

Date: _____ March 31, 2008

Committee Meeting Date: _____ April 9, 2008

Board Meeting Date: _____ N/A

BOARD MEMORANDUM

DISCUSSION ITEM

TO: Committee for Transit Accessibility
Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: Michael T. Burns
General Manager

FROM: Donald A. Smith, Jr
Chief Operations Officer

SUBJECT: Reinstatement of ADA Outreach Paratransit Service to Menlo Park

FOR DISCUSSION ONLY

BACKGROUND:

Santa Clara Valley Transportation Authority (VTA) was notified by several human service providers that our mutual customers were losing direct Outreach service to Menlo Park because of the deletion of the Line 22 extension with the January 14, 2008 implementation of the Bus Service Plan. The elimination of this service was not intentional. VTA quickly evaluated and determined that its service area extended to locations in San Mateo County, within a ¾ mile corridor of its fixed route and asked Outreach to reinstate service within that boundary.

In late February VTA, after careful review, reinstated service to the Menlo Park Veterans Affairs Hospital due to the specialized medical treatment that is provided to veterans at the Menlo Park location.

DISCUSSION:

We have met with the Outreach CEO and CTA Ex-Officio Member Katie Heatley to review paratransit service into San Mateo County and have determined, based on her recommendation, that VTA will continue Outreach service to San Mateo County locations within a ¾ mile of the current Line 22.

There are two Menlo Park locations that before January 14, 2008 had direct Outreach service, HOPE services at Tyco Electronics on Constitution Avenue and HOPE Services at Home Depot on Bayshore. These two locations are well beyond the ¾ mile ADA service requirement and will not have direct Outreach service restored. HOPE Services consumers can transfer from Outreach to Redi-Wheels at the Palo Alto Transit Center or other locations within the service area as do other persons who travel between service areas. To help facilitate the transition from direct service to having to transfer, Outreach will be

reinstated to HOPE Services consumers for a period of 90 days, so that other arrangements, if necessary, can be made. VTA will work with HOPE services to coordinate travel training for their consumers who travel to these destinations for the next 6 months. Additionally, service to Outreach customers not affiliated with human service agencies will also have service reinstated for a period of 90 days.

Prepared By: Sandra Weymouth