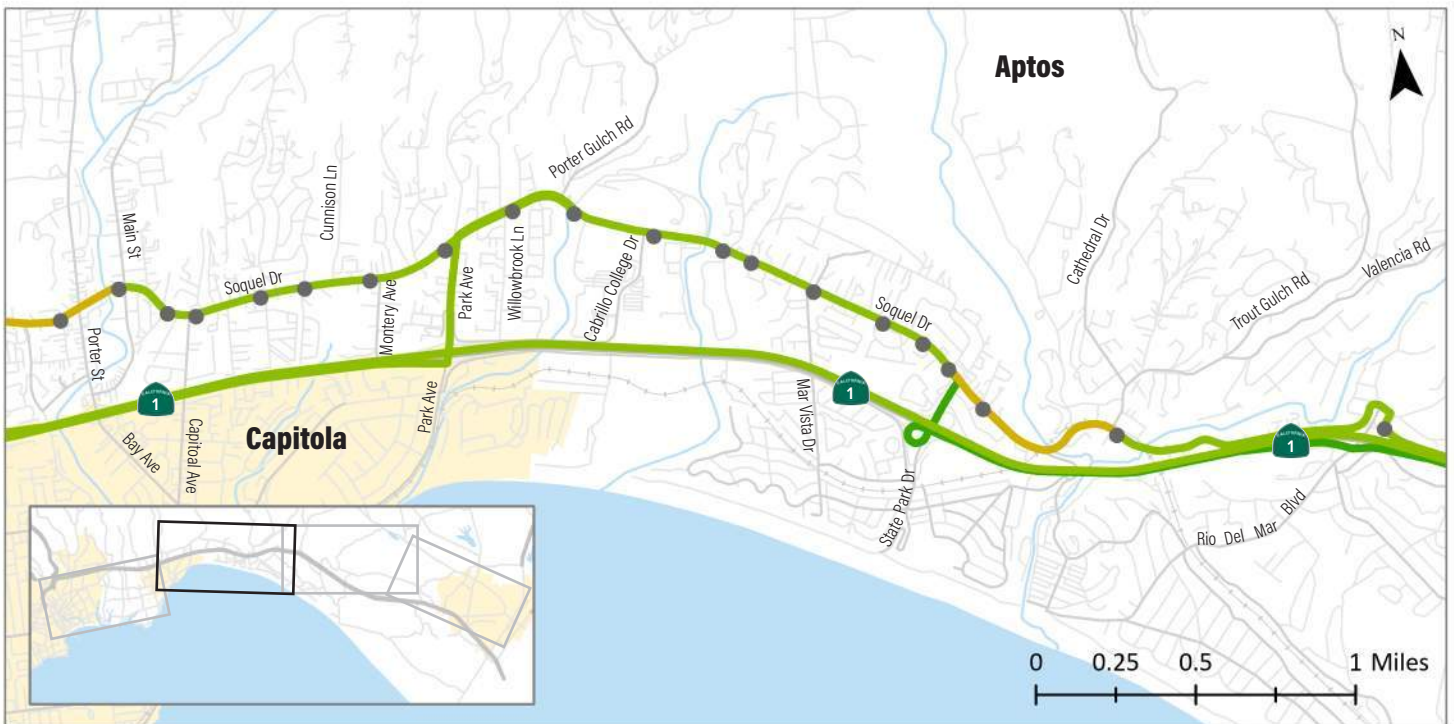




Figure 1B: July AM Peak Period Average Speed - Capitola to Aptos



Northbound



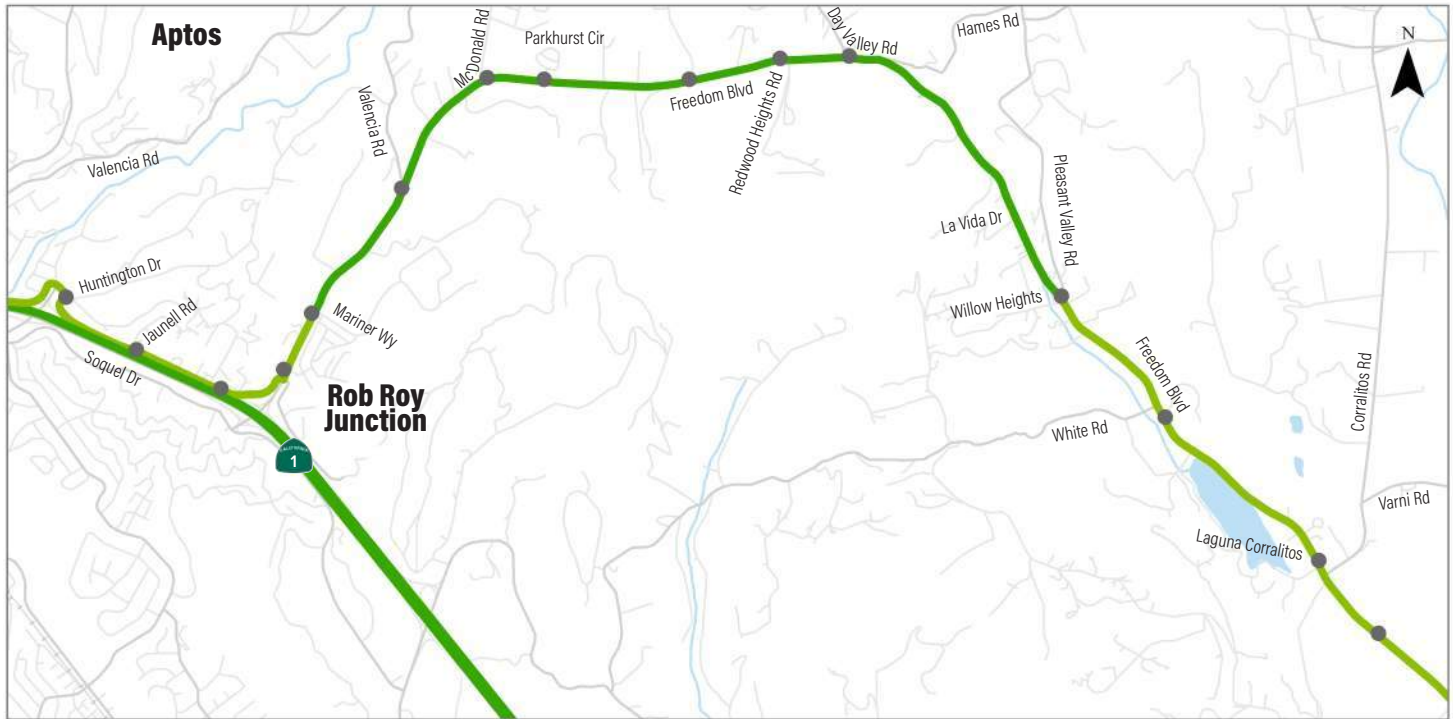
Southbound

<b>Legend</b>	City Limits	<b>Bus Speed (miles per hour)</b>		
	Bus Stop	< 5	10 - 15	20 - 40
	Transit Center	5 - 10	15 - 20	> 40

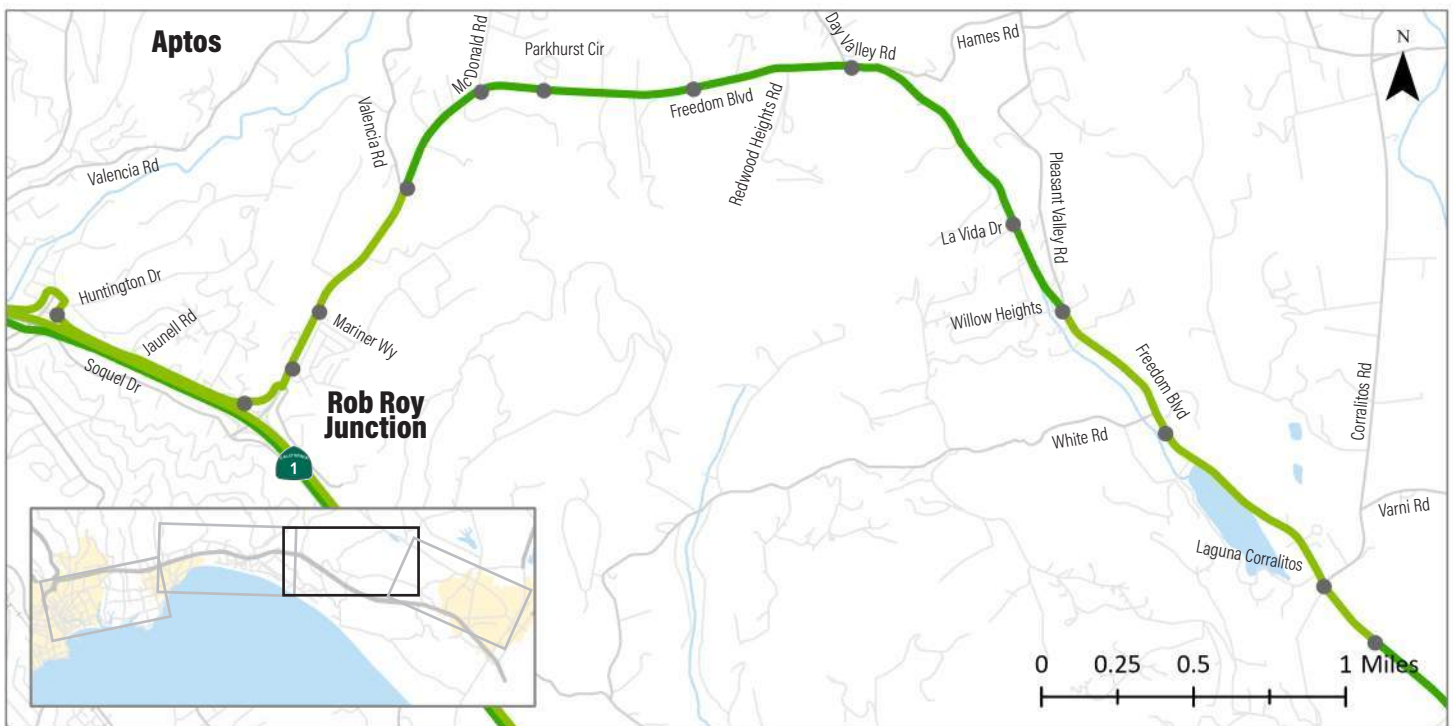




Figure 1C: July AM Peak Period Average Speed - Aptos to Freedom



Northbound



Southbound

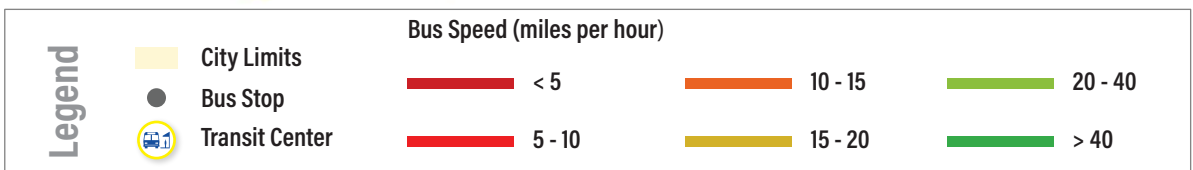


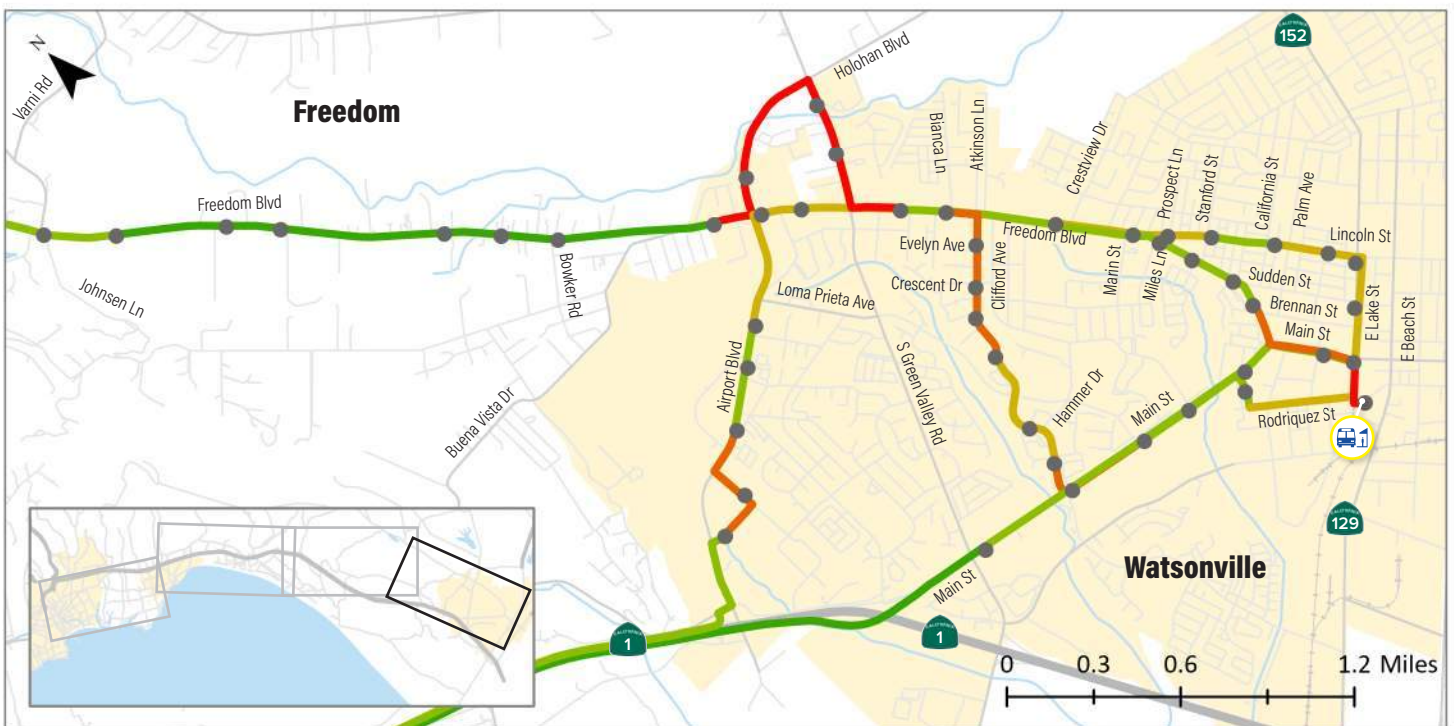




Figure 1D: July AM Peak Period Average Speed - Freedom to Watsonville



Northbound



Southbound

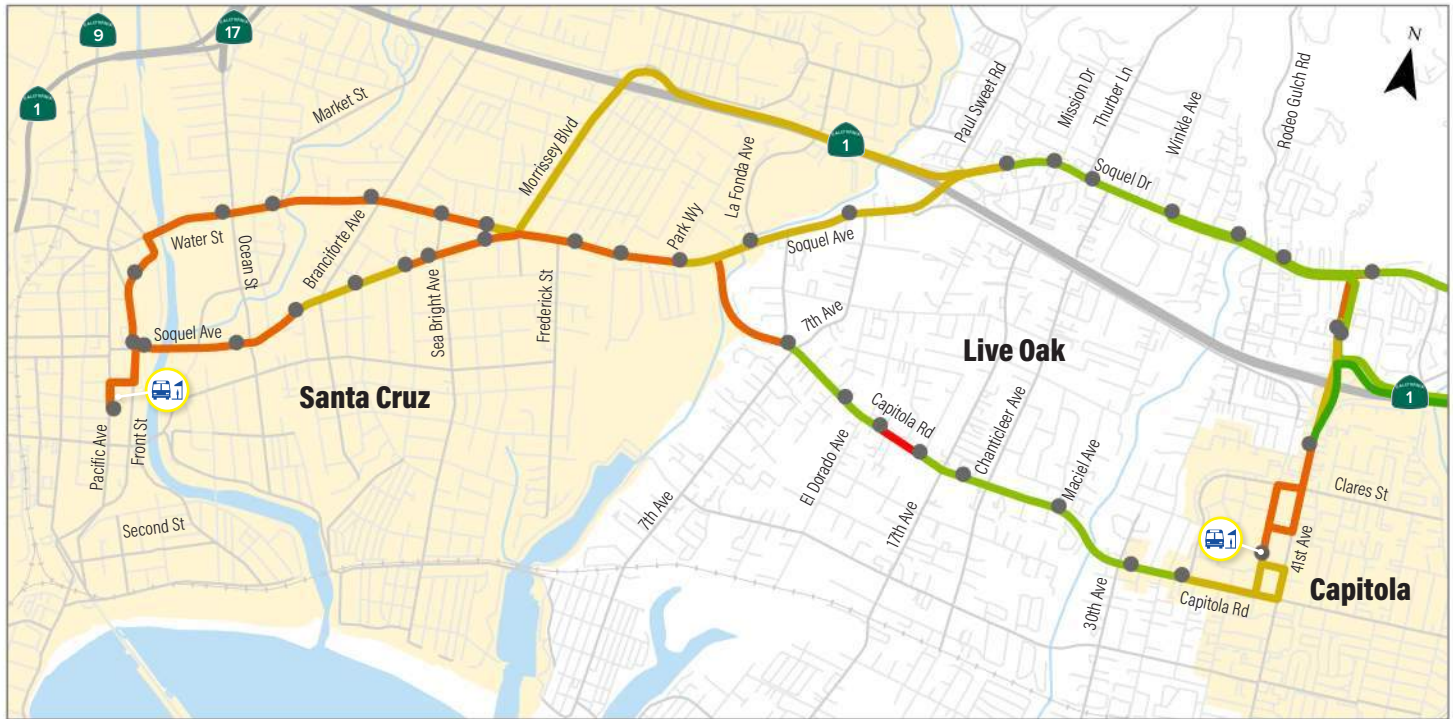
Legend		Bus Speed (miles per hour)		
		< 5	10 - 15	20 - 40
	City Limits			
	Bus Stop			
	Transit Center			







Figure 1A: July PM Peak Period Average Speed - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed (miles per hour)**

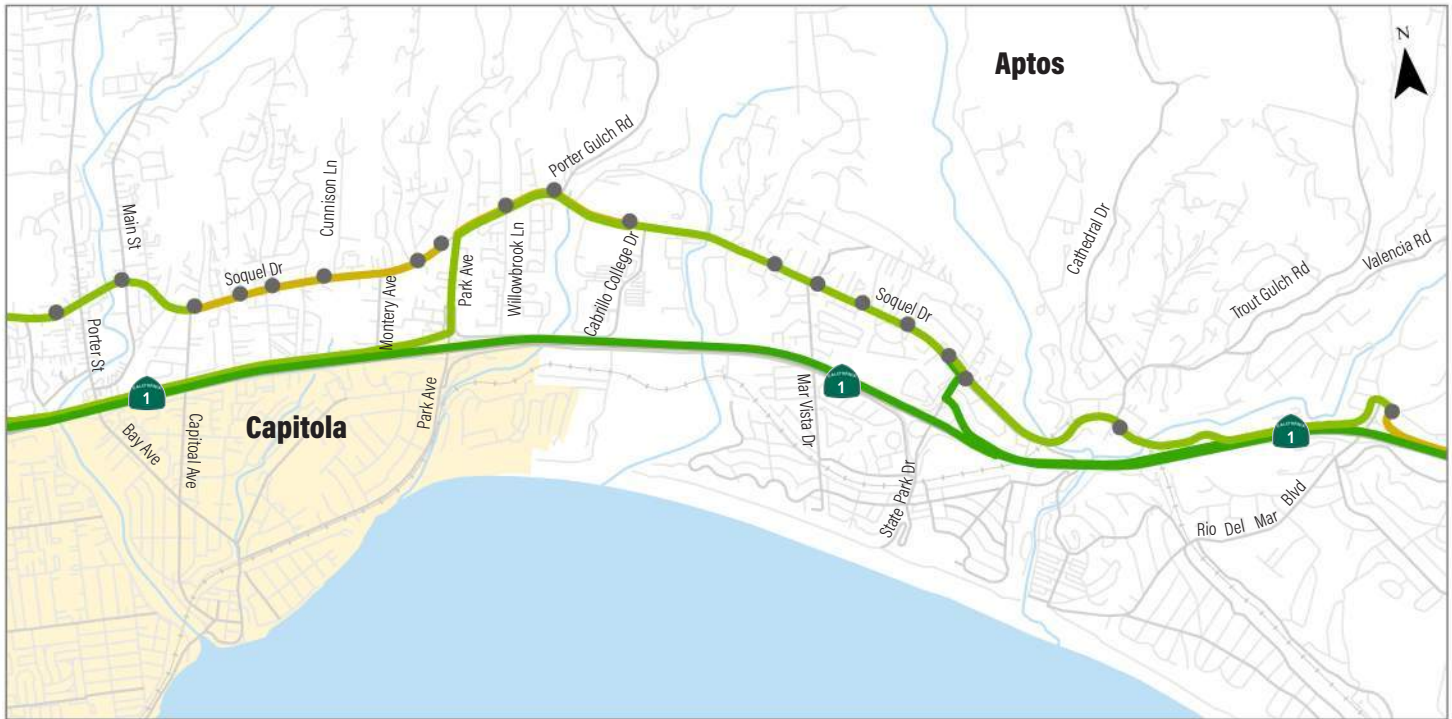
<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> < 5	<span style="display: inline-block; width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px;"></span> 10 - 15	<span style="display: inline-block; width: 20px; height: 10px; background-color: #90EE90; border: 1px solid black; margin-right: 5px;"></span> 20 - 40
<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> 5 - 10	<span style="display: inline-block; width: 20px; height: 10px; background-color: yellow; border: 1px solid black; margin-right: 5px;"></span> 15 - 20	<span style="display: inline-block; width: 20px; height: 10px; background-color: green; border: 1px solid black; margin-right: 5px;"></span> > 40







Figure 1B: July PM Peak Period Average Speed - Capitola to Aptos



Northbound



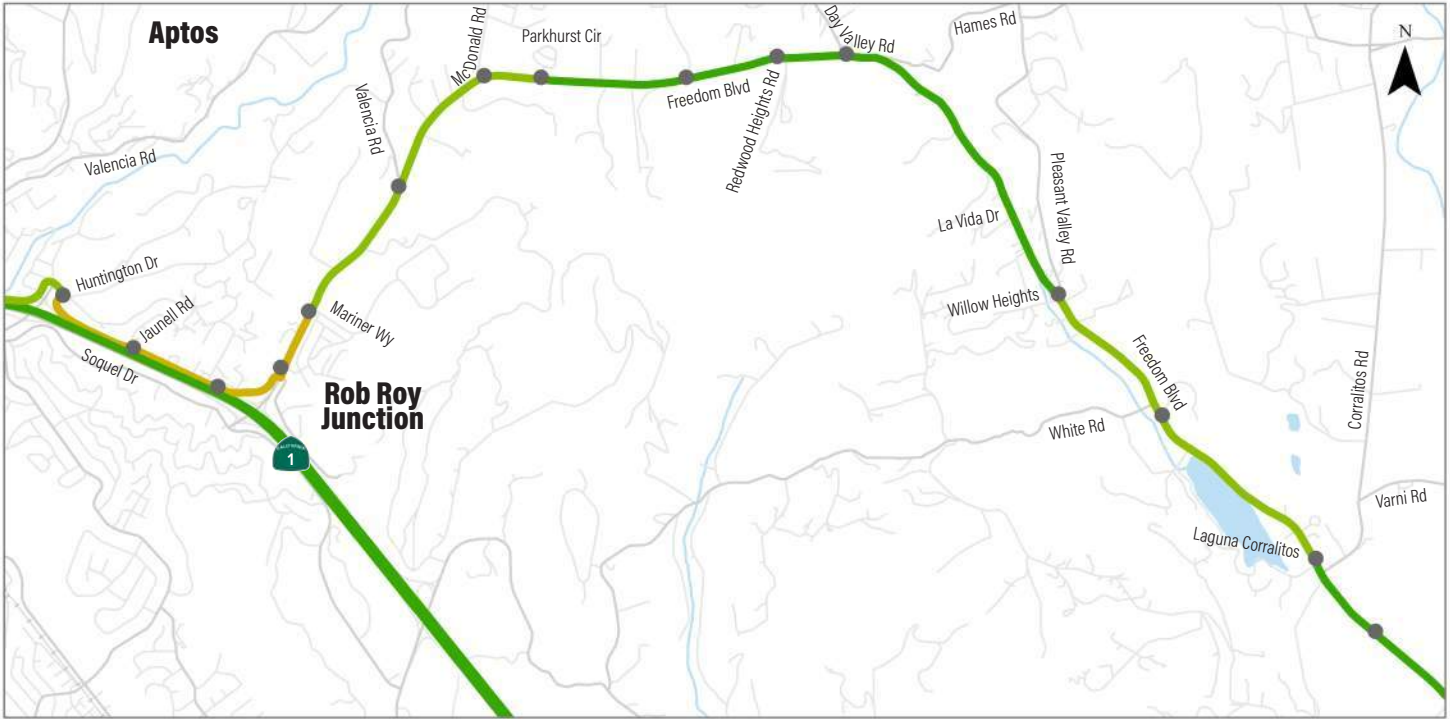
Southbound

Legend		Bus Speed (miles per hour)		
		City Limits	< 5	10 - 15
Bus Stop	5 - 10	15 - 20	> 40	
Transit Center				

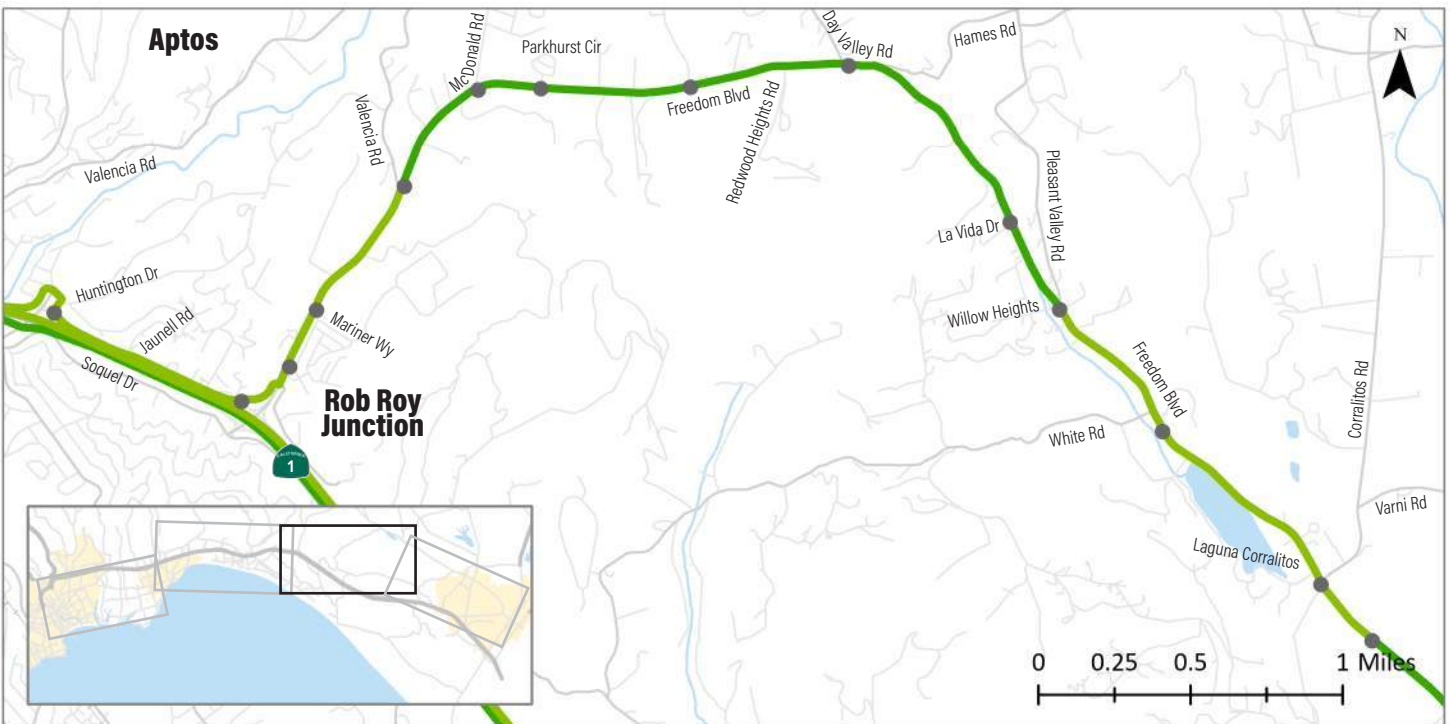




Figure 1C: July PM Peak Period Average Speed - Aptos to Freedom



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed (miles per hour)**

< 5	10 - 15	20 - 40
5 - 10	15 - 20	> 40

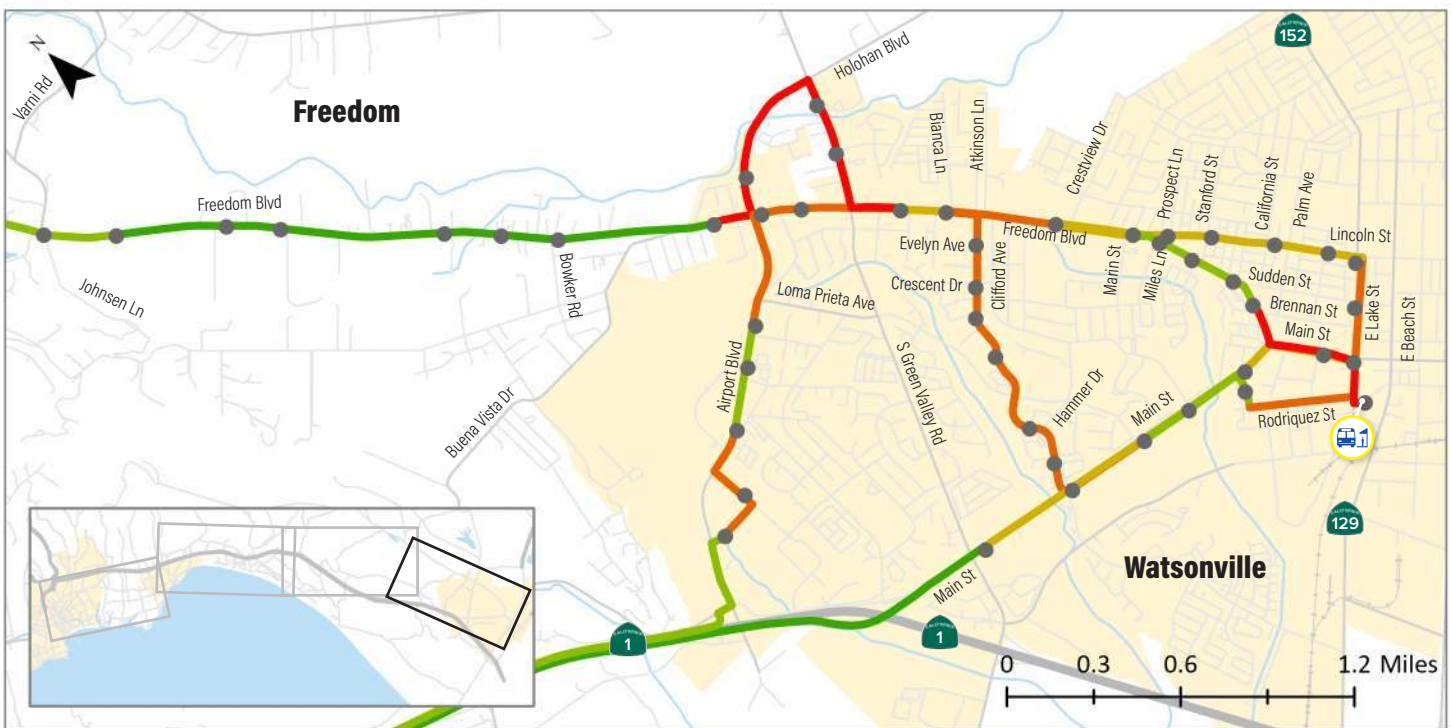




Figure 1D: July PM Peak Period Average Speed - Freedom to Watsonville



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed (miles per hour)**

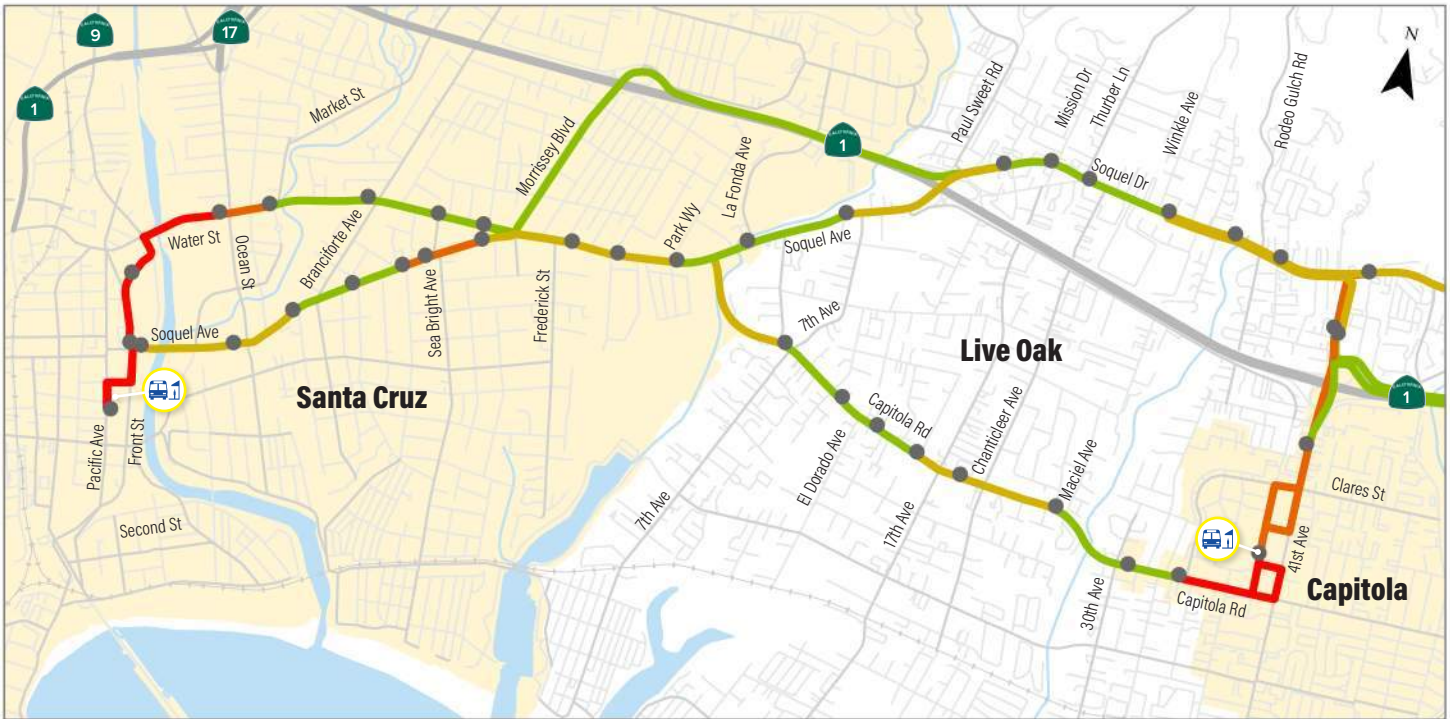
<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> < 5	<span style="display: inline-block; width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px;"></span> 10 - 15	<span style="display: inline-block; width: 20px; height: 10px; background-color: #90EE90; border: 1px solid black; margin-right: 5px;"></span> 20 - 40
<span style="display: inline-block; width: 20px; height: 10px; background-color: #FF0000; border: 1px solid black; margin-right: 5px;"></span> 5 - 10	<span style="display: inline-block; width: 20px; height: 10px; background-color: #FFD700; border: 1px solid black; margin-right: 5px;"></span> 15 - 20	<span style="display: inline-block; width: 20px; height: 10px; background-color: #008000; border: 1px solid black; margin-right: 5px;"></span> > 40







Figure 1A: September AM Peak Period Average Speed - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

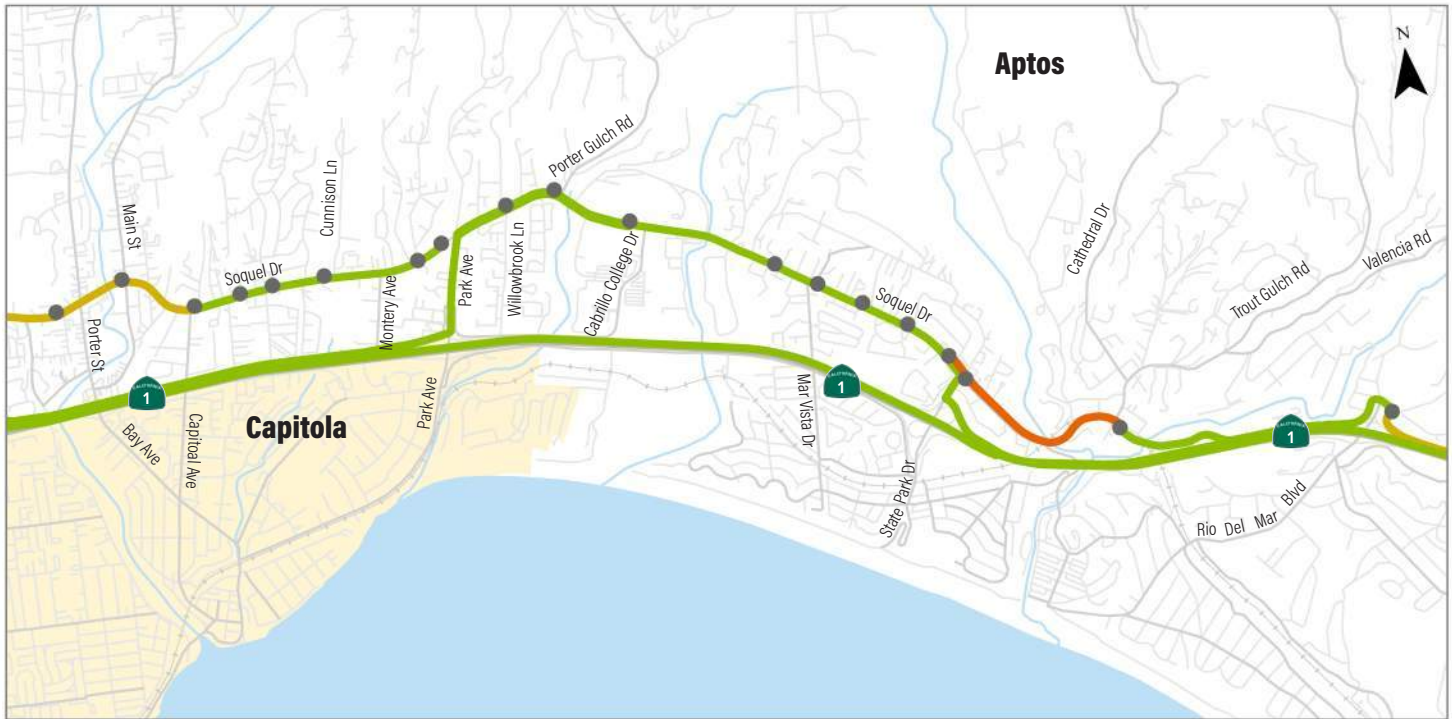
**Bus Speed (miles per hour)**

<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> < 5	<span style="display: inline-block; width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px;"></span> 10 - 15	<span style="display: inline-block; width: 20px; height: 10px; background-color: #90EE90; border: 1px solid black; margin-right: 5px;"></span> 20 - 40
<span style="display: inline-block; width: 20px; height: 10px; background-color: #FF0000; border: 1px solid black; margin-right: 5px;"></span> 5 - 10	<span style="display: inline-block; width: 20px; height: 10px; background-color: #FFD700; border: 1px solid black; margin-right: 5px;"></span> 15 - 20	<span style="display: inline-block; width: 20px; height: 10px; background-color: #008000; border: 1px solid black; margin-right: 5px;"></span> > 40





Figure 1B: September AM Peak Period Average Speed - Capitola to Aptos



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed (miles per hour)**

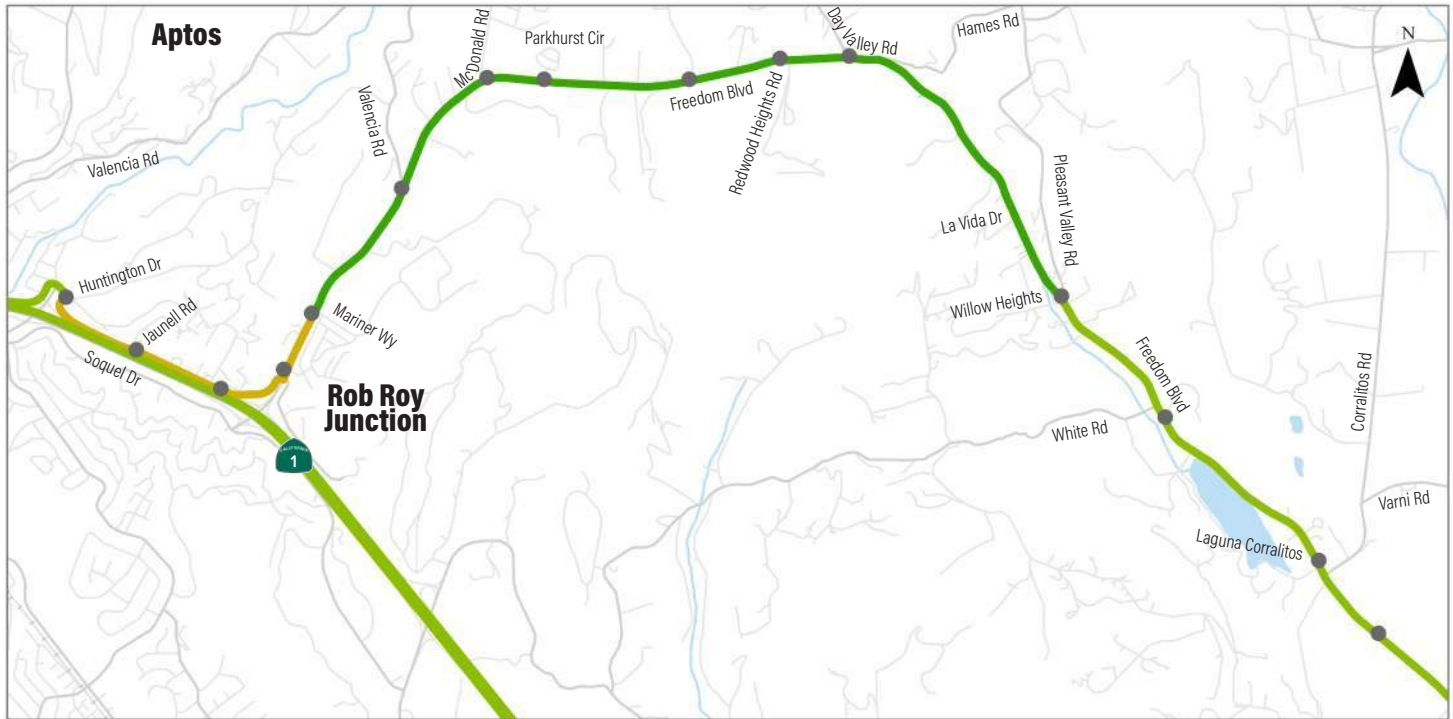
< 5	10 - 15	20 - 40
5 - 10	15 - 20	> 40



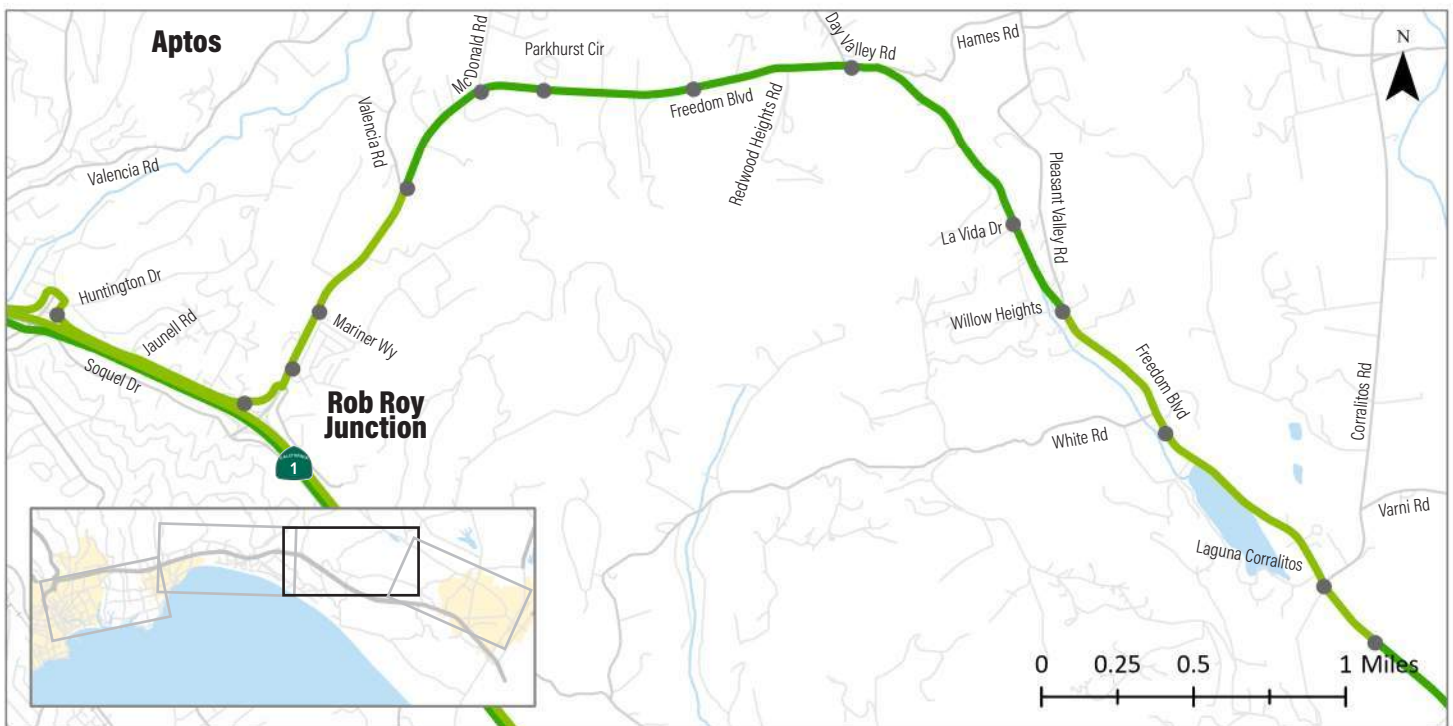




Figure 1C: September AM Peak Period Average Speed - Aptos to Freedom



Northbound



Southbound

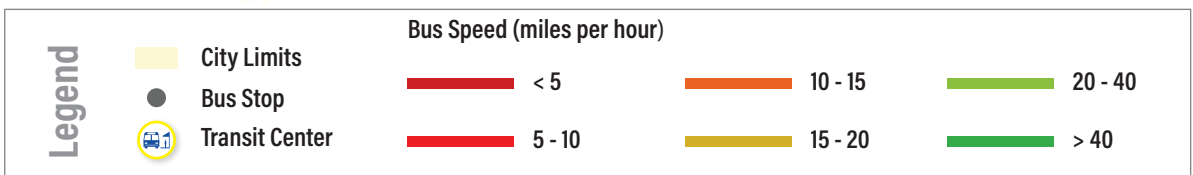
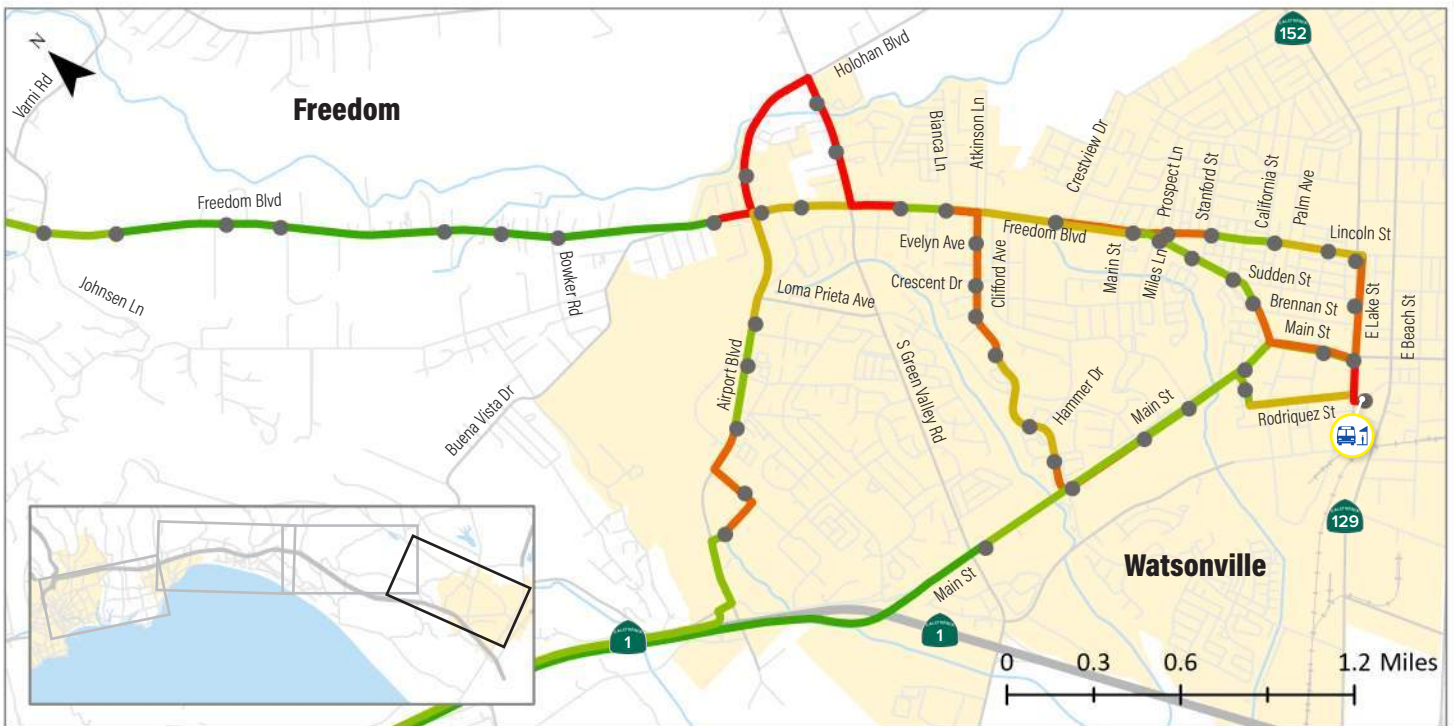




Figure 1D: September AM Peak Period Average Speed - Freedom to Watsonville



Northbound



Southbound

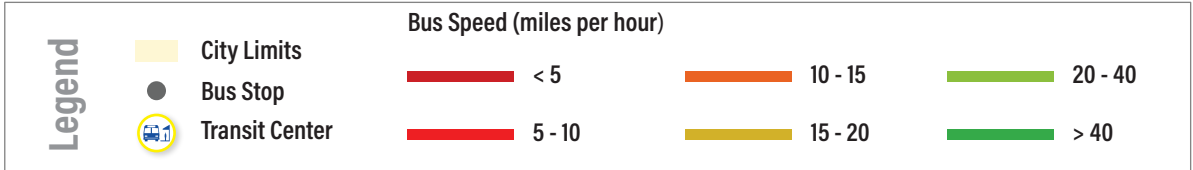
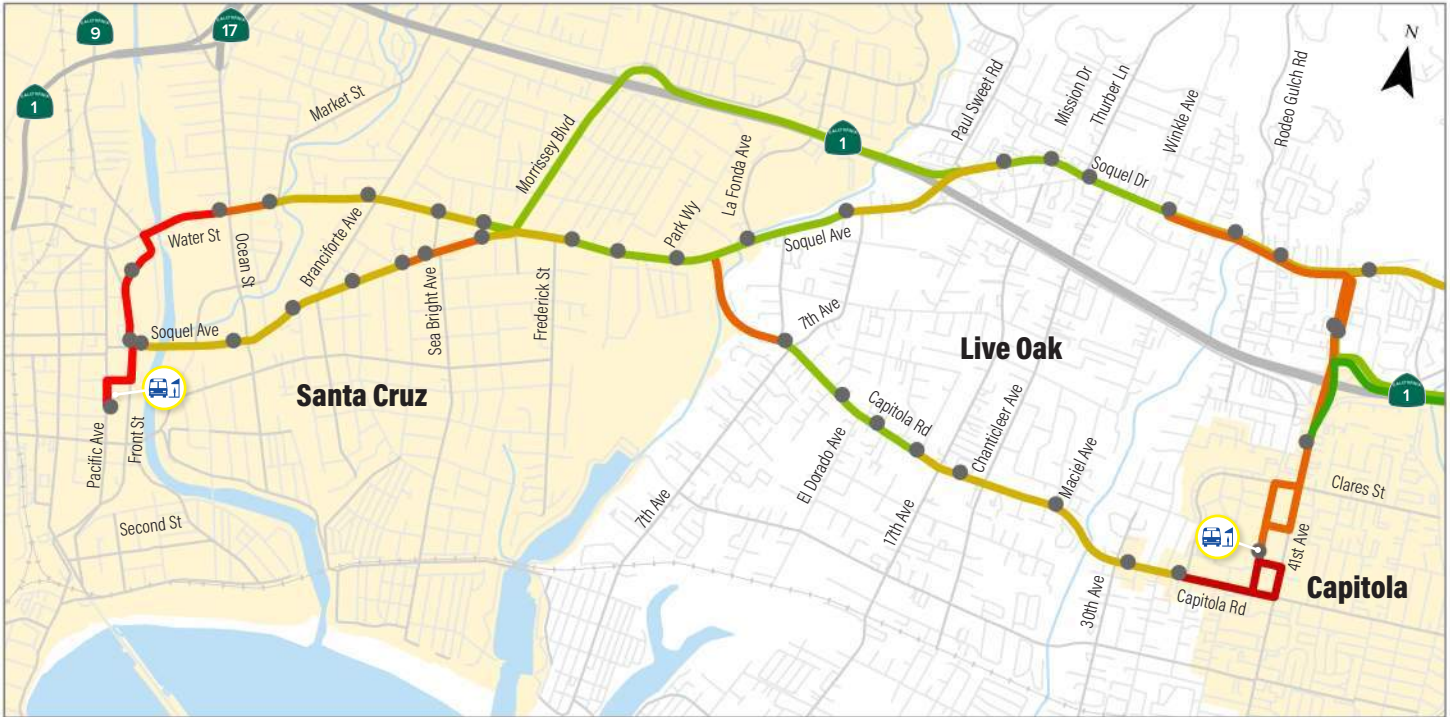






Figure 1A: September PM Peak Period Average Speed - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed (miles per hour)**

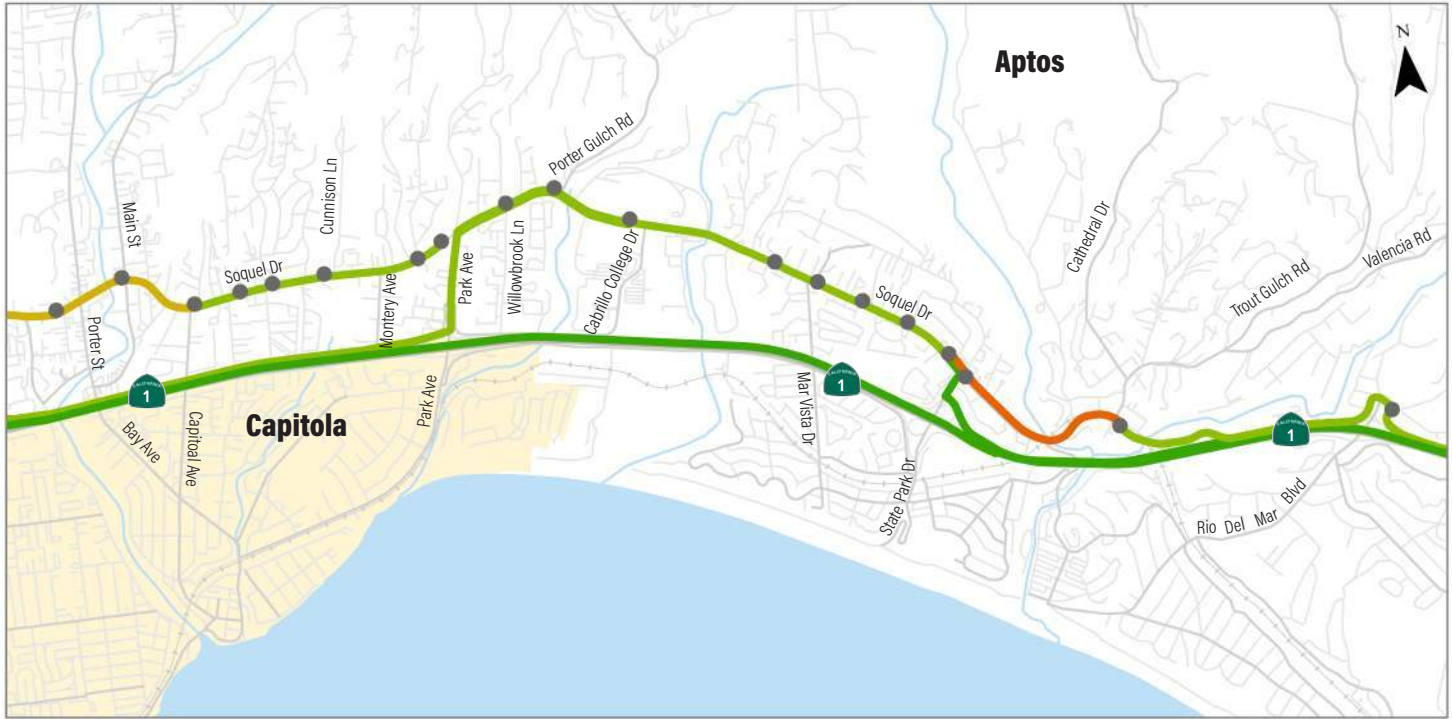
<span style="display: inline-block; width: 20px; height: 10px; background-color: red; border: 1px solid black; margin-right: 5px;"></span> < 5	<span style="display: inline-block; width: 20px; height: 10px; background-color: orange; border: 1px solid black; margin-right: 5px;"></span> 10 - 15	<span style="display: inline-block; width: 20px; height: 10px; background-color: #90ee90; border: 1px solid black; margin-right: 5px;"></span> 20 - 40
<span style="display: inline-block; width: 20px; height: 10px; background-color: #ff0000; border: 1px solid black; margin-right: 5px;"></span> 5 - 10	<span style="display: inline-block; width: 20px; height: 10px; background-color: #ffcc00; border: 1px solid black; margin-right: 5px;"></span> 15 - 20	<span style="display: inline-block; width: 20px; height: 10px; background-color: #008000; border: 1px solid black; margin-right: 5px;"></span> > 40







Figure 1B: September PM Peak Period Average Speed - Capitola to Aptos



Northbound



Southbound

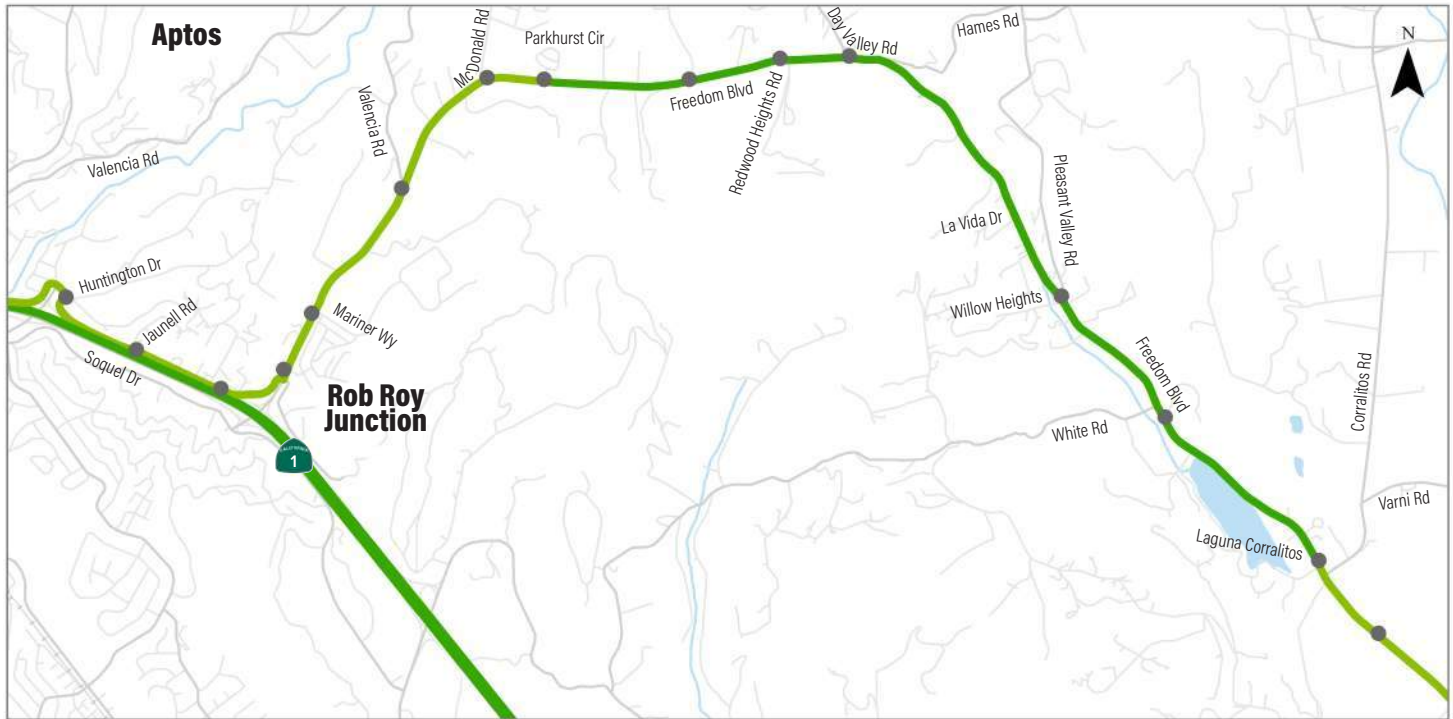
Legend		Bus Speed (miles per hour)		
		City Limits	< 5	10 - 15
Bus Stop	5 - 10	15 - 20	> 40	
Transit Center				



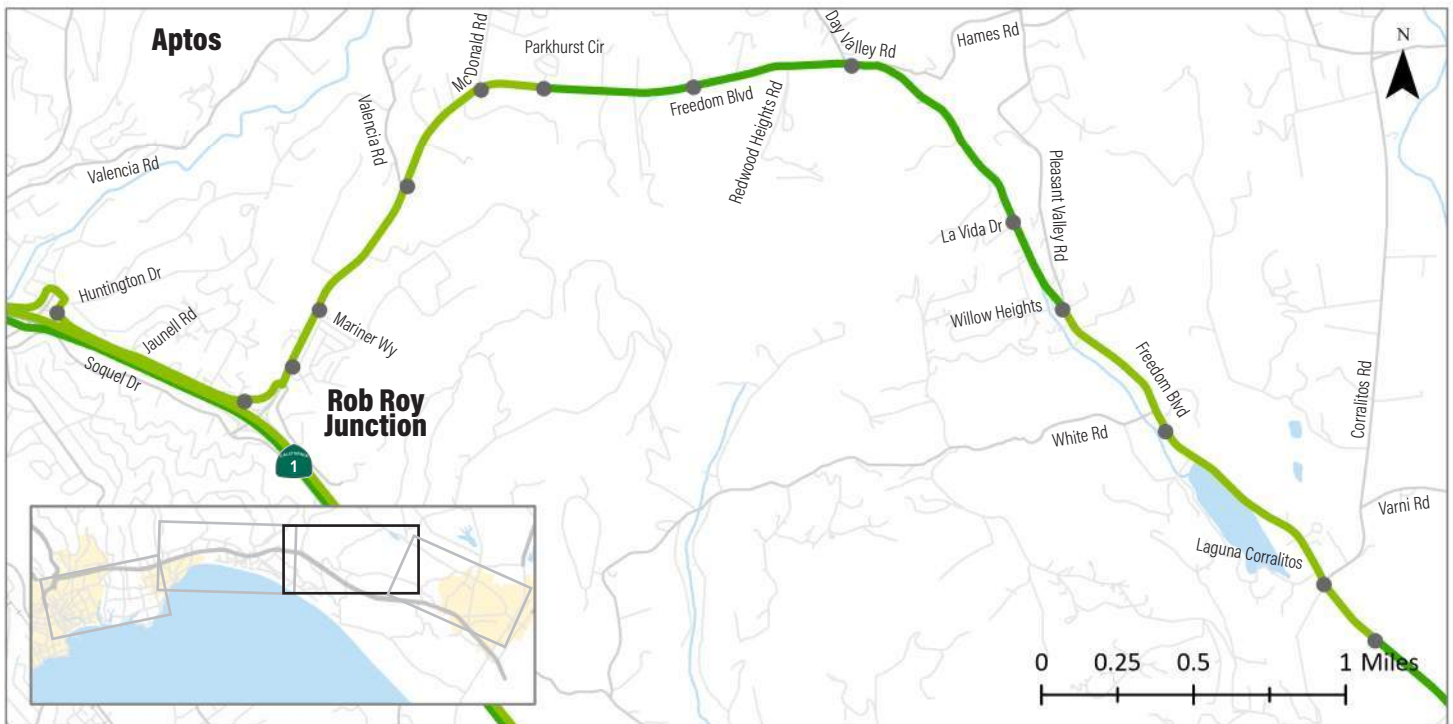




Figure 1C: September PM Peak Period Average Speed - Aptos to Freedom



Northbound



Southbound

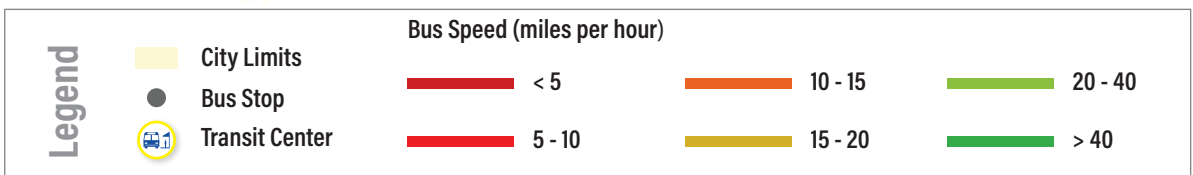
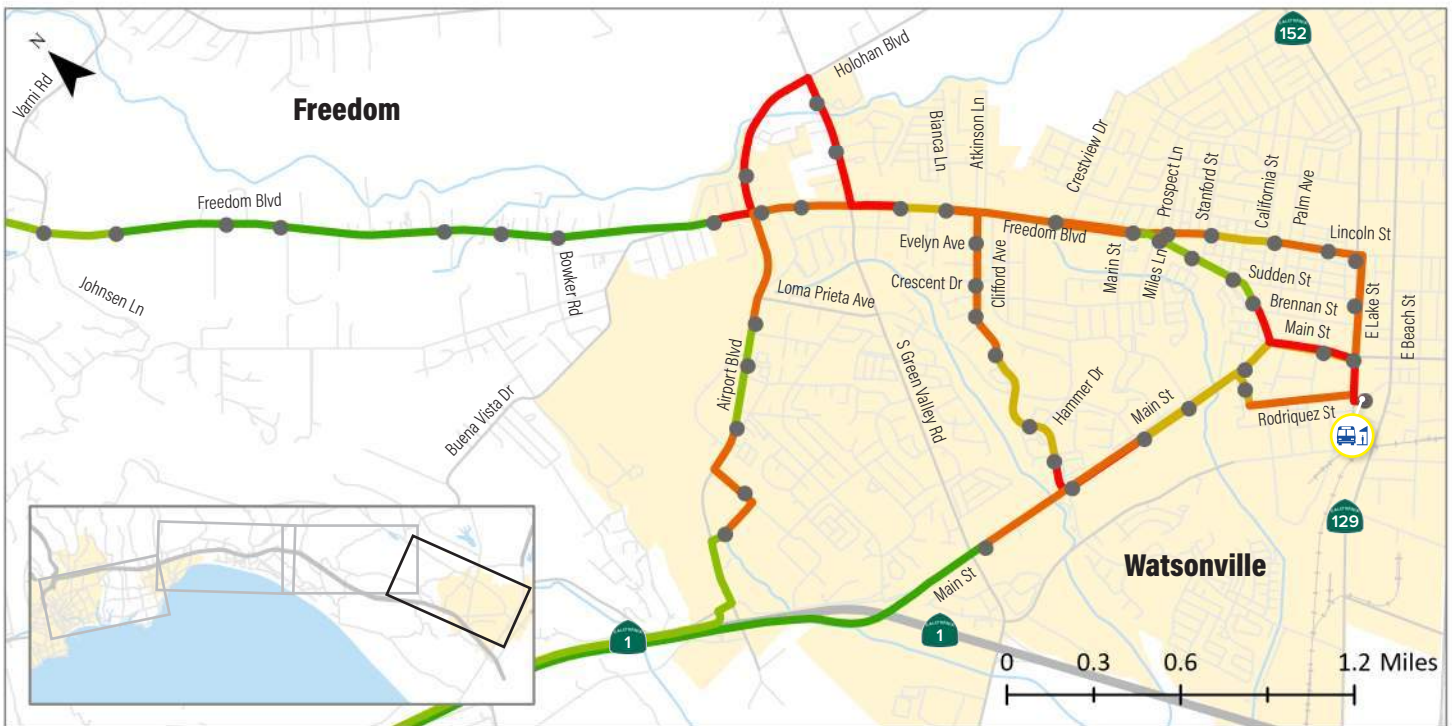




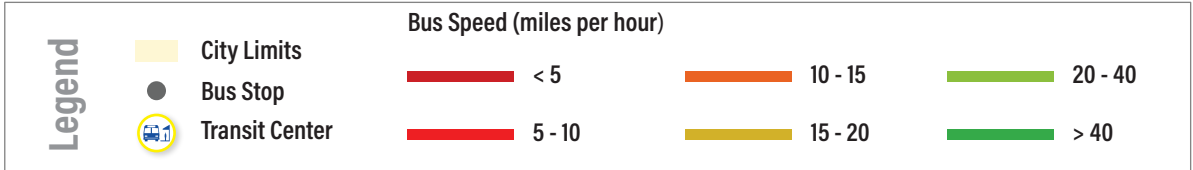
Figure 1D: September PM Peak Period Average Speed - Freedom to Watsonville



Northbound



Southbound



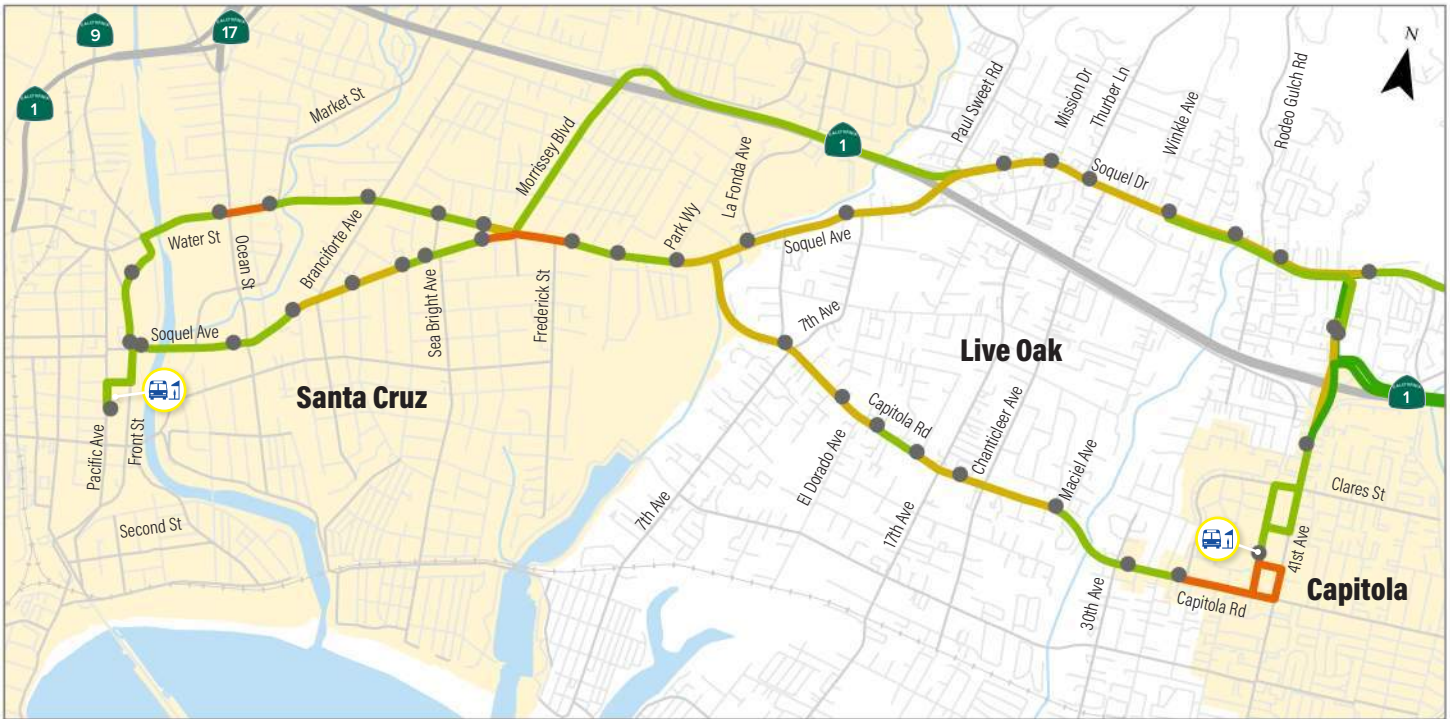


## APPENDIX D: SPEED VARIABILITY MAPS

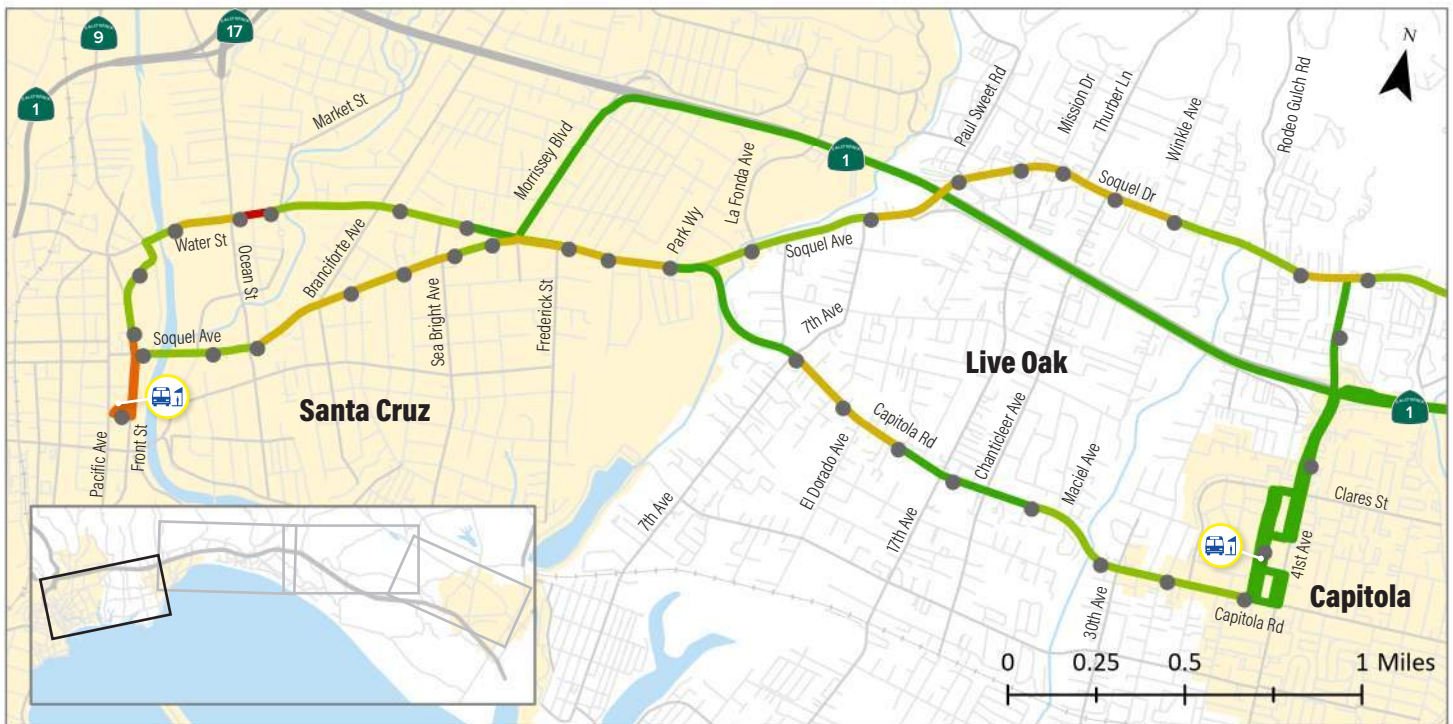




Figure 1A: July AM Peak Period Speed Variability - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed Variability (coefficient of variation)**

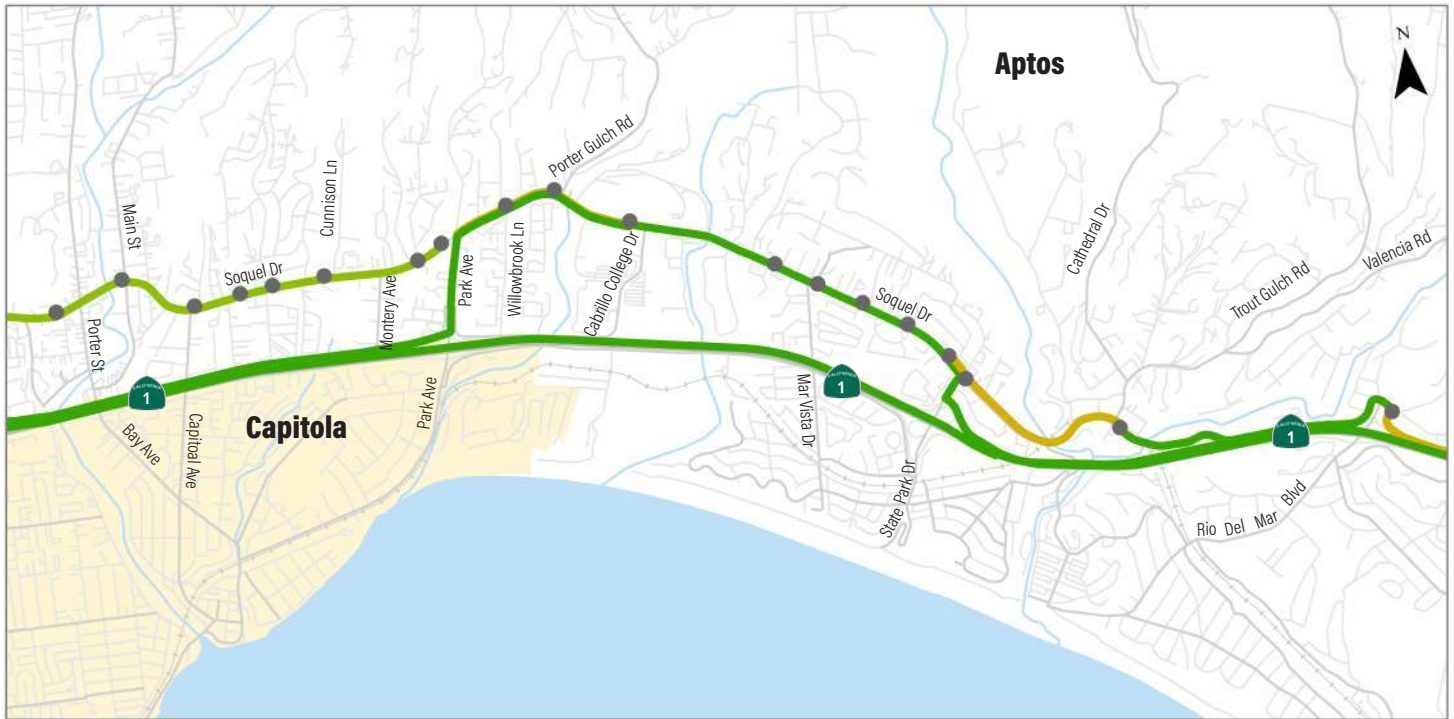
<span style="color: green;">█</span> < 0.1	<span style="color: orange;">█</span> 0.2 - 0.3	<span style="color: red;">█</span> 0.5 - 0.8
<span style="color: lightgreen;">█</span> 0.1 - 0.2	<span style="color: yellow;">█</span> 0.3 - 0.5	<span style="color: darkred;">█</span> > 0.8



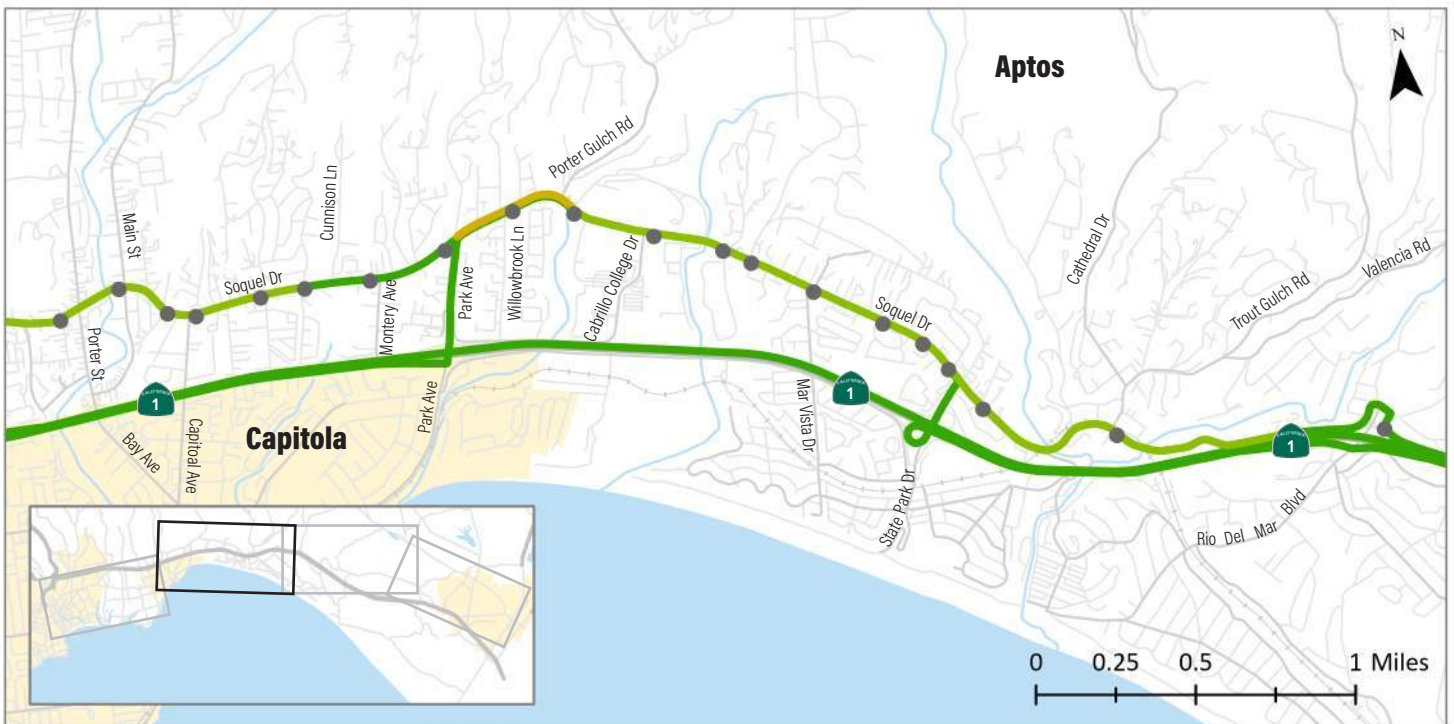




Figure 1B: July AM Peak Period Speed Variability - Capitola to Aptos



Northbound



Southbound

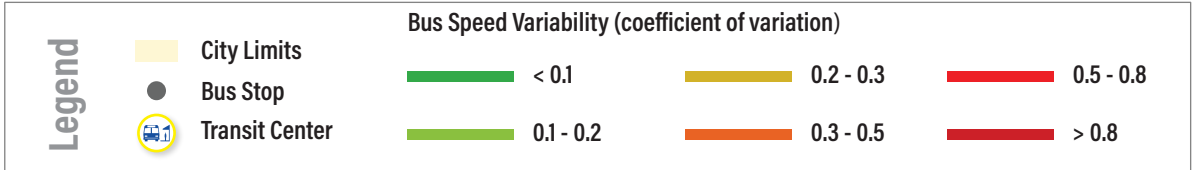
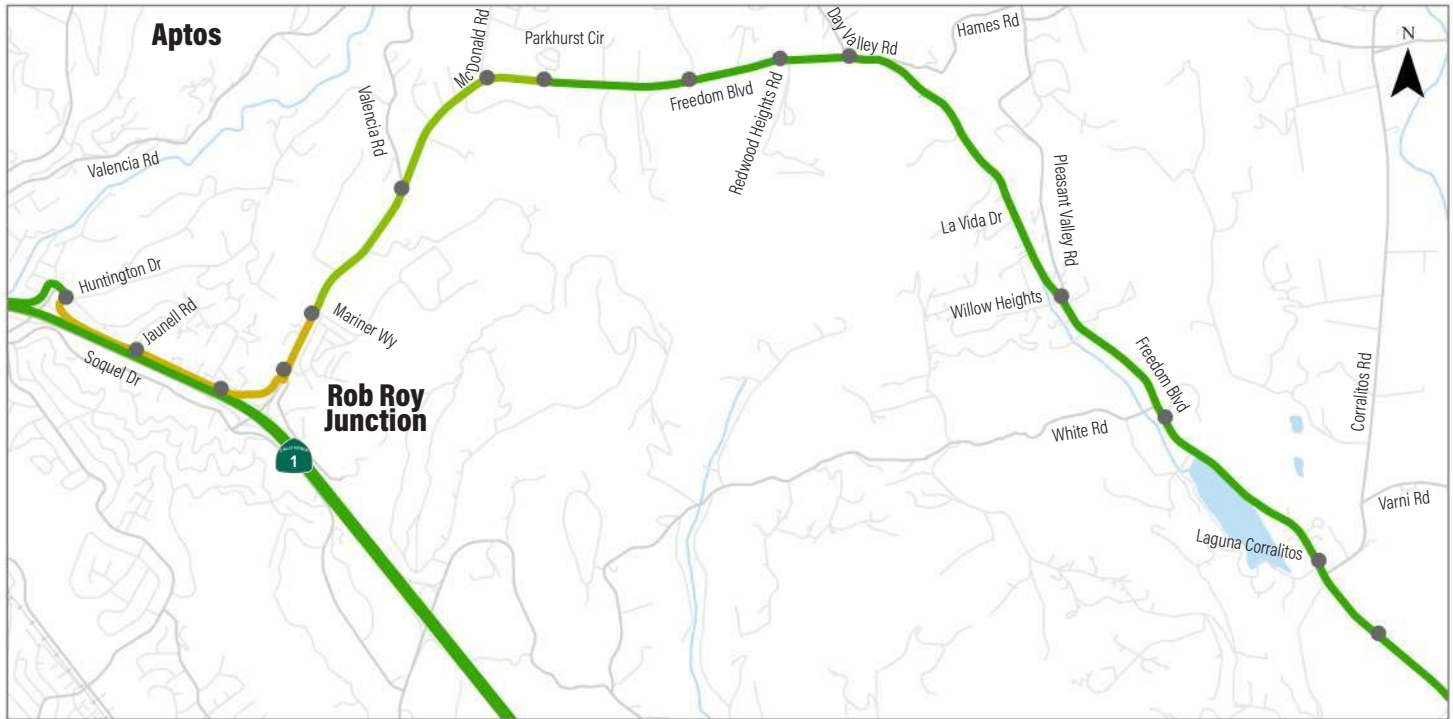
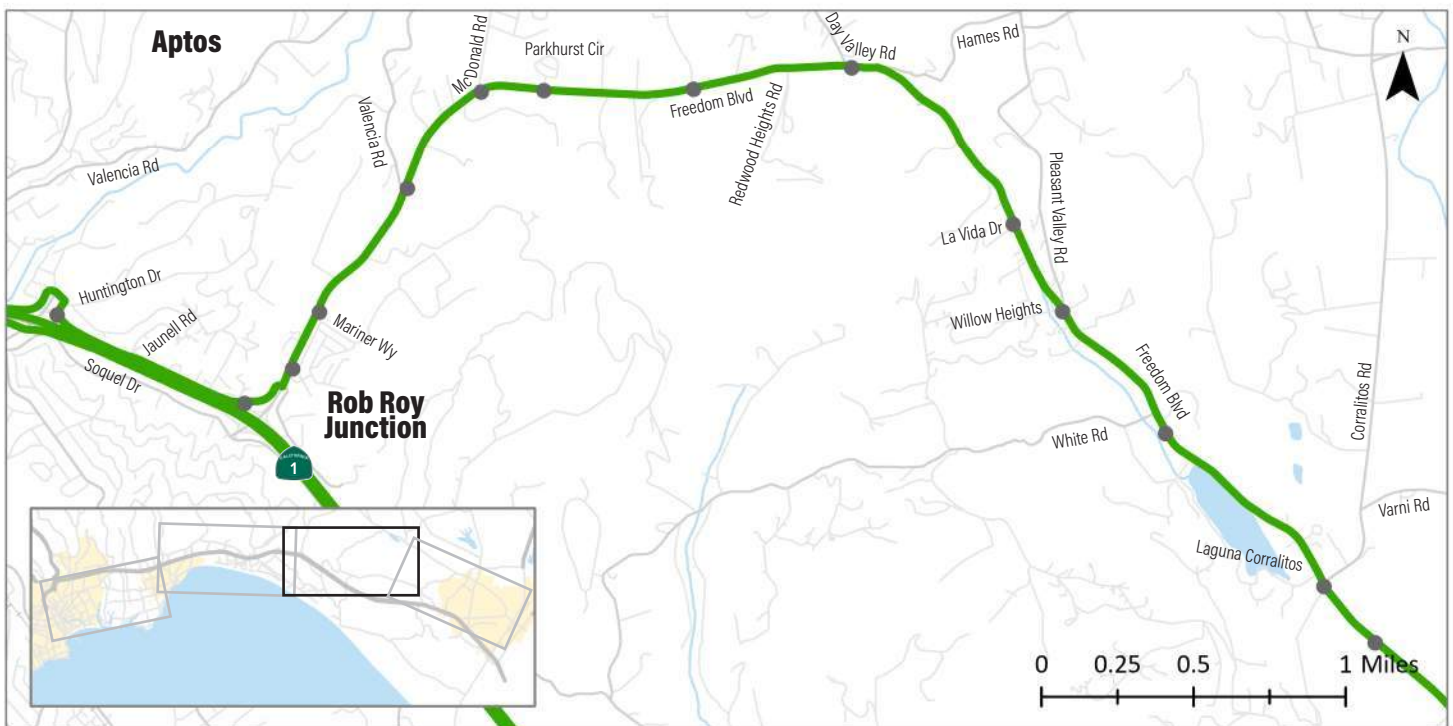




Figure 1C: July AM Peak Period Speed Variability - Aptos to Freedom



Northbound



Southbound

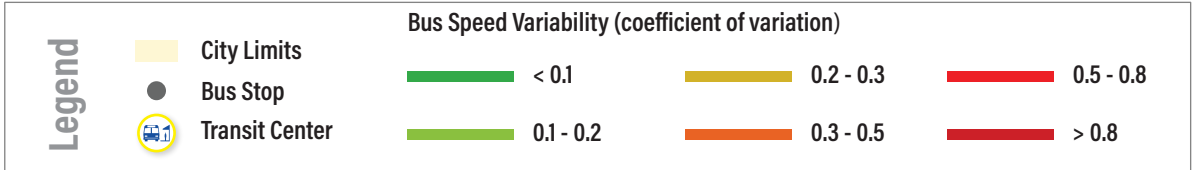
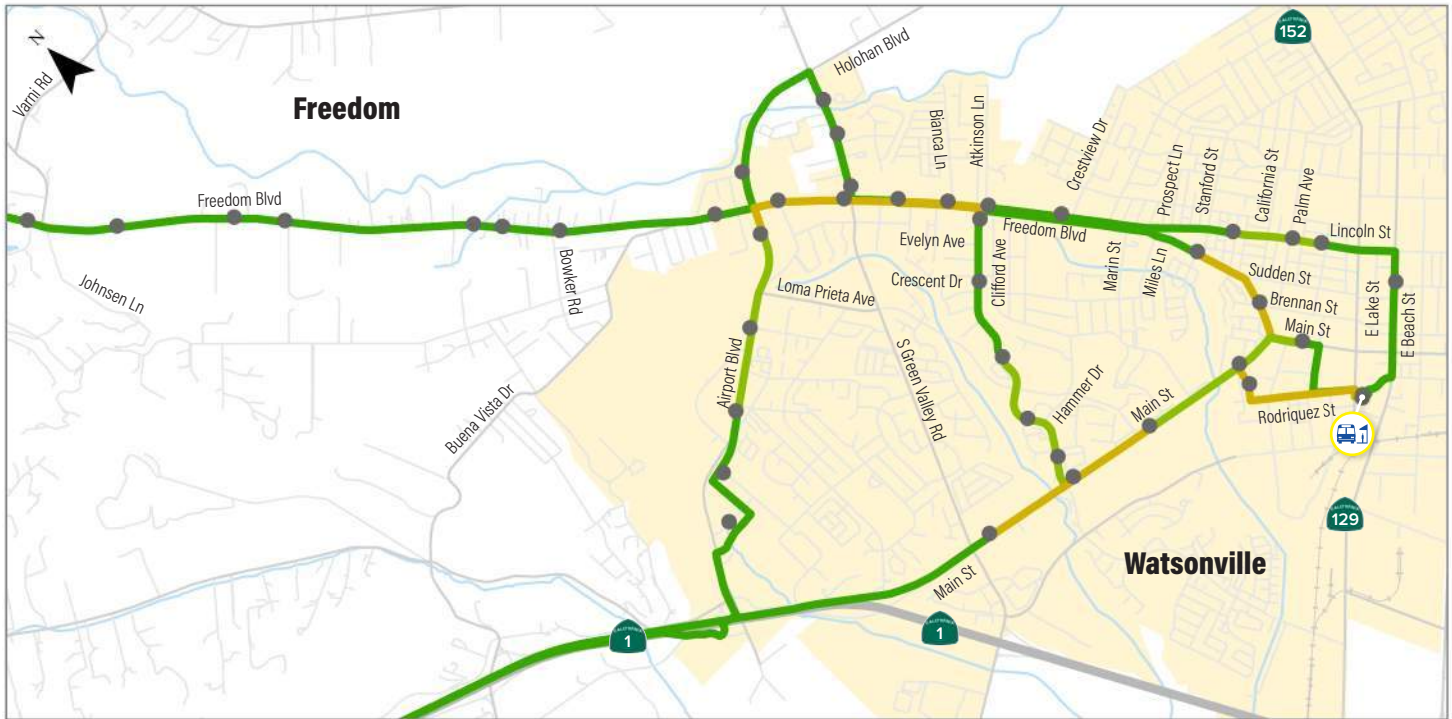






Figure 1D: July AM Peak Period Speed Variability - Freedom to Watsonville



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

**Bus Speed Variability (coefficient of variation)**

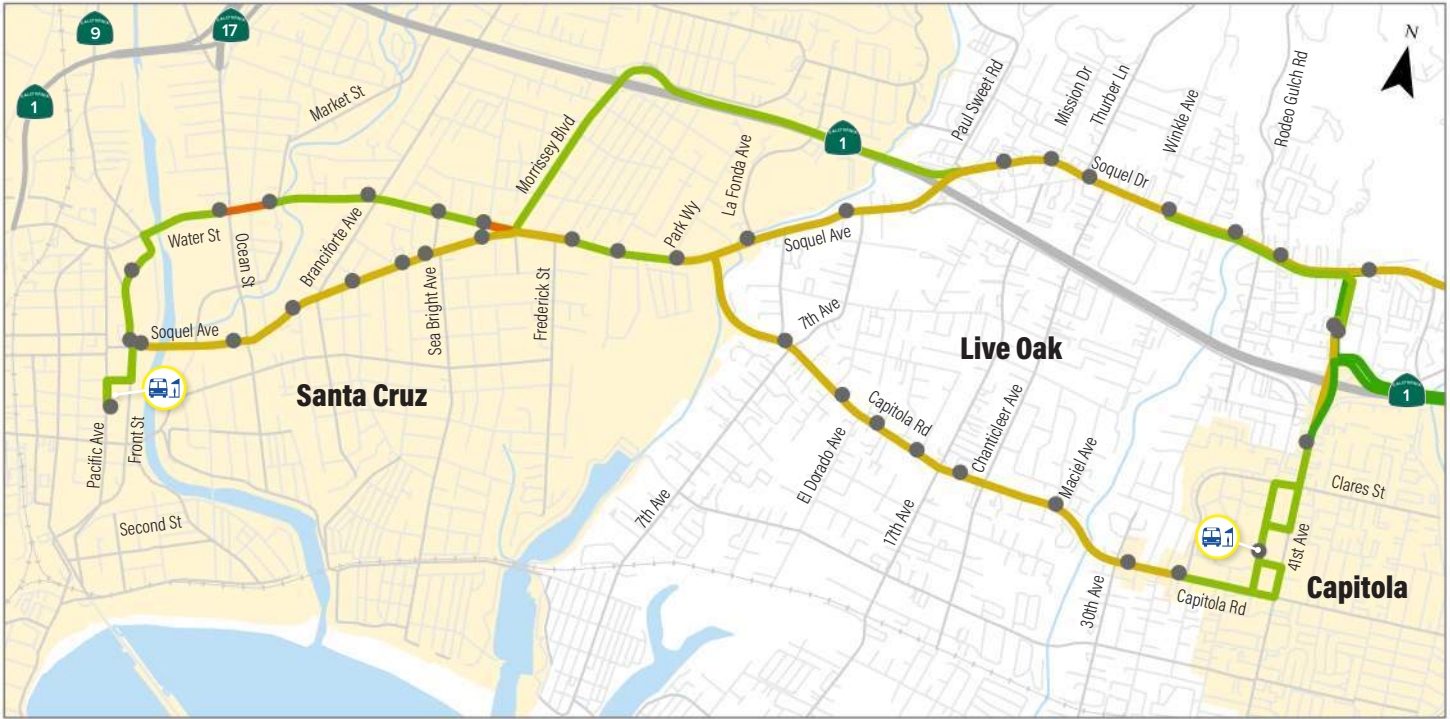
< 0.1	0.2 - 0.3	0.5 - 0.8
0.1 - 0.2	0.3 - 0.5	> 0.8



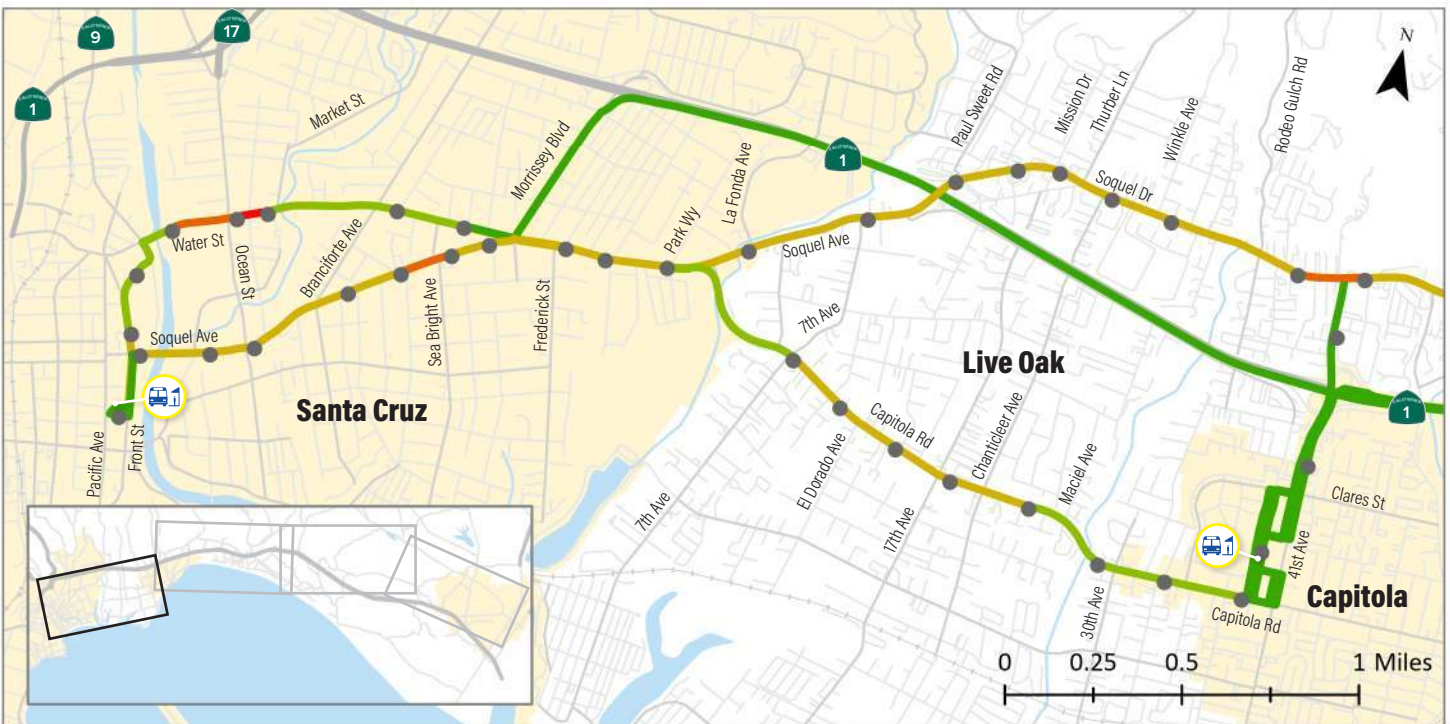




Figure 1A: July PM Peak Period Speed Variability - Santa Cruz to Capitola



Northbound



Southbound

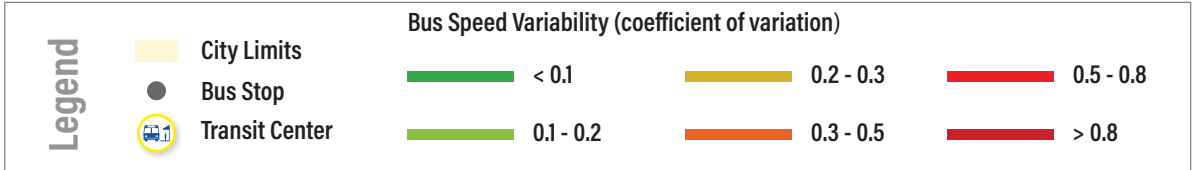
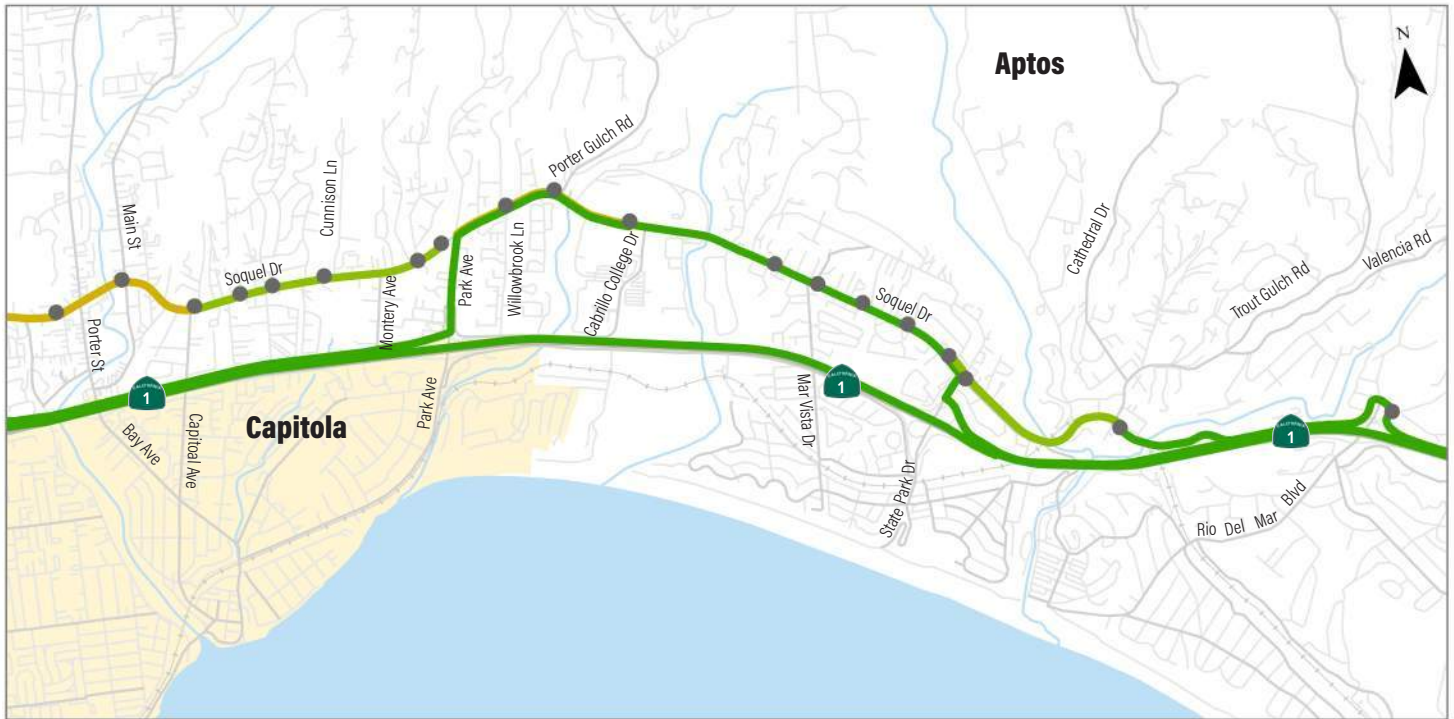






Figure 1B: July PM Peak Period Speed Variability - Capitola to Aptos



Northbound



Southbound

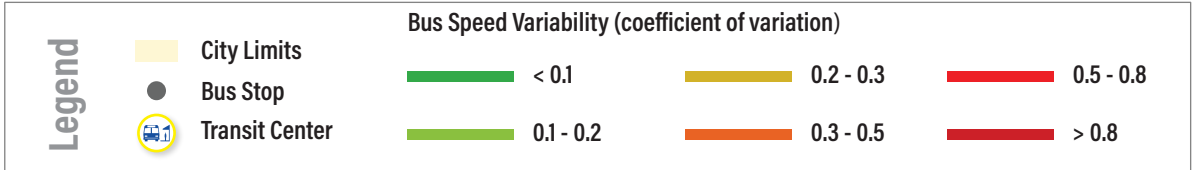
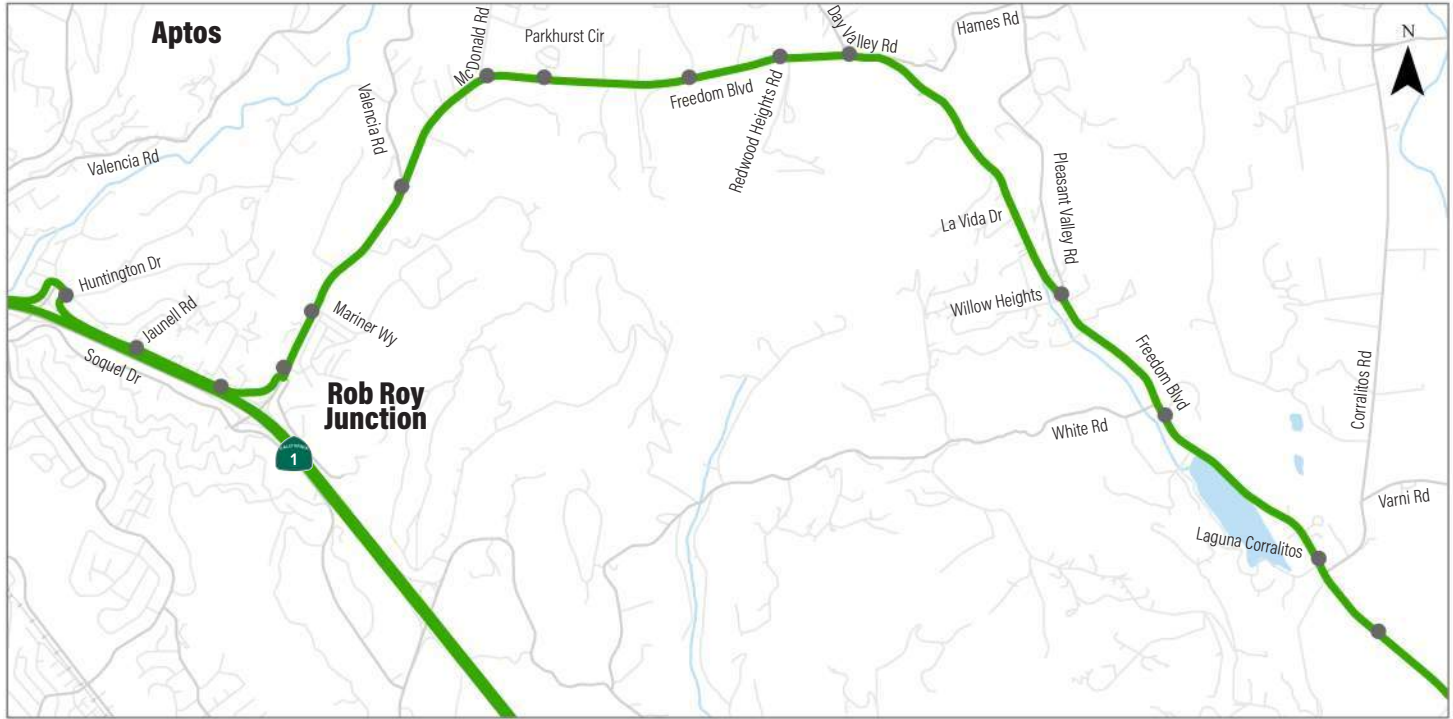
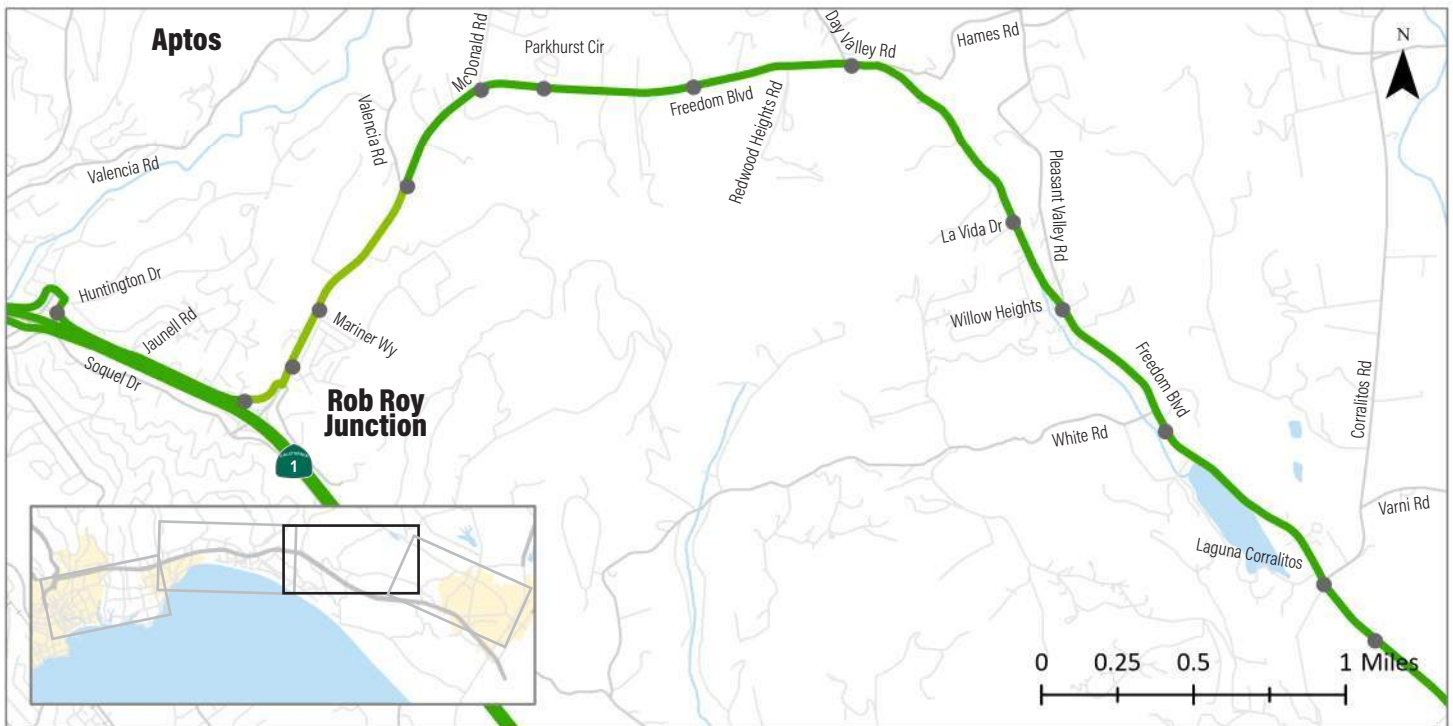




Figure 1C: July PM Peak Period Speed Variability - Aptos to Freedom



Northbound



Southbound

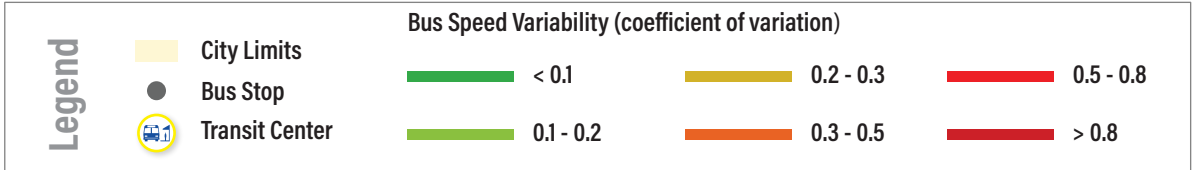
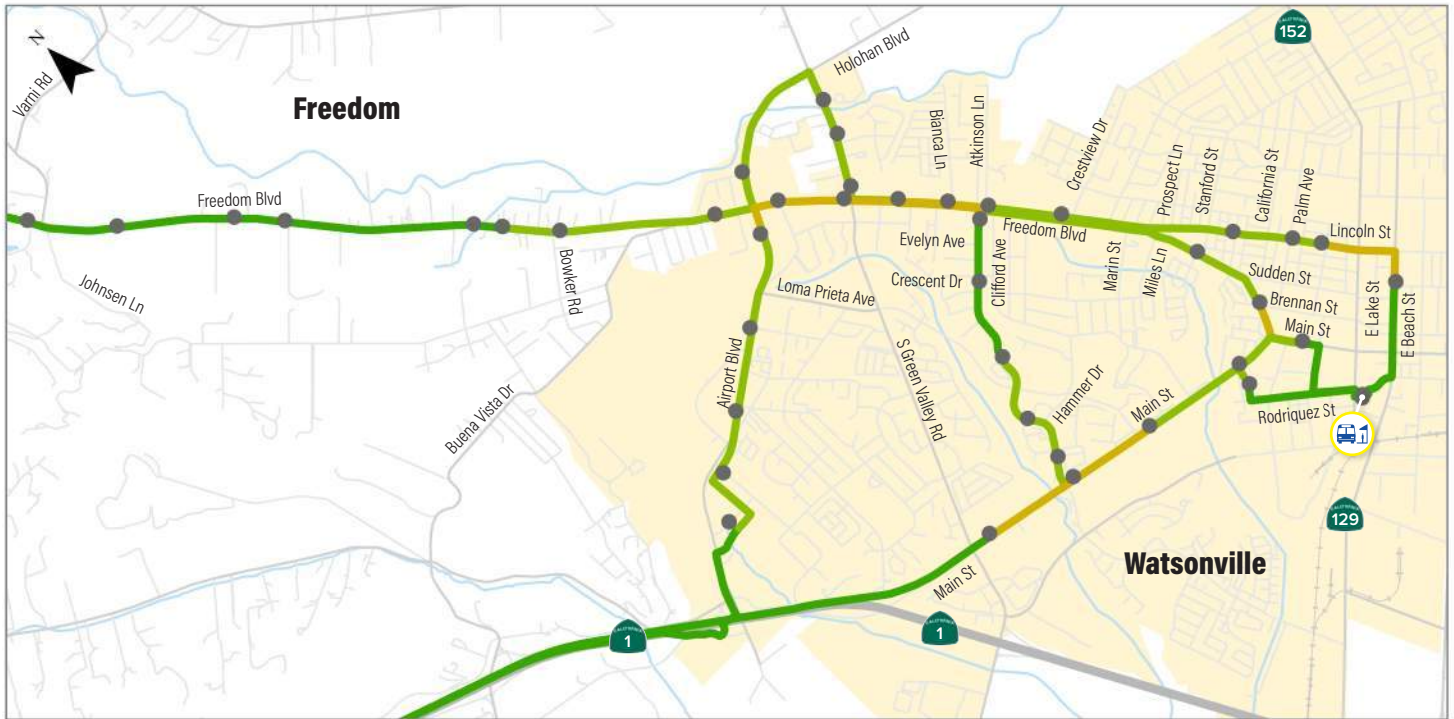






Figure 1D: July PM Peak Period Speed Variability - Freedom to Watsonville



Northbound



Southbound

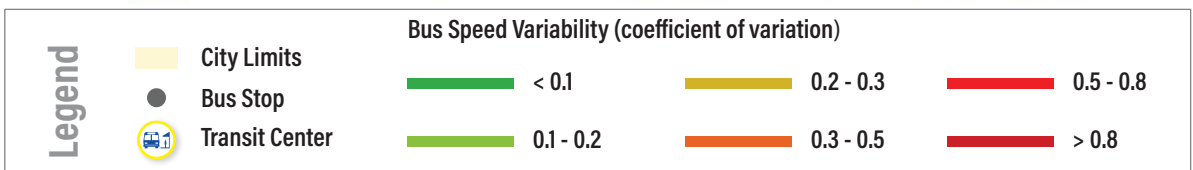
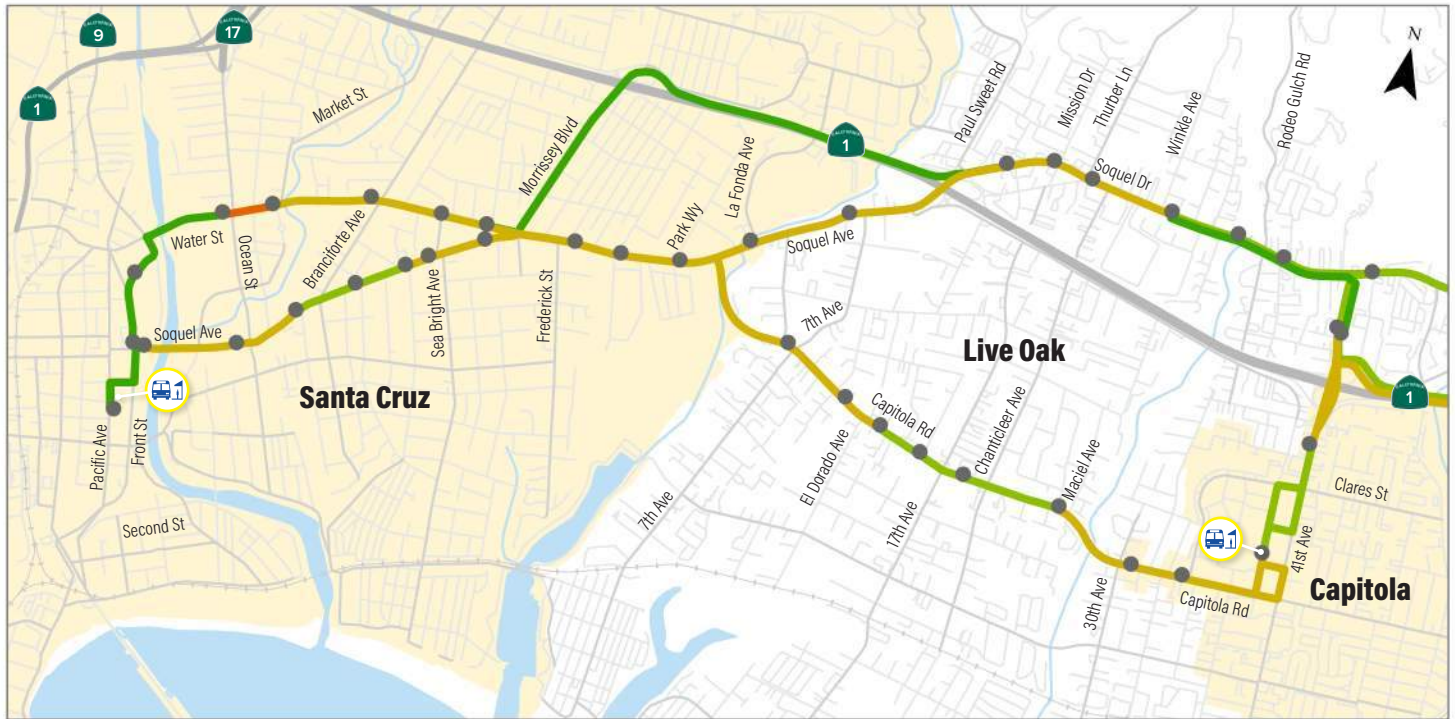






Figure 1A: September AM Peak Period Speed Variability - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

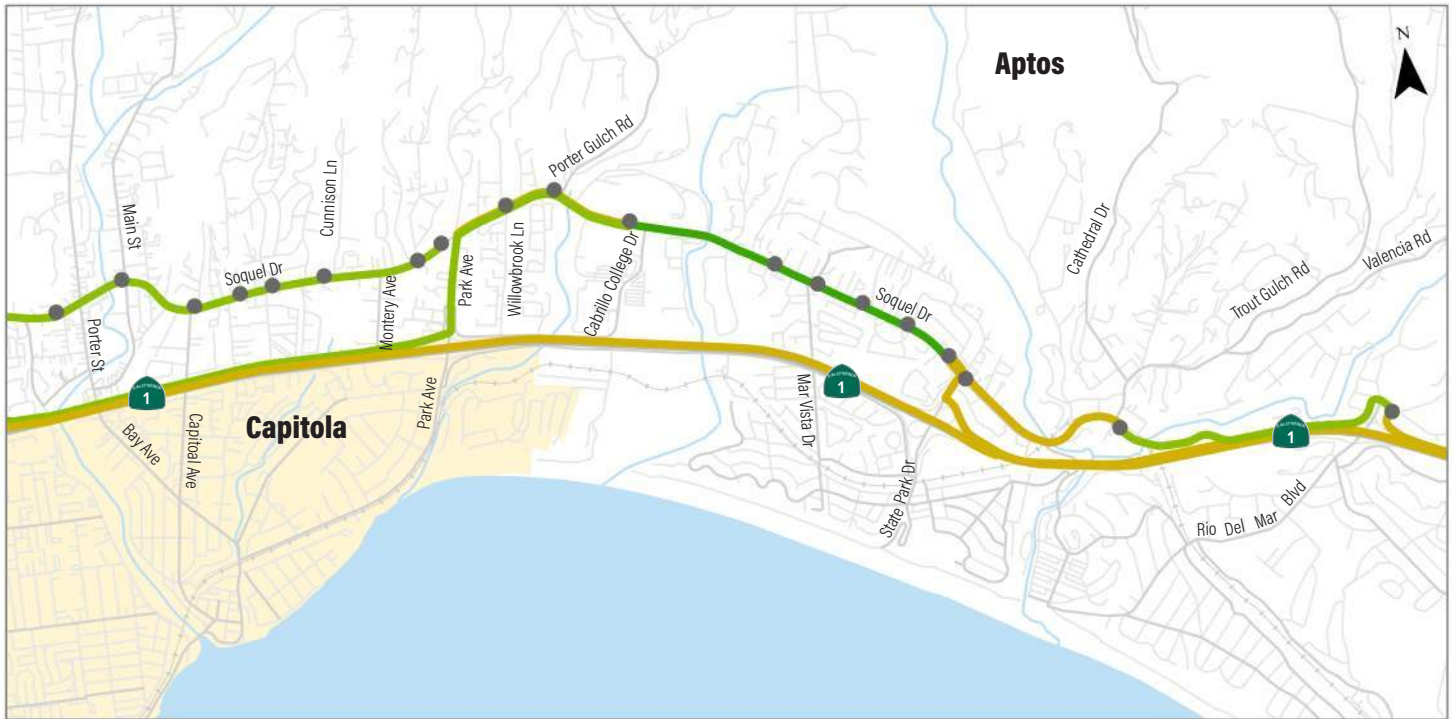
**Bus Speed Variability (coefficient of variation)**

<span style="display: inline-block; width: 20px; height: 10px; background-color: #4caf50; margin-right: 5px;"></span> < 0.1	<span style="display: inline-block; width: 20px; height: 10px; background-color: #ffc107; margin-right: 5px;"></span> 0.2 - 0.3	<span style="display: inline-block; width: 20px; height: 10px; background-color: #f44336; margin-right: 5px;"></span> 0.5 - 0.8
<span style="display: inline-block; width: 20px; height: 10px; background-color: #8bc34a; margin-right: 5px;"></span> 0.1 - 0.2	<span style="display: inline-block; width: 20px; height: 10px; background-color: #ff9800; margin-right: 5px;"></span> 0.3 - 0.5	<span style="display: inline-block; width: 20px; height: 10px; background-color: #f44336; margin-right: 5px;"></span> > 0.8





Figure 1B: September AM Peak Period Speed Variability - Capitola to Aptos



Northbound



Southbound

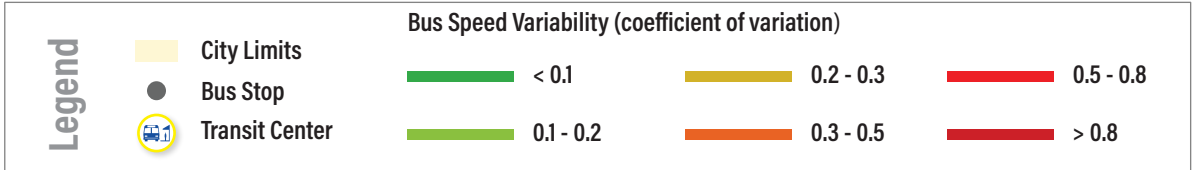
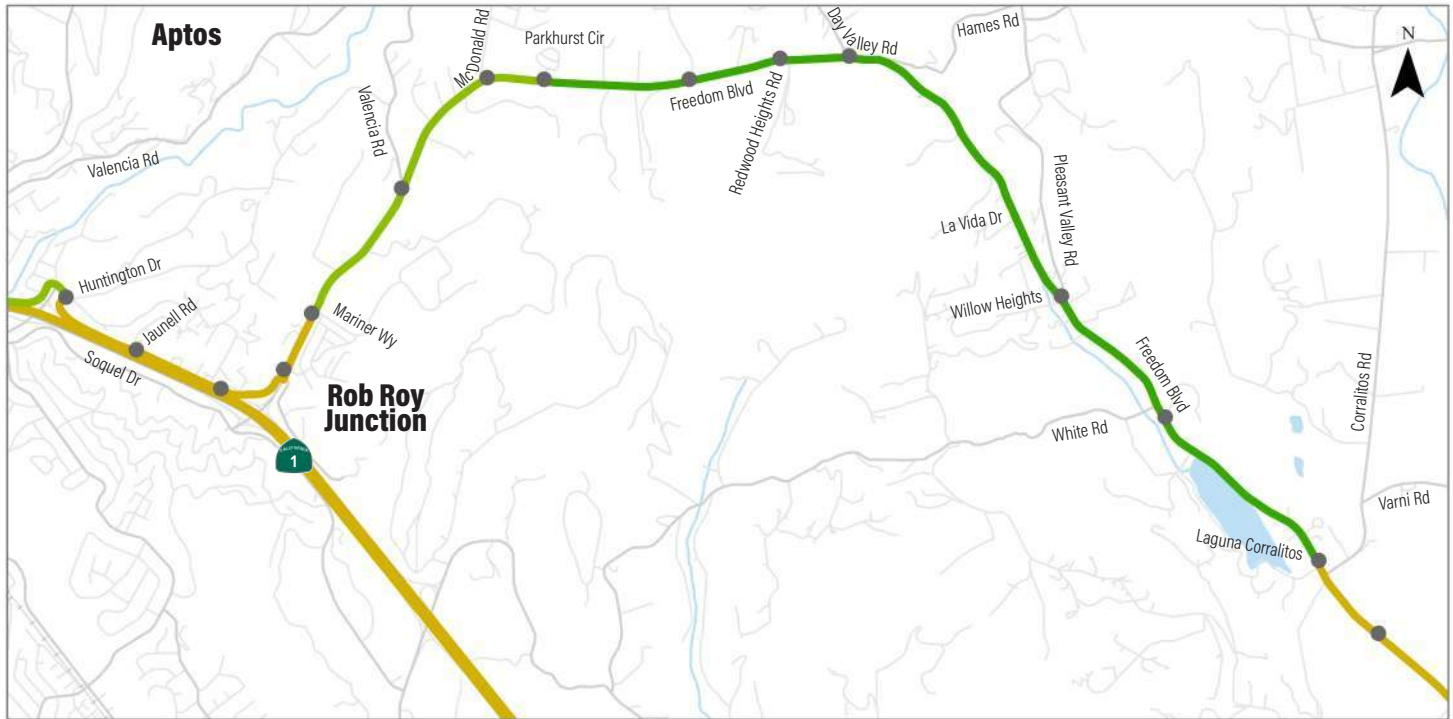
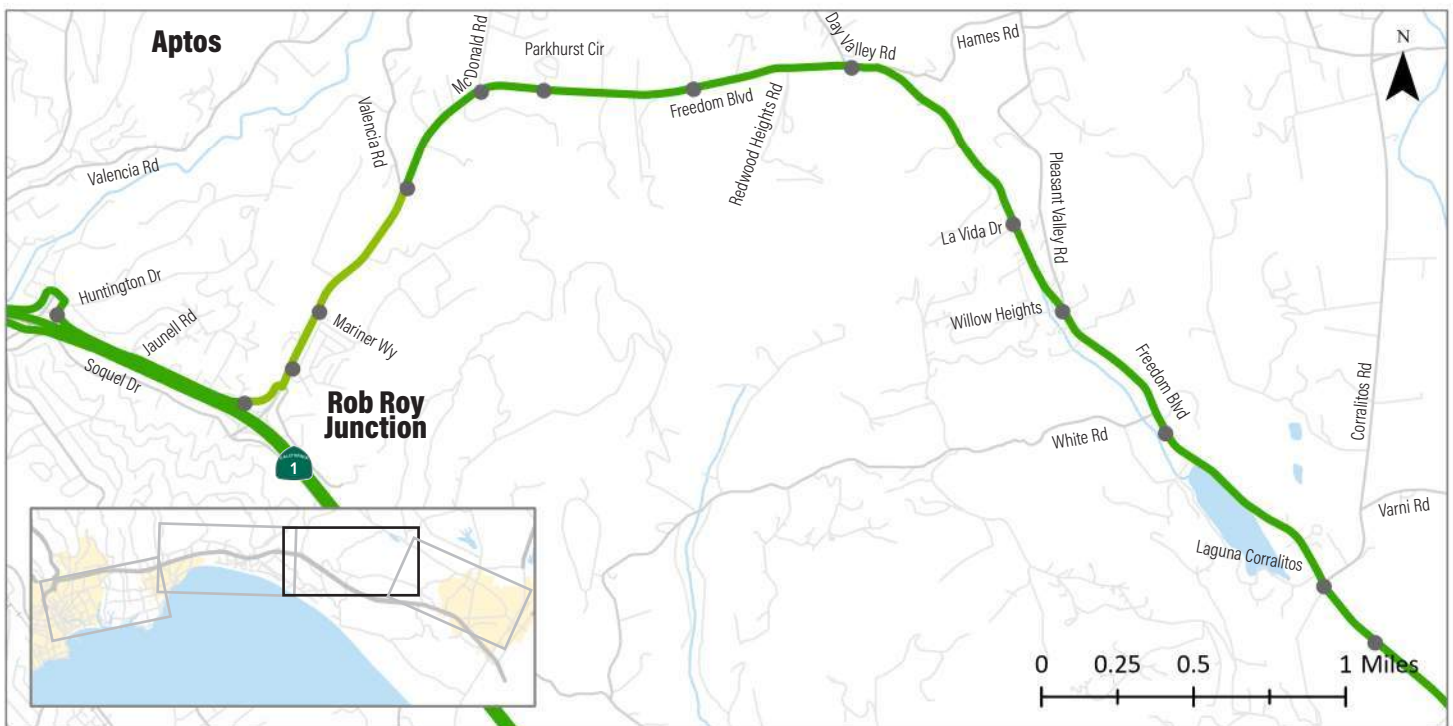




Figure 1C: September AM Peak Period Speed Variability - Aptos to Freedom



Northbound



Southbound

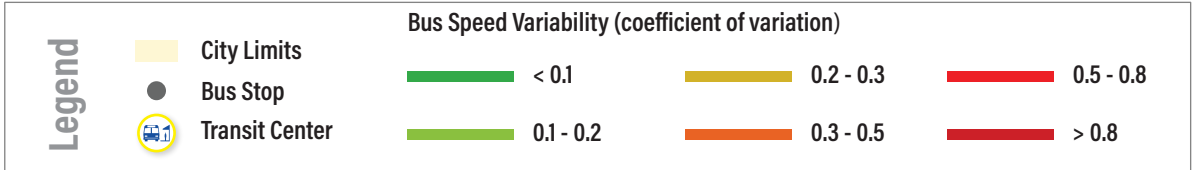
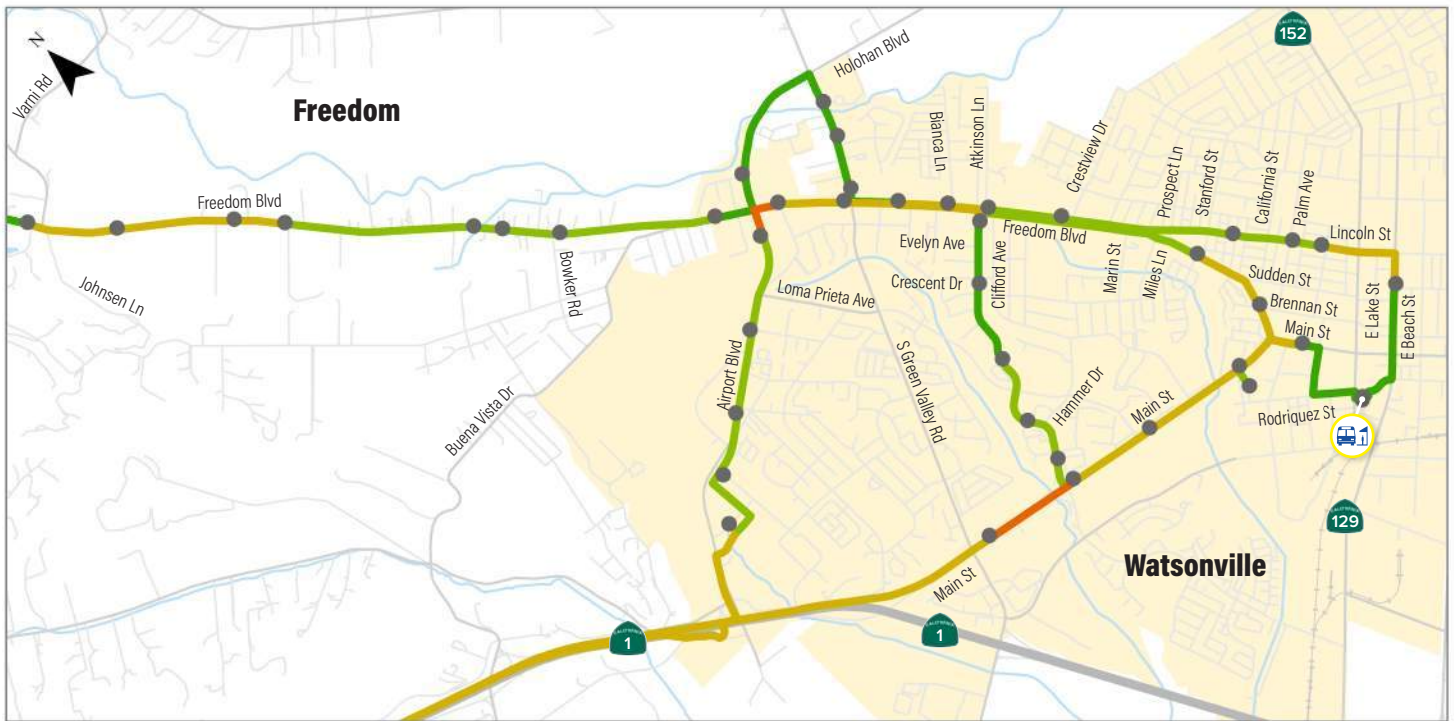


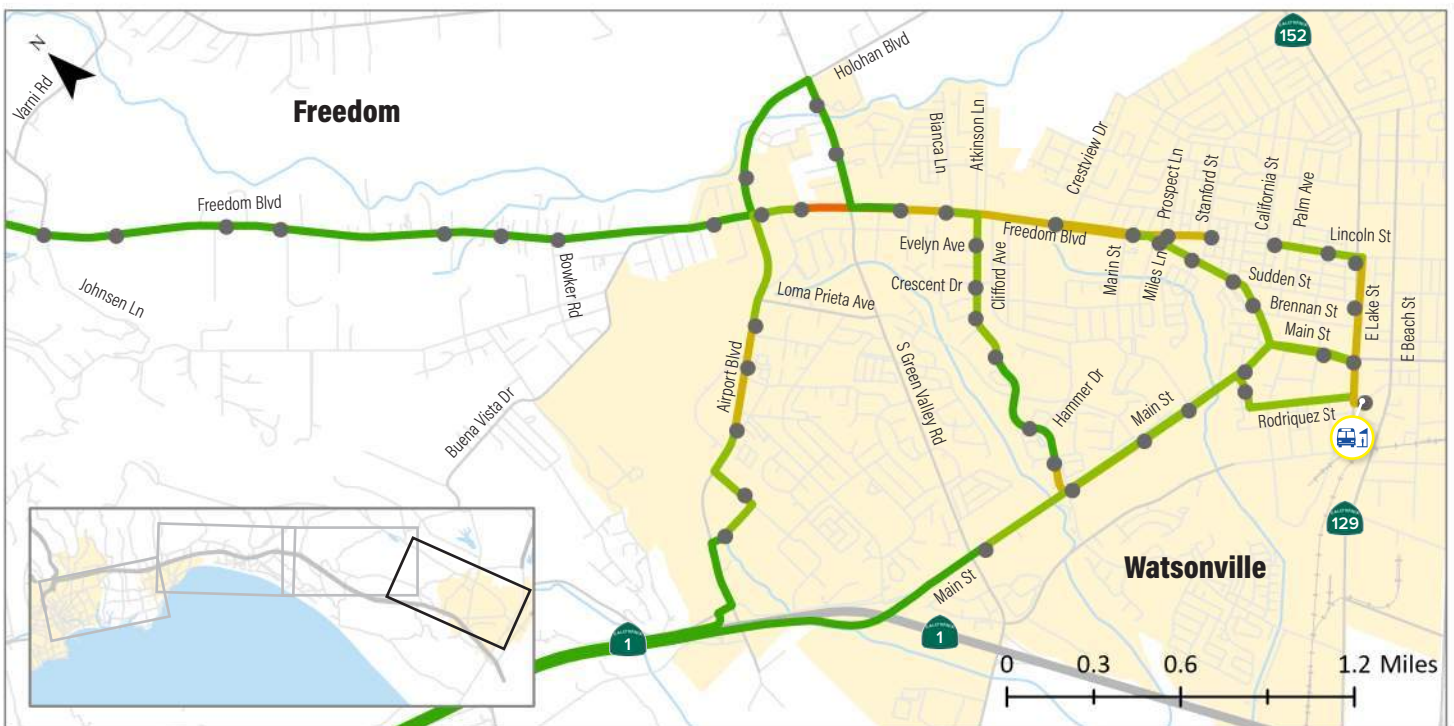




Figure 1D: September AM Peak Period Speed Variability - Freedom to Watsonville



Northbound



Southbound

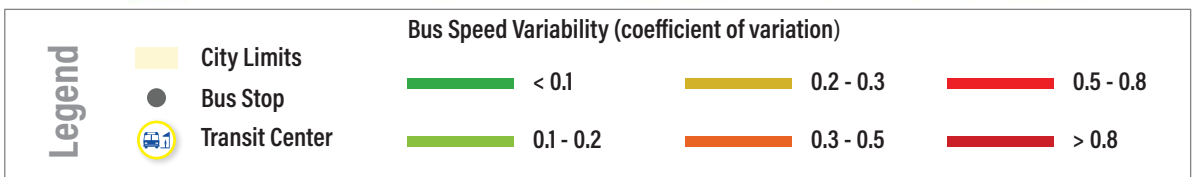






Figure 1A: September PM Peak Period Speed Variability - Santa Cruz to Capitola



Northbound



Southbound

**Legend**

- City Limits
- Bus Stop
- Transit Center

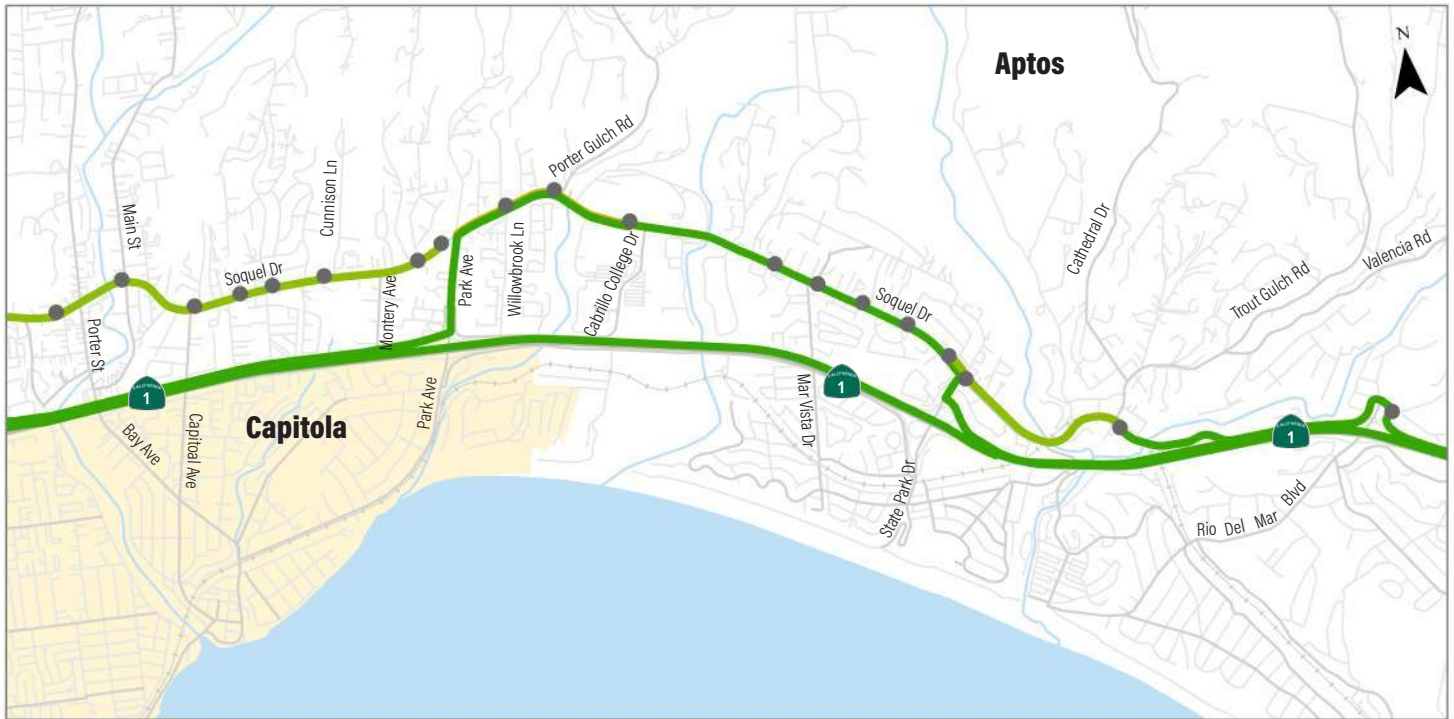
**Bus Speed Variability (coefficient of variation)**

<span style="display: inline-block; width: 20px; height: 10px; background-color: #4caf50; margin-right: 5px;"></span> < 0.1	<span style="display: inline-block; width: 20px; height: 10px; background-color: #ffc107; margin-right: 5px;"></span> 0.2 - 0.3	<span style="display: inline-block; width: 20px; height: 10px; background-color: #f44336; margin-right: 5px;"></span> 0.5 - 0.8
<span style="display: inline-block; width: 20px; height: 10px; background-color: #8bc34a; margin-right: 5px;"></span> 0.1 - 0.2	<span style="display: inline-block; width: 20px; height: 10px; background-color: #ff9800; margin-right: 5px;"></span> 0.3 - 0.5	<span style="display: inline-block; width: 20px; height: 10px; background-color: #d32f2f; margin-right: 5px;"></span> > 0.8





Figure 1B: September PM Peak Period Speed Variability - Capitola to Aptos



Northbound



Southbound

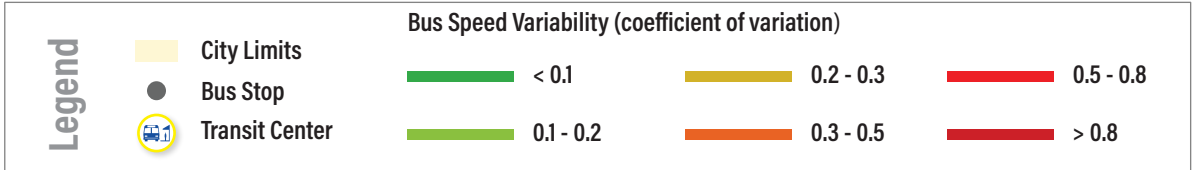
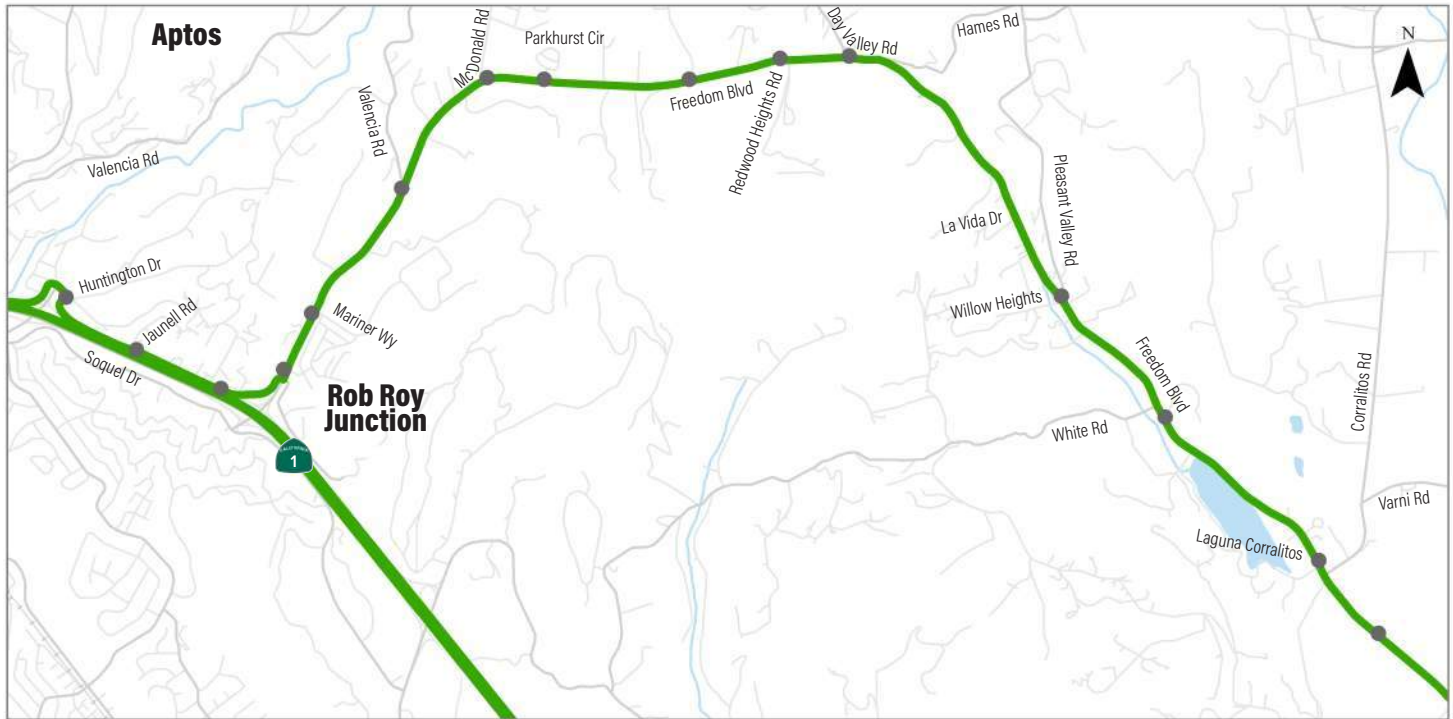
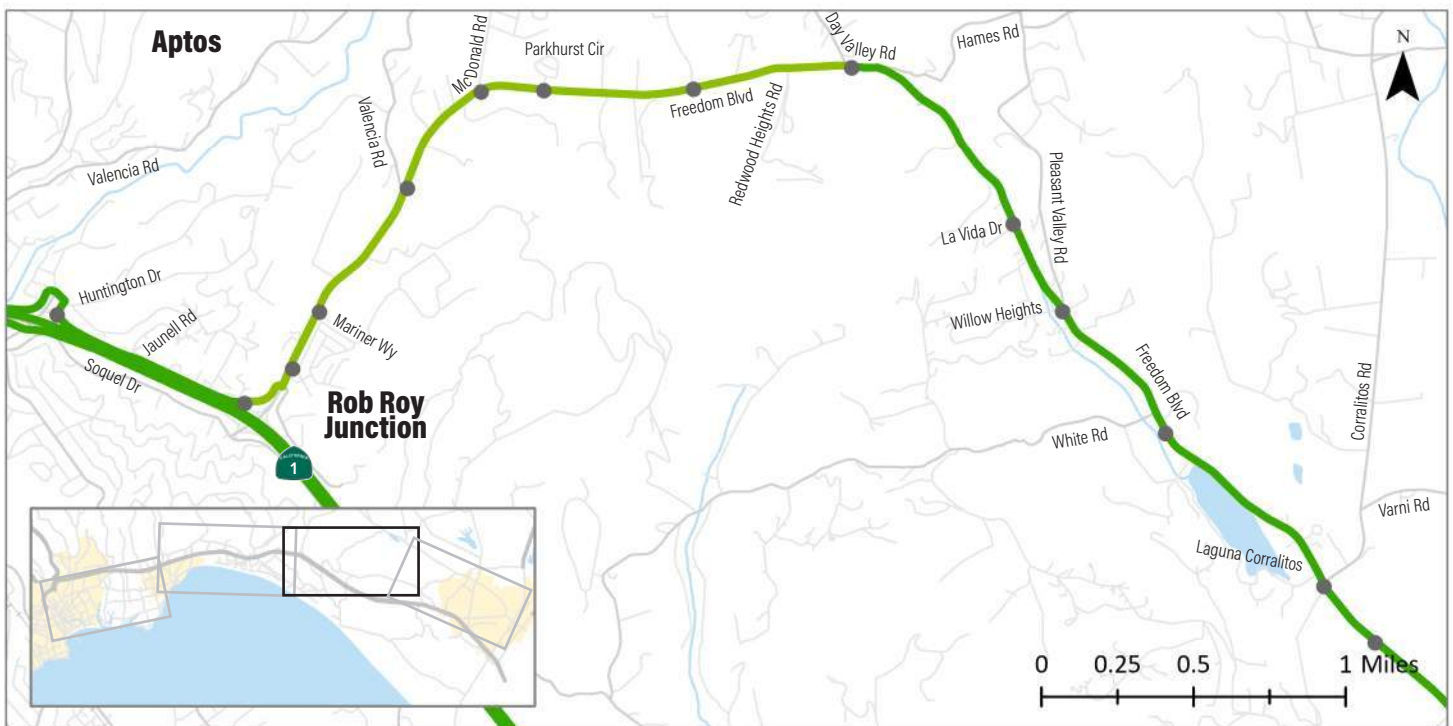




Figure 1C: September PM Peak Period Speed Variability - Aptos to Freedom



Northbound



Southbound

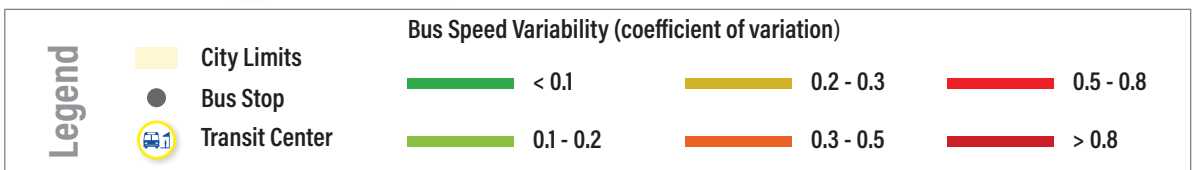
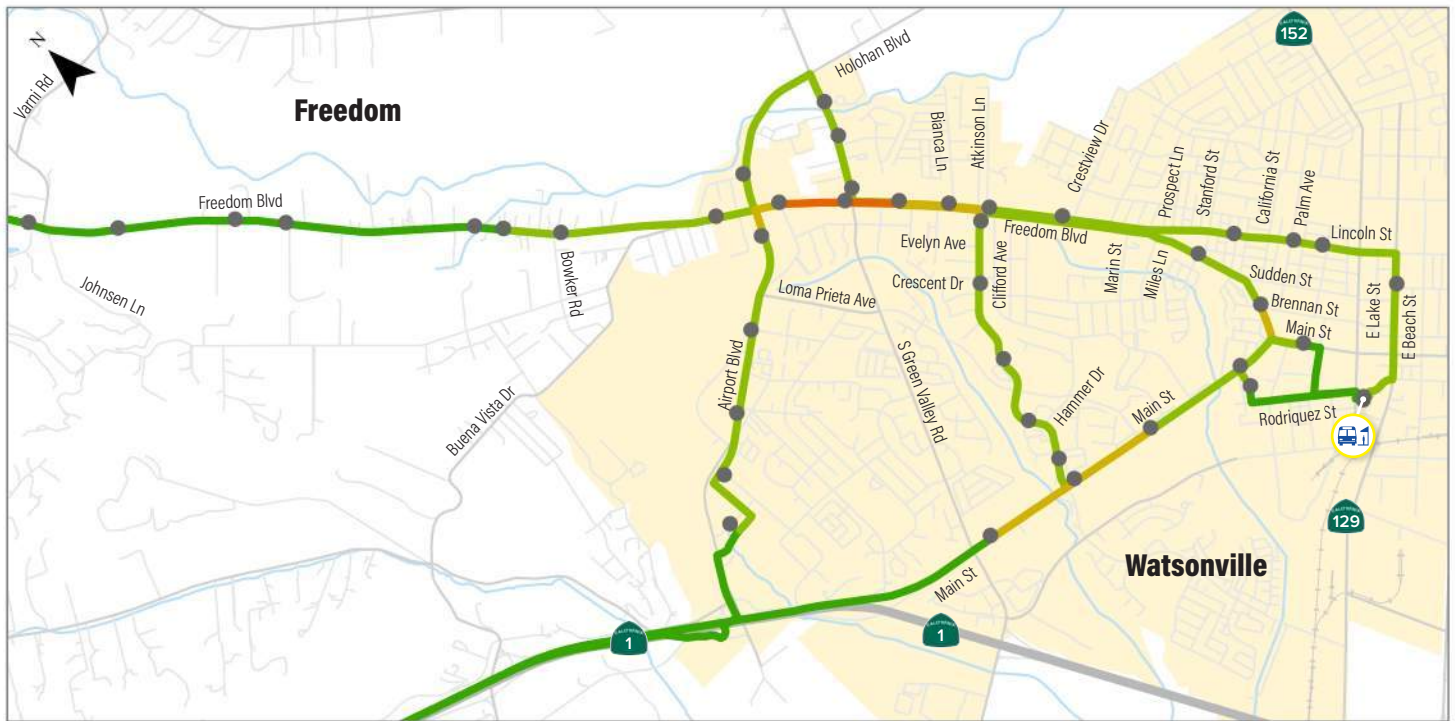


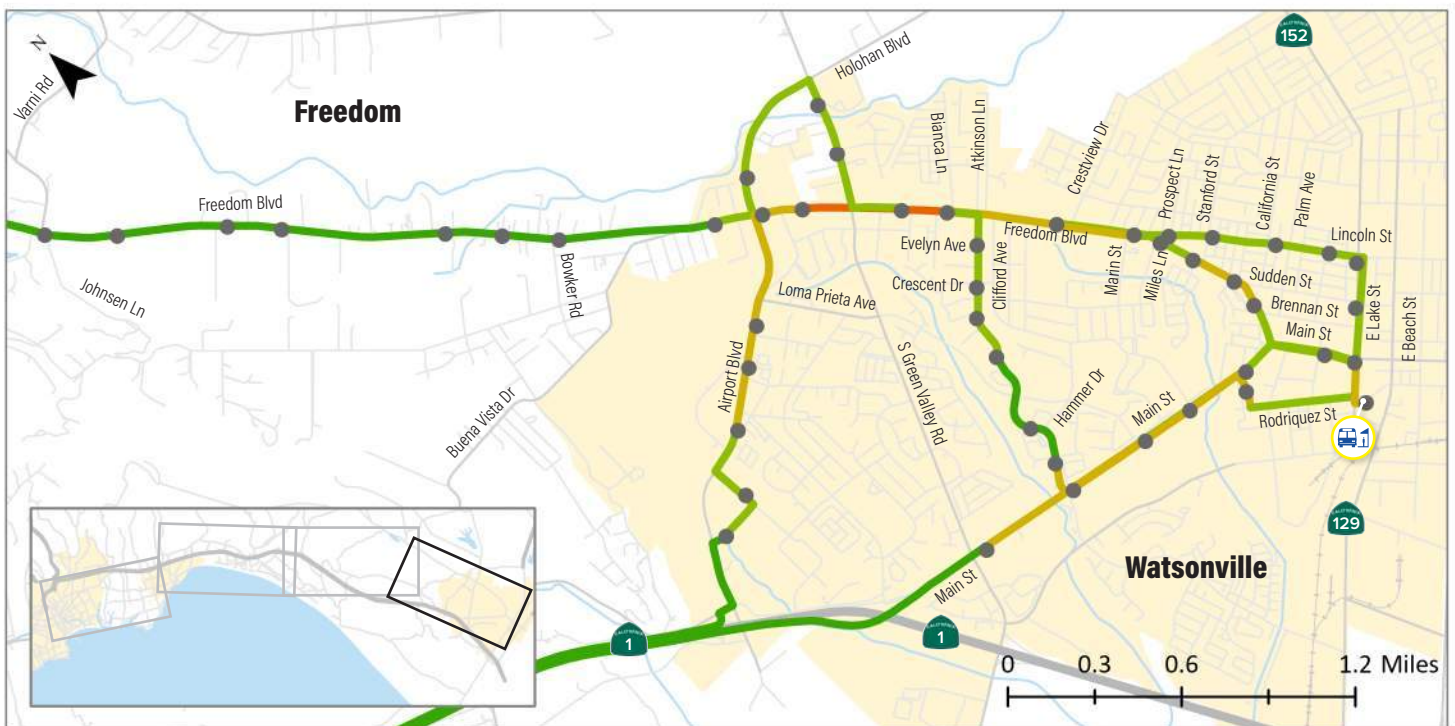




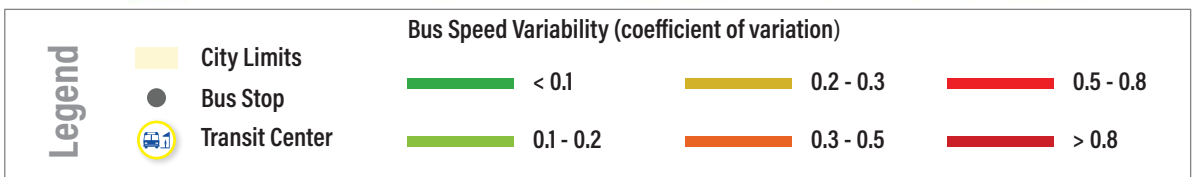
Figure 1D: September PM Peak Period Speed Variability - Freedom to Watsonville



Northbound



Southbound





## APPENDIX E: OPERATOR INTERVIEW QUESTIONS AND ANSWERS





## Operations Interview Questions

---

Santa Cruz METRO is evaluating Routes 69W, 69A, 71, and 91X to better understand the factors that are causing bus delays and then identify improvements to improve bus reliability. We are interested in hearing personal experience from operations staff about the factors that are causing delays. Examples of items to note could include challenges pulling into or out of specific stops, specific stops with long dwell times, bus turning movements or signal delays at certain intersections, or schedule/layover challenges. The information gathered through these questions will be used to identify specific areas where improvements are needed.

We are providing the questions in advance of the meeting to allow you to start thinking about the topic and examples that you can share in the meeting or gather feedback from peers. The feedback shared during the November 15<sup>th</sup> meeting will be aggregated and specific responses will not be attributed to any individual person.

1. Are there any stops on these routes that are difficult to pull into or out of, due to stop configuration, congestion around the stop, high vehicle speeds, difficult sight distance, etc?
  - a. **71 OB: bad visibility (unlit at night)**
    - i. **1440 – Freedom Blvd & Day Valley Rd**
    - ii. **1432 - Freedom Blvd & McDonald Rd**
      1. **Spoke with Wondimu about utilizing existing 5339 funding to install better lighting for these stops. To discuss with Freddie (will follow up)**
2. Are there any stops on these routes that commonly experience a larger than typical dwell time due to slower passenger boarding or alighting rates? Could be due to factors such as stop design or user demographics (not familiar with the system, higher dependency on cash, frequent wheelchair deployment)
  - a. **Longer dwell time due to cash paying customers**
3. Are there any turns on these routes that are more difficult to make due to bus stop spacing near the turning maneuver, a tight turning radius, or experience heavier delays due to traffic congestion and queues?
  - a. **Route 69A/W**
    - i. **Capitola Rd & 41st Ave (Stop ID 1302)**
      1. **Turning from Capitola onto 41<sup>st</sup> is difficult, as the bus needs to make an immediate left onto 41<sup>st</sup> after pulling back into traffic on Capitola.**
  - b. **Route 71**
    - i. **Freedom & Clifford (Closest Stop: 2211 @ Clifford Ave & Evelyn Ave)**
      1. **Turning from freedom onto Clifford**
4. While we are aware of underlying traffic congestion in the corridor that affects transit speeds, are there any particularly congested intersections that seem to cause outsized impacts to delay or reliability?
  - a. **Peak commute periods impact entire corridor from SCMC to State Park**
5. Are there any locations on these corridors where unsafe auto driving maneuvers are common and represent a safety hazard to yourself or METRO customers or cause additional bus delay?
  - a. **Route 69W/71**
    - i. **Soquel Dr & 41<sup>st</sup> Ave (Stop ID 1818)**
      1. **People turning into the shopping center cut in front of the bus**



6. Are there certain timepoints on these routes where scheduled times are particularly hard to meet? What are the factors contributing to that? Is the allocated layover time adequate to start trips on time?
  - a. All day on the 69W the run times are too short but more time was allotted for the winter. Will monitor. The 71 during peak commute does not have enough scheduled time/holdover but more time was allotted for the winter. Will monitor.
7. Are there ever times when the bus bike rack is full? If that occurs, what does the customer usually do?
  - a. Route 69W and 71
    - i. SCMC
    - ii. Ocean & Water
8. How well utilized are mobile technology features on these routes? Examples include: use of Transit App for trip-planning, real-time bus arrival information, METRO Splash pass. What feedback have you received from riders about their awareness of, ease of use, accuracy, or effectiveness of those services.
  - a. Use of the mobile app (SplashPass) is increasing, especially on the Hw17. Watsonville is still primarily cash
9. Do you hear consistent comments/complaints from customers revolving around the following topics:
  - a. Access to specific stops (sidewalks, bike lanes, etc)
    - i. N/A
  - b. Locations for new/additional stops
    - i. Might have too many stops
  - c. Condition of or amenities at specific stops
    - i. Due to loitering and unhoused persons using bus stops as dwellings, amenities like full benches get replaced with Simmi-Seats
      1. Routes 69W/71
        - a. 1795 – Soquel & Frederick
        - b. 1791 – Soquel & Cayuga
        - c. 1817/1818 – Soquel & 41<sup>st</sup>
        - d. 2480/2623 – Watsonville Hospital
      - ii. Need better lighting at stops
  - d. Reliability of service or connections (transfers) to other routes
    - i. Usually ask drivers on how to make connections. Could better communicate how to use transfers in the system,
  - e. Understanding legibility of the service (what bus routes to take where)
    - i. UCSC students attempting to connect on non-UCSC routes don't seem to understand how to transfer to get to where they need to go
  - f. Fares and fare structures
    - i. Hasn't changed since 2011/2015 (Local/Highway 17)
  - g. Safety and security at bus stops
    - i. See answers to 9c
10. Is there anything else you would like to note for the project team to consider for existing challenges/opportunities in the corridor?
  - a. Better communication with the public
    - i. Spanish signage/Bus Stop Announcements (in South County)
    - ii. Bigger Signage/More Detailed



1. Many Watsonville residents do not have smartphone and Wi-Fi is spotty.  
Maybe more details information at these stops
- iii. More rider alerts/better means of communicating rider alerts
  1. Real Time App for bus location
  2. Cov Delivery Alerts are often sent out too late to be helpful
- iv. Apps (SplashPass) should be advertised more at High School bus stops
  1. Contact schools along the route 71
    - a. Soquel & La Fonda (Harbor High0 is still using mostly cash

APPENDIX B

Round 1 Public  
Engagement Report





# **Watsonville-Santa Cruz Intercity Transit Speed and Reliability Study**

## **Round 1 Public Engagement Summary**



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## Introduction

Kimley-Horn’s Public Engagement Plan for Santa Cruz METRO’s Line 71/Rapid Corridor Project included strategies and activities to reach a broad cross-section of the community along the study corridor including bus riders, residents, businesses, advocacy groups, and disadvantaged communities. The plan includes two rounds of engagement, the first of which focused on identifying corridor needs and opportunities which is further detailed in this report.

Prior to launching the public-facing effort, METRO and Kimley-Horn teams met with agency partners in the form of a **Technical Working Group** on January 17, 2023. The goal was to vet the purpose of the study, review technical work to date, and get feedback on the Public Engagement Plan. The meeting was facilitated and documented by Eileen Goodwin with Apex Strategies and attended by:

- Madilyn Jacobson, Caltrans
- Matt Starkey and Claire Gallogly, City of Santa Cruz
- Justin Meek, City of Watsonville
- Russell Chen, County of Santa Cruz
- Amanda Marino and Briana Goodman, Santa Cruz Regional Transportation Commission
- Amelia Conlen, Ecology Action

The first round of outreach occurred between January and February 2023 and consisted of two main components:

1. In-person pop-up events
2. Online and paper community survey

Round 1 Public Engagement officially launched on January 23, 2023, with the first pop-up event held at the Downtown Santa Cruz Transit Center. The **in-person effort** consisted of six pop-ups over a two-week period at various major transit and community hubs in Santa Cruz and Watsonville.

Regeneración Pajaro Valley, a local non-profit community-based organization in Watsonville, supported all the in-person events. Staff also created a translated, hardcopy survey that was effective in reaching low-literacy Spanish speakers, including a strategy to read through the survey to those less willing to take it on their own.

Maps on poster boards were stationed at in-person events, allowing participants to visualize the study area and place dots where they experienced challenges or would benefit from better transit service.

The **online survey**, provided in both English and Spanish, and interactive mapping tool was also made public on January 23 and remained open for five weeks, until February 28, 2023.

The online survey was promoted through METRO’s various communication channels, including a webpage, e-newsletters, Facebook, Twitter and Instagram (pictured right.)





Stakeholders and community leader were asked to support the effort by sharing public notifications with their networks.

Postcards featuring a QR code to METRO’s website with links to the survey were developed and handed out at events. Car cards and brochures were also developed and placed on buses throughout the survey intake period. All collateral was disseminated in both English and Spanish, including social media graphics (examples pictured below, all collateral samples in Appendix B.)

**How can transit serve you better?**

Share your feedback at [scmtd.com/rapid](http://scmtd.com/rapid)

**¿Cómo puede brindarle un mejor servicio el transporte público?**

Compartir su opinión en [scmtd.com/rapid](http://scmtd.com/rapid)

# Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO

**¿Cómo puede brindarle un mejor servicio el transporte público?**

Santa Cruz METRO está trabajando con la comunidad para identificar soluciones para hacer el transporte público más rápido y confiable y de fácil acceso entre las ciudades de Watsonville y Santa Cruz. Este estudio para identificar las oportunidades para mejorar la experiencia del cliente con un mejor acceso peatonal y para ciclistas a las paradas de autobús y la mejora de los servicios en las paradas de autobús.

**Por favor, tómese 5 minutos para compartir su opinión en [scmtd.com/rapid](http://scmtd.com/rapid) o escaneando el código QR.**

Para más información sobre el Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO, visite [scmtd.com/rapid](http://scmtd.com/rapid) o comuníquese con el equipo del proyecto en [planning@scmtd.com](mailto:planning@scmtd.com) o (831) 425-8600.

**Escanear!**





## In-Person Event Summaries

The following is a detailed account of the six in-person pop-up events held throughout the service area.



Pop-up event kick off w/ KH and Regeneración staff



Transit Equity Day Festival w/ KH and SC Metro staff

### January 23, 2023 – Downtown Santa Cruz Transit Center

10:30 am - 12:30 pm

Kimley-Horn and Regeneración kicked off the first round of engagement pop-ups for Santa Cruz Metro at the Downtown Santa Cruz Transit Center. A large proportion of users were students that did not take line 69A, 69W, 71, or 91X. The four poster boards were up on display but had limited engagement due to the windy conditions. Engagement yielded:

- 6 Spanish surveys
- 21 English surveys
- 27 Total surveys
- 3 enlightening conversations with bus operators
- Distributed over 40 postcards with a QR code to the on-line survey

### January 24, 2023 – Watsonville Metro Bus Station

2:10 pm – 5:00 pm

While surveying at the Watsonville Metro Bus Station, the Regeneración team found that it was not as busy as the Santa Cruz Transit Station. The team found it difficult to get most folks' attention as many were focused on getting to their destination and walked away with their heads down after getting off the bus. Lack of literacy at this location also seemed apparent with the Regeneración team finding that they often had to read the survey out loud to a handful of Spanish speakers. This event turned out the most Spanish surveys yielding the following engagement:

- 23 Spanish surveys
- 4 English surveys
- 27 Total surveys
- 4 Postcards



### January 26, 2023 – Santa Cruz Metro Station (by Capitola Mall)

10:30 am – 12:50 pm

The team arrived at Capitola Mall at 9:30 AM and there was only one person waiting for a bus. After about 45 minutes of little to no one to engage, the team packed up and moved to the Santa Cruz Metro Station and surveyed from 10:30 am to 12:00 pm. The team returned to Capitola Mall at 12:20 and stayed until 12:50, with similar crowd levels as before. Engagement yielded:

- 4 Spanish surveys
- 22 English surveys
- 26 Total surveys
- 4 Postcards

### February 1, 2023 – Cabrillo College

1:30 pm – 3:30 pm

At Cabrillo College, the team covered both the northbound and southbound bus stops. Riders waiting for line 69A, 69W, and 71 were more than willing to spare some time to fill out the survey. The team also had a chance to connect with the Director of Student Life & Welcome Services at Cabrillo College, who kindly offered to promote the survey further through the student body. Engagement yielded:

- 2 Spanish surveys
- 25 English surveys
- 27 Total surveys
- 70 Postcards

### February 4, 2023 – Transit Equity Day, Watsonville

9:30 am - 1:30 pm

At Transit Equity Day in Watsonville, community members showed interest in the project, but very few took transit regularly. There were also very few festival attendees due to poor weather but those who stopped by did take time to fill out the survey. The physical elements seemed to be the greatest challenge as poster boards and surveys got wet through the wind and rain. Engagement yielded:

- 2 Spanish surveys
- 11 English surveys
- 13 Total surveys
- 25 Postcards

### February 7, 2023 – Cabrillo College

11:30 am – 2:30 pm

The team completed another round of surveying at Cabrillo College with team members stationed at both the southbound and northbound bus stops. This location showed itself to be a promising space to gather input and feedback specific to riders from line 69A, 69W, and 71. Engagement yielded:

- 4 Spanish surveys
- 22 English surveys
- 26 Total surveys
- 37 Postcards



## Online and Paper Community Survey Responses

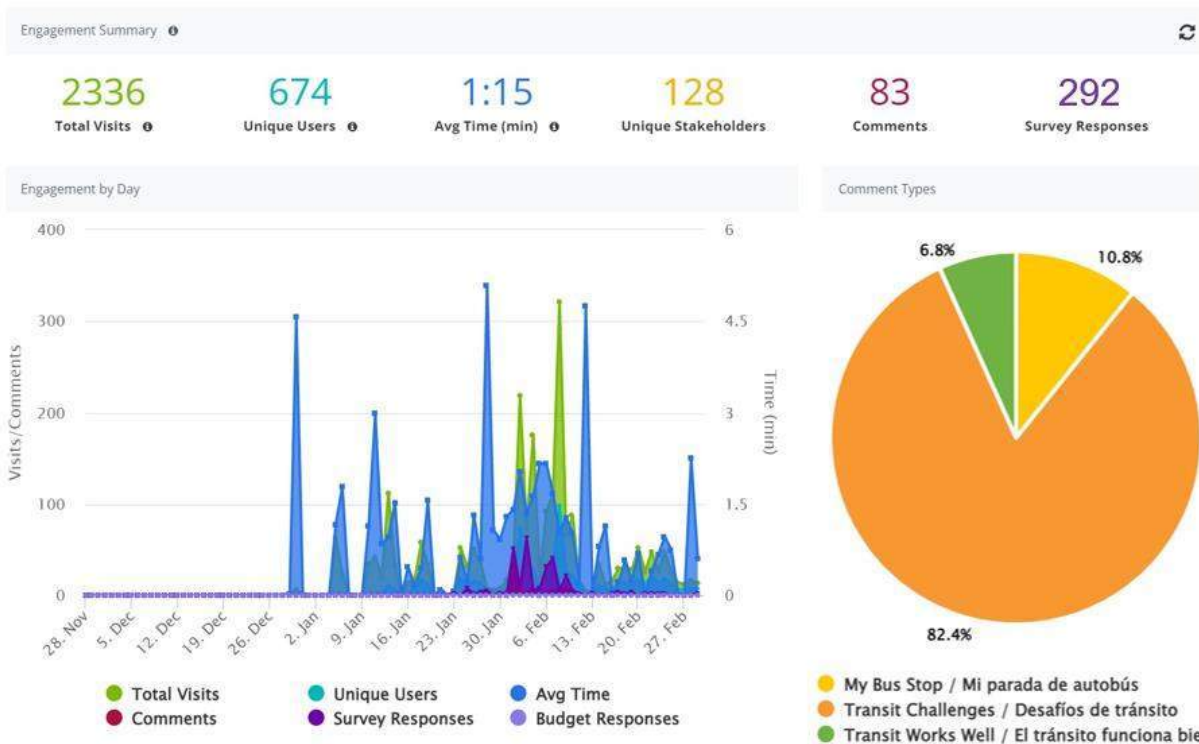
The in-person and online engagement resulted in a total of 292 survey respondents. Out of the 146 in-person surveys conducted, 28% were in Spanish. Pop-up events at Cabrillo College, detailed later in this report, resulted in high student engagement with many opting to take the survey online while heading to class. Close to 700 unique users visited the interactive website, with an additional 146 on-line surveys taken and 83 site-specific comments recorded.

### IN PERSON SURVEY ENGAGEMENT

- 41 Spanish surveys completed
- 105 English surveys completed
- 146 Total surveys completed
- 167 Postcards distributed

### ONLINE MAP & SURVEY ENGAGEMENT

- 2336 Total site visits
- 674 Unique users
- 146 Surveys completed
- 83 Comments

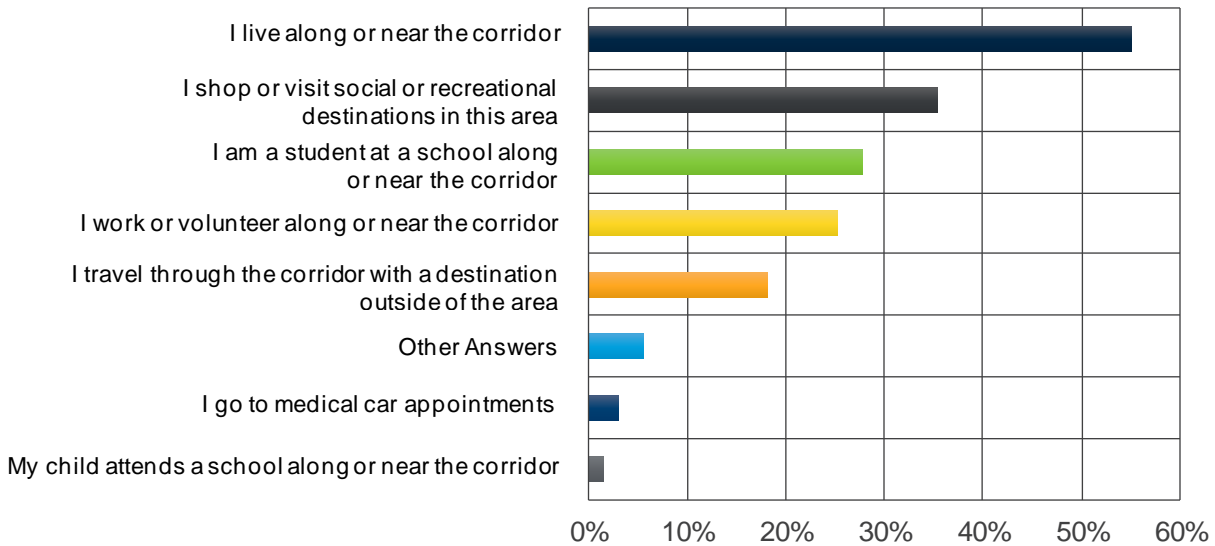




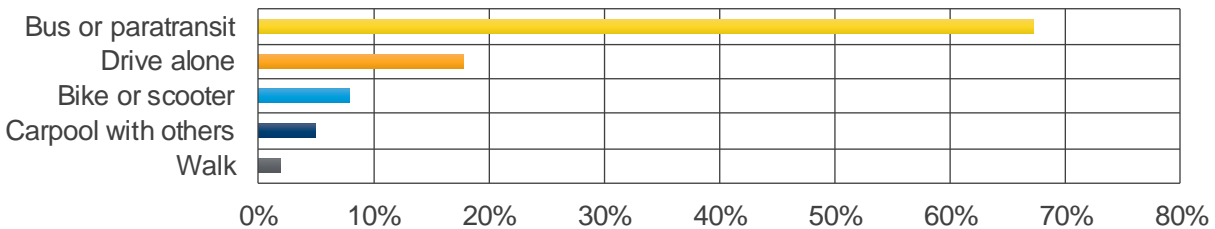
Online and paper surveys collected from various efforts revealed that over half of the respondents live along or near the corridor. Most respondents noted that they mainly depend on bus or paratransit as their primary mode of travel and ride routes 69A, 69W, 71, and 91X several times a week. Most bus riders indicated that they take routes 71 Soquel/Freedom and 69W Capitola/Cabrillo. Survey users who were bus riders noted that the main reason they took the bus was due to a lack of access to a car. Survey respondents were from all of the zip codes along or near the study routes; however, the greatest concentration of users resided in Santa Cruz or Watsonville.

Survey respondents were able to rank a list of transit improvements based on what they were most interested in seeing METRO address. The top three improvements desired by survey users were: 1) shorter bus wait times, 2) buses going to more places, and 3) more reliable travel times. A combination of these top three improvements were selected the most often, followed by a significant drop-off of any other most needed improvement.

**What best describes your connection to the Watsonville-Aptos-Capitola-Santa Cruz corridor? Choose all that apply.**



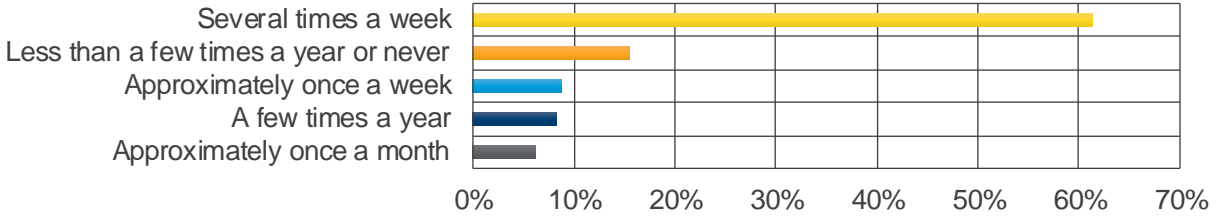
**If you travel in this area today, what's your primary mode of travel?**



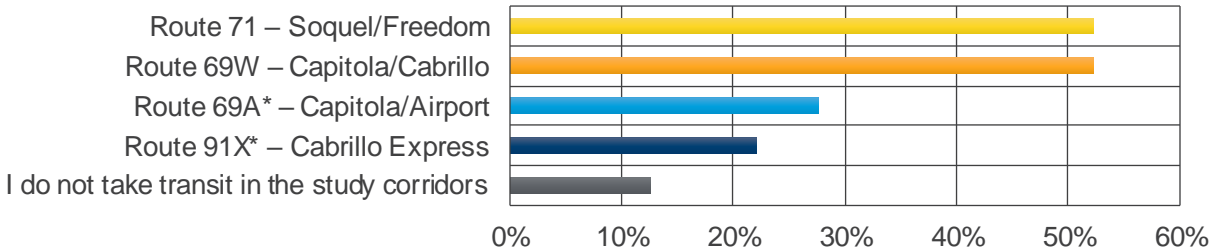




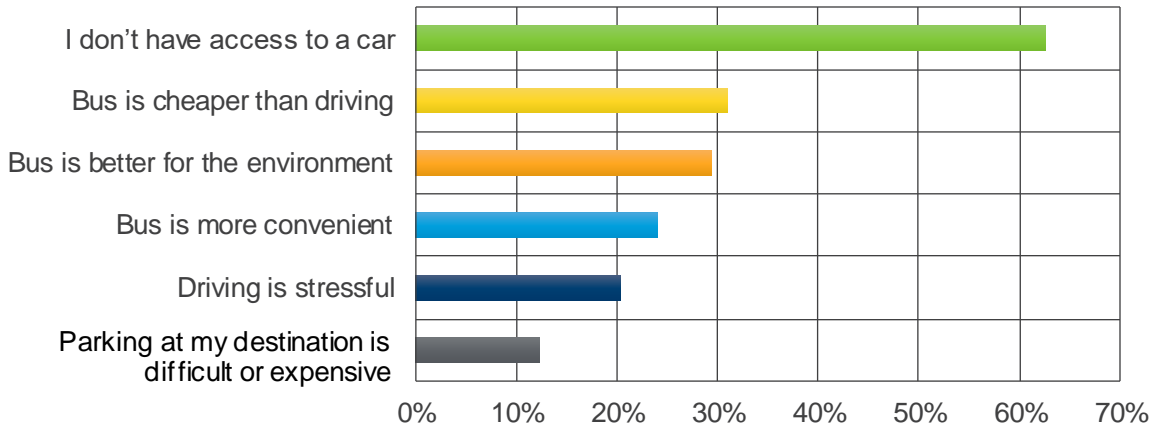
How frequently do you ride the bus routes in the area (Routes 69A\*, 69W, 71, 91X\*)? Select the option that best describes you.



Which bus do you typically take within the corridor? Choose all that apply.

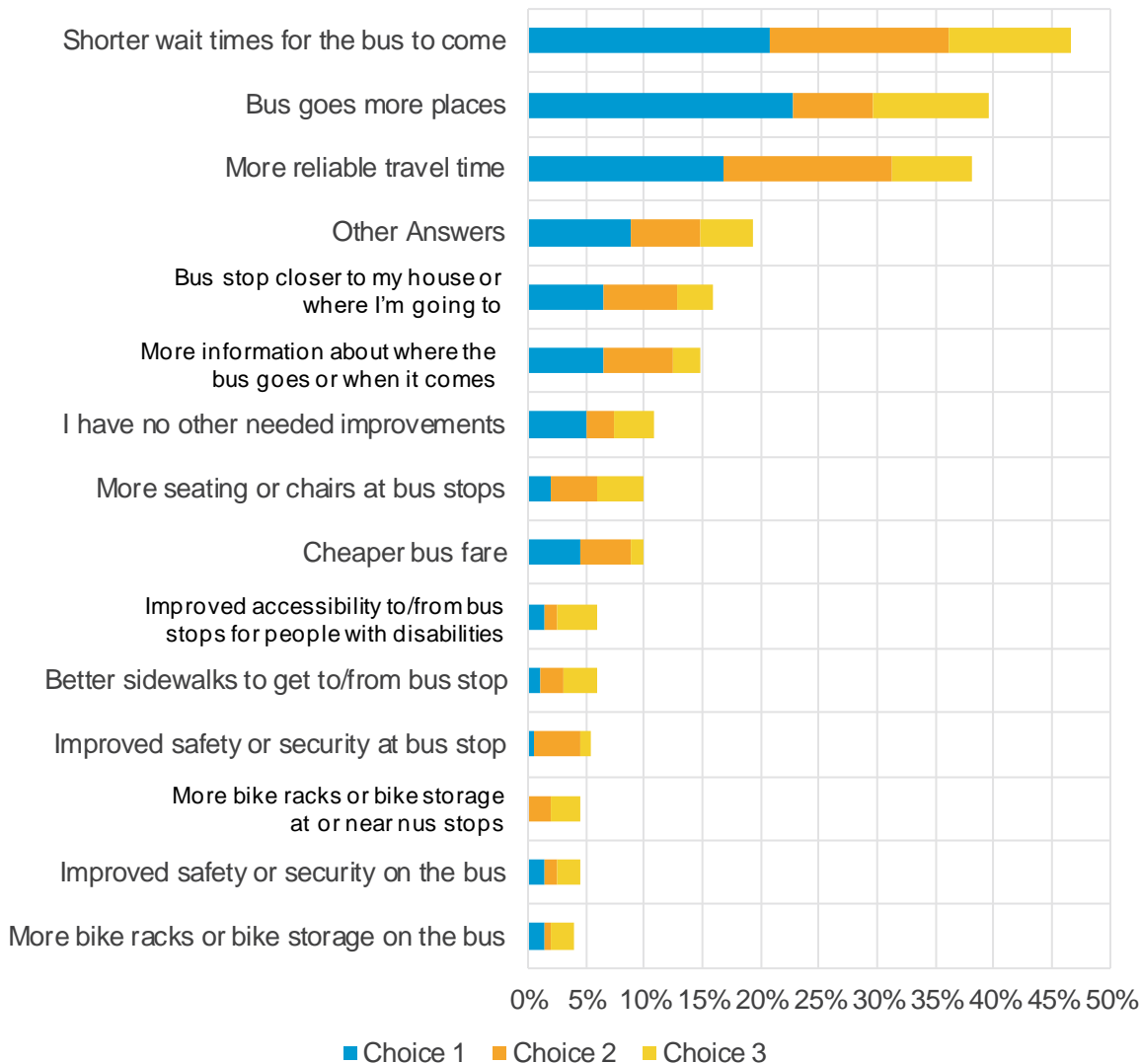


If you currently take the bus in this corridor, what are the primary factor(s) in that choice? Select all that apply.



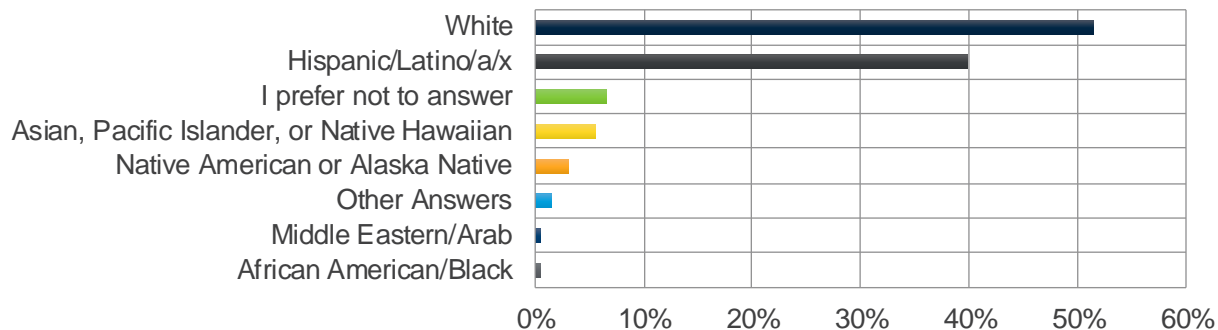


Which of the following improvements would encourage you to take the bus more or improve your experience when taking the bus in this area? What is the most needed improvement?

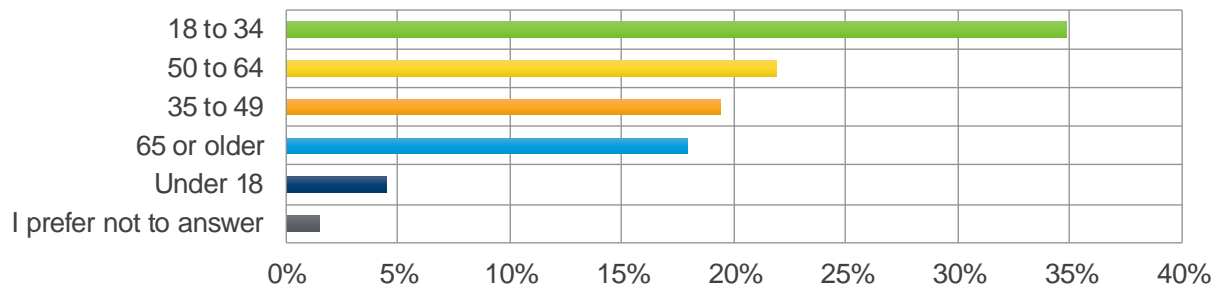




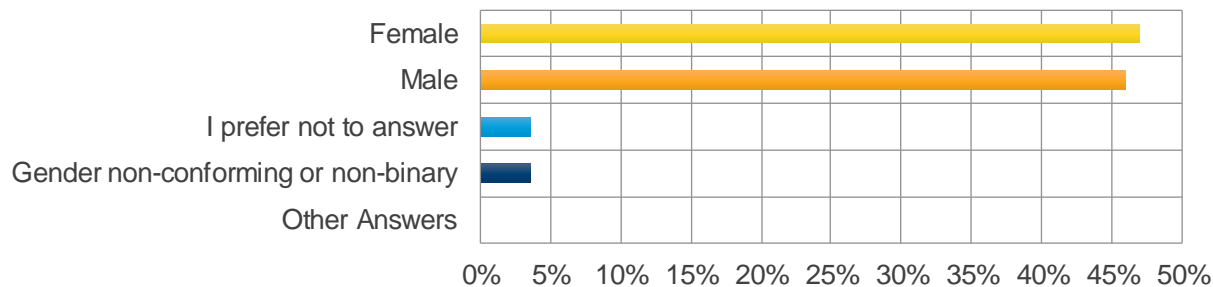
Choose all that describe you:



How old are you?

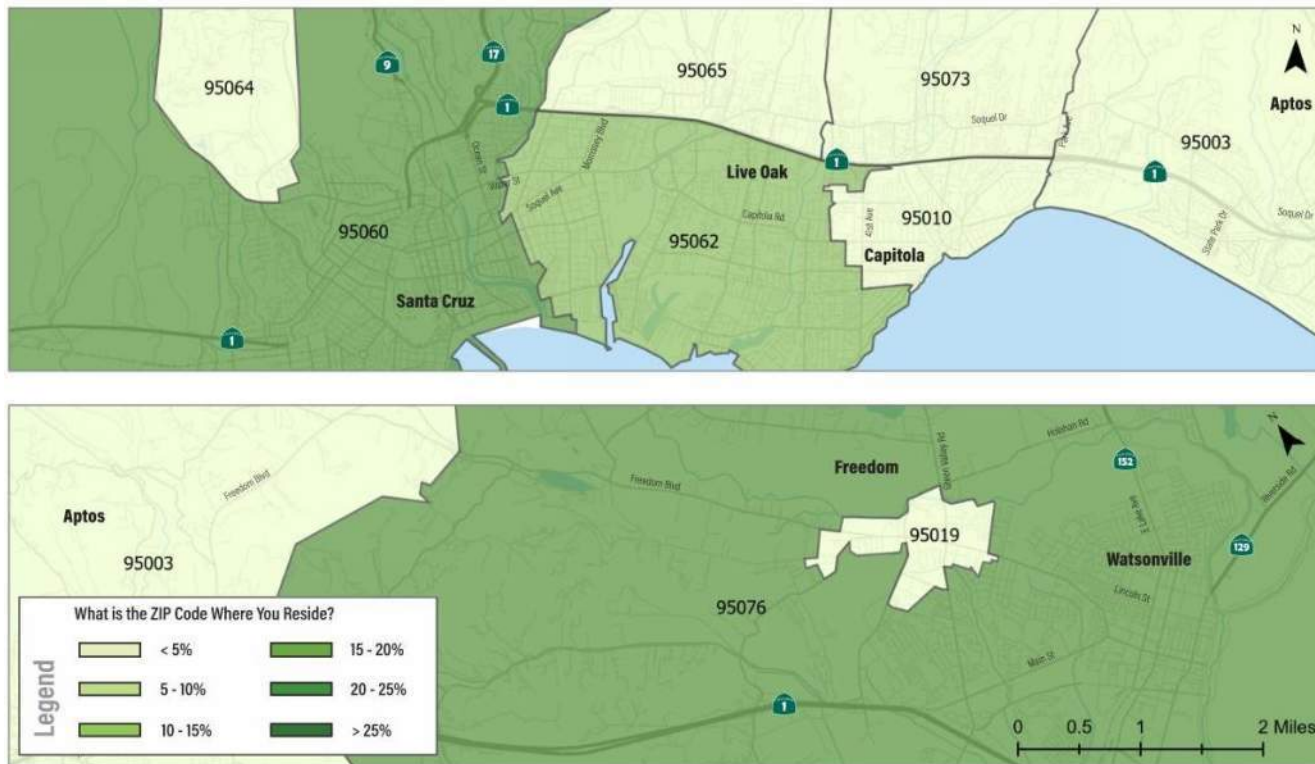


What is your gender?





### ZIP Codes Where Survey Respondents Reside



### Key Themes from the Survey

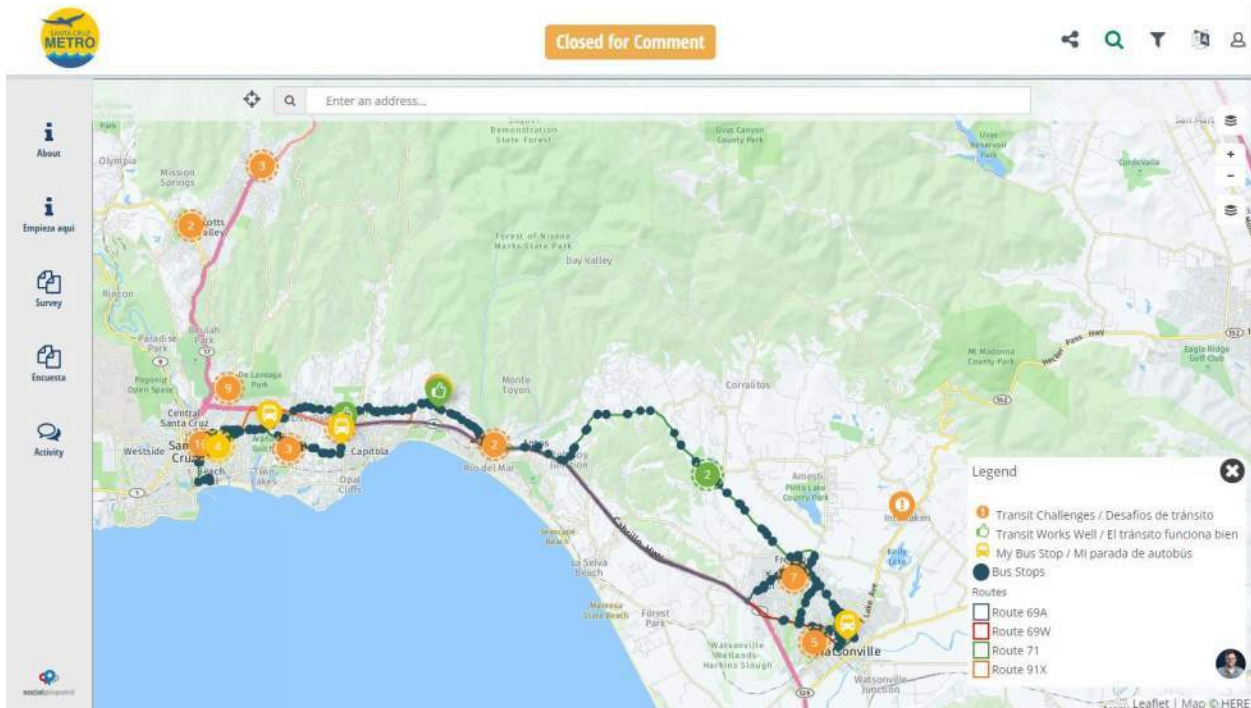
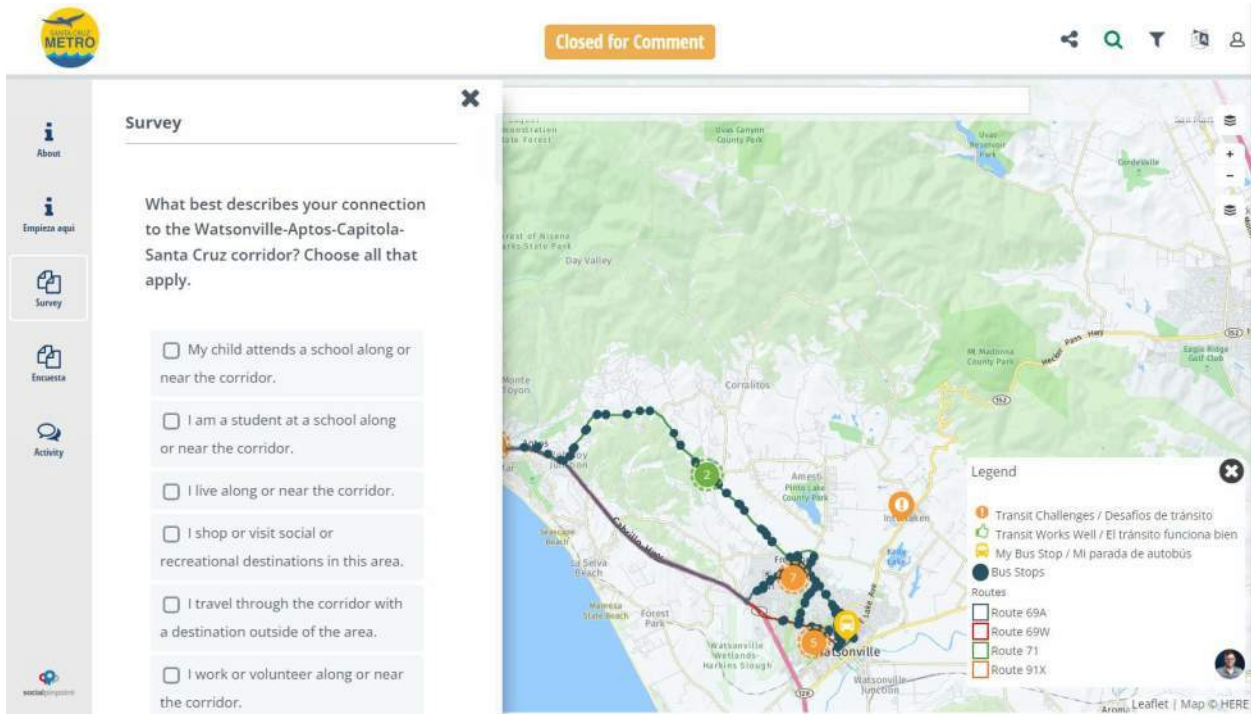
Out of 83 comments received from the on-line map, key areas of focus and themes were as follows:

- Bus Line 71 needs more buses running along Soquel Dr. especially in the afternoon.
- Better service to Dominican Hospital.
- Improve visibility, handicap access and safety.
- Requests to bring Line 69A back.
- Add more bus lines along busy stops (ex: Cabrillo College)
- Requests for better apps, information and website.
- Improved bus shelters with better design/Not happy with the new blue bus shelter design (small holes for ventilation on back wall of the shelter allows water to get through and benches get wet.)
- Requests for extra bus stops in the Banana Belt neighborhood (Line 91X), Aptos and Watsonville.
- Five-lane crossings along Soquel Dr between Dominican Hospital and 41<sup>st</sup> Ave make it difficult to access key destinations on either side of the road. As a solution, community members requested additional street crossings be placed along Soquel Dr.
- Requests for additional streetlights along Soquel Ave in Santa Cruz to improve safety when accessing and departing from bus stops.
- Requests for better integration with MST's service at the Watsonville Transit Center, particularly during the evening hours.
- Requests for more frequent and direct service between Santa Cruz and Watsonville. Community members cited Routes 71, 69A, and 69W circling around local roads in Watsonville as contributing to the delay in cross-county trips.

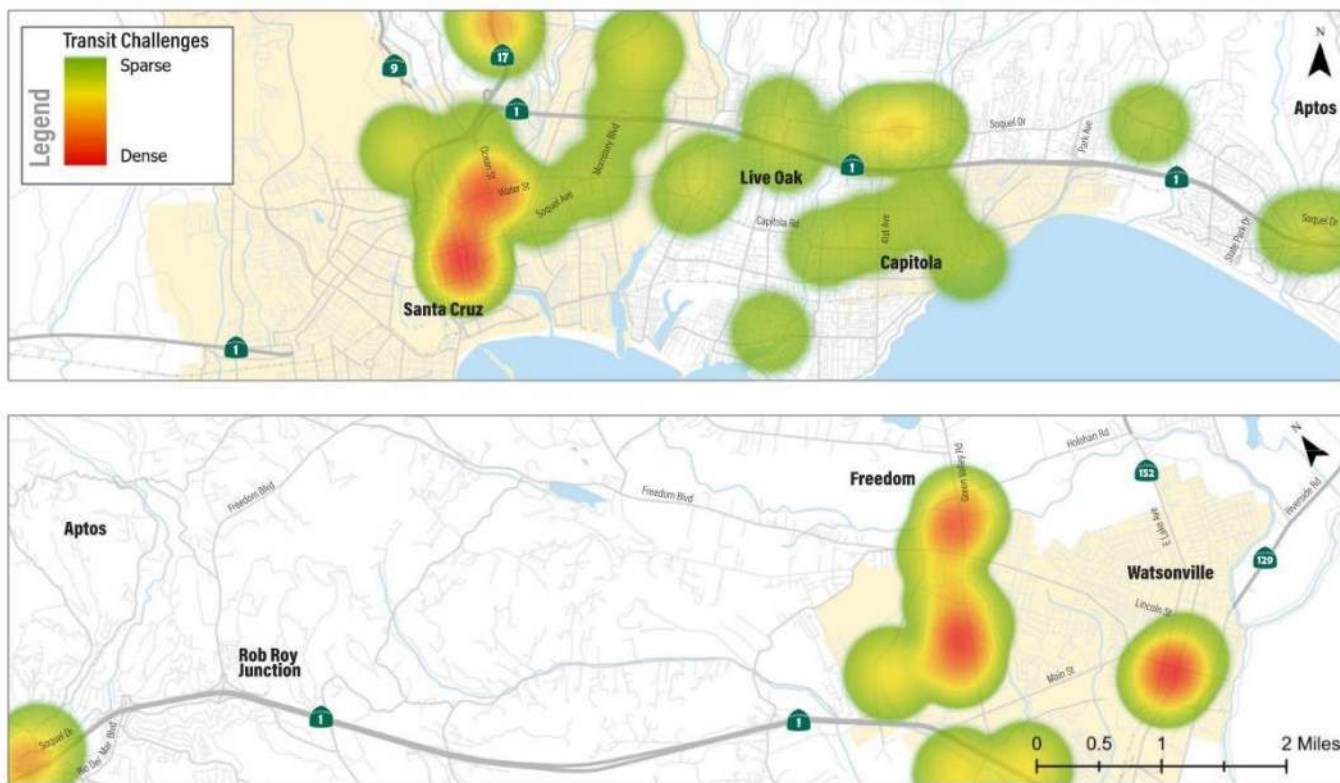




- Community members identified issues with passes expiring in the mobile application.
- Several community members identified Route 71 as often running late or behind schedule.



Screenshots of online survey and interactive mapping tool via Social Pinpoint platform



**Heatmap of Transit Challenges Identified Through Social Pinpoint**

The on-line survey asked an open-ended question about anything survey respondents would like to share with an abundance of feedback related to service reliability, frequency, bus shelter design, better apps and information on the website, dedicated lanes for buses and requests to bring back the 91 route. There were also a number of compliments and appreciation for the customer service provided by bus operators. A full list of legible comments is provided in **Appendix A**. A sampling of outreach collateral is included in **Appendix B**.

All feedback received from Round 1 Public Engagement will be incorporated into initial concepts and strategies for proposed improvements. A second round of outreach will occur in late-summer 2023 where bus riders, residents, businesses, advocacy groups, and disadvantaged communities will once again be asked to provide constructive and informed feedback. Outreach activities will be developed in concurrence with METRO staff, the Technical Working Group, and elected leadership.



## Appendix A – All Legible Comments from Survey

### *Is there anything else related to this survey you would like to share? [English]*

1. Route 55 needs to go in both directions.
2. I am a Registered Nurse and use to take the bus to Frederick St. I now work on Soquel Dr/Dominican main campus and there is not bus that goes there from Capitola unless I walk all the way to Soquel Dr. which would be a mile walk in the rain.
3. You can speed up buses by putting in signs that say “exit to the rear” with arrows. Most other bus systems do that! A frustrating percentage of METRO riders exit in the front when people are waiting to board—I’ve never witnessed this in other cities. Also, don’t sit idle while someone takes forever to find their money or pass. Just start driving. Most bus systems do this and it saves a lot of time. Also, don’t require all wheelchairs to be tied down—again this wastes time and most bus systems do not do this.
4. I would really like to take the bus, but I am fearful because I don't know where and when the bus will come and where and how I can get off.
5. Frequency is the most important thing. The 71 corridor should have busses so often that I don't need a schedule.
6. I'd like to see smaller buses that travel further off the "normal" routes.
7. Have seen scary people on the metro bus and have heard some really bad stories about scary people on the metro bus. please provide better security in and around the bus. We cannot go green if we are too afraid to ride the bus.
8. I currently have a car and rarely ride the bus, but I was without a car for 10 years before COVID-19. There were many problems with relying on the bus for transportation, especially when my ability to walk was limited by injuries. Restrooms at or near transit hubs are crucial, and at times were unexpectedly not accessible, causing many transit users to wonder if their humanity had been completely overlooked. The overriding issues that cause me to rely on a car are that public transit took up too much time and really limited where I could go to places served by bus routes and public rest rooms. Using public transit exclusively really limited my life unfortunately, and I know we can do better as a community.
9. I use the 69 traveling south, starting at Capitola Mall and appreciate that it quickly gets to Watsonville in the morning.
10. Bring back 91 best route for real.
11. I am hoping for route 71 of Santa Cruz Metro to operate everyday including holidays just like route 17. It is best to have a bus route that provides passenger service from Santa Cruz Metro to Watsonville Transit Center everyday including holidays.
12. Another improvement would be timed transfer points. And free transfers!
13. Increased 91x trips. More in am and later in the day as well.
14. There are at least 4 decades past 65, and people over 80 have more issues than people in their 60s.
15. All of the priorities above are important, including street safety and secure bike parking. We need them all! The new blue bus stops are depressing - sorry! I'd welcome a design challenge to come up with something more inviting.
16. Service is horrible and changes. 69A rides all the time. 71 doesn't go to the mall. No place to connect with 69W.
17. I'm pretty satisfied with the service as is, however I miss the 91x.
18. The 99% of the driver are amazing I have had the same bus divers since I was 15 they really tried to help everyone.
19. Buses have to few areas for wheelchairs and walkers. Have noticed that 72, 75, 79 buses have not enough area for all the people using the area and on 69s and 71 buses. Young People will in the front and won't move when needed for Seniors. We need more Senior spots as our





- population is getting older. Our Drivers are great asking if we need the ramp etc. but without the help of other passengers it is a real challenge on and off each bus.
20. What's the timeline for this project?
  21. Please advocate to turn the planned auxiliary lanes on highway into actual bus on shoulder lanes, so buses don't get stuck in traffic. Morrissey to Soquel's auxiliary lane has terrible traffic.
  22. Please create a bus route from Watsonville to Santa Cruz that is faster. I would love to ride the bus to work to save money and the environment, but current bus routes take too long.
  23. Buses should not come early, wait till scheduling time.
  24. It should also be cleaner! Also send updates on bus routes through the app (like if it's late or it has to skip a stop because of a hazard).
  25. Yes UCSC + Metro Relationship is fine. Now let's get the rest of the county served well.
  26. Metro has no bus to Palm Beach. Cue the "but Watsonville doesn't pay for a beach shuttle" crowd. You guys really dropped the ball on a new WTC, the renovation was halfhearted.
  27. I'm really happy I live in a city with public transportation, and I really appreciate all the work that the bus drivers and other metro employees do and I would love to see the metro expand with more busses and more stops.
  28. Bus stops need to be more visible from sidewalks when you are looking for bus.
  29. Better Apps/Info/Website.
  30. I feel like I would use the bus more if there were a dedicated lane for the bus, making for shorter travel time.
  31. Can you bring back the La Selva Beach Bus stop.
  32. I used to take the bus all the time. Unfortunately, it became too difficult to work for my life. I would really love to go back to using it regularly.
  33. I would like an easier way to get to the Santa Cruz area on transit.
  34. On early commutes, often the driver had not warmed the bus, especially on cold days that was uncomfortable.
  35. I'd like a late-night bus that runs from the Santa Cruz metro station to the Capitola Mall.
  36. The Robertson stop sign is the worst. Has to be changed to allow quicker passage through the intersection for busses. Look into Indianapolis BRT where they only too, a single traffic lane to create a dedicated busway.
  37. Bus routes should have bus lanes on highways or off highways to avoid traffic jams.
  38. I remember hearing that the 91x had low-ish ridership... For myself, I prefer the 91x but due to timing and connection I'd take any of the others, because they were already ready. (Not going to wait 45 minutes even for a bus that saves 20 or 30 minutes.) So, the 91x is better "in theory"... :) thank you for public transit.
  39. More busses mean more public use. The 71 is an ideal bus. Just need to come every 10 minutes for people to want to use it more.
  40. Soon to become 84 I really dislike the 65 and older designation. There is a hell of a lot of difference between me and someone 19 years younger. Please consider adding an age group that more befits my station in life. Thank you.
  41. The buses are always late within last month. We need updated bus schedule that has measured the traffic impact on bus time arrival in certain times of the day. It is difficult to wait in cold or rain for 20 minutes (plus being late to work! - so stressful). This applies to line 71 and 69W. Having an app with real-time arrival would be more beneficial (like nextmuni.com in SF).  
Thank you for your service! I appreciate your efforts!
  42. Expand bus corridors to reach County Buildings & Large Employers (Libraries & Sheriff Offices). To support GO Santa Cruz County, add early & late service (for those that work early at coffee shops & late-night restaurants).
  43. Would be really great to loop buses back along Mission down to Laurel to transit center. It's very frustrating to have to always connect at SC Transit Center when the 19 is so infrequent





44. Upset taken away routes and changed number of routes, splitting routes. Has waited for hours at some places waiting for buses.
45. 69A removal was no problem.
46. More express routes so I spend less time on bus and more frequent run times.
47. Make sure all drivers are educated on veteran discounts.
48. More frequency bus lines.
49. Make improvements to the web GPS App. Maybe Google maps native integration.
50. Bus stop at Costco please.
51. If the stop by the animal shelter doesn't even get used, it should just be taken down.
52. No express buses are available now, 69Ws are slow and going to Watsonville Hospital has really slowed them down, Not a good idea and no 91 Express is crazy, Restore the canceled routes and have the 69As go to Cabrillo on their trips that way they would have more riders, From Watsonville they could get off at State Park Dr. and back on at Park Av., From Santa Cruz off highway at Park Av. and on Highway at State Park this would help Cabrillo and Students who live in Freedom area who do not connect well with 71 routes.
53. It would be nice if the 71/69 buses stopped in fact lake.
54. Buses are cool.
55. 2 dollars per ride is honestly a pretty good deal.
56. I am going to ride the 17 in 2 years.
57. I am thankful for their hard work.
58. Needs to be able to travel more efficiently from place to place.
59. Would be helpful to have a bus between Santa Cruz & Monterey with stops in Watsonville, Castroville, and Cal State Monterey Bay/Marina.
60. I am visiting Watsonville; I can appreciate the beauty of the buildings/homes/ and the streets are so clean!!
61. Easier lock downs for wheelchairs. It takes up to 10 minutes to lock down a chair and the driver has to climb all over me to make it work. Did not want to do it during the pandemic and still don't like it.

***Is there anything else related to this survey you would like to share? [Spanish]***

1. Takes kids to school on bus. Bus times online do not match reality.
2. There are times when bus drivers don't stop due to poor visibility, so there needs to be better lighting at bus stops.
3. Likes the fact that the bus is located near destination + Hospital.
4. I miss 69A.
5. Route 71 times were changed & she didn't know and was stranded in the rain until 7pm.69A used to take her to hospital, not comfortable with new routes.
6. Bring back 69A routes.
7. The people who make the routes should know more about the bus routes, so in the future we don't lose important bus routes.
8. The redesign of the blue bus shelters by Cabrillo School are very bad because they have many holes and when it rains, we get wet, plus we cannot sit down when the seats get wet and please bring back Route 69A.



## Appendix B – Round 1 Outreach Collateral

- POSTCARDS
- CAR CARDS
- SURVEY FORM
- POSTER BOARDS/MAPS

# Santa Cruz METRO's Line 71/Rapid Corridors Project

**How can transit serve you better?**



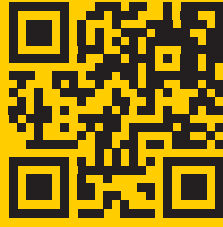
Santa Cruz METRO is working with the community to identify solutions aimed at making transit faster, more reliable, and easier to access between the cities of Watsonville and Santa Cruz. This study will identify opportunities to improve the customer experience with better pedestrian and bicyclist access to bus stops and upgraded bus stop amenities.

**10A.165**

**Please spend 5 minutes to share your feedback at [sctcmd.com/rapid](https://sctcmd.com/rapid) or by scanning the QR code.**



For more information about Santa Cruz METRO's Line 71/Rapid Corridors Project, visit [sctcmd.com/rapid](https://sctcmd.com/rapid) or contact the Project Team at [planning@sctcmd.com](mailto:planning@sctcmd.com) or (831) 425-8600.



**Scan me!**

# Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO

**¿Cómo puede brindarle un mejor servicio el transporte público?**



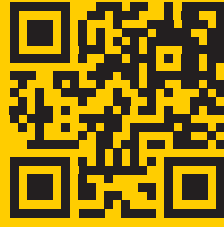
Santa Cruz METRO está trabajando con la comunidad para identificar soluciones para hacer el transporte público más rápido y confiable y de fácil acceso entre las ciudades de Watsonville y Santa Cruz. Este estudio para identificar las oportunidades para mejorar la experiencia del cliente con un mejor acceso peatonal y para ciclistas a las paradas de autobús y la mejora de los servicios en las paradas de autobús.

10A.166

**Por favor, tómese 5 minutos para compartir su opinión en [scmtmd.com/rapid](http://scmtmd.com/rapid) o escaneando el código QR.**



Para más información sobre el Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO, visite [scmtmd.com/rapid](http://scmtmd.com/rapid) o comuníquese con el equipo del proyecto en [planning@scmtmd.com](mailto:planning@scmtmd.com) o (831) 425-8600.



Escanear!





# Santa Cruz METRO's Line 71/Rapid Corridors Project

**How can transit serve you better?**

Santa Cruz METRO is working with the community to identify solutions aimed at making transit faster, more reliable, and easier to access between the cities of Watsonville and Santa Cruz. This study will identify opportunities to improve the customer experience with better pedestrian and bicyclist access to bus stops and upgraded bus stop amenities.

**Please spend 5 minutes to share your feedback at [scmtd.com/rapid](https://scmtd.com/rapid) or by scanning the QR code.**

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# Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO

**¿Cómo puede brindarle un mejor servicio el transporte público?**

Santa Cruz METRO está trabajando con la comunidad para identificar soluciones para hacer el transporte público más rápido y confiable y de fácil acceso entre las ciudades de Watsonville y Santa Cruz. Este estudio para identificar las oportunidades para mejorar la experiencia del cliente con un mejor acceso peatonal y para ciclistas a las paradas de autobús y la mejora de los servicios en las paradas de autobús.

10A.168



**Por favor, tómese 5 minutos para compartir su opinión en [scmttd.com/rapid](http://scmttd.com/rapid) o escaneando el código QR.**

Para más información sobre el Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO, visite [scmttd.com/rapid](http://scmttd.com/rapid) o comuníquese con el equipo del proyecto en [planning@scmttd.com](mailto:planning@scmttd.com) o (831) 425-8600.



Escanear!

# Santa Cruz METRO's Line 71/Rapid Corridors Project



## Community Engagement Round 1 Survey

Do you currently use route 69A\*, 69W, 71, or 91X\*? Would you be interested in taking the bus if the experience was improved? **We want to hear from you!**

The Project aims to make transit faster, more reliable, and easier to access between the cities of Watsonville and Santa Cruz. We'd like to hear from you on what improvements could be made to make transit more desirable to use.

*\* Note: Routes 69A and 91X were temporarily suspended December 22nd due to an ongoing shortage of bus operators and will be restored as soon as the situation improves.*

### Survey Questions:

1. What best describes your connection to the Watsonville-Aptos-Capitola-Santa Cruz corridor? Choose all that apply.
  - I live along or near the corridor.
  - I work or volunteer along or near the corridor.
  - I am a student at a school along or near the corridor.
  - My child attends a school along or near the corridor.
  - I shop or visit social or recreational destinations in this area.
  - I travel through the corridor with a destination outside of the area.
  - Other [Type your answer]
  - None of the above
2. If you travel in this area today, what's your primary mode of travel?
  - Drive alone
  - Carpool with others
  - Bike or scooter
  - Bus or paratransit
  - Walk
3. How frequently do you ride the bus routes in the area (Routes 69A\*, 69W, 71, 91X\*)? Select the option that best describes you.
  - Several times a week
  - Approximately once a week
  - Approximately once a month
  - A few times a year
  - Less than a few times a year or never
4. Which bus do you typically take within the corridor? Choose all that apply.
  - Route 69A\* – Capitola/Airport
  - Route 69W – Capitola/Cabrillo
  - Route 71 – Soquel/Freedom
  - Route 91X\* – Cabrillo Express
  - I do not take transit in the study corridors
5. If you currently take the bus in this corridor, what are the primary factor(s) in that choice? Select all that apply
  - Bus is cheaper than driving
  - I don't have access to a car
  - Bus is more convenient
  - Parking at my destination is difficult or expensive
  - Bus is better for the environment
  - Driving is stressful

# Attachment A

6. Which of the following improvements would encourage you to take the bus more or improve your experience when taking the bus in this area? Select top three by placing a '1' by most needed improvement, a '2' by second and a '3' by third.
- Bus goes more places
  - Cheaper bus fare
  - More information about where the bus goes or when it comes
  - More reliable travel time
  - Shorter wait times for the bus to come
  - More seating or chairs at bus stops
  - Improved safety or security at bus stop
  - Improved safety or security on the bus
  - Bus stop closer to my house or where I'm going to
  - Better sidewalks to get to/from bus stop
  - Improved accessibility to/from bus stops for people with disabilities
  - New or improved crossings of the street to get to/from bus stop
  - More bike racks or bike storage on the bus
  - More bike racks or bike storage at or near bus stops
  - Other [Type your answer]
  - I have no other needed improvements
7. Choose all that describe you:
- African American/Black
  - Asian, Pacific Islander, or Native Hawaiian
  - Hispanic/Latino/a/x
  - Middle Eastern/Arab
  - Native American or Alaska Native
  - White
  - Something else [Type your answer]
  - I prefer not to answer
8. How old are you?
- Under 18
  - 18 to 34
  - 35 to 49
  - 50 to 64
  - 65 or older
  - I prefer not to answer
9. What is your gender?
- Female
  - Male
  - Gender non-conforming or non-binary
  - Something else [Type your answer]
  - I prefer not to answer
10. What is the zip code where you reside? \_\_\_\_\_
11. Is there anything else related to this survey you would like to share? \_\_\_\_\_

If you would like to stay informed about this plan, please enter your email address. You'll automatically be entered into a drawing for a gift card to a local restaurant. **Thank you for your input!**

For more information about Santa Cruz METRO's Line 71/Rapids Corridors Project, visit [sctmd.com/rapid](http://sctmd.com/rapid) or contact the Project Team at [planning@sctmd.com](mailto:planning@sctmd.com) or (831) 425-8600.



## Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO



### Encuesta de participación comunitaria

¿Utiliza actualmente la ruta 69A\*, 69W, 71 o 91X\*? ¿Le interesaría tomar el autobús si se mejorara la experiencia? **¡Queremos saber su opinión!**

El Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO tiene como objetivo hacer que el transporte público sea más rápido y confiable y de más fácil acceso entre las ciudades de Watsonville y Santa Cruz. Nos gustaría saber qué mejoras se podrían hacer para que el transporte público sea más atractivo.

*\* Nota: Las rutas 69A y 91X se suspendieron temporalmente el 22 de diciembre debido a la continua escasez de operadores de autobuses y se restablecerán tan pronto como mejore la situación.*

#### Preguntas de la encuesta:

1. ¿Qué describe mejor su conexión con el corredor Watsonville-Aptos-Capitola-Santa Cruz? Seleccione todas las opciones que correspondan.
  - Vivo en o cerca del corredor.
  - Trabajo o soy voluntario en o cerca del corredor.
  - Soy un estudiante en una escuela en o cerca del corredor.
  - Mi hijo asiste a una escuela en o cerca del corredor.
  - Voy de compras o visito destinos sociales o recreativos en esta área.
  - Viajo por el corredor hacia un destino fuera del área.
  - Otro [Escriba su respuesta]
  - Ninguna de las opciones anteriores
2. Si viaja en esta área actualmente, ¿cuál es su principal modo de transporte?
  - Auto (manejo solo)
  - Comparto el auto con otros
  - Bicicleta o scooter
  - Autobús o transporte para personas discapacitadas
  - Caminar
3. ¿Con qué frecuencia viaja en las rutas de autobús en el área (Rutas 69A\*, 69W, 71, 91X\*)? Seleccione la opción que mejor describa su situación.
  - Varias veces a la semana
  - Aproximadamente una vez por semana
  - Aproximadamente una vez al mes
  - Algunas veces al año
  - Menos de unas pocas veces al año o nunca
4. ¿Qué autobús suele tomar dentro del corredor? Seleccione todas las opciones que correspondan.
  - Ruta 69A\* – Capitola/Aeropuerto
  - Ruta 69W – Capitola/Cabrillo
  - Ruta 71 – Soquel/Freedom
  - Ruta 91X\* – Cabrillo Express
  - No tomo el transporte público en los corredores del estudio.
5. Si actualmente toma el autobús en este corredor, ¿cuáles son los factores principales en esa elección? Seleccione todas las opciones que correspondan.
  - Tomar el autobús es más barato que manejar
  - No tengo acceso a un auto
  - El autobús es más conveniente
  - El estacionamiento en mi destino es difícil o caro
  - Es mejor para el medio ambiente
  - Manejar es estresante

# Attachment A

6. ¿Cuál de las siguientes mejoras lo alentaría a tomar más el autobús o mejoraría su experiencia al tomar el autobús en esta área? Seleccione los tres primeros y marque el número uno, dos y tres.
- El autobús va a más lugares
  - Tarifa de autobús más barata
  - Más información sobre el destino del autobús o cuándo llega
  - Tiempo de viaje más confiable
  - Tiempos de espera más cortos para que llegue el autobús
  - Más asientos o sillas en las paradas de autobús
  - Mejora de la seguridad o protección en las paradas de autobús
  - Mayor seguridad o protección en el autobús
  - Parada de autobús más cerca de mi casa o mi destino
  - Mejores aceras para llegar a/desde la parada de autobús
  - Accesibilidad mejorada hacia/desde las paradas de autobús para las personas con discapacidad
  - Cruces peatonales nuevos o mejorados para llegar a/desde la parada de autobús
  - Más portabicicletas o almacenamiento de bicicletas en el autobús
  - Más portabicicletas o almacenamiento de bicicletas en o cerca de las paradas de autobús
  - Otro [Escriba su respuesta]
  - No tengo otras mejoras necesarias
7. Elija todas las opciones que lo describan:
- Afroamericano/Raza negra
  - Asiático, isleño del Pacífico o nativo de Hawái
  - Hispano/Latino/a/x
  - Oriente Medio/Árabe
  - Nativo americano o nativo de Alaska
  - Raza blanca
  - Algo más \_\_\_\_\_
  - Prefiero no responder
8. ¿Cuántos años tiene?
- Menor de 18
  - 18 a 34
  - 35 a 49
  - 50 a 64
  - 65 años o más
  - Prefiero no responder
9. ¿Cuál es su género?
- Femenino
  - Masculino
  - Género no conforme o no binario
  - Algo más [Escriba su respuesta]
  - Prefiero no responder
10. ¿Cuál es el código postal donde reside? \_\_\_\_\_
11. ¿Hay algo más relacionado con esta encuesta que le gustaría compartir? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

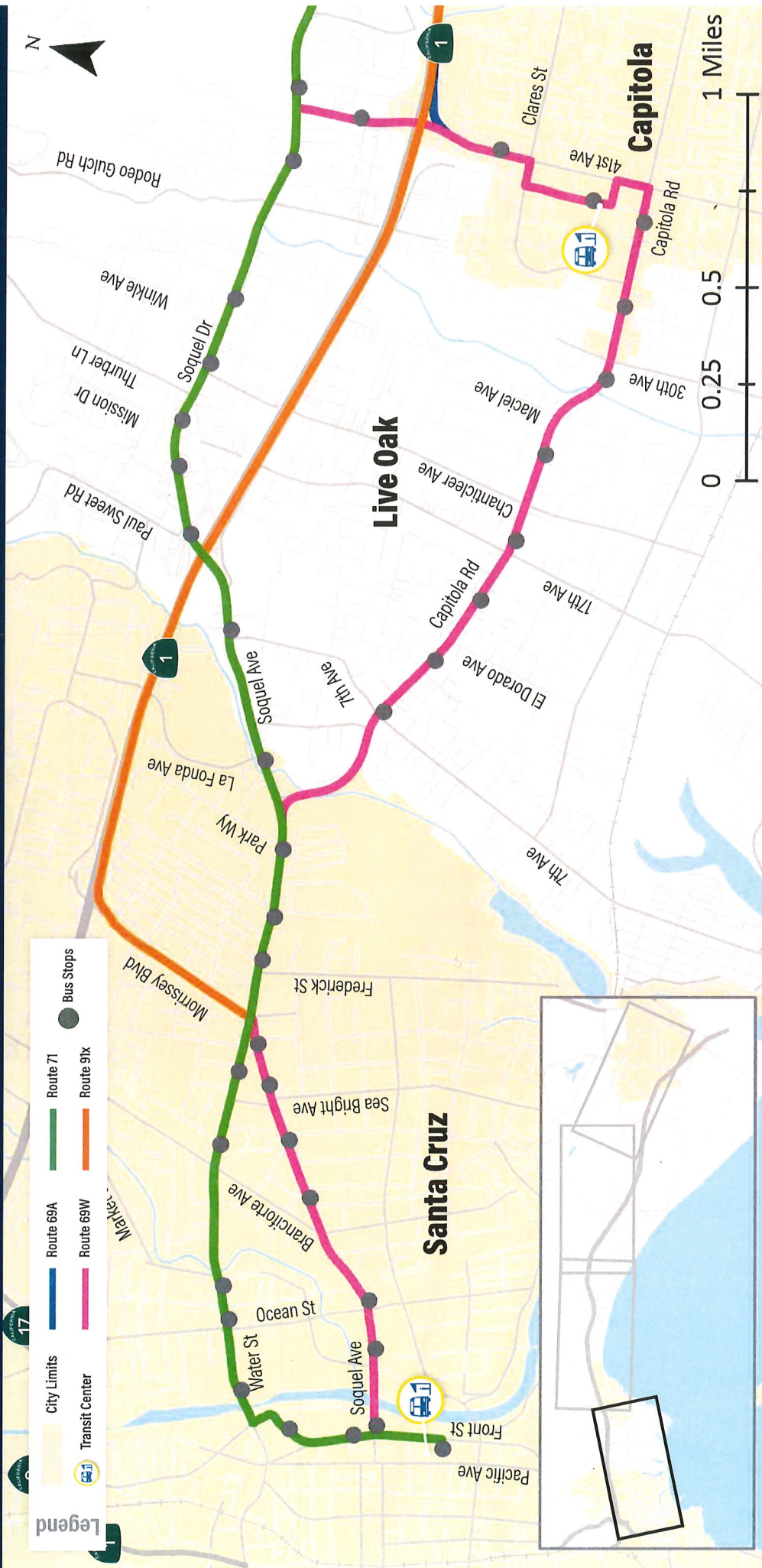
Si desea mantenerse informado sobre este plan, escribe su dirección de correo electrónico. Automáticamente participará en un sorteo de una tarjeta de regalo para un restaurante local. ¡Gracias por su participación!

\_\_\_\_\_

Para mas información sobre el Proyecto de Corredores Rápidos/Linea 71 de Santa Cruz METRO, visite [sctmd.com/rapid](http://sctmd.com/rapid) o comuníquese con el equipo del proyecto en [planning@sctmd.com](mailto:planning@sctmd.com) o (831) 425-8600.



# Santa Cruz METRO's Line 71/Rapid Corridors Project Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO



**Place a dot for:**  
**Marque un punto para indicar:**

- Transit challenges / Desafíos de tránsito
- Where transit works well / El tránsito funciona bien
- Your bus stop / Mi parada de autobús



**Scan Here!**  
for the online survey  
**¡Escanee Aquí!**  
para ver la encuesta en línea





# Santa Cruz METRO's Line 71/Rapid Corridors Project Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO




Attachment A



**Scan Here!**  
for the online survey  
**¡Escanee Aquí!**  
para ver la encuesta en línea

**Place a dot for:**  
**Marque un punto para indicar:**

- Transit challenges / Desafíos de tránsito
- Where transit works well / El tránsito funciona bien
- Your bus stop / Mi parada de autobús

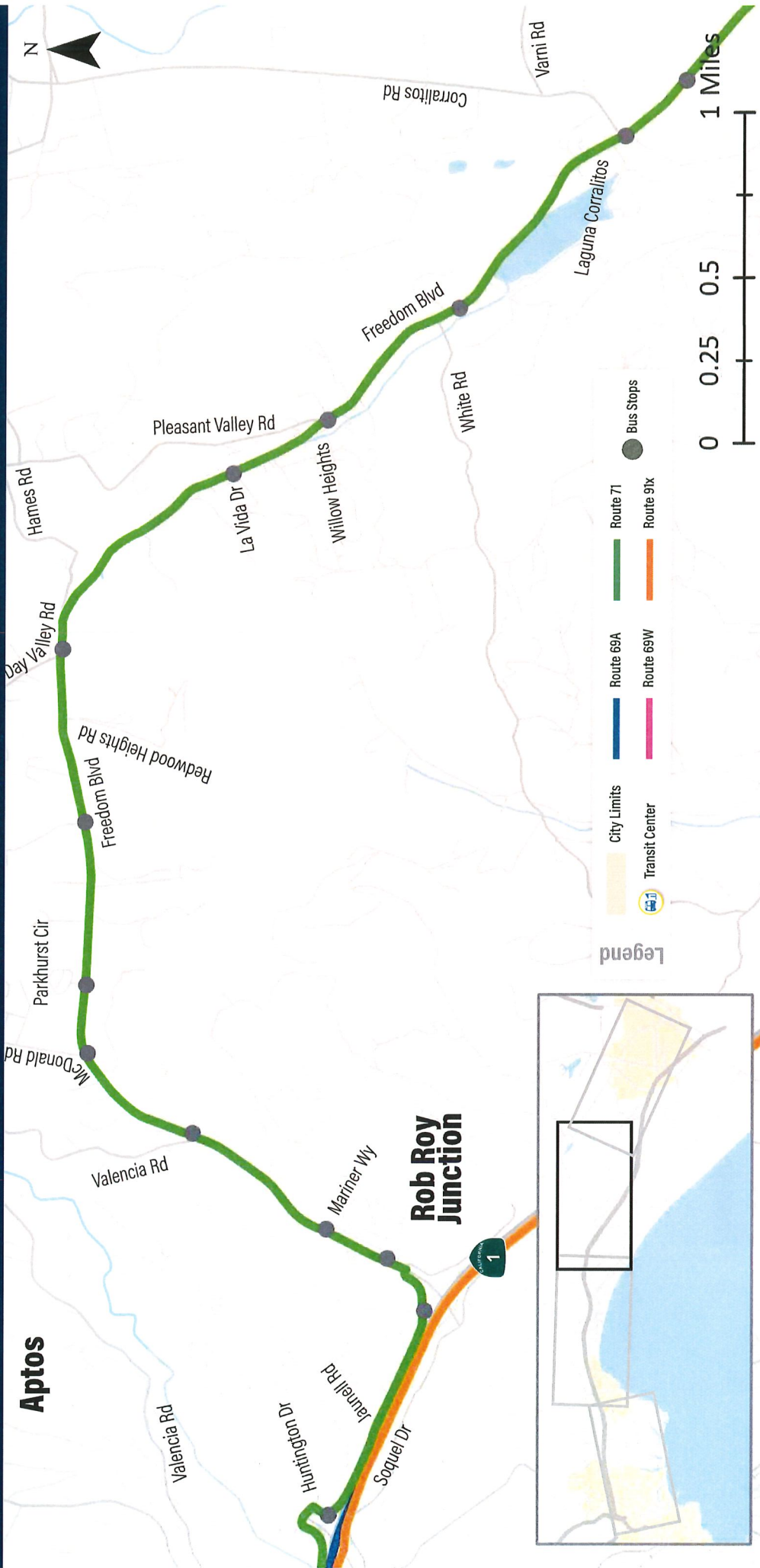


10A.174





# Santa Cruz METRO's Line 71/Rapid Corridors Project Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO



**Place a dot for:**  
**Marque un punto para indicar:**

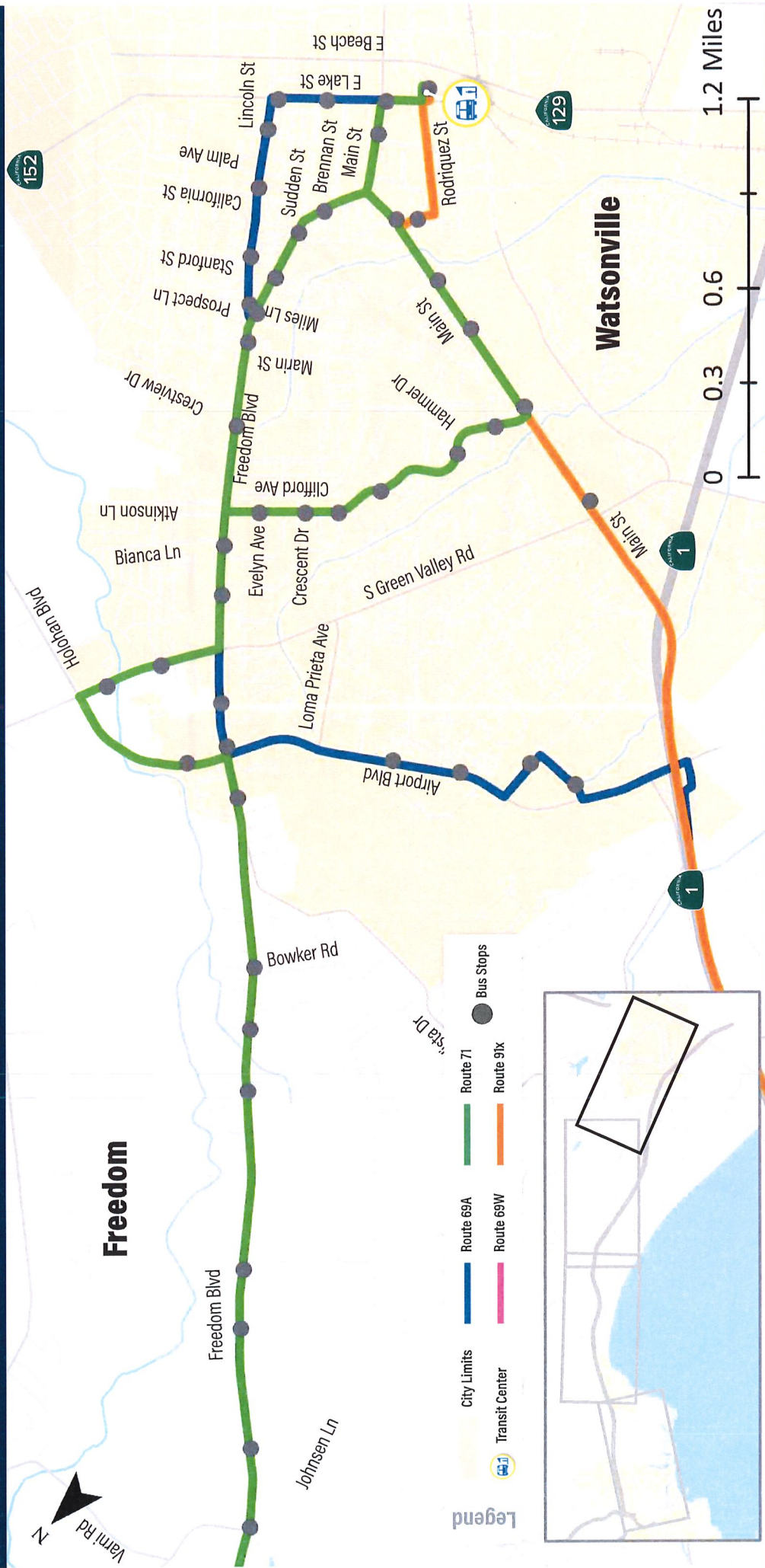
- Transit challenges / Desafíos de tránsito (Orange dot)
- Where transit works well / El tránsito funciona bien (Green dot)
- Your bus stop / Mi parada de autobús (Yellow dot)



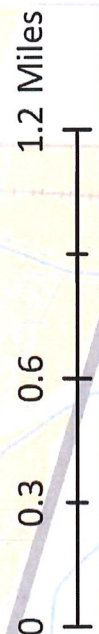
**Scan Here!**  
for the online survey  
**¡Escanee Aquí!**  
para ver la encuesta en línea



# Santa Cruz METRO's Line 71/Rapid Corridors Project Proyecto de Corredores Rápidos / Línea 71 de Santa Cruz METRO



- Legend**
- Route 69A
  - Route 69W
  - Route 71
  - Route 91X
  - Bus Stops
  - City Limits
  - Transit Center



**Place a dot for:**  
**Marque un punto para indicar:**

- Transit challenges  
Desafíos de tránsito
- Where transit works well  
El tránsito funciona bien
- Your bus stop  
Mi parada de autobús

**Scan Here!**  
 for the online survey  
**¡Escanee Aquí!**  
 para ver la encuesta en línea



APPENDIX C

Round 2 Public  
Engagement Report





SANTA CRUZ METRO'S

# *Rapid Corridors Project*



# Round 2 Public Engagement Summary

## December 2023

PREPARED FOR:



PREPARED BY:

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10A.178





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## INTRODUCTION

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Kimley-Horn's Public Engagement Plan for Santa Cruz METRO's Rapid Corridors Project included strategies and activities to reach a broad cross-section of the community along the study corridor including bus riders, residents, businesses, advocacy groups, and disadvantaged communities.

The plan included two rounds of engagement, the first of which focused on identifying corridor needs and opportunities which was detailed in the "Round 1 Public Engagement Summary" report submitted in June 2023.

The second round of outreach presented proposed transportation improvements informed by feedback received during the first round of public engagement.

As part of the Project, a Technical Working Group was formed. METRO and Kimley-Horn met with the TWG on June 15, 2023. The goal was to share the results from the first round of outreach and discuss the rapid and local improvement strategies and recommendations prior to the second round of outreach. The meeting was facilitated and documented by Eileen Goodwin with Apex Strategies and attended by:

- Madilyn Jacobson, Caltrans
- Matt Starkey and Claire Gallogly, City of Santa Cruz
- Justin Meek and Murray Fontes, City of Watsonville
- Russell Chen, County of Santa Cruz
- Amanda Marino and Briana Goodman, Santa Cruz Regional Transportation Commission
- Amelia Conlen, Ecology Action

METRO and Kimley-Horn met with the TWG again on December 18, 2023. The goal was to provide a summary of the transit supportive strategies including city-specific quantities, travel time savings, and costs. METRO also shared the results of the second round of public engagement as well as next steps and an implementation plan. The meeting was documented by Kimley-Horn and attended by:

- Madilyn Jacobson and Joanna Xiao, Caltrans
- Matt Starkey, City of Santa Cruz
- Justin Meek and Murray Fontes, City of Watsonville
- Briana Goodman, Santa Cruz Regional Transportation Commission
- Kailash Mozumder, City of Capitola

The second round of outreach, summarized in this report, occurred between September 29, 2023 and October 26, 2023 and consisted of four main components:

1. Comprehensive project website
2. In-person pop-up events
3. Online and paper community survey
4. Virtual public meeting

## PROJECT WEBSITE

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A project website was developed for the public to learn about the proposed improvements which were informed by the input received during the first round of public engagement. The project website included brief summaries of each of the proposed rapid corridor improvements, as well as links to ten public facing

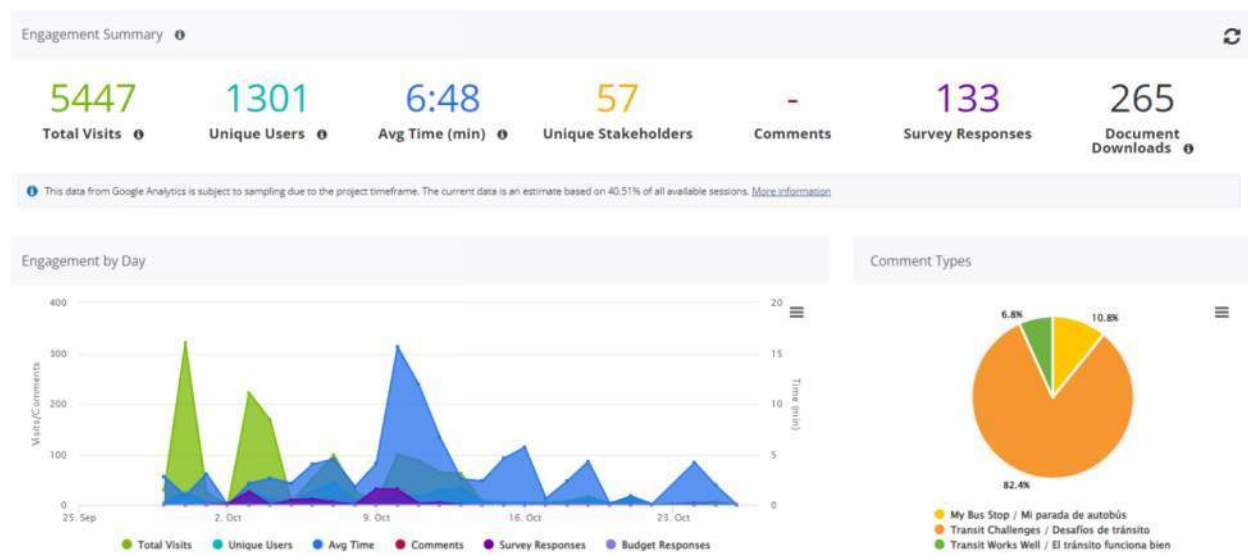


fact sheets, which were made available in both English and Spanish. The project website also contained key information regarding pop-up event dates and locations and housed information for the virtual public meeting, including meeting registration details, a recording of the meeting, and PDFs of the slide deck presented, in both in English and Spanish. Lastly, the project website provided links to the online survey which visitors could choose to read and respond to in either English or Spanish.

A shortened weblink (URL), <https://bit.ly/METROround2>, was created to easily include on all printed collateral, social media content, and infographics.

Image 1 summarizes the engagement metrics for the project website for both round 1 and round 2. Compared to the round 1 report, there were an additional 3,111 visits to the project website and 627 unique users. The project fact sheets were downloaded 265 times.

### Image 1: Project Website Engagement Metrics



## IN-PERSON POP-UP EVENTS

The in-person events consisted of seven pop-ups over a three-week period at various major transit and community hubs in Santa Cruz and Watsonville. Local non-profit community-based organization, Regeneración Pajaro Valley, supported all the in-person events with Spanish-speaking team members.



Postcards featuring a customized QR code (pictured left) to the project website with links to the survey were developed and handed out at the pop-up events. Bus stop notices were also developed and placed at stops throughout the survey intake period. All collateral was disseminated in both English and Spanish, including social media graphics. Collateral samples can be found in Appendix B: Round 2 Outreach Collateral.

The following is an account of the seven in-person pop-up events held throughout the service area.



Image 2: Post cards being handed out by Regeneración staff at various pop-up events



**Friday, September 29, 2023 – Downtown Santa Cruz Transit Center**

10:30 am - 12:30 pm

Kimley-Horn and Regeneración conducted a soft launch of round two in-person engagement at the Downtown Santa Cruz Transit Center. The team prioritized passing out the postcards and encouraged members to visit the website for more details. Engagement yielded:

- 2 Spanish postcards
- 50 English postcards
- 52 Total interactions

**Monday, October 2, 2023 – Cabrillo College**

10:00 am – 1:00 pm

The Regeneración team conducted outreach at Cabrillo College and was stationed at the north and south directional bus stops. Students expressed interest in the proposed improvements indicating they were looking forward to faster and more frequent service, expressing that there are not enough seats on the bus. Interest was also shared in the 91X coming back to get to Santa Cruz faster. Students were interested in taking the postcards to do the survey in their own time. Engagement yielded:

- 4 Spanish postcards
- 109 English postcards
- 120 Total interactions (7 declined to engage)





**Tuesday, October 3, 2023 – Downtown Watsonville Metro Station**

10:30 am – 1:00 pm

At the Downtown Watsonville Metro Station, the Regeneración team focused their attention on seniors and those who did not have the capability to take the survey by themselves, or simply wanted to have an in-person discussion about the proposed service changes. Fewer postcards were handed out due to the length of time it took the team to complete the surveys in-person and answer questions. Engagement yielded:

- 11 Spanish postcards
- 28 English postcards
- 19 Spanish surveys
- 4 English surveys
- 64 Total interactions (2 declined to engage)

**Friday, October 6, 2023 – Downtown Watsonville Metro Station**

4:30 pm – 6:30 pm

This day turned out fewer people willing to engage due to the hot weather and, likely, time of day. This pop-up was added as an opportunity to try and understand any diversity in ridership at the Downtown Watsonville Metro Station. Many people appeared tired from a long week of work or school and just wanted to make it home. Engagement yielded:

- 9 Spanish postcards
- 4 English postcards
- 2 Spanish surveys
- 2 English surveys
- 22 Total interactions (5 declined to engage)

**Monday, October 9, 2023 – Downtown Watsonville Metro Station**

10:00 am - 1:00 pm

Downtown Watsonville showed slow and steady engagement with a mix of both English and Spanish speakers. Many individuals had comments to share about Santa Cruz Metro’s bus service and the associated experience. Engagement yielded:

- 2 Spanish postcards
- 12 English postcards
- 16 Spanish surveys
- 8 English surveys
- 41 Total interactions (3 declined to engage)

**Tuesday, October 10, 2023 – Downtown Santa Cruz Transit Center**

10:00 am – 12:30 pm

The team completed another round of surveying at the Downtown Santa Cruz Metro Transit Center. This location showed itself to be a promising space to gather input and feedback specific to young riders. There was a mix of lulls and highs throughout the late morning. Engagement yielded:





- 0 Spanish postcards
- 10 English postcards
- 4 Spanish surveys
- 11 English surveys
- 34 Total interactions (9 declined to engage)

## Tuesday, October 10, 2023 – Downtown Watsonville Metro Station

11:00 am – 1:00 pm

The last round of surveying was held in Downtown Watsonville, where the majority of people were seniors and there was a steady flow of people. There were a handful of Spanish speakers that needed translation assistance. For this final pop-up, engagement yielded:

- 6 Spanish postcards
- 25 English postcards
- 11 Spanish surveys
- 2 English surveys
- 48 Total interactions (4 declined to engage)

## ONLINE AND PAPER COMMUNITY SURVEY

The online survey, provided in both English and Spanish, went live on September 29, 2023 and remained open for nearly five weeks, closing October 26, 2023. The online survey was promoted through METRO's various communication channels, including their webpage, e-newsletters, and social media. A paper survey was distributed to members of the public during the in-person events or administered to those who had a language barrier or felt more comfortable having a team member note their answers.

In-person and online engagement resulted in:

- 133 Total surveys completed
  - 56 (42%) Spanish surveys completed
  - 77 (58%) English surveys completed
- 272 Postcards distributed

Survey respondents were from all of the zip codes along or near the study routes; however, the greatest concentration of users resided in Watsonville or Santa Cruz. Most of the respondents noted that their primary mode of travel was bus or paratransit, followed by driving. The majority of survey respondents also mentioned that they typically ride the bus routes in the area several times a week.

The online survey revealed that of all the proposed improvements for the Rapid Corridors Project, the top three that would have the greatest impact on the survey respondents were 1) improved experience at bus stops as a result of better amenities, 2) more frequent bus service, and 3) improvements that result in faster trips. If all the improvements that were identified in the Project were implemented, respondents stated that they would expect to take transit as often as they currently do, with a large portion of respondents also mentioning that they would expect to take transit more often.

Image 3 to Image 10 illustrate the results of the survey.



Image 3: Zip code where survey respondents reside

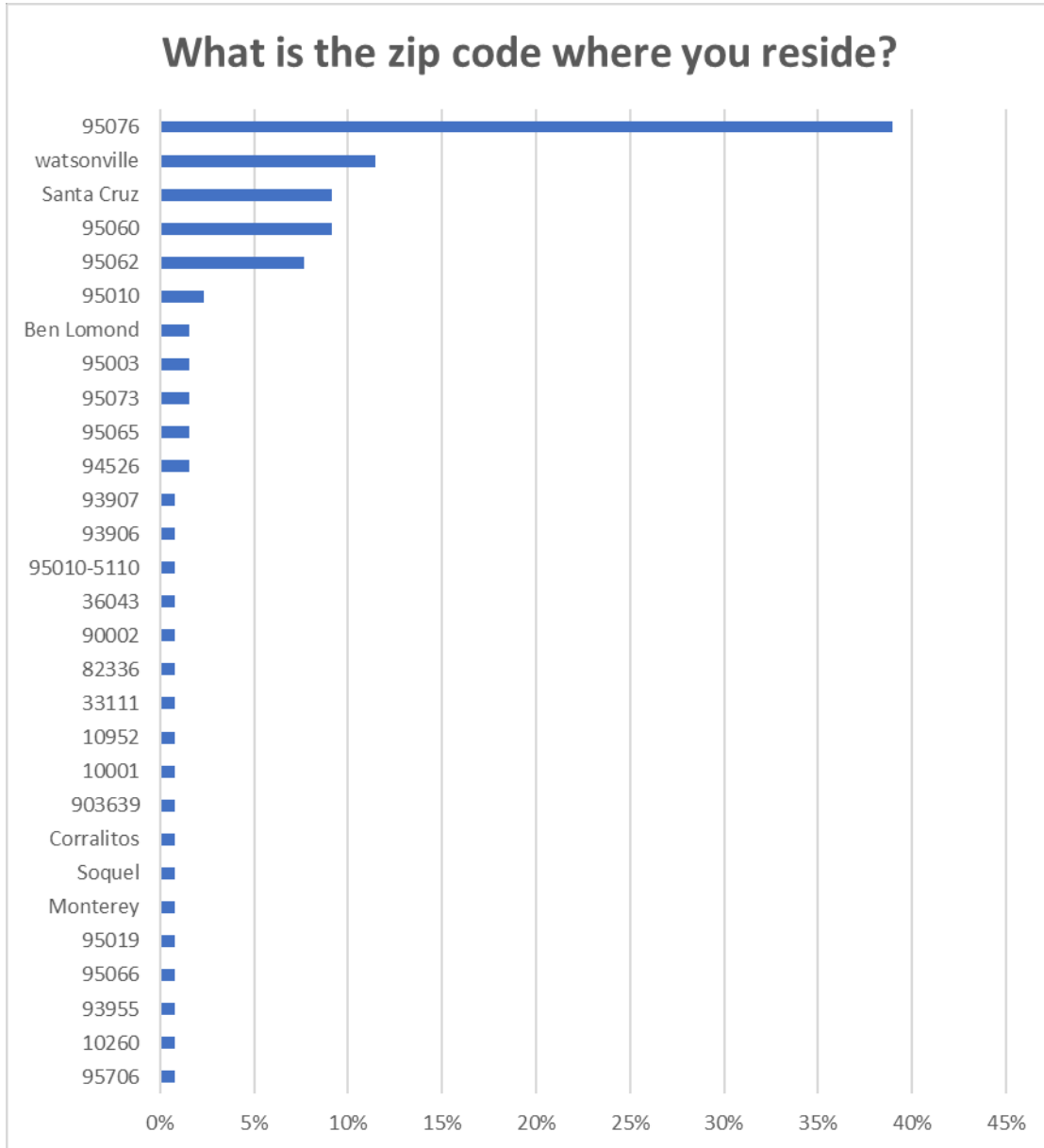




Image 4: Map showing where survey respondents reside

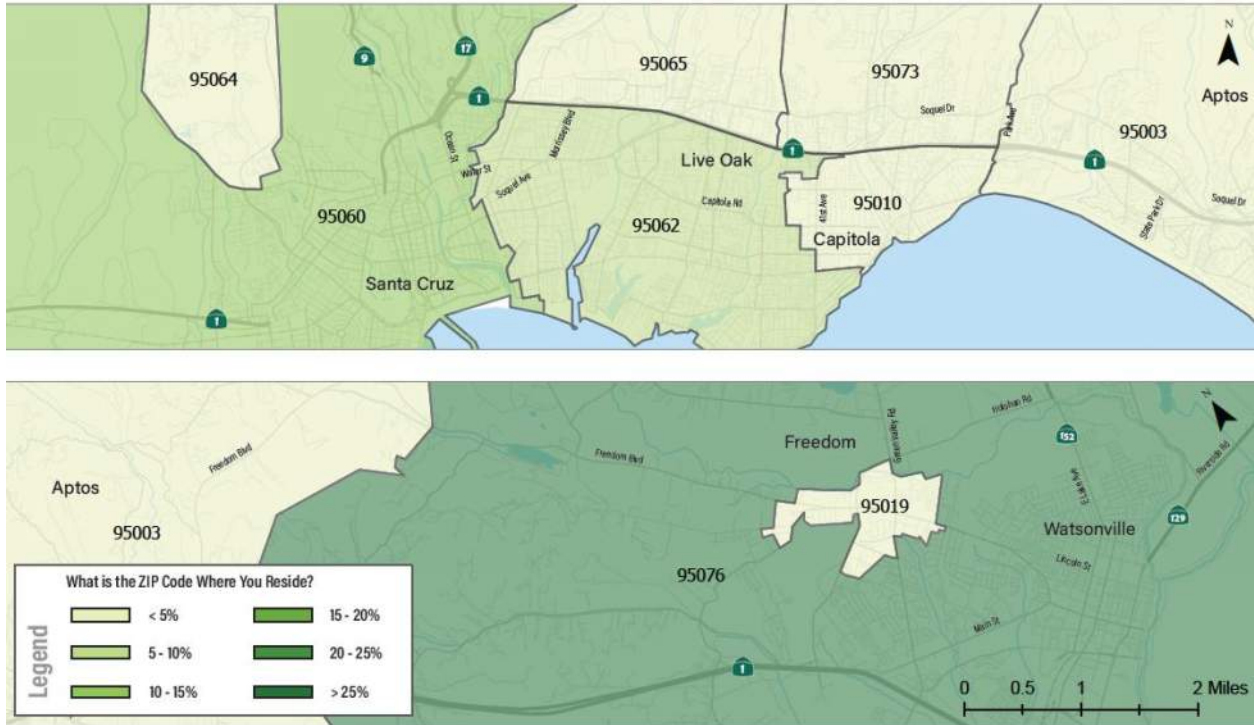


Image 5: Age of survey respondents

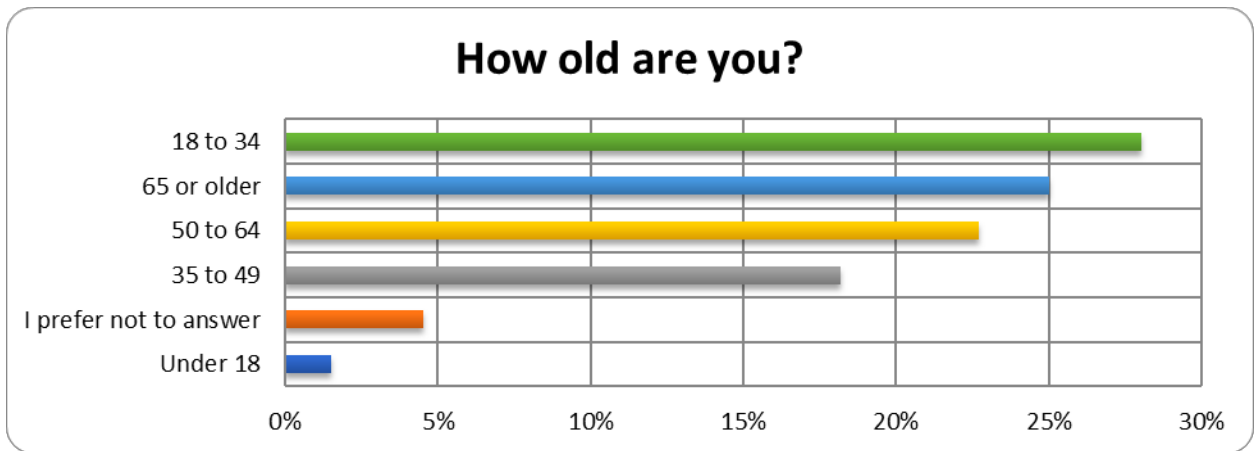






Image 6: Gender of survey respondents

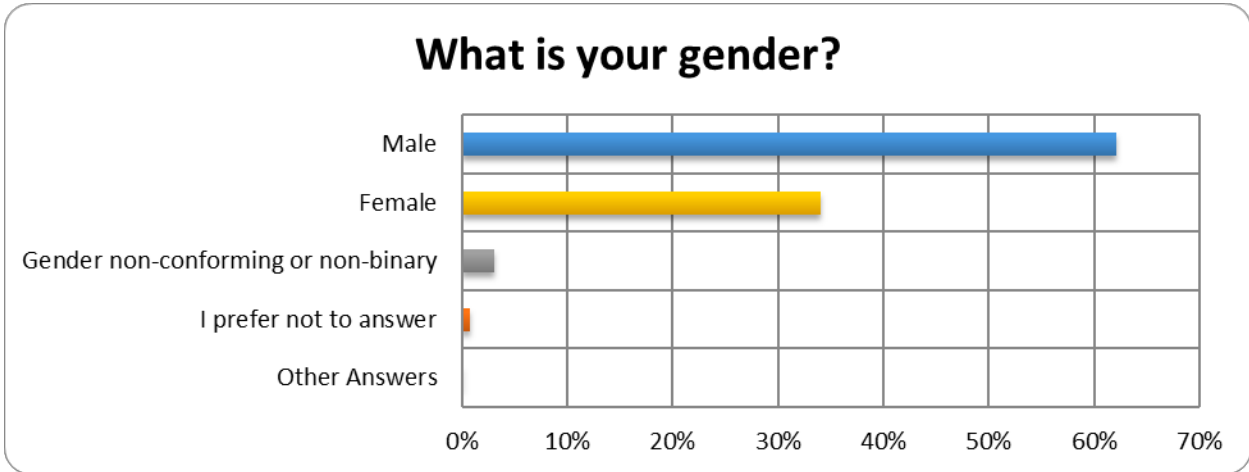


Image 7: Survey respondents primary mode of travel

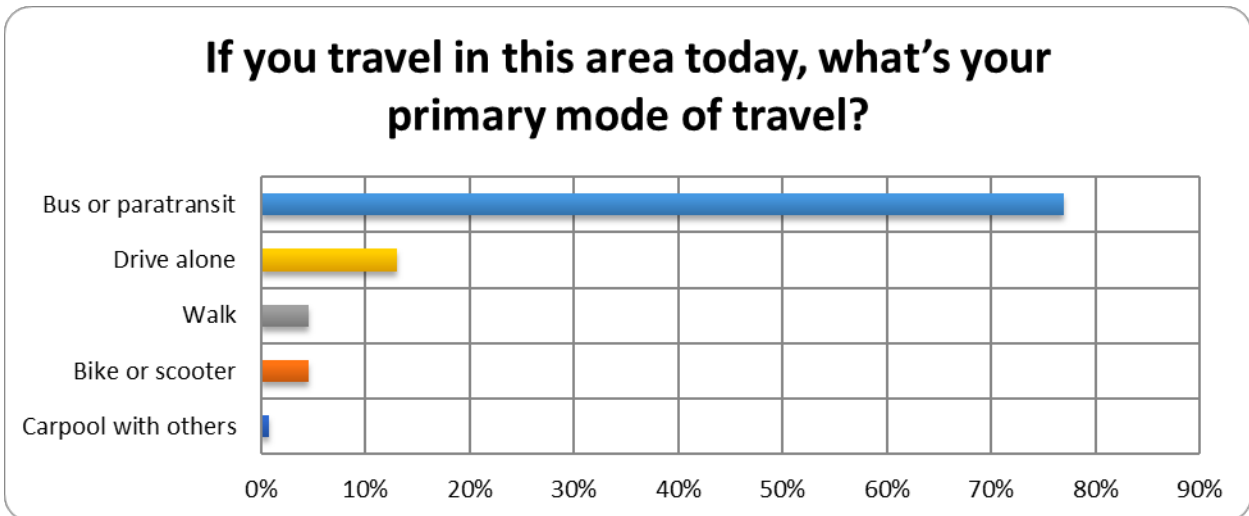




Image 8: Survey respondents use of Project routes

Over the past year, how often do you typically ride the bus routes in the area (Routes 69A, 69W, 71, 91X)? Select the option that best describes you.

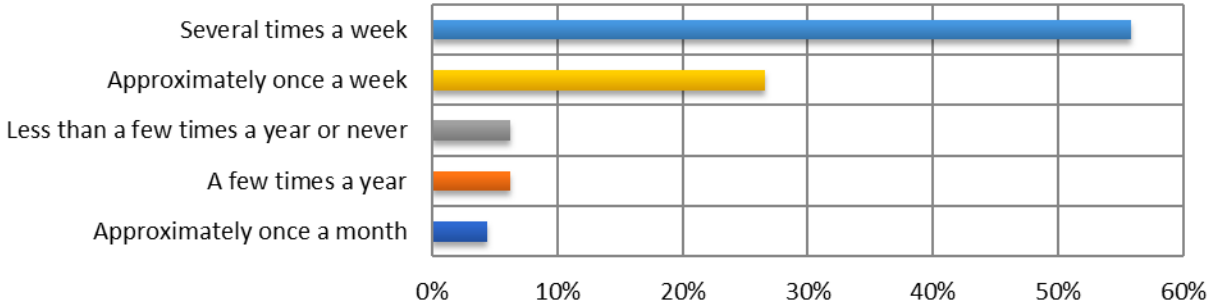




Image 9: Proposed improvements that would most encourage transit use and/or enhance transit experience

**Which of the following improvements being considered for the Rapid Corridors Project would most encourage you to take transit or enhance your experience taking transit? Please select up to three.**

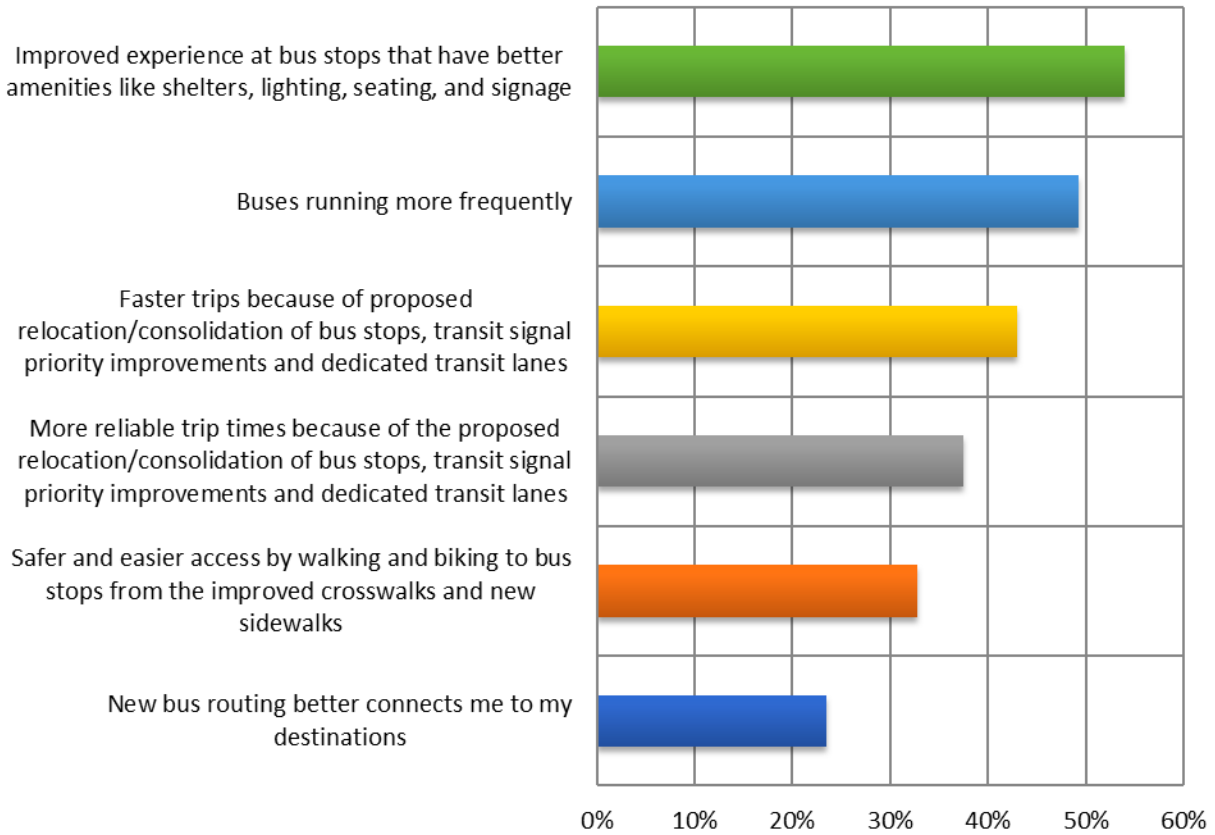
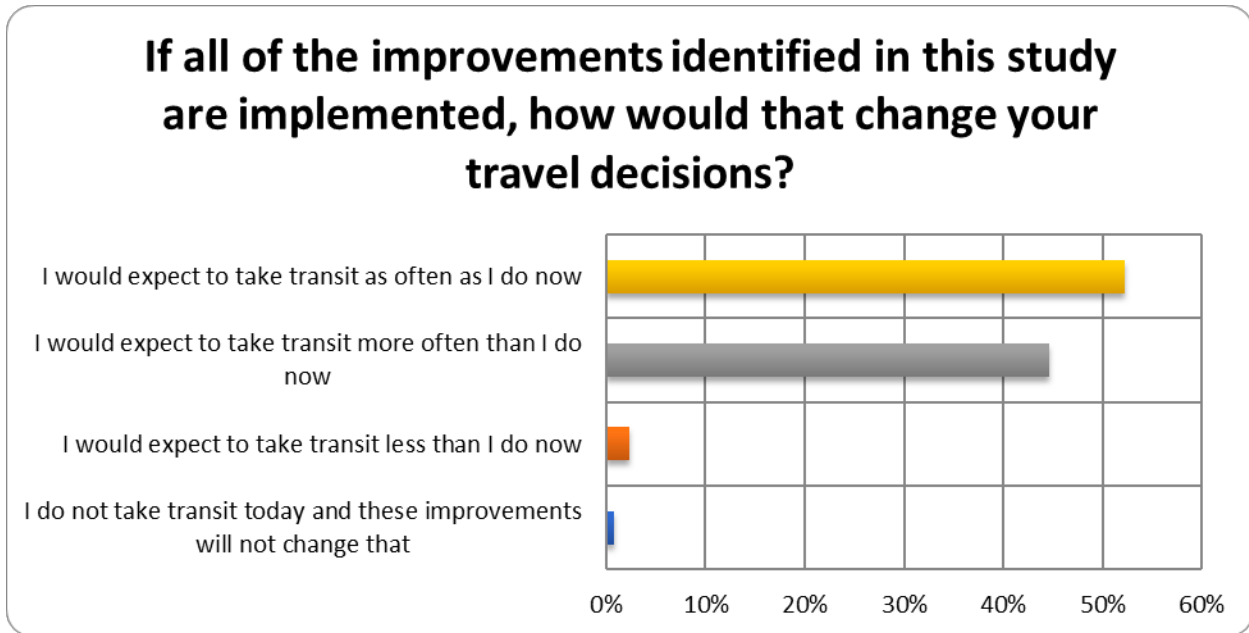




Image 10: How proposed improvements might influence survey respondents travel decisions



Out of 177 comments received from both the online and paper survey conducted during Round 2 Public Engagement, key themes of desired transit improvements and feedback on specific improvements were as follows:

- Desire for faster, more reliable, and more frequent service
- Interest in expanded service and additional routes
- Cleaner bus stops with enhanced amenities
- Desire to keep specific stops

A full list of legible comments is provided in Appendix A: All Legible Comments from Survey.

## VIRTUAL PUBLIC MEETING

The Project team hosted a virtual public meeting on Thursday, October 12, 2023 where the team provided an overview and update on the Project. Twelve members of the community attended the virtual meeting.

The recording for the virtual public meeting was made available on the project website. In addition, PDFs of the virtual public meeting slide deck were made available on the project website in both English and Spanish.

The following questions and comments were heard and acknowledged or responded to:

1. Initially it looked like the 91X would not be part of the new routes, but now it seems like it might be. Could you give us more details about this?



2. When I looked at the website, there was a document with pictures of improvements for the intersection of Morrissey, Soquel, and Water. When would this happen, and where can we learn more about the design choices?
3. Looking at the new routes, it looks like only the 91 will make use of the new bus on shoulder lanes currently under construction and in development. Will there be any effort toward having more bus-only infrastructure?
4. There was mention at an earlier meeting of making transfers between routes less expensive (free?) how would that be handled? How would drivers know that you don't have to pay full fare?
5. Will this improvement add bicycle barriers between the bus and the bike rider?
6. Where can we find the locations suggested for the bus bulbs and transit islands?
7. What's the rationale for extending the 91 to UCSC?
8. 90% more people (I think that's how that went) being within 1/4 mile of a high-quality stop sounds good, but with stops being cut/consolidated, I wonder how many people who are within 1/4 mile of a stop now will no longer be.

## APPENDIX A: ALL LEGIBLE COMMENTS FROM SURVEY

### Do you have any feedback on the specific improvements recommended? [English]

1. Possibly more bus running. Traffic has made the buses late and sets back time for people taking the bus.
2. drivers are sometimes not on time. drivers start bus before sitting down.
3. drivers won't call ahead to transfer bus if they are late.
4. cleaner bus stops
5. misses the 91x. was fast and reliable. went to Cabrillo which opened up options
6. Do not remove or relocate stops 1900 or 1901. They are the closest stops to my house and are a very important part of my daily traveling. I sometimes have to travel at night and my neighborhood has occasionally had some incidents of violence, and so having to travel to and from a different bus stop would increase the chances of something bad happening to me.
7. The Seabright Ave. stop is the one that I use every day, so I would be strongly against the removal of that bus stop both outbound and inbound.
8. I support transit signal priority and dedicated transit lanes, but not closing bus stops for regular service. These are all different things.
9. Please don't reuse the "1" route number—for us old-timers, it still means the UCSC bus (although \*none\* of the current routes follow the 1 routing: 15 comes closest but loops the wrong way around campus).
10. Watsonville to Santa Cruz need efficient and reasonably rapid trips for commuters by Metro. It is especially important since the Coastal Commission will most likely eliminate any train service due to the old train route being on cliffs that they won't allow.
11. Cutting buses does not improve bus service, Moving the 69a to Soquel past Cabrillo College is cutting service not improving service, People going to the Mall need the 69a and moving reduces service it's that simple, Moving the 69a off Capitola Rd. is not wise and will have People stop riding Metro. 91X is a waste expecting Riders from Watsonville to Santa Cruz as no one rides as most People get on or off at some point and don't ride the full trip, and what about Cabrillo. No service on the 91x, that is crazy!
12. Yes, operate those bus routes from Santa Cruz to Watsonville not only with higher frequency, but also early morning to midnight. Even on holidays.
13. Busses arrive late on a frequent basis
14. I do think having islands is a great idea. I ride my bike and take public transit and I see the bus versus bike conflict occur because they have to pull into and out of the side. I also really like the idea of signal priority.
15. Specifically as above
16. The cleanliness of buses.
17. Not agree with anything.
18. No I don't.
19. It's improving very well
20. None
21. I want traffic to run more frequently
22. N/A
23. No
24. everything is ok
25. 71 used to go in front of Main St but now only via Rodriguez so she needs to walk really far to get to station.

26. Buses near Pinto lake have no shelters and she and her boyfriend have been there waiting for the bus when it's pouring rain and extremely hot temperatures as well.
27. Buses come every 45 minutes if you miss the bus it takes a long time to catch the next one.
28. Adding a shelter for climate change sitting and lights can make a better experience wild waiting for the bus....
29. New bus drivers are doing better than new drives.
30. Mail at shelter.
31. everything is ok
32. Better lighting and maybe more apparent where bus stops are.
33. New bus routes and uses WC because.
34. Faster routes and shorter.
35. Timing use to work in SC and they stop
36. Please do NOT fully reroute what will now be routes 1 and 2 to travel along Water St. There should be at least one bus route serving Soquel Ave (which would still be down from the two bus routes that currently utilize this street) as the main transit corridor as Soquel is much more pedestrian friendly, well lit, and overall safe for pedestrians. As a small woman, I've constantly felt unsafe when having to walk from Water / Ocean (the next closest stop to me if all transit on Soquel Ave is eliminated) and urge you all to not reroute all buses to Water. Take the voices of the elderly and disabled communities to the forefront of planning efforts and implement what we are telling you is best for all in our community.
37. Maybe bring some old routes back like Highway 17 Soquel park-and-ride that would help me a lot
38. why are there so many routes that go from Santa Cruz to Watsonville that don't go to all areas of town
39. adjusted his schedule to bus schedule
40. some places cannot accommodate more seating
41. older people take the bus regularly and need more stops. doesn't like benches with separators
42. has been deterred from taking bus to Watsonville because it takes so long
43. there are people that live in areas that removing stops would require they walk more. stops are good how they are. time schedule of buses is good
44. removing bus stops would be ok for some people, but others may have trouble accessing stops
45. removing bus stops will make it difficult for her to access stops
46. everything is ok
47. need to see who is impacted by bus stop consolidation. keep the bus stops in Soquel
48. No
49. I like bus stops to be cleaner. Pinto Lake Area medical buildings.
50. Medical office Valle Verde doesn't have seating in the bench.
51. The present administrator has shortened ride times on major routes (71 and 69) and buses are not able at least 33% of the time to follow the schedule. (e.g. I waited 43 minutes for an incoming 71 at Soquel Drive and Daubenbiss this morning at 7:24 and the 71 never came but a 69W went by 18 minutes late). And the early (before 8 am) 71 buses are so loaded a must make so many stops that they cannot adhere to the schedule on week days. Previously the incoming 69 bus would have 15 minutes scheduled from Cabrillo College to Cap. Mall: that has been cut so much the 69W bus incomes late to the Mall which causes It to RUSH toward Santa Cruz or just be late.
52. Please make sure to have early (5:50am) express buses Watsonville to Santa Cruz via Capitola Mall. Last year was a nightmare with crowds piling onto the one non express bus taking an hour to get to Capitola on Freedom Blvd. Many gave up & had to drive to get to work on time.
53. Well-designed roundabouts at intersections for traffic calming and safer use by pedestrians and cyclists. All of the above are needed.
54. Bring back a 91X alternative!

55. No

**Do you have any feedback on the specific improvements recommended? [Spanish]**

1. She said she agrees, and that she lives in Alvarado St in Watsonville, but all bus stops to go to Santa Cruz are really far from home.
2. Doesn't want stops to be removed
3. He prefers if buses can be on time. No necessarily removing stops but with improved lanes and lights and bus drivers leaving on time.
4. everything is very good
5. Changes in routes might make people walk more, route is fine. I don't think they go slow. Uses route 79, use route 75 and service to Monterey.
6. need more trashcans at stops. no lighting at stop across from Target on Main
7. Improving traffic lights will help he notices that it stops bus a lot.
8. Overall he would like to see more service.
9. good service. drivers are friendly
10. I use bus monthly or once a week, so I don't mind too much the changes I will try to adapt to changes. Changes probably won't impact me too much.
11. if your first bus is late, your planned appointments are all off schedule and it ruins your day. wishes times were more exact
12. if you remove stops you might make people walk further, I like service the way it is I don't mind if it takes me longer. I think the biggest issue is the traffic and not that there are too many stops.
13. Yes bc rain. Yes some stops are too closed to each other: I like the routes currently. New route more direct like 91x. I like that buses go late, for joining events.
14. Very good
15. more personal security. cleaner stops.
16. Wants bench and cover for when it's hot in Pinto lake.
17. 69A gets late to Cardenas store in Crestview. La princesa market across from Ramsey Park needs coverage. 2-3 pm
18. cleaner bus stops
19. Uses bus daily
20. He takes bus to Santa Cruz occasionally. He is also a taxi driver and hear a lot of things from community members about the bus. He recommends more security in bus stops. People have called him to pick them up because they don't feel safe when other people bother them in bus stops. He wants more safety for people.
21. doesn't use the bus frequently. stops are ok in Watsonville
22. Make sure new routes connect good with Monterey schedules of buses.
23. sometimes there are people who are disabled that need to have more bus stops more accessible to them. need to look at where people need service. people also get confused by bus stops that just have a post and no bench or shelter
24. Doesn't want bus stops removed just more frequent service.
25. Bus 71 used to pass by main st, bring that back he walks a lot.
26. Uses bus 1 time per week.
27. If you reduce stops elders like himself will have a harder time walking to stop. We have great necessity for bus stops, no to reducing bus stops. He thinks that there should be a combination of fast routes and routes that have a lot of stops.
28. Bring back WC in opposite direction. More buses that go from metro station in Watsonville to Green Valley and Freedom.
29. Rainy season and hot sun waiting for bus



30. Passengers need to use bathroom, someone in 17 (some years back) peed in trash can.
31. More protection from rain and wind, made from glass like in Salinas.
32. I worked in SC for many years and 91X was nice because I would get there fast.

**Are there other transit improvements not already identified that should be considered? [English]**

1. Improve service to Monterey. Evening buses should be more often.
2. I would really like it if you were to bring back the 91X. Its removal was deeply inconvenient to myself and most of the people I know.
3. Increasing the frequency and of specifically the 91x would make it viable for me to commute with
4. A lot of women and girls don't feel safe taking the bus because they get stuck next to a creepy person. Not sure the solution, maybe more cameras and kick off creeps.
5. "A train would be nice, but it would be best if there were a stop at New Brighton Road, with a bridge over Highway 1 to Cabrillo College Drive, making a train stop for both Cabrillo College and New Brighton State Beach. It would be good to have direct buses from UCSC to Cabrillo (or all the way to Watsonville), without a detour through downtown. Perhaps the 10 could be extended and run down Water Street to follow the 71 route. This will be especially important if the combined UCSC/Cabrillo dorms are ever built, but even before then, it would cut about 15 minutes off the trip time for Live Oak residents (even better might be to follow the 69W route east of Morrissey, which would make a direct connection from UCSC to Capitola Mall)."
6. Yes, The 71 bus spends way to much time in traffic by Aptos High School, Better turning lane from the school to Soquel Drive would help, Next is a bottle neck at the Junior High, A stop sign for those dropping Children at the school would be fair for everyone, Next would be in the Village, Yes Aptos Village, No Left turns to Spreckels until later in the morning and no traffic turning left off of Spreckels till later in the morning, Those needing to turn left could use Center St. to State Park Dr. and get to Soquel Dr. Keeping that light red longer would move traffic smother without all the stopping and improve travel time for everyone. All the lost time on the 71 route is between Aptos High and Spreckles Dr. once past that area all traffic moves at normal speeds. One other problem is where the Bus Stop is on Soquel Dr. by the turn to the Junior High, That stop is to close to the stop sign, It needs to be moved several hundred feet back at the bus pulls to the right to load or unload and then trying to make a left turn is not easy. A few easy problems could improve this route and cut wait times daily. I have taken these early busses for over 10 years and see what happens daily, Not to mention the stress on the excellent Drivers trying to keep on schedule every day, Changes need to be made!
7. Yes, operate the bus routes from Santa Cruz to Watsonville every day including holidays just like route 17.
8. One more bike rack? Maybe a place to charge things on the bus.
9. I would like to see buses being able to carry electric e-bikes and be able to support differently shaped bikes and mobility devices. This is crucial to helping increase ridership as the "last mile" is often a hurdle that stops many from taking public transportation such as the metro. Having the ability to use your e-bike, bike, or other device to get to the last leg of your trip where the bus does not go is a game changer. I've not taken metro several times to certain destinations because I know I cannot take my bike on the bus to help me finish the "last mile" of my trip.
10. Bring back the Monterey bus
11. NO
12. Allow citizens to own their own buses and provide service. No taxes for buses so we can run them ourselves and have more service and routes. Doesn't have a zip code no home.
13. "Some old shelters you still get wet. Blue shelters are way better. Every day uses bus. 4-5 x per day. "
14. None that I can think of.

15. no
16. No I've not noticed any.
17. Not yet
18. N/A
19. Nothing
20. Having customer service available on the weekend.
21. Make service go in front of Main again.
22. Bus scheduling in both languages.
23. "Would recommend free service like WC to continue. Faster routes. "
24. "Wants service to end later because in Santa Cruz ends later compares to Watsonville. WC can go later than 4pm. Best friend lives behind Wendy's and stops at dark and no lights. Near McDonalds is scary and pitch black and lamps would be helpful. Some bus drives lately have been rude to customers when customers don't understand where buses go. They just ignored questions. Depends on WC, make another free bus like WC that would go to more places. "
25. "When metro is running low on drivers and they cut a trip from the schedule would like metro to inform community. He hasn't seen supervisors riding the buses with old and new hires to make sure the experience in the bus is great."
26. wants the 91 route returned to service.
27. would like to see 91x return
28. never has problems on bus
29. appreciates both 69s go to Cabrillo
30. everything is bus-like
31. more frequent buses on routes that are traveled more
32. have cleaner bus stops
33. add more service on the weekend especially when students are here. thanks for having the 19 every 15 minutes
34. everything is good
35. everything is ok for her now
36. everything is good with the bus system
37. No
38. Monterey Salinas Transit, shows departure times in bus stops. Would like to see more of that, at lot of people ask people when bus comes.
39. "Uses bus every single day. Wished there was more seating because he waits there a long time and he's an elder, depends on the bus. Wish there was better service on weekends he would use bus more. Bus to Salinas doesn't go to the mall, and he shops there. Too much transferring and takes joy of shopping. "
40. "One or two extra incoming 71 in early morning (6:45 am to 8 am). Using 91x again. Re-routing 69A to service Soquel Drive between Cabrillo College and 41st Avenue and the Home Depot and Soquel Drive & 41st Avenue. Adding a 55 bus 2 times (mid-morning and mid-afternoon) on weekends."
41. Post schedules at bus stops. Most of your riders don't use phones to find the bus route. It's very inconvenient
42. Street trees along the routes to improve traffic calming and mitigate climate disrupting CO2 gas.
43. We need the rail system implemented.
44. No
45. More Bus only lanes...
46. How well connections from one route to the next can be made. At this time, based on time stops for route 79 & WC, that connectivity, at the County Offices on Freedom Blvd looks pretty good on paper. In order to make the transfer my experience has shown I must ask the 79 driver to request the WC driver to "hold".

**Are there other transit improvements not already identified that should be considered? [Spanish]**

1. If bus is faster that they still consider safety . 2-4 times per week uses bus.
2. Add closer to Alvarado St.
3. "No, use bus daily or every other day"
4. Sometimes 72 overlaps and there's 2 buses behind each other.
5. everything is good
6. Improve service to Monterey County
7. stops should be cleaner. buses are clean. service is good. one time a bus driver didn't let a woman with child and stroller get on. one time a bus driver told her she couldn't take a call on the bus
8. Improving weekend service to be same as M-F schedules here in Watsonville.
9. Weekend service improvement
10. More service directly to Santa Cruz from areas where 79 bus stops. He would like a stop between Ace and the school, he is far from both stops. Uses bus 2-3 times per week.
11. Hard to find parking across from metro station in Watsonville sometimes I want to use bus and leave my car parked from home. I would want to save gas.
12. There's no buses from Pinto lake area directly to Santa Cruz, it's a really far.
13. Improve services on weekend, that's when I go out to church. Lives in areas where bus 79 goes.
14. "would like drivers to be friendlier."
15. Make a bus stop near McGregor Rd in Aptos. She walks to Soquel about 22 min. Improve weekend service. Some bus stops don't have all the schedule times. Uses bus daily 6x/week
16. Uses bus 3x per week
17. Stop near pinto lake route 72 needs a bench. Uses bus every day.
18. No
19. "Shade in bus stops only fits like 3 people. One stop before Valencia stop not good access to wheel chair. Not pedestrian crossing. ( near some apartments ~block 6,100 ) freedom near Aptos high school. Prevents him from using that stop. Uses bus 1 time or 2 per week. "
20. uses bus routes on a daily basis
21. More security, in bus many drunk people sometimes. Better access to all clinics.
22. more trashcans at the bus stops. bus stops are not clean (esp on Freedom near Burger King)
23. "Uses buses to go to Valle Verde Clinic near Old Hospital. Uses buses for medical appointments."
24. having bus stop shelters with covers to guard against rain, wind and the sun. gets wet and cold because some shelters have punctured siding
25. "Now lives in Salinas. Buses changed in Salinas and now is harder for people to use it and harder to understand. Uses bus rarely but uses for medical and visiting family."
26. "Wants better service for the weekend. 2x per week uses bus. "
27. "Needs medical in Salinas and would like it to be again every hour. Wheelchair. "
28. would like to see busses stop as close to there time at bus stops as possible
29. everything is ok
30. He recommends that crossing of sidewalks lights up in the road like it does in cities like Gilroy.
31. 71 doesn't pass through Main St anymore and when changed happen they didn't announce it and she didn't know and she was late to work. She said if bus stops are changing, they need to do really great outreach about when and which ones and how it's changing because people might stop riding the bus out of confusion. She doesn't want to be late again from changes. She uses public transport to work every day and works in the fields on Freedom. (route to her work will pass every hour instead of every 30 minutes)
32. more security is needed in buses sometimes. driver sometimes doesn't stop if stop is requested
33. more service on Sundays

34. 72w goes to Corralitos on Saturday and doesn't have a lot of riders. everything is good. Drivers are friendly and respectful of her
35. everything is ok
36. everything is good
37. everything is good
38. Safety inside bus for riders and passenger.
39. "Bus seats need to be more spacious, more leg space. No alcohol allowed in buses. Cleaner buses. Uses bus daily. "
40. Uses bus everyday.
41. "More buses to pinto lake. Make greyhound come back to our station to go to San Jose and other areas. "
42. Watsonville Metro station needs more protection from rain on both sides of the metro. Is hard to wait for bus across the streets when other buses block the view to the bus you are waiting for, so please add some rain coverage on both sides.
43. "Supervisors and drivers should also have more input. He is in disability, and he likes the WC because he saves some money. He said we use the bus out of need. "
44. In the past he had advocated for changes like having electrical plugs, Wi-Fi for community members to use at the station and he felt ignored. He wishes they would have those essential necessities.





## APPENDIX B: ROUND 2 OUTREACH COLLATERAL

### Postcards

## Santa Cruz METRO's Rapid Corridors Project

**Better Access to Enhanced Transit Service**

Santa Cruz METRO is planning to create a new rapid service to make transit between Watsonville and Santa Cruz faster, more reliable, and easier to access.

Based on priorities shared by the public earlier this year, METRO has identified ways that will make transit a priority throughout the route, including improved and relocated bus stops, and improved sidewalks and crosswalks.

METRO would like your feedback on the proposed improvements. Please spend a few minutes to learn more about the project and to provide input at [scmtd.com/rapid](http://scmtd.com/rapid) or scan the QR code.

## Proyecto Corredores Rápidos de Santa Cruz METRO

**Mejor acceso a un servicio de tránsito mejorado**

Santa Cruz METRO planea crear un nuevo servicio rápido para hacer tránsito entre Watsonville y Santa Cruz más rápido, más confiable y de más fácil acceso.

Basado en las prioridades compartidas por el público a principios de este año, METRO ha identificado formas que harán del tránsito una prioridad a lo largo de la ruta, incluyendo mejoras y paradas de autobús reubicadas, mejoras en aceras y cruces peatonales.

A METRO le gustaría conocer sus comentarios sobre las mejoras propuestas. Por favor tome unos minutos para aprender más sobre el proyecto y dar su opinión en [scmtd.com/rapid](http://scmtd.com/rapid) o escanee el código QR.

### Bus Stop Posters





## Proyecto Corredores Rápidos de Santa Cruz METRO

Mejor acceso a un servicio de tránsito mejorado

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## Social Media Posts

**We're making transit faster and more reliable!**

Learn more and tell us what you think about these ideas.

**¡Estamos haciendo que el tránsito sea más rápido y fiable!**

Obtenga más información y cuéntenos qué piensa sobre estas ideas.

**Join our virtual meeting to learn about newly proposed plans for rapid bus service between Watsonville and Santa Cruz!**

Thursday, October 12 at 6 pm

**¡Únase a nuestra reunión virtual para conocer los planes recientemente propuestos para el servicio de autobús rápido entre Watsonville y Santa Cruz!**

Jueves 12 de octubre a las 6PM








Join our virtual meeting to learn about newly proposed plans for rapid bus service between Watsonville and Santa Cruz!

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Jueves  
12 de octubre a las 6PM



Want faster, more frequent service?

Share your feedback at [scmtd.com/rapid](http://scmtd.com/rapid)




Kimley»Horn



APPENDIX D

Speed and Reliability Improvement  
Strategies and Recommendations  
Methodology Memorandum





**To:** John Urgo  
 Santa Cruz Metropolitan Transit District

**From:** Adam Dankberg, P.E.  
 Monica Tanner, P.E.  
 Kimley-Horn and Associates, Inc.

**Date:** April 13, 2023

**Subject:** Speed & Reliability Improvement Strategies and Recommendations  
 Methodology Memorandum

## PROJECT BACKGROUND

The Santa Cruz Metropolitan Transit District (METRO)’s Line 71/Rapid Corridors Project (Project) is identifying solutions to improve service efficiency, reliability, and customer access for bus routes operating in the Watsonville – Santa Cruz corridor. The Project is evaluating travel conditions along the corridor to identify opportunities to improve pedestrian and bicyclist access to bus stops, upgrade bus stop amenities, and install transit priority intersection and roadway improvements, as well as develop infrastructure and service plans focused on improving the convenience, access, and reliability of METRO’s core intercity routes.

## OBJECTIVE

This memorandum presents the methodology for identifying problems related to bus speed and reliability along the Project corridor, summarizing and evaluating industry tools and best practices to address bus speed and reliability challenges, and developing goals and performance measures to be used to evaluate the effectiveness of proposed transit-supportive strategies and monitor progress after implementation.

## PROBLEM AREA IDENTIFICATION METHODOLOGY

### Field Visit

A bus stop inventory through visual field observations was completed in December 2022 to determine the existing conditions of the 232 bus stops serving the four Project routes. The bus stop inventory identified bus stop amenities, configurations, and access facilities. Additional visual field observations were made to document areas of congestion and delay.

Bus stop challenges identified from the field visit included in the problem identification were:

- Missing benches at bus stops.
- Lack of crosswalks to encourage safe pedestrian crossing.
- Discontinuous sidewalks between bus stops and the nearest crosswalk.

Bus segment challenges identified from the field visit included:

- Areas of congestion-induced delay.
- Signal coordination and corridor progression issues, resulting in increased delay.

### Data Analysis

The project team performed a quantitative analysis of existing bus travel speeds and variability using Computer-Aided Dispatch / Automatic Vehicle Location (CAD/AVL) data.

Two forms of analysis were performed with the CAD/AVL data as part of the problem identification. The first analysis calculated the bus speed on small segments across all routes to identify segments with speeds significantly lower than free flow speed and adjacent segments (indicating congestion or other delay hotspots). The second analysis looked at bus travel time variability, as measured by the travel time coefficient of variation. All segments with a coefficient of variation at or above 0.3 were included as part of an initial selection. Segments with highly variable bus travel times were further refined to a list of 20 segments in the northbound and southbound direction that comparatively had a higher travel time variability than adjacent segments.

### Operator Input

The Project team met with METRO bus operators at the monthly Service Planning Review Committee meeting on November 15, 2022, to understand the challenges they encounter on the Project routes. The bus operators made note of specific intersections and locations where they frequently experience delays due to infrastructure (signals and turn lanes) or other vehicles turning in front of them. These challenges were included as part of the problem identification.

### Public Outreach

A broad project-specific outreach campaign was conducted in January and February 2023 including six pop-up events and social media engagement. The pop-up events occurred at major transit and community hubs in Santa Cruz, Watsonville, and points in-between. Community members provided feedback via paper surveys as well as through an online survey and interactive map.

Over the course of this outreach round, 146 in-person surveys were completed, 30% of which were completed in Spanish. An additional 146 on-line surveys were taken, including both English and Spanish, and 80 site-specific comments recorded.



Key comments from the community included:

- Requests for extra bus stops in the Banana Belt neighborhood (specifically for Line 91X), Aptos, and Watsonville.
- Five-lane crossings along Soquel Dr between Dominican Hospital and 41<sup>st</sup> Ave make it difficult to access key destinations on either side of the road. As a solution, community members requested additional street crossings be placed along Soquel Dr.
- Requests for additional streetlights along Soquel Ave in Santa Cruz to improve safety when accessing and departing from bus stops.
- Requests for better integration with MST’s service at the Watsonville Transit Center, particularly during the evening hours.
- Requests for more frequent and direct service between Santa Cruz and Watsonville. Community members cited Routes 71, 69A, and 69W circling around local roads in Watsonville as contributing to the delay in cross-county trips.
- Community members identified issues with passes expiring in the mobile application.
- Several community members identified Route 71 as often running late or behind schedule.

Please reference the *Community Context Report* (March 2023) for additional information regarding the approach and key takeaways from the outreach efforts.

## PROBLEM IDENTIFICATION MAP

A problem identification map was developed using information from visual field observations, data analysis, operator input, and outreach. The map provides a synthesis of the corridor challenges provided in the above sections and groups these challenges into “stop challenges” and “route challenges”. While the map is not intended to imply a limited set of locations where improvements would be beneficial or restrict the breadth of potential improvements, it will be utilized to focus or prioritize improvement recommendation efforts in areas with the greatest need or opportunity. **Appendix A** contains the ***Problem Identification Map***.

Stop challenges included bus stop amenity challenges (missing benches), and bus stop access challenges (lack of crosswalks to encourage safe pedestrian crossings, discontinuous sidewalk between bus stops and the nearest crosswalk).

Route challenges are shown as 20 segments in each direction with high bus travel time variability, and 15 segments in each direction with slow bus speeds. Note that several segments were identified as having both high travel time variability and slow bus speed.

Route challenges were called out on the map using text bubbles with the letters “A”, “B”, “C”, and “D”. Each letter describes a specific segment challenge. The letter “A” denotes





areas where bus speeds are significantly degraded. The letter “B” describes areas where travel time was highly variable. Areas marked with the letter “C” are hotspots of congestion-induced delay where segment speeds are significantly less than free-flow speed and adjacent segments. Lastly, segments with the letter “D” were called out by bus operators as challenging for bus turns.

Map callouts are included to provide further explanation of the challenges observed at each location in the Project corridor.

## EVALUATION OF INDUSTRY BEST PRACTICES

A toolkit of industry best practices was developed that addresses relevant operational issues identified during problem identification (see the above section). The toolkit provides examples of how each transit-supportive strategy and design solution could serve to improve bus operations, access to transit, and/or performance monitoring. The **Transit Enhancement Toolkit** is included in **Appendix B**.

The **Transit Enhancement Toolkit** provides estimates for the two types of project costs: 1) capital, and 2) operational & maintenance. These estimates offer a rough order of magnitude of the costs of each transit-supportive solution and are as follows:

- Operational & Maintenance Costs
  - “Low”. Solutions that have an operational & maintenance cost at or below \$200,000 per year are considered low cost.
  - “Medium”. Solutions that have an operational & maintenance cost between \$200,000 and \$1.5 million per year are considered medium cost.
  - “High”. Solutions that have an operational & maintenance cost at or above \$1.5 million per year are considered high cost.
  
- Capital Costs
  - “Low”. Solutions that have a capital cost at or below \$200,000 are considered low cost.
  - “Medium”. Solutions that have a capital cost between \$200,000 and \$1.5 million are considered medium cost.
  - “High”. Solutions that have a capital cost at or above \$1.5 million are considered high cost.

Note that these cost estimates apply to each individual application of a solution. Cost estimates for specific improvements proposed for this Project will be developed as part of a later task.

## GOALS AND PERFORMANCE MEASURES

Goals and performance measures were developed to address the operational challenges identified in the **Problem Identification** section. These goals are included





as part of the **Evaluation Ratings Matrix** found in **Appendix C**. The **Evaluation Ratings Matrix** is broken out into three sections (sheets “1A”, “1B”, and “1C”).

Each section is meant to be applied to only one type or “bucket” of project. Individual improvement solutions will be effective at addressing one or more of the project goals, but any one improvement is likely to not address all of the project goals given the breadth of those goals. For example, while a bus priority project may enhance speed and reliability, it may not affect passenger safety in accessing stops. Similarly, improvements to stop amenities may enhance passenger comfort, but won't affect speed and reliability. As such, individual improvement recommendations will be categorized into one or more of the following improvement types in order to evaluate effectiveness across each improvement type:

- Bus speed and reliability
- Bus stop access
- Bus stop amenity

Each section in the **Evaluation and Ratings Matrix** includes a set of criteria that are unique to a particular project type. Improvement recommendations that fit into more than one improvement type will be evaluated across all of the applicable criteria. Costs & schedule objectives are more naturally shared by all three types. The criteria and evaluation methods described in this table will be utilized to evaluate and prioritize project recommendations as part of a later task.

Key performance measures were also developed to monitor post-project progress and to assess the quality of METRO's service. The performance measures are included in **Appendix C** as the **Effectiveness of Service Ratings Matrix** (tab “2”). These performance measures can be used to evaluate the quality of METRO's service as it relates to bus performance, bus stop access, and bus stop amenities as capital infrastructure projects are implemented and ridership patterns evolve.

## NEXT STEPS

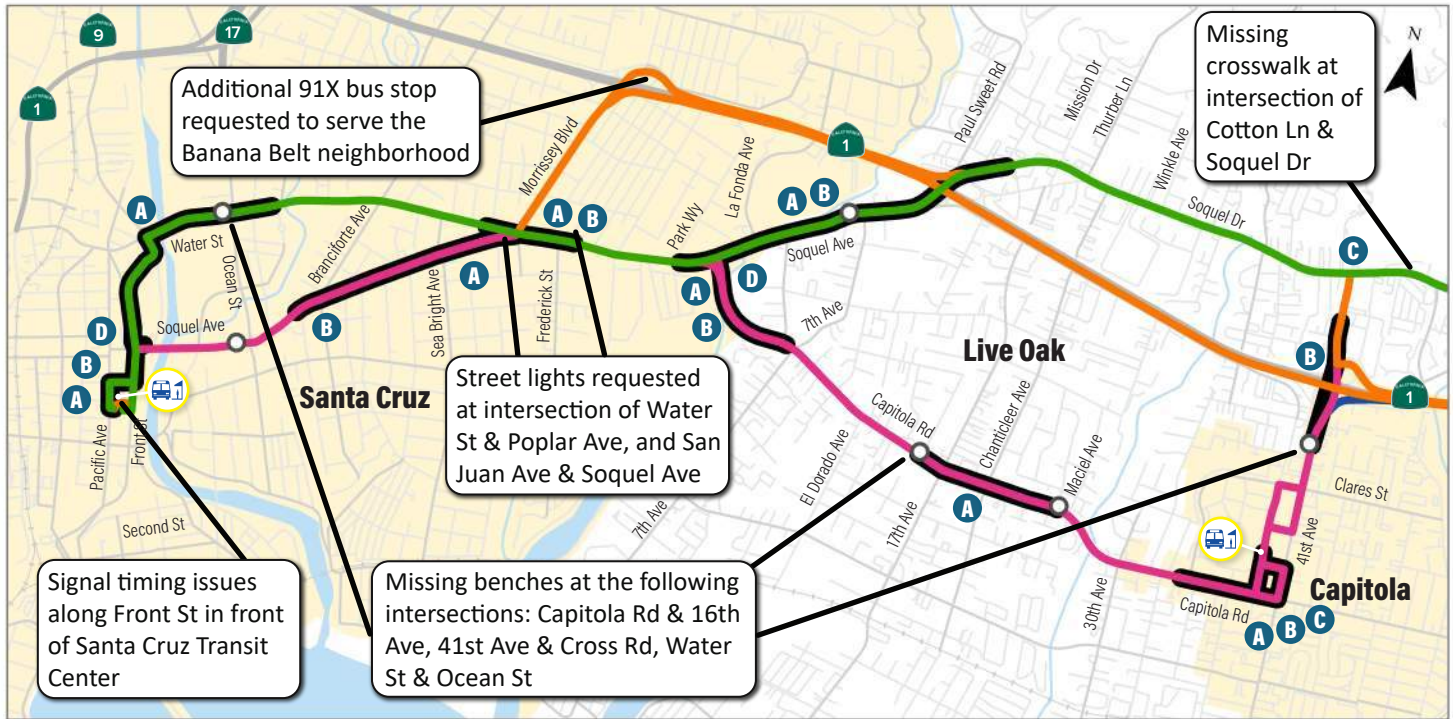
- Information collected as part of the **Problem Identification Section** (field visit, data analysis, operator input, outreach) will be used to identify and evaluate transit-supportive strategies and recommendations.
- The Project team will develop a fact sheet and map for up to six strategies describing the various elements and features, proposed geographic placements, proposed cross-sections (if relevant), and examples of similar applications.
- The Project team will evaluate the effectiveness of each improvement strategy in meeting the performance metrics identified in the **Goals and Performance Measures** section
- The Project team will obtain stakeholder and community input on the initial list of recommendations



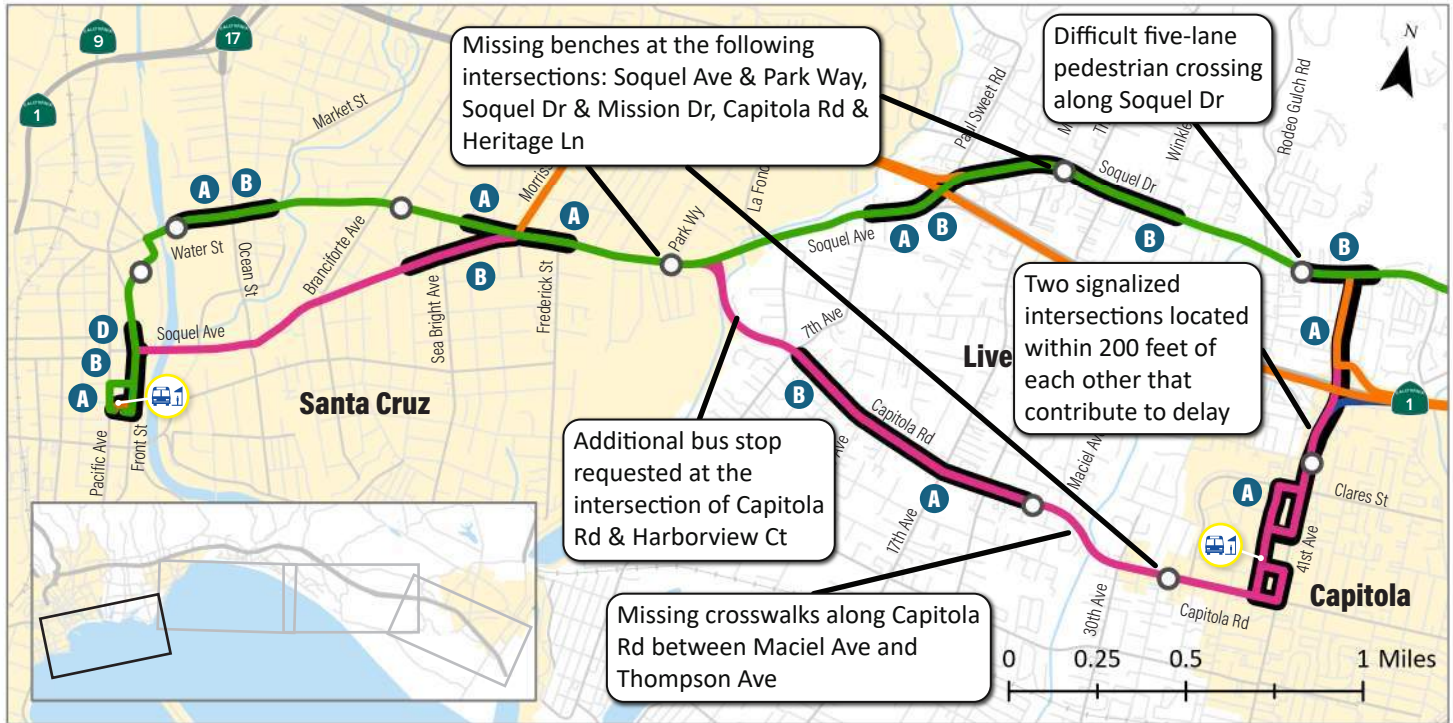
## APPENDIX A: PROBLEM IDENTIFICATION MAPS



Figure 1A: Problem Identification - Santa Cruz to Capitola



Northbound



Southbound

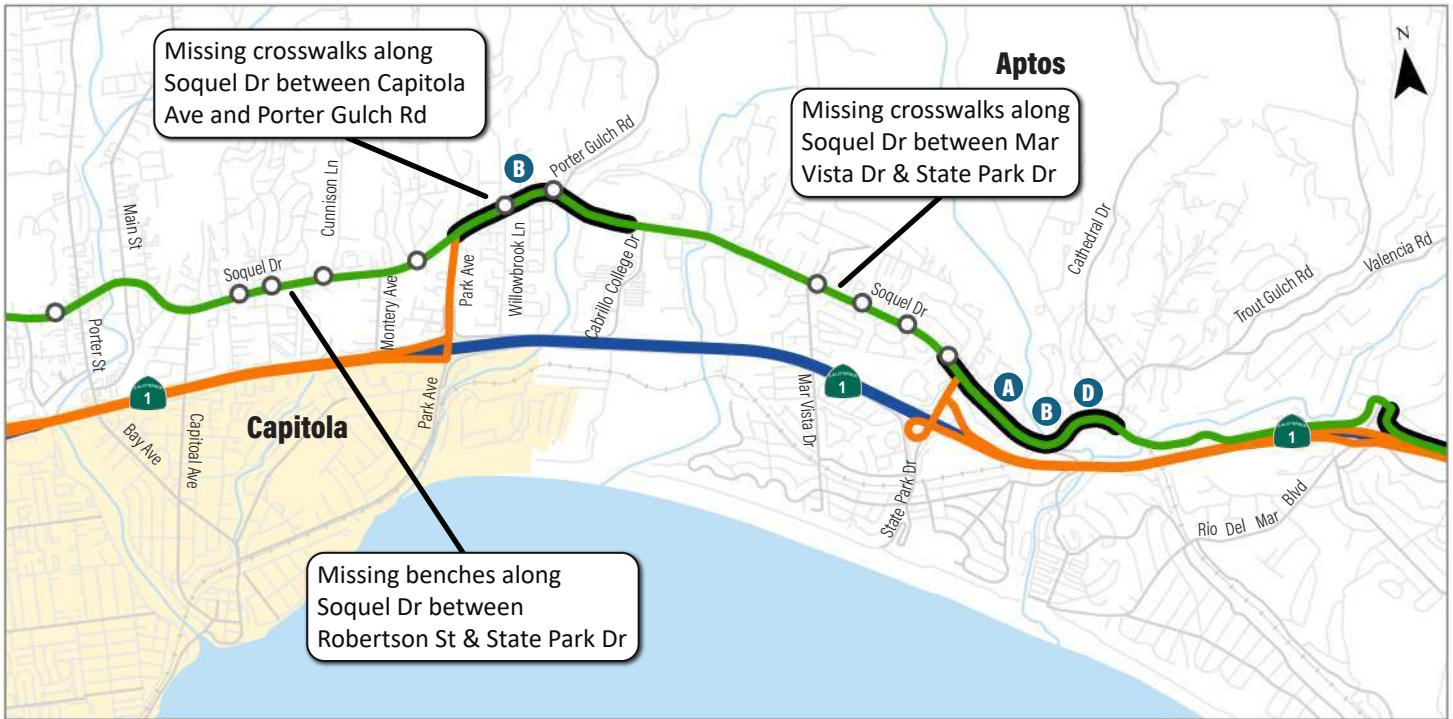
Legend		Bus Routes		Corridor Challenges	
	City Limits		Route 69A		Route 71
	Transit Center		Route 69W		Route 91X
	Slow Bus Speeds		High Travel Time Variability		Congestion-Induced Delay
	Challenging Bus Turn		Stop Challenge		Route Challenge



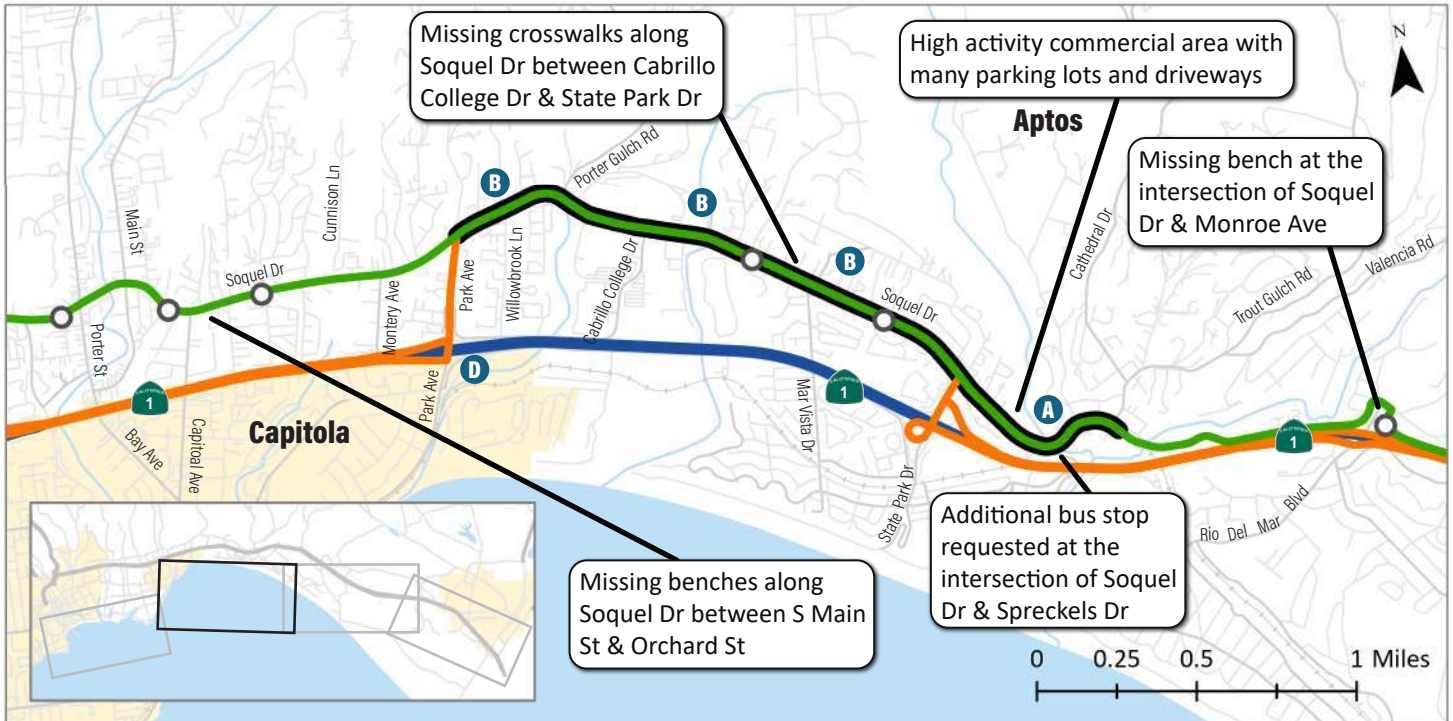




Figure 1B: Problem Identification - Capitola to Aptos



Northbound



Southbound

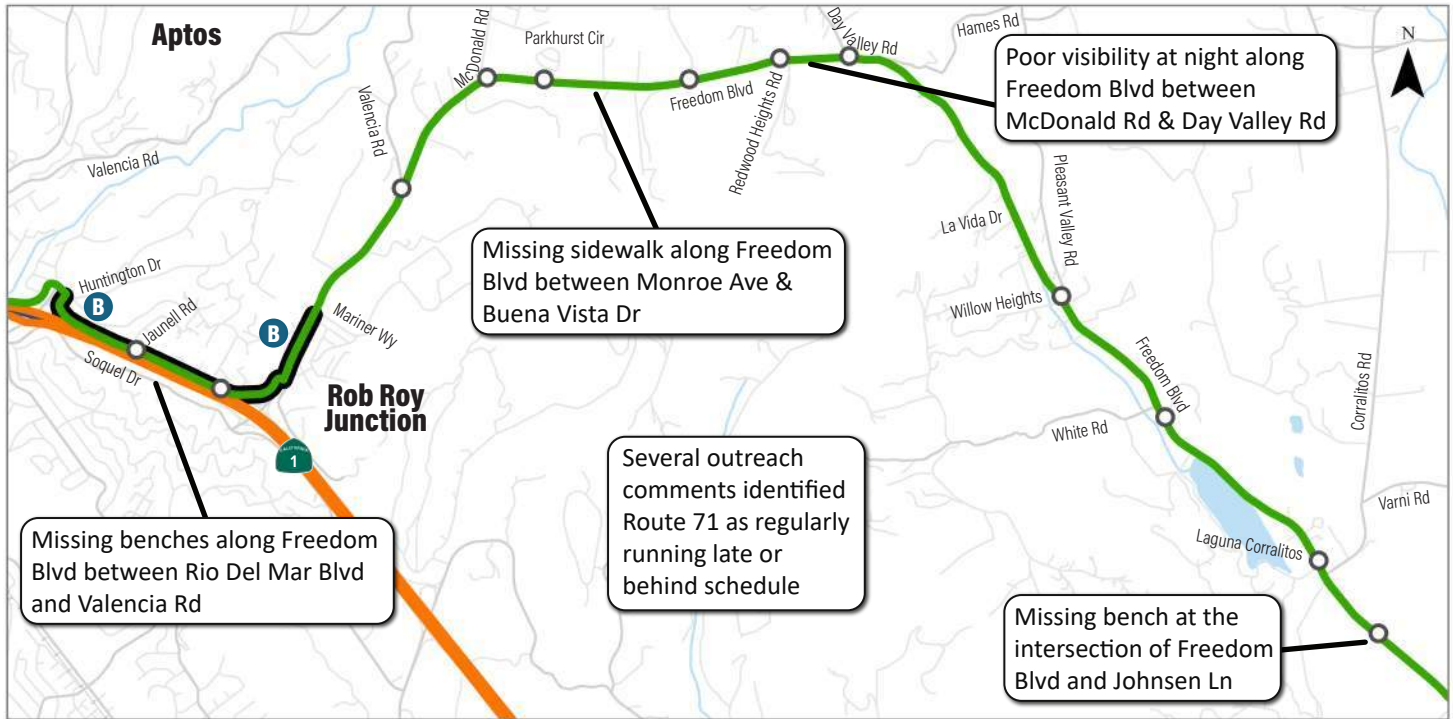
Legend		Bus Routes		Corridor Challenges	
	City Limits		Route 69A		Stop Challenge
	Transit Center		Route 71		Route Challenge
			Route 69W		Slow Bus Speeds
			Route 91X		High Travel Time Variability
					Congestion-Induced Delay
					Challenging Bus Turn



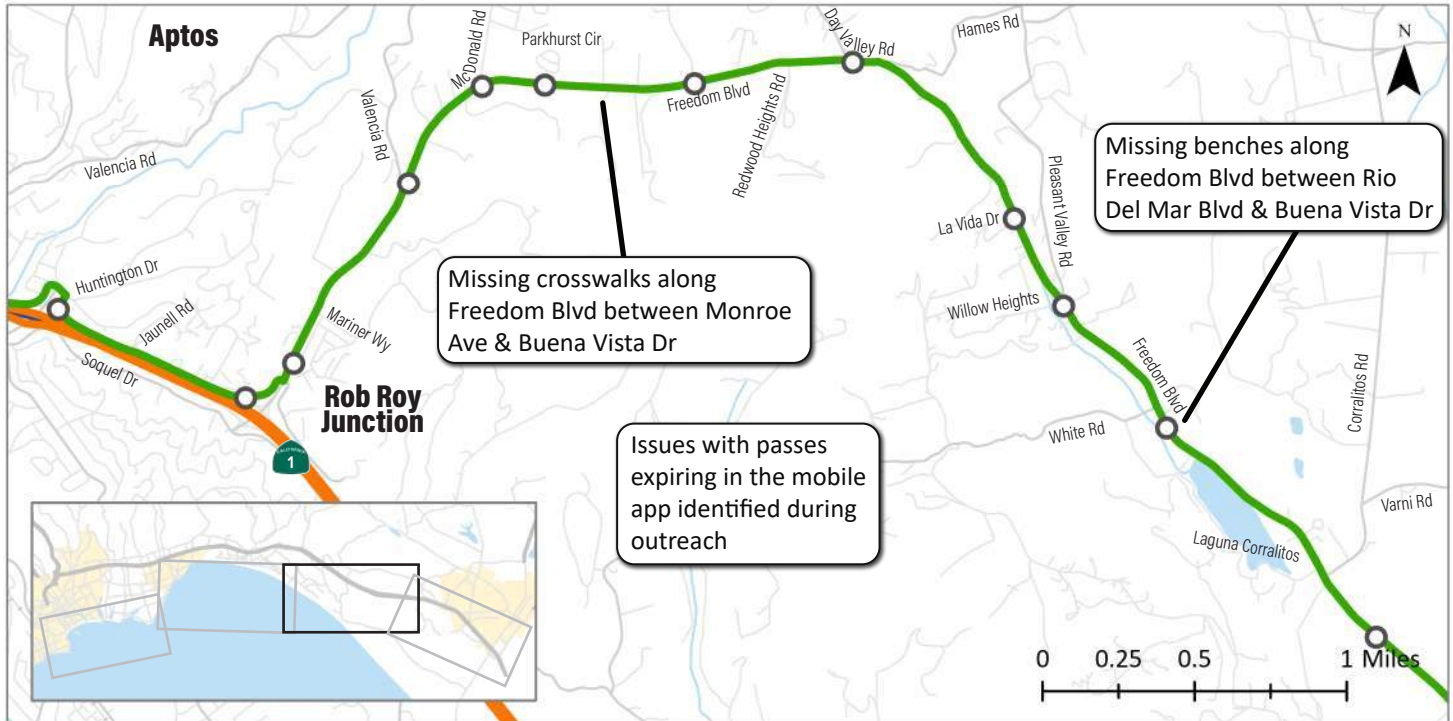




Figure 1C: Problem Identification - Aptos to Freedom



Northbound



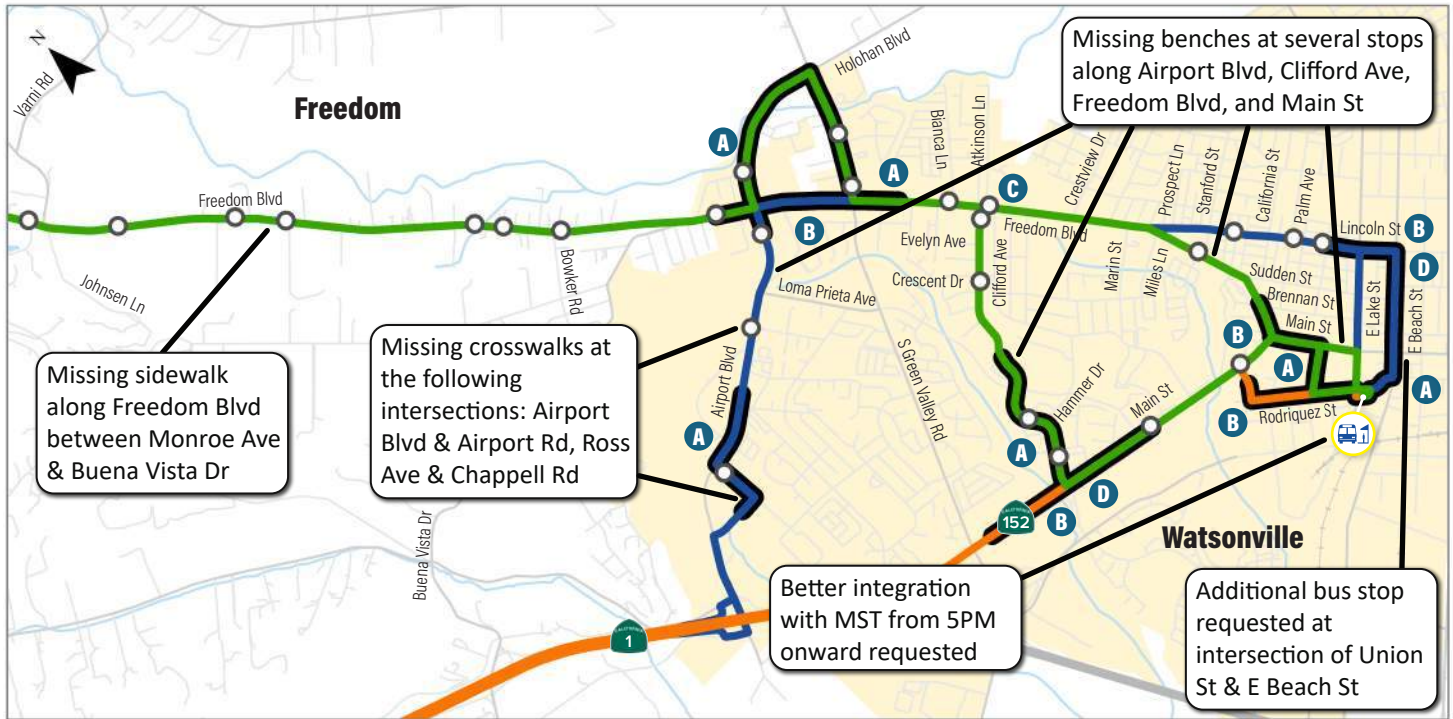
Southbound

<b>Legend</b>	City Limits	Bus Routes	Route 71	Stop Challenge	High Travel Time Variability
	Transit Center	Route 69W	Route 91X	Route Challenge	Congestion-Induced Delay
		Route 69A		Slow Bus Speeds	Challenging Bus Turn

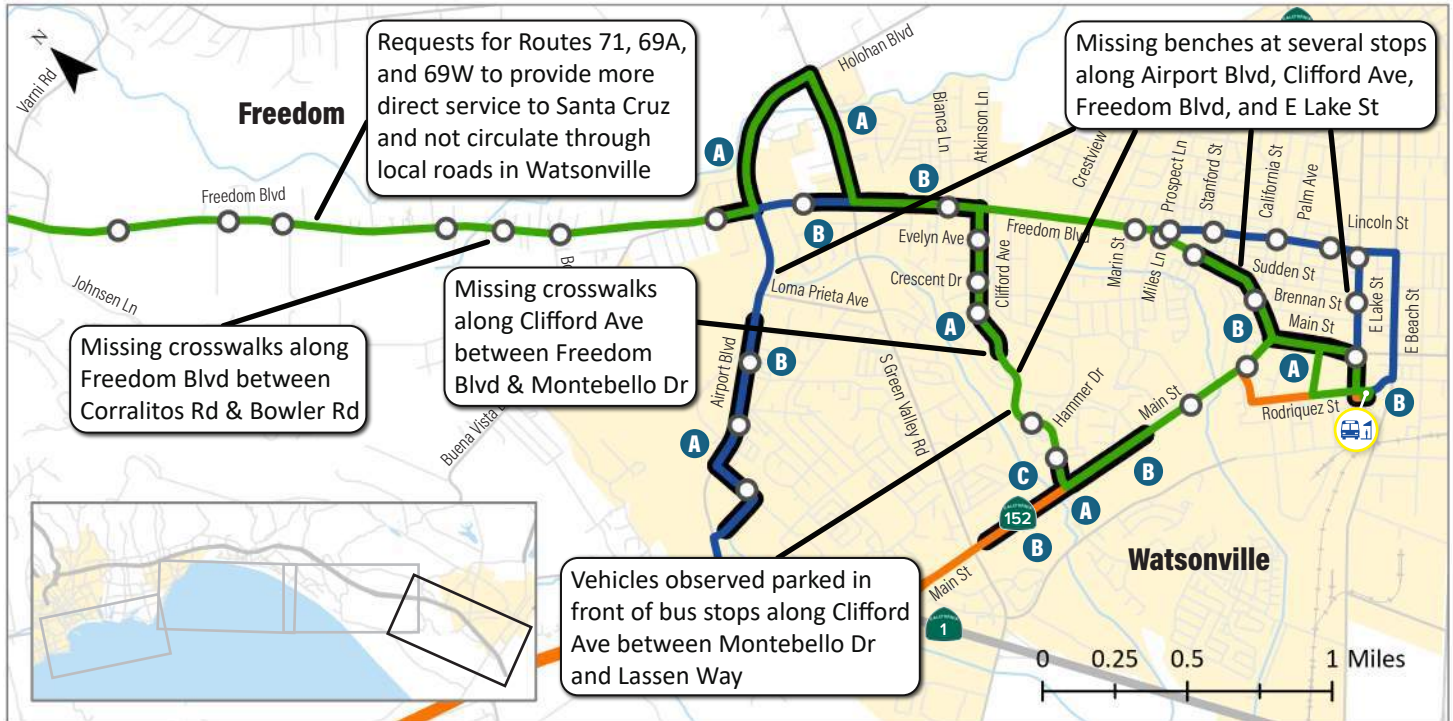




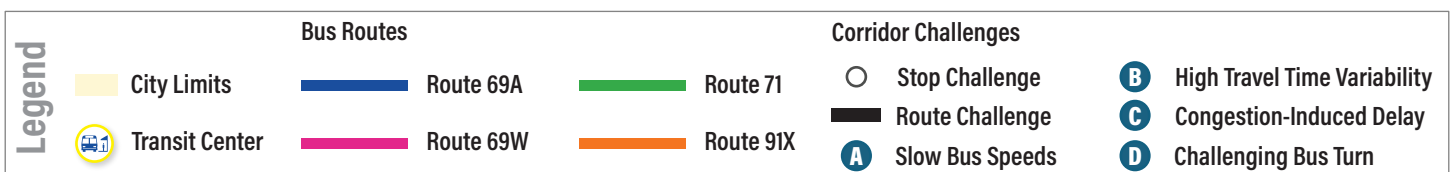
Figure 1D: Problem Identification - Freedom to Watsonville



Northbound



Southbound




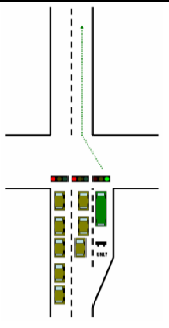




## APPENDIX B: TRANSIT ENHANCEMENT TOOLKIT




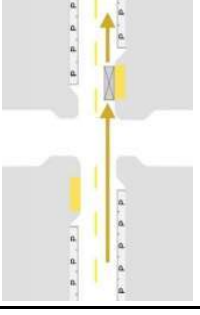





Santa Cruz METRO's Line 71/Rapid Corridors Project  
Transit Enhancement Toolkit






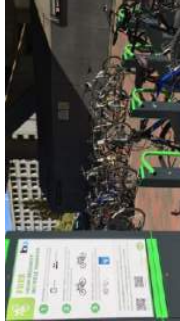
Category	Solution	Description	Features	Implementation Considerations	Operational & Maintenance Cost (typical)	Capital Cost (typical)	Example Image
Bus Priority Treatments	Early Green/Extended Green Signal Operations (TSP)	Early green/extended green signal operations are a set of operational enhancements to normal signal functions to accommodate transit vehicles crossing the intersection.	<ul style="list-style-type: none"> <li>Requires technology upgrades on buses and at signal controllers</li> </ul>	<ul style="list-style-type: none"> <li>Coordination between local jurisdictions and transit operators for implementation and operation plans</li> <li>Assess feasibility and impacts of integrating transit signal priority with existing or planned signal coordination</li> <li>Identify opportunities to also benefit emergency vehicles</li> <li>May require signal controller upgrades</li> </ul>	Low	Low	
	Queue Jumps	A queue jump lane is a travel lane specially marked or signed for transit vehicles at traffic signals. These lanes are typically accompanied by a signal that provides a phase specifically for vehicles in that lane.	<ul style="list-style-type: none"> <li>Transit signal heads for dedicated transit phases</li> <li>Requires technology upgrades on buses and potentially at controllers</li> </ul>	<ul style="list-style-type: none"> <li>Coordination between local jurisdictions and transit district for implementation and operational plans</li> <li>Assess feasibility and impacts of integrating transit signal priority with existing or planned signal coordination</li> <li>Identify opportunities to provide benefits for emergency vehicles</li> <li>May require signal controller upgrades</li> </ul>	Medium	Medium	
	Dedicated Transit Lanes	May include signage, markings, or signal modifications to support dedicated bus lane at certain times of day in a general purpose lane or a parking lane. May include time-limited transit lanes, such as peak period bus-only lanes.	<ul style="list-style-type: none"> <li>Lane striping</li> <li>Signage</li> <li>Dedicate transit signal phases (if appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>Clear signage and road markings identifying where private vehicles are prohibited</li> <li>Requires design development to configure signing, striping, and any other associated improvements</li> <li>Option to limit to certain hours of use and directionality for transit vehicles</li> <li>May result in traffic or circulation impacts or require additional ROW that would need to be evaluated</li> <li>Would require extensive enforcement or towing in any time-limited bus lane</li> </ul>	Medium	Medium-High	
	Traffic Movement Modifications	Geometric or striping modifications to change traffic patterns, prioritizing bus movements or enhancing bus stops by better facilitating bus pull-in/pull-out maneuvers.	<ul style="list-style-type: none"> <li>Can include modifications such as striping changes, new or modified signage, modified signal operations, and new or modified raised curb</li> <li>May include eliminating free right-turn movements, closing driveways, or provide separate turn lanes</li> </ul>	<ul style="list-style-type: none"> <li>Coordination between local jurisdictions and transit district for implementation and operational plans</li> <li>May require traffic operations analysis to identify effects on traffic patterns and diversion</li> </ul>	Varies	Varies	






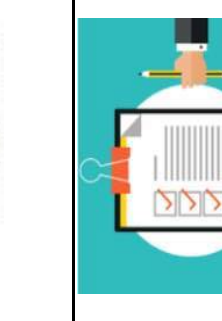
Santa Cruz METRO's Line 71/Rapid Corridors Project  
Transit Enhancement Toolkit

Category	Solution	Description	Features	Implementation Considerations	Operational & Maintenance Cost (typical)	Capital Cost (typical)	Example Image
Bus Operations	Route Restructuring and Consolidation	Route restructuring entails modifying routing or scheduling of service to improve operational efficiency.	<ul style="list-style-type: none"> <li>Route restructuring can include a simplification of existing routes by removing parallel or redundant routes</li> <li>Route restructuring may also entail right-sizing service based on ridership or ridership potential</li> </ul>	<ul style="list-style-type: none"> <li>Decreasing or eliminating service in one route may allow for resources to be shifted towards more productive routes</li> <li>Need to consider effect on transfers and overall user travel patterns</li> </ul>	Varies	None	
	Far-Side Stop Placement	Bus stop relocation moves stops from near- to far-side locations at intersections. A far-side stop configuration locates the stop immediately after an intersection. A near-side stop locates the stop immediately before an intersection. Far-side stops reduce the frequency that buses must stop at traffic signals, thus improving travel time reliability.	<ul style="list-style-type: none"> <li>Allows the transit vehicle to pass through the intersection before stopping to load and unload passengers</li> <li>Provides additional right-turn capacity by eliminating bus blockages at the intersection</li> <li>Supports the use of a broad array of active TSP technologies since transit vehicles can be anticipated based on typical approach speeds</li> </ul>	<ul style="list-style-type: none"> <li>Limited right-of-way at the far-side of the intersection could require changes to bus stop and curb and gutter designs</li> <li>On single-lane streets where in-lane stops are likely needed, far-side in-lane stops may result in traffic behind the bus spilling back into the crosswalk and intersection. At these locations, provide a longer far-side stop that accommodates queued vehicles behind the stopped transit vehicle.</li> <li>Need to consider parking or other frontage impacts at locations of new stop placement</li> </ul>	Same as Existing	Low	 (Far-Side Placement with Bus Bulbout)
	Bus Stop Consolidation	Bus stop consolidation consists of removing closely spaced or low ridership bus stops to ensure service at higher ridership stops is reliable.	<ul style="list-style-type: none"> <li>Bus stop consolidation may include relocation of existing stops</li> <li>Trip times along the route may improve due to reduced dwell and traffic merge time</li> </ul>	<ul style="list-style-type: none"> <li>Consideration should be placed on any increase in distance or hardship for riders to access bus stops, particularly around facilities for seniors, youth, and mobility-impaired persons</li> <li>Need to consider parking or other frontage impacts at locations of new stop placement</li> </ul>	Potential for reduction in cost	Low	
	In-Lane Stopping/Bus Bulbs/Transit Islands	In-lane stopping allows buses to stop in-lane, avoiding the need to wait for a gap in traffic flow to exit the bus stop. It also may allow for more room for bus stop amenities.	<ul style="list-style-type: none"> <li>Transit island (with a bike lane) or bus bulb (no bike lane)</li> <li>At intersections, refuge islands may provide pedestrians protection in the crosswalk</li> <li>For transit islands, need to assess configuration of bike lane behind</li> </ul>	<ul style="list-style-type: none"> <li>Platforms can be configured for level or near-level boarding if desired</li> <li>May be necessary to require people on bikes to yield to people accessing the island at high-volume stops</li> <li>Requires careful consideration of placement to avoid safety or congestion issues. Often not appropriate on one-lane roads</li> </ul>	Low	Medium-High	
	Red Curb	Expanded use of red curb at bus stops on streets where parking is provided to accommodate bus pull-in/pull-out maneuvers.	<ul style="list-style-type: none"> <li>Red curb zones are no-parking zones where no stopping, standing or parking is allowed at any time</li> <li>Buses are permitted to stop in red curb zones</li> </ul>	<ul style="list-style-type: none"> <li>Associated with parking removal that may require jurisdiction approval</li> </ul>	Low	Low	

Santa Cruz METRO's Line 71/Rapid Corridors Project  
Transit Enhancement Toolkit

Category	Solution	Description	Features	Implementation Considerations	Operational & Maintenance Cost (typical)	Capital Cost (typical)	Example Image
Bus Operations	Schedule Adjustments	Refine timepoints and schedules to allow for increased on-time performance and to benefit from bus priority treatments identified as part of the project.	<ul style="list-style-type: none"> <li>Can improve the reliability of the bus service by providing more accurate travel time estimates</li> </ul>	<ul style="list-style-type: none"> <li>Review travel time data from CAD-AVL to identify opportunities to adjust schedules</li> </ul>	Varies	None	
	Improved Roadway Crossings to Access Bus Stops	Improved pedestrian crossings at intersections. A variety of features and strategies can be implemented to enhance safety and comfort for pedestrians.	<ul style="list-style-type: none"> <li>May include curb extensions, high-visibility crosswalks, median crossing islands, pedestrian signals or flashing beacons</li> </ul>	<ul style="list-style-type: none"> <li>Identify street segments with long gaps between crossings and assess whether there is a need for a midblock crossing</li> <li>Upgrade existing facilities to meet ADA requirements</li> <li>May require significant drainage or curb improvements</li> </ul>	Varies	Medium	
	Improved Sidewalks and Curb Ramps	New or upgraded sidewalks, which may also include lighting and landscaping, as well as accessibility upgrades, including providing a clear path of travel and upgraded curb ramps.	<ul style="list-style-type: none"> <li>Ideally includes landscape strip to separate from automobiles and street furniture zone</li> <li>Wayfinding</li> </ul>	<ul style="list-style-type: none"> <li>Follow local and national design guidelines and ADA requirements</li> <li>Ensure pathways are well-maintained and well-lit</li> <li>Landscaping and walkways should be designed for safety; avoid creating easily inhabitable places</li> </ul>	Low	Medium-High	
Mobility and Access	Level/Near-Level Boarding	Level/near-level boarding refers to having bus platforms that are approximately level with the bus entrance. Level/near-level boarding makes it so that passengers do not have to climb any steps to board the bus, and allows people in wheelchairs to board quickly and easily without special assistance.	<ul style="list-style-type: none"> <li>Near-level platforms typically place curb height at 8-11 inches</li> <li>Allows faster boarding, and are compatible with most existing transit fleets</li> </ul>	<ul style="list-style-type: none"> <li>Suitable for side and center boarding islands, bus bulbs, or sidewalk stops</li> <li>Provide ADA-compliant ramps to achieve desired height leading to the boarding pad</li> <li>Transit vehicles must be able to pull in very close to the curb to eliminate the gap</li> <li>Detectable warning strips or another detectable surface must be installed along the edge of the boarding platform</li> </ul>	Low	Medium	
	Mobility Hubs	A mobility hub enables travelers to access multiple transportation options and supportive amenities. Mobility hubs offer a safe, comfortable, convenient, and accessible space to seamlessly transfer across different travel modes.	<ul style="list-style-type: none"> <li>Transit amenities</li> <li>Bike storage and connection to the bike network</li> <li>A safe and comfortable pedestrian network</li> <li>Access to micromobility</li> <li>Wayfinding</li> </ul>	<ul style="list-style-type: none"> <li>Use cases range widely across various transit system contexts</li> <li>May be used to bridge first-last mile gaps</li> <li>Requires some dedicated right-of-way</li> </ul>	Varies	Varies	
Stop Amenities	Additional Stop Amenities	Additional bus stop amenities improve the passenger experience and can include enhanced bus shelters, signage, wayfinding, and real-time traveler information.	<ul style="list-style-type: none"> <li>Shelters</li> <li>Benches</li> <li>Bike parking</li> <li>Real-time arrival</li> <li>Wayfinding</li> <li>System info</li> <li>Lighting</li> <li>Security</li> </ul>	<ul style="list-style-type: none"> <li>Shelters should be considered where there is sufficient ridership to warrant, available sidewalk space, and limited canopy coverage</li> <li>Shelters provide opportunity for integrating wayfinding and real-time transit information</li> <li>Bike parking should only be installed if it can be properly secure, including in active spaces</li> </ul>	Medium	Low	

Santa Cruz METRO's Line 71/Rapid Corridors Project  
Transit Enhancement Toolkit

Category	Solution	Description	Features	Implementation Considerations	Operational & Maintenance Cost (typical)	Capital Cost (typical)	Example Image
Fare Policy	All-Door Boarding	All-door boarding decreases dwell time at stops and, subsequently, overall travel times by reducing front-door queues, crowding, and slow service.	<ul style="list-style-type: none"> <li>Requires off-board fare collection and/or mobile ticketing with fare validation</li> </ul>	<ul style="list-style-type: none"> <li>Requires fare compliance strategies</li> <li>Reduction in operating cost from reduced dwell time must be compared against potential for increased fare avoidance</li> </ul>	Varies	Low	
	Expanded use of Mobile Ticketing	Mobile ticketing solutions utilize the smartphones many passengers already carry with them to combine mobile and payment technology and improve user experience.	<ul style="list-style-type: none"> <li>Improves user experience and cuts operating costs</li> <li>Increases convenience, speed, and simplicity</li> <li>Removes the need for passengers to carry cash or wait in line to buy tickets</li> </ul>	<ul style="list-style-type: none"> <li>Mobile payment may be used in conjunction with smart card or chip reader</li> <li>Requires solutions to maintain access for riders without smartphones or who are unbanked</li> </ul>	Varies	Varies	
Service Monitoring	Automated Passenger Counters (APC)	Automated passenger counters (APC) records boarding and alighting data on board the bus through sensors at doorways.	<ul style="list-style-type: none"> <li>Allows for tracking transit ridership at the stop and trip level</li> </ul>	<ul style="list-style-type: none"> <li>Requires validation to ensure accuracy</li> </ul>	Low	Medium	
	Origin-Destination On-Board Surveys	Origin-destination surveys ask a random sampling of riders about their trip, including trip purpose and transfers. This can be utilized in service planning.	<ul style="list-style-type: none"> <li>A detailed sampling plan will determine the size of the survey needed</li> </ul>	<ul style="list-style-type: none"> <li>Recommended to occur every 5 years, or more frequently as budget is available</li> </ul>	Low	None	



## APPENDIX C: EFFECTIVENESS OF SERVICE RATINGS MATRIX



**Santa Cruz METRO's Line 71/Rapid Corridors Project**  
**Evaluation Ratings Matrix for Bus Speed & Reliability Projects**

Type of Improvement	Criteria	Evaluation Ratings Matrix for Bus Speed & Reliability Projects			
		High	Medium	Low	Evaluation Method
Bus Speed & Reliability	On-Time Performance	On-time performance would measurably increase	Minimal increase or decrease in on-time performance	On-time performance would measurably decrease	Qualitatively estimated based on industry research or engineering judgement
	Trip Time	Bus trip times would measurably decrease	Minimal increase or decrease in bus trip times	Bus trip times would measurably increase	Estimated change in travel times based on existing delays and industry research
	Wait Times	Allows for more frequent service	Does not change service frequency	Results in less frequent service	Effect of changes in bus routing and cycle time on expected wait times at stops
	User Delay	No change or a reduction in road user delay	May cause a slight increase in road user delay in select locations	May cause major increases in road user delay	Qualitatively estimated effect on road user delay based on field observations and provided traffic data
Costs & Schedule	Operation & Maintenance Costs	Measurable reduction in operation and maintenance costs	Negligible or no change in operating and maintenance costs	Measurable increase in operating and maintenance costs	Estimated change in revenue hours/revenue miles or a qualitative change in maintenance costs
	Capital Costs	Minor capital costs, or capital costs can be easily captured within existing budgets	Capital costs anticipated to be reasonably funded through available grant programs	Significant capital costs that may be challenging to fund	Rough order of magnitude of capital cost
	Implementation Barriers	Few barriers to implementation, allowing for near-term project	Moderate barriers to implementation, allowing for mid-term project	Significant barriers to implementation, likely requiring a long-term project	Qualitative assessment of implementation timeframe based on stakeholder coordination, cost, construction timeline, and other risk factors.

**Santa Cruz METRO's Line 71/Rapid Corridors Project  
Evaluation Ratings Matrix for Bus Stop Access Projects**

Type of Improvement	Criteria	Evaluation Ratings Matrix for Bus Speed & Reliability Projects			
		High	Medium	Low	Evaluation Method
Bus Stop Access	Bus Stop Accessibility	Significant increase in bus stop accessibility	Moderate increase in bus stop accessibility	Does not increase bus stop accessibility	Qualitative assessment of improvements to sidewalk access to bus stop.
	Bicycle and Pedestrian Safety	Significant increase in bicycle and pedestrian safety in accessing bus stops	Moderate increase in bicycle and pedestrian safety in accessing bus stops	No change or decrease in bicycle and pedestrian safety in accessing bus stops	Qualitative assessment of bicycle/pedestrian safety impacts.
	Ridership	Large number of existing riders would benefit or would generate large number of new riders	Moderate number of existing riders would benefit or would generate some new riders	Small number of existing riders would benefit and would not be expected to generate new riders	Existing boardings and alightings and proximity to key destinations
	Bus Stop Coverage	Increase in number of people within a 1/4-mile radius of a high quality bus stop	Negligible or no change in number of people within a 1/4-mile radius of a high quality bus stop	Decrease in number of people within a 1/4-mile radius of a high quality bus stop	Estimated change in number of people within 1/4-mile radius of a high quality bus stop (has a crosswalk, sidewalk, and at least a bench)
	User Delay	No change or a reduction in road user delay	May cause a slight increase in road user delay in select locations	May cause major increases in road user delay	Qualitatively estimated effect on road user delay based on field observations and provided traffic data
Costs & Schedule	Operation & Maintenance Costs	Measurable reduction in operation and maintenance costs	Negligible or no change in operating and maintenance costs	Measurable increase in operating and maintenance costs	Estimated change in revenue hours/revenue miles or a qualitative change in maintenance costs
	Capital Costs	Minor capital costs, or capital costs can be easily captured within existing budgets	Capital costs anticipated to be reasonably funded through available grant programs	Significant capital costs that may be challenging to fund	Rough order of magnitude of capital cost
	Timeline	Few barriers to implementation, allowing for near-term project	Moderate barriers to implementation, allowing for mid-term project	Significant barriers to implementation, likely requiring a long-term project	Qualitative assessment of implementation timeframe based on stakeholder coordination, cost, construction timeline, and other risk factors.

**Santa Cruz METRO's Line 71/Rapid Corridors Project**  
**Evaluation Ratings Matrix for Bus Stop Amenity Projects**

Type of Improvement	Criteria	Evaluation Ratings Matrix for Bus Speed & Reliability Projects			
		High	Medium	Low	Evaluation Method
Bus Stop Amenity	Passenger Waiting Experience	Significant increase in passenger waiting experience	Moderate increase in passenger waiting experience	Minimal or no increase in passenger waiting experience	Qualitative assessment of effect on passenger waiting experience
	Ridership	Large number of existing riders would benefit or would generate large number of new riders	Moderate number of existing riders would benefit or would generate some new riders	Small number of existing riders would benefit and would not be expected to generate new riders	Existing boardings and proximity to key destinations
Costs & Schedule	Operation & Maintenance Costs	Measurable reduction in operation and maintenance costs	Negligible or no change in operating and maintenance costs	Measurable increase in operating and maintenance costs	Estimated change in revenue hours/revenue miles or a qualitative change in maintenance costs
	Capital Costs	Minor capital costs, or capital costs can be easily captured within existing budgets	Capital costs anticipated to be reasonably funded through available grant programs	Significant capital costs that may be challenging to fund	Rough order of magnitude of capital cost
	Timeline	Few barriers to implementation, allowing for near-term project	Moderate barriers to implementation, allowing for mid-term project	Significant barriers to implementation, likely requiring a long-term project	Qualitative assessment of implementation timeframe based on stakeholder coordination, cost, construction timeline, and other risk factors.

**Santa Cruz METRO's Line 71/Rapid Corridors Project  
Post-Implementation Evaluation Metrics**

Effectiveness of Transit Service			
Category	Criteria	Data source and method	
Bus Speed & Reliability	Bus Speed	Average bus speeds during morning and afternoon peak periods	CAD/AVL data, measuring end-to-end travel time
	Dwell Time	Average amount of dwell time per boarding	CAD/AVL data, measuring time spent at stop, and APC data for ridership
	Bus Stop Spacing	Number of bus stop pairs that are below bus stop spacing standards	GIS database of stops
	On-Time Performance	On-Time Performance for each route, measured as 0-5 minutes relative to schedule at each timepoint	CAD/AVL data
	Productivity	Average productivity for reach route, measured as riders per revenue hour	APC or farebox data
	Passenger load factor	Average peak passenger load factor	APC data and vehicle capacity
	User Delay	Total person-delay	Actual travel time obtained from CAD/AVL above the free flow travel time multiplied by passenger load as measured by APC boarding data, calculated by timepoint
Bus Stop Access	Sidewalk	Percentage of stops with 15 or more average daily boardings that have an accessible sidewalk adjacent to the stop	Stop database, APC data
	Pedestrian Crossings	Percentage of stops with 15 or more average daily boardings that have a signalized or enhanced crosswalk within 200 feet of the stop	Stop database, APC data
	Bus Stop Coverage	Number of residents that are within a 1/4-mile radius of a high quality bus stop (i.e. has a crosswalk and shelter)	APC data, network analysis
Bus Stop Amenity	Shelters	Percentage of stops with 15 or more average daily boardings that have a shelter	Stop database, APC data
	Benches	Percentage of stops with 15 or more average daily boardings that have a bench	Stop database, APC data
	Wayfinding	Percentage of stops with wayfinding information	Stop database, APC data



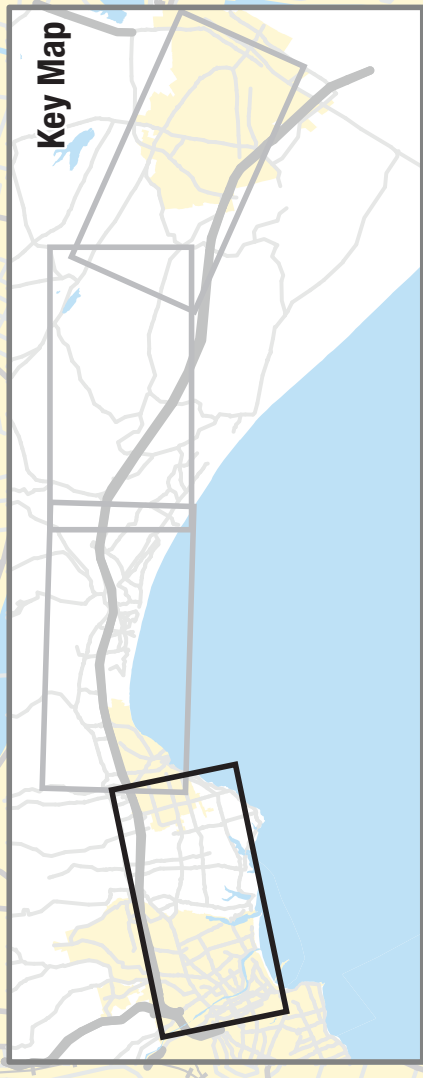
APPENDIX E

Local Bus Stop Improvements



RAPID CORRIDORS PROJECT

RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



Northbound

**Legend**

- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)
- Bus icon City Limits
- Bus icon Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment



Kimley»Horn





RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



**Legend**

- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)
- Bus icon City Limits
- Bus icon Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment

**Southbound**



Kimley»Horn





RAPID CORRIDORS PROJECT

RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



Northbound

**Legend**

- City Limits
- Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)



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RAPID CORRIDORS PROJECT

RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



Southbound

**Legend**

- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)
- City Limits
- Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment

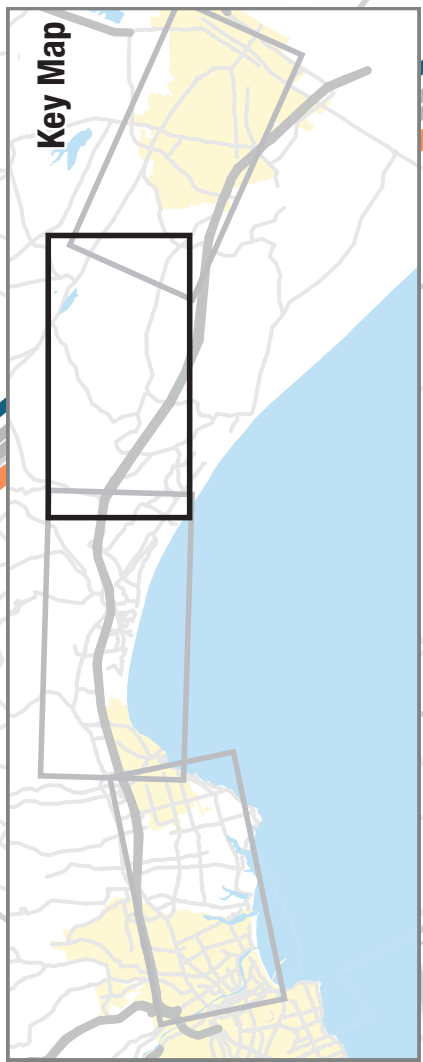
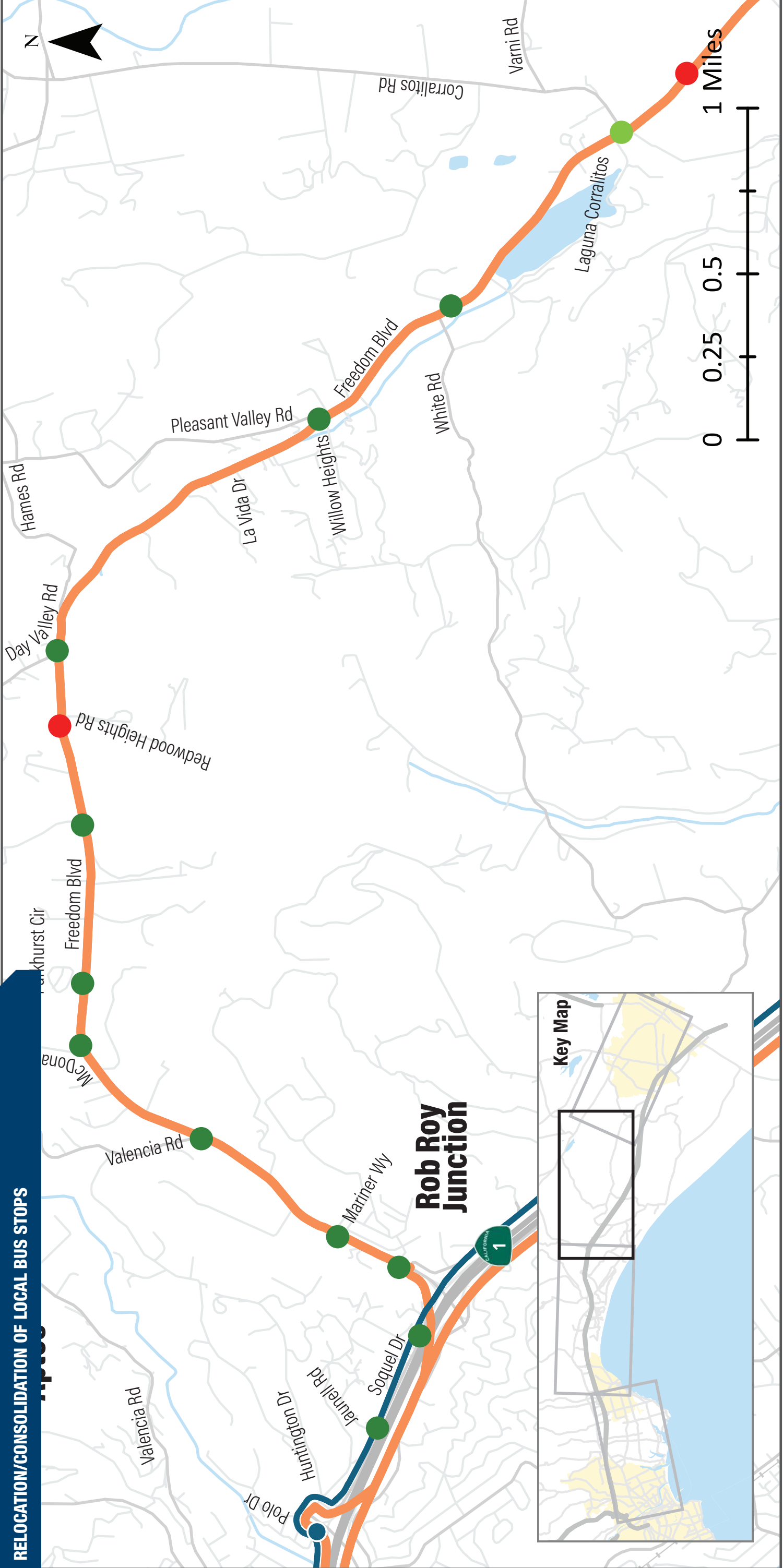


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RAPID CORRIDORS PROJECT

RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



Northbound

**Legend**

- City Limits
- Transit Center
- Existing Local Route A Ignment
- Proposed Rapid Route A Ignment
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)

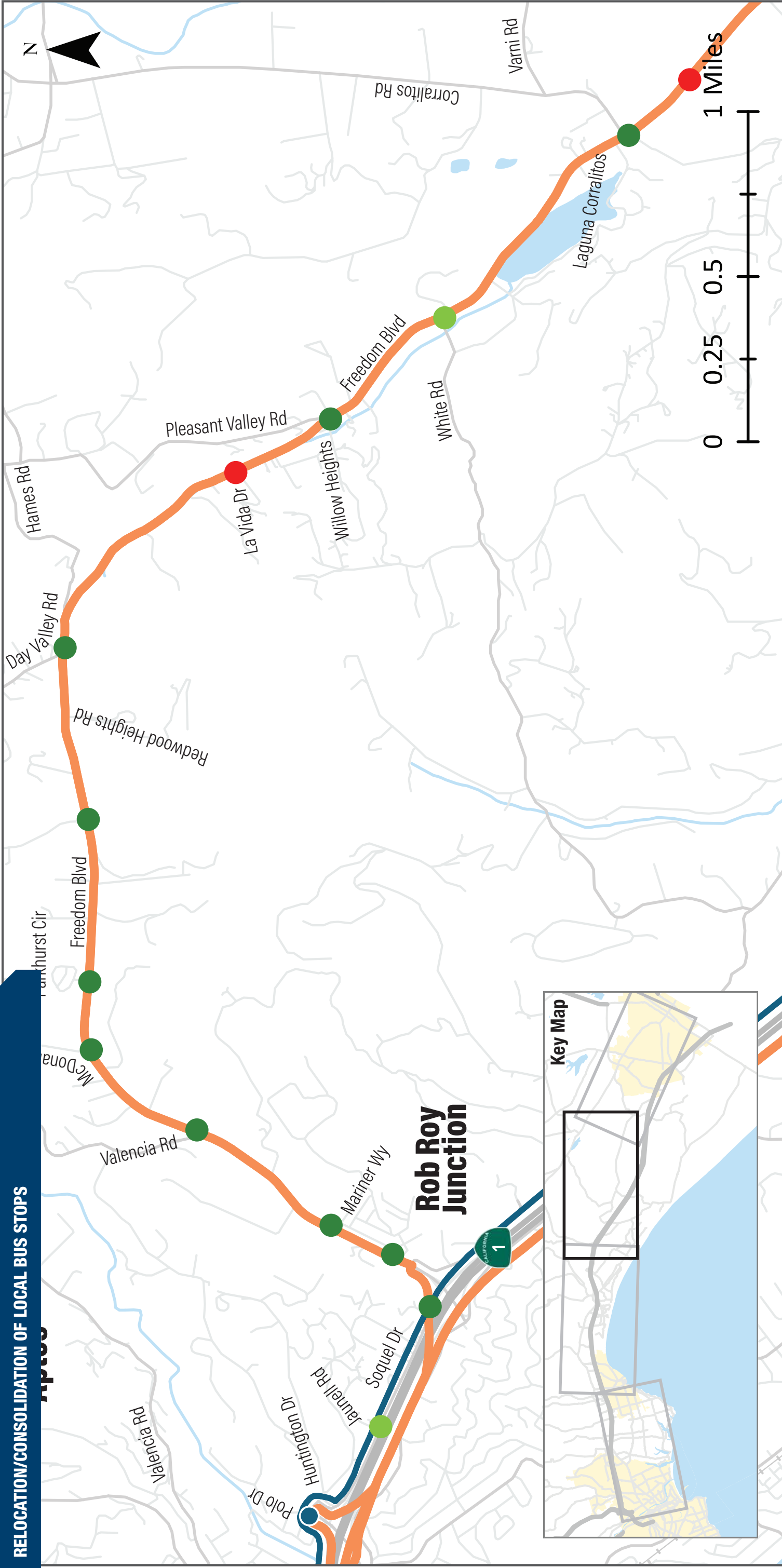






RAPID CORRIDORS PROJECT

RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



Southbound

**Legend**

- City Limits
- Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)



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RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



Northbound

**Legend**

- City Limits
- Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment
- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)



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RAPID CORRIDORS PROJECT

RELOCATION/CONSOLIDATION OF LOCAL BUS STOPS



**Legend**

- Existing Stop to Remain
- New/Relocated Stop (Proposed Location Shown)
- Stop Identified for Removal
- Rapid Stop (Proposed Location Shown)
- City Limits
- Transit Center
- Existing Local Route Alignment
- Proposed Rapid Route Alignment

Southbound



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SANTA CRUZ METRO'S

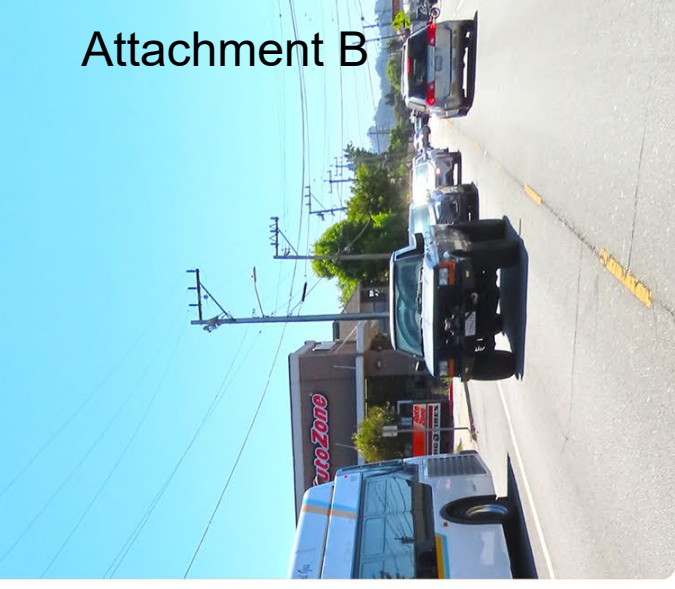
# Rapid Corridors Project

# Final Presentation

January 2024



Kimley»Horn



# Project Team



**John Urgo**

*Planning & Development  
Director*



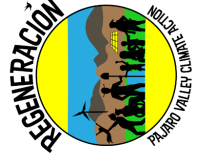
**Adam Dankberg**

*Consultant Project  
Manager*



**Vanessa Peers**

*Consultant Deputy  
Project Manager*



Other Consultant  
Team Members:



Funding from:







# Meeting Agenda

- Project Overview
- Existing Conditions
- Stakeholder Engagement
- Transit Supportive Solutions
- Implementation Plan



# Project Overview

# Project Overview

## Project Objectives:



Evaluate traffic and travel conditions along the corridor. Identify existing needs for pedestrians, bus stop amenities, and transit priority improvements.



Develop strategies and solutions for improving transit service and access.



Engage community members to understand needs and opportunities.

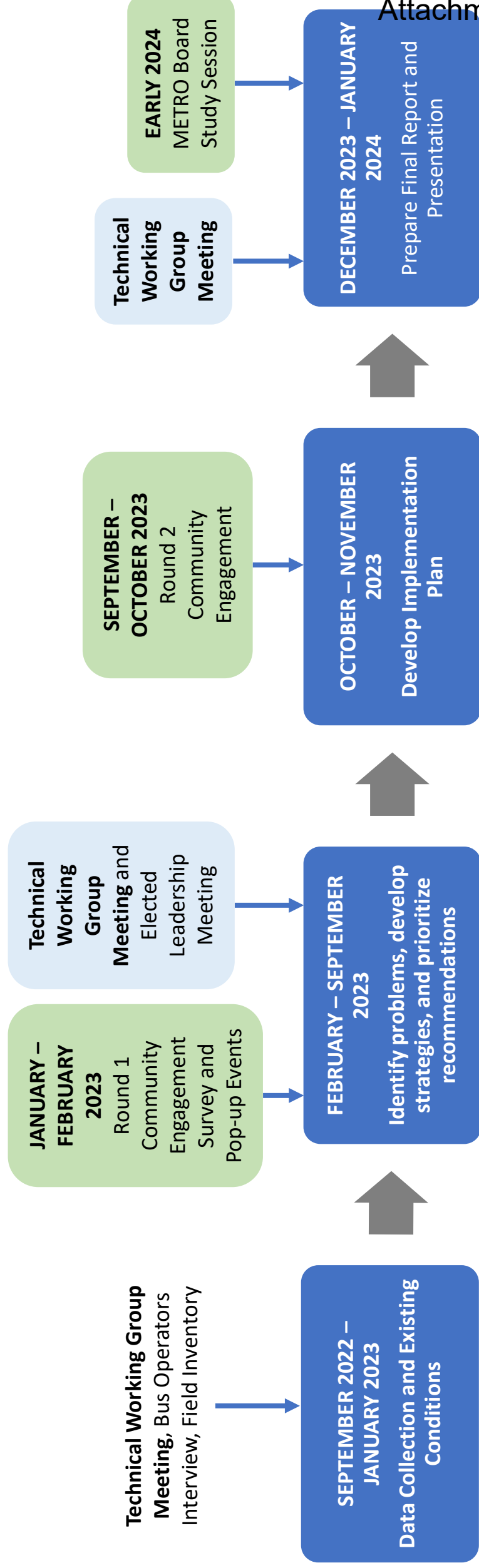


Coordinate with local jurisdictions and key stakeholders to identify steps to implementation.





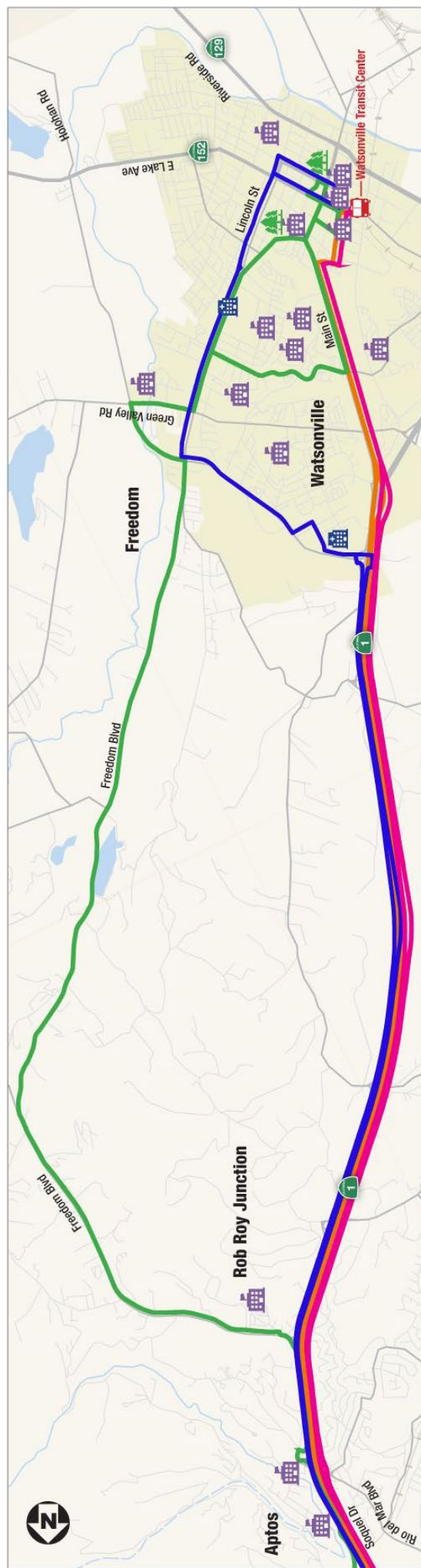
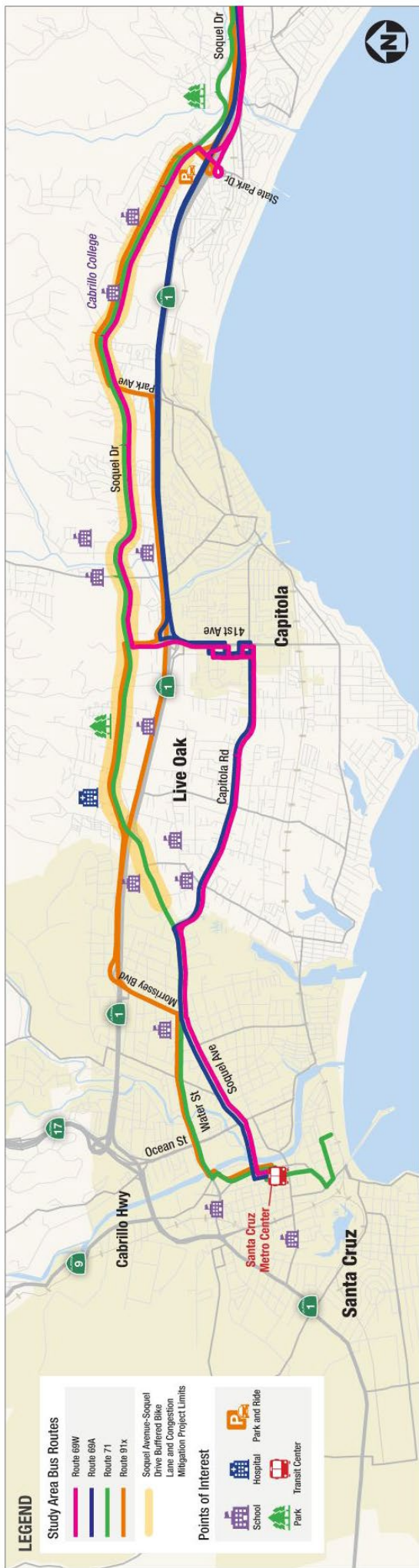
# Project Schedule







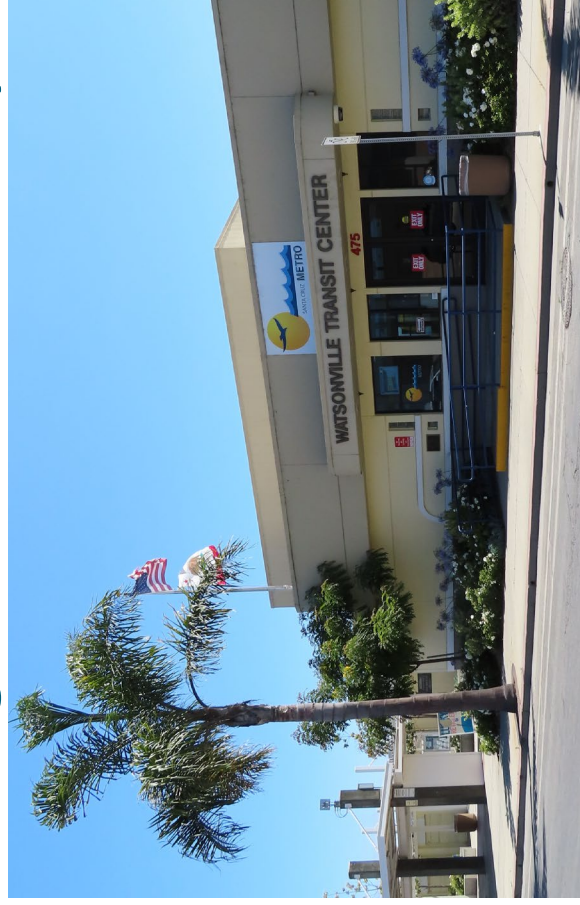
# Existing Conditions





# Existing Conditions

- Over 3,300 people ride the bus each weekday between Santa Cruz and Watsonville
  - That's over 20% of all transit riders in the County!
- These routes serve primarily transit-dependent riders, with 65% making less than \$24,000/year





# Needs Identification

<p><b>Field visit</b></p> <ul style="list-style-type: none"> <li>• Missing amenities at bus stops (69% without shelters and 31% without benches)</li> <li>• Improper location (50% of stops are near side or mid block)</li> <li>• Lack of protected crosswalks near stops (42% do not have a crosswalk within 100ft)</li> </ul>	<p><b>Data Analysis</b></p> <ul style="list-style-type: none"> <li>• Delay due to congestion of up to 30 mins/trip</li> <li>• Dwell time between 20 and 30 mins/trip</li> <li>• Travel time on the bus is approximately twice as long as vehicle travel time</li> </ul>
<p><b>Operator Input</b></p> <ul style="list-style-type: none"> <li>• Turning and visibility challenges</li> <li>• Customers using cash or not familiar with service increase dwell time</li> </ul>	<p><b>Public Outreach</b></p> <ul style="list-style-type: none"> <li>• Faster, more reliable, and more frequent service</li> <li>• Increased coverage</li> <li>• Enhanced bus shelters with greater accessibility</li> <li>• Improved apps and information</li> </ul>





## Existing Plans/Projects

- **Reimagine METRO** network redesign includes implementation of the rapid route alignments proposed by the Rapid Corridors Project
- Rapid Routes can use **Santa Cruz County Regional Transportation Commissions Highway 1 Bus on Shoulder Project**
- **Santa Cruz County’s Buffered Bike Lane Project** will install bicycle, pedestrian, and transit improvements along 5.6 miles of Soquel Ave-Soquel Dr
- The **Pacific Station Relocation project** (i.e., the Santa Cruz Transit Center) will advance transit-supportive strategies along River St and Front St

# Reimagine METRO Phase 1 Service Map

Starting December 2023









# Public and Stakeholder Engagement





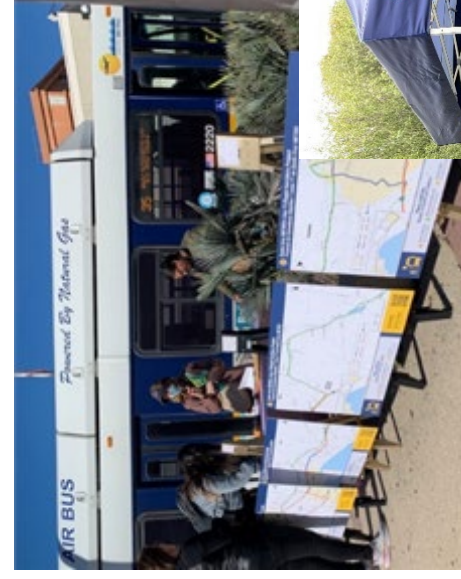
# Public Outreach Round 1

# Summary

- Focused on identifying corridor needs and opportunities
- Occurred between January and February 2023
- All materials provided in English and Spanish
- **6 in-person pop-up events**
  - Held at major transit and community hubs in Santa Cruz and Watsonville
  - Supported by Regeneración Pajaro Valley
- **Online survey with interactive mapping tool**
  - Promoted through METRO's communication channels, by stakeholders, community leaders, at events, and on buses



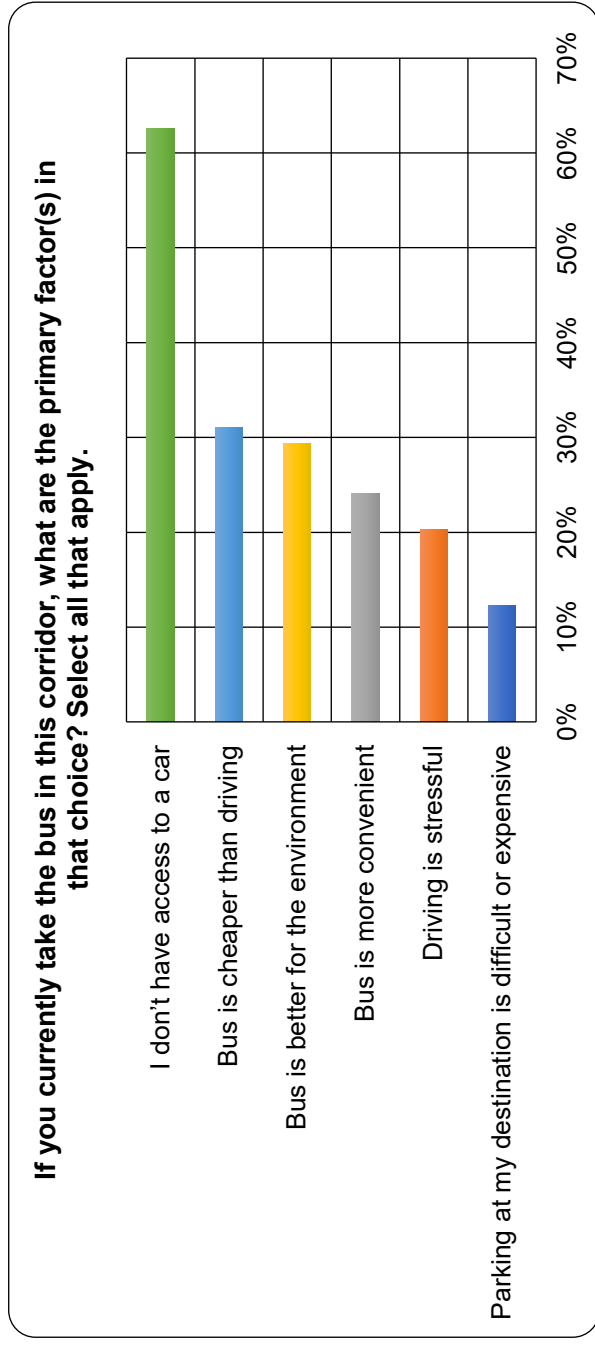
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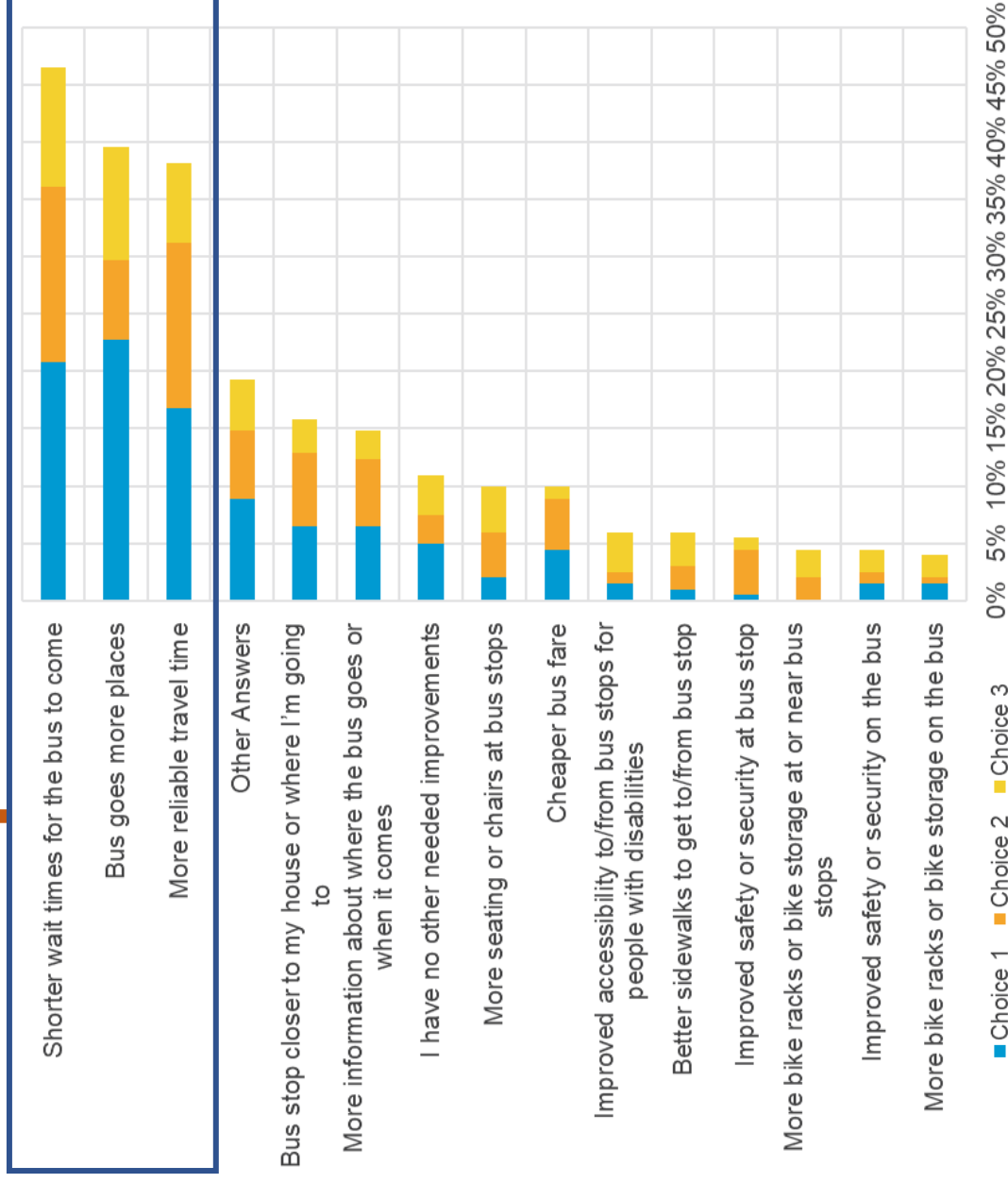
# Survey Participation: Demographics

- **292 total survey responses**
  - 40 in Spanish and 252 in English
- 55% live along or near the corridor, mainly Santa Cruz and Watsonville
- 52% White and 40% Hispanic/Latino/a/x
- **Age Demographics**
  - 39% less than 34 years old
  - 41% between 35 and 64
  - 18% over 65





# Survey Results: Improvements Needed





# Interactive Mapping Tool



Closed for Comment

Enter an address...

**Legend**

- Transit Challenges / Desafíos de tránsito
- Transit Works Well / El tránsito funciona bien
- My Bus Stop / Mi parada de autobús
- Bus Stops
- Routes
  - Route 69A
  - Route 69W
  - Route 71
  - Route 91X

socialsignpoint





# Public Outreach Round 2

# Outreach Activities

- Presented proposed transportation improvements to the public for input
- Occurred between **September and October 2023**
- All materials provided in **English and Spanish**
- **7 in-person pop-up events**
  - Held at major transit and community hubs in Santa Cruz and Watsonville
  - Supported by Regeneración Pajaro Valley
- **Virtual public meeting**
  - Thursday, October 12, 2023
  - Attended by 12 members of the community

10B.21





# Outreach Activities

- **Online and paper survey**
  - Paper survey distributed at events
  - Online survey open for 5 weeks
  - 133 total survey responses
  - 42% of responses in Spanish
- **Comprehensive project website (<https://bit.ly/METROround2>)**
  - Project information
  - Detailed factsheets
  - Online survey
  - Promoted events

**Santa Cruz METRO's Rapid Corridors Project**

**Better Access to Enhanced Transit Service**

Santa Cruz METRO is planning to create a new rapid service to make transit between Watsonville and Santa Cruz faster, more reliable, and easier to access. Based on priorities shared by the public earlier this year, METRO has identified ways that will make transit a priority throughout the route, including improved and relocated bus stops, and improved sidewalks and crosswalks.

METRO would like your feedback on the proposed improvements. Please spend a few minutes to learn more about the project and to provide input at [scmta.com/rapid](https://scmta.com/rapid) or scan the QR code.

Scan me!

**RAPID CORRIDORS PROJECT**

## ENHANCED BUS STOP AMENITIES



**IMPROVEMENTS**

- Installs additional bus stop amenities to improve the comfort and safety of riders.
- Amenities may include bus shelters, benches, pedestrian-scale lighting, trash cans, wayfinding, branding, transit information signage, bike racks, and sidewalk improvements.

Improvement Category	Effects of Improvements
<ul style="list-style-type: none"> <li>Bus Stop Access</li> </ul>	<ul style="list-style-type: none"> <li>Doubles the number of people within 1/4 mile of a bus stop with enhanced amenities</li> </ul>
<ul style="list-style-type: none"> <li>Bus Stop Amenities</li> </ul>	<ul style="list-style-type: none"> <li>Enhances comfort and user experience</li> <li>Improves pedestrian/bike safety</li> </ul>

**Proyecto Corredores Rápidos de Santa Cruz METRO**

**Mejor acceso a un servicio de tránsito mejorado**

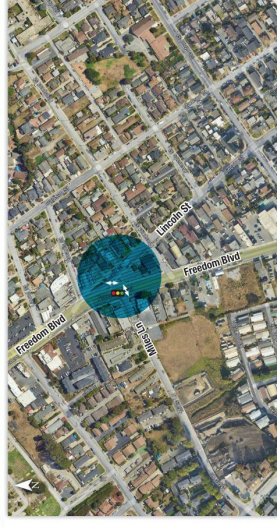
Santa Cruz METRO planea crear un nuevo servicio rápido para hacer tránsito entre Watsonville y Santa Cruz más rápido, más confiable y de más fácil acceso. Basado en las prioridades compartidas por el público a principios de este año, METRO ha identificado formas que harán del tránsito una prioridad a lo largo de la ruta, incluyendo mejoras y paradas de autobuses mejoradas, mejoras en aceras y cruces peatonales.

A METRO le gustaría conocer sus comentarios sobre las mejoras propuestas. Por favor tome unos minutos para aprender más sobre el proyecto y dar su opinión en [scmta.com/rapid](https://scmta.com/rapid) o escanee el código QR.

Escaneame!

**PROYECTO CORREDORES RÁPIDOS**

## SEMAFORO EN FREEDOM BOULEVARD Y LINCOLN STREET



**MEJORAS**

- Instala un semáforo y proporcióna prioridad en el semáforo en la intersección de Lincoln Street y Freedom Boulevard para permitir que los autobuses den vuelta.
- Brinda un fase peatonal protegida para cruzar Freedom Boulevard.

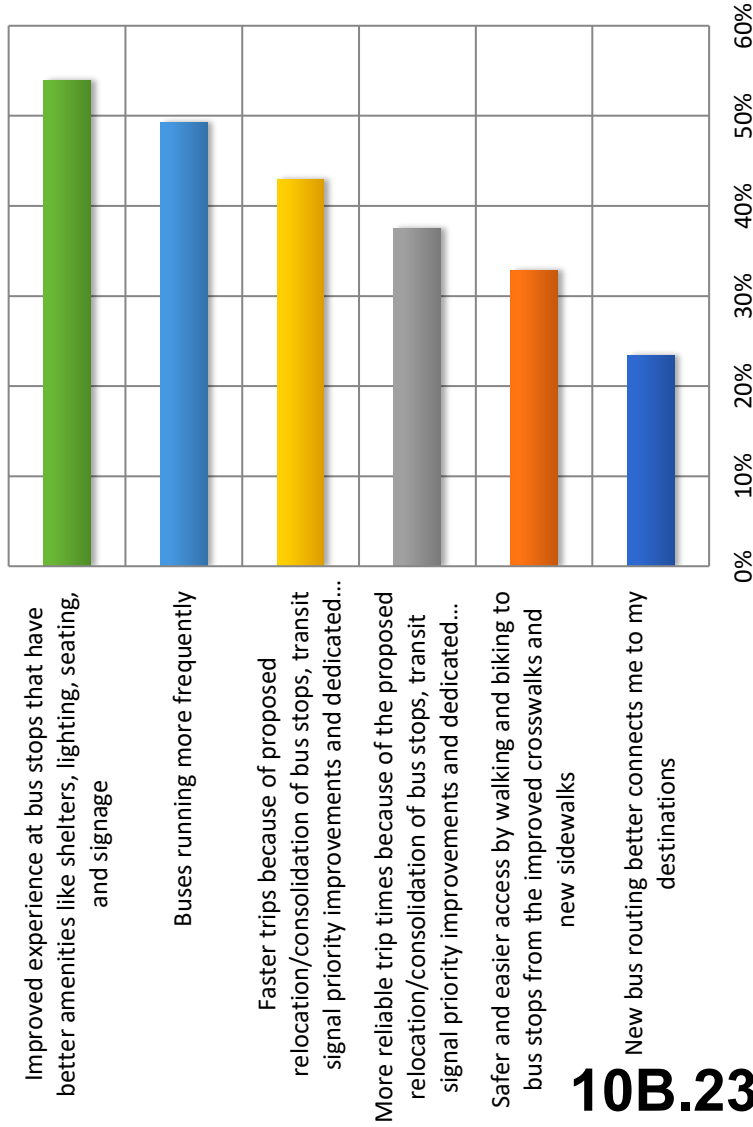
Categoría de la mejora	Efectos de las mejoras
<ul style="list-style-type: none"> <li>Velocidad y fiabilidad de los autobuses</li> </ul>	<ul style="list-style-type: none"> <li>Reduce el tiempo de espera en la parada de autobuses</li> <li>Reduce el tiempo de recorrido de los autobuses</li> <li>Reduce los tiempos para los usuarios de autobuses, puede considerar entrase a otros usuarios automovilistas</li> </ul>
<ul style="list-style-type: none"> <li>El autobús lleva a tiempo con mayor frecuencia</li> </ul>	<ul style="list-style-type: none"> <li>Reduce el tiempo de espera en la parada de autobuses</li> </ul>
<ul style="list-style-type: none"> <li>Mejora la seguridad de los peatones y ciclistas</li> </ul>	<ul style="list-style-type: none"> <li>Mejora la seguridad de los peatones y ciclistas</li> </ul>



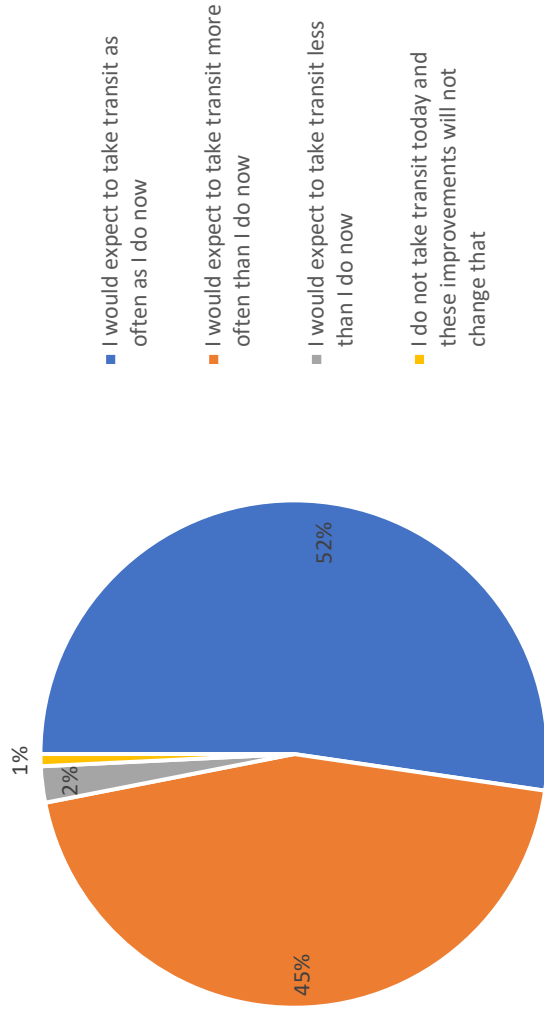


# Survey Results: Feedback On Improvements

**Which of the following improvements being considered for the Rapid Corridors Project would most encourage you to take transit or enhance your experience taking transit? Please select up to three.**



**If all of the improvements identified in this study are implemented, how would that change your travel decisions?**





# Survey Comments

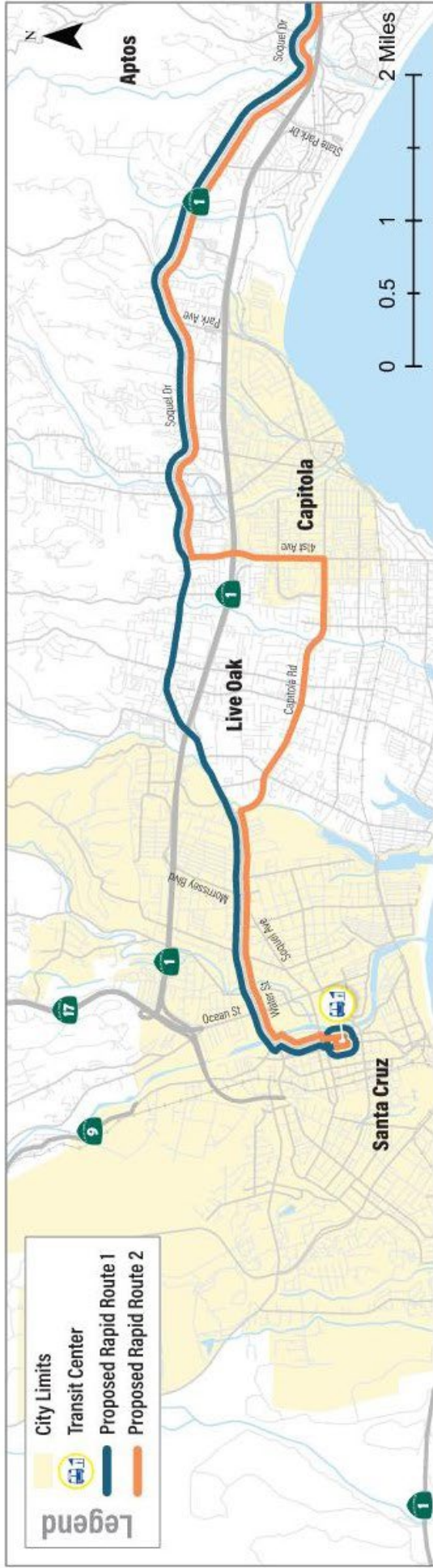
## 178 Comments Received

### Key takeaways:

- Desire for faster, more reliable, and more frequent service
- Interest in expanded service and additional routes
- Cleaner bus stops with enhanced amenities
- Desire to keep specific stops



# Transit Supportive Strategies







# Proposed Rapid Corridor Improvements

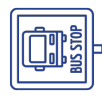


Improvements focused on two rapid routes



Seven types of improvements

Improvement Type	Category
Enhanced Bus Stop Amenities	Bus Stop Access
Relocation/Consolidation of Rapid Bus Stops	
Bus Bulbs and Transit Islands	
Transit Signal Priority	Bus Stop Amenities
Pedestrian Crossings	
Queue Jumps	
Intersection Improvements	Bus Speed and Reliability



# Enhanced Bus Stop Amenities

Installs additional bus stop amenities to improve the comfort and safety of riders  
Quantity: Benches (51 new locations), shelters (53 new locations), lighting (45 new locations), and sidewalks (7 new locations)

Estimated Capital Cost: \$10,505,000



15% increase in the number of people within 1/4 mile of a bus stop with enhanced amenities



Improves access to bus stops



Enhances comfort and user experience



Improves pedestrian/ bike safety



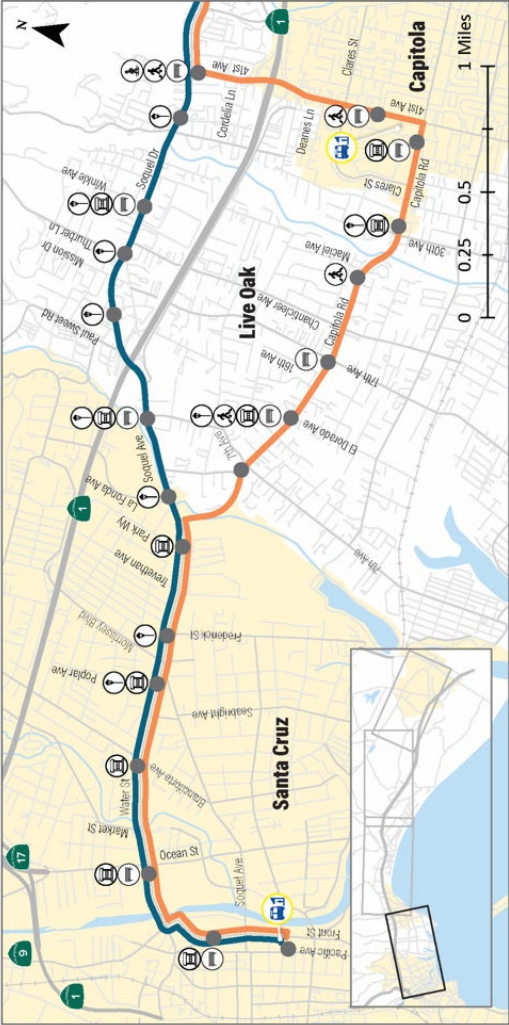




Enhanced Bus Stop Amenities

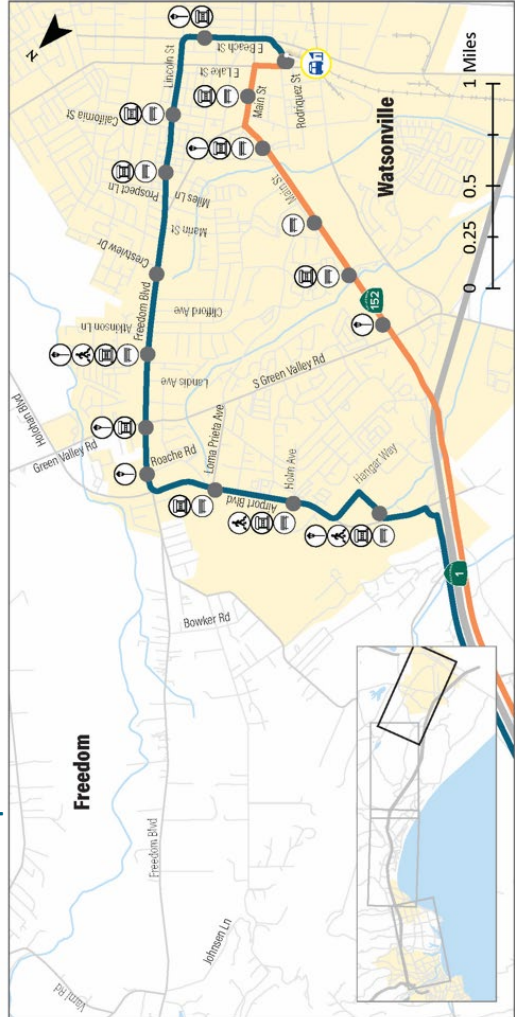


Northbound



Northbound

Enhanced Bus Stop Amenities



Northbound

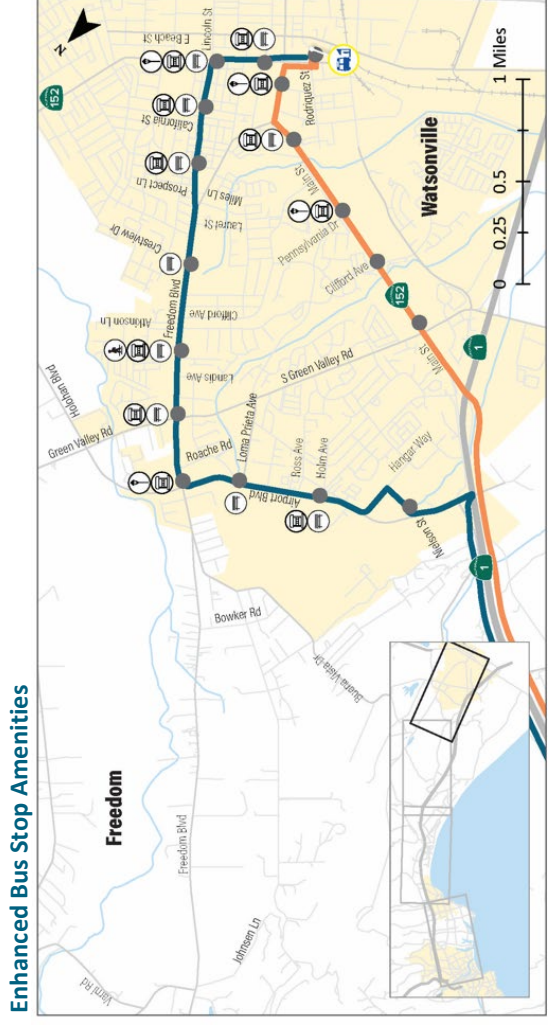




Southbound



Southbound



Southbound



# Relocation/Consolidation of Rapid Bus Stops



Bus arrives **on time** more often



**Reduces trip time** between Santa Cruz and Watsonville by 7-14 minutes



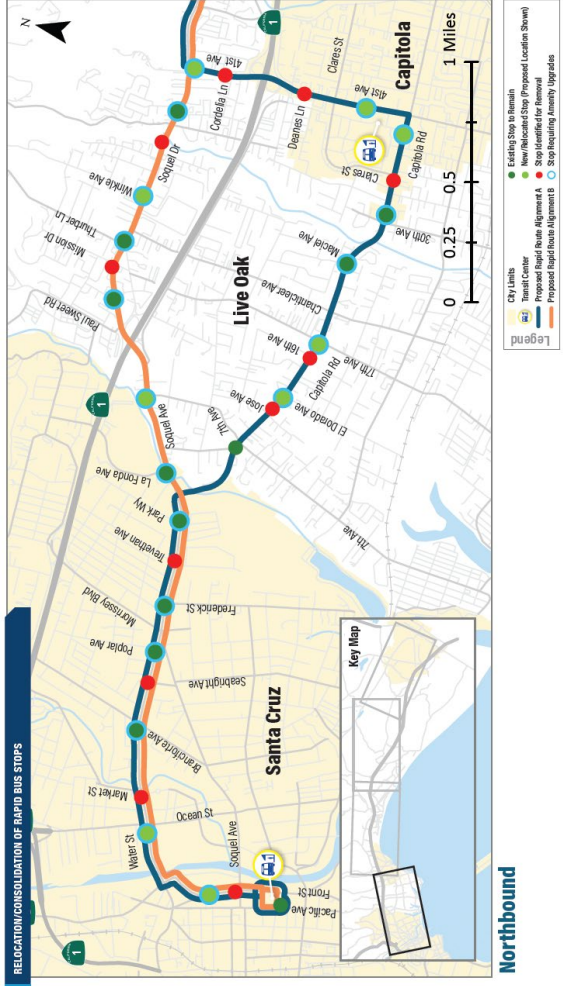
**Reduces wait time** at bus stop



Enhances **comfort** and **user experience**



Improves **pedestrian/** **bike safety**



Relocates/adds/removes stops to lower overall trip time and provide better bus stop coverage

Quantity: 58 stops remain, 43 new/relocated stops, 50 stops removed  
Estimated Capital Cost: \$715,000



RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Northbound

RELOCATION/CONSOLIDATION OF RAPID BUS STOPS

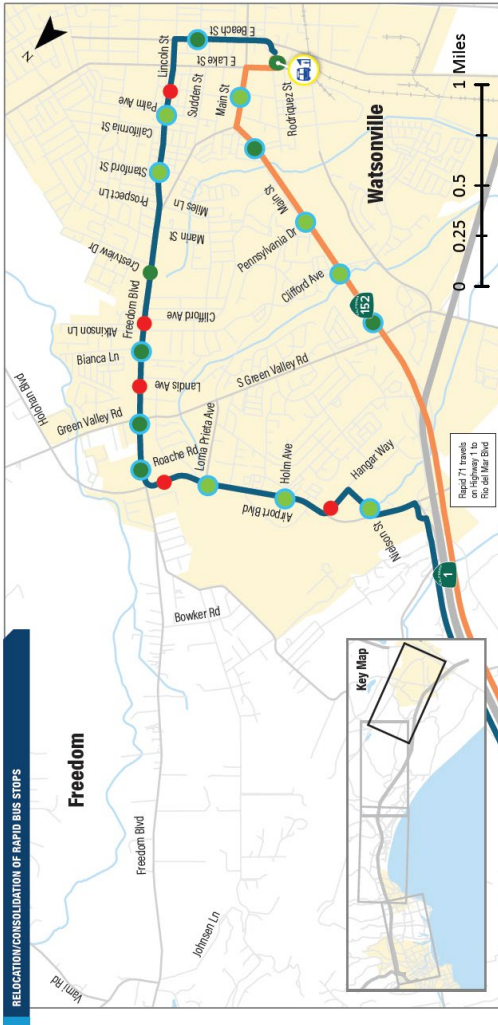


Northbound

**Relocation / Consolidation of Rapid Bus Stops – Northbound**

- Santa Cruz:**
  - Existing: 6
  - New/Relocated: 2
  - Removal: 4
- Capitola:**
  - Existing: 1
  - New/Relocated: 2
  - Removal: 2

RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Northbound

- Watsonville:**
  - Existing: 9
  - New/Relocated: 8
  - Removal: 5
- County:**
  - Existing/Relocated: 11
  - New/Relocated: 11
  - Removal: 13





RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Southbound

RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Southbound

**Relocation / Consolidation of Rapid Bus Stops – Southbound**

- Santa Cruz:**
  - Existing: 5
  - New/Relocated: 3
  - Removal: 4
- Capitola:**
  - Existing: 15
  - New/Relocated: 8
  - Removal: 12

RELOCATION/CONSOLIDATION OF RAPID BUS STOPS



Southbound



- Watsonville:**
  - Existing: 11
  - New/Relocated: 6
  - Removal: 8
- County:**
  - Existing: 0
  - New/Relocated: 3
  - Removal: 2



# Bus Bulbs and Transit Islands



Bus Bulb



Transit Island

Extends the curb into the roadway, closer to the traffic lane, so buses are not delayed by traffic when departing the bus stop and providing additional space for bus stop amenities

Quantity: 23 bus stops

Estimated Capital Cost: \$1,415,000



Bus arrives **on time** more often



**Reduces trip time** between Santa Cruz and Watsonville by 1-2 minutes



**Reduces delay for bus riders**, may cause delay for car users



Enhances **comfort** and **user experience**



Wider bus boarding areas **improve accessibility**



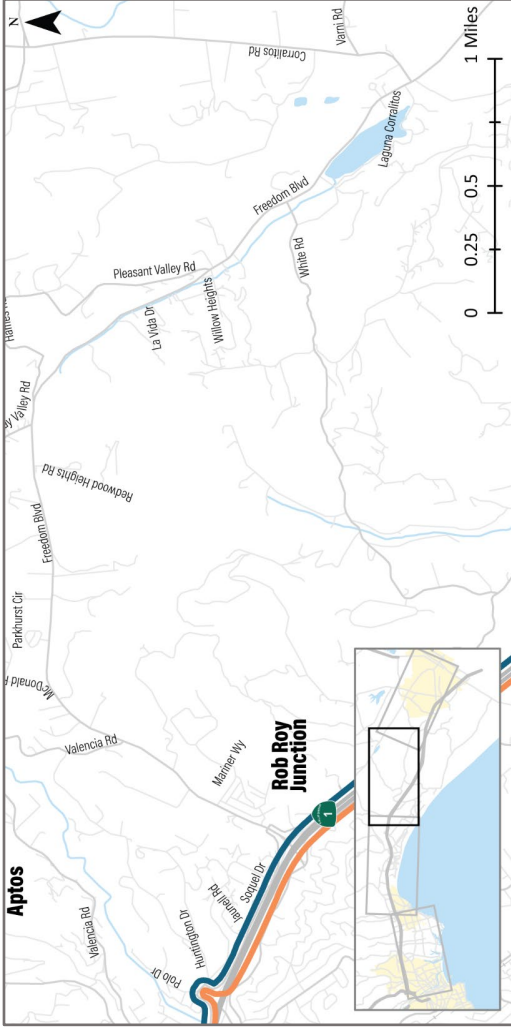
Improves **pedestrian/ bike safety**



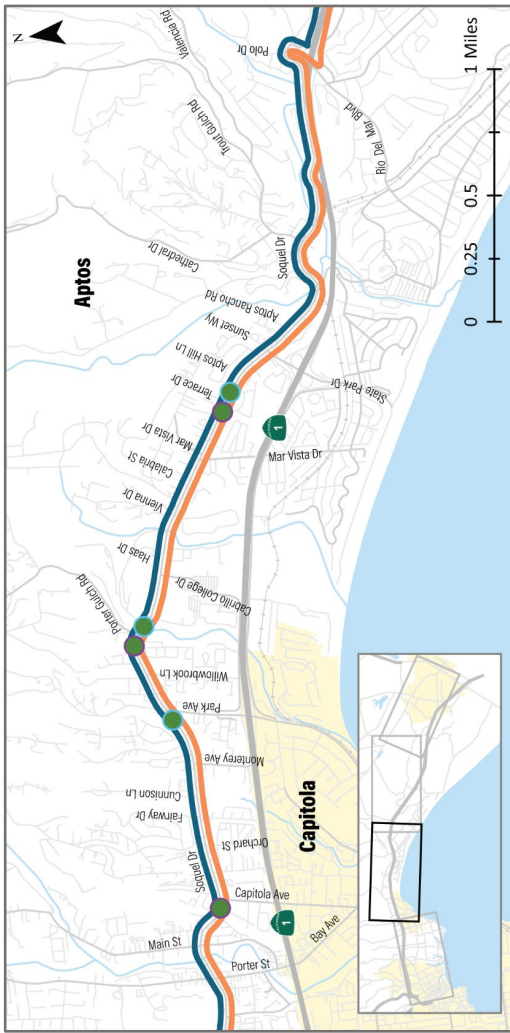
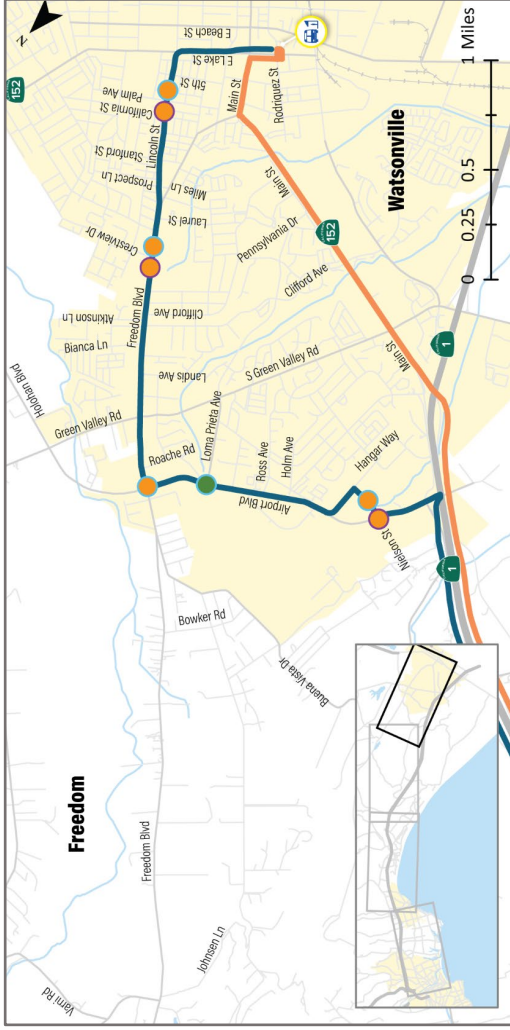




Aptos to Freedom



Freedom to Watsonville



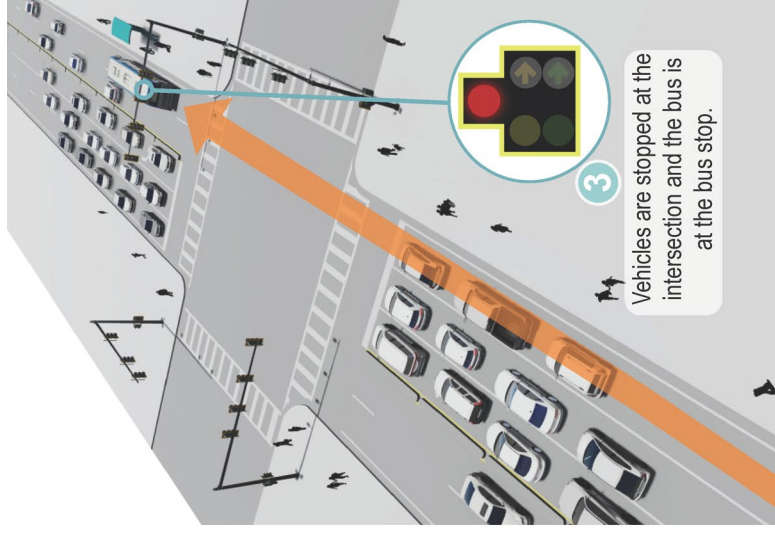
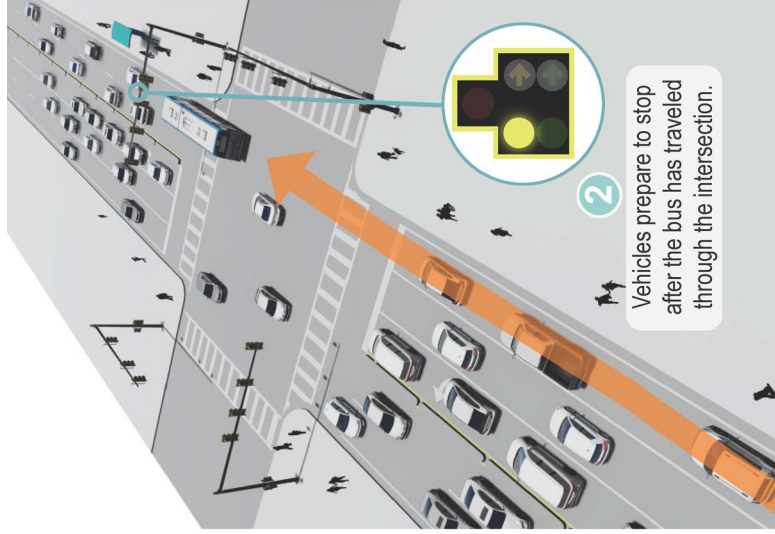
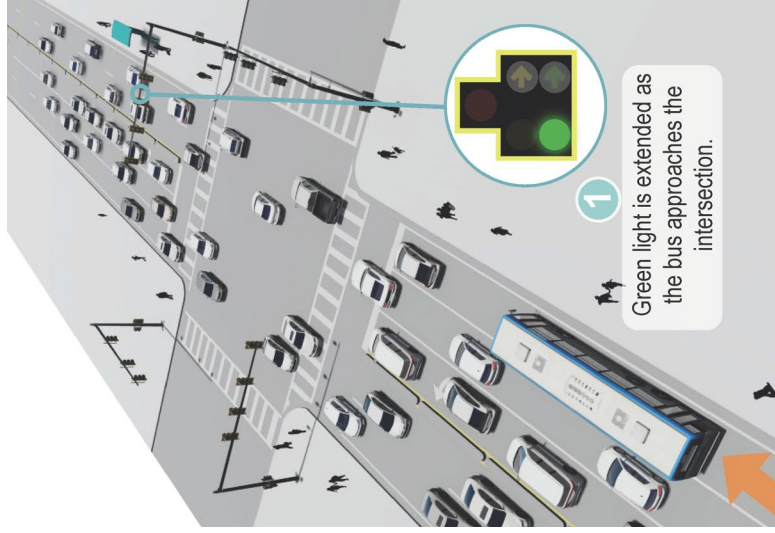
**Bus Bulb & Transit Island Locations**

- Santa Cruz:**
  - Transit Island: 2
- Watsonville:**
  - Transit Island: 1
  - Bus Bulb: 7
- County:**
  - Transit Island: 13

**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route 1
- Proposed Rapid Route 2
- Transit Island Northbound
- Transit Island Southbound
- Bus Bulb Northbound
- Bus Bulb Southbound

# Transit Signal Priority



10B.36

Technologies used to reduce transit vehicle delays at signalized intersections such as holding lights green for a few seconds until the bus can pass through.

Active TSP recommended using a combination of on-board (AVL, GPS) and wayside technology.

Quantity: 61 intersections not included in County Project (21 included in County Project)

Estimated Capital Cost: \$2,784,000



Bus arrives **on time** more often



**Reduces trip time** between Santa Cruz and Watsonville by 5-9 minutes



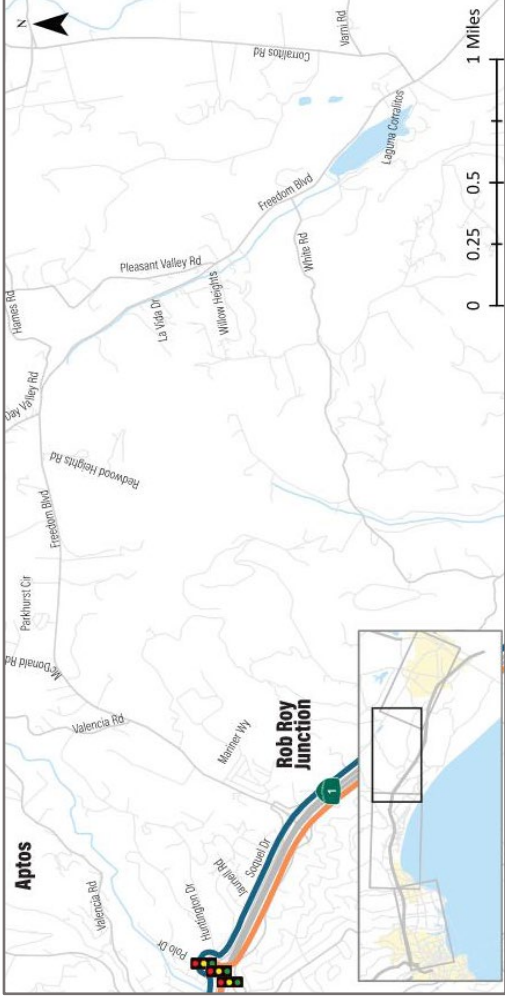
**Reduces delay** for bus riders







**Aptos to Freedom**



**TSP Locations**

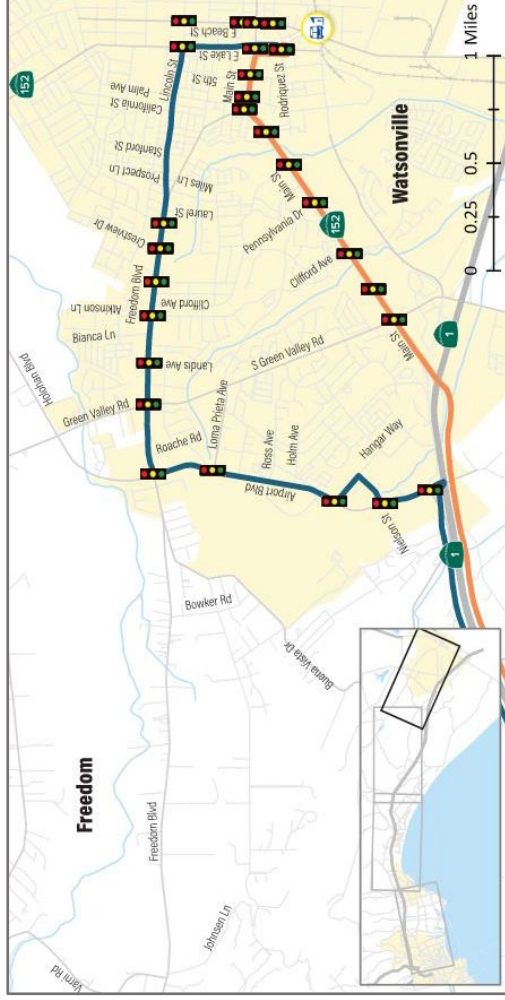
- Santa Cruz:**
- County Project: 1
  - Not in County Project: 13

- Capitola:**
- Not in County Project: 9

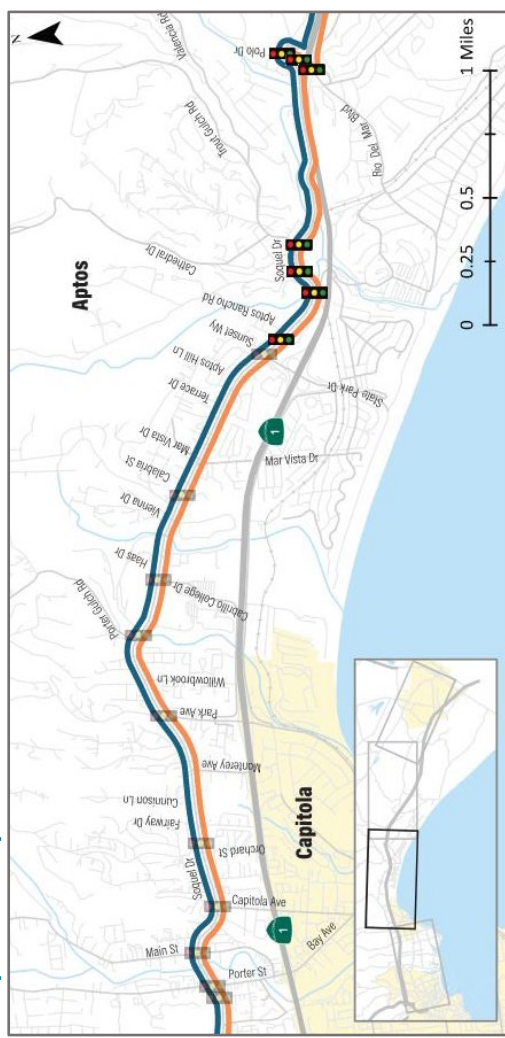
- Watsonville:**
- Not in County Project: 27

- County**
- County Project: 20
  - Not in County Project: 12

**Freedom to Watsonville**



**Capitola to Aptos**



**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route 1
- Proposed Rapid Route 2
- Transit Signal Priority (TSP) Recommended
- TSP Treatments Included in County Project



# Enhanced Pedestrian Crossings



Rectangular Rapid Flashing Beacons



Pedestrian Hybrid Beacons



Improves pedestrian/  
bike safety



Improves access  
to bus stops

Provides priority to pedestrians and/or increases visibility and driver awareness of pedestrians

Quantity: 19 locations

Estimated Capital Cost: \$2,473,000

**10B.38**





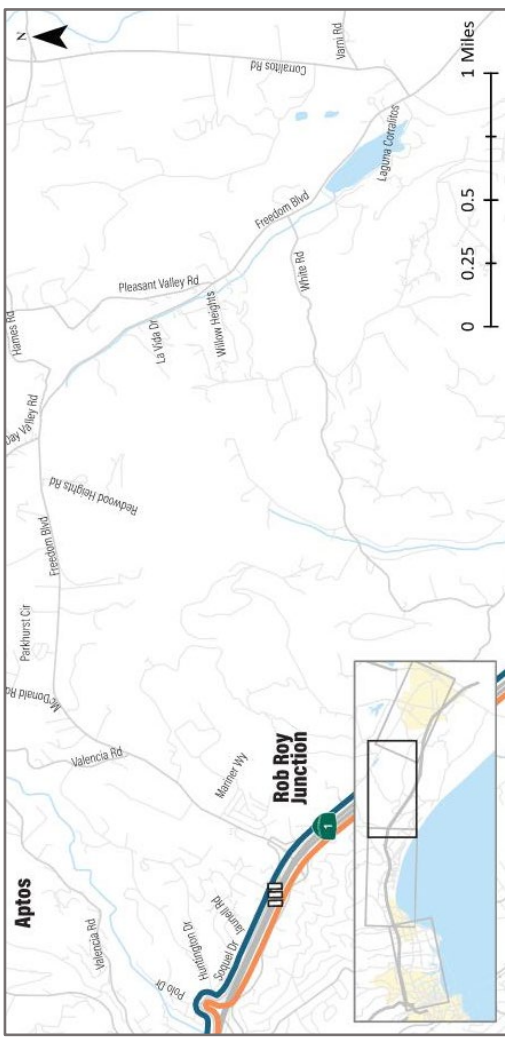


**Pedestrian Crossing Locations**

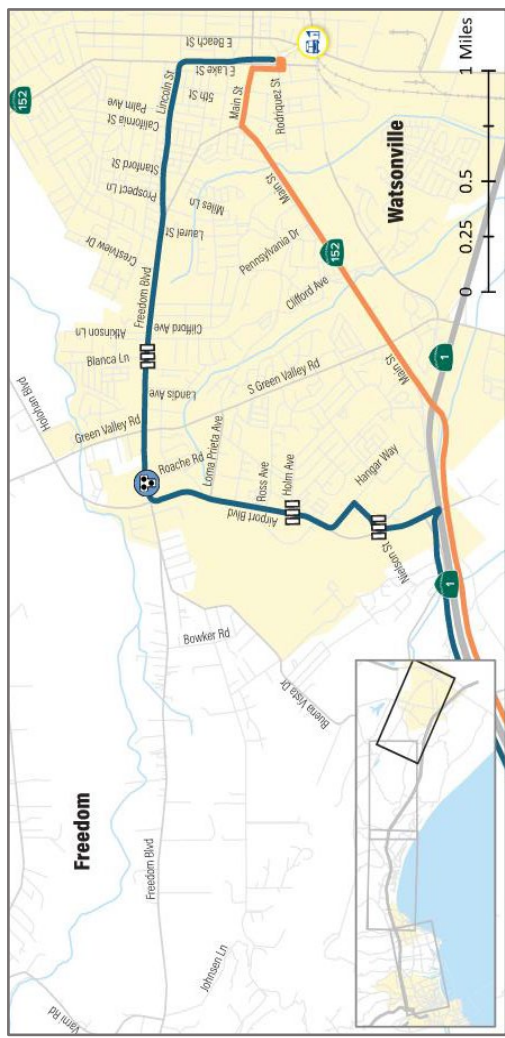
- Santa Cruz:**
  - High Vis Xwalk: 1
- Capitola:**
  - High Vis Xwalk: 1
- Watsonville:**
  - High Vis Xwalk: 3
  - PHB: 1

- County:**
  - High Vis Xwalk: 7
  - RRFB: 6

**Aptos to Freedom**



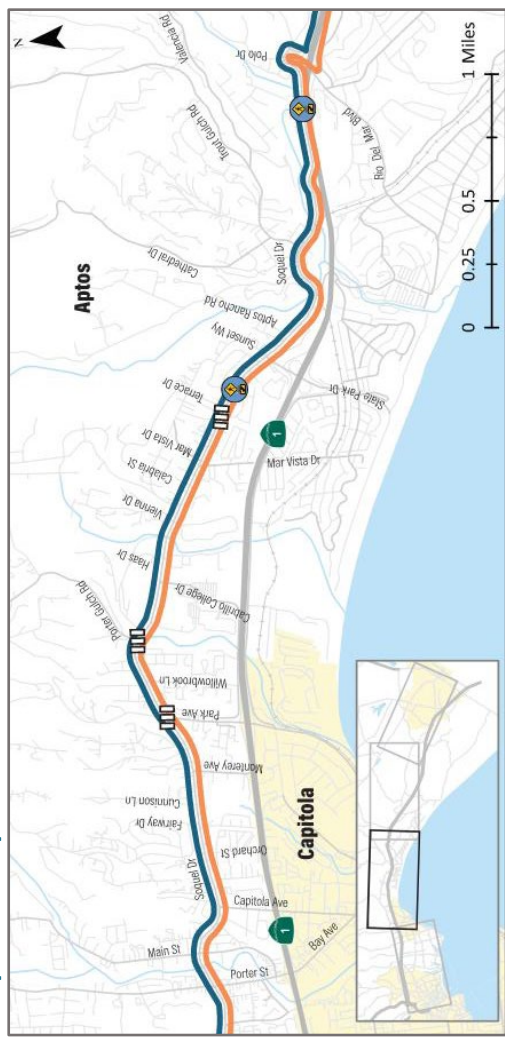
**Freedom to Watsonville**



**Santa Cruz to Live Oak**



**Capitola to Aptos**



**Legend**

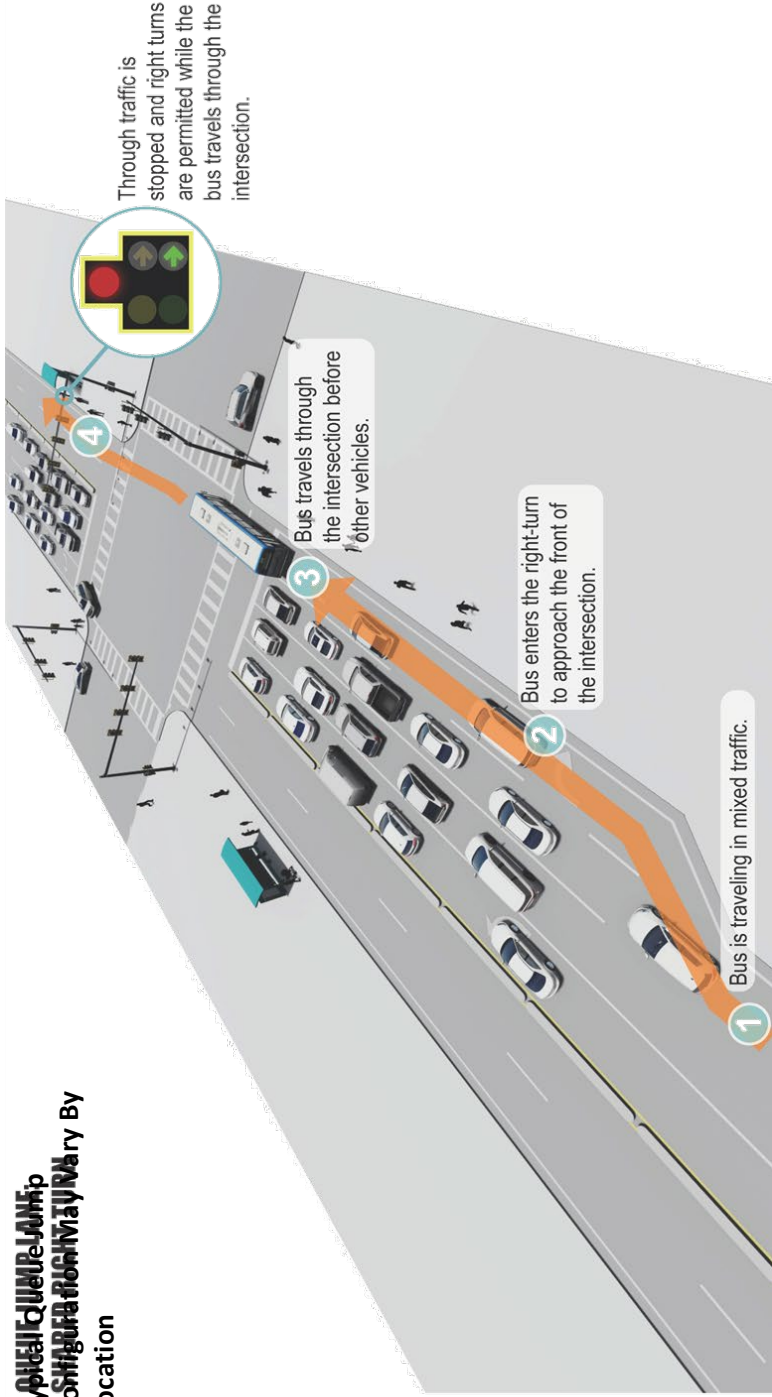
- City Limits
- Transit Center
- Proposed Rapid Route 1
- Proposed Rapid Route 2

**Pedestrian Crossings**

- High-Visibility Crosswalks
- Rectangular Rapid Flashing Beacons (RRFB)
- Pedestrian Hybrid Beacons (PHB)

# Queue Jumps

TYPE: **QUEUE JUMP**  
CONFIGURATION: **TRAVEL LANE**  
Location



Bus arrives **on time** more often



**Reduces wait time** at bus stop



**Reduces delay for bus riders,** may cause delay for some car users

10B.40

Travel lane at traffic signals specially marked or signed for transit vehicles that allows buses to get ahead of the traffic queue at the signal

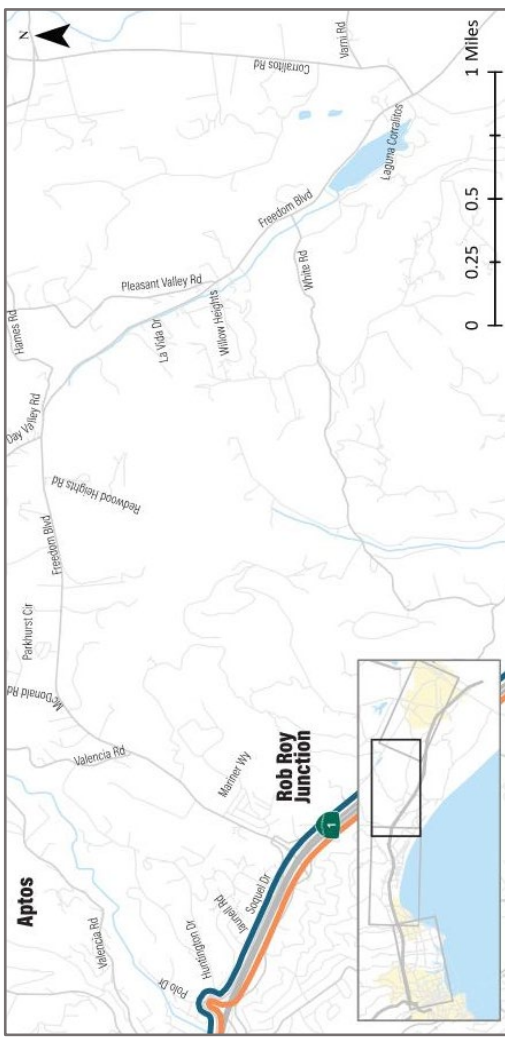
Quantity: 5 intersections

Estimated Capital Cost: \$422,000





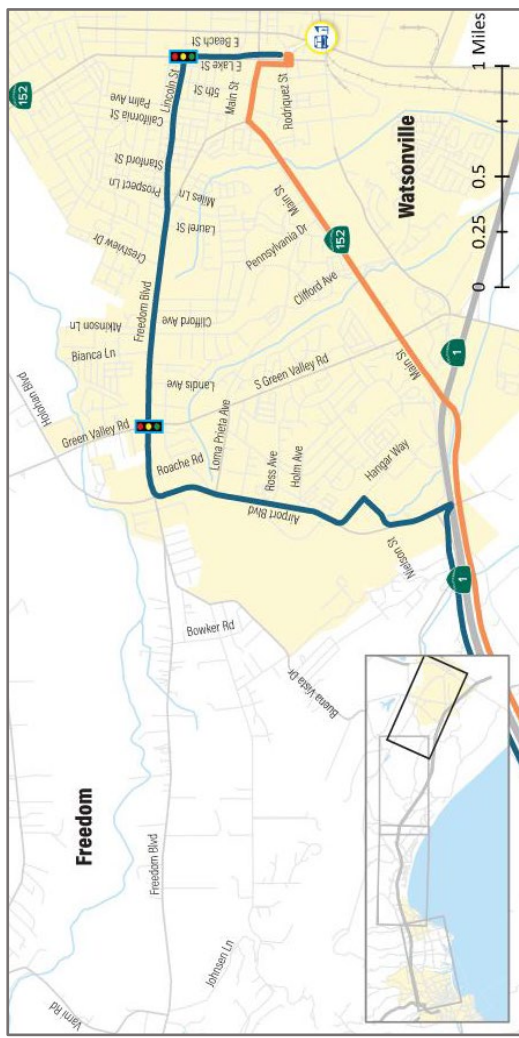
**Aptos to Freedom**



**Live Oak to Santa Cruz**



**Freedom to Watsonville**



**Capitola to Aptos**



**Legend**

- City Limits
- Transit Center
- Proposed Rapid Route 1
- Proposed Rapid Route 2
- Northbound Queue Jump Location
- Southbound Queue Jump Location

**Queue Jump Locations**

**Watsonville: 2**

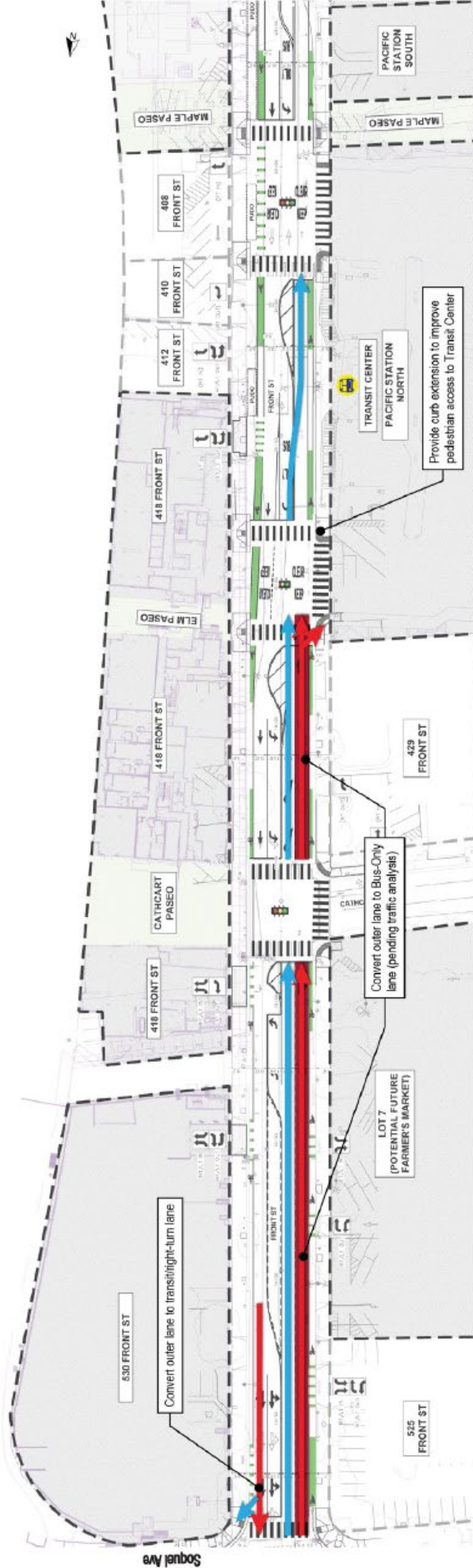
**County: 3**

DOWNTOWN SANTA CRUZ FRONT STREET & RIVER STREET TRANSIT LANE

A

**LEGEND**

-  Bus Path of Travel
-  Vehicle Path of Travel
-  Bus Only Lane
-  Bus Stop



 Bus arrives **on time** more often

 Reduces **trip time** by about 20 - 40 seconds

 Reduces **wait time** at bus stop

 Reduces **delay for bus riders**, may cause delay for some car users

 Improves **pedestrian/ bike safety**





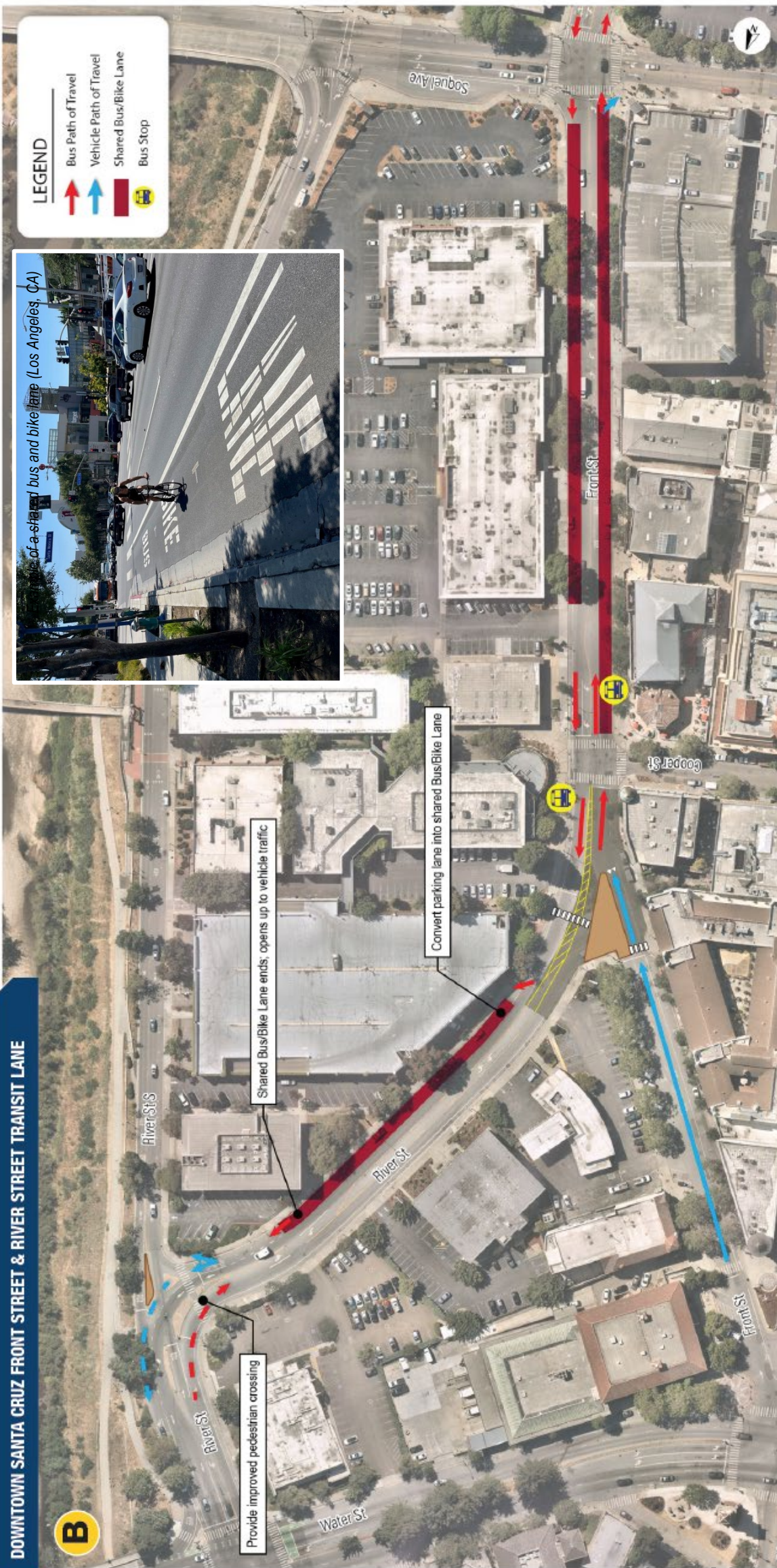
**DOWNTOWN SANTA CRUZ FRONT STREET & RIVER STREET TRANSIT LANE**

**B**



**LEGEND**

- Bus Path of Travel (Red arrow)
- Vehicle Path of Travel (Blue arrow)
- Shared Bus/Bike Lane (Red bar)
- Bus Stop (Yellow bus icon)



**10B.43**



WATER/SOQUEL/MORRISSEY INTERSECTION IMPROVEMENTS

Focused traffic study and alternatives evaluation needed to define recommendations at this intersection.  
Potential option for further evaluation shown.



 **Bus arrives on time**  
more often

 **Reduces trip time**  
by about 30 seconds

 **Reduces wait time**  
at bus stop

 **Reduces delay for bus riders,**  
may cause delay for some car users

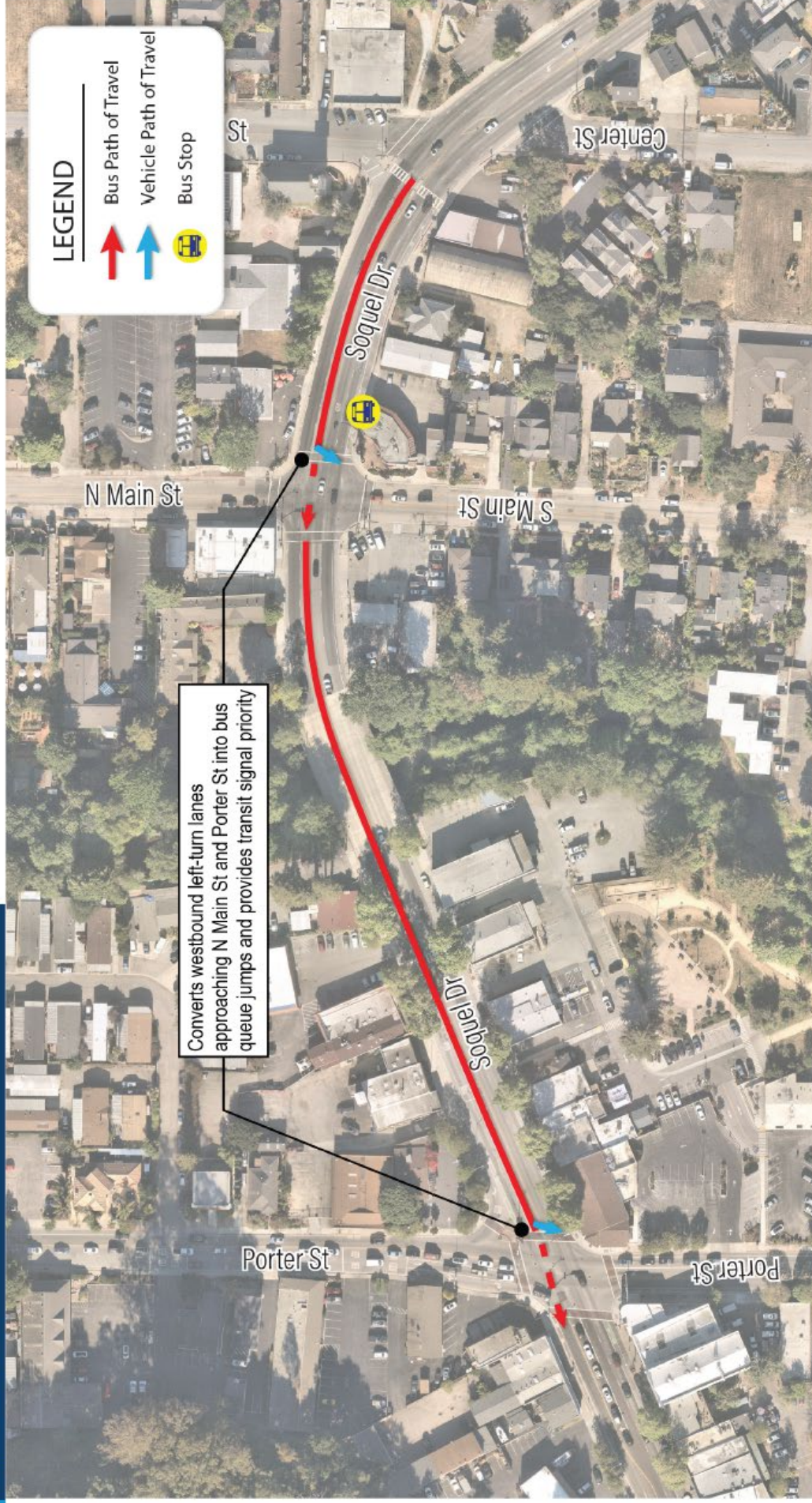
 Improves **pedestrian/**  
**bike safety**

Reconfigures Water St/Soquel Ave/Morrissey Blvd intersection to optimize transit movements and traffic operations

Estimated Capital Cost: \$1,872,000



SOQUEL QUEUE JUMPS



 Bus arrives **on time** more often

 **Reduces trip time** by about 40 seconds

 **Reduces wait time** at bus stop

 **Reduces delay for bus riders**, may cause delay for some car users

10B.45

Modifies the lane geometry and signal operations to provide transit priority treatments on westbound Soquel Dr approaching Porter St and Main St

Estimated Capital Cost: \$958,000





FREEDOM BOULEVARD & LINCOLN STREET TRAFFIC SIGNAL



10B.46

Installs traffic signal and provides transit signal priority and protected pedestrian crossing at Lincoln St/Freedom Blvd intersection

Estimated Capital Cost: \$1,525,000



Bus arrives **on time** more often



**Reduces trip time** by about 30 seconds



**Reduces wait time** at bus stop



**Reduces delay for bus riders,** may cause delay for some car users



Improves **pedestrian/** **bike safety**







# Benefits of Proposed Improvements

- Improvements along rapid routes ensure:
  - **Faster and more reliable** service
  - **Safer access** to bus stops
  - **Improved** bus stop **amenities**
- **Improvements result in:**
  - **15% increase** in number of people within  $\frac{1}{4}$  mile of **high-quality bus stop** (includes shelter, bench, lighting, accessible by crosswalk and sidewalk)
  - **28-40% faster** travel time **from Santa Cruz to Watsonville**
  - **29-33% faster** travel time **from Watsonville to Santa Cruz**
    - **Allows METRO to operate buses more frequently, serving more riders**

10B.47

# Implementation Plan

10B.48





# Funding<sup>1</sup>

- **Required**
  - \$24.1 million to implement full suite of strategies
- **Secured**
  - \$7.5 million
- **Additional**
  - Additional Federal, State, and Local funding sources (see next slide)





# Funding – Additional Funding Sources

Federal Funding Sources	State Funding Sources	Local Funding Sources
<ul style="list-style-type: none"> <li>• FTA Urbanized Area Formula Grants: Section 5307</li> <li>• FTA Capital Investment Grants: Section 5309</li> <li>• FTA Grants for Buses and Bus Facilities Program Formula: Section 5339(a)</li> <li>• FTA Grants for Buses and Bus Facilities Program</li> <li>• RAISE</li> <li>• Safe Streets and Roads for All</li> <li>• SMART</li> <li>• Surface Transportation Block Grants</li> </ul>	<ul style="list-style-type: none"> <li>• Local Partnership Program</li> <li>• Solutions for Congested Corridors</li> <li>• State Transportation Improvement Program</li> <li>• Transit and Intercity Rail Capital Program (TIRCP)</li> <li>• Affordable Housing and Sustainable Communities (AHSC) Program</li> </ul>	<ul style="list-style-type: none"> <li>• City/County Local Gas Taxes</li> <li>• Developer Impact Fees</li> <li>• General Fund Reserve</li> </ul>

**10B.50**



## Future Project Phases

1. Use secured funding to advance design and environmental review for enhanced bus stop amenities along Soquel Drive, from La Fonda Avenue to State Park Drive
2. Implement elements of Downtown Santa Cruz Front Street and River Street Transit Lane as part of Pacific Station Relocation Project
3. Use METRO funds to advance design and environmental review for relocation/consolidation of rapid bus stops
4. Secure funding to advance TSP implementation
5. Secure funding to advance engineering design, environmental analysis, approvals, permitting, and construction of remaining recommended improvements

# Questions or Comments?

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**John Urgo**  
*Director, Planning & Development*





VERBAL PRESENTATION

INTERIM CEO/GM REPORT

Daniel Zaragoza

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