



County of Santa Cruz

089

BOARD OF SUPERVISORS

701 OCEAN STREET, SUITE 500, SANTA CRUZ, CA 95060-4069

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AGENDA: 3/9/99

March 1, 1999

BOARD OF SUPERVISORS
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

RE: GRAHAM HILL ROAD PROBATION CENTER
TRANSPORTATION OPTIONS REPORT

Dear Members of the Board:

Attached is a letter from Linda Wilshusen, Executive Director of the Santa Cruz County Regional Transportation Commission, providing the results of the Commission's report commenting on options for transportation to the Probation Center on Graham Hill Road. As Board members will recall, we have tried a number of different options to ensure that clients and family members have a cost effective way to reach the Probation Center. While we have not been able to work out a long-term solution to date, the Commission's report contains a number of recommended actions for County consideration.

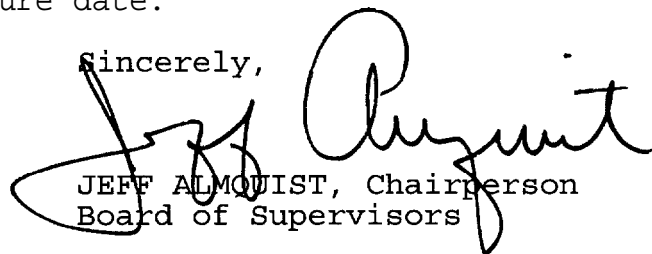
A trial system is currently in place by which individuals and families receiving services from the juvenile delinquency and dependency courts, who are without transportation to the Graham Hill facility, can access vouchers for taxi service to this facility. On October 28, 1998, the Board authorized the Probation Department to continue to monitor and assess the voucher program for viability beyond the current fiscal year, explore alternative options for funding of transportation services to the Graham Hill Probation and Juvenile Court Facility, and report back during 1999-2000 budget hearings.

BOARD OF SUPERVISORS
March 1, 1999
Page 2

Accordingly, I recommend that the Board take the following actions at this time:

1. Accept and file the report prepared by the Transportation Commission outlining their recommendations for options for transportation to the Probation Center on Graham Hill Road.
2. Direct the Public Works Department to report back to the Board during budget hearings with regard to the Commission's recommendations for:
 - a) Inclusion of a pedestrian path and bicycle lanes in the Graham Hill Road improvement project between Lockwood Lane and the Probation Center;
 - b) Planning and construction of a walkway between Lockwood Lane and the Probation Center, on the east side of the roadway; and
 - c) Inclusion of a pullout in the current Graham Hill Road improvement project to accommodate a 40 foot bus with bike racks to accommodate transit service if such service is implemented along Graham Hill Road at a future date.

Sincerely,



JEFF ALMQUIST, Chairperson
Board of Supervisors

JA:ted
Attachment

cc: Santa Cruz County Regional Transportation Commission
Public Works Department
County Administrative Officer
Chief Probation Officer
Christine Patton, Executive Officer/Clerk of the Courts
Cecilia Espinola, Human Resources Agency Administrator
Linda Frye, Santa Cruz Metropolitan Transit District

1475C6

SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 PACIFIC AVENUE, SANTA CRUZ, CALIFORNIA 95060-3911 (831) 460-3200 FAX (831) 460-3215 OR (831) 471-1290

SERVICE AUTHORITY
FOR FREEWAY
EMERGENCIES
(SAFE)



MEMORANDUM

CONGESTION
MANAGEMENT
AGENCY



DATE: February 12, 1999

TO: Santa Cruz County Board of Supervisors

COMMUTE
SOLUTIONS



FROM: Linda Wilshusen  Executive Director

SUBJECT: Graham Hill Road Probation Center Transportation Options Report

TRANSPORTATION
POLICY COMMITTEE



Enclosed please find the recently completed report on the study of transportation options for clients and visitors to the Graham Hill Road Probation Center. This report was accepted by the SCCRTC at their February 4, 1999 meeting.

RAIL OVERSIGHT
COMMITTEE



In order to address the transportation problem, the report recommends implementing a taxi voucher program on a trial basis. An evaluation of the service would be done in early spring. Funding through the end of FY 98/99 has been identified, however, should the taxi voucher program continue beyond the end of the current fiscal year, the County will have to provide funding.

BUDGET &
ADMINISTRATION
PERSONNEL
COMMITTEE



INTERAGENCY
TECHNICAL
ADVISORY
COMMITTEE



In addition, the study supports options for pedestrians and bicyclists, recommending that the county pursue a pedestrian path and bicycle lanes in the Graham Hill Road Improvement project. As we understand it this project is already underfunded. Additional funds sufficient to accomplish these goals will therefore have to be identified.

BICYCLE COMMITTEE



I hope you find the report useful. If you have any questions, please call me at 460-3213 or Madeleine Hormann of my staff at 460-3208.

ELDERLY & DISABLED
TRANSPORTATION
ADVISORY COMMITTEE



cc: Susan Mauriello, CAO
Dinah Phillips, Senior Administrative Analyst, CAO's Office
Jeff Bidmon, Deputy Probation Officer III
John Rhoads, Chief Probation Officer
Chris Patton, Administrative Clerk, Superior Court
Cecilia Espinola
Linda Frye, SCMTD

Graham Hill Road Probation Center Transportation Study Report

January 1999

prepared by the Santa Cruz County Regional Transportation Commission
for the County of Santa Cruz

BACKGROUND

At the request of the County Board of Supervisors, the SCCRTC performed this study to determine the most efficient and cost effective way of providing transportation services to the Graham Hill Road Probation Center. Prior SCMTD fixed route service to the Probation Center was discontinued in 1985 due to lack of ridership. A recent request from the Probation Department and judges led the County to reconsider the need for such service.

Staff from the County Probation Department, the County CAO's Office, SCMTD and the County Department of Public Works contributed to this report.

PROBATION CENTER USE

The Graham Hill Road Center serves three primary functions: 1) housing and rehabilitation of juvenile offenders; 2) scheduled probation visits; and 3) juvenile court hearings.

Juvenile court hearings were relocated to the facility on Graham Hill Road in 1992. This was done to ease the tight schedule at the main court house and to facilitate court attendance by those juveniles who were in custody. Following the move however, representatives from the Probation Department expressed concern about the inability of family members to attend court proceedings and to visit their child due to the lack of public transportation. Probation Department officials note that many of these family members do not have access to a private automobile.

Between 40 and 50 juveniles are in custody at the center at any given time. In addition, juveniles who are not in custody are required to report to the center on a monthly basis for meetings with their probation officers. Meetings with Probation Officers are held after school, generally sometime between 3:00 and 6:00 pm. Many of these children are too young to hold a driver's license or do not have access to a vehicle. As parents are often at work during those hours, adequate transportation options are critical to ensuring a successful probation.

Others come to the facility for one-time interviews with intake or investigation officers. Families of juveniles also come to the center to visit their child and to attend court sessions as necessary. The Probation Department considers participation of the family fundamental to the rehabilitation of juvenile offenders.

Approximately 140 court cases are held weekly, making it necessary for offenders and their families to have transportation to the facility for those hearings. The schedules for court vary and often are unpredictable. In general, delinquency cases are heard from 8:30 to 11:30 am, Monday through Thursday while dependency cases are heard Friday afternoon. However, a delay in one session will impact the remaining sessions that day, making it difficult to be sure when the client must arrive or will be ready to leave the center.

Visiting hours are from 7:30 to 8:30 pm on Tuesdays and Wednesdays, 1:45 to 2:45 pm on weekends and 3:00 to 4:00 pm on Thanksgiving and Christmas.

The unpredictability of court schedules, combined with probation officer visits, rehabilitation programs and relatively short visiting hours points to a need for flexibility in the timing of transportation services to and from the center.

HISTORY OF TRANSIT SERVICE

Beginning in 1981, SCMTD provided fixed route service to the Probation Center. In 1985, the Transit District elected to discontinue the service due to a lack of ridership. A shuttle operated briefly in 1985 but was also discontinued. However, the 1992 relocation of juvenile court proceedings to the juvenile hall renewed the need for service. Therefore, the Santa Cruz Metro Transit District and the County Board of Supervisors agreed to jointly fund trial shuttle service to the facility from the Scotts Valley Transit Center for a four month period in 1998.

1998 TRIAL SHUTTLE SERVICE

Beginning in mid June 1998, SCMTD instituted the shuttle service from the Scotts Valley Transit Center to the Graham Hill Road Probation Center at the request of the County. The shuttle was scheduled twice daily in each direction, allowing for morning and afternoon trips. The County Board of Supervisors and the SCMTD each committed \$4,400 to the service for a four month trial. If ridership warranted, the continuation of the service beyond October 15th would be considered. The service was publicized via flyers, newspaper articles and e-mail. Copies of these and are attached to this report (Attachment 1).

Initial use of the service was 4.6 rides per day. However, after the first week, the average declined to less than one rider per day as shown in the attached spreadsheet (Attachment 2). This was likely due to the infrequency and inflexibility of the service. SCCRTC developed a survey which was distributed in both Spanish and English on the buses and at the Probation Center. A copy of this survey is attached (Attachment 3).

No responses were received to the survey. However, one client contacted the SCMTD to request that service be extended to the Metro Center.

The SCMTD Board of Directors chose to discontinue the service as of August 31, 1998. Citing the cost and lack of ridership, the SCMTD Board felt it would not be prudent to continue expending money on this program. The County disagreed with this recommendation, suggesting that the trial period be completed prior to making an assessment. Nonetheless, service ceased six weeks before the trial period was due to be completed. The three service hours per weekday cost SCMTD \$32 per hour for a total of \$480 per week. Total cost for the service during the period of operation was **\$5,280.**

REGULAR TRANSIT SERVICE

Although the trial service was discontinued, there is continuing regular transit service in the area. The closest regular transit service stop to the Graham Hill Center is located at Lockwood Lane near Graham Hill Road. Hourly service is available from the Scotts Valley Transit Center at 6:55 a.m., 8:10 a.m., and from 1:15 p.m. to 6:11 pm on weekdays and at 8:17 a.m. and every two hours from 9:17 am to 5:17 pm on weekends. Service from the Santa Cruz Metro Center runs hourly from 7:30 a.m. to 5:30 p.m. on weekdays and every two hours 8:30 a.m. to 6:30 p.m. on weekends. SCMTD route maps and schedules are attached (Attachment 4). All transit buses used on nearby routes are equipped with bicycle racks.

The Lockwood Lane/Graham Hill Road stop is .6 miles from the center and currently presents a potential safety issue for pedestrians. Graham Hill Road is a winding mountain road, with narrow shoulders and no bike lanes or sidewalks. The access and potential safety problems for pedestrians and bicyclists are exacerbated in inclement weather.

ALTERNATIVE MODES - BICYCLE AND PEDESTRIAN ACCESS

As mentioned in the previous paragraph, access to the Probation Center facility by foot or bicycle is problematic. While the distance to the Center from the closest transit stop at Lockwood Lane stop is less than one mile, access is hindered due to the lack of sidewalk facilities and bicycle lanes. The roadway is two lanes of approximately 11-12 feet each. There are virtually no shoulders, making it potentially hazardous for bicyclists and pedestrians.

The County has developed a Project Study Report for Graham Hill Road improvements between the Roaring Camp Railroad and Lockwood Lane. In 1998, the SCCRTC allocated \$1,000,000 in State Transportation Improvement Program (STIP) funds to this project, with the remaining \$200,000 provided by the County. The planned

improvements include bikelanes and bus turnouts. Locations for the turnouts have not been established and there is currently no bus service on this segment. While shoulders will be widened, no specific facilities for pedestrians are planned as part of this project. County Public Works Staff recently indicated that the project is undetfunded by \$1.5 million.

Providing better access for pedestrians and bicyclists would benefit users **of the** Probation Center along with commuters and other travelers. At this time, however, the proposed improvements do not include a pedestrian walkway or sidewalk. County Public Works has determined that adequate right of way exists to include a sidewalk on the east side of Graham Hill Road between the Graham Hill Center and the Lockwood Lane bus stop.

It is therefore recommended that the County include design and construction of a pedestrian walkway *between* the Lockwood Lane bus stop and the Probation Center in the current Graham Hill Road Improvement Project. This should be accomplished in conjunction with the other funded improvements to this section of Graham Hill Road. Alternatively, if done as a separate project, it may be possible to employ the resources of the California Conservation Corps thus minimizing construction costs.

EVALUATION OF ALTERNATIVES

Some vehicular service to the Center is necessary for those individuals who do not have access to a private automobile or who do not wish to or cannot use an alternative mode, even if direct bikelanes and pedestrian facilities were to be provided. In addition, vehicular service would be beneficial to all users during inclement weather.

Providing vehicular transportation to the Center can be accomplished in several ways: 1) fixed route or shuttle service; 2) on-call shuttle service; 3) carpooling; and 4) taxi service.

Fixed Route Service

As discussed earlier, thus far, direct fixed route service to the probation center has been deemed too expensive. It has proven to be inconvenient and underutilized. Such service was tried on two occasions. In both cases, service was relatively infrequent, thus making it inconvenient for those who don't need to be at the center for several hours.

SCMTD has examined adding additional service but has found establishment of a new route to be cost prohibitive. Even adding a new stop to existing service is problematic as it causes delays and missed connections for other users and will still not service the Graham Hill Road Probation Center with sufficient frequency.

As mentioned earlier, the nearest transit stop for existing fixed route service between Santa Cruz/Scotts Valley and Felton has no sidewalks or bikelanes and is too far from the Probation Center to be safely used by pedestrians and bicyclists without the above recommended facilities.

On Call Services

In 1985, after the fixed route service was discontinued, a shuttle service between Government Center and the Probation Center was implemented. However, it was underutilized and discontinued after a brief period. Again, this may have been due to the limited functions of the Probation Center at the time.

Carpooling

Providing carpool matching services may be of some use particularly during visiting hours or for probation appointments. However, it is anticipated that successful carpool matching could be limited and would not address the needs of the majority of clients and their families.

Taxi Service

Probation Center visitors without access to a private automobile can use taxi service to reach the facility. The cost for a one way trip from the Scotts Valley or Felton transit centers is approximately \$6.50. For individuals who live further, additional costs for taxi service or transit would be incurred. Probation Center officials view the cost as a deterrent to family visitation. A voucher program, like the one described below, would aid in reducing costs.

TAXI SERVICE VOUCHER PROGRAM

After the discontinuation of the trial fixed route shuttle last fall, consideration of a taxi voucher or scrip program was initiated. It was decided that a voucher program would enable subsidized rides between the Probation Center and either the Felton or Scotts Valley Transit Centers. Staff from SCCRTC, Probation and the CAO's Office met with a representative of Yellow Cab to discuss this possibility. It was determined that such service could be provided at an approximate cost of \$6.50 per ride. This cost covers *all* riders in a single cab, thus limiting the cost for families to visit the Probation Center. Implementation was planned for January, 1, 1999, however, due to other staff commitments, the County has postponed implementation until February 1, 1999.

It is recommended that the County implement a taxi service *voucher* program as a *pilot* program *for at least six months*. Such a program could best serve the needs of Probation Center clients and families. Additionally it would support the Probation Department goals of family participation in juvenile rehabilitation. The anticipated cost for a one way ride of \$6.50 from the Scotts Valley Transit Center compares favorably with the cost of providing shuttle services and enables a degree of flexibility which is

not possible with the shuttle service. Vouchers would be provided to families by the probation officers at their discretion. These vouchers could only be used between the Scotts Valley or Felton Transit Centers and the Probation Center. If a taxi is not at the center, users simply call for service, thus substantially accommodating the need for flexibility and minimal wait times at a relatively low cost.

For the current fiscal year, this program would be funded using the remaining \$1,760 left from the \$4,400 initially allocated by the County for the shuttle service. This would cover approximately 270 rides. In September, the SCCRTC made a special allocation of \$25,000 to the Consolidated Transportation Services Agency (CTSA) to be used to address declared unmet special transportation needs including implementing a transportation program recommended by this study. If the taxi costs exceed \$1,760 for the remainder of the fiscal year, the SCCRTC could consider reallocation of up to \$5,000 of the \$25,000 to the County of Santa Cruz for this pilot project. If the program warrants continuation, future support for the pilot program would come from the Probation Department budget or otherwise be identified during the County budget cycle.

POSSIBLE ADDITIONAL FUTURE PROJECTS

In the long term, it may be feasible to incorporate year round fixed route transit to the Center depending on changes made to existing Metro services. The Graham Hill Road improvement project should include a pullout positioned to enable a bus stop near the Probation Center for any future service between Felton and Scotts Valley via Graham Hill Road. At such time, the taxi scrip program could be re-evaluated. In the meantime, the pullout could be used by taxi patrons.

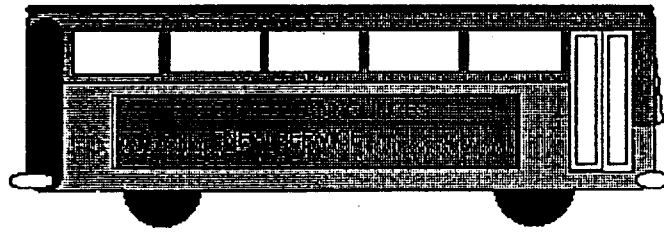
SUMMARY OF RECOMMENDATIONS

- A. The County should implement a taxi voucher program for FY 98-99, using the available resources described above. Prior to the FY 1999-2000 budget cycle, the County will need to evaluate the cost effectiveness of the program and decide whether to continue it. The County will need to project costs and identify funding for its FY 1999/2000 budget.
- B. The SCCRTC should consider reallocating up to \$5,000 in TDA funds from its FY 98/99 special allocation to the Consolidated Transportation Services Agency (CTSA) for this project, if the County determines it will be cost-effective to continue the taxi scrip demonstration project.
- C. The County should continue with plans to include bike lanes in the Graham Hill Road improvement project between Lockwood Lane and the Probation Center. County Public Works has indicated that additional funding beyond what is

already allocated to the project may be necessary. Therefore, the County will have to identify a funding source and budget appropriately.

- D. The County should consider planning and construction of a walkway between Lockwood Lane and the Probation Center on the east side of the roadway. Funds for this project would need to be identified and programmed by the County.
- E. The County should consider inclusion of pullout in the current Graham Hill Road improvement project adequate to accommodate a forty foot bus with bike racks, should transit service along Graham Hill be implemented in the future. These should be connected to the facility via the pedestrian walkway described above. The County will need to work with SCMTD to determine the proper configuration. The funded Graham Hill Road Improvement project provides for bus pullouts along Graham Hill Road, although locations have not been identified and the identified funds may be inadequate.

- Attachments:
- 1. Shuttle Service publicity
 - 2. Spreadsheet showing shuttle usage
 - 3. Survey
 - 4. SCMTD route map/schedule



ANNOUNCING NEW BUS SERVICE

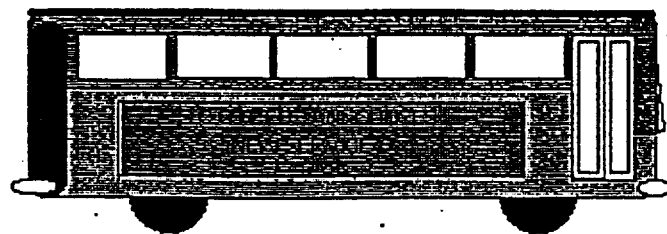
**JOHN RHOADS, CHIEF PROBATION OFFICER
CECILIA ESPINOLA, HRA ADMINISTRATOR
CHRIS PATTON, CLERK OF THE SUPERIOR COURT**
are pleased to announce that:

Beginning on June 15, 1998 the Santa Cruz Metropolitan Transit District will offer service between the new Scott's Valley Transit Center and the Graham Hill Probation Center. This is being accomplished through the use of a shuttle service, which will leave Scott's Valley at 7:30 am and 12:25 pm.

Return service from the Probation Center back to Scott's Valley will depart the Probation Center at 12:35 pm and 5:05 pm.

Details regarding this and all other S.C.M.T.D. schedules are printed in their publication, "Headways".

Tell you friends and neighbors about this expanded
Transit District Service !



ANUNCIANDO NUEVO SERVICIO DEL BUS

JOHN RHOADS, CHIEF PROBATION OFFICER
CECILIA ESPINOLA, HRA ADMINISTRATOR
CHRIS PATTON, CLERK OF THE SUPERIOR COURT
tienen el gusto en anunciar que :

Empezando el 15, de Junio el distrito de transito metropolitano en Santa Cruz ofreceran servicio de bus entre el nuevo centro de transito en Scott's Valley y el centro de Probacion en Graham Hill Rd. Esto se hace posible con uso de un servicio traslado que sale de Scott's Valley a las 7:30 am y 12:25 pm. Servicio de regreso hasta Scott's Valley sale del centro de Probacion a las 12:35 pm y 5:05 pm. Detalles sobre esto y todos los otros horarios de S.C.M.T.D. estan escritos en la publicacion, "Headways".

Aviso a tus amigos y vecinos acerca de esta expansion del bus.

TRANSIT-L
JP 5/27/98

Juvenile Hall to get Metro bus service

By Andria Strickley
Staff writer

Beginning June 15, visitors to the county probation center on Graham Hill Road will no longer have to make the dangerous walk to the probation center from the nearest bus stop a half mile away.

Santa Cruz Metropolitan District's service at the probation center is a trial, though, and will only become permanent if ridership proves sufficient.

The transit district agreed to the trial service in September in response to repeated requests from probation center officials, who said the walk to the probation center from the nearest stop at Lockwood Lane is difficult and dangerous for grandparents, mothers and young children visiting the facility.

"This has been a long and harsh winter. Too numerous to count were the instances where families would arrive for court, in the morning, soaked to the bone after walking the half mile or so from Lockwood Lane," said Jeff Bidmon, a juvenile probation officer.

"You can't help but believe that this service will help to convenience some families who travel all of the way from

Watsonville to make early morning court appearances."

Bidmon said the Metro Board of Directors was very responsive to the probation center's requests for service.

The Metro originally declined to service the Graham Hill facility after conducting a poll of probation center visitors, which projected an average of only 1.3 passengers would use the stop on weekdays.

The Metro also concluded that adding the probation center stop to its regular Route 30 schedule would cause missed connections between Routes 30 and 35, and would cause passengers trying to make Scotts Valley Drive work connections on the hour to be late.

After negotiations with probation center officials, however, the Metro decided to conduct a four month trial of the separate shuttle service, with the county agreeing to fund half of the approximate \$9,000 cost.

The shuttle will leave the Scotts Valley Transit Center (which opens Friday, May 29) at 7:30 a.m. and 12:25 p.m. daily, with return trips from the probation center leaving at

12:35 and 5:05 p.m.

Metro Assistant General Manager Mark Dorfman said in order for the service to continue, ridership will have to prove to be worth the cost.

"It would have to justify itself against all our needs," Dorfman said, noting the district receives constant requests for expanded service countywide.

The Metro has also announced it will provide special summer service to Big Basin on its 35-a route. The new service will allow passengers to catch the 35-a at the Santa Cruz Metro Transit Center at 8:30 a.m., or catch the bus at any of its stops along the way, and return from Big Basin at 5:30 p.m.

Passengers will also have the option to hike the sea trail down to the ocean, and catch the route 40 bus back to the Metro at the Waddell Creek stop at 6:15 p.m.

Also going into effect are several changes to service on the San Lorenzo Valley and Scotts Valley routes, which will coincide with the opening of the Scotts Valley transit center Friday. Check Metro's "Headways" schedule guide for specific information.

Taxi vouchers planned for public transport to Juvenile Hall

VP
10/20/98
T-L

Taxi vouchers will replace bus service to Juvenile Hall.

What was to be a four-month trial run of buses to the county's juvenile probation and court facility on Graham Hill Road that began in late June was discontinued by the Santa Cruz Metropolitan Transit District Board of Directors in August due to low ridership.

The transit district and the county had agreed to split the \$8,800 cost to provide the service in December

1997, after representatives from the Probation Department and county

Courts requested assistance-saying lack of public transportation was prohibiting family members from attending court sessions and visitation hours.

Several years ago the transit district tried van service to Juvenile Hall, however the service was also discontinued due to lack of ridership.

This time around the service was run from Scotts Valley Metro Center using Santa Cruz Taxi to provide two pickups and dropoffs from each location daily. The Metro District said it would evaluate the service along with other route requests at the end of the trial run.

"Although this service was highly publicized and was to run for four months, it was discontinued...again due to low ridership," said to Chief Probation Officer John Rhoads in a report to the county Board of Supervisors.

In response, the Probation Department, Juvenile Court and County Administrative Office have met with the Regional Transportation Commission, Santa Cruz Taxi and others to put together a program in which families receiving services from the juvenile justice system can access vouchers for taxi service.

The service will run from Scotts Valley Metro Center, with each voucher being good for a one-way trip and costing approximately \$6.50. The vouchers will be obtained from Santa Cruz Taxi through a purchase order and be issued and controlled by the Probation Department, Rhoads said. The remaining \$1,760 from the county's \$4,400 contribution to the trial bus service is expected to cover the cost of the program for the current fiscal year.

FROM Jeff Bidmon Deputy Probation Officer III

SUBJECT: Memo for County wide distribution

Please assist me in distributing this announcement regarding increased Transit District service to the Juvenile Probation Center. If possible, I would like to get this out to every terminal in the County via E-mail. Thanks so much, Jeff.

John Rhoads, Chief Probation Officer; Chris Patton, Clerk of the Superior Court and Cecilia Espinola, HRA Administrator are pleased to announce:

Beginning on June 15, 1998 the Santa Cruz County Metropolitan Transit District will offer service between the new Scott's Valley transit center and the Graham Hill Probation Center. This is being accomplished through a contract between S.C.C.M.T.D. and the Santa Cruz Taxi Company. Details regarding scheduling in and out of the Scott's Valley transit center is published in "Headways" magazine. Shuttles will leave Scott's Valley en-route to Probation at 7:30am and 12:25pm. Shuttles will leave Probation en-route to Scott's Valley at 12:35pm and 5:05pm. **PLEASE ADVISE YOUR FELLOW EMPLOYEES AND CLIENTS OF THIS GOOD NEWS !** This service will be available for all citizens who prefer public transportation. Help us spread the word about this expanded service. Thank You Jeff.

Thanks, Jeff

GHR Att: James + #2

104

Graham Hill Road Probation Shuttle Usage

Date	7:35 a.m.	12:25 p.m.	15:05 p.m.	
15-Jun-98	0	2	0	
16-Jun-98	3	5	3	
17-Jun-98	2	3	2	
18-Jun-98	0	0	0	
19-Jun-98	1	2	0	Average Week 1 1.53 Passengers
22-Jun-98	0	0	1	
23-Jun-98	2	2	1	
24-Jun-98	2	2	1	
25-Jun-98	0	2	2	
26-Jun-98	0	0	0	Average Week 2 1.00 Passengers
29-Jun-98	0	2	0	
30-Jun-98	0	3	1	
01-Jul-98	1	1	1	
02-Jul-98	0	0	0	
03-Jul-98	0	0	0	Average Week 3 0.60 Passengers
06-Jul-98	0	0	0	
07-Jul-98	1	1	1	
08-Jul-98	1	1	0	
09-Jul-98	0	0	0	
10-Jul-98	0	0	0	Average Week 4 0.33 Passengers
13-Jul-98	1	0	0	
14-Jul-98	1	1	0	
15-Jul-98	0	0	0	
16-Jul-98	0	0	0	
17-Jul-98	0	0	0	Average Week 5 0.20 Passengers
20-Jul-98	0	0	0	
21-Jul-98	0	0	0	
22-Jul-98	0	0	0	
23-Jul-98	0	0	0	
24-Jul-98	0	0	0	Average Week 6 0.00 Passengers
27-Jul-98	0	0	0	
28-Jul-98	1	1	0	
29-Jul-98	1	1	0	
30-Jul-98	0	1	0	
31-Jul-98	0	1	0	Average Week 7 0.40 Passengers
03-Aug-98	0	0	0	
04-Aug-98	0	0	0	
05-Aug-98	0	0	0	
06-Aug-98	0	0	0	
07-Aug-98	0	0	0	Average Week 8 0.00 Passengers
10-Aug-98	0	0	0	
11-Aug-98	0	0	0	
12-Aug-98	0	0	0	
13-Aug-98	0	0	0	
14-Aug-98	1	1	0	Average Week 9 0.13 Passengers
	0.40	0.711	0.29	Overall Average = 0.47 Passengers

6-15

To Better Serve You Needs,
Please Take a Moment to Complete this Survey

Date of Trip: _____

What time did you: _____

Leave Home: _____

Arrive at the Center: _____

How did you get to the probation center today?

if you used the shuttle service, How did you get to
the Scotts Valley Transit Center?

0 Bus 0 Car ☐ Other _____

Are the times of service convenient?

☐ Yes ☐ No

If no, what times are better? _____

Where do you live?

0 Capitola ☐ Scotts Valley

0 San Lorenzo Valley ☐ Watsonville

0 Santa Cruz 0 Other _____

How many people are with you today? _____

Would you be willing to pay for this transit service?

☐ Yes 0 No

If yes, how much? _____

Please Check One:

☐ Employee ☐ Visitor

Purpose of Trip (optional):

☐ Court ☐ Probation 0 Visitation

0 Other, explain: _____

Please include any comments on the back of this card
or if you prefer call 460-3200 or visit our website at
www.sccrtc.org

Comments:

_____ 105

Please refold this survey and drop in the nearest post
box. No postage is required.
Thank you for your help!

Graham Hill Road Probation Center Transit

GHR - Attachment # 3 page 1
6-16

30 Scotts Valley/Graham Hill

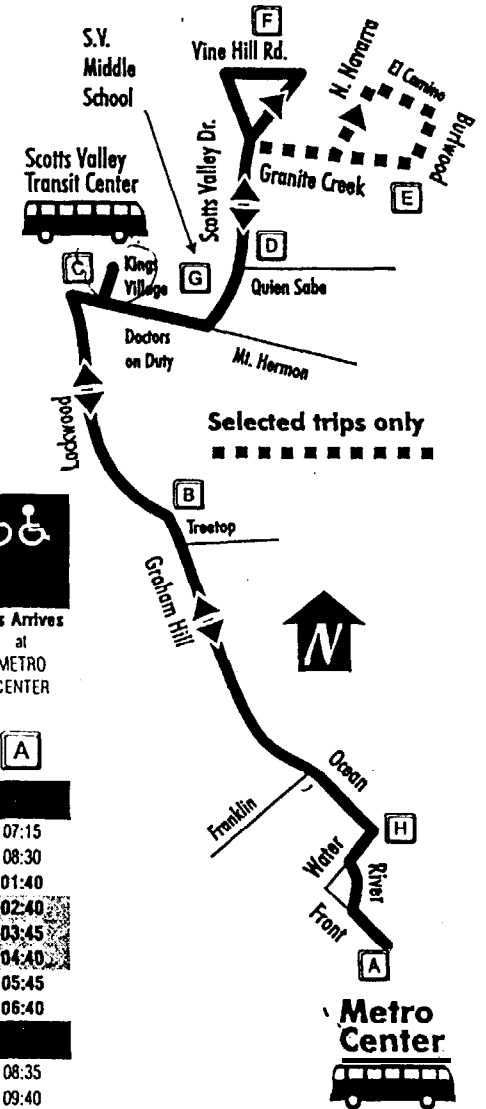
NOTE: See Route 35A Scotts Valley Drive/San Lorenzo Valley for service on Scotts Valley Drive.

30 Scotts Valley / Graham Hill



Bus Leaves from Lane 3 METRO CENTER	Bus Leaves from Graham Hill/Treetop	Bus Arrives at Scotts Valley Transit Center	Bus Leaves from Scotts Valley Transit Center	Bus Leaves from Scotts Valley Dr & Quien Sabe	Bus Leaves from Burlwood & Granite Creek	Bus Leaves from Vine Hill School	Bus Leaves from Scotts Valley Middle School	Bus Arrives at Scotts Valley Transit Center	Bus Leaves from Scotts Valley Transit Center	Bus Leaves from Ocean & Water	Bus Arrives at METRO CENTER
A	B	C	C	D	E	F	G	C	C	H	A
WEEKDAY											
am	—	—	—	—	06:30	06:37	06:48	06:52	06:55	07:06	07:15
pm	12:20	12:30	12:45	12:50	12:53	07:45	07:52	08:03	08:07	08:10	08:30
	01:20	01:30	01:45	01:50	01:53	—	02:01	02:08	02:11	02:15	02:40
	02:20	02:30	02:45	02:50	02:53	03:00	03:07	03:14	03:17	03:21	03:45
	03:20	03:30	03:45	03:50	03:53	—	04:01	04:08	04:11	04:15	04:40
	04:20	04:30	04:45	04:50	04:53	05:00	05:07	05:14	05:17	05:21	05:45
	05:20	05:30	05:45	05:50	05:53	—	06:01	06:08	06:11	06:15	06:40
WEEKEND											
am	07:20	07:30	07:45	07:50	07:53	—	08:02	08:09	08:12	08:17	08:35
	08:20	08:30	08:45	08:50	08:53	—	09:02	09:09	09:12	09:17	09:40
	10:20	10:30	10:45	10:50	10:53	—	11:02	11:09	11:12	11:17	11:40
pm	12:20	12:30	12:45	12:50	12:53	—	01:02	01:09	01:12	01:17	01:40
	02:20	02:30	02:45	02:50	02:53	—	03:02	03:09	03:12	03:17	03:40
	04:20	04:30	04:45	04:50	04:53	—	05:02	05:09	05:12	05:17	05:40
	06:20	06:30	06:45	06:47*	—	—	—	—	—	—	—

*The 6:20 pm trip ends at Scotts Valley Drive at Granite Creek Road at 6:57. All buses on this route are lift equipped.
Some stops on this route may not be wheelchair accessible



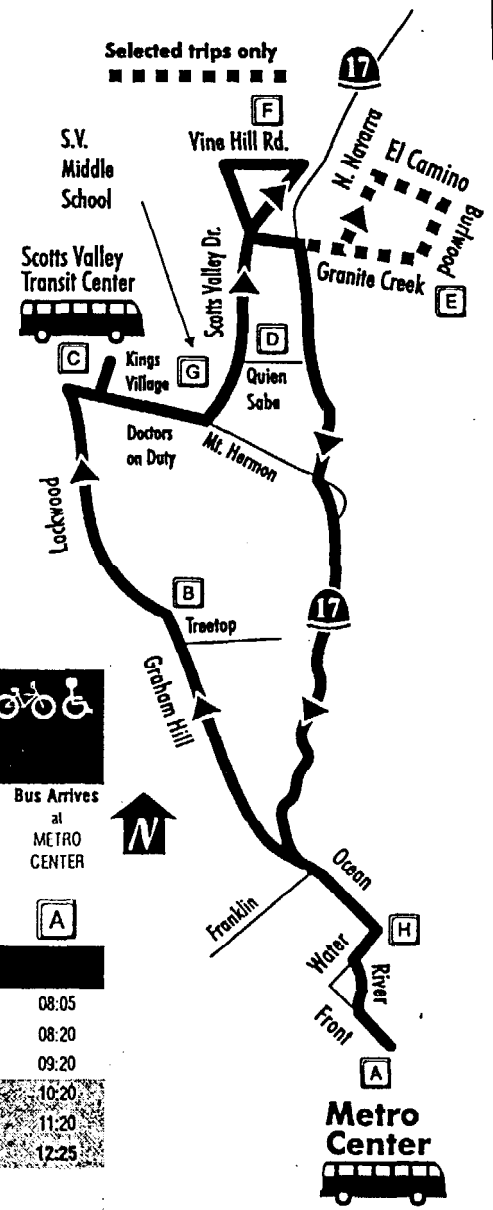
CHRE-Attachment #4 page 2

31 Scotts Valley/Santa Cruz via Hwy. 17

31 Scotts Valley/Santa Cruz via Hwy. 17

	Bus Leaves from Lane 3 METRO CENTER	Bus Leaves from Graham Hill/Treetop	Bus Arrives at Scotts Valley Transit Center	Bus Leaves from Scotts Valley Transit Center	Bus Leaves from Scotts Valley Dr & Quien Sabe	Bus Leaves from Burlwood & Granite Creek	Bus Leaves from Vine Hill School	Bus Leaves from Scotts Valley Middle School	Bus Arrives at Scotts Valley Transit Center	Bus Leaves from Scotts Valley Transit Center	Bus Leaves from Ocean & Water	Bus Arrives at METRO CENTER
	A	B	C	C	D	E	F	G	C	C	H	A
W E E K D A Y												
am	07:00	07:10	07:25	07:35	07:38	—	07:47	—	—	—	07:57	08:05
	07:20	07:30	07:45	07:50	07:53	—	08:02	—	—	—	08:12	08:20
	08:20	08:30	08:45	08:50	08:53	—	09:02	—	—	—	09:12	09:20
	09:20	09:30	09:45	09:50	09:53	—	10:02	—	—	—	10:12	10:20
	10:20	10:30	10:45	10:50	10:53	—	11:02	—	—	—	11:12	11:20
	11:20	11:30	11:45	11:50	11:53	12:00	12:07	—	—	—	12:17	12:25

All buses on this route are lift equipped.
Some stops on this route may not be wheelchair accessible.



ROUTES 30, 31

8-18

12

approximately 1 hr