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# MEETING NOTICE AND AGENDA

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## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)

The SSTAC may take action on any item appearing on this agenda.

Monday, May 17, 2010

10 a.m. to 12:00 p.m.

SANDAG, Conference Room #8B  
401 B Street, Suite 800  
San Diego, CA 92101-4231

North County Transit District  
Videoconference Meeting Room, 2<sup>nd</sup> floor  
810 Mission Avenue  
Oceanside, CA 92054

Staff Contact: Dan Levy  
(619) 699-6942  
dle@sandag.org

### AGENDA HIGHLIGHTS

- 2010-2014 COORDINATED PLAN OUTREACH EFFORTS
- GRANT PROGRAMS UPDATE

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# SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)

Monday, May 17, 2010

ITEM #	RECOMMENDATION
1. INTRODUCTIONS	
+2. APPROVAL OF THE MEETING SUMMARY OF MARCH 15, 2010	APPROVE
The Council is asked to review and approve the March 15, 2010, meeting minutes.	
3. PUBLIC COMMENT	COMMENT
Members of the public shall have the opportunity to address the Council on any issue within the jurisdiction of the Council. Speakers are limited to three minutes each.	
4. CHAIRPERSON'S REPORT & COMMITTEE MEMBER COMMENTS	INFORMATION
The Chairperson and council members will report on issues of interest to the Council.	
5. STAFF REPORT	INFORMATION
Staff will report on items of interest to the Council.	
6. 2010-2014 COORDINATED PLAN OUTREACH EFFORTS	DISCUSSION
Staff will discuss the current outreach efforts to explore the unmet transportation needs in the rural areas of San Diego County, which will be incorporated into the 2010-2014 Coordinated Plan update.	

7.	COMPASS CARD UPDATE	INFORMATION
	Staff will present an update on the regionwide implementation of the Compass Card – the new smart card for transit passes.	
+8.	GRANT PROGRAMS UPDATE	INFORMATION
	Staff will provide an update on grant funding available in FY 2010-2011 and present a tentative competitive grant process schedule for the Job Access and Reverse Commute (JARC), New Freedom, and <i>TransNet</i> Senior Mini-Grant programs.	
<u>+9.</u>	<u>JARC AND NEW FREEDOM EVALUATION CRITERIA AND FEDERAL REPORT</u>	<u>INFORMATION</u>
	<u>Staff will present a draft report to the Transportation Committee on the evaluation criteria and the Federal Transit Administration (FTA) report of JARC and New Freedom projects in operation during Federal Fiscal Year 2009.</u>	
<u>+10</u> <u>9.</u>	SSTAC CHARTER REVISION AND MEMBERSHIP ROSTER	ACCEPT
	The Council is asked to accept the proposed updates to the SSTAC charter and membership roster and recommend for approval to the Transportation Committee.	
<u>+11</u> <u>0.</u>	RIDERSHIP REPORT	ACCEPT
	The SSTAC will review, discuss, and accept the ridership report for 2008-2009.	
<u>124.</u>	TRANSIT OPERATORS UPDATE	INFORMATION
	Representatives from Metropolitan Transit System (MTS) and North County Transit District (NCTD) will provide an update on their fiscal status, proposed service changes, and any notable activity.	
<u>132.</u>	FULL ACCESS AND COORDINATED TRANSPORTATION (FACT) UPDATE	INFORMATION
	The Council will be introduced to the new Executive Director of FACT and hear a verbal report regarding the direction of the agency.	

| 143. ADJOURNMENT

ADJOURN

The next SSTAC meeting is scheduled for Monday, July 19, 2010.

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**San Diego Association of Governments**  
**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL**  
**(SSTAC)**

May 17, 2010

AGENDA ITEM NO.: **2**

**Action Requested: APPROVE**

MEETING SUMMARY FOR MARCH 15, 2010

File Number 3001100

**Attendance for March 15, 2010:**

<b>NAMES</b>	<b>AGENCY</b>
David Jackson	Citizen Member
Sharlene Ornelas	Citizen Member
Jackson Alexander	Citizen Member
Clive Richard	Citizen Member
Floyd Willis (Chair)	Aging & Independence Services
Alane Haynes	NCTD
Mac McGee	All Congregations Together
Pete d'Ablaing	SANDAG
Scott Transue	MTS
Connery Cepeda	Caltrans
Dan Levy	SANDAG
Oswaldo Perez	SANDAG
Dillon Miner	SANDAG
Anthony Ferguson	San Diego Regional Center
Beth Butler-Arreola	Deaf Community Services
Philip Trom	SANDAG
Brian Lane	SANDAG
Dean Hiatt	SANDAG
Bethany Garretson	SANDAG
Anne Steinberger	SANDAG
Brent Boyd	MTS
Brenda Bothel	Jewish Family Services
LaVonna Connelly	Ramona Transportation Action Committee
Lois Knowlton	Adult Day Care Health Center

**1. INTRODUCTIONS**

Oswaldo Perez, SSTAC staff liaison, called the meeting to order and introductions were made.

**2. ELECTION OF VICE CHAIR**

Mr. Perez announced a request from Max Calder, outgoing Vice Chair of SSTAC, to ask the Council that his replacement as FACT Executive Director assume the role of SSTAC Vice Chair beginning May 17, 2010, until the end of the Vice Chair term in August. Mr. Perez mentioned that Mr. Calder had full confidence in his replacement for the role of SSTAC Vice Chair.

Floyd Willis, SSTAC Chair, arrived.

Chair Willis reiterated that it was the decision of the Council to decide the Vice Chair. He opened the floor to nominations for Vice Chair for the remainder of Mr. Calder's term.

Sharlene Ornelas, citizen member, nominated Alane Haynes for SSTAC Vice Chair.

Ms. Haynes did not accept the nomination for reasons she could not state at the time.

Clive Richard, citizen member, nominated himself.

Chair Willis closed the nominations.

Mr. Richard was approved unanimously as SSTAC Vice Chair through a roll-call vote of the Council.

**3. APPROVAL OF JANUARY 20, 2010, MEETING SUMMARY**

Ms. Ornelas motioned to adopt the minutes as written.

Ms. Haynes corrected a statement on page 10, changing "Senior Transit Bike Coordinator" to "Senior Transit Buddy Coordinator." She also corrected the number of individuals trained as the number of individuals who have received information.

Ms. Ornelas motioned to approve the minutes as corrected and was approved unanimously by a roll-call vote of the Council.

**4. PUBLIC COMMENT**

Lois Knowlton, Adult Day Care Center, introduced herself and her role on the 2050 Regional Stakeholders Working Group. She distributed an informational flyer.

**5. CHAIRPERSON'S REPORT AND COMMITTEE MEMBER COMMENTS**

Ms. Ornelas noted that for detours, means of accessibility comparable to ADA need to apply to the shuttle or charter bus vehicles and when transferring to another mode.

Chair Willis noted that this was a policy expectation and was not an issue of ADA compliance. It seems more of a performance monitoring measure. He advised that issues like this should be addressed directly to the transit provider and to follow their appeals process.

Mr. Olszanicky noted that he will follow up on that issue for NCTD.

## **6. STAFF REPORT**

Mr. Perez reminded the Council of the La Mesa Transportation & Mobility Expo, which takes place on Thursday, June 17, 2010, from 10:00 a.m. to 1:30 p.m. at the La Mesa Community Center. He distributed an event flyer for the Expo. The planning committee for the Expo met on March 8<sup>th</sup> and will meet twice more on May 3<sup>rd</sup> and June 7<sup>th</sup>. Shuttle transportation will be available as looped service around the four main Expo sites and to the La Mesa trolley station. Jewish Family Services will be assisting with shuttle service. Senior volunteer patrol will be on-site. The Expo will feature several demonstrations and presentations including MTS services for seniors and disabled, community walkability, and the Car-Fit program.

Chair Willis asked if there had been previous Transportation & Mobility Expos put together by the City of La Mesa. Mr. Perez noted that in years prior, a similar Expo for Housing was held. Mr. Transue noted that he and Mr. Calder attended a Transportation & Mobility Expo in La Mesa a few years ago.

## **7. SSTAC DRAFT CHARTER REVISION AND MEMBERSHIP ROSTER**

Chair Willis noted that he worked with staff at an earlier juncture to develop the proposed charter revisions. Staff also worked with its legal counsel in developing the proposed revision language.

The first revision was to more clearly identify the citizen member positions as at-large. The next revisions were to create a clearer distinction between voting and alternate at-large citizen members to detail the privilege of voting. The last revisions detail conditions and methods on how to declare a position vacant and assign an individual or agency within the capacity of SSTAC.

Chair Willis directed the attention to the last paragraph of the proposed language where it states that *"The Chairperson may then assign an agency within the same category of social service providers to complete the remainder of the term."*

Mr. Richard asked if there was a list of eligible social service providers by category. Staff will work on making a list available to the Council.

Chair Willis asked when these conditions would be considered in effect.

Mr. Perez clarified that this was the first reading of the item up for discussion and would be brought back for the Council's recommendation to the Transportation Committee in May. It would be adopted upon the Transportation Committee's approval of the revised charter, which may occur as early as July.

Beth Butler-Arreola, Deaf Community Services, thought the proposed attendance requirements were fair.

Ms. Ornelas inquired about at-large citizen members who also hold office as Chair or Vice Chair. Mr. Richard, who was recently elected Vice Chair, may at some point become an alternate at-large citizen member without the privilege of voting.

Chair Willis wanted clarity as to whether an at-large citizen member needs to be a voting member to be elected Chair or Vice Chair of SSTAC. Staff will consult with SANDAG legal counsel on this matter.

Ms. Ornelas requested a contact roster of all Council members. Pete d'Ablaing noted that a contact list existed for the TAAC. Dan Levy, SANDAG, informed the Council that staff could develop a contact list to distribute to all members.

Alane Haynes, NCTD, asked about members who may have more than three consecutive excused absences. Mr. Levy and Chair Willis noted that absences following the third consecutive excused absence will not be excused.

Mr. Perez reminded the Council that this is a discussion item, but will return in a final draft as an approval item at the May 17, 2010, meeting for recommendation to the Transportation Committee.

## **8. BAYSHORE BIKEWAY**

Dean Hiatt and Bethany Garretson, SANDAG, presented on segments of the Bayshore Bikeway project. He distributed project design sheets to the Council, staff, and members of the public.

On Sheet #8 of the handout, Chair Willis asked if the highlighted area was a bike lane or bike path. Mr. Hiatt responded that it was a bike path. Ms. Ornelas noted that if the bike path is also a shared pedestrian path, then the slope should be at maximum 8.33 percent. Ms. Garretson replied that the path is at a less steep 5 percent.

On Sheet #9 of the handout, Ms. Ornelas noted that the lowest rail needs to be six inches off the ground to be detectable by canes.

On Sheet #11, Ms. Ornelas asked if sight flares were needed with the truncated domes. Ms. Garretson noted that the truncated domes do not need sight flares since they lead into a signalized cross-path.

On Sheet #16, Ms. Ornelas asked if there needs to be a stop sign at the driveway. Mr. Hiatt would check with the city's traffic regulations. Ms. Garretson reiterated that all signage is visible.

Chair Willis inquired about the current status of this project. Mr. Hiatt mentioned that the project received environmental approval and that final design was at 90 percent.

In the interest of time, Chair Willis asked the presenters to move ahead to the Chula Vista segments of the bikeway.

On Sheets #25 and #27, Ms. Ornelas asked if the shoulder surfaces were tactile. Ms. Garretson replied that the shoulders were permeable concrete. On Sheet #27, Mr. Alexander asked if the warning or signal arms were also accompanied by tactile surfaces detectable by the blind.

On Sheet #19, Ms. Ornelas suggested using thermoplasts (four layers minimum) to guide the visually-impaired down the pedestrian path.

Dean Hiatt can be contacted at [dhi@sandag.org](mailto:dhi@sandag.org) or (619) 699-6978.

## **9. 2010-2014 COORDINATED PLAN OUTREACH EFFORTS**

Phil Trom, SANDAG, updated the Council on the rural survey efforts. Forty-six liaisons have been identified throughout the rural portions of the county. Several thousand paper surveys were mailed out. An online survey is also now available. Those interested in more information on the rural outreach efforts can contact Dillon Miner at [dmin@sandag.org](mailto:dmin@sandag.org) or (619) 699-1954.

Mr. Trom announced that the results are expected to be tabulated and presented to the Council in the next few months. Outreach meetings will take place in May and draft chapters for SSTAC review are expected by June.

LaVonna Connelly, Ramona Transportation Action Committee, addressed a concern that the lack of a non-profit hub and transportation providers that are fully capable of receiving funds to operate a project may be set back to rural outreach and grant opportunities. She noted that Ramona is currently experiencing this and it may be the case for other areas. She asked how this factor is considered when conducting the rural outreach and making funding recommendations.

Mr. Trom noted that through the outreach efforts, the hope is to effectively communicate the needs and perhaps bring in volunteer driver programs to the rural areas.

## **12. COMPASS CARD UPDATE**

Item 12 was taken early due to time constraints. Anne Steinberger, SANDAG, announced that the Compass Card is now sold at all 56 VONS retailers. Starting May 1, new Compass Cards will be charged a \$2 fee. This is to encourage Compass Card users to keep their card to reload their pass. The ticket vending machines (TVMs) will also become a tapping point for validation. SPRINTER and Breeze passes will be available on Compass Cards starting April 20<sup>th</sup> for May passes.

Ms. Ornelas inquired about the location where an individual can receive a Senior/Disabled/Medicare (SDM) pass. Ms. Steinberger noted that SDM passes can be purchased at The Transit Store and VONS with valid transit ID verification, and reloaded at the TVMs, VONS, The Transit Store, and online.

Ms. Ornelas asked what information can be used to purchase an SDM pass. Mr. Levy mentioned that an individual can bring one of these items for transit pass certification: an MTS or NCTD disabled ID card, Medicare Card with picture ID, or a State of California-issued receipt for a disabled parking permit.

The Compass Card update will be on the agenda throughout the year.

## **15. ADJOURNMENT**

Due to time constraints, Chair Willis postponed Item #10-Ridership Report, Item #11-Grant Programs Update, Item #13-Transit Operators Update, and Item #14-FACT Update. The meeting was adjourned at 11:54 a.m. The next SSTAC meeting is scheduled for Monday, May 17, 2010.

purchased at the transit store and VONS with valid transit ID verification, and reloaded in the TVMs, VONS, the transit store, and online.

Ms. Ornelas asked what information can be used to purchase an SDM pass. Mr. Levy mentioned that an individual can bring one of these items for transit pass certification: an MTS or NCTD disabled ID card, Medicare Card with picture ID, or a State of California issued receipt for a Disabled Parking Permit

The Compass Card update will be on the agenda throughout the year.

**15. ADJOURNMENT**

Due to time constraints, Chair Willis postponed Item 10 – Ridership Report, Item 11 – Grant Programs Update, Item 13 - Transit Operators Update, and Item 14 - FACT update. The meeting was adjourned at 11:54 a.m. The next SSTAC meeting is scheduled for Monday, May 17, 2010.

**TransNet Senior Mini-Grant, JARC, and New Freedom  
2010-11 Competitive Process schedule**

<b>Funding (as of 4/19/10)</b>			<b>w/ SAFETEA-LU extension through FFY 10<sup>2</sup></b>
Job Access and Reverse Commute (JARC)	FY 10	\$712,238 <sup>1</sup>	\$1,670,000
New Freedom (NF)	FY 10	\$485,985 <sup>1</sup>	\$1,160,000
			<b>Estimated Project Oversight<sup>5</sup></b>
Senior Mini-Grant (SMG)	FY 11	\$1,056,845 <sup>3</sup>	(\$37,000)
	FY 12	\$1,074,793 <sup>4</sup>	(\$38,000)
	FY 13	\$1,093,467 <sup>4</sup>	(\$39,000)
Elderly and Disabled (5310)	FY 10	\$5,499,895	(Coordinate regional evaluation/scoring with the State schedule)

<sup>1</sup> Includes carryover; does not include 10% Less Admin.

<sup>2</sup> HIRE Act ("Jobs bill") includes SAFETEA-LU extension through the end of FFY 10. FTA apportionment figures are pending update.

<sup>3</sup> Priority given to Senior Mini-Grant projects awarded for FY 11.

<sup>4</sup> Based on projected sales tax revenue growth of 1.87% during FY 11, 3.6% during FY 12, and 5.4% during FY 13, from the baseline FY10 amount of \$1,037,445 (2010 *TransNet* Plan of Finance, update 4/16/10)

<sup>5</sup> Estimated dollar amount based on percentage (3.528%) used for Senior Mini-Grant Program Administration during FY 10.

Senior Mini Grant revised eval criteria	to ITOC	Reviewed March 25, 2010
	to TC	Approved April 2, 2010

<b>Task</b>	<b>Anticipated Date</b>
Grant agreement templates to OGC for review & approval	May 2010
List of firms/individuals receiving grant notices	May 2010
JARC & NF Eval Criteria to TC	May 21, 2010
Grant application development	Late May - Mid June 2010
Legal Notice copies	June 2010
Published Call for Projects (RFP)	June 2010
Grant Public Outreach w/ Coordinated Plan	May - July 2010

<b>Task</b>	<b>Anticipated Date</b>
Grant Application Workshops	July - August 2010
Draft Application reviews (soft deadline)	Early September 2010
Selection of Eval./Scoring Committee members (complete Conflict of Interest, Form 700s, etc.)	September 20, 2010 (SSTAC)
Applications Due	Late October 2010
Convene Evaluation/Scoring Committee	Late November 2010
Proposal scoring and ranking sheet(s) and summary page	December 2010
Final collective prioritization & grant award summary	December 2010 - January 2011
Staff report and proposed grant award list	to SSTAC January 19, 2011
	to ITOC February 9, 2011 (Senior Mini-Grant)
	to TC February 18, 2011
	to BOD February 25, 2011
2010 RTIP Amendment for grant amounts assigned to approved projects	to TC March 18, 2011
	to BOD March 25, 2011
Apply to FTA for grant through TEAM (JARC/NF)	April 2011
Develop grant agreements	
Determine applicability to DBE goals	April- August 2011
Finalize and import Scope of Work, Project Budget, and Project Schedule	
FTA confirmation of grants (JARC/NF)	August 2011
Initiate grant agreement process with Legal, Finance, and Contracts/Procurement	August - September 2011

# TRANSPORTATION COMMITTEE

June 4, 2010

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AGENDA ITEM NO.:



Action Requested: APPROVE

JARC AND NEW FREEDOM PROGRAM EVALUATION CRITERIA

File Number 3320200

## Introduction

SANDAG was selected by the Governor of California as the designated agency to award and facilitate the Job Access and Reverse Commute (JARC) and New Freedom (NF) federal grant programs for the San Diego urbanized area. The responsibilities with this designation include development of the evaluation criteria, holding a competitive grant process, and recommending to the Federal Transit Administration (FTA) which projects should be funded. Funds from the New Freedom program are available for operating, capital, and mobility management projects providing new or expanded transportation services and facilities for persons with disabilities. Funds from the JARC program are available for operating, capital, and mobility management projects that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and other employment related activities.

## Recommendation

The Transportation Committee is asked to approve the New Freedom and JARC evaluation and scoring criteria, as outlined in Attachments 1 and 2 respectively, for the 2010-2011 competitive grant process anticipated to begin in June 2010.

## Discussion

The Federal Transit Administration issues guidance on strategies for addressing the requirements set forth by SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users) in regards to JARC and New Freedom. Under SAFETEA-LU, a region's Coordinated Plan must prioritize projects for funding. The 2009-2013 Coordinated Public Transit - Human Services Transportation Plan (Coordinated Plan) prioritized the needs in the San Diego region from which all projects must be derived to be eligible for funding. Updated priorities for grant funding will be addressed in the 2010-2014 Coordinated Plan and will be reviewed by the Social Services Transportation Advisory Council (SSTAC), a statutory group which includes representatives from transit agencies, the region's Consolidated Transportation Service Agency (CTSA), social service providers, and at-large citizen members. Thus, the JARC and New Freedom evaluation criteria for the anticipated 2010 competitive grant process will be primarily focused on ranking the technical merits of project proposals, the prioritization of needs occurring in the Coordinated Plan.

## Evaluation and Scoring Criteria

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Deleted: **New Freedom Program**

On January 18, 2008, the Transportation Committee approved the competitive process and evaluation criteria for allocating FY 2008 and FY 2009 New Freedom funds. The 2010 competitive grant process will allocate available FY 2010 New Freedom funds using the existing criteria (see Attachment 1). Since funding for this program is only authorized through Federal Fiscal Year 2010, grant applicants would only apply for a one-year grant at this time. Future competitive grant processes will be held every other year subject to the current programs being continued in the next federal transportation reauthorization.

**Job Access and Reverse Commute (JARC) Program**

On September 19, 2008, the Transportation Committee approved the competitive process and evaluation criteria for allocating FY 2009 JARC funds. The 2010-2011 competitive grant process will allocate available FY 2010 JARC funds using the existing criteria (see Attachment 2). Like New Freedom, funding for the JARC program is only authorized through Federal Fiscal Year 2010. JARC applicants would only apply for a one-year grant, with future competitive grant processes to be held every other year subject to continued reauthorizations of SAFETEA-LU.

The evaluation and scoring criteria for the JARC and New Freedom awards were originally developed in 2007 and revised in 2008 in response to a review of the process. The evaluation and scoring criteria are consistent with the Federal guidance for both programs. Staff experience with the current evaluation and scoring criteria has been positive, and it is recommended that the same criteria be used in the next JARC and New Freedom competitive process. The proposed evaluation criteria are provided in Attachments 1 and 2. The format and principles used to design the JARC and New Freedom evaluation and scoring criteria were also adapted to the Senior Mini-Grant Program and approved by the Transportation Committee in April, 2010.

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### JARC and New Freedom Funding

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Funding for the JARC and New Freedom programs is currently only authorized through Federal Fiscal Year 2010, meaning that grant applicants would only apply for a one-year grant at this time. Future competitive grant processes will be held every other year subject to the current programs being continued in the next federal transportation reauthorization.

### JARC and New Freedom Federal Reporting to the FTA

The FTA requires an annual report for each JARC and New Freedom funded service in operation during the last Federal Fiscal Year. This year, the report included projects from SANDAG subrecipients as well as direct recipients (MTS and NCTD) in operation during FFY 2009 (October 1, 2008 – September 30, 2009). The federal reporting asked for brief service profiles of each project, consisting of the following information:

**Service description** – A detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009, indicating the route name and/or number, if applicable, and description of the route alignment or service.

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**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

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**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

A total of ten (10) projects were included in this year's federal report. SANDAG submitted service profiles for the following subrecipient projects: City of La Mesa (Rides4Neighbors), Jewish Family Service (UC Rides & Smiles), Full Access and Coordinated Transportation (Mobility Management), and City of Oceanside (Senior Shuttle and Volunteer Driver program). Additionally, the transit operators submitted reports to the FTA for the following five (5) direct recipient projects: MTS Route 30, Route 905, and Route 960; NCTD Mobility/Travel Training and SPRINTER Weekend Service. All service profiles submitted for the FFY 2009 reporting are included in Attachment 3.

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### **Next Steps**

The proposed schedule for the competitive selection and grant award process for the JARC, New Freedom, and *TransNet* Senior Mini-Grant programs is shown below. The competitive selection

process intends to align with the statewide rural JARC and New Freedom competition administered by Caltrans as well as the release of the final draft of the Coordinated Plan update.

Activity	Anticipated Date
Approval of <i>TransNet</i> Senior Mini-Grant process and criteria by the Transportation Committee	April 2, 2010 (Approved)
Approval of JARC and New Freedom evaluation and scoring criteria by the Transportation Committee.	May 21, 2010
Grant agreement templates to Office of General Counsel, grant application development, and legal notices.	May 2010
Publish Call for Projects (Request for Proposals) for JARC, New Freedom, and <i>TransNet</i> Senior Mini-Grant	June 2010
Grant public outreach with Coordinated Plan outreach efforts	Late May – Early July 2010
Grant application workshops	July – August 2010
Draft application reviews (optional soft deadline)	Early September 2010
Selection of evaluation committee	September 20, 2010
Final Proposal Applications Due	Late October 2010
Convene evaluation committee to score and rank proposals	November/December 2010
<a href="#">Project award summary to advisory committees and working groups</a>	<a href="#">January 2011</a>
Transportation Committee approval of projects recommended for funding	<a href="#">February 2011</a>

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CHARLES "MUGGS" STOLL  
 Director of Land Use and Transportation Planning

- Attachment: 1. [FY 2010 JARC Project Evaluation and Scoring Criteria](#)  
 2. [FY 2010 New Freedom Project Evaluation and Scoring Criteria](#)  
 3. [FFY 2009 FTA JARC and New Freedom Service Profiles](#)

Deleted: 2. FY 2010 JARC Project Evaluation and Scoring Criteria

Key Staff Contact: Dan Levy, (619) 699-6942, dle@sandag.org

## Job Access and Reverse Commute Project Evaluation and Scoring Criteria

The following information and scoring criteria were used to score and rate project applications for Job Access and Reverse Commute funding.

**Minimum Eligibility Criteria:** Must answer **Yes** to each question to be eligible.

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1. Is the agency a local governmental agency, (private or public) operator of public transportation, nonprofit agency, or a tribal government?
2. Is your project derived from a Very High or High Priority in the 2010 – 2014 Coordinated Plan?

**: Very High**

- Develop or expand transit and non-agency client transportation services in areas with little or no other transportation options based on identified gaps in transportation services included in Chapters 6 and 7; or
- Develop or expand transportation solutions in areas with sufficient densities to support shared ride or coordinated services based on identified gaps in transportation services included in Chapters 6 and 7.

**: High**

- Develop a centralized ride scheduling, dispatching, a mobility center
- Improve transportation services to the rural areas
- Increase coordination efforts by combining resources such as vehicles, riders, funds for rides, vehicle maintenance, drivers, driver training, insurance coverage, general ride subsidies, dispatching equipment, software, and gas cards for volunteers
- Increase work-based weekday and weekend service based on identified gaps in service included in Chapters 6 and 7
- Increase work-based weeknight service based on identified gaps in service included in Chapters 6 and 7
- Provide travel training to encourage more individuals to ride regular transit
- Develop or enhance volunteer driver programs
- Upgrade bus stops to include weather protection

**Goals and Objectives (maximum 15 points).** The information and scoring criteria below will be used to score and rate project applications for JARC funding.

- Will the project serve the appropriate population? Does the proposal provide pertinent demographic data and/or maps? **(5 points)**
- Will the proposed program increase or enhance the availability of transportation for low-income individuals for job-related trips? **(5 points)**
- To what extent is the proposed project consistent with the goals and objectives of the JARC program? **(5 points)**

**a. Operational/Implementation Plan (maximum 15 points)**

- How thorough is the implementation plan? Does the proposal include project tasks, timelines, benchmarks, key milestones, key personnel, deliverables, and routes and schedules as applicable? Does the implementation plan and timeline seem feasible? **(5 points)**
- Does the applicant demonstrate the technical ability to manage the project? Has the applicant effectively implemented projects using federal or state funds in the recent past; has the applicant managed similar projects; has the applicant had sufficient experience in providing services for the targeted clientele? Does the agency have adequate staff to resources to handle the project? If applicable, are drivers properly trained? If applicable, does the agency display the ability to maintain vehicles? **(5 points)**
- Does this project relate to other services or facilities provided by the agency or firm? Does the operational plan correspond with the project goals/objectives? **(5 points)**

**b. Program Effectiveness and Performance Indicators (20)**

- Does the project make use of JARC funds in an efficient and cost effective manner? **(5 points)**
- Does the proposal describe efforts to ensure the project's cost-effectiveness (and other measurable units of service)? Will the project experience increasing efficiencies over time? If applying for a capital project, does the applicant demonstrate that the purchase is the most cost-effective product for the service being provided? **(5 points)**
- Does the proposal provide measurable performance indicators to measure and evaluate the effectiveness of the proposed project in meeting the identified goals? For capital-related projects, does the applicant establish milestones and methods for reporting the status of project delivery? **(5 points)**
- Does the applicant describe methodologies and procedures for ongoing monitoring and evaluation of the project or service, and steps to be taken if original goals are not achieved? **(5 points)**

**c. Coordination and Program Outreach (15 points)**

- Does the proposal describe how key stakeholders will remain involved and informed throughout the process? Did the applicant attach three letters of support from stakeholders to the grant application? **(5 points)**
- How thorough are the applicant's proposed strategies for marketing the project and promoting public awareness? **(5 points)**
- To what extent does the project demonstrate coordination among various entities? **(5 point maximum – 1 point per type of coordination)**
  - : Shared use of vehicles
  - : Dispatching or scheduling
  - : Maintenance
  - : Back up transportation
  - : Staff training programs

- : Joint procurement of services and supplies
- : Active participation in local social service transportation planning process
- : Coordination of client trips with other transportation agencies

**d. Project Budget (15 points)**

- Was a clearly defined budget submitted for the proposed project? **(5 points)**
- Does the project appear to be feasible as described? **(5 points)**
- Is the source of local share stable? **(5 points)**

**e. Sustainability (10)**

- Does the applicant demonstrate a long-term commitment to the project to continue the effort beyond the availability of the requested grant resources? Is this applicant financially capable of sustaining operations after the initial grant funding is expended? **(5 points)**
- Does the applicant provide sufficient justification as to why JARC funding is needed for this project? **(5 points)**

**f. Innovation (10)**

- Is the proposed project an innovative solution to addressing the need, and could the innovations be applied to other services in the region? **(5 points)**
- Are there elements of the project that are environmental sustainable (including the use of alternative fuels and clean air vehicles)? **(5 points)**

## New Freedom Program Evaluation and Scoring Criteria

The following information and scoring criteria will be used to score and rate project applications for New Freedom (NF) funding.

- A. *Project Need (20 points):*** The project application should directly address transportation gaps and/or barriers identified in the 2010-2014 Coordinated Public Transit and Human Services Transportation Plan (Coordinated Plan), and demonstrate how the project was derived from the strategies identified in the Coordinated Plan.
- B. *Goals and Objectives (10 points):*** The project application should clearly state the overall program goals and objectives, and demonstrate how the project is consistent with the objectives of the New Freedom grant programs, as described in the Federal Transit Administration's circulars. The application should clearly describe the project's purpose and scope.
- C. *Implementation Plan (15 points):*** For projects seeking funds to support program operations, applicants must provide a well-defined service operations plan, including days and hours of operation for operating grants. The applicant must describe implementation steps and timelines for carrying out the plan. The project application should indicate the number of persons expected to be served, and the number of trips (or other units of service) expected to be provided. The service operations plan should identify key personnel assigned to this project and their qualifications. Project sponsors should demonstrate their institutional capability to carry out the service delivery aspect of the project as described.

For projects seeking funds for capital purposes, the applicant must provide a solid rationale for use of New Freedom funds and demonstrate that no other sources of funds are appropriate to meet this need, as well as provide an implementation plan and timelines for completing the capital project.

- D. *Project Budget (15 points):*** Project Applicants must submit a clearly defined project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. Proposals should address long-term efforts and identify potential funding sources for sustaining the service beyond the grant period. Proponent shall demonstrate how using this funding leverages resources to the maximum possible extent.
- E. *Financial and Environmental Sustainability (10 points):*** The highest point scores will be awarded to that have a high probability of becoming self sufficient (e.g. not require New Freedom funding) in future years. Points may also be awarded for projects that are environmentally sustainable or promote good environmental stewardship.
- F. *Coordination and Program Outreach (15 points):*** Proposed projects will be evaluated based on their ability to coordinate with other community transportation and/or social service resources. Applicants should clearly identify project stakeholders, and how they will keep stakeholders involved and informed throughout the project. Project sponsors should also describe how they would promote public awareness of the project. **Letters of support from key stakeholders should be attached to the grant application.**

- G. *Program Effectiveness and Performance Indicators (10 points):*** The project will be scored based on the project sponsor's ability to demonstrate that the proposed project is the most appropriate match of service delivery to the need, and is a cost-effective approach. Applicants also must identify clear, measurable outcome-based performance measures to track the effectiveness of the service in meeting the identified goals. If an organization operates similar services, it must show how this service compares in terms of efficiency and cost-effectiveness with other services currently being operated. For grants that involve providing a transportation service, the cost per passenger trip must be indicated, as well as the estimated typical trip length.

A plan should be provided for ongoing monitoring and evaluation of the service, and steps to be taken if original goals are not achieved. Sponsor should describe their steps to measure the effectiveness and magnitude of the impact that the project will have on disabled residents.

- H. *Innovation (5 points):*** Applicants should provide new or innovative service concepts or facilities that have the potential for improving access and mobility for the target populations and may have future application elsewhere in the region.

Federal Transit Administration  
Federal Fiscal Year 2009 JARC and New Freedom Service Profiles

***New Freedom Program***

**SANDAG Subrecipients**

**Jewish Family Service - UC Rides & Smiles**

Trip-Based Services/Volunteer Driver Program

No. of months in operation during FFY 09: 12 months

Total one-way trips: 1632

**Service description** – Provide a detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service  
UC Rides & Smiles launched September 2008, as a result of the generous New Freedom funding. Rides & Smiles is an innovative, primarily volunteer-based transportation service. Volunteer drivers provide rides utilizing their personal vehicles; Jewish family Service (JFS) reimburses mileage and provides secondary auto insurance. The service is available to individuals residing in zip codes 92037, 92111, 92117, 92121, and 92122. JFS is working with the Jewish Senior Services Council to expand the transportation services available to older adults by developing the program On the Go: Transportation Solutions for Older Adults. UC Rides & Smiles falls under the umbrella of On the Go. Most Rides & Smiles rides are provided by volunteers. If a volunteer is not available, the ride is either provided by an On the Go paid back-up driver or dispatched to a yellow cab taxi for completion. As noted below, 86 percent of rides in Federal FY 09 were provided by volunteer drivers.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.  
JFS measures the performance of the UC Rides & Smiles service against the following yearly goals/objectives: - Goal: A minimum of 25 drivers will be enrolled. - Result: 35 drivers were enrolled. - Goal: A qualified sub-contractor will be secured to transport those seniors and individuals with disabilities who require wheelchair or other equipment assistance. - Result: Pineapple Express was secured and a MOU was signed. - Goal: The program will serve a minimum of 75 individuals, providing a minimum of 1,300 trips. - Result: 1,632 rides were provided to 282 enrolled riders. - Goal: A minimum of 95 percent of clients responding to quarterly satisfaction surveys will rate the services provided as “Good” or “Excellent”. - Result: Nearly 100 percent of clients rated the services “Good” or “Excellent”. Problems are identified through the program monitoring process and addressed immediately by the Program Coordinator, who communicates with riders and drivers daily, as needed. As this program is based on a proven model, project staff do not anticipate any obstacles that would interfere with the successful achievement of goals and objectives.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

The UC Rides & Smiles service had a tremendous first year. Rides & Smiles received the 2009 Beverly Foundation STAR Award as a program model of excellence and had the following community impact: UC Rides & Smiles FFY 09 Volunteer Rides 1,396 Paid Driver Rides 224 Yellow Cab Taxi Rides 12 Total # of Rides 1,632 New Riders 252 Total Enrolled Riders 282 In conjunction with the San Diego County Volunteer Driver Coalition, a successful Volunteer Driver Training and Appreciation Event was held September 15, 2009 at the California Department of Transportation (Caltrans) District 11 building. Approximately 100 individuals

were in attendance. The event consisted of two hours of volunteer training, lunch, an inspirational speaker, and special recognition awards for volunteers and their service.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?  
Spearheading a new community service, particularly a volunteer-based one, requires community support. It is essential to engage community leaders, groups, and clubs from the beginning, and to stay in continuous contact with them. Relationship-building is a key element to a successful community-based service and to successful volunteer recruitment.

### **City of La Mesa - Rides4Neighbors**

Trip-Based Services/Volunteer Driver Program  
No. of months in operation during FFY 09: 12 months  
Total one-way trips: 4334

**Service description** – Provide a detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service  
The New Freedom funded project includes the operation, management and expansion of a volunteer driver transportation service. The geographical area expanded beyond the City of La Mesa boundaries in FFY 2009 to include unincorporated areas outside the La Mesa city limits, including Mt. Helix, Casa de Oro and Spring Valley. In January 2009 the project launched the Discount Taxi Scrip component after hiring a part-time Clerical Asst. In collaboration with Yellow Cab, the project purchases scrip booklets worth \$20 of taxi service and sells to qualified older adults and persons with disabilities for \$10 per booklet. Taxi scrip works in combination with volunteer driver services, especially when drivers are unavailable or ride requests are made with insufficient notice for ride coordination. The project also includes a partnership with La Mesa 1st United Methodist Church as a subcontractor for the provision of a weekly shuttle small bus service for shopping. Eligible riders schedule the service in advance. The bus picks up riders from 10 AM to 11 AM and transports to the Grossmont Center for essential shopping. The shuttle can also accommodate drops at medical facilities adjacent to the hospital and the shopping center for lab appointments, check-ups, etc.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.  
During the early part of FFY 2009, we conducted a project evaluation component by administering a telephone questionnaire to 55 riders. The survey was designed to gather, compile and compare data on client-perceived ease of finding and utilizing transportation (1) prior to Rides4Neighbors and (2) after enrollment in the service. We continually monitor the progress of the program against the proposed program schedule. We recognize that we have been optimistic in phase-in of the various program components. We continually review the cost effectiveness factor and make adjustments, such as assigning rides based on the volunteer's residential location, to avoid paying unnecessary mileage for volunteers to travel an excessive distance to pick up a rider.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.  
Our most significant accomplishment has been the acquisition of the RideScheduler webware, which enables the project to enhance its efficiency by posting ride requests and ride activity on an internal website to which only active drivers and administrators have access. The scheduling system allows drivers to choose their own rides and eliminates the

need to continually circulate emails about rides needed and rides that have been picked up. The ride scheduler has reporting features that enable drivers to complete mileage reports online, as well as features that report on trip categories (medical, essential shopping, personal appointments, etc.)

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

The advice we have to share concerns project staffing, particularly hiring the right people and going through a complete and thorough hiring process, regardless of the number of hours. In December 2008 we conducted a full job search for the part-time 20 hr per week Clerical Ass't. We had 2 department professionals interview 14 people, after receiving 58 applications. After narrowing the field to 2 candidates, we did 2nd interviews and hired an individual who had, at various career points, conducted community presentations, outreach and customer/client processing for program or services. For longevity considerations, we were seeking someone who was not ultimately looking for a full time job, had computer proficiency, worked in a crowded office with distractions and has had extensive customer service experience. Unfortunately, after 3 months it became apparent that the employee was not computer proficient and was unable to communicate accurate program information to prospective riders. We wished that we had given a computer proficiency test prior to hiring. Also we wished that we had required in the posting material that references must include former supervisors.

### **City of Oceanside – Senior Shuttle**

Trip-Based Services/Volunteer Driver Program

No. of months in operation during FFY 09: 11 months

Total one-way trips: 2937

**Service description** – Provide a detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service

The Senior Shuttle program is a contracted door-to-door shuttle service for seniors age 65 years and older. The shuttle services, contracted to American Logistics Company, are on-demand with a reservation window from one week up to 60 minutes. The shuttle service cost to the senior is \$5.00 per one-way trip. The program is designed to have up to 267 one-way trips available for reservation each month; with 134 trips available to ambulatory seniors and 134 trips available to non-ambulatory seniors. Any unused trips roll over into the next month and are used based on the demand for service. The program's implementation under New Freedom grant funds occurred from October 1, 2008 to June 30, 2009 and included: the City registering seniors ages 65 years and older into the program and sends the registration list to American Logistics; American Logistics personnel then take the reservation calls, dispatches shuttles, and invoice the City. Trips are provided for medical appointments, grocery store shopping, pharmacy trips, social trips, church, and hair appointments.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

The primary source of evaluation during the period of October 1, 2008 through June 30, 2009 was progress made toward quantifiable measurements. As previously stated enough funding was available for up to 134 non-ambulatory trips and 134 ambulatory trips each month. This ensured that enough funding could pay for the higher cost of implementing a wheelchair accessible van. Month Ambulatory Trips Charged Non-Ambulatory Trips Charged  
October 2008 390 22 November 2008 304 17 December 2008 260 18 January 2009 248 14

February 2009 224 13 March 2009 250 16 April 2009 305 20 May 2009 278 22 June 2009 209 14 The number of trips provided in each category tells us that seniors preferred to transition into a sedan rather than use a ramp into a wheelchair accessible van. See the table below for the number of rides per month. This evaluation does not represent use of the program by seniors with disabilities. Many seniors with disabilities have used the program but did not require a wheelchair accessible van. Seniors utilizing more of the sedan shuttles actually enabled the program to provide more rides to seniors overall.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

The shuttle program was able to expand services with the assistance of New Freedom grant funds. The program was able to expand trip boundaries to the Encinitas Scripps Memorial medical complex, Carlsbad Kaiser medical offices, and any medical facilities in Vista. Additionally, the transit center in Vista was added to the trip boundaries. In addition to expansion of services, the program came to the aid of residents that are not necessarily the required “senior” age. One Oceanside resident that is slightly under the required age of 65 years or older was in need of transportation services because due to surgery she was temporarily blind. This was an individual with a disability, although temporary, she was able to receive services under this grant.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

The biggest lesson learned from this program continues to be the need for flexibility and to make adjustments as we go to resolve issues that arise through evaluation. This enables the funds to be maximized and provide the broadest level of service to the community as possible.

### **City of Oceanside – Volunteer Driver**

Trip-Based Services/Volunteer Driver Program  
No. of months in operation during FFY 09: 12 months  
Total one-way trips: 334

**Service description** – Provide a detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service

The City of Oceanside Volunteer Driver Program is a transportation service for residents age 65 years and older that have a physical limitation or special need for assistance on their excursions for medical, essential shopping, personal business, and other community transportation trips. Senior citizens, even those with disabilities or debilitating medical conditions, do not necessarily qualify for Para-transit type services; or the lengthy process of qualifying and service delivery is too much of a burden to a frail senior. Hence, the volunteer driver program was established to assist the most-frail senior in need of transportation in Oceanside, California. The program’s implementation includes: establish a pool of up to 20 screened, insured, and trained volunteer drivers who will receive mileage reimbursements for the use of their own personal vehicles to drive seniors to and assist during medical appointments, shopping needs, pharmacy visits, and other social needs. The program will be coordinated by a newly hired part-time transportation coordinator at the Oceanside Senior Citizens Center. The coordinator assists in developing volunteer packet materials, provides the volunteer orientation, schedules rides, processes mileage reimbursements, and addresses any client concerns with the Senior Services Supervisor.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

The primary source of evaluation during the period of October 1, 2008 through September 30, 2009 was progress made toward quantifiable measurements. Progress included: 1) an additional four volunteers were successfully recruited, 2) a total of 2,322 miles were driven by volunteers, 3) of those miles - a total of 334 one-way rides were provided, and 4) one of the most active volunteers exceeded 150 miles per month on several occasions. Evaluation of the performance progress tells us that progress is dependent on the number of successful volunteers recruited and the level of participation those volunteers have in the program. Emphasis is placed on successfully recruiting quality volunteers.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

There were three notable accomplishments during this period. Considering that the program's overall progress is determined by the successful recruiting of quality volunteers, two of the accomplishments were: 1) successfully recruiting an additional four volunteers, and 2) one of the volunteers becoming so active that she exceeds the 150 miles per month. The third accomplishment relates to the qualitative benefits of the program. An Oceanside resident with a new disability was in the process of signing up for North County Transit District's LIFT program which can be a lengthy process. In the interim, she required assistance in traveling to her medical appointments. Although her age puts her under the program requirements, our program exercised its flexibility to provide her accommodations until she is receiving services under the LIFT program. This demonstrates the importance of this type of flexible program and its ability to supplement other transportation services in the community.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

The biggest lesson learned from this program continues to be the difficulty of recruiting quality volunteer drivers. The four additional successfully recruited volunteers this period did not represent the efforts that were put forth in trying to recruit volunteers. In fact, an additional three volunteers were successfully processed through the City's volunteer process however they never responded to scheduling requests. This goes to show that even what appears to be a quality volunteer may turn into someone that is much less committed than they had portrayed to be in the interview stage.

## **Full Access and Coordinated Transportation – Mobility Management**

Information-Based Services/Mobility Manager service

No. of months in operation during FFY 09: 12 months

No. of customer contacts: 273

**Service description** – Provide a detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service

The FACT Mobility Management project provided development and maintenance of a centralized transportation service database to handle scheduling and dispatch of trips. Under New Freedom funding, STRIDE (Specialized Transportation Referral and Information for the Disabled and Elderly), a comprehensive web-accessible database of specialized transportation information and providers in the San Diego region, was operational throughout all of Federal FY 2009, with an average of 110 website hits per day. FACT continued mobility management and coordination efforts with Interfaith Services, County of San Diego, All Congregations Together, and Union of Pan Asian Communities (UPAC).

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks. FACT has seven (7) hours of weekday phone coverage per day to ensure individuals can have their transportation requests. A log is maintained by phone call to identify the nature of correspondence and ability to resolve the person's request. During FFY 2009, 273 referred calls were logged.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements. During FFY 2009, Faith Based Survey and STRIDE provider updates were completed. The Faith Based survey was conducted to measure the interests of potential partners in coordinated transportation. Among the concerns identified were insurance, resources, and parish attrition. The more robust and reflective of the aggregate service environment the site is will empower individuals to make the most informed choice for their transportation needs. The STRIDE provider updates enhanced the utility of the STRIDE website and further maximized it for consumers who need access to an expansive list of transportation resources in the San Diego Region. Business Plan guidance and development continued through the FACT Technical Advisory Committee. A Memorandum of Understanding (MOU) was finalized with Union of Pan Asian Communities (UPAC) for small scale brokerage partnership.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service? Thoroughly analyze the marketing/advertising aspects of a service. Intuitive phrases like "Need a ride, click at STRIDE..." were promotional, but misleading. The phrase "need a ride..." implies that one is definitely available, which would not be known until the request is reviewed. One certainly wants to capture the market they are looking to serve, but ensure it is done in the most informative and effective way.

## ***New Freedom Program***

### **Direct Recipients**

#### **NCTD – Mobility/Travel Training**

Information-Based Services/One-to-one transit ("Travel") training

No. of months in operation during FFY 09: 12 months

No. of persons trained: 720

**Service Description** - Provide a detailed description (1-2 paragraphs) of the NF-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service. The funds support the Mobility/Travel Training program to provide opportunities for people with disabilities in northern San Diego County to increase their mobility options. To achieve this, NCTD provides trainers to demonstrate, train and assist passengers of NCTD's SPRINTER, BREEZE, and COASTER services in navigating the transit system by using the Rider's Guide and its contents to create and plan travel options and to navigate the multiple-mode transportation system to get to their intended destination and back with confidence. NCTD Trainers also provide individualized assessments/trainings on wheelchairs, scooters and other mobility devices on NCTDs transit system.

**Evaluation** - Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

NCTD Mobility/Travel Training: This program is extremely popular and NCTD's Mobility/Travel trainer continues to receive more requests than she can provide. Program evaluation criteria include: number of requests for additional training and feedback from participants. As a result of increased customer demand, NCTD has increased funding requested for this program.

**Accomplishments** - Highlight your greatest accomplishments.

Describe any especially successful or innovative elements.

During the period from July 2008 through June 2009, NCTD introduced 720 individuals to the program at various group mobility/travel outreach events, and all individuals have participated in the program.

Individuals participated in trip planning and day trips. NCTD has also provided individualized assessments and wheelchair/scooter boarding training to numerous individuals. This program is extremely popular and has been expanded as a result.

**Lessons Learned** - What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

Training elderly and disabled individuals to use public transit increases their mobility and is cost effective.

## ***JARC Program***

### **Direct Recipients**

#### **MTS – Route 905**

Trip-Based Services/Fixed Route

No. of months in operation during FFY 09: 12 months

Total one-way trips: 27,883

Route length (one-way in miles): 9.346

Number of targeted jobs: 16,608

**Service description** – Provide a detailed description (1-2 paragraphs) of the JARC-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service.

Route 905 operates between the Otay Mesa Border Crossing and the Iris Avenue Trolley station. It is a fixed-route service operating with standard coaches. On weekdays, it operates with a base 30-minute frequency and improves to 15-minute frequencies in the AM and PM peak periods. On weekends, it operates with 30-minute service all day. Overall, 85 weekday one-way trips and 27 weekend one-way trips are operated. Service is provided between the Iris Avenue Trolley Station and the Otay Mesa Border Crossing via SR-905, and the industrial areas in Otay Mesa along Siempre Viva Road, Airway Road, and surrounding streets.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

MTS evaluates its routes based on various performance measures. The performance measures used most frequently are productivity measures (passengers per revenue hour) and cost efficiency measures (farebox recovery rate and subsidy per passenger). For FY09, Route 905 averaged 25.3 passengers per hour; had a farebox recovery rate of 40.6%; and had a \$2.03 subsidy per passenger. The fixed-route bus system averages are 31.1, 40.6%, and \$1.43 respectively. Route 905 ranks in the top half of routes in farebox recovery rate, and is within the top 60% of routes in terms of subsidy per passenger and passengers per hour.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

Despite lower gas prices and a down economy, ridership on Route 905 has remained relatively steady, as passengers per hour have only dropped from 25.5 to 25.3. Continuing this route has enabled thousands of passengers continue to access the jobs in the Otay Mesa area. In terms of innovation, MTS holds one of the largest service contracts with a private provider (Veolia) in the United States. This contract is a result of consolidating several smaller operating contracts for MTS, Chula Vista Transit and National City Transit. As a result of the efficiency of scale, the cost per mile for Route 905 service is extremely competitive at \$5.60, including energy.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

Route 905 service was started many years ago. As with any route, MTS consistently monitors the route and continues to look for ways to improve service. MTS is consistently monitoring passenger activity -- to determine when and where passengers are using the system -- and on-time performance. If needed, schedules are adjusted three times annually.

### **MTS – Route 30**

Trip-Based Services/Fixed Route

No. of months in operation during FFY 09: 12 months

Total one-way trips: 8,325

Route length (one-way in miles): 24.07

Number of targeted jobs: 200,000

**Service description** – Provide a detailed description (1-2 paragraphs) of the JARC-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service.

Route 30 operates between downtown San Diego and University Towne Center (UTC) via Old Town, Pacific Beach, La Jolla, and UC San Diego. On weekdays, it operates with a 15-minute frequency, and on weekends (JARC-funded) it operates with 30-minute service all day. It is a fixed-route service operated with standard coaches. Overall, 75 weekend one-way trips are operated. Service is provided between Downtown, Old Town, and Pacific Beach on I-5. The remainder of the route uses local streets through Pacific Beach, La Jolla, UC San Diego, and University City. Late-night trips serve residential communities south of La Jolla Village Drive.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

MTS evaluates its routes based on various performance measures. The performance measures used most frequently are productivity measures (passengers per revenue hour) and cost efficiency measures (farebox recovery rate and subsidy per passenger). For FY09, Route 30 averaged 29.7 passengers per hour; had a farebox recovery rate of 30.8%; and had a \$2.14 subsidy per passenger. The fixed-route bus system averages are 31.1, 40.6%, and \$1.43 respectively. Route 30 ranks near the top 1/3 of routes in terms of passengers per hour, and in the top 2/3 of routes in the cost efficiency measures.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

Route 30 served nearly one half million passengers (474,687) in FY09. This represented a 24% increase from FY08. Additionally, all performance measures (see above) improved from FY08 by at least 10%.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

Route 30 service was started many years ago. As with any route, MTS consistently monitors the route and continues to look for ways to improve service. MTS is consistently monitoring passenger activity -- to determine when and where passengers are using the system -- and on-time performance. If needed, schedules are adjusted three times annually.

## **MTS – Route 960**

Trip-Based Services/Fixed Route

No. of months in operation during FFY 09: 12 months

Total one-way trips: 3556

Route length (one-way in miles): 20.782

Number of jobs targeted: 155,000

**Service description** – Provide a detailed description (1-2 paragraphs) of the JARC-funded service provided during FFY 2009. Please indicate the route name and/or number, if applicable, and describe the route alignment or service.

Route 960 operates between the Euclid Avenue Trolley station and University Towne Center via Mid-City, Kearny Mesa, and University City. It is a fixed-route service operated with standard coaches and it operates only on weekdays and only in the peak hours. Overall, 14 weekday one-way trips are operated. Heading north, service is provided between the Euclid Avenue Trolley station and the Mid-City Transit Plazas (University Avenue and El Cajon Boulevard) via SR-94 and SR-15. Continuing north, the route operates on I-15 to Balboa Avenue, Kearny Villa Road, Clairemont Mesa Boulevard, and Ruffin Road, before heading west on SR-52 and north on I-805 to the La Jolla/University City area. Route 960 finishes its trips by serving Nobel Drive, Judicial Drive, Golden Haven Drive, Towne Center Drive, Executive Drive, and Genesee Avenue before entering University Town Center.

**Evaluation** – Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

MTS evaluates its routes based on various performance measures. The performance measures used most frequently are productivity measures (passengers per revenue hour) and cost efficiency measures (farebox recovery rate and subsidy per passenger). For FY09, Route 960 averaged 29.0 passengers per hour; had a farebox recovery rate of 31.1%; and had a \$2.70 subsidy per passenger. The fixed-route bus system averages are 31.1, 40.6%, and \$1.43 respectively. Route 960 ranks in the top 40% of routes in terms of passengers per hour, and in the top two-thirds in terms of farebox recovery.

**Accomplishments** – Highlight your greatest accomplishments. Describe any especially successful or innovative elements.

Ridership has fallen slightly, due to lower gas prices and a declining economy. However, this route is still one of the more successful express routes in the system. It is above the express-route system average in both passengers per hour and farebox recovery rate, showing that it is a key piece of the MTS fixed-route network. In terms of innovation, MTS holds one of the largest service contracts with a private provider (Veolia) in the United States. This contract is a result of consolidating several smaller operating contracts for MTS, Chula Vista Transit and National City Transit. As a result of the efficiency of scale, the cost per mile for Route 960 service is extremely competitive at \$5.60, including energy.

**Lessons learned** – What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

Route 960 service was started many years ago. As with any route, MTS consistently monitors

the route and continues to look for ways to improve service. MTS is consistently monitoring passenger activity -- to determine when and where passengers are using the system -- and on-time performance. If needed, schedules are adjusted three times annually.

### **NCTD – SPRINTER Weekend Service**

Trip-Based Services/Fixed Route

No. of months in operation during FFY 09: 12 months

No. of one-way trips: 1760

Route length (one-way in miles): 22

Number of targeted jobs: N/A

**Service Description** - Provide a detailed description (1-2 paragraphs) of the JARC-funded service provided during FFY 2009.

Please indicate the route name and/or number, if applicable, and describe the route alignment or service.

On Saturday, July 12, 2008, NCTD commenced enhanced weekend and holiday service for the Sprinter light rail service. This service improves access for workers with non-traditional jobs schedules and provides more convenient connections for workers in northern San Diego County who transfer between SPRINTER and the hourly bus routes on weekends when service is less frequent. This enhanced service is being funded by this JARC grant and increases the frequency on weekends and holidays from hourly service to every 30 minutes between the hours of 10:00 a.m. and 6:00 p.m. (approximately). Hourly Sprinter service will continue to run before 10:00 a.m. and after 6:00 p.m. on weekends and holidays. NCTD contracts with Veolia for provision of Sprinter service.

**Evaluation** - Describe how you have evaluated your project within your agency or organization. Identify relevant performance measures and benchmarks.

The Sprinter weekend service is still relatively new and has been affected by recent economic turndown. NCTD evaluates this project (and all services) based on ridership data.

**Accomplishments** - Highlight your greatest accomplishments.

Describe any especially successful or innovative elements.

NCTD's JARC project is consistent with the intent of the JARC program to provide transportation access to welfare recipients and low-income families. Sprinter increased frequency weekend service provides greater transportation opportunities, including meaningful connections, to this targeted group as well as others.

**Lessons Learned** - What advice would you give to someone else starting a service like yours? What do you wish you had known when you started the service?

It takes time to develop consistent ridership for new services.

NCTD's advice is "Do not over estimate your ridership." Do not under estimate the expense of what it take to what it takes to operate the service to meet the needs of JARCs targeted group. Minimize changes to service once established. Community Outreach is essential for the project to be successful.



**COMMITTEE/WORKING GROUP CHARTER**  
**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

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**PURPOSE**

The mission of the Social Services Transportation Advisory Council (SSTAC) is to review, recommend and encourage the use of accessible transportation services through:

- Promoting the coordination of transportation serving seniors, individuals with disabilities, and persons of limited means;
- Advising staff on transit facilities compliance with the requirements of the Americans with Disability Act (ADA) and Title 24; and
- Advising staff on the accessibility and usability of transit facilities beyond strict interpretation of regulations based on actual experience and knowledge.

**LINE OF REPORTING**

The Social Services Transportation Advisory Council Subcommittee is the successor group to the Subcommittee on Accessible Transportation (SCAT) that was formed by SANDAG in 1979 in response to federal and state requirements and increased local interest and involvement in accessibility issues. SSTAC advises SANDAG on regional planning issues regarding accessible transportation in the public and nonprofit sectors. SSTAC reports to the SANDAG Transportation Committee, which in turn reports to the SANDAG Board of Directors.

**RESPONSIBILITIES**

SSTAC advises the SANDAG Board of Directors and its Transportation Committee regarding regional issues of accessible transportation provided by the public and private sector. These activities include the following:

- Provide input on accessible transportation issues for SANDAG's Regional Transportation Plan (RTP), and other relevant SANDAG plans and programs;
- Provide input for the key activities required for the development of the Coordinated Public Transit Human Services Transportation Plan (Coordinated Plan). This includes assistance with the following activities: assessing current available services; identifying areas of duplicative service and gaps in service; identifying the transportation needs of individuals with disabilities, senior citizens, and persons of limited means; developing strategies for addressing the service gaps, and minimizing the duplication of services; prioritizing transportation services for funding and implementation based on resources, time, and feasibility for implementing the specific strategies identified; and reviewing the draft document for content and language;
- Serve as the Local Review Committee (LRC) and Appeals Board for the Section 5310 federal grant program administered by the State Department of Transportation (Caltrans), which provides partial funding for vehicles for nonprofit agencies;

- Serve as the region's Social Service Transportation Advisory Council to advise SANDAG on the unmet transit needs of senior citizens and individuals with disabilities, as required by the State's Transportation Development Act (TDA);
- Oversee the annual unmet needs process and make a determination of unmet needs as a recommendation to the Transportation Committee per Public Utilities Code 99238(c)(2);
- Provide input on the progress of the region's transit operators in providing accessible transportation to senior citizens and individuals with disabilities;
- Provide input regarding the legal and practical requirements of transit access to be analyzed by staff and as legally required and practically feasible, incorporated into the design and construction of transit facilities;
- Provide input on the progress of the region's Coordinated Transportation Service Agency (CTSA) in assisting nonprofit agencies to coordinate their transportation services;
- Provide input and proposals to SANDAG on legislation and regulations concerning transportation for seniors and individuals with disabilities;
- Fulfill the requirement in the Public Utilities Code of California Section 99238.5 that the Transportation Planning Agency (SANDAG) establish and implement a citizen participation process to solicit the input of transit dependent, and transit disadvantaged persons, including the elderly, handicapped and persons of limited means;
- Assist transit operators in programs that promote use of existing transportation programs to better serve seniors and individuals with disabilities; and
- Comment on regional issues brought before the Committee, which are relevant to the implementation of accessible transportation services under federal and state legislation.
- SSTAC discusses issues of a regional nature, not specific to individual transit operators or to individual events or circumstances. Issues not appropriate to SSTAC discussion are referred to the appropriate transit operator or other organization with authority to resolve the issue.

## **MEMBERSHIP**

Membership on SSTAC is defined by the Public Utilities Code Section 99238, of the State of California. SANDAG shall strive to attain geographic and minority representation among the membership from a broad representation of providers and the public:

1. Four at-large citizen representatives of senior and disabled transit users who are well versed in the ADA and Title 24 regulations;
2. Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider, if one exists;
3. Two representatives of local social service providers for individuals with disabilities, including one representative of a social service transportation provider, if one exists;
4. One representative of a local social service provider for persons of limited means;
5. Two representatives from the local consolidated transportation service agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from a transportation service provider, if one exists;

6. One representative from NCTD representing fixed-route service;
7. One representative from NCTD representing ADA Paratransit service;
8. One representative from MTS representing fixed-route service;
9. One representative from MTS representing ADA Paratransit service.

The term of appointment shall be for three years. Initial appointments shall be equally divided among members serving one-, two-, or three-year terms.

## **VOTING**

The four at-large voting citizen members shall be drawn from a pool of senior and disabled transit users who are well versed in the ADA and Title 24 regulations. The following sequence shall determine which members of the pool will be voting members and which will act as alternates. Initially the sequence will be based on alphabetical order by first name, and subsequently will rotate every six months with the last person on the list moving to the head of the list.

## **ATTENDANCE**

Any voting or alternate (non-voting) at-large citizen member absent for three (3) consecutive meetings without having such absences excused by the Chairperson in advance of the meetings shall have their membership revoked. The Chairperson may assign an alternate with the most frequent attendance relative to the current needs of SSTAC to complete the remainder of the revoked member's term. If the Chairperson does not assign an alternate, then the first citizen member alternate in alphabetical order by first name shall be the replacement to complete the remainder of the revoked member's term. A voting at-large citizen member whose membership is revoked for non-attendance may be reinstated instead as an alternate at-large citizen member upon a majority vote of the council.

If an agency representative of a social service provider is absent for three (3) consecutive meetings without having such absences excused by the Chairperson in advance of the meetings, the position shall be declared vacant. The Chairperson may then assign an agency within the same category of social service providers to complete the remainder of the term.

## **MEETING TIME AND LOCATION**

Meetings are usually held on the third Monday of every other month from 10:00 a.m. to 12:00 p.m. in a location that is accessible by public transit and in facilities accessible to individuals with disabilities. . Meetings are usually held in San Diego, either at the Caltrans District 11 Office or at SANDAG but may be held in other locations within San Diego County, depending on the agenda and availability of meeting space. Additional meetings or time and date adjustments may be made by the Chairperson when necessary.

## **ANNUAL PUBLIC HEARING**

SSTAC shall hold a minimum of one public hearing for the purposes of receiving public comment on public transit services from the transit dependent, elderly and persons of limited means. The hearing(s) shall be scheduled to ensure broad community participation and should be rotated among the various communities within San Diego County.

## **UNMET NEEDS PUBLIC HEARING**

The Transportation Development Act (TDA) of the State of California requires the SSTAC to hold Public

Revision 1: 8/1/08

Revision 2: 5/17/10

Hearings in any year if any TDA funds for that year are not fully expended on public transit. The purpose of the hearings is to provide an opportunity for the public to identify potential transit needs that are not being met and are reasonable to be met with the unspent TDA funds. If there are TDA funds that are not expended for public transit in San Diego County the SSTAC shall hold a minimum of one public hearing for the purposes of receiving public comment on unmet transit needs from the transit dependent seniors and persons of limited means. The hearing(s) shall be scheduled to ensure broad community participation and should be rotated among the various communities within San Diego County.

### **SELECTION OF THE CHAIR**

A Chairperson and Vice Chairperson, or Co-Chairpersons, are nominated and elected annually by the membership to serve one-year terms. The Chairperson conducts meetings. The Vice Chairperson shall conduct the meetings in the absence of the Chairperson. A voting or alternate at-large citizen member may be elected Chair or Vice-Chair, but would retain their status as voting or non-voting member during his/her tenure.

### **STAFF LIAISON**

SANDAG shall provide staff support for SSTAC. The services to be provided by SANDAG shall include, but not be limited to assisting the Chairman in preparing the agenda, sending out meeting notices, and preparing records of meetings.

### **DURATION OF EXISTENCE**

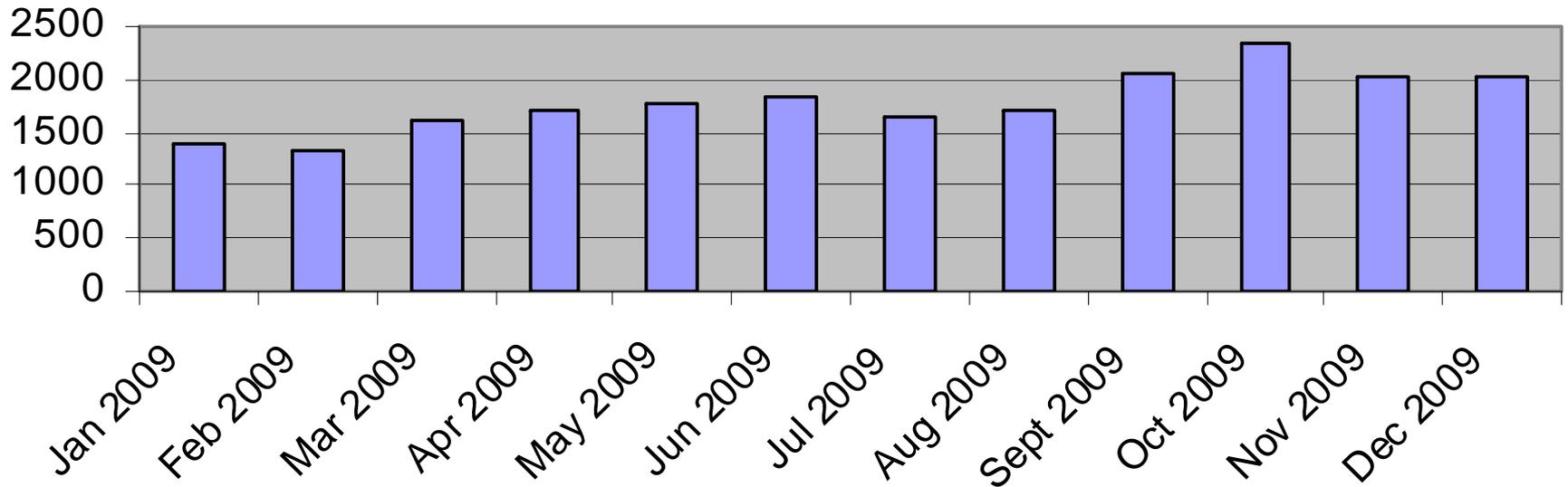
SSTAC is a standing working group that fulfills a state mandate and shall continue to function unless dissolved by the SANDAG Board of Directors or Transportation Committee.

## Social Services Transportation Advisory Council Membership and Terms

Member	Term (yrs.)	Term Exp.*	Member	Term (yrs.)	Term Exp.*
<b>At-Large Citizen Members (Senior and Disabled Transit Users)</b>					
<b>Four (4) Voting Members</b>			<b>Four (4) Alternate Members</b>		
Clive Richard	1	2010	Mimi Galandt	1	2010
Chuck Lungerhausen	2	2011	Sharlene Ornelas	2	2011
David Jackson	3	2012	Jackson Alexander	2	2011
Harriet Weinstock	1	2010	Vacant		
<b>Two (2) Representatives of Social Service Providers for Seniors</b>					
Floyd Willis	3	2012	County of San Diego, Aging and Independence Services		
Janai Quintana	2	2011	Adult Protective Services		
<b>Two (2) Representatives of Social Service Providers for Persons with Disabilities</b>					
Beth Butler-Arreola	1	2010	Deaf Community Services		
Anthony Ferguson	3	2012	San Diego Regional Center		
<b>One (1) Representative of Social Service Providers for Persons of Limited Means</b>					
Mac McGee	3	2012	All Congregations Together		
<b>Two (2) Representatives from the Consolidated Transportation Services Agency</b>					
Brenda Bothel	1	2010	Full Access & Coordinated Transportation		
	2	2011	Full Access & Coordinated Transportation		
<b>Two (2) Representatives from Each of the Transit Operators</b>					
Brent Boyd	3	2012	Metropolitan Transit System (MTS) Fixed Route		
Scott Transue	1	2010	MTS Paratransit		
Bill Olszanicky	2	2011	North County Transit District (NCTD) Fixed Route		
Alane Haynes	3	2012	NCTD Paratransit		

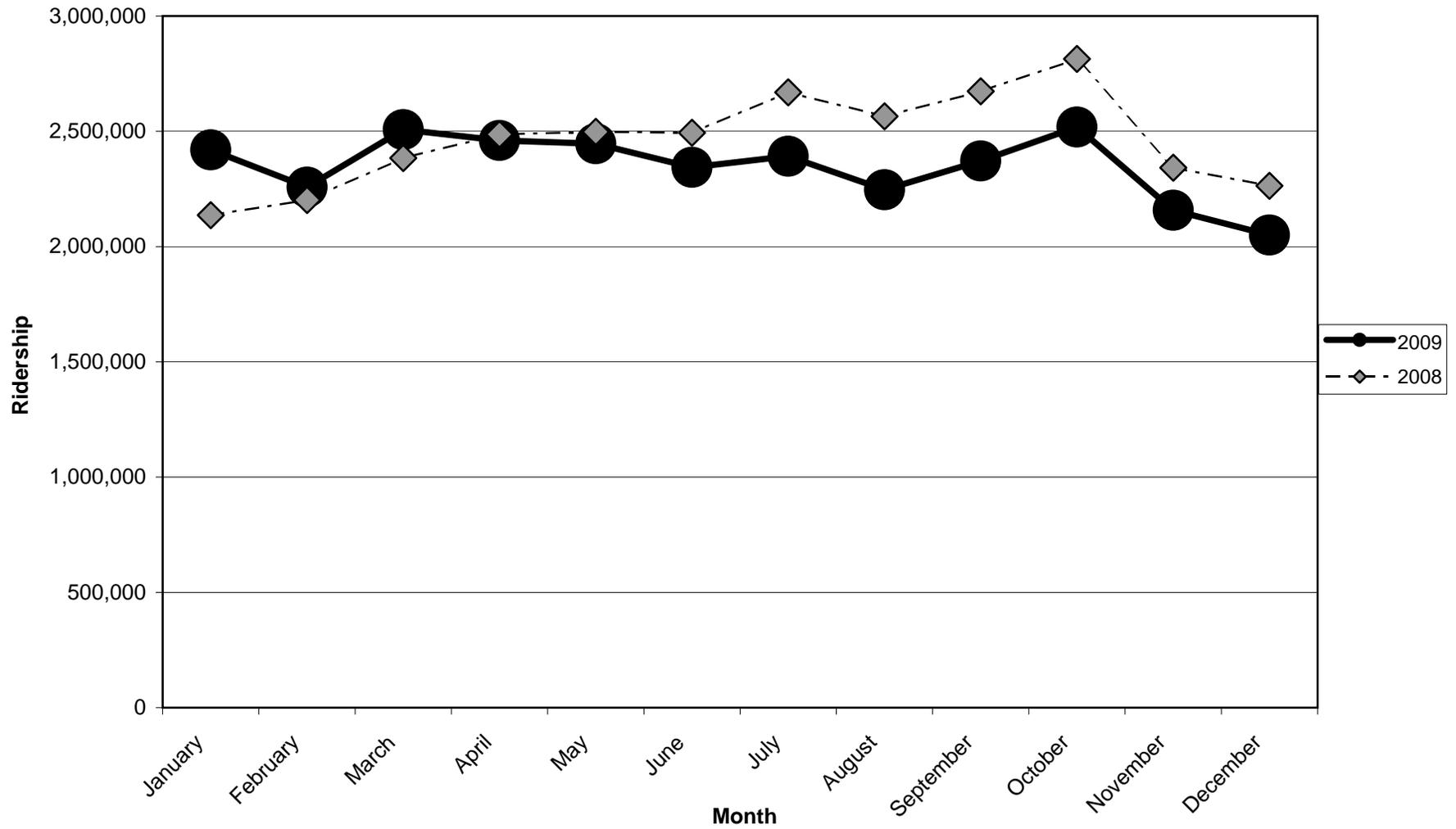
\* All terms expire in August of the year indicated, unless otherwise noted.

## NCTD Free Fares on Breeze

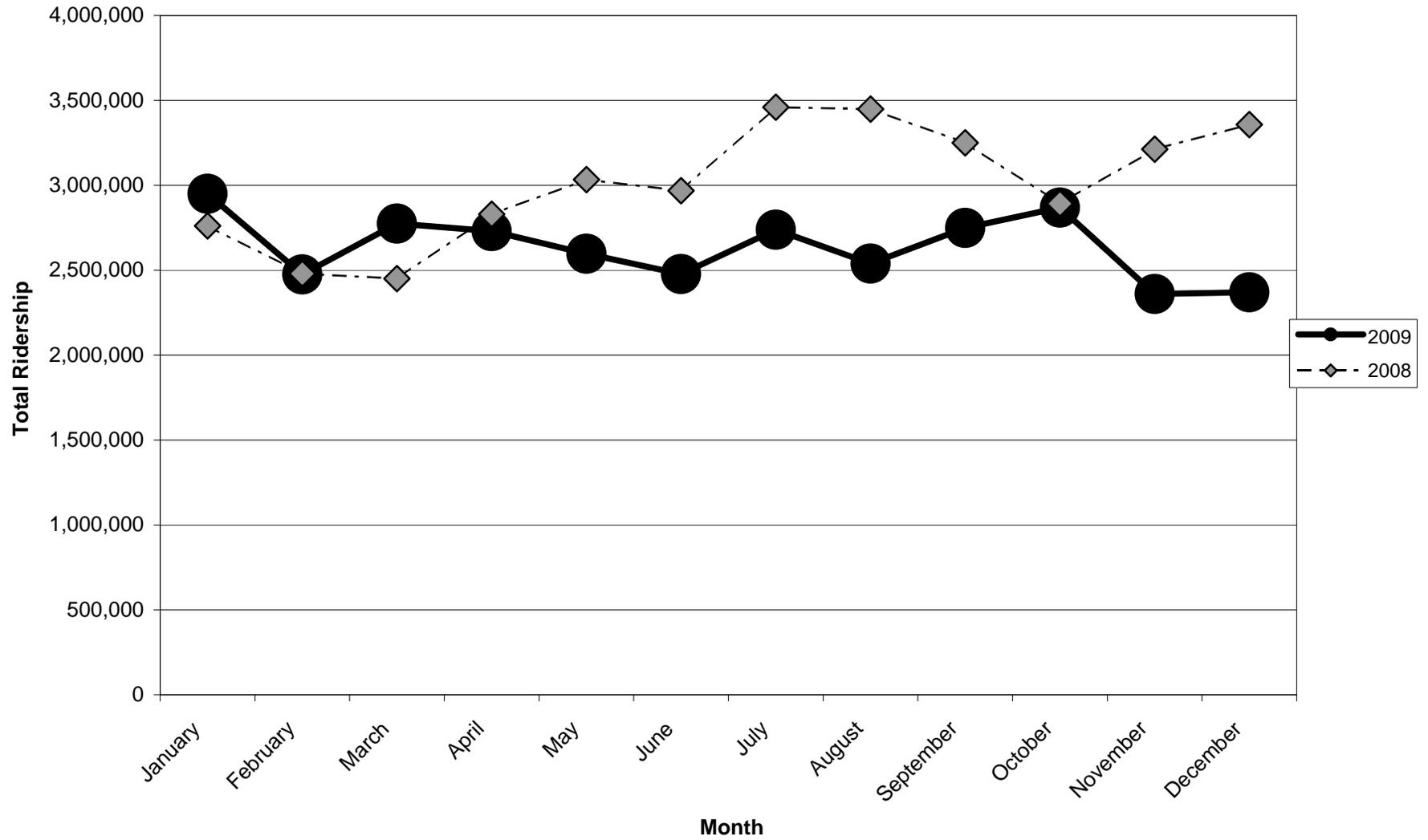


The Free Fares Program is available only to persons certified to use the LIFT ADA Paratransit Service, with an NCTD Paratransit ID Card.

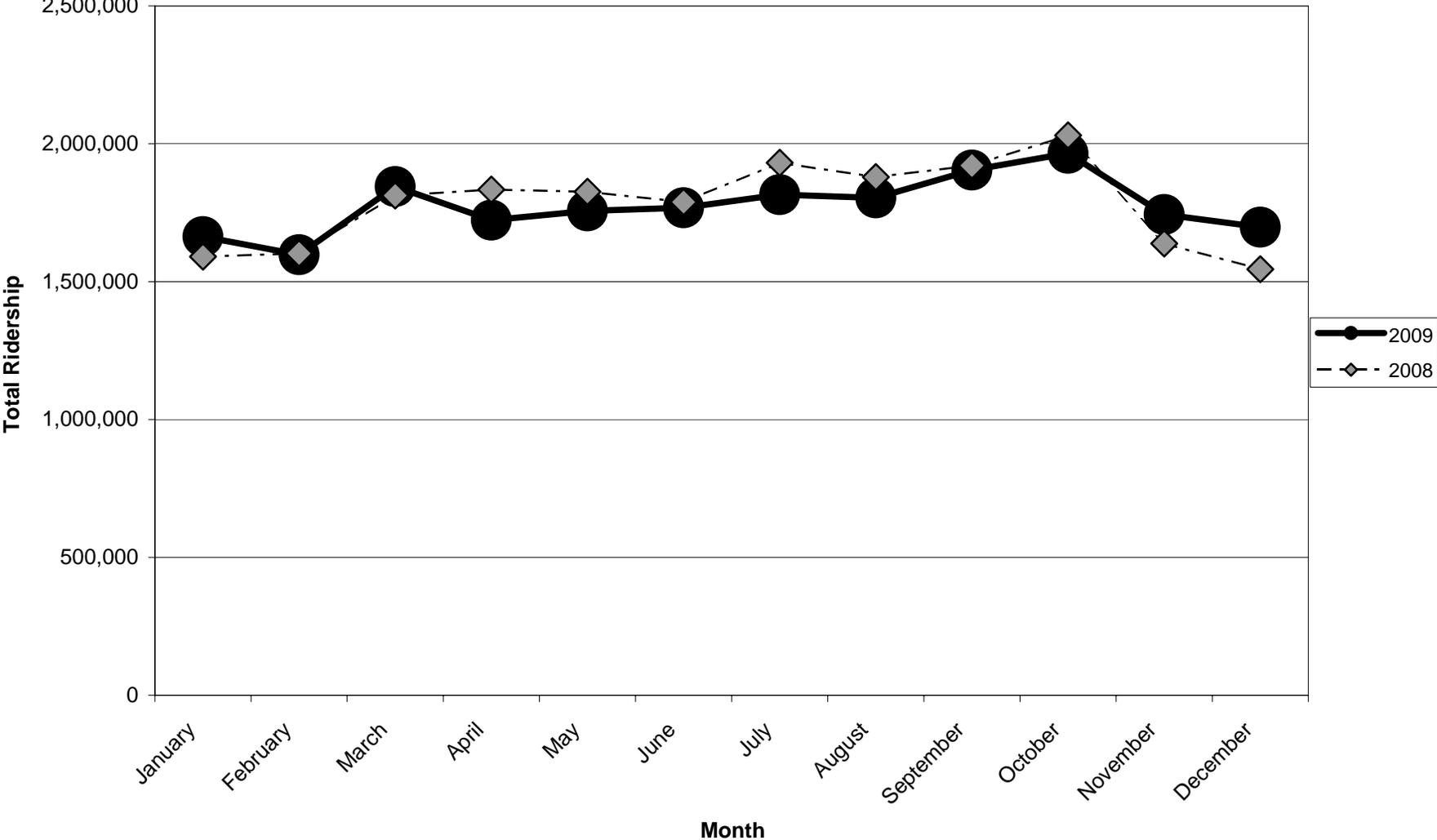
### MTS Bus Monthly Ridership 2008 & 2009



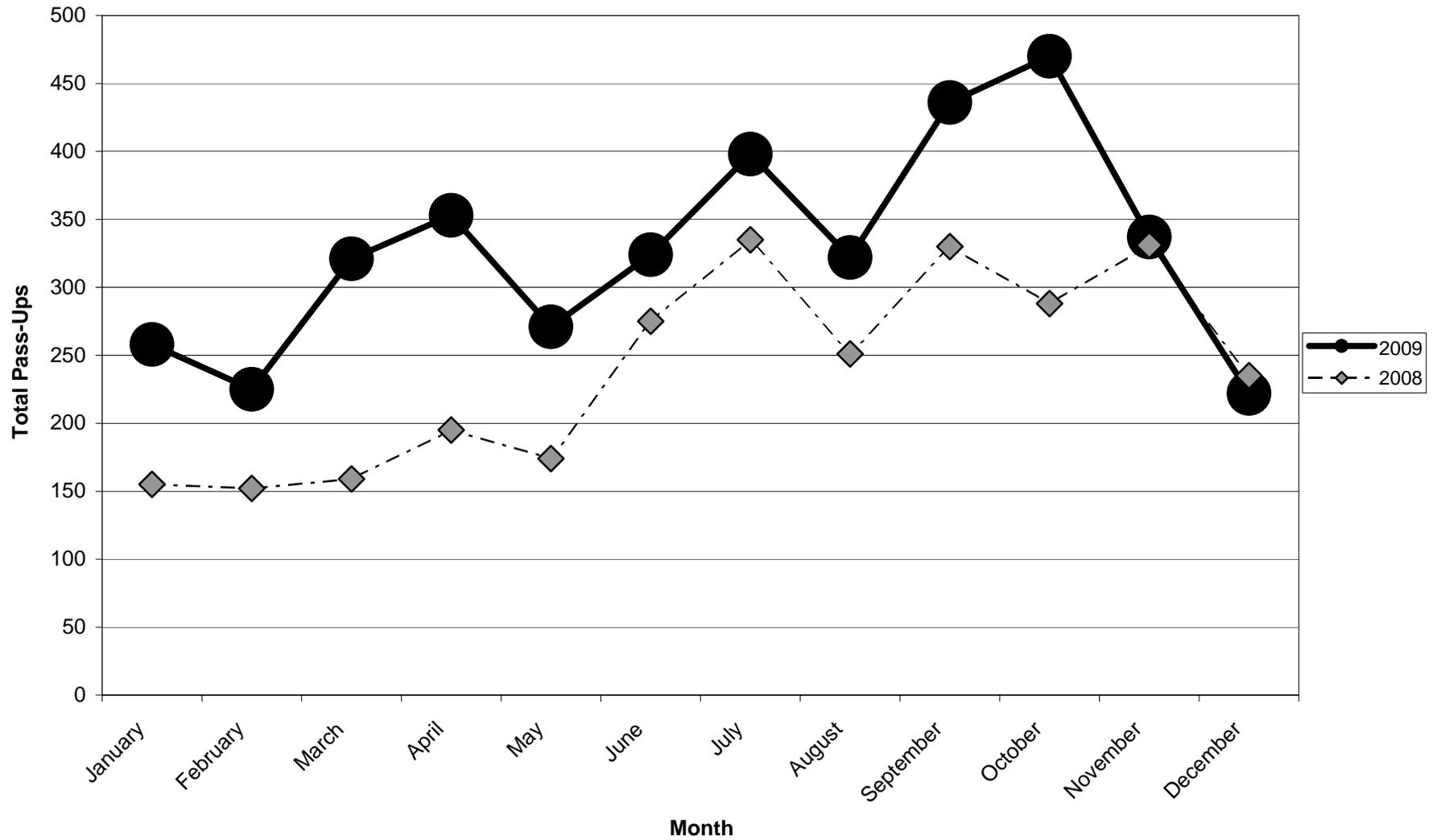
# Trolley Monthly Ridership 2008 & 2009



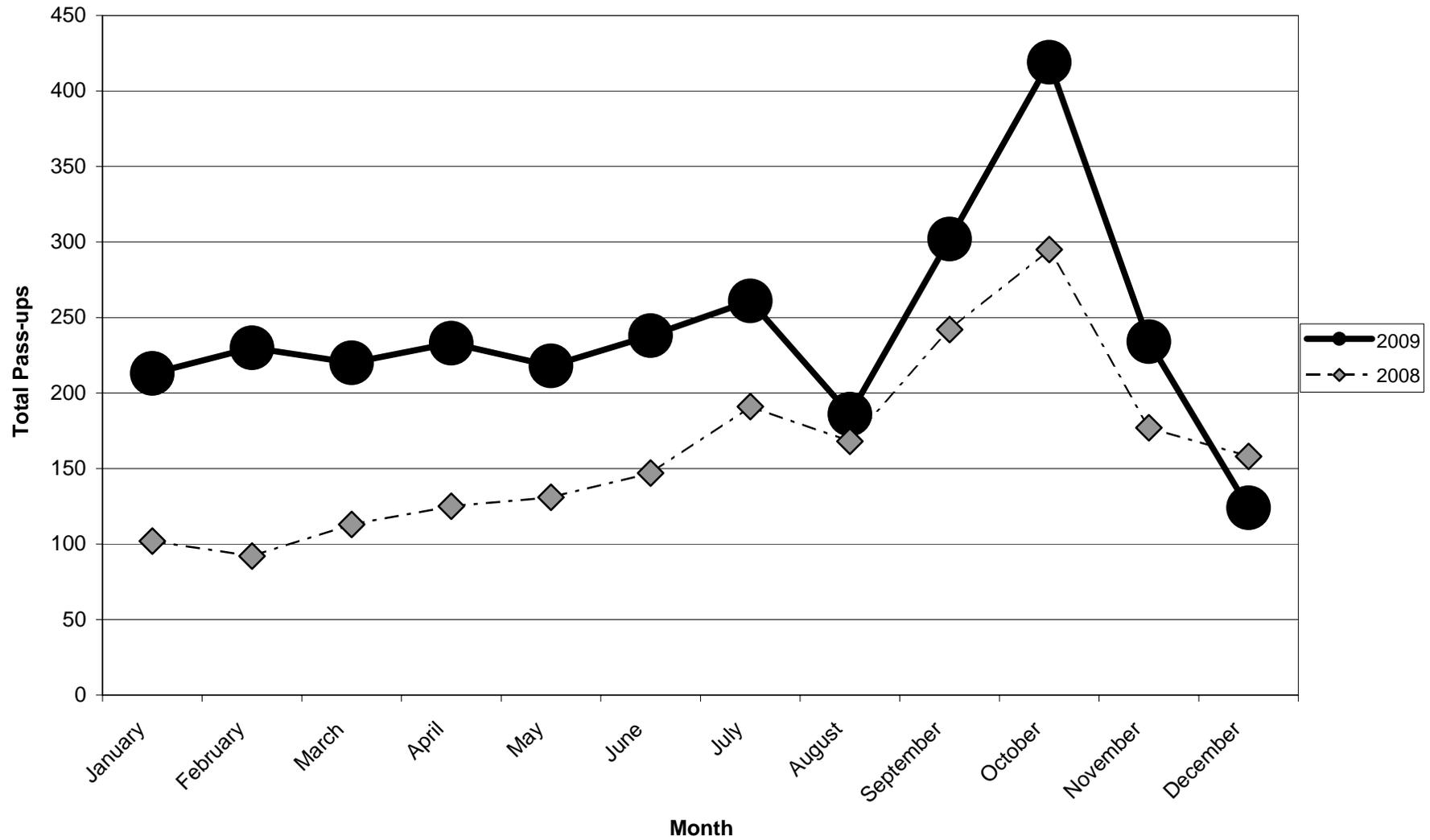
# MTS Contract Monthly Ridership 2008 & 2009



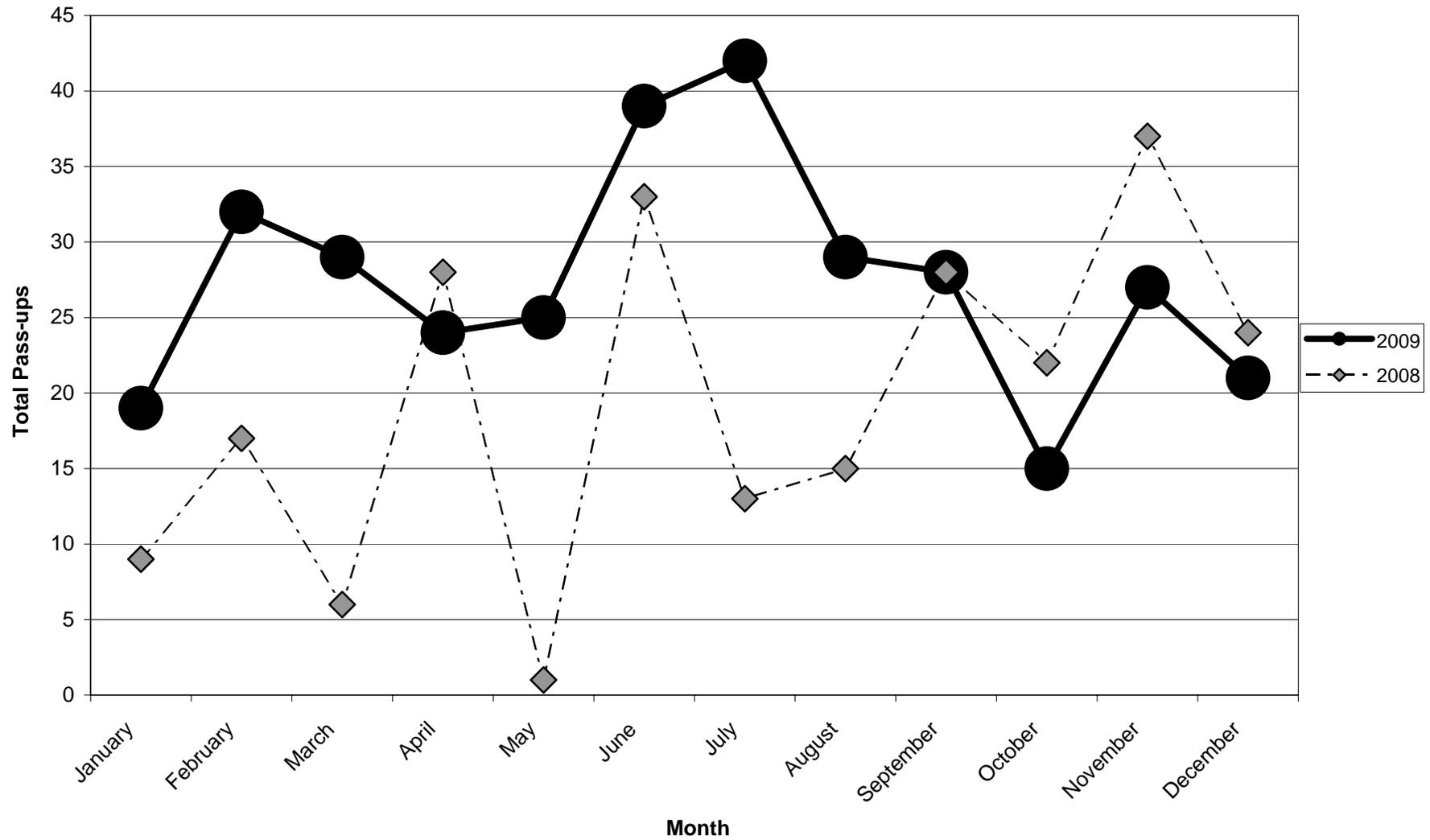
# Trolley Monthly Pass-Ups 2008 & 2009



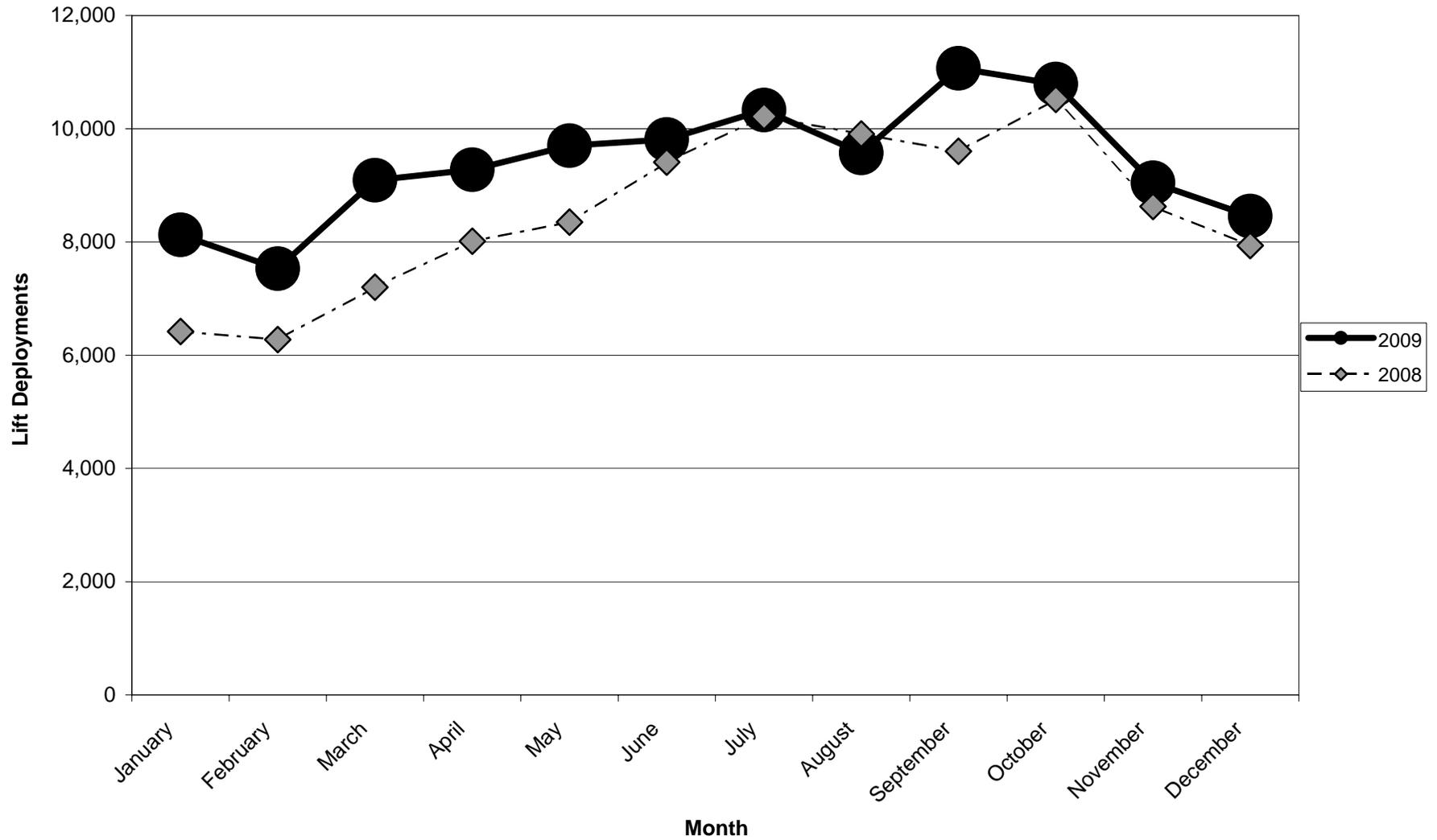
# Bus Monthly Pass-Ups 2008 & 2009



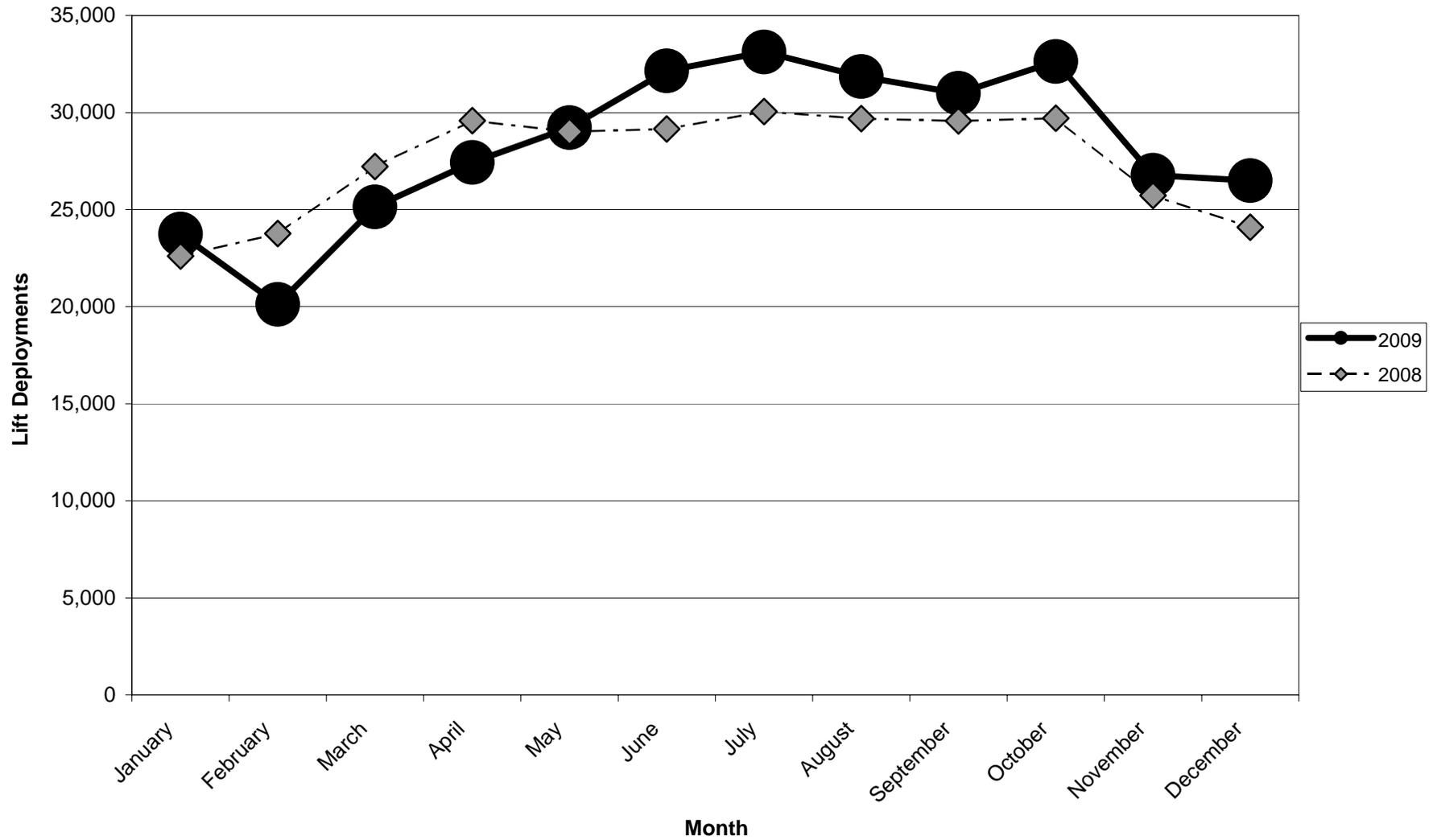
# MTS Contract Monthly Pass-ups 2008 & 2009



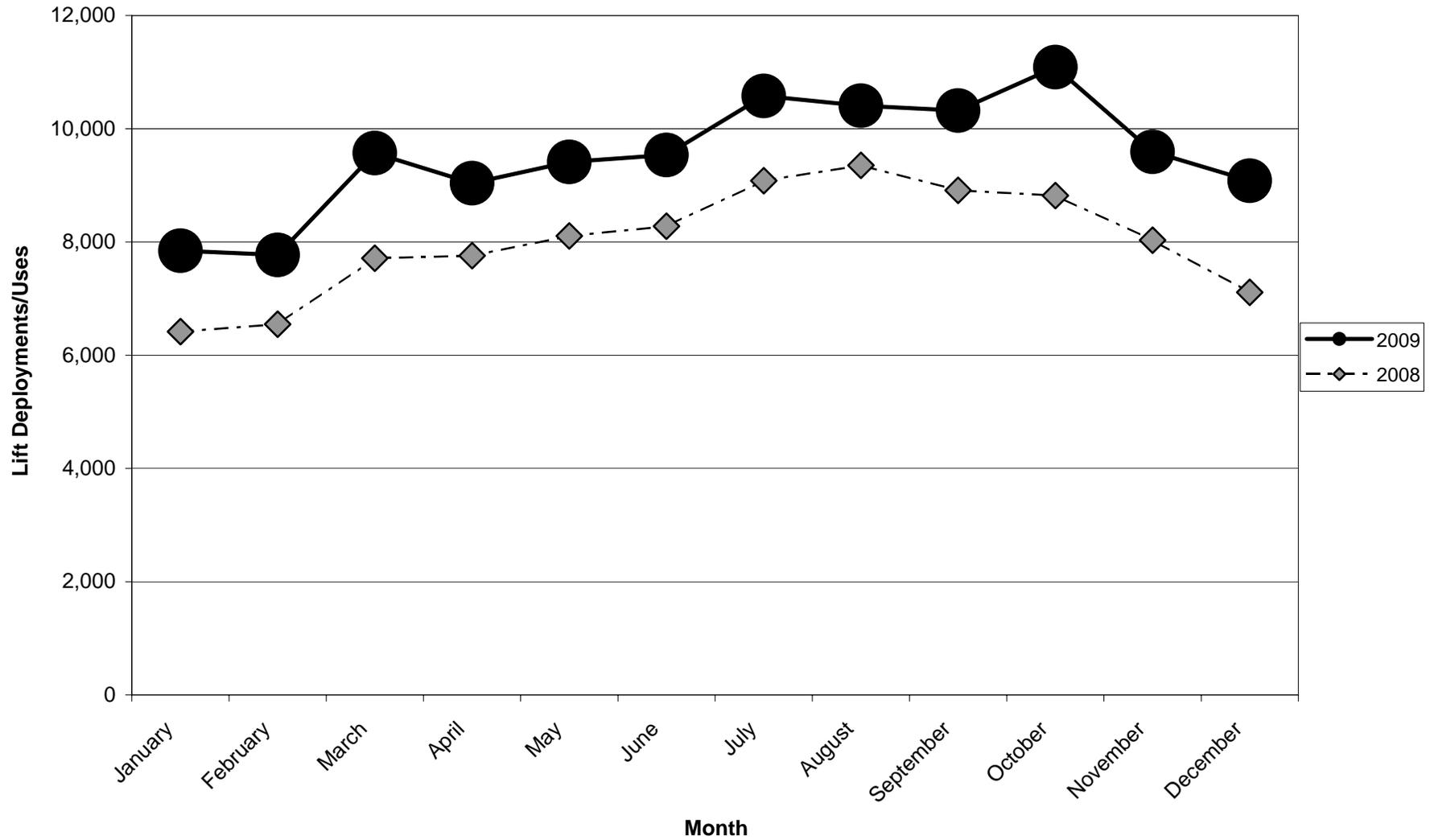
## Trolley Monthly Lift Deployments 2008 & 2009



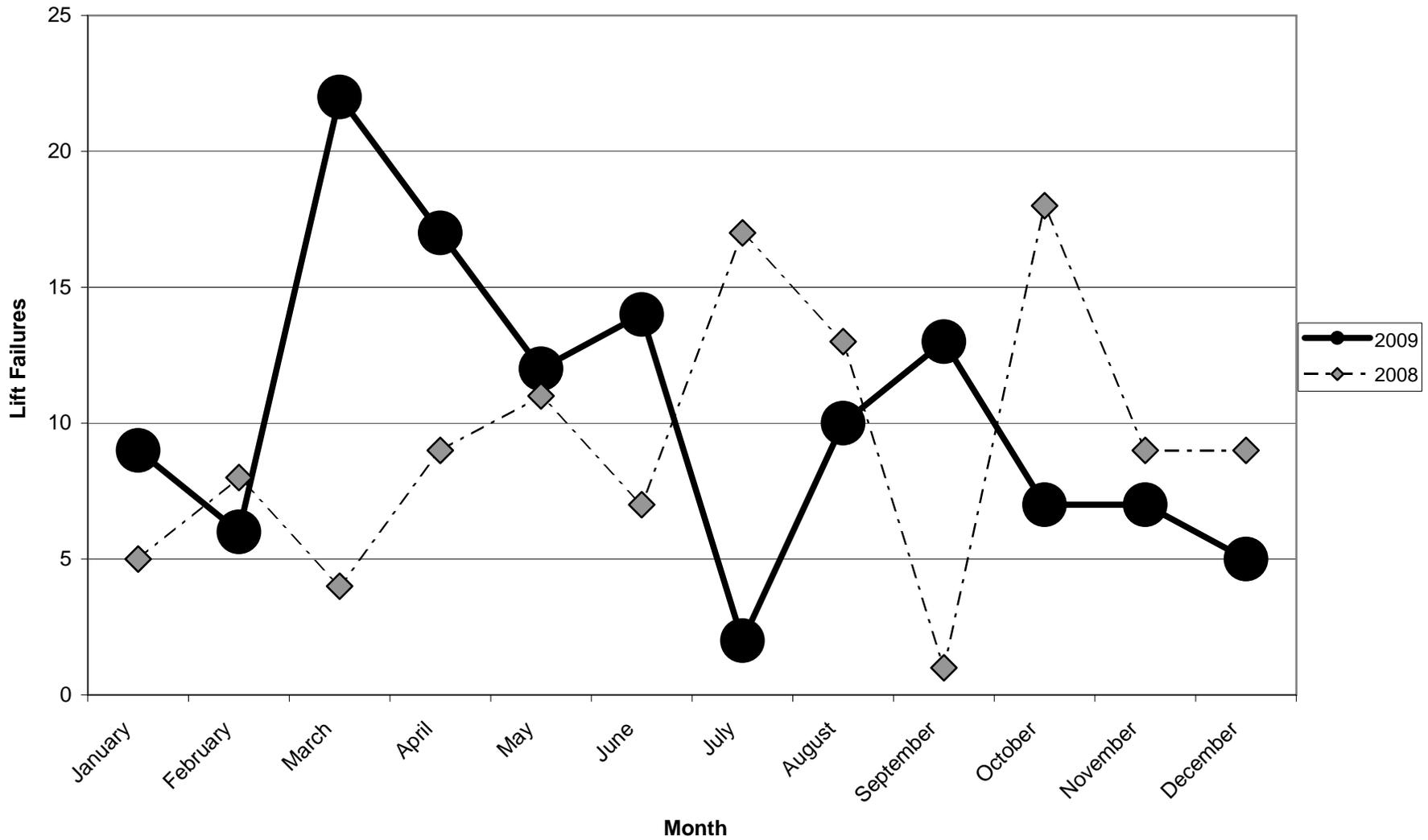
## Bus Monthly Lift Deployments 2008 & 2009



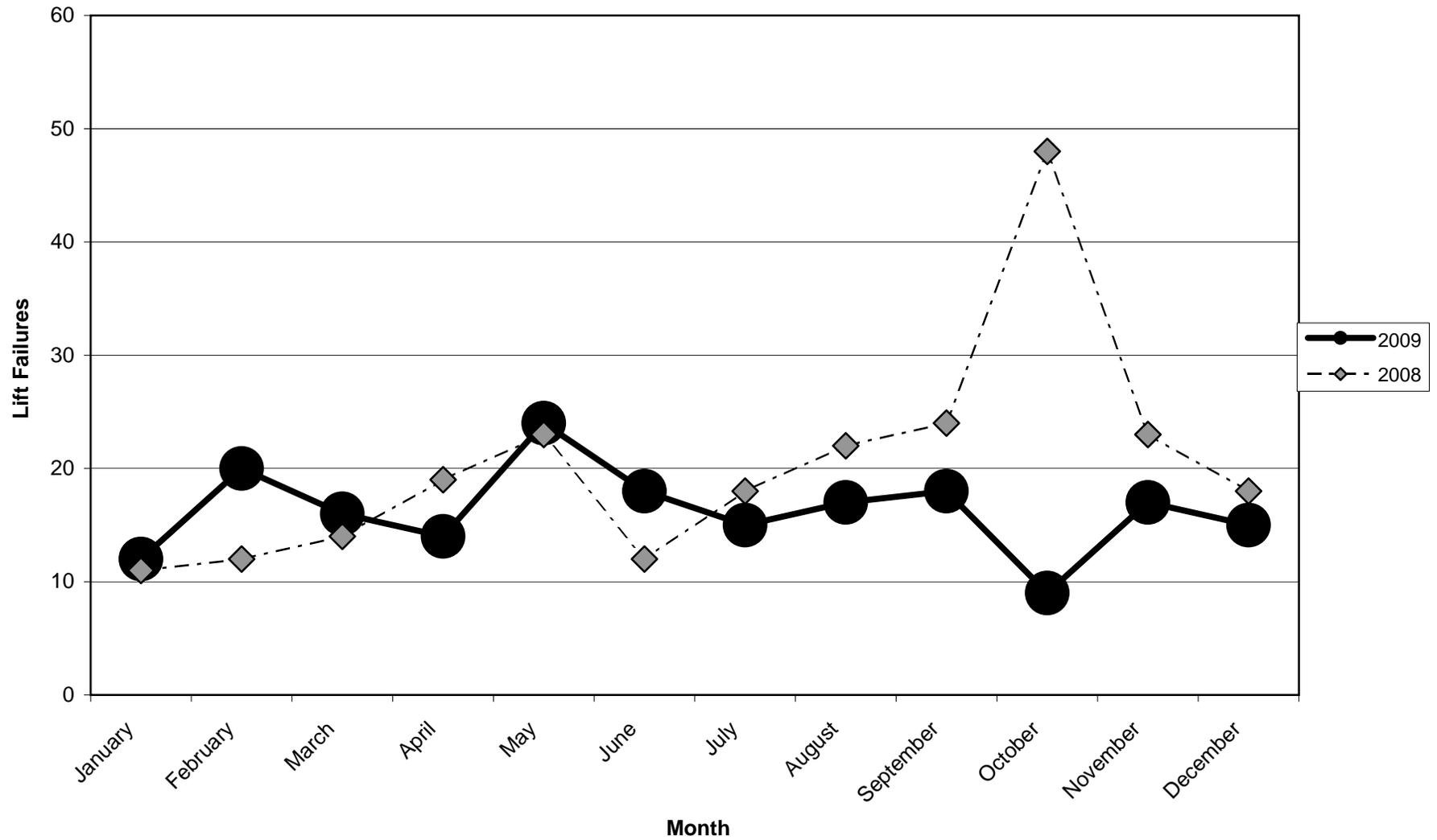
# MTS Contract Monthly Lift Deployment / Uses 2008 & 2009



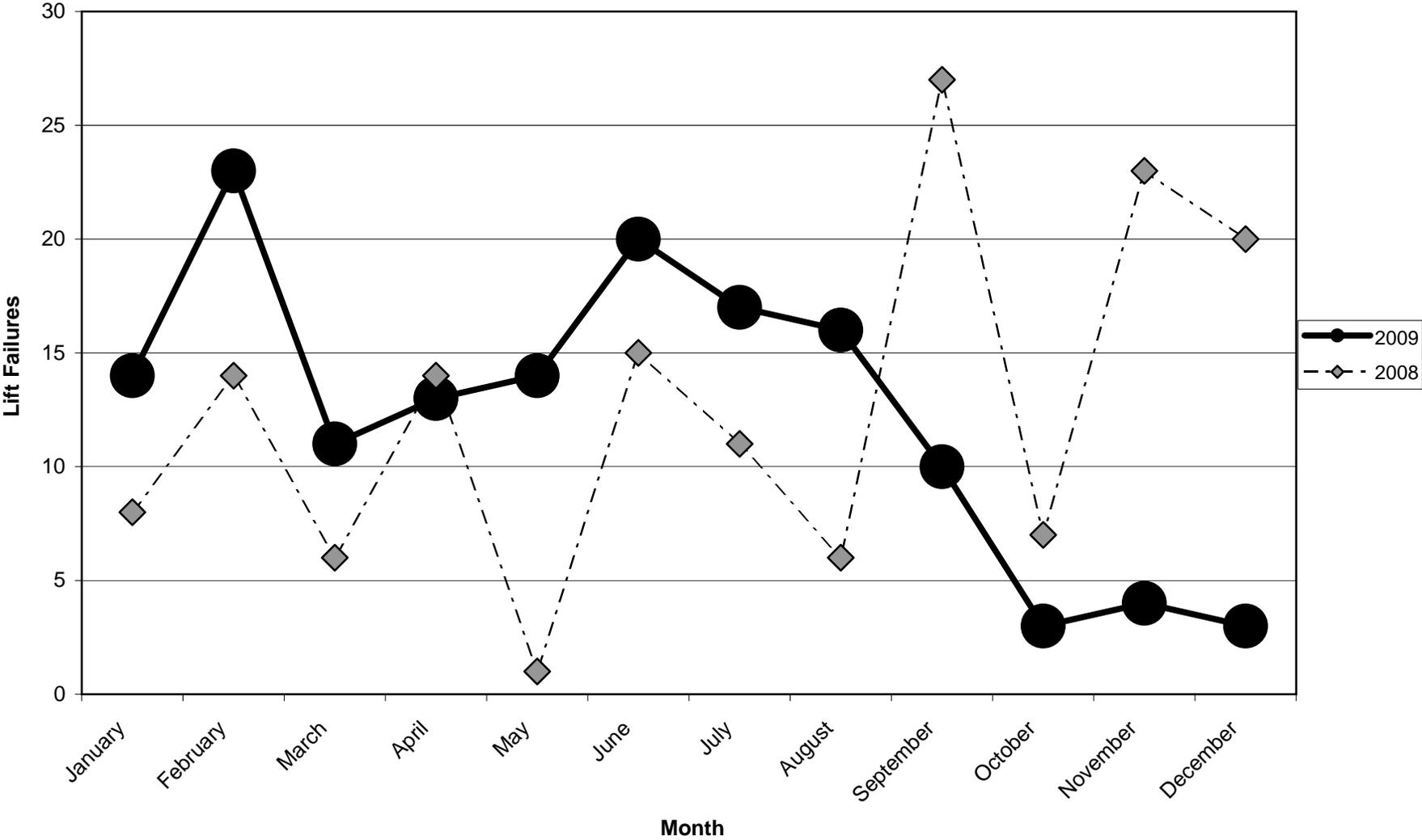
### Trolley Monthly Lift Failures 2008 & 2009



# Bus Monthly Lift Failures 2008 & 2009

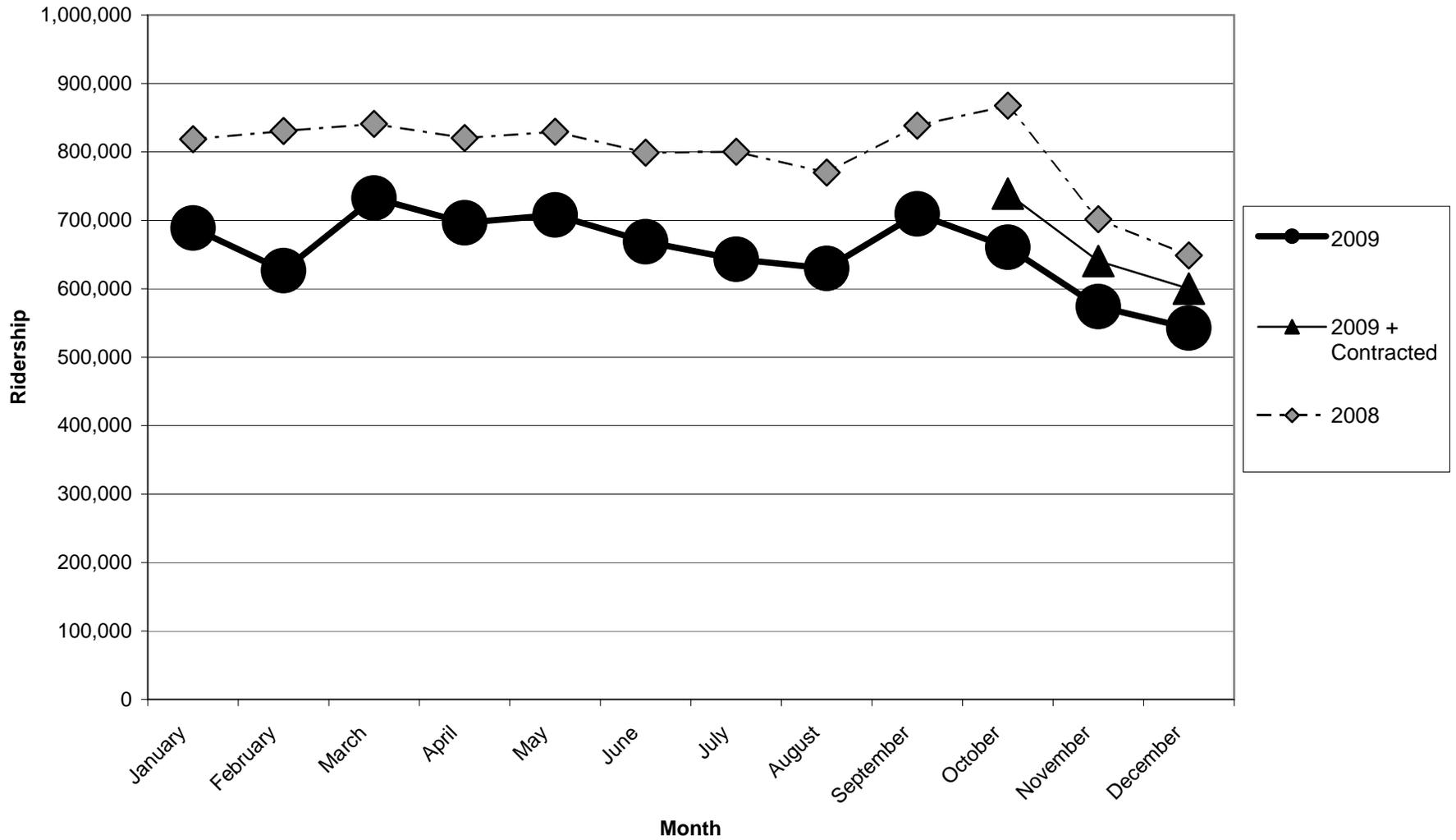


# MTS Contract Monthly Lift Failures 2008 & 2009

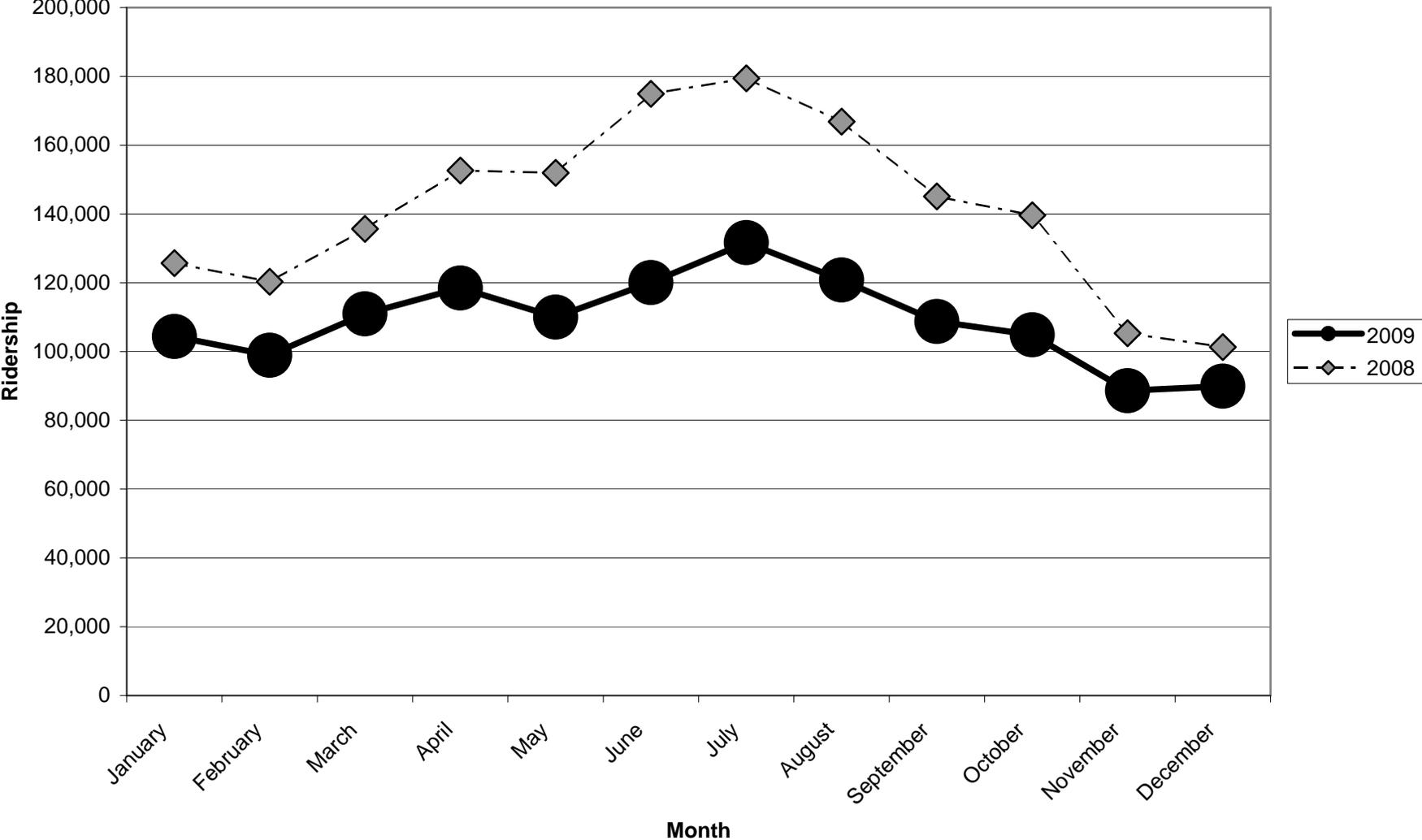


# NCTD BREEZE Ridership 2008 & 2009

(Note: Starting 10/18/09, BREEZE Route 101 became a contracted service operated by First Transit)



# NCTD COASTER Ridership 2008 & 2009



# NCTD SPRINTER Ridership 2008 & 2009

