



# Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan

Approved by the AMBAG Board of Directors

November 14, 2018

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## Executive Summary

The Federal Transportation Authority defines a Coordinated Public Transit-Human Services Transportation Plan (CPTP) as a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, and lays out strategies for meeting these needs, and prioritizes services.” The Association of Monterey Bay Area Governments (AMBAG), in collaboration with the Regional Transportation Planning Agencies (RTPAs) and public transit operators in the tri-county area, has produced the region’s CPTP. As the Metropolitan Planning Organization for the region and with guidance from the Moving Ahead for Progress in the 21st Century (MAP-21) and the Fixing America’s Surface Transportation (FAST) Act, AMBAG is required to produce this plan for incorporation into the region’s long-range Metropolitan Transportation Plan. The CPTP establishes project eligibility for federal funding under the Elderly Persons and Persons with Disabilities (Section 5310).

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

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

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

AMBAG released the Draft CPTP on August 20, 2018 for a public review period. The public

review period closed on October 31, 2018. A summary of comments received are included in Appendix C. The final plan is scheduled to be approved by the AMBAG Board of Directors on November 14, 2018.

## Chapter 1 - Introduction

### *Purpose of the Plan*

The Monterey Bay Region Coordinated Public Transit-Human Services Transportation Plan (“CPTP”) is a planning document that identifies the transportation needs of seniors and individuals with disabilities and prioritizes strategies and projects to help meet their local transportation needs.

Federal transit law, as amended by Moving Ahead for Progress in the 21st Century (MAP-21), requires that projects selected for funding under the Federal Transit Administration’s (FTA’s) Enhanced Mobility for Seniors and Individuals with Disabilities Program (referred to as Section 5310) be included in a locally developed Coordinated Plan. The Plan must be developed through a process that includes representatives of public, private and non-profit transportation and human services providers and participation by members of the public.

The four required elements are:

1. An assessment of available services and current transportation providers (public, private and non-profit);
2. An assessment of transportation needs for seniors and persons with disabilities. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

While MAP-21 does not define the term “coordinated plan,” the Federal Transportation Administration (FTA) defines coordinated plan as “a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults and individuals with limited incomes, and lays out strategies for meeting these needs, and prioritizes services.”<sup>1</sup>

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

The Association of Monterey Bay Area Governments (AMBAG), Caltrans District 5, Monterey-Salinas Transit (MST), San Benito Council of Governments (SBtCOG), San Benito County Local Transportation

Authority (San Benito County Express and Specialized Transportation), Santa Cruz County Regional Transportation Commission (SCCRTC), Santa Cruz Metropolitan Transit District (Santa Cruz METRO) and the Transportation Agency of Monterey County (TAMC) have cooperated in the preparation of this plan.

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

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

### ***Project Identification and Funding***

Transportation funding in California is complex. Federal and state formula and discretionary programs provide funds for transit and paratransit services. Sales tax revenues are also used for public transit purposes. Transportation funding programs are subject to rules and regulations that dictate how they can be used and applied for (or claimed) through federal, state and regional levels of government. Funds for social service transportation come from a variety of non-traditional transportation funding programs including both public and private sector sources.

Another complexity with federal funding programs is the local match requirements. Each federal program requires that a share of total program costs be derived from local sources, and may not be matched with other federal Department of Transportation funds. Examples of local matches which may be used for the local share include: state or local appropriations; non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations and revenue from advertising and concessions. Non-cash funds such as donations, volunteer services, or in-kind contributions can be counted toward the local match as long as the value of each is documented and supported.

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

A review of federal, state and local funding programs for public transit agencies and social service providers is presented at the end of this chapter. The information shows funding programs and their purpose, how funds can be used, who is eligible to apply and other relevant information.

Funding for public transportation in rural California counties is dependent primarily on three sources of funds: Federal Section 5310 funds intended for seniors and individuals with disabilities, Federal Section 5311 funds intended for rural areas and TDA funds generated through State of California sales tax revenues. These two funding programs are described below. A brief overview is provided of other funding sources that are available for public transit and social service transportation.

### ***Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)***

The Coordinated Plan will inform priorities and certify projects receiving funds authorized under both Moving Ahead for Progress in the 21st Century Act (MAP-21) (the previous federal transportation funding authorization from 2012) and the Fixing America's Surface Transportation (FAST) Act (2015). Planning requirements specific to the authorizations are described below. The FAST Act retains the same planning requirements identified under MAP-21 for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310). Section 5310 remains the only funding program with coordinated planning requirements under the FAST Act. In relation to the locally developed Coordinated Public Transit-Human Services Transportation Plan, the FAST Act requires:

1. That projects selected are "included in a locally developed, coordinated public transit-human services transportation plan."
2. That the coordinated plan "was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, and other members of the public."
3. That "to the maximum extent feasible, the services funded will be coordinated with transportation services assisted by other Federal departments and agencies," including recipients of grants from the Department of Health and Human Services.

In 2012, the passing of MAP-21 eliminated the Jobs Access Reverse Commute (JARC) program, formerly 5316, and transferred its functions into the 5307 and 5311 programs. MAP-21 also eliminated the New Freedom program (5317) and transferred its functions into the 5310 program.



Then in 2015 the passage of the FAST Act continued to consolidate the previous 5310 program (Elderly and Disabled Program) and New Freedom program eligibilities into a single formula based program. This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond the traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Caltrans serves as the designated recipient for these funds for the state. As designated recipient, Caltrans is required to select projects for use of federal funds through a competitive process, and to certify that projects funded are included in the Coordinated Plan. The funds are apportioned based on each State's share of the target populations and are apportioned to areas under 200,000, and large urbanized areas (over 200,000). Section 5310 funds are available to the states during the fiscal year of apportionment plus two additional years (total of three years).

Projects selected for 5310 funding must be included in a locally developed, coordinated public transit- human services transportation plan. Section 5310 program information is described below:

#### **ELIGIBLE RECIPIENTS AND SUBRECIPIENTS:**

- Designated Recipient or a State receiving a grant directly (for all areas over 200,000 in population).
- Subrecipients: states or local government authorities (for areas under 200,000 population), private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient.

#### **ELIGIBLE PROJECTS:**

- Capital, Operating, Administration
- At least 55% of program funds must be used on capital projects that are public transportation projects planned, designed and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable (Traditional 5310 Projects).
- The remaining 45% may be used for any other eligible purpose, including capital and operating expenses and New Freedom-type projects:
  - Public transportation projects that exceed the requirements of the ADA.
  - Public transportation projects that improve access to fixed route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.
- At most, 10% is allowed for program administration.

**STATEWIDE FUNDING FORMULA:**

- 60% to designated recipients in urbanized areas with populations over 200,000.
- 20% to states for small urbanized areas (under 200,000 population).
- 20% to states for rural areas

**FUNDING:**

- Funds are apportioned for urban and rural areas based on the number of seniors and individuals with disabilities.
  - Federal share for capital projects (including acquisition of public transportation services) is 80%.
  - Federal share for operating assistance is 50%.

**FUNDS AVAILABLE FOR FY2016-FY2020:**

- Approximately \$305 Billion over 5 years, including \$281 billion in Highway Trust Fund programs
- Transit funding formula programs increased by 9 percent in FY 2016, about 2 percent thereafter
- Highway funding formula programs boosted 5.5 percent in FY 2016, about 2 percent thereafter
- Projects are funded 100% with Federal funds upon FTA approval of Transportation Development Credits (Toll Credits)
- FTA mandates that at least 55% of funding is used for vehicle and other equipment projects.
- FTA mandates that no more than 45% of funding be used for Operating Assistance and Mobility Management projects.

As a planning tool, the CPTP identifies a set of strategies and programs and establishes a framework for the prioritization of projects in the region seeking federal funding assistance. FTA requires projects funded through the programs listed below be “derived from a locally developed coordinated public transit-human services transportation plan.”<sup>2</sup>

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

As the designated recipient of these funds, Caltrans is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners.

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

### ***Transportation Development Act (TDA)***

The California Transportation Development Act has two funding sources for each county or regional entity that are locally derived and locally administered: The Local Transportation Fund (LTF) and the State Transit Assistance Fund (STA).

- LTF revenues are recurring revenues derived from ¼ cent of the retail sales tax collected statewide. The ¼ cent is distributed to each county according to the amount of tax collected in that county. In counties with a population of less than 500,000 as of the 1970 US Census, TDA funds may be allocated under Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects.
- Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning agency is expected to consult with its local Social Services Technical Advisory Committee (SSTAC) and conduct an assessment of transit and determine whether there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each Regional Transportation Planning Agency (RTPA) is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.
- STA are revenues derived from sales taxes on gasoline and diesel fuels. STA is allocated annually by the local transportation commissions based on each region’s apportionment. Unlike LTF they may be allocated to other purposes, STA revenues may be used only for public transit or transportation services.

### ***Role of Consolidated Transportation Service Agencies (CTSAs)***

AB 120 authorized the establishment of CTSAs and recognizes them as direct claimants of Transportation Development Act (TDA) Article 4.5 funds. CTSAs are designated by the RTPAs. Very little guidance exists as to expectations or roles of the CTSAs, but generally CTSAs assist with the coordination of paratransit services.

### ***State Transportation Improvement Program (STIP)***

To receive state funding for capital improvement projects, such as new vehicles or other capital equipment, projects must be included in the State Transportation Improvement Program, or STIP. The STIP is a multi-year capital improvement program that includes projects programmed with state funds.

### ***Regional Centers***

While Regional Centers are nonprofit private corporations, they were established by state legislation. They receive public funds under contract to the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. There are 21 regional centers with more than 40 offices located

throughout the state. The San Andreas Regional located in San Jose offers services and support for children and adults with developmental disabilities who live in San Benito, Santa Clara, Santa Cruz and Monterey Counties. Transportation is a critical component of Regional Centers because clients need specialized transportation services for traveling to and from sheltered workshops. It is the responsibility of each Regional Center to arrange its client's transportation. Regional Centers are primarily funded with a combination of State General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

### ***Private Foundations***

Many small agencies that target low income populations are eligible for foundation grants. Typically, foundation grants are highly competitive and require significant research to identify foundations appropriate for transportation of the targeted populations.

### ***Service Clubs and Fraternal Organizations***

Organizations such as the Rotary Club, Soroptimists, Kiwanis and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle or a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or childcare.

### ***Employers***

Employers are sometimes willing to underwrite transportation in order to fill their labor needs. Employers sometimes contribute to transportation programs such as a flex route night bus, a subsidized carsharing program, or a shuttle or vanpool to their employment site. In the AMBAG region, some social service agencies pay for transportation for their clients by buying bus tickets in bulk and handing them out to their clients.

## Chapter 2 – Transportation Services and Providers

### *Introduction*

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

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

### *Local Advisory Committees*

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

### *Americans with Disabilities Act (ADA)*

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

### *Fixed Route Transit*

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

### *Paratransit Services*

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

Since elderly and individuals with disabilities are more likely to experience difficulties accessing

fixed bus routes independently, given physical, mental, or age-related impairments, Section 223 of ADA requires that public entities operating non-commuter fixed route transportation services also provide paratransit service for individuals unable to use the fixed route system if:

- The individual is unable to access fixed route service independently, due to his or her disability
- The fixed route service is not accessible to the individual
- The individual has a special physical or mental impairment in which interaction with a barrier prevents getting to or from a bus stop or rail station.

ADA-compliant paratransit service by public transit operators within the region occurs within a  $\frac{3}{4}$  mile service buffer around fixed route bus service, as shown in Figures 2-1A, 2-1B and 2-1C on the following pages.

### ***Shared Van***

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

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

### ***Private Taxicab Services***

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

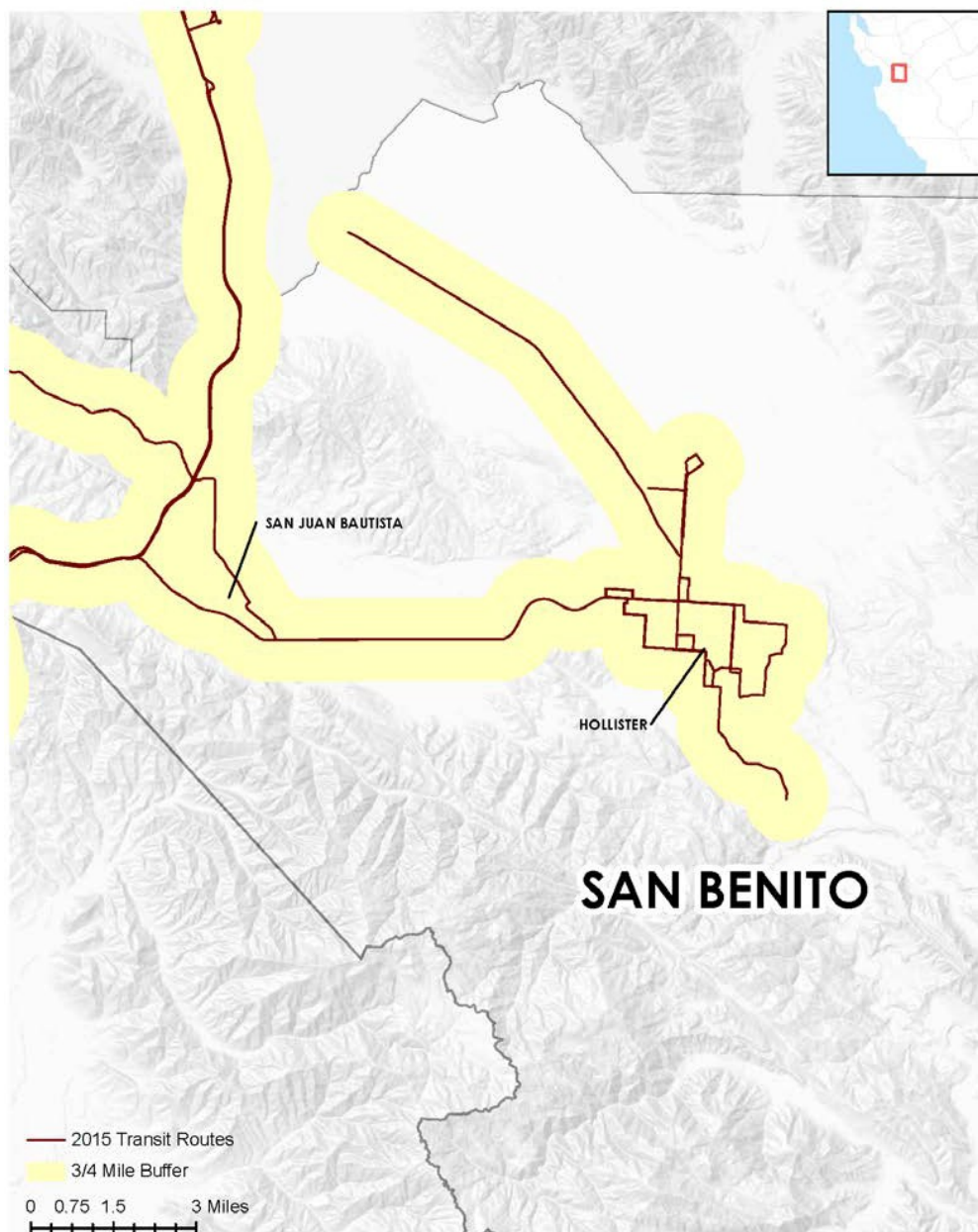
**FIGURE 2-1A**

**2015 Transit Routes Including 3/4 Mile Buffer  
Monterey County**

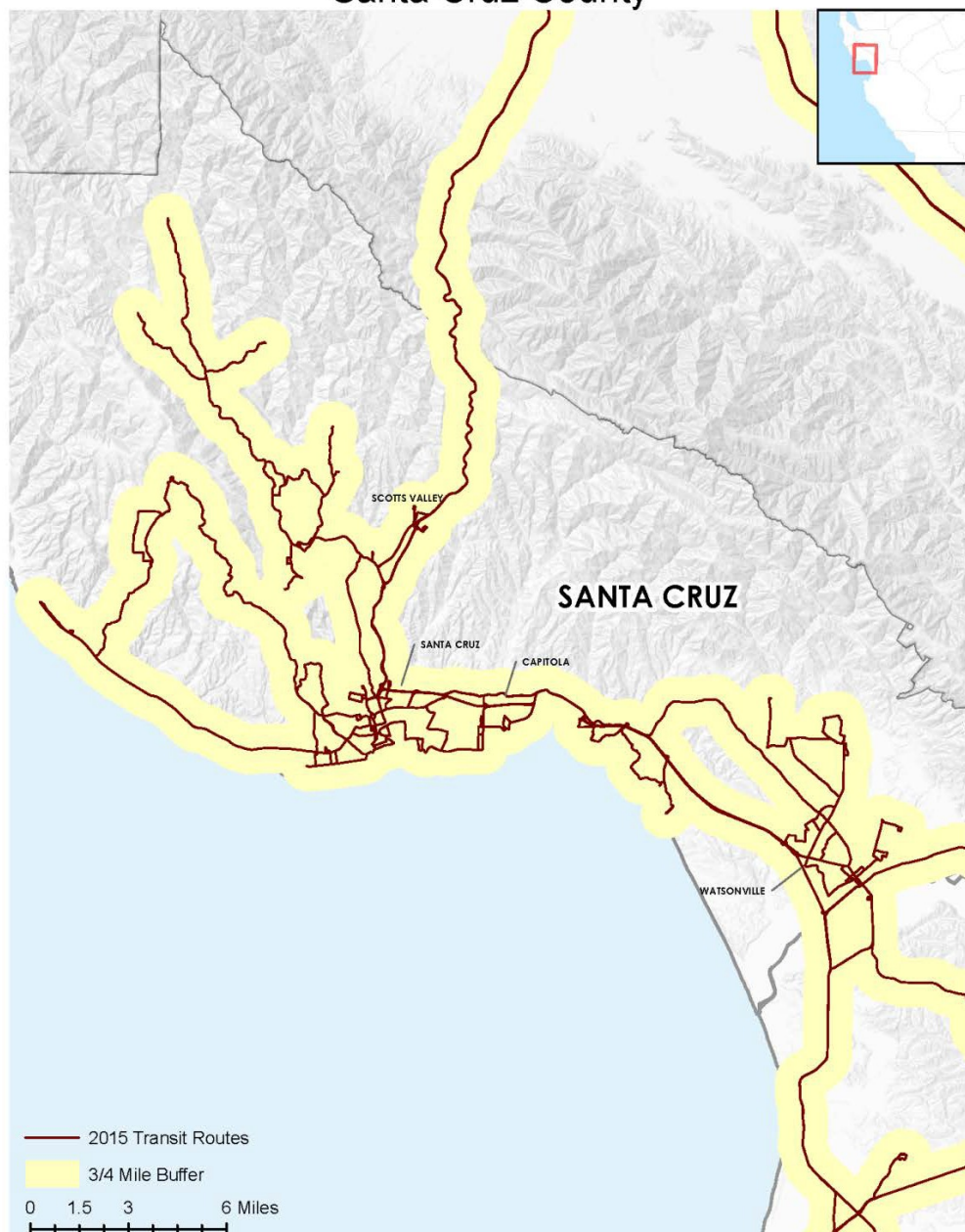




**FIGURE 2-1B**  
**2015 Transit Routes Including 3/4 Mile Buffer**  
**San Benito County**





**FIGURE 2-1C****2015 Transit Routes Including 3/4 Mile Buffer  
Santa Cruz County**

## ***A. Regional***

At the regional level, AMBAG will continue to work with the RTPAs and service providers to further coordinate the schedules, service zones, connections and programs among fixed route, paratransit and non-profit transportation services in an effort to improve accessibility, increase participation, ease constraints and provide more efficient service. All agencies in the plan are working to meet the goals of California Assembly Bill 32 (AB 32), the Global Warming Solutions Act, which requires statewide greenhouse gas emissions are at 1990 levels by 2020. Many transportation agencies, including Santa Cruz Metro, are replacing diesel and gasoline fleet vehicles with natural gas and electric buses to meet this and other clean vehicle goals.

### ***Fixed Route Transit***

#### **GREYHOUND BUS LINES**

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

#### **AMTRAK**

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

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

### ***Non-Profit Organizations***

#### **THE CENTRAL COAST ALLIANCE FOR HEALTH, (THE ALLIANCE)**

The Alliance is a non-profit health plan which provides health services for 90,000 low income patients in Santa Cruz and Monterey Counties. About 95 percent of the agency's members receive Medi-Cal, with the remainder enrolled in plans offered by Healthy Families, Healthy Kids, or Alliance Care IHSS, which provides insurance coverage to in-home healthcare service caregivers. The Alliance is an example of a regional non-profit agency that accommodates elderly, individuals with disabilities, and low income Central California residents. For instance,

members who use wheelchairs may qualify for rides, as will those who require an ambulance to move them from one care facility to another. The agency has an annual operating budget of \$230 million and gets the bulk of that money from the state. Transportation services offered by the Alliance are limited to medical trips only and are contracted to non-profit and/or private transportation providers.

#### **THE CENTRAL COAST CENTER FOR INDEPENDENT LIVING (CCCIL)**

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

#### **SENIORS COUNCIL'S FOSTER GRANDPARENT/SENIOR COMPANION PROGRAM**

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

## ***B. Monterey County***

### ***Agencies and Councils***

#### **TRANSPORTATION AGENCY FOR MONTEREY COUNTY (TAMC)**

There are 23 members of TAMC, with local officials from 12 cities and five supervisor districts, and ex-officio members from six public agencies. TAMC is dedicated to the development and maintenance of “a multimodal transportation system that enhances mobility, safety, access, environment quality, and economic activities in Monterey County.”<sup>3</sup> TAMC is an instrumental and dynamic force for assessing the concerns and continuance of numerous transportation systems of Monterey, including freeways, expressways, bike and pedestrian paths, and bus routes.

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

#### **MOBILITY ADVISORY COMMITTEE (MAC)**

Monterey-Salinas Transit’s Mobility Advisory Committee (MAC) now serves as the Transportation Agency’s Social Services Transportation Advisory Committee (SSTAC). The MAC is comprised of consumers and medical/social service agency personnel who have first-hand experience using our services and/or in assisting others to do so. The MAC provides advice and recommendations on improving these services to the MST staff and board of directors. The MAC both advocates on behalf of the elderly and disabled populations of Monterey County, while studying the transportation services at their disposal. The committee holds public hearings and conducts online surveys in order to gather and analyze evidence of any unmet needs that concern the transit options for the elderly and individuals with disabilities. The MAC hosts the annual Unmet Transit Needs Hearing, a county requirement under the California Transportation Development Act.

### ***Fixed Route Transit***

#### **MONTEREY-SALINAS TRANSIT (MST)**

Monterey-Salinas Transit serves a 280 square-mile area of Monterey County and Southern Santa Cruz County. Line #55 also provides service from Monterey County to San Jose.

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

## ***Paratransit***

### **THE MONTEREY-SALINAS TRANSIT (MST) RIDES**

MST RIDES grants ADA complementary paratransit transportation to individuals with disabilities that prevent them from using fixed route systems independently. The program provides service throughout the Monterey Peninsula to Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, King City and to the Watsonville Transit Center.

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

Special non-ADA required paratransit service is also provided for registered MST RIDES clients living outside of the ¾ mile ADA corridors.

### ***Special Medical Trips***

### **THE MONTEREY-SALINAS TRANSIT (MST)**

Monterey-Salinas Transit (MST) Special Medical Trips service provides medical transportation four days per month; two days to the San Jose area and two days to the San Francisco area. The program is open to all Monterey County residents. To ride, you must make a reservation. Reservations are on a first- come, first-served basis, and must be made by 5:00 PM three days before you plan to travel. Cancellations must also be made before 5:00 PM one day before your reserved trip. Failure to cancel by 5:00 PM may jeopardize future riding privileges. The round-trip fare is \$20 payable in cash or with MST Special Medical Trips tickets. Your personal care attendant (PCA) rides free when registered with MST. Other companions can ride when space is available for the \$20 fare. There are no discounts offered for this program.

For residents of **King City, Greenfield, Soledad** and **Gonzales**, only designated stops will be served when requested and prior to the 9:00AM departure from Salinas Transit Center.

### ***Non-Profit Organizations***

### **HOPE SERVICES**

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

### **THE BLIND AND VISUALLY IMPAIRED CENTER OF MONTEREY COUNTY**

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

appointment.

### **SHELTER OUTREACH PLUS**

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

### **TAXI VOUCHER PROGRAM**

The Taxi Voucher Program is a service of MST in partnership with the various cities and community service departments in the County as well as senior centers, and offer \$14 vouchers with a \$3 co-pay for individuals over 65.

### **COUNTY VETERANS' VAN PROGRAM**

Free van transportation may be scheduled for transportation of Monterey County veterans to the VA Medical Center in Palo Alto and the San Jose VA Outpatient Clinic. Veterans may access medical centers by contacting the Monterey County Veterans Affairs Office.

### **List of Providers**

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

## ***C. San Benito County***

### ***Agencies and Councils***

#### **COUNCIL OF SAN BENITO COUNTY GOVERNMENTS (SBTCOG)**

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

#### **COUNCIL OF SAN BENITO GOVERNMENTS SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

SSTAC consists of members appointed by SBtCOG from a broad spectrum of social services and transit providers, advising SBtCOG on matters related to transportation accessibility for the elderly, individuals with disabilities, and persons of limited means. The Advisory Council strives to achieve balanced geography and minority representation by having ten members from social service organizations, the consolidated transportation service agency, and members from the community. The Advisory Council meets bi-monthly on the 4th Friday at 9:30 a.m. at 330 Tres Pinos Road, Suite C7, Hollister CA at the Council of Governments Conference Room.

#### **SAN BENITO COUNTY LOCAL TRANSPORTATION AUTHORITY (LTA)**

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

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

### ***Fixed Route Transit***

#### **SAN BENITO COUNTY EXPRESS**

Under the name County Express, the San Benito County Local Transportation Authority



operates the largest public transit service in the County. County Express provides convenient and affordable transportation to residents and visitors to San Benito County. Services include:

- Three Fixed Route Services in the City of Hollister
- Dial-A-Ride in the Cities of Hollister, San Juan Bautista.
- Paratransit services are only provided in the City of Hollister relative to the Fixed Route offered in Hollister.
- Intercounty service connecting Cities of Hollister and San Juan Bautista to Santa Clara County in Gilroy

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

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

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

### ***Paratransit***

In fiscal year 2017/2018, County Express provided 17,824 paratransit trips and 1,817 lift assisted trips. Paratransit services are provided for individuals with disabilities that have difficulty accessing the fixed route bus stops. Paratransit eligibility is determined by the Authority through a simple application process and is valid for three years. Paratransit services may be scheduled up to 14 days in advance and on the same day. Same day service is subject to a convenience fee and availability. The Paratransit application form may be downloaded at [www.SanBenitoCountyExpress.org](http://www.SanBenitoCountyExpress.org) or requested at 330 Tres Pinos Road, C7, Hollister, CA 95023.

### ***Intelligent Transportation Systems and Technology***

The LTA has minimal Intelligent Transportation Systems (ITS) and technology due to funding constraints available on County Express and Specialized Transportation fleet and services. ITS that the LTA has or in the process of implementing includes the following:

- Fixed Route and Intercounty routes and schedules available on Google Transit
- Demand-Response Dispatch Software
- Upgraded Digital On-Board Radios with GPS
- Mobile Data Tablets on transit vehicles
- A pilot program for electronic fare media

### ***Non-Profit Organizations***

#### **JOVENES DE ANTAÑO**



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

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

In addition to these services, Jovenes de Antaño is contracted by San Benito County Local Transportation Authority to provide Specialized Transportation services including Out-of-County Non-Emergency Transportation, the Medical Shopping Assistance Program, and the Senior Lunch Transportation Program to its senior lunch congregate meal site.

### ***List of Non-Profit Providers***

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

## ***D. Santa Cruz County***

### ***Agencies and Councils***

#### **SANTA CRUZ COUNTRY REGIONAL TRANSIT COMMISSION (SCCRTC)**

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

#### **SCCRTC ELDERLY AND DISABLED TRANSPORTATION ADVISORY COMMITTEE (E/D TAC)**

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

#### **SANTA CRUZ METRO ADVISORY COMMITTEE (MAC)**

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

#### **SCCRTC TRANSIT AND PARATRANSIT UNMET NEEDS HEARINGS**

SCCRTC voluntarily adopts a list of unmet transit needs annually. The most recent adoption occurred in May 2018 and included needs identified by the E/D TAC and the Santa Cruz County Regional Transportation Commission. Forty-Four unmet, paratransit/specialized and transit needs were identified and prioritized. The highest priorities, defined as services or projects that fill a gap in service or make permanent intermittent services, advocate more funding for transportation services for seniors, low income, and people living with disabilities, including low-cost or free transit services and safety improvements to travel paths and bus facilities. Transportation services for caregivers of senior and disabled clients and development of a Mobility Management Center was also identified as a high priority need. High priority capital needs includes consolidating operating facilities and vehicle replacement for transit and specialized transit services. The medium-level needs, defined as needs to expand existing services, concentrate on specialized services, such as same-day specialized transit services to medical appointments, and senior meal sites, specialized transportation services for people with cognitive impairments and outreach about to seniors about transportation options and. Lower priorities are those which may be infrequent or still conceptual and require additional development. Included in the unmet needs list are strategies that may be available to address the identified needs.

## ***Fixed Route Transit***

### **SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)**

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

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

Santa Cruz METRO runs express buses frequently and has recently improved service from Watsonville to Santa Cruz where riders can connect with the Hwy 17 express. This provides improved inter-city service to urban and rural residents, and connections with Santa Clara County for interregional trips.

## ***Paratransit***

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

### **SANTA CRUZ METRO PARACRUZ**

Santa Cruz METRO ParaCruz is the ADA-required service that complements Santa Cruz METRO’s regular fixed route bus service to origins and destinations within ¾ mile of existing bus routes. ParaCruz accommodates individuals who are unable to independently use fixed route buses due to a disability some or all of the time, and who are eligible under ADA 1990. ParaCruz highlights the population of its riders who have disabilities as a result of permanent or temporary physical, cognitive, or psychiatric disabilities, and meet the specific qualifications:

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

It should be noted that Santa Cruz METRO ParaCruz also accommodates pick-ups at the Watsonville Transit Center for inter-regional paratransit trips.

**UNIVERSITY OF CALIFORNIA, SANTA CRUZ TRANSPORTATION AND PARKING SERVICES DEPARTMENT (TAPS)**

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

***Non-Profit Organizations*****COMMUNITY BRIDGES**

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

**VOLUNTEER CENTER OF SANTA CRUZ COUNTY | TRANSPORTATION PROGRAM**

Volunteer drivers provide transportation to older adults 60 years of age or older that are no longer able to drive and have difficulty using public transportation. The primary focus is to support low-income, homebound individuals with transportation to essential services such as medical and dental appointments, grocery shopping and banking. Program volunteers use their own vehicles to provide a comfortable, reliable and friendly service to many lonely and isolated seniors throughout Santa Cruz County. Over 4,500 door-to-door rides are given each year. This is the only no cost, non-profit, volunteer transportation program in the tri-county area.

**SANTA CRUZ COUNTY'S HOPE SERVICES**

Hope Services is the leading provider of services to people with developmental disabilities in Silicon Valley for over 66 years. We serve more than 3,500 people and their families in six counties and provide a broad spectrum of services for infants through seniors such as children's services, day programs, staffing, mental health services, community living services, and senior services.

**SENIOR'S COUNCIL (AREA AGENCY ON THE AGING)**

It is the mission of the Seniors Council to enable older persons to function with independence and dignity in their homes and in the community to their fullest capacity.

***List of Providers***

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

## Chapter 3 - Human Service Transportation Needs

Many people believe that individuals with special transportation needs are only those with disabilities or wheelchair users. In fact, the term “transportation disadvantaged” covers a much larger spectrum.

*Transportation disadvantaged* people, otherwise known as individuals with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to the California Department of Transportation (Caltrans), “transit dependent or transit disadvantaged shall include, but not be limited to, the elderly, individuals with disabilities and persons of limited means.”<sup>4</sup> A transportation disadvantaged person may have different types of transportation requirements. Examples of transit dependent user could include a frail elderly woman trying to get to a specialized health center or an evening concert, a veteran traveling to a VA medical centers, a student attending an evening city council meeting, a woman volunteering downtown at night, or a visually impaired individual with a guide dog on his way to and from work.

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

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

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

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<sup>4</sup> Caltrans, “Unmet Transit Needs” and “Reasonable to Meet” Definitions, p.1. Available at [http://www.dot.ca.gov/hq/MassTrans/DOCS\\_PDFS/tdaunmet.pdf](http://www.dot.ca.gov/hq/MassTrans/DOCS_PDFS/tdaunmet.pdf)

## A. Regional

Approximately 740,780 people currently live in the Monterey Bay Region, and up to 37 percent of the population may merit special transportation services because of their potential inability to drive due to a disability, age or income status.<sup>5</sup> Based on the California Department of Finance (DOF) and American Community Survey estimates, of the total population in the region almost nine percent has one or more disabilities, nearly 13 percent are seniors, defined as persons over the age of 65 years, and 15 percent are considered “Below the Poverty Line”.

**Table 3-1**

|   | Total<br>Population | Seniors | Percent<br>Seniors | Disabled | Percent<br>Disabled | Below<br>Poverty Line | Percent<br>Below<br>Poverty Line |
|---|---------------------|---------|--------------------|----------|---------------------|-----------------------|----------------------------------|
| <b>Monterey County</b>  | 413,350             | 50,269  | 12%                | 37,848   | 9%                  | 66,289                | 16%                              |
| <b>San Benito County</b>  | 57,892              | 6,418   | 11%                | 5,444    | 9%                  | 6,224                 | 11%                              |
| <b>Santa Cruz County</b>  | 269,538             | 36,208  | 13%                | 26,982   | 10%                 | 39,211                | 15%                              |
| <b>Total</b>  | 740,780             | 92,895  | 13%                | 70,274   | 9%                  | 111,724               | 15%                              |
| <b><i>Percentage of Elderly, Disabled and Low income based on DOF 2018 and American Community Survey 2012-2016 data. Some individuals are in multiple population groups and may be double counted; i.e. a senior with a disability.</i></b> |                     |         |                    |          |                     |                       |                                  |

The Department of Finance (DOF) also provides forecast data for each county within the region. Table 3- 2 below provides information regarding the population trends for different age cohorts that look at the ageing and senior populations within Monterey, Santa Cruz and San Benito Counties for the years 2020, 2030, 2035 and 2040. In 2020, Santa Cruz County is expected to have the largest proportion of its population (18%) be senior citizens (65+) within the region.<sup>6</sup> By 2040, 25 percent of Santa Cruz County’s population will be over the age of 65 years, as shown in Figure 3-1.

<sup>5</sup> The California Department of Finance: E-5 City/County Population Estimates and 2012-2016 American Community Survey

<sup>6</sup> Department of Finance P-2. Population Projections July 2018.

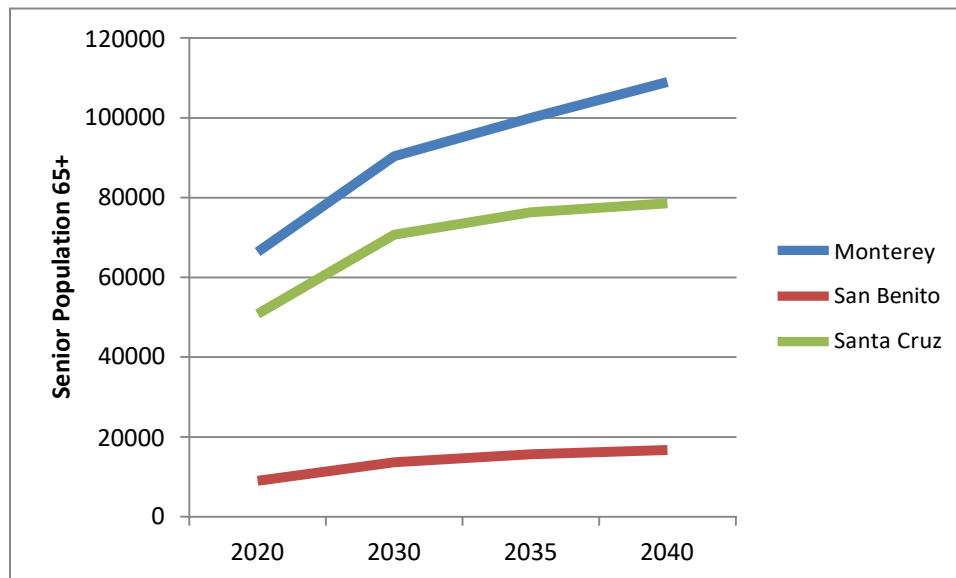
Table 3-2

|                     | Population      | 2020           | %   | 2030           | %   | 2035           | %   | 2040           | %   |
|---------------------|-----------------|----------------|-----|----------------|-----|----------------|-----|----------------|-----|
|                     | Total           |                |     |                |     |                |     |                |     |
| <b>Monterey</b>     | <b>Total</b>    | <b>454,599</b> |     | <b>489,001</b> |     | <b>504,523</b> |     | <b>518,441</b> |     |
|                     | <b>60-64</b>    | 24,406         | 5%  | 23,614         | 5%  | 25,123         | 5%  | 27,140         | 5%  |
|                     | <b>65-69</b>    | 21,582         | 5%  | 22,821         | 5%  | 22,877         | 5%  | 24,406         | 5%  |
|                     | <b>70-84</b>    | 35,915         | 8%  | 54,889         | 11% | 59,084         | 12% | 60,841         | 12% |
|                     | <b>85+</b>      | 8,924          | 2%  | 12,675         | 3%  | 18,083         | 4%  | 23,713         | 5%  |
|                     | <b>Seniors*</b> | 66,421         | 15% | 90,385         | 18% | 100,044        | 20% | 108,960        | 21% |
|                     |                 |                |     |                |     |                |     |                |     |
| <b>San Benito</b>   | <b>Total</b>    | <b>60,067</b>  |     | <b>66,693</b>  |     | <b>70,117</b>  |     | <b>73,432</b>  |     |
|                     | <b>60-64</b>    | 3,817          | 6%  | 3,919          | 6%  | 3,390          | 5%  | 3,448          | 5%  |
|                     | <b>65-69</b>    | 3,186          | 5%  | 3,903          | 6%  | 3,844          | 5%  | 3,337          | 5%  |
|                     | <b>70-84</b>    | 4,787          | 8%  | 8,176          | 12% | 9,451          | 13% | 10,157         | 14% |
|                     | <b>85+</b>      | 1,016          | 2%  | 1,634          | 2%  | 2,371          | 3%  | 3,259          | 4%  |
|                     | <b>Seniors*</b> | 8,989          | 15% | 13,713         | 21% | 15,666         | 22% | 16,753         | 23% |
|                     |                 |                |     |                |     |                |     |                |     |
| <b>Santa Cruz</b>   | <b>Total</b>    | <b>282,627</b> |     | <b>301,494</b> |     | <b>309,176</b> |     | <b>315,659</b> |     |
|                     | <b>60-64</b>    | 19,113         | 7%  | 16,460         | 5%  | 15,208         | 5%  | 15,561         | 5%  |
|                     | <b>65-69</b>    | 18,295         | 6%  | 17,071         | 6%  | 15,967         | 5%  | 14,802         | 5%  |
|                     | <b>70-84</b>    | 27,388         | 10% | 45,208         | 15% | 46,982         | 15% | 45,494         | 14% |
|                     | <b>85+</b>      | 5,132          | 2%  | 8,464          | 3%  | 13,411         | 4%  | 18,275         | 6%  |
|                     | <b>Seniors*</b> | 50,815         | 18% | 70,743         | 23% | 76,360         | 25% | 78,571         | 25% |
|                     |                 |                |     |                |     |                |     |                |     |
| <b>AMBAG Region</b> | <b>Total</b>    | <b>797,293</b> |     | <b>857,188</b> |     | <b>883,816</b> |     | <b>907,532</b> |     |
|                     | <b>60-64</b>    | 47,336         | 6%  | 43,993         | 5%  | 43,721         | 5%  | 46,149         | 5%  |
|                     | <b>65-69</b>    | 43,063         | 5%  | 43,795         | 5%  | 42,688         | 5%  | 42,545         | 5%  |
|                     | <b>70-84</b>    | 68,090         | 9%  | 108,273        | 13% | 115,517        | 13% | 116,492        | 13% |
|                     | <b>85+</b>      | 15,072         | 2%  | 22,773         | 3%  | 33,865         | 4%  | 45,247         | 5%  |
|                     | <b>Seniors*</b> | 126,225        | 16% | 174,841        | 20% | 192,070        | 22% | 204,284        | 23% |
|                     |                 |                |     |                |     |                |     |                |     |

Data from Department of Finance: P-2: County Population Projections (2010-2060)

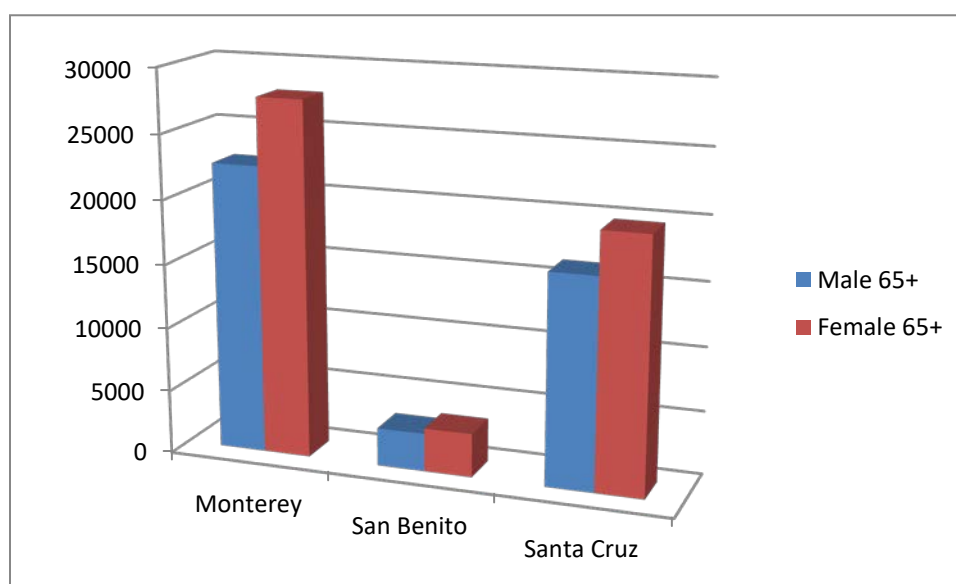
\*Seniors are defined as 65+

Figure 3-1



Across all three counties there are more female seniors than males as Figure 3-2 demonstrates. Using American Community Survey Data 2012-2016, the largest disparity between genders of those 65 years and older was in Monterey County, which had over 5,000 more female seniors than males. Santa Cruz County also shows a great difference between male and female senior populations with nearly 3,300 more females.

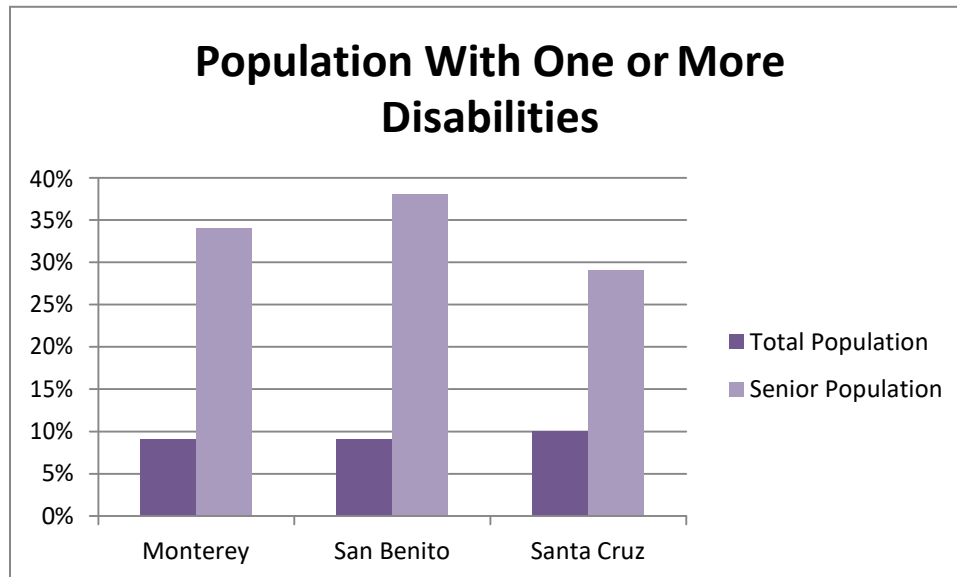
Figure 3-2





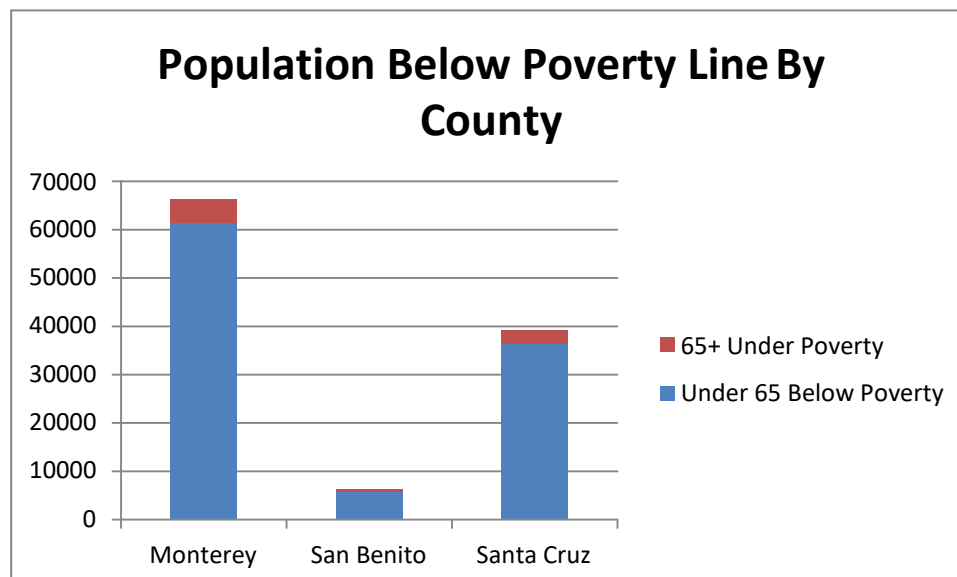
As to be expected, a greater proportion (34% Monterey, 38% San Benito and 29% Santa Cruz) of the senior community, ages 65 years and older, have one or more disabilities compared to the general population (9%, 9% and 10% respectively) as shown in Figure 3-3.

Figure 3-3



Among those identified individuals falling below the poverty line, seniors make up approximately 7 percent of the low income population, with San Benito having a slightly higher percentage (9%) Monterey and Santa Cruz both match the regional percentage (7%) as show in Figure 3-4 below.

Figure 3-4



In addition to the data above collected from the 2010 Census, the American Community Survey (ACS) conducts annual research on population demographics related to aging, income and disabilities in counties with a population of over 65,000 people. The survey delineates income and disabilities by age factors showing how some elderly individuals have more than one special need for an increase in transit options.

## ***B. Monterey County***

Monterey County's topography and geographical reach presents some challenges to the provision of fixed line transit services due to the preponderance of rural agricultural land uses over much of the county interspaced with much more dense municipalities. A number of demographic characteristics have been shown to predict the value and propensity in using transportation services, including population density, the elderly, households with children, physical and/or mental disability, poverty-level income and private vehicle ownership.

The ACS indicates that 12 percent of Monterey residents are over 65 years, and 16 percent of this population lives below the poverty line. The majority of those with the greatest economic need reside in Salinas, Marina, Seaside, the Salinas Valley cities and the unincorporated communities throughout the county. For those who live in the County's more affluent areas, such as Pebble Beach, Carmel-by-the-Sea, Carmel Valley, Monterey and Pacific Grove, the rising costs of transportation, health care, food, and other standard costs of living place many of these elderly in a "land rich, cash poor" situation. This economic scenario highlights the necessity for local governments, as well as public and private organizations, to offer programs that will help to address the specific transportation needs of all of special needs groups in Monterey County, including the elderly, persons with disabilities, and low income or transportation disadvantaged populations.

### ***C. San Benito County***

San Benito County is a 1,391 square mile bedroom community to Silicon Valley with \$367 million agricultural production annually. According to 2016 Census projections, San Benito County will have an approximate population of 57,892. Having a low population in a large geographic area creates a great challenge for the County to meet all the transportation needs for its residents in a safe, efficient and reliable manner.

Since over 30 percent of San Benito County's population may be deemed as transit dependent, public transit services provided by County Express and Specialized transportation Service are vital to the County's mobility. These two public transportation services allow transit dependents to make lifeline trips, such as: transportation to medical services, social services, education and employment. In addition to providing mobility for the transit dependent, County Express' Intercounty Line improves the quality for a large percentage of the population commuting out of the County for work by providing commute alternatives to driving alone.

## ***D. Santa Cruz County***

The County of Santa Cruz encompasses approximately 445.2 square miles with an average density of around 605 people per square mile and total population of 269,538, concentrated in two urban areas (Santa Cruz and Watsonville), with unincorporated and rural areas in between. From the far north county, hugging the California coast up to Davenport (population ~310) and Freedom/ Corralitos to the south (~5,327) to the urban cities and municipalities of Scotts Valley (~11,784), Santa Cruz (~62,910), Watsonville (~52,607), Capitola (~9,981) and areas such as Aptos (~5,842), Live Oak (~17,440), Soquel (~10,912) and unincorporated, rural landscapes, this is a unique part of the state. Three coastal mountain ranges and a slew of growth-regulating and ecological measures inhibit the area's expansion into rural areas. The area's growth since 2000 has been approximately 5.4%. Urban development in the county lies primarily along the bay coastal plains and foothills between the City of Santa Cruz (north) and City of Watsonville (south), with the urban areas serving as both employment and housing centers in need of a healthy public transit system, ideally with broad, coordinated geographic coverage at needed frequencies. Santa Cruz County has a population of 269,538 and that some individuals have special transit needs for more than one reason. 36,208 (13%) of the County's population is elderly and 26,982 (10%) have disabilities and 39,211 (15%) are below the poverty line.

Although Santa Cruz County has the second smallest land area of the state's 58 counties, it has the twelfth highest population density. By 2035, housing and employment is projected to increase by 12% and 18% respectively.

At the time of the plan, Santa Cruz METRO had an annual operating budget of nearly \$50 million and a capital budget close to \$17 million, employs 300 people and currently operates 26 fixed routes and complementary ADA paratransit service (ParaCruz). Buses run 21 hours a day on weekdays, with somewhat reduced service on the weekends. Santa Cruz METRO's peak pullout is 71 buses, serving four transit centers, with an inter-city commuter express route linking to businesses, schools and other destinations (i.e. connections to other modalities at San Jose Diridon Station) in Santa Clara County.

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

## Chapter 4 - Unmet Needs Assessment

### *A. Regional*

#### **EXPANDING REGIONAL TRANSPORTATION SERVICES**

Although many regional residents have cars and prefer driving, elderly, individuals with disabilities and persons of low income lack either the physical capability or financial stability to own and operate a private vehicle. Expanding transportation services between the counties within the region and locations outside of the region is constantly an Unmet need in all three counties.

#### **ONE-STOP INFORMATION (511) SERVICE (BILINGUAL)**

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

#### **PARATRANSIT AND ACCESSIBLE TRANSPORTATION CONNECTIONS**

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

#### **EXPAND EXISTING TRANSPORTATION OPPORTUNITIES AT A LOW COST OPTION**

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

## ***B. Monterey County***

Public comments provided through the Unmet Transit Needs process conducted by TAMC in coordination with MST's Mobility Advisory Committee (MAC) in the Spring of 2018 included:

- Request for increased frequency of MST Line 18 service
- Improved connection between south county and Monterey County's Superior Court of California
- Improved service to rural areas in North and South Monterey County
- More frequent transit service in the City of Gonzales
- Connections to locations in neighboring cities

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

### **SAME DAY SERVICE**

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

### **DOOR-THROUGH-DOOR**

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

### **GUARANTEED RIDE HOME (GRH)**

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

### **INCREASED FREQUENCY AND COORDINATION OF SERVICES**

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

### **TRAVEL TRAINING**

When training is available to teach people how to use all the forms of transportation available to them, and tickets are easy to purchase, challenged riders have greater freedom to move about their community. MST should look to expand their travel training program.

### **MOBILITY MANAGEMENT**

MST should look into expanding the capabilities of the Mobility Management Center to become a one-stop-shop for personal transportation services with accompanying website that allow consumers to apply for mobility programs and transportation services available regardless of the provider or mode.

**ACCESSIBLE TAXI SERVICE**

Monterey County Taxi Authority should oversee the availability of accessible taxi services countywide, especially in the south county.

**IMPROVED SERVICE TO RURAL AREAS**

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

**REPLACEMENT OF OLD VEHICLES**

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

**ABILITY TO USE AVAILABLE VEHICLES AND DRIVERS REGARDLESS OF FUNDING SOURCE**

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

**EMERGENCY RESPONSE PLAN FOR TRANSPORTATION-CHALLENGED CONSUMERS**

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

**AGRICULTURAL WORKER VANPOOLS**

The agricultural industry is the largest in Monterey County, generating approximately \$3.3 billion in revenues annually. Many agricultural workers in the County lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Implementing a vanpool program patterned after the Agricultural Industries Transportation Services program started in King's County is a possible strategy to address this need, one for which state grant funding has been made available.

**SENIOR COMMUNITY SPECIAL TRANSPORTATION**

Monterey County has several housing communities dedicated to seniors, some of which are in isolated areas where affordable land and zoning requirements permit their establishment. There are many advantages to older adults living in these types of communities; however, there



are also some inherent problems that accompany the locations where they are forced to reside. Although MST operates 4 Senior Shuttle Routes (91, 92, 94 and 95) public transportation can be a major problem for many in these communities. Some seniors are no longer able to drive and are dependent upon others for their transportation needs. In addition, many depend upon outside helpers to assist them with cleaning and personal care activities and these helpers often must also depend upon public transportation. Since some of these senior residents are not eligible for the RIDES paratransit program, and none of their helpers are eligible, an alternative transportation service needs to be developed. Such a service would provide linkage between isolated facilities and a nearby transit stop where riders could safely embark and disembark accessible MST coaches.

### ***C. San Benito County***

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

In past hearings there was a wide range of unmet transit needs. Requests have ranged from changing funding policies for public transit to route change requests. The Authority makes an effort to address all unmet transit needs that can be reasonably met and some operational concerns as it may increase quality of service.

At the most recent unmet transit needs hearing in March 2018, the public voiced concerns about the following:

- Gaps in Service for the County Express Service
- Operational Comments
- General Service Comments about both County Express and Specialized Transportation Services provided by Jovenes de Antaño

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

#### **IDENTIFICATION OF SERVICE GAPS**

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

#### **SERVICE LEVELS**

In 2009, the LTA reduced its services due to a reduction in state funding. The reduction of funding resulted in a mid-day service gap in County Express' Fixed Route service and reduced weekend Intercounty service schedule. Services from the rural areas surrounding to the City of Hollister was negatively impacted, making it harder for rural residents to come into the urban area for work, school, and recreation.

The LTA's Specialized Transportation services, by Jovenes de Antaño, are in high demand as well. These services are geared towards seniors and persons with disabilities, except for the Out-of-County Non-Emergency Medical Transportation (OOCMT). The OOCMT services are open to all residents of the County for medical services that are not provided within the County. These transportation services meet and exceed the requirements of ADA by providing escort services, minor Spanish translation, and door-through-door services.

The LTA has received requests to extend the service area and additional services hours. Rides for OOCMT service must be scheduled at least one week in advance due to limited availability

and are on first-come, first-serve basis.

### **FLEET REPLACEMENT, CAPACITY, AMENITIES AND MAINTENANCE**

The LTA owns and maintains a variety of vehicles for its County Express and Specialized Transportation Services. The vehicles reflect the need of each service and are regularly maintained by the LTA. All vehicles are equipped with a wheelchair lift, and wherever applicable, a bicycle rack.

With the decrease in transit funding, the LTA has been purchasing most its fleet using state or federal funds and grants. As a result, limited amenities and types of vehicles are only purchased due to budget constraints. Such impacts include, but not limited to, seating capacity, and upgraded air conditioning.

### **ACCESSIBILITY AND MOBILITY**

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

The LTA currently offers discount fares on County Express services for seniors, youths, and persons with disabilities. Children under the age of five ride for free with a paying adult. Persons of limited means that do not qualify for the discount fares are required to pay the regular fare. There are no discounted rates for Specialized Transportation services.

### **TRAVEL TRAINING**

When training is available to teach people how to use all the forms of transportation available to them, and tickets are easy to purchase, challenged riders have greater freedom to move about their community. San Benito County should look to expand their travel training program.

### **VOLUNTEER DRIVERS**

Volunteer drivers are recruited and organized into a driver pool. Agencies match the travel requests of their clients with the availability of volunteer drivers. It is common to reimburse the driver through gas vouchers or at a per mile rate. Gas voucher values can be based on the amount of gas used to travel to and from a center such as Hollister, Gilroy, San Jose or San Francisco. Current IRS per mile travel cost rates are generally used for mileage-based reimbursements. In some examples, passengers are required to pay a contribution (fare) for the ride and this is net from the paid driver reimbursement

### **MOBILITY MANAGEMENT CENTER**

A coordinated and seamless system of information and coordination for specialized transportation services is needed. A Mobility Management Center would assist the community in streamlining both the information and referral systems as well as the efficient delivery of services regardless of the funding source. Many entities already provide information and referral services and Mobility Management could be added to their existing duties. As more

people rely on the internet, web-based services are also needed for accessing information and reserving rides. A community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, would assist in coordinating infrequent specialized transportation needs.

## ***D. Santa Cruz County***

The Santa Cruz County Regional Transportation Commission adopted the most recent list of Unmet Transit and Specialized Transportation Needs following a public hearing in Spring 2018. The SCCRTC's Elderly & Disabled Transportation Advisory Committee reviewed and updated the majority of needs included in the draft list. In addition, public input into the Unmet Needs list was solicited from the general public via the SCCRTC's website and ads in local newspapers. The adopted list indicates high, medium and low priorities and is summarized in Chapter 2. A copy of the list developed at the time of this Coordinated Plan, categorized into general, transit, and paratransit needs, is included in Appendix B. The list is adopted annually.

Included below are the highest priority items on the 2018 Unmet Transit and Specialized Transportation Needs in Santa Cruz County, for the full list, please see Appendix B.

### **SAFE PATHS OF TRAVEL**

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

### **INCREASED TRANSPORTATION SERVICES**

Increased transportation services to areas with high concentrations of seniors, disabled, and low income individuals, are needed, particularly in South County. Alternative transportation programs that encourage ridesharing and serve low income and senior housing areas outside of the transit service area in South County would be beneficial to the community.

### **LOW COST TRANSPORTATION SERVICES**

There is a need for transportation services for low-income families with children, including transportation for people transitioning from welfare to work. Programs that could meet this need include volunteer drivers for transportation family members to visits at detention facilities, taxi vouchers for low income families, ride to work programs, and free youth bus passes for low income households.

Low cost transportation services are needed for caregivers of senior and disabled clients. This need could be met with transportation programs for caregivers to get to clients, taxi vouchers for caregivers, or ride to work programs.

### **LACK OF PUBLICITY ABOUT EXISTING SPECIALIZED TRANSPORTATION SERVICES**

A Mobility Management Center (central information point, one stop shop) that provides a coordinated and seamless-to-the-public system of transit services available to transit users including older adults and people living with disabilities is needed to provide easy to access and customized transit information, training about how to use transportation services, and other transition services needed for senior drivers.

**EXPAND PARATRANSIT SERVICES**

Increased paratransit service is needed for those who lost paratransit service due to changes in Santa Cruz Metro ParaCruz program in 2015. Policies that expand ADA mandated paratransit service area and the taxi voucher program and/or provide specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost would meet this need.

There is a need for specialized transportation in areas outside the ADA-mandated paratransit service area for medical, non-medical trips. Identifying priority origins and destinations outside the ADA service area and implementing programs that could provide service to those areas would meet this need.

**LOW COST PARATRANSIT SERVICES**

Programs that provide discounted and free paratransit rides are needed.

**PARATRANSIT AND ACCESSIBLE TRANSPORTATION CONNECTIONS**

There is a need for direct paratransit and accessible transit connections with neighboring counties- including Monterey (Pajaro), San Benito, Santa Clara, and other points to the North. Ways to meet this need would be to develop plan to coordinate between agencies providing specialized transportation services in neighboring counties and support continuous funding for specialized transportation services to out-of-county medical appointments.

Expansion of outreach efforts to recruit drivers and promote services with volunteer drivers in county- wide, particularly in South County and San Lorenzo Valley is needed.

**INCREASE SPAN AND FREQUENCY OF TRANSIT SERVICES**

There is a need for greater frequency and span of transit service in densely populated areas with a mix of land uses land uses, particularly in Live Oak, Capitola, and Mission Street in Santa Cruz, and extended transit service hours later in the evening and early in the morning serving commercial centers of Santa Cruz, Live Oak, Cabrillo (Aptos), and Watsonville.

**'SAME DAY' MEDICAL AND 'BED TO BED' MEDICAL AND NON-MEDICAL TRIPS ON PARATRANSIT NOT AVAILABLE**

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

**TRANSIT AND PARATRANSIT/SPECIALIZED TRANSPORTATION CAPITAL NEEDS**

There is a need for a permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service, a permanent operation and maintenance facilities for Consolidated Transportation Services Agency, and paratransit vehicle replacements.

There is a need to provide ADA compliant bus stops, prioritize bus stop improvements and shelter replacements based on high usage by seniors and people with disabilities, and install Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop (or a technology-based way finding alternative).

Additional funding is needed for maintenance of existing bus stops, parking lots, transit centers, and buildings, and to replace buses that are beyond their useful life, including buses providing rural service.

There is a need to install transponders and an Automated Vehicle Location (AVL) System in all buses to provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment would assist with real-time operations, security, scheduling, and planning. Audio and video surveillance system for all buses is also needed.

#### **TRANSPORTATION SERVICES TO SUPPORT FOSTER YOUTH AND COURT ORDERED SUPERVISED VISITATION**

##### **INSUFFICIENT**

AB 490 established requirements related to the education of dependents and wards in foster care, including the legislative intent that foster youth be provided increased stability of school placements and access to the same educational opportunities and resources as other students. Additionally, for child welfare cases where non-custodial parents are determined to have visitation rights with their children, supervised visitation in approved neutral settings is mandated through the Family Court. Court-ordered visitation in Santa Cruz County often takes place at Parents Center, one of the most impacted supervision sites in the county. While this particular site is served by existing bus service with frequent service, safe and reliable services for transporting children to school and supervised visitation settings and funding to accomplish the mandated services is an unmet need for dependents and wards in foster care.

## Chapter 5 – Next Steps

On August 20, 2018, AMBAG released of the Draft CPTP which was available until October 31, 2018 for a public review period, pursuant to public participation requirements set forth by the FAST ACT (2015).

Public access to the Draft CPTP included posting the Draft on AMBAG’s website, directly consulting community organizations and advocacy groups that support seniors, persons with disabilities and low income populations, and presenting the draft plan to the AMBAG Board.

AMBAG Board of Directors is scheduled to approve the Final CPTP at their November 14, 2018 meeting. The CPTP will then be incorporated in the Metropolitan Transportation Plan.



## **Appendix A – List of Providers**

| Organization   | Service Type:   | Services  | Charge | Senior Discount       | Website   | Phone Email  | Coverage   |
|--|-----------------|---|--------|-----------------------|---|--|--|
| <b>Monterey County</b>                               |                 |   |        |                       |   |  |  |
| Amtrak   | Special purpose | Nationwide intercity train and bus service.   | Yes    | Yes, 65+ 10% discount | <a href="http://www.amtrak.com">www.amtrak.com</a>  | 1-800-872-7245   | Monterey, Santa Cruz and San Benito County                           |
| Central Coast Alliance for Independent Living        | Special purpose |   |        |                       | <a href="http://www.cccil.org">www.cccil.org</a>  | 831 757-2968 <a href="mailto:cccil@cccil.org">cccil@cccil.org</a>                              |  |
| Community Hospital of Monterey Peninsula             | Medical         |   |        |                       | <a href="http://www.chomp.org">www.chomp.org</a>  | 831 624-5311   |  |
| Gateway Center/MV Transportation/MST RIDES           | Special purpose | Door to Door service for developmentally disabled participants in Gateway's day programs  | No     |                       | <a href="http://www.gatewaycenter.org">www.gatewaycenter.org</a>  | 831-372-8002   | Monterey Peninsula   |
| Greyhound Bus  | Special purpose | Nationwide Bus service. If handicapped, aide travels free with verifying letter from a doctor   | Yes    | Yes, 62+ 5% discount  | <a href="http://www.greyhound.com">www.greyhound.com</a>  | 831 423-1800   | Monterey County  |
| Hope Services  | Special purpose |   |        |                       | <a href="http://www.hopeservices.org">www.hopeservices.org</a>  | 831 393-1575 ext. 17<br><a href="mailto:afoglia@hopeservices.org">afoglia@hopeservices.org</a> |  |
| Interim, Inc.  | Special purpose |   |        |                       | <a href="http://www.interiminc.org">www.interiminc.org</a>  | 831 649-4522   |  |
| iTNMonterey  | Special purpose | Provide community-based, and community supported, economically viable and consumer-oriented, quality transportation service for seniors and visually impaired adults. | Yes    |                       | <a href="https://www.itnmontereycounty.org/">https://www.itnmontereycounty.org/</a>   | (831) 223-3447   | Monterey County  |
| Monterey County Military and Veterans Affairs Office | Special purpose | Van service for veterans to the VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic  | No     |                       | <a href="http://www.co.monterey.ca.us/va/services.htm">www.co.monterey.ca.us/va/services.htm</a>                              | (831) 647-7613   | Monterey County  |
| Monterey Senior Center                               | Information     | Taxi Voucher: Residents 65+ can receive free taxi voucher worth \$14 plus a \$3 co-pay  | Yes    | Yes                   | <a href="https://www.monterey.org/Residents/Taxi-Voucher-Program">https://www.monterey.org/Residents/Taxi-Voucher-Program</a> | (831) 646-3866   | Monterey, Carmel, Del Rey Oaks, Pacific Grove, Sand City and Seaside |

| Organization  | Service Type:   | Services  | Charge | Senior Discount | Website   | Phone Email                                  | Coverage  |
|---|-----------------|---|--------|-----------------|---|--|---|
| Monterey-Salinas Transit (MST)                            | Transit         | Fixed Route Bus Service                                   | Yes    | Yes             | <a href="http://www.mst.org">www.mst.org</a>  | 888 678-2871                                 | Monterey County, Santa Cruz County, San Jose  |
| Monterey-Salinas Transit (MST) OnCall South County        | Transit         | OnDemand  | Yes    | Yes             | <a href="https://mst.org/routes/oncall-south-county/">https://mst.org/routes/oncall-south-county/</a>                   | 1-866-663-3278                               | Gonzales, Greenfield, King and Soledad  |
| Monterey-Salinas Transit (MST) RIDES                      | Paratransit     | Transportation Services for People With Disabilities      |        |                 | <a href="http://www.mstmobility.org/ada-paratransit-rides.htm">http://www.mstmobility.org/ada-paratransit-rides.htm</a> | 1-888-MST-BUS1<br>831-393-8111 TTY 1-        | Monterey Peninsula, Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, and King City, and to the Watsonville Transit Center. |
| Salinas Senior Center                                     | Special purpose |   |        |                 | <a href="http://www.salinasseniorcenter.org/">http://www.salinasseniorcenter.org/</a>                                   | (831) 757-6030                               | Salinas   |
| Sally Griffin Active Living Center                        | Special purpose |   |        |                 | <a href="http://www.mowmp.org">www.mowmp.org</a>  | 831 375-4454 info@mowmp.org                  | Monterey Peninsula Communities  |
| San Andreas Regional Center                               | Special purpose | Serving people with Developmental Disabilities            |        |                 | <a href="http://www.sarc.org">www.sarc.org</a>  | 831 759-7500                                 |   |
| Shelter Outreach Plus                                     | Special purpose | SALINAS FAMILY EMERGENCY SHELTER (FOR WOMEN AND CHILDREN) |        |                 | <a href="http://www.sopinc.org">www.sopinc.org</a>  | 831 384-3388 info@sopinc.org                 |   |
| The Blind and Visually Impaired Center of Monterey County | Special purpose |   |        |                 | <a href="http://www.blindandlowvision.org">www.blindandlowvision.org</a>  | 831 649-3505<br>vision@blindandlowvision.org |   |

| Organization              | Service Type:   | Services  | Charge | Senior Discount       | Website   | Phone Email                 | Coverage                                   |
|---------------------------|-----------------|---|--------|-----------------------|---|-----------------------------|--|
| San Benito County         |                 |   |        |                       |   |                             |  |
| Amtrak                    | Special purpose | Nationwide intercity train and bus service.   | Yes    | Yes, 65+ 10% discount | www.amtrak.com                                    | 1-800-872-7245              | Monterey, Santa Cruz and San Benito County |
| Emmaus House              | Special Purpose | Provides safe haven for women and children that are victims of domestic violence  |        |                       | http://www.emmaushouse.net                        | 1-831-636-7224              | San Benito County                          |
| Gavilan College           | Special Purpose | Student Transportation Services   | No     |                       | https://www.gavilan.edu/student/aec/transport.php | (408-848-4788)              | San Benito and Santa Clara County          |
| Greyhound Bus             | Special Purpose | Nationwide Bus service. If handicapped, aide travels free with verifying letter from a doctor   | Yes    | Yes, 62+ 5% discount  | www.greyhound.com                                 | 831 423-1800                | Monterey County                            |
| Hollister School District | Special Purpose | Provides schoolbus transportation for elementary school students residing 1.5 mi. from school and middle school students residing 2.0 mi. from school | No     | Not applicable        | https://www.hesd.org/transportation/              | 831-630-6348 nlara@hesd.org | Hollister School District                  |
| Hollister Taxi            | TAXI            | Taxi Service  | Yes    | No                    | http://hollistertaxicab.com/                      | (831) 232-1344              | San Benito County                          |
| H.O.M.E. Resource Center  | Special purpose | Provides transportation to the County Warming Shelter   | No     | Not applicable        |   | (831) 256-1852              | San Benito County                          |

| Organization                               | Service Type:                   | Services  | Charge  | Senior Discount | Website   | Phone Email                           | Coverage          |
|--|---------------------------------|---|---|-----------------|---|---------------------------------------|-------------------|
| Hope Services                              | Information and Special Purpose | Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services and independent living services to persons with disabilities  |   |                 | <a href="http://www.hopeservices.com">http://www.hopeservices.com</a>                                 | 831 637-8600                          | San Benito County |
| Jovenes de Antaño                          | Special Purpose                 | Small non-profit organization providing more specialized transportation to elderly and disabled for medical and other social services   | \$1.25 inside Hollister; donation outside Hollister | No              | <a href="http://www.jdasbcseniors.org/transportation">http://www.jdasbcseniors.org/transportation</a> | 831-637-9275                          | San Benito County |
| My Father's House                          | Special Purpose                 | Homless Shelter   | N/A   | N/A             |   | 831-801-7775                          | San Benito County |
| San Benito County Transit (County Express) | Transit                         | Fixed-route bus service in Hollister and Dial-A-Ride service outside of fixed-route service areas and hours. Inter-county services connecting San Benito County to Gavilan College and Gilroy for Caltrain and VTA connections. | Yes   | Yes             | <a href="http://www.sanbenitocountyexpress.org">www.sanbenitocountyexpress.org</a>                    | 831 636-4161<br>info@sanbenitocog.org | Hollister         |
| San Andreas Regional Center                | Special Purpose                 | Serving people with Developmental Disabilities  |   |                 | <a href="http://www.sarc.org">www.sarc.org</a>  | 831 759-7500                          |                   |

| Organization                                       | Service Type:                   | Services   | Charge                                  | Senior Discount | Website   | Phone Email                            | Coverage                           |
|--|---------------------------------|--|---|-----------------|---|--|------------------------------------|
| San Benito County Health and Human Services Agency | Special Purpose                 |  |   |                 | <a href="http://hhsa.cosb.us/">http://hhsa.cosb.us/</a>   | (831) 636-4190                         | San Benito County                  |
| San Benito County Health Care District             | Special Purpose                 | The San Benito Health Care District is a public agency that serves as a responsive, comprehensive health care resource for its patients, physicians, and the health care consumers of the community. |   |                 | <a href="http://hazelhawkins.com">http://hazelhawkins.com</a>   | (831) 637-5711                         | San Benito County                  |
| San Benito County Veterans Services                | Special Purpose                 | Veterans Service Office  |   |                 | <a href="http://www.cacvso.org/san-benito-county-office/">http://www.cacvso.org/san-benito-county-office/</a>   | (831) 647-7613                         | San Benito County                  |
| San Benito Health Foundation                       | Special Purpose                 | Community Health Center  |   |                 | <a href="http://www.sanbenitohealth.org">www.sanbenitohealth.org</a>  | (831) 637-5306                         | San Benito County                  |
| San Benito High School District                    | Special Purpose                 | Student Transportation Services  |   |                 | <a href="http://www.sbhdsd.k12.ca.us/content/transportation">http://www.sbhdsd.k12.ca.us/content/transportation</a>   | (831) 637-5831                         | San Benito County                  |
| San Benito County Transit (County Express)         | Paratransit                     | Complimentary ADA Paratransit Service. 3/4 mile radius from bus stop.  | Yes but not for personal care attendant | Not applicable  | <a href="http://www.sanbenitocountyexpress.org">www.sanbenitocountyexpress.org</a>  | 831 636-4161<br>info@sanbenitocog.org  | Hollister                          |
| San Benito Rideshare                               | Information                     | Provides information about carpooling and vanpooling for commuters and other transportation options for non-commuters  | No.                                     | Not applicable  | <a href="http://www.sanbenitorideshare.org">www.sanbenitorideshare.org</a>  | 831 637-7665;<br>info@sanbenitocog.org | San Benito County                  |
| Seniors Council (Area Agency on Aging)             | Information and Special Purpose | Provides forum for local seniors to express needs and concerns; Actively looks for funding and provides support to elderly community   |   |                 | <a href="http://www.seniorscouncil.org/">http://www.seniorscouncil.org/</a>   | (831) 688-0400                         | San Benito and Santa Cruz Counties |
| YMCA   | Special Purpose                 | Provides programs to women, children, seniors and persons with disabilities  |   |                 | <a href="http://www.centralcoastymca.org/locations/san-benito-county/ymca-of-san-benito-county/">http://www.centralcoastymca.org/locations/san-benito-county/ymca-of-san-benito-county/</a> | 831.637.8600                           | Half Moon Bay to Monterey County   |

| Organization                                  | Service Type:    | Services  | Charge      | Senior Discount                          | Website   | Phone Email  | Coverage   |
|---|------------------|---|-------------|--|---|--|--|
| Santa Cruz County                             |                  |   |             |  |   |  |  |
| AMERICAN CANCER SOCIETY                       | Medical          | Free transportation for cancer patients to doctor appointments in Santa Cruz County.  | No          |  | <a href="http://www.cancer.org">www.cancer.org</a>  | 831-772-6529   | Santa Cruz County  |
| Cabrillo College Accessibility Support Center | Special purposes | Class to Class transit for disabled students  | No          |  | <a href="http://www.cabrillo.edu/services/dsps/">www.cabrillo.edu/services/dsps/</a>  | 831-479-6379   | Cabrillo College Campus  |
| Care-A-Van for Kids                           | Medical          | Children of low-income families transportation to Lucile Packards Children's Hospital in Palo Alto  | No          |  | <a href="http://www.stanfordchildrens.org/en/about/government-community/care-a-van">http://www.stanfordchildrens.org/en/about/government-community/care-a-van</a> | (650) 736-2108   | Santa Cruz County  |
| Central Coast Ambulance                       | Special purpose  | Emergency transportation for the public to skilled nursing facilities and hospitals   | Yes, Varies |  |   | 831- 685-3201  | Santa Cruz County, San Benito County, part of Monterey County                  |
| City of Capitola Seasonal Shuttle             | Transit          | Weekend shuttle bus to the village and the beach in Capitola (Memorial Day weekend through September); wheelchairs accommodated                             | No          |  | <a href="http://www.ci.capitola.ca.us">www.ci.capitola.ca.us</a>  | 831-475-7300<br><a href="mailto:jaluffi@ci.capitola.ca.us">jaluffi@ci.capitola.ca.us</a> | From shuttle lot at Bay Avenue near Hill street to the beach/ Capitola Village |
| Courtesy Cab/Watsonville Taxi                 | Transit          | General Taxi Service, serving Watsonville.  | Yes         | 10% discount seniors; Accepts Taxi Scrip | <a href="http://www.courtesycab.com/">http://www.courtesycab.com/</a>   | 831-761-3122<br><a href="mailto:office@courtesycab.com">office@courtesycab.com</a>       | Watsonville  |
| Cruz511                                       | Information      | Commute Solutions provides information on alternative transportation modes to interested commuters through an instant, online database or phone assistance. | No          |  | <a href="https://cruz511.org/">https://cruz511.org/</a>   | <a href="mailto:info@cruz511.org">info@cruz511.org</a> 831.429.POOL                      | Santa Cruz County  |

| Organization                                    | Service Type:    | Services   | Charge                 | Senior Discount   | Website  | Phone Email  | Coverage                |
|---|------------------|--|------------------------|---|--|--|-------------------------|
| Davenport Resource Service Center               | Transit          | General Public from North Santa Cruz Co. to city of Santa Cruz. May be only one way.   | No                     |   | <a href="http://cabinc.org/2017/04/16/drsc/">http://cabinc.org/2017/04/16/drsc/</a>                                      | 831-425-8115 drsc@cruzers.com                      | North Santa Cruz County |
| Delux Cab                                       | Transit          | General Taxi Service   | Yes                    | Yes, 10%  |  | (831) 475-3232                                     | Santa Cruz County       |
| Elderday Adult Day Health Center Transportation | Special purposes | Transportation to and from daily meals, therapy, personal care, social center  | No, donations accepted |   | <a href="http://www.communitybridges.org/liftline.html">www.communitybridges.org/liftline.html</a> (on the Spanish page) | 831 458-3481 info@cbridges.org                     | Santa Cruz County       |
| First Transit                                   | Special Purposes | Daily Services for adults with developmental disabilities  | No                     |   | <a href="http://www.firsttransit.com">www.firsttransit.com</a>   | 831-460-9911                                       | Santa Cruz County       |
| Greyhound Bus Lines                             | Transit          | Bus service outside Santa Cruz County. If handicapped, aide travels free with verifying letter from a doctor.  | Yes                    | Yes, +62.5%, Attendent 50%  | <a href="http://www.greyhound.com">www.greyhound.com</a>   | 831-212-3715; 800-231-2222                         | Monterey County         |
| Laidlaw Transit Services                        | Special purposes | Serves Developmentally disabled adults, consumers of the San Andreas Regional Center   | No                     |   | <a href="http://www.laidlawtransit.com">www.laidlawtransit.com</a>   | 831 460-9911<br>camilla.shaffer@laidlawtransit.com | Santa Cruz County       |
| Lift Line                                       | Paratransit      | Transportation for individuals unable to ride public transit. Vans are lift equipped for frail passengers or wheelchair users. Taxi rides and transportation to senior programs and meal sites also available. | Yes                    | \$16/mo for \$60 worth of script for applicants under 200% Federal Poverty Level (FPL) \$32/mo for \$60 in script for those above | <a href="http://www.communitybridges.org/liftline.html">www.communitybridges.org/liftline.html</a>                       | 831 425-1558                                       | Santa Cruz County       |
| Lift Line                                       | Paratransit      | Extended care or medical transportation for hospital patients discharged by wheelchair or gurney.  | Yes                    |   | <a href="http://www.communitybridges.org/liftline.html">www.communitybridges.org/liftline.html</a>                       | 831-425-1558                                       | Santa Cruz County       |



| Organization                                   | Service Type:    | Services   | Charge                                 | Senior Discount   | Website   | Phone Email                             | Coverage   |
|--|------------------|--|--|-------------------|---|---|--|
| Lift Line (Community Bridges Charter Rides)    | Transit          | There are no limitations to service area. However, long distance rides and rides in rural areas are subject to scheduling availability.                  | Yes                                    |                   |   | 831 425-1558                            | Santa Cruz County  |
| Medial Appointments Made Easy                  | Special Purpose  | Transportation similar to taxi service to medical destinations   | Yes                                    | No                |   |   | Santa Cruz County  |
| Medi-Cal/Alliance Non-Emergency Transportation | Medical          | Medi-Cal clients for authorized medical appointments; managed by MV Transportation   | No                                     |                   | <a href="http://www.ccah-alliance.org">www.ccah-alliance.org</a>  | 800-700-3874 ext. 5577                  | Santa Cruz County, Santa Cruz City   |
| Mental Health Client Action Network (MHCAN)    | Medical          | County Mental Health patients or persons with history of mental illness  | No                                     |                   | <a href="http://www.mhcan.org">www.mhcan.org</a>  | 831 469-0462 mail@mhcan.org             | Santa Cruz City Excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville |
| Monterey County Paratransit (RIDES)            | Paratransit      | Door to Door service. Call in Advance.   | Yes                                    |                   | <a href="http://www.mst.org">www.mst.org</a>  | 831 899-2555<br>CustomerService@mst.org | South Santa Cruz County, San Benito County, Monterey County                          |
| Precious Cargo                                 | Special purpose  | Transportation for the general public and clients of Medi-Cal program.   | Yes, more for wheelchair or gurney     |                   |   | 831-333-0287                            | Pickup in Santa Cruz and Monterey Counties; limited distance                         |
| San Lorenzo Valley Unified School District     | Paratransit      | Home to school transit for Special Education students  | Only for temporarily disabled students |                   | <a href="http://www.slv.k12.ca.us/transportation">www.slv.k12.ca.us/transportation</a>                                    | 831-336-2223<br>emandel@slv.k12.ca.us   | San Lorenzo Valley   |
| SANTA CRUZ AIRPORTER                           | Special purposes | Van service to and from San Jose and San Francisco airports. Advance reservations recommended. Call for schedule and charge. Senior discounts available. | Yes, To SJ \$40, To SF \$50            | Yes, When Prepaid | <a href="http://www.scairporter.net">www.scairporter.net</a>  | 831 475-0234 scairporter@aol.com        | Santa Cruz to San Jose and SF Airports   |
| Santa Cruz County CalWorks                     | Special purposes | Welfare-to-Work is an employment program serving adult recipients of cash aid. The program helps participants find jobs and become self-sufficient.      | No                                     |                   | <a href="http://www.hra.co.santa-cruz.ca.us/html_cw/cw_w2w.htm">http://www.hra.co.santa-cruz.ca.us/html_cw/cw_w2w.htm</a> | 831-454-5429 (Donna Ratliff)            | Santa Cruz County  |

| Organization  | Service Type:    | Services   | Charge | Senior Discount   | Website   | Phone Email  | Coverage                            |
|---|------------------|--|--------|-------------------|---|--|-------------------------------------|
| Santa Cruz County CareerWorks                             | Special purposes | Implements workforce development policies and programs to equip residents with the skills needed to secure and maintain employment at sufficient wages and benefits in the local and regional labor markets. | No     |                   | <a href="http://www.hra.co.santa-cruz.ca.us/html_cw/cw_home.htm">http://www.hra.co.santa-cruz.ca.us/html_cw/cw_home.htm</a> | 831-464-6273 (Teresa Carrillo)                     | Santa Cruz County                   |
| Santa Cruz Metropolitan Transit District (SCMTD)          | Information      | Mobility Training  | No     |                   | <a href="http://www.scmtd.com">www.scmtd.com</a>  | 831 423-3868 info@scmtd.com                        | Santa Cruz County                   |
| Santa Cruz Metropolitan Transit District (METRO ParaCruz) | Paratransit      | ParaCruz, ADA Paratransit  | Yes    | Yes, \$3 each way | <a href="http://www.scmtd.com">www.scmtd.com</a>  | 831 425-4664<br>paracruz@scmtd.com                 | Service area 3/4mi. From bus lines. |
| Santa Cruz Metropolitan Transit District (METRO)          | Transit          | Fixed Route Bus Service  | Yes    |                   | <a href="http://www.scmtd.com">www.scmtd.com</a>  | 831 425-8600                                       | Santa Cruz County                   |
| Santa Cruz Veterans Service Office                        | Transit          | Serves Veterans  | No     |                   | <a href="http://www.santacruzvets.com">www.santacruzvets.com</a>  | 831-458-7110<br>stephen.corbett@santacruzcounty.us | Santa Cruz County                   |
| Scotts Valley Senior Center                               | Transit          | Scotts Valley Area Seniors   | No     |                   |   | 831 438-8666                                       | Scotts Valley Area Seniors          |
| Senior Dining Center, Ben Lomond                          | Special purposes | Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.   | No     |                   | <a href="http://www.communitybridges.org/liftline.html">http://www.communitybridges.org/liftline.html</a>                   | 831 336-5366 info@cbridges.org                     | Ben Lomond                          |
| Senior Dining Center, Capitola                            | Special purposes | Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.   | No     |                   | <a href="http://www.communitybridges.org/liftline.html">http://www.communitybridges.org/liftline.html</a>                   | 831 476-1884 info@cbridges.org                     | Capitola                            |
| Senior Dining Center, Live Oak                            | Special purposes | Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.   | No     |                   | <a href="http://www.communitybridges.org/liftline.html">http://www.communitybridges.org/liftline.html</a>                   | 831 475-7177 info@cbridges.org                     | Live Oak                            |

| Organization  | Service Type:    | Services  | Charge | Senior Discount | Website   | Phone Email  | Coverage                |
|---|------------------|---|--------|-----------------|---|--|-------------------------|
| Senior Dining Center, Santa Cruz                                  | Special purposes | Seniors (60+) who are meal site participants can apply at their local site to use transportation services   | No     |                 | <a href="http://www.communitybridges.org/liftline.html">www.communitybridges.org/liftline.html</a>  | 831 427-0901 <a href="mailto:info@cbridges.org">info@cbridges.org</a>  | Santa Cruz City         |
| Senior Dining Center, Watsonville                                 | Special purposes | Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.  | No     |                 | <a href="http://www.communitybridges.org/liftline.html">http://www.communitybridges.org/liftline.html</a>   | 831 724-2024 <a href="mailto:info@cbridges.org">info@cbridges.org</a>  | Watsonville             |
| Stroke Center   | Special purposes | Transit for users of the Stroke Center via ParaCruz and Lift Line.  | No     |                 | <a href="http://www.communitybridges.org/liftline.html">http://www.communitybridges.org/liftline.html</a> OR <a href="http://www.scmtd.com">www.scmtd.com</a> | 831-425-0622<br><a href="mailto:paracruz@scmt.com">paracruz@scmt.com</a> ;<br><a href="mailto:info@cbridges.org">info@cbridges.org</a> | Santa Cruz County       |
| UCSC Transportation and Parking Services                          | Special purposes | Disability van service for UCSC affiliates and campus visitors with mobility impairment for campus locations not directly served by fixed route transit or campus shuttle service.              | No     |                 | <a href="http://taps.ucsc.edu/buses-shuttles/d-v-s.html">taps.ucsc.edu/buses-shuttles/d-v-s.html</a>  | 831-459-2829 <a href="mailto:dvs@ucsc.edu">dvs@ucsc.edu</a>  | UCSC campus             |
| Volunteer Center of Santa Cruz County Transportation (Felton)     | Special purposes | Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to | No     |                 | <a href="http://www.scvolunteercenter.org">www.scvolunteercenter.org</a>  | 831 336-9387<br><a href="mailto:scruz@scvolunteercenter.org">scruz@scvolunteercenter.org</a>   | Santa Cruz County       |
| Volunteer Center of Santa Cruz County Transportation (Santa Cruz) | Special purposes | Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to | No     |                 | <a href="http://www.scvolunteercenter.org">www.scvolunteercenter.org</a>  | 831 427-3435<br><a href="mailto:rsvpvol@scvolunteercenter.org">rsvpvol@scvolunteercenter.org</a>                                       | North Santa Cruz County |

| Organization   | Service Type:    | Services  | Charge | Senior Discount                           | Website                   | Phone Email                                    | Coverage                |
|--|------------------|---|--------|---|---------------------------|--|-------------------------|
| Volunteer Center of Santa Cruz County Transportation (Watsonville) | Special purposes | Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to | No     |   | www.scvolunteercenter.org | 831 722-6708<br>wats@scvolunteercenter.org     | South Santa Cruz County |
| West Coast Limos & Sedans  | Special purposes | General Public- Limo Service  | Yes    | No  | www.westcoastlimos.net/   | 831 464-2600 roywstcst@aol.com                 | Santa Cruz County       |
| Yellow Cab Company   | Transit          | General Taxi Service. Various low-cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts. Includes the San Lorenzo Valley                                    | Yes    | 10% seniors and disables: Lift LineScript | santacruzyellowcab.com    | 831 423-1234<br>sctransportation.llc@gmail.com | Santa Cruz County       |

## **Appendix B – Unmet Needs**

Transportation Agency for Monterey County  
2018 Monterey County Unmet Transit Needs

**Unmet transit needs are placed into the following categories:**

1. Transit service improvement requests that would improve an existing service.
2. Transit service expansion requests that extend a transit route beyond its current limits and fill a gap in service.
3. Capital improvement projects that would enhance existing public transit facilities.

**Transit Needs Timeline**

- **Short term transit improvements** are those that can be implemented in the current service year within MST's funding limits and without negatively impacting existing services.
- **Long-term transit improvements** are those that would require additional funding beyond MST's current funding limits. Long-term improvement comments remain on the unmet transit needs comment list until additional funding becomes available.

| Unmet Need Comment   | Year Identified | Category                                  | Timeline               | Status in 2018   |
|--|-----------------|---|------------------------|--|
| Service to San Juan Grade Road and Russell Road in Salinas | 2014            | Category #2: new service, fills a gap     | Long-term improvement. | Identified as an unmet need establishing new or expanding service. MST is currently working with the City of Salinas and area developers to identify possible public transit service into the planned developments in this area in the next 5 to 10 years. |
| Increased frequency on Line 18                             | 2014            | Category #1: improves an existing service | Long-term improvement. | Service will require an additional vehicle which cannot be provided at this time without reallocating resources from other areas.  |

**Transportation Agency for Monterey County**  
**2018 Monterey County Unmet Transit Needs**

|   |      |   |                        |  |
|---|------|---|------------------------|--|
| More frequent service to Gonzales and Soledad | 2014 | Category #1: improves an existing service | Long-term improvement. | MST now provides real-time transit information to ease passenger wait times. MST is currently conducting a Salinas Valley Bus Study to identify transit improvements for the area. Additionally, the future King City bus yard may improve South County service in the future. |
|---|------|---|------------------------|--|

Transportation Agency for Monterey County  
2018 Monterey County Unmet Transit Needs

| Unmet Need<br>Comment  | Year<br>Identified | Category  | Timeline               | Status in 2018  |
|--|--------------------|---|------------------------|---|
| Shuttle service between Pinnacles National Park and Fort Hunter Liggett                                    | 2014               | Category #2: new service, fills a gap                                       | Long-term improvement. | This shuttle service is cost prohibitive, and would require resources being reallocated from other services/areas. The City of Soledad is currently studying improvements for the Pinnacles Parkway project, which may consider a park shuttle service. |
| Service to San Juan Bautista and Los Baños   | 2015/2018          | Category #2: new service, fills a gap                                       | Long-term improvement. | MST, in collaboration with San Benito County Local Transportation Authority, may explore applying for Federal intercity bus grant funding options to meet this need in the future.  |
| Improved service between South County and the Superior Court of California, County of Monterey in Monterey | 2017               | Category #1: improves an existing   | Long-term improvement. | MST is currently conducting a Salinas Valley Bus Study to identify transit improvements.  |
| Improve the connection between Castroville and Prunedale for access to Gavilan College in Gilroy           | 2018               | Category #1: improves an existing;<br>Category #2: new service, fills a gap | Long-term improvement  | MST, San Benito County Local Transportation Authority, and Gavilan College may collaborate and identify a strategy to meet this need.   |



Transportation Agency for Monterey County  
2018 Monterey County Unmet Transit Needs

**Resolved Transit Needs**

| Unmet Need Comment  | Year Identified | Year Resolved | Resolution   |
|---|-----------------|---------------|--|
| More out of county medical trips that cost less                                     | 2014            | 2017          | MST increased the frequency and lowered the cost of out of county medical trips using Measure Q funds in July 2017. An analysis of the enhanced service will be conducted in the fall of 2018.   |
| Service to Rancho Cielo   | 2014            | 2017          | MST has donated used buses to Rancho Cielo for service by their students.  |
| Line 18 does not serve and does not have a bus stop at the new VA Clinic in Marina. | 2018            | 2018          | Currently, the Line 18 stop closest to the VA Clinic is at the Marina Dunes Shopping Center. MST installed a bus stop at the new VA Clinic before it opened and may begin serving that stop in the fall of 2018. Line 61 currently serves the VA Clinic. |



# UNMET TRANSIT NEEDS REPORT

May 17, 2018



*The Council of San Benito County Governments improves the mobility of San Benito County travelers by planning for and investing in a multi-modal transportation system that is safe, economically viable, and environmentally friendly.*

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## BOARD OF DIRECTORS

The Council of San Benito County Governments (COG) is the Regional Transportation Planning Agency (RTPA) for San Benito County. COG serves as the forum for regional decision-making. In this capacity, COG builds consensus among local and regional agencies, develops long-term strategic plans, programs Federal and State funding for allocation to transportation projects.

The governing board for COG is made up of five members. Two members are appointed by the San Benito County Board of Supervisors, two from the City of Hollister and one from the City of San Juan Bautista.

## COG BOARD OF DIRECTORS

Jaime De La Cruz, Chair, County of San Benito

Ignacio Velazquez, Vice Chair, City of Hollister

Jim Gillio, City of Hollister

Tony Boch, City of San Juan Bautista

Anthony Botelho, County of San Benito

Eileen Loe, Caltrans District 5 (Ex-Officio)

## ALTERNATES, COG BOARD OF DIRECTORS:

Mickie Solorio Luna, City of Hollister

Jim West, City of San Juan Bautista

Mark Medina, San Benito County

## COG STAFF:

Mary Gilbert, Executive Director

Kathy Postigo, Administrative Services Specialist

Veronica Lezama, Transportation Planner

Regina Valentine, Transportation Planner

Monica Gomez, Secretary

Griselda Arevalo, Office Assistant

Chris Thomson, Mechanic



## REGIONAL SETTING

San Benito County is ideally located inland from the Central California Coast. The County borders Monterey, Santa Cruz, Fresno, Merced, and Santa Clara Counties. Combined with more affordable housing and its close proximity to Monterey, Santa Cruz, and Santa Clara Counties, San Benito County is an attractive home to 55,269 people (2010). Although the County consists of 1,390 square miles, the majority of the population lives in Hollister (the County seat) San Juan Bautista, or the unincorporated area of northern San Benito County.



## EXISTING TRANSIT SERVICES

The San Benito County Local Transportation Authority (LTA) was formed by a Joint Powers Agreement between the Cities of Hollister and San Juan Bautista and the County of San Benito in 1990. The Authority is responsible for the administration and operation of public transportation services in the County provided by County Express and Specialized Transportation Services.

## COUNTY EXPRESS TRANSIT SYSTEM

The County Express system currently provides three fixed routes in the City of Hollister, complementary Americans with Disabilities Act Paratransit service, Intercounty service to Gilroy in Santa Clara County, and a general public Dial-A-Ride.



As of April 2018, the County Express fleet included 21 vehicles. All vehicles are ADA compliant and equipped with wheelchair lifts/ramps and bicycle racks. The Local Transportation Authority contracts with a private operator for management, dispatchers, trainers, and drivers of its County Express transit service.

### Fixed-Route

Fixed-Route service operates three Fixed Routes within the City of Hollister. These routes operate between 6:20 a.m. and 5:40 p.m. However, there is no Fixed Route service between 11:00 a.m. to 2:00 p.m. Headways for each of the routes range from 40 to 50 minutes.

### Dial-A-Ride

County Express transit system provides Dial-a-Ride service to parts of northern San Benito County, including Hollister, San Juan Bautista, and Tres Pinos, Monday through Friday from 6:00 a.m. to 6:00 p.m. where and when Fixed Route is not available and on weekends.

Reservations for the Dial-A-Ride may be made up to 14 days in advance. Same-day service is

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available but is subject to availability and a convenience fee.

Complementary Americans with Disabilities Act Paratransit service is available for residents and visitors who are eligible for the service as determined by the Authority. The service is for individuals who are not able to access Fixed Route due to a physical or cognitive disability and have trips that begin or end in a location less than  $\frac{3}{4}$  mile from a Fixed Route bus stop.

Reservations for the Paratransit service may be made up to 14 days in advance. Same-day service is available but is subject to availability and a convenience fee.



### Intercounty

County Express' Intercounty routes provide connections from the Cities of Hollister and San Juan Bautista to the City of Gilroy. There is daily weekday service to Gavilan College and the Caltrain station and Saturday service to the Greyhound station in Gilroy. The weekday shuttle service to Gavilan College is from 6:50 a.m. to 6:10 p.m. with a limited schedule when school is not in session. There are three early morning and three evening runs to the Gilroy Caltrain station for connections to Caltrain and Valley Transportation Authority bus services. Service to the Greyhound station operates on Saturday and Sunday from 7:40 a.m. to 6:00 p.m.

### SPECIALIZED TRANSPORTATION SERVICES

According to the 2010 U.S. Census, 10.4 percent of the total county population is aged 65 or older.<sup>1</sup> Many of these elderly individuals and persons with disabilities require specialized transportation services to travel to medical appointments, shop, and visit recreation centers.



The Authority contracts with Jovenes de Antaño, a local non-profit organization that has been providing specialized transportation services in San Benito County since 1990. Specialized services include Out of County Non-Emergency Medical Transportation, Medical Shopping Assistance Transportation, and Senior Lunch Transportation Program. These services are beyond the requirements of Americans with Disabilities Act. They provide escort services, door-through-door, and minor translation services.

Jovenes de Antaño also has a referral program that provides information about other social services within the community, coordination of home-based services, referral to legal

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<sup>1</sup> U.S. Census, San Benito County

assistance, and other local services to their clients. The coordination effort between Jovenes de Antaño and the Authority allows for efficient, affordable and reliable service for this critical

need in the community of San Benito County.

The LTA makes great strides to provide a comprehensive and adequate public transit service. This continued effort to meet the needs of the community is accomplished through the annual Unmet Transit Needs Process, which is outlined in this Report.

## Unmet Transit Needs Overview

### TRANSPORTATION DEVELOPMENT ACT (TDA)

The Transportation Development Act of 1971 (TDA), also known as SB 325, is administered by the California Department of Transportation (Caltrans) through the county's designated regional transportation planning agency (RTPA).



As the administrator of Transportation Development Act (TDA) funds, the Council of San Benito County Governments (COG), as the regional transportation planning agency, is charged with performing the Unmet Transit Needs (UTN) process. The purpose of this process is to ensure that all unmet transit needs that are "reasonable to meet" are met before funds are expended for non-transit uses, such as streets and roads.

"Unmet Transit Needs" are defined as expressed or identified needs of a significant segment of the community for public transportation services to meet basic mobility needs which are not currently being met through existing transit services or other means of transportation.

The "Reasonable to Meet" standard is based on several criteria that analyze how accommodating that transit need will affect the rest of the transit system that it relates to. If it passes the criteria then it is found reasonable to meet and changes will be made to accommodate the need.

The process is done annually and entails a comprehensive outreach program and a series of public hearings throughout the county to obtain comments on unmet transit needs that may be reasonable to meet. Once the comments are received, the Social Services Transportation Advisory Committee (SSTAC) analyzes them to determine if there are any transit needs that meet the adopted definitions of "reasonable to meet" and "unmet transit need" and makes a recommendation of findings to the COG Board. If the Board determines there are unmet transit needs that are reasonable to meet, the affected jurisdiction must satisfy the needs before any TDA funds are expended for non-transit purposes.

This Report documents the Unmet Transit Needs process which is submitted annually to the California Department of Transportation (Caltrans).

## **Adopted Definitions and Procedures for Noticing and Conducting The Annual Unmet Transit Needs Hearing**

As required by PUC section 9940 1.5, the Council of San Benito County Governments must adopt formal definitions of "unmet transit need" and "reasonable to meet." The first definition is the primary tool used to evaluate the public testimony received during the initial hearing.

The second definition is used to evaluate the reasonableness of meeting those requests. State law (PUC Section 994015(c)) has been modified to clarify that..."the fact that an identified transit need cannot fully be met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet."

Additionally, the Act specifies that..." An agency's determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the need of streets and roads."

### **I. The "unmet needs" definition adopted by Council of San Benito County Governments:**

"Unmet needs are defined as expressed or identified needs of a significant segment of the community for public transportation services to meet basic mobility needs which are not currently being met through existing transit services or other means of transportation."

Included, at a minimum, are those public transportation or specialized services that are identified in the Regional Transportation Plan, Short Range Transit Plan and/or Transit Development Plan, which have not been implemented or funded."

### **II. The "unmet needs" threshold criteria adopted by the Council of San Benito County Governments:**

The following criteria must be true for the COG to consider a request an "unmet need". If a request fails to satisfy any of the criteria below, the request is not an unmet need.

1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.
2. Sufficient *broad-based* community support exists.
3. Request is a *current* rather than *future* need.
4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.)



### III. Adopted Definition of "Transit Needs That Are Reasonable To Meet Determination."

In making the reasonableness determination, an analysis will be conducted on existing transit services, available options, likely demand and general costs based on similar services in the area and available studies. Once completed, the following criteria shall be considered.

#### REASONABLE TO MEET CRITERIA

In making a reasonableness determination, an analysis will be conducted on existing transit services, available options, likely demand and general costs based on similar services in the area and available studies. An Unmet Transit Need would be considered reasonable to meet if the proposed service is in general compliance with the following criteria:

##### A. EQUITY

The proposed service would:

1. Benefit the general public.
2. Not unreasonably discriminate against nor favor any particular area or segment of the community at the exclusion of any other.
3. Not result in adversely affect existing services in other parts of the transit system that have an equal or higher priority immediately or within the foreseeable future.
4. Require a subsidy per passenger generally equivalent to other parts of the transit system, unless overriding reasons so justify.

##### B. TIMING

The proposed service would:

1. Be in response to an existing rather than a future need.
2. Be implemented consistent with federal, state, or regional funding approval schedules, if such funds are the most appropriate primary method of funding.

##### C. COST EFFECTIVENESS

The proposed service would:

1. Not cause the responsible operator or service claimant to incur expenses in excess of the maximum allocated funds.
2. Not set a precedent for other service expansions without a reasonable expectation of available funding.
3. Have available funding on a long-term basis to maintain the service.

##### D. SYSTEM PERFORMANCE

1. The efficiency of the new, expanded or revised transit service, excluding specialized transportation services, shall be measured on efficiency, such as:
  - Cost per passenger trip,
  - Cost per vehicle service hour,
  - Passenger trips per vehicle service hour,
  - Passenger trips per service mile,
  - On-time performance.
2. The proposed service would have a reasonable expectation of future increase in ridership.

#### E. OPERATIONAL FEASIBILITY

1. The new, expanded or revised transit service must be safe to operate and there must be adequate roadways and turnouts for transit vehicles.
2. The new service would be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds.
3. The new service would have the available maintenance staff to cover the additional vehicle maintenance hours incurred as a result of the proposed service.

#### F. COMMUNITY ACCEPTANCE

A significant level of community support exists for the public subsidy of transit services designed to address the unmet transit need. Including but not limited to, community groups, community leaders, and community meetings reflecting support for the unmet transit need.

#### G. ADA CONFORMITY

The new, expanded or modified service, excluding specialized transportation services, would conform to the requirements of the Americans with Disabilities Act. The COG shall consider the financial impact on the TDA claimant if complementary paratransit services are required as a result of the new, expanded, or modified service.

#### H. OTHER FACTORS

Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.



## Exhibit A

### REASONABLE TO MEET CRITERIA

In making a reasonableness determination, an analysis will be conducted on existing transit services, available options, likely demand and general costs based on similar services in the area and available studies. An Unmet Transit Need would be considered reasonable to meet if the proposed service is in general compliance with the following criteria:

#### A. EQUITY

The proposed service would:

1. Benefit the general public.
2. Not unreasonably discriminate against nor favor any particular area or segment of the community at the exclusion of any other.
3. Not adversely affect existing services in other parts of the transit system that have an equal or higher priority immediately or within the foreseeable future.
4. Require a subsidy per passenger generally equivalent to other parts of the transit system, unless overriding reasons so justify.

#### B. TIMING

The proposed service would:

1. Be in response to an existing rather than a future need.
2. Be implemented consistent with federal, state, or regional funding approval schedules, if such funds are the most appropriate primary method of funding.

#### C. COST EFFECTIVENESS

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#### H. OTHER FACTORS

Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.

## Unmet Transit Needs Public Hearing

### HEARING PROCESS

The Council of Governments held one public hearing and two public meetings to receive Unmet Transit Needs testimony. Translation services were available at both hearings, and transportation was available to those persons in need by San Benito County Transit.

The hearing was held February 15, 2018 at 3:00 p.m. during the Council of Governments regular Board meeting.

Two public meetings are also scheduled on: February 13, 2018 from 1:00 PM to 2:00 PM at the Hollister Community Center, 300 West Street, Hollister, CA and on February 14, 2018 from 2:00 PM to 3:30 PM at San Juan Bautista City Hall, 311 Second Street, in San Juan Bautista, CA.

During the public comment period, the Council of Governments received a total of 25 comments. Enclosed in this report is a summary of comments received, Unmet Transit Needs determination (i.e. Unmet Need or Not an Unmet Need), COG response to comments, and relevant Unmet Transit Needs Policy.

Notice of the hearing and meetings was given and included the date, place and specific purpose of the meeting through various means. Spanish language translation was provided at all meetings. The meetings were advertised by distributing flyers on social media and public spaces, including bus stop shelters and aboard transit vehicles.

**Public Transit Meetings 2017**

**We want to hear your thoughts on the bus service needs for Specialized Transportation Services (Jóvenes de Antaño) and County Express.**



**Unmet Transit Needs**

**Comments due:**  
March 23, 2017

**Mail Comments:**  
Attn: Unmet Transit Needs  
330 Tres Pinos Road, C7  
Hollister, CA 95023

**Email Comments:**  
veronica@sanbenitocog.org

**Phone Comments:**  
(831) 637-7665, Ext. 204

**Fax Comments:**  
(831) 636-4160

**Council of San Benito County Governments**  
330 Tres Pinos Road, C7  
Hollister, CA 95023

**Thus., March 16**  
3:00 PM  
County Board Chambers  
481 Fourth Street  
Hollister, CA

**Tue., March 21**  
1PM—2 PM  
Community Center  
300 West Street  
Hollister, CA

**Wed., March 22**  
1:30—2:30 PM  
San Juan Bautista City Hall  
311 Second Street  
San Juan Bautista, CA

**Juntas Públicas Sobre el Tránsito 2017**

**De su opinión sobre las necesidades del tránsito proporcionadas por Jóvenes de Antaño y County Express.**



**Necesidades de Tránsito**

**Fecha de cierre para comentarios:**  
23 de marzo 2017

**Comentarios por Correo:**  
Attn: Necesidades de Tránsito  
330 Tres Pinos Road, C7  
Hollister, CA 95023

**Comentarios por correo electrónico:**  
veronica@sanbenitocog.org

**Comentarios por teléfono:**  
(831) 637-7665, Ext. 204

**Comentarios por fax:**  
(831) 636-4160

**Concilio de Gobiernos del Condado de San Benito**  
330 Tres Pinos Road, C7  
Hollister, CA 95023

**Jueves, 16 de marzo**  
3:00 PM  
Edificio de el Condado  
481 Fourth Street  
Hollister, CA

**Martes, 21 de marzo**  
1 PM—2 PM  
Centro Comunitario  
300 West Street  
Hollister, CA

**Miércoles, 22 de marzo**  
1:30 PM—2:30 PM  
Municipalidad de la Ciudad de San Juan Bautista  
311 Second Street  
San Juan Bautista, CA



The notice below was published in the local Hollister Freelance on January 12, 2018 in both English and Spanish.

JANUARY 12, 2018

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# ES

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## 942 HOL - Public Notice

### NOTICE OF PUBLIC HEARING UNMET TRANSIT NEEDS

Notice is hereby given that one public hearing and two public meetings will be held by the Council of San Benito County Governments. The purpose of the hearing and meetings are to provide the public the opportunity to identify any transit needs that are not currently being met by the local bus services (County Express and Specialized Services) in San Benito County. Said public hearing will be held on February 15, 2018 at 3:00 PM at the San Benito County Administration Building, 481 Fourth Street, Hollister, CA. Two public meetings are also scheduled on: Tuesday, February 13 from 1:00 PM to 2:00 PM at the Hollister Community Center, 300 West Street, Hollister, CA and on Wednesday, February 14 from 2 PM to 3:30 PM at Vertigo Coffee Roasters, 81 4th Street, San Juan Bautista, CA. If you are unable to attend, you may submit your comments in writing by March 1, 2018 to: Council of Governments, Attn: Unmet Transit Needs, 330 Tres Pinos Road, Suite C7, Hollister, CA 95023. For more information, please contact Veronica Lezama, Transportation Planner, at (831) 637-7665 Ext. 204 or at [veronica@sanbenitocog.org](mailto:veronica@sanbenitocog.org).

### AVISO-AUDIENCIA PÚBLICA NECESIDADES DE TRÁNSITO

Se avisa que una audiencia pública y dos justas públicas se llevarán a cabo por el Concilio de los Gobiernos del Condado de San Benito. El propósito de la audiencia y juntas es de ofrecer al público la oportunidad de identificar las necesidades de tránsito que en la actualidad no se están cumpliendo en el Condado de San Benito. Dicha Audiencia Pública se llevarán a cabo el 15 de febrero del 2018 a las 3:00 PM en el Edificio de Administración del Condado de San Benito, 481 Fourth Street, Hollister, CA. Dos juntas públicas también están programadas para el martes 13 de febrero de 1:00 PM a 2:00 PM en el Centro de la Comunidad de Hollister, 300 West Street, Hollister, CA y el miércoles 14 de febrero de 2:00 PM a 3:30 PM en Vertigo Coffee Roasters, 81 4th Street, San Juan Bautista, CA. Traducción en Español será disponible. Si usted no puede atender, escriba para expresar sus opiniones antes del 1 de marzo, 2018 a el Concilio de Gobiernos, Attn: Necesidades de Tránsito, 330 Tres Pinos Road, Suite C7, Hollister, CA 95023. Para obtener más información, llame a Veronica Lezama, Planificadora de Transportación, al (831) 637-7665 Ext. 204 o por correo electrónico a [veronica@sanbenitocog.org](mailto:veronica@sanbenitocog.org).

**Publish: January 12, 2018**





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

**February 15, 2018, 3:00 P.M.**

**DRAFT MINUTES**

**MEMBERS PRESENT:**

Chair De La Cruz, Vice-Chair Boch, Director Gillio, Director Velazquez, and Alternate Muenzer Ex Officio: Caltrans District 5, Aileen Loe

**MEMBERS ABSENT:**

Director Botelho

**STAFF PRESENT:**

Deputy County Counsel, Shirley Murphy; Executive Director, Mary Gilbert; Transportation Planner, Veronica Lezama; Transportation Planner, Regina Valentine; Secretary I, Monica Gomez

**CALL TO ORDER:**

Chair De La Cruz called the meeting to order at 3:00 P.M.

**A. PLEDGE OF ALLEGIANCE**

**B. CERTIFICATE OF POSTING**

*Upon a motion duly made by Director Boch, and seconded by Director Muenzer, the Directors acknowledged the Certificate of Posting. Vote: 5/0 motion passes.*

**C. COMMITTEE APPOINTMENTS**

1. Delegate and Alternate to the California Association of Councils of Governments (CALCOG)  
**Delegate** – Director Ignacio Velazquez, **Alternate** – Chair Jaime De La Cruz
2. Two Representatives to the San Benito/ Santa Clara Mobility Partnership  
**Chair Jaime De La Cruz** and **Director Ignacio Velazquez**
3. Representative to Speak on Behalf of COG at California Transportation Commission and Central Coast Coalition Meetings  
**Director Anthony Botelho**

Regarding 2018 Committee appointments, Chair De La Cruz stated that he would keep the same Committee appointments as 2017 (as noted above).

**D. PUBLIC COMMENT:**

Chair De La Cruz stated for the record that the COG Board received Joe Thompson's public

comment correspondence dated January 28, 2018 through February 14, 2018. The correspondence was entered into the public record.

**E. EXECUTIVE DIRECTOR'S REPORT:** Gilbert

As a follow up from the last COG meeting regarding the Financial Audit, Ms. Gilbert reported that Kathy Postigo of COG staff, was working with Leanne Godinez from the County Auditor's office to make needed corrections to the COG accounts to be compliant with our Auditor's findings.

Ms. Gilbert announced that CALCOG will be hosting its annual Regional Leadership Forum next month in Monterey. Ms. Gilbert stated that Board members are all welcomed to attend. She will forward the information to the Board and asked that they let her know if they would like staff to register them.

Ms. Gilbert reported that Congressman Jimmy Panetta stopped by the COG office and met with Chair De La Cruz, herself, and Veronica Lezama of COG staff a couple of weeks ago. They were able to go over transportation needs for the County and they also discussed where they would like to see some emphasis on the federal side.

**F. CALTRANS DISTRICT 5 REPORT:** Aileen Loe

Aileen Loe with Caltrans District 5, reported that the US 101 in Santa Barbara that was closed due to mudslide damage, has been re-opened.

Ms. Loe announced that a call for projects is under way for the 2018/2019 Transportation Planning Grants. Deadline to submit applications to Caltrans is Friday, February 23, 2018. She also announced that Caltrans released its first Climate Change Vulnerability Assessment for the Bay Area. District 5's assessment is scheduled for release in spring 2019. They are also getting ready for the release of Cycle 4 of the Active Transportation Program. A call for projects should be going out in March with applications due in June.

Ms. Loe announced the conclusion of the California Road Charge Pilot Program. She stated that over 5,000 people participated in the program with different types of vehicles ranging from passenger vehicles to heavy commercial and light commercial vehicles. The findings from the program were positive.

Lastly, Ms. Loe provided a handout with responses to questions that were brought up by Director Botelho at the last COG meeting.

**G. BOARD OF DIRECTORS REPORTS:**

Regarding COG's potential sales tax measure, Director Gillio stated that he was impressed with the public turnout from COG's special meeting on Saturday, February 3<sup>rd</sup>. The Board discussed having additional evening meetings to allow members of the public who may be commuting the opportunity to attend as well. They also talked about other locations such as San Juan Bautista and/or Aromas.

Ms. Gilbert stated that she would provide more detailed information under Item 9 as it relates to the discussion. She stated that staff would be working with the consultant and would like to also

confer with them to schedule additional meetings. She mentioned that Aromas/ San Juan Bautista Rotary meets early in the morning and that might work for some members of the public. She also mentioned that the Aromas Grange meets on Sunday evenings.

The Board directed staff to confer with the consultant and look at scheduling an evening meeting during the week in the west part of the County.

### **CONSENT AGENDA:**

1. **APPROVE** Council of Governments Draft Meeting Minutes Dated January 18, 2018 – Gomez
2. **RECEIVE** Construction Projects Report – Caltrans District 5
3. **APPROVE** COG Executive Director Salary Increase from Step D to Step E Effective January 14, 2018, Pursuant to Employment Agreement Dated August 20, 2015 – Postigo
4. **RECEIVE** Council of Governments FY 2017/18 Second Quarter Budget Report – Postigo
5. **Amendment to Fiscal Year 2017/2018 Overall Work Program – Lezama**
  - a. **APPROVE** Amendment No. 2 to the Fiscal Year 2017/2018 Overall Work Program to Include SB1 Road Maintenance and Rehabilitation Account Sustainable Communities Funding for an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study, and
  - b. **AUTHORIZE** the Executive Director to Sign a New FY 2017/2018 Overall Work Program Agreement with the California Department of Transportation.

Director Boch asked to pull Item 1 from Consent.

There was no public comment on the Consent

Agenda.

*Upon a motion duly by made by Director Velazquez, and seconded by Director Gillio, the Directors approved Items 2 -5 from the Consent agenda. Vote: 5/0 motion passes.*

Item 1:

Director Boch noted a correction to the January 18, 2018 COG minutes under Item C and D. The minutes should be corrected to state that COG's Chairperson for 2018 is Jaime De La Cruz, and COG's Vice- Chairperson for 2018 is Tony Boch.

*Upon a motion duly by made by Director Boch, and seconded by Director Velazquez, the Directors approved Item 1 from the Consent agenda as amended. Vote: 5/0 motion passes.*

### **REGULAR AGENDA** **TRANSPORTATION** **ITEMS:**

#### **3:00 P.M. Public Hearing (Or As Soon Thereafter As the Matter May Be Heard)**

6. **2018 Unmet Transit Needs Hearing – Lezama**
  - a. **RECEIVE** Report on Unmet Transit Needs
  - b. **OPEN** Public Hearing

### c. **CLOSE** Public Hearing

Veronica Lezama recommended that the COG Board open a public hearing to receive comments on the 2018 Unmet Transit Needs Hearing. Following public comments, the Board will close the public hearing. The public comment period will conclude March 1, 2018.

Chair De La Cruz opened the public hearing at 3:15 p.m.

#### **Public Comment:**

##### **Monica Quiroz- Rivera Hollister**

Ms. Quiroz-Rivera voiced her concerns about the bus service. She mentioned that she is an avid proponent of public transportation as it is one of the best things this county has to offer. She expressed concern over the fact that there is no fixed route service from 11:00 a.m. – 2:00 p.m. during the week.

Secondly, she stated that there is no fixed route service on the weekends. She has to call during the week to schedule a ride for the weekend, however it is limited service from 9 a.m. – 2:30 p.m. and if you don't call in advance for an appointment you may not get a ride. She stated that another issue is that the bus stops are not clearly identified, specifically noting the bus stop at the taqueria near the intersection of Line St. and 4<sup>th</sup> St. She's had to flag the bus down or has had to call them to turn around and come back. Also, there are not enough benches at the bus stops, specifically noting the Safeway and Kmart bus stop locations. Lastly, she stated that there needed to be additional locations to purchase tokens/passes, such as the Community Center, and/or Gavilan College. Lastly, Ms. Quiroz-Rivera complemented the bus drivers, stating that they were friendly, hardworking, and some of the best bus drivers ever.

Chair De La Cruz closed the public hearing at 3:20 p.m.

Chair De La Cruz asked staff to look into possibilities of selling tokens at other locations in the community.

Ms. Lezama stated that as part of the Unmet Transit Needs process, staff will review and analyze all testimony received with COG's Social Services Transportation Advisory Council and provide recommendations to the COG Board at its April meeting.

### **7. RECEIVE** Update on Santa Clara/San Benito Mobility Partnership Meeting Activities – Gilbert

Ms. Gilbert reported out on the most recent Mobility Partnership meeting that was held on February 7<sup>th</sup>. She stated that the agenda focused on a discussion of phases for the SR 25/101 Interchange project, with VTA and Caltrans staff providing information on options for project phasing.

There was discussion about the two phases that are being considered: US 101/SR 25 Phase 1-  
**Option A** (New Bridge) total project cost estimate \$65 million and US 101/SR 25 Phase 1-  
**Option B** (Direct Ramp) total project cost estimate \$50 million. Board members spoke in support of Option B as the best solution for San Benito County residents because it was cheaper and it would line up better with the ultimate project.

Aileen Loe, with Caltrans District 5, mentioned that any new proposals would be subject to additional environmental review. Also, they would have to do a revalidation process because 5 years have passed from the year 2013 when it was approved.

Ms. Gilbert clarified that both phases are for the ultimate Highway 25/101 interchange project that would accommodate State Route 152. Both options are being looked at to minimize throw away. Additional environmental study and traffic analysis would be required because neither of the two options were contemplated as stand-alone options.

There was no public comment.

**8. RECEIVE Update on Senate Bill 1 and the Central Coast Coalition Legislative Day on January 30, 2018 – Gilbert**

Ms. Gilbert reported that she and Director Botelho met with Assembly Members Mark Stone and Anna Caballero, and staff from Senator Anthony Canella's office. Transportation leaders provided updates on the status of Senate Bill 1 and potential repeal efforts. At this time, there is an effort to collect signatures to place an initiative on the November 2018 ballot for California voters to consider a repeal of SB1.

Ms. Gilbert stated that California Transportation Commission and other transportation leaders are encouraging local agencies to use the SB1 funds they have received and to begin project implementation as soon as is possible. The local Cities and County have begun receiving payment of Road Maintenance and Rehabilitation Account funding that is available for use on local street and road maintenance.

Ms. Gilbert reported that this morning, the SBC Board of Supervisors voted to support SB1 and protect it from repeal.

**9. Transportation Funding Strategy – Gilbert**

- a. REVIEW and COMMENT** on Draft Expenditure Plan Outline
- b. APPROVE** Public Outreach Plan and Strategy Contract with Clifford Moss for an Amount Not to Exceed \$40,000

Ms. Gilbert reported that staff issued a Request for Proposals for a strategy/outreach consultant on January 16<sup>th</sup> and received two responses. Clifford Moss was chosen as the highest ranked consultant. Staff negotiated a contract with Clifford Moss for an amount not to exceed \$40,000 and is asking for the Boards approval. The consultant will also be able to help with the development of the public opinion survey. The survey will be conducted by EMC Research in mid-February 2018 and preliminary results will be presented to the Board in March. The consultant team from Clifford Moss will also be working with staff and identified stakeholders to ensure that the expenditure plan is responsive to the public.

There followed some discussion from the Board. They asked about social media outreach. They talked about focusing on the widening of Highway 25 and doing repairs to local streets and roads as the main projects.

Ms. Gilbert stated that the consultant asked staff to put together a small stakeholder group meeting with representatives from the COG Board and staff to meet on February 27<sup>th</sup> and follow up with a public stakeholder meeting in the first week of March. The consultant will be working behind the scenes to educate staff, and local officials on how to best answer questions from the

public.

**Public Comment:**

**Ruth Erickson**

Ms. Erickson stated that besides our main roads we must consider our local Hollister and San Juan Bautista streets. If we are to retract customers to shop in our downtowns we need to have safe streets. She stated for example, that Hawkins Street between San Benito St. and Monterey St. is very dangerous for pedestrians, bicyclists, wheelchairs, strollers, etc. There are other dangerous streets that she has brought up for the last 40 years, which never got fixed. She stated that we need to be proud of our two downtowns in San Juan Bautista and Hollister to encourage locals and tourists alike to shop and enjoy our central areas and historic landmarks. Lastly, she stated that she hopes that if we are going to pay a tax that we actually fix the streets that have never been fixed in the 40 years she's lived here.

**Victor Gomez  
Pinnacle  
Strategy**

Mr. Gomez was glad to hear the Board is moving forward with a consultant. He agreed with the Mayor on using the language of widening of Highway 25 to 4 lanes and Pavement maintenance as the key focus on the measure and getting it passed. He stated that "congestion relief" is not enough to get the votes needed. He stated that we need to pay close attention to the language that was used in the last measure in Supervisor Botelho's (San Juan Bautista/Aromas) District because it looks like that district got the highest approval from voters. Hopefully, the same language could be used to keep those same voters to support this measure and carry voters from Supervisor Muenzer's district who had the lowest percentage of voter approval. Lastly, he stated that hopefully the state and federal government will understand that it's time for them to step up on Bicycle and Pedestrian improvements through grants and if they want us to help with that, then they will have to step up and fund it.

**Stephen Rosati**

Mr. Rosati stated that if you are using the RTP as a guide for projects, then using the proper language in the measure and leaving the proposed tax at 1% for 30 years, may work. Cutting back in projects creates more problems. He said that we need to learn from what was done in the past. There are three past tax measures that we can learn from.

There followed some discussion from the Board. They commented on emphasizing that it is a "sales tax" and not a "gas tax". It was also mentioned that the biggest issue is public trust and working on ensuring that they have that trust by developing a clear list of projects and having a citizen oversight committee to ensure funds are being spent appropriately.

*Upon a motion duly made by Director Velazquez, and seconded by Director Boch, the Directors unanimously approved Item 9ab. Vote: 5/0 motion passes.*

*Upon a motion duly made by Director Muenzer, and seconded by Director Velazquez, the Directors Unanimously adjourned the COG meeting. The meeting was adjourned at 4:11 p.m. Vote: 5/0 motion passes.*

**ADJOURN TO COG MEETING MARCH 15, 2018 at 3:00 P.M.**



Public Comments Received and COG Response





## UNMET TRANSIT NEEDS 2018

## Public Comment and COG Responses



## COUNTY EXPRESS COMMENTS

| No.                     | Comment  | Unmet Transit Needs Determination and Criteria   | COG Response  |
|-------------------------|--|--|---|
| Gap in Service Comments |  |  |   |
| 1.                      | When do you foresee restoring the Fixed Route mid-day service?   | Unmet Transit Need, Reasonable to Meet.  | <p>The cost of restoring the Fixed Route midday weekday service is estimated at \$131,020 annually.* (2,862 service hours x contractor hourly rate of \$46*). The LTA is expected to receive \$321,000 annually in State Transit Assistance from Senate Bill 1, Road Repair and Accountability Act of 2017.</p> <p>LTA staff submitted an expenditure plan to Caltrans, which identifies the restoration of the weekday mid-day Fixed Route service. The service will be initiated in fiscal year 2018/19.</p>  |
| 2.                      | The Fixed Route bus service closes up on Monday through Friday from 11 a.m. through 2 p.m. right in the middle of the day. If I want to do some shopping or if someone invites me to go to lunch there are no bus services during that time. If they can't pick me up, I have to use shanks mare to get there. And for an old lady that's not very easy to do. | Unmet Transit Need, Reasonable to Meet.  | <p>The cost of restoring the Fixed Route midday weekday service is estimated at \$131,020 annually.* (2,862 service hours x contractor hourly rate of \$46*). The LTA is expected to receive \$321,000 annually in State Transit Assistance from Senate Bill 1, Road Repair and Accountability Act of 2017.</p> <p>LTA staff submitted an expenditure plan to Caltrans, which identifies the restoration of the weekday mid-day Fixed Route service. The service will be initiated in fiscal year 2018/19.</p>  |
| 3.                      | Fixed Route is not available Saturday and Sunday's.  | <p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria:</p> <p>D. SYSTEM PERFORMANCE</p> <p>The efficiency of the new, expanded or revised transit service, excluding specialized transportation services, shall be measured on efficiency, such as:</p> <ul style="list-style-type: none"> <li>• Cost per passenger trip,</li> <li>• Cost per vehicle service hour,</li> <li>• Passenger trips per vehicle service hour,</li> <li>• Passenger trips per service mile,</li> <li>• On-time performance.</li> </ul> | <p>As a priority, the LTA is working on restoring the weekday midday Fixed Route service. The LTA estimates that the cost of implementing a weekend Fixed Route service to cost \$108,000<sup>1</sup> annually. The primary weekday ridership profile on County Express consists of students. Without this base ridership, the LTA cannot justify the implantation of a weekend Fixed Route service at this time.</p> <p>However, the LTA will be implementing additional weekend Dial-a-Ride services to assist with the lack of a weekend Fixed Route service and limited weekend Dial-a-Ride services. The supplemental Dial-a-Ride services will be initiated in fiscal year 2018/19.</p> |
| 3. a                    | And I can get around if I call on Monday for an appointment for Saturday or Sunday, but the service is limited. From 9 a.m. to about 2:30 p.m. or so. And if you don't call in time your out of luck.  | Unmet Transit Need, Reasonable to Meet.  | <p>The weekend Dial-a-Ride service has reach its capacity. There is currently one vehicle available on the weekend between 9 a.m. to 3 p.m.</p> <p>The cost of providing an additional weekend Dial-a-Ride service vehicle is estimated at \$28,000 annually.<sup>2</sup> The supplemental Dial-a-Ride services will be initiated in fiscal year 2018/19.</p>   |

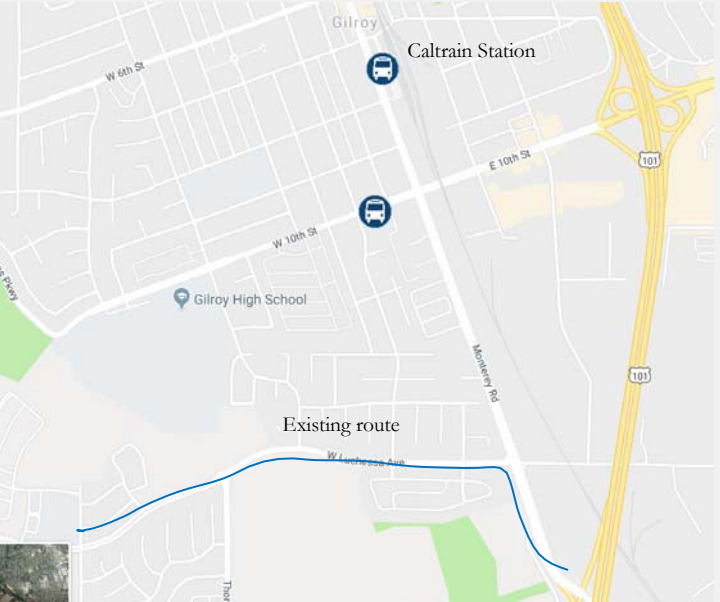
<sup>1</sup> Does not include fuel or maintenance costs.

<sup>2</sup> Does not include fuel or maintenance costs.

|    |  |  |   |
|----|--|--|---|
| 4. | Extend weekend hours past 3 p.m. in order to attend church. Earlier bus trips to church are booked.    | Unmet Transit Need, Reasonable to Meet.  | <p>The weekend Dial-a-Ride service has reach its capacity. There is currently one vehicle available on the weekend between 9 a.m. to 3 p.m.</p> <p>The cost of providing an additional weekend Dial-a-Ride service vehicle is estimated at \$28,000 annually.<sup>3</sup> The supplemental Dial-a-Ride services will be initiated in fiscal year 2018/19.</p>   |
| 5. | I think the bus service should work on Holidays like most bus services in other counties.              | <p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria:</p> <p>D. SYSTEM PERFORMANCE</p> <p>The efficiency of the new, expanded or revised transit service, excluding specialized transportation services, shall be measured on efficiency, such as:</p> <ul style="list-style-type: none"> <li>• Cost per passenger trip,</li> <li>• Cost per vehicle service hour,</li> <li>• Passenger trips per vehicle service hour,</li> <li>• Passenger trips per service mile,</li> <li>• On-time performance.</li> </ul> | <p>The County Express holiday schedule includes the following six dates: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.</p> <p>The Services Transportation Advisory Council (SSTAC) recommended that COG staff research the feasibility of providing holiday Dial-a-Ride services.</p> <p>County Express drivers are covered under the SMART -UTU Local 23 union contract. According to the contract, the following days shall be designated as paid holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, subject to approved scheduling by management. Employee having to work on these days shall receive their regular rate of pay in addition to the holiday pay.</p> <p>MV Transportation’s hourly rate is \$45.78/hour.* Providing a bus on during the six holidays would cost approximately \$1,648 annually. The cost does not include overtime, fuel or maintenance costs.</p> <p>Accommodating holiday services would affect the existing operations agreement – requiring contract amendment negotiations. At this time, COG staff does not recommend additional holiday bus services.</p> <p>*\$45.78 (hourly rate) x (six hours/day) x (six days annually).</p> |
| 6. | Have a later bus during the week for people that work late or attend Gavilan at night.                 | Not an unmet need as the transit need has been met.  | The LTA recently, January 29, 2018, added a new 7:00 p.m. route that travels from Hollister to Gavilan College and the Caltrain Station to accommodate later work schedules.  |
| 7. | Need service to connect to the early Caltrain and VTA runs that leave the Diridon Station in San Jose. | <p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria:</p> <p>G. OTHER FACTORS</p> <ul style="list-style-type: none"> <li>• Other specific, articulable factors that COG determines to affect the reasonableness of meeting an unmet transit need.</li> </ul>  | <p>The VTA bus service at the Caltrain Station starts at 4 a.m. The County Express service begins at 5 a.m.</p> <p>The Local Transportation Authority was recently awarded a grant to conduct an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. The Study will conduct an in-depth analysis identifying opportunities to expand the public transit network providing alternatives to driving along the corridor will be completed. The Study will commence during the summer of 2018 and updates will be provided to the Social Services Transportation Advisory Council, Local Transportation Authority and the Council of Governments’ Board of Directors.</p>   |

<sup>3</sup> Does not include fuel or maintenance costs.

| 8.   | <p>The last bus to Hollister/Gilroy (Greyhound service) on weekends should leave later and leave earlier on weekends or have an extra route earlier and later one. This route should be implemented on Holidays also.</p>   | <p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria:</p> <p>G. OTHER FACTORS</p> <ul style="list-style-type: none"><li>Other specific, articulable factors that COG determines to affect the reasonableness of meeting an unmet transit need.</li></ul>  | <p>The weekend County Express service begins at 7:35 a.m. and ends at 6:05 p.m. Adding additional hours before and after the regularly scheduled times would require comprehensive analysis to ensure that there is a demand for the service.</p> <p>Weekend Greyhound Schedule (North &amp; South)</p> <table><tr><th colspan="6">NORTHBOUND TO GILROY / HACIA EL NORTE A GILROY</th></tr><tr><th></th><th>Vet's Park</th><th>4th &amp; San Benito</th><th>4th &amp; Miller</th><th>Abbe Park</th><th>Greyhound Station</th></tr><tr><td rowspan="2">AM</td><td>7:35</td><td>7:40</td><td>7:41</td><td>7:55</td><td>8:15</td></tr><tr><td>9:15</td><td>9:20</td><td>9:21</td><td>9:35</td><td>9:55</td></tr><tr><td rowspan="2">PM</td><td>12:20</td><td>12:25</td><td>12:26</td><td>12:40</td><td>1:00</td></tr><tr><td>4:20</td><td>4:25</td><td>4:26</td><td>4:40</td><td>5:10</td></tr></table> <table><tr><th colspan="6">SOUTHBOUND TO HOLLISTER / HACIA EL SUR A HOLLISTER</th></tr><tr><th></th><th>Greyhound Station</th><th>Abbe Park</th><th>4th &amp; Miller</th><th>Briggs Garage</th><th>Vet's Park</th></tr><tr><td rowspan="2">AM</td><td>8:25</td><td>8:45</td><td>9:04</td><td>9:05</td><td>9:10</td></tr><tr><td>10:00</td><td>10:20</td><td>10:39</td><td>10:40</td><td>10:45</td></tr><tr><td rowspan="2">PM</td><td>1:05</td><td>1:25</td><td>1:44</td><td>1:45</td><td>1:50</td></tr><tr><td>5:20</td><td>5:40</td><td>5:59</td><td>6:00</td><td>6:05</td></tr></table> <p>The LTA was recently awarded a grant to conduct an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. The Study will conduct an in-depth analysis identifying opportunities to expand the public transit network providing alternatives to driving along the corridor will be completed. The Study will commence during the summer of 2018 and updated will be provided to the Social Services Transportation Advisory Council, LTA and the Council of Governments’ Board of Directors.</p> <p>The County Express holiday schedule includes the following six dates: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.</p> <p>County Express drivers are covered under the SMART -UTU Local 23 union contract. According to the contract, the following days shall be designated as paid holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, subject to approved scheduling by management. Employee having to work on these days shall receive their regular rate of pay in addition to the holiday pay.</p> <p>Accommodating holiday services would affect the existing operations agreement – requiring contract amendment negotiations. At this time, COG staff does not recommend additional holiday bus services.</p> <p>*\$45.78 (hourly rate) x (six hours/day) x (six days annually).</p> | NORTHBOUND TO GILROY / HACIA EL NORTE A GILROY |                   |  |  |  |  |  | Vet's Park | 4th & San Benito | 4th & Miller | Abbe Park | Greyhound Station | AM | 7:35 | 7:40 | 7:41 | 7:55 | 8:15 | 9:15 | 9:20 | 9:21 | 9:35 | 9:55 | PM | 12:20 | 12:25 | 12:26 | 12:40 | 1:00 | 4:20 | 4:25 | 4:26 | 4:40 | 5:10 | SOUTHBOUND TO HOLLISTER / HACIA EL SUR A HOLLISTER |  |  |  |  |  |  | Greyhound Station | Abbe Park | 4th & Miller | Briggs Garage | Vet's Park | AM | 8:25 | 8:45 | 9:04 | 9:05 | 9:10 | 10:00 | 10:20 | 10:39 | 10:40 | 10:45 | PM | 1:05 | 1:25 | 1:44 | 1:45 | 1:50 | 5:20 | 5:40 | 5:59 | 6:00 | 6:05 |
|--|---|--|--|--|-------------------|--|--|--|--|--|------------|------------------|--------------|-----------|-------------------|----|------|------|------|------|------|------|------|------|------|------|----|-------|-------|-------|-------|------|------|------|------|------|------|--|--|--|--|--|--|--|-------------------|-----------|--------------|---------------|------------|----|------|------|------|------|------|-------|-------|-------|-------|-------|----|------|------|------|------|------|------|------|------|------|------|
| NORTHBOUND TO GILROY / HACIA EL NORTE A GILROY     |   |  |  |  |                   |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
|  | Vet's Park  | 4th & San Benito   | 4th & Miller   | Abbe Park                                      | Greyhound Station |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
| AM   | 7:35  | 7:40   | 7:41   | 7:55   | 8:15              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
|  | 9:15  | 9:20   | 9:21   | 9:35   | 9:55              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
| PM   | 12:20   | 12:25  | 12:26  | 12:40  | 1:00              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
|  | 4:20  | 4:25   | 4:26   | 4:40   | 5:10              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
| SOUTHBOUND TO HOLLISTER / HACIA EL SUR A HOLLISTER |   |  |  |  |                   |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
|  | Greyhound Station   | Abbe Park  | 4th & Miller   | Briggs Garage                                  | Vet's Park        |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
| AM   | 8:25  | 8:45   | 9:04   | 9:05   | 9:10              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
|  | 10:00   | 10:20  | 10:39  | 10:40  | 10:45             |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
| PM   | 1:05  | 1:25   | 1:44   | 1:45   | 1:50              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
|  | 5:20  | 5:40   | 5:59   | 6:00   | 6:05              |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |
| 9.   | <p>I know that the first and last bus doesn’t get a lot of people, but I do feel that it’s important to have the last and first bus always do the full ride to and from Hollister and Gilroy. I just feel that sometimes emergencies arise or people have to work in Hollister early or leave Hollister late to go to Gilroy. I notice the early bus does not do a route back. I am not sure about the late bus if it does the both routes.</p> | <p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria:</p> <p>D. SYSTEM PERFORMANCE</p> <p>The efficiency of the new, expanded or revised transit service, excluding specialized transportation services, shall be measured on efficiency, such as:</p> <ul style="list-style-type: none"><li>Cost per passenger trip,</li><li>Cost per vehicle service hour,</li><li>Passenger trips per vehicle service hour,</li><li>Passenger trips per service mile,</li><li>On-time performance.</li></ul> | <p>The LTA was recently awarded a grant to conduct an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. The Study will conduct an in-depth analysis identifying opportunities to expand the public transit network providing alternatives to driving along the corridor will be completed.</p> <p>The Study will commence during the summer of 2018 and updated will be provided to the Social Services Transportation Advisory Council, LTA and the Council of Governments’ Board of Directors.</p>   |  |                   |  |  |  |  |  |            |                  |              |           |                   |    |      |      |      |      |      |      |      |      |      |      |    |       |       |       |       |      |      |      |      |      |      |  |  |  |  |  |  |  |                   |           |              |               |            |    |      |      |      |      |      |       |       |       |       |       |    |      |      |      |      |      |      |      |      |      |      |

| Operational Comments |   |   |   |
|----------------------|---|---|---|
| 10.                  | I think that the buses should all go to Caltrain or close to Caltrain. For example, there is a bus stop on Monterey and 10th Street in Gilroy. It would be nice if the bus could stop there first and then head to Gavilan and then go back towards the San Benito route. | <p>Not an Unmet Transit Need as the request is operational in nature. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need</li><li>• Request is not operational in nature (i.e. minor route change, busstop change, etc.)</li></ul>                     | <p>Not an Unmet Need as the request is operational in nature and would require comprehensive analysis of the Gavilan College Service schedule. This request is not identified as a deficiency in the Short and Long Range Transit Plan or Regional Transportation Plan.</p>    |
| 11.                  | San Juan is really growing. I don't know how far the two new housing projects are but maybe once the homes are completed have more than one stop for SJB and Hollister. Reconfigure the route? Not sure.  | <p>Not an Unmet Transit Need request is a <i>future</i> rather than <i>current</i> need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Request is not operational in nature (i.e. minor route change, busstop change, etc.)</li></ul> | <p>COG serves on both the County and the City of Hollister’s Development Review Committee (DRC). The duties and responsibilities of the DRC are to review the site design of new development and improvements and provide applicants with appropriate design comments. Those comments include accommodations for public transit facilities and services. New development is required to accommodate public transit amenities, if warranted by the LTA.</p> <p>The City of San Juan Bautista does not have a DRC; however, the LTA has contacted the San Juan Bautista City Manager to discuss public transit review opportunities for all new developments.</p> |

| Infrastructure Comments |  |   |  |
|-------------------------|--|---|--|
| 12.                     | Bikes lockers (boxes) should be located at the bus stops so that people can lock their bikes. A lot of homeless people like to steal parts so it is very scary to leave your bike out there.           | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• Request is not operational in nature (i.e. minor route change, bus stop</li> </ul>              | <p>Bicycle lockers are not identified as a deficiency in the Bus Stop Improvement Plan or Short and Long Range Transit Plan. Bicycle parking, bicycle racks, are identified as part of the Bus Stop Improvement Plan. Implementation of the Bus Stop Improvement Plan is based on funding availability.</p> <p>The LTA provides bicycle parking at high usage bus stops and onboard all Fixed Route and Intercounty buses. As the service expands, bicycle parking accommodations at public transit facilities will be considered. New development are also required to accommodate public transit amenities, if warranted by the LTA.</p> |
| 13.                     | Have suggestion boxes at the bus stops so people that are not tech savvy can give their input via paper.   | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• Request is not operational in nature (i.e. minor route change, busstop change, etc.)</li> </ul> | <p>A suggestion box will be placed at the Council of Governments office. Placing suggestion boxes at the bus stops may be difficult to monitor as they could be subject to vandalism. The LTA’s phone number is available on all bus stop schedules and the general public may contact the LTA with comments. The public may also provide comments through the annual Unmet Transit Needs process or year-round by contacting the LTA at:</p> <p><a href="mailto:regina@sanbenitocog.org">regina@sanbenitocog.org</a><br/> Phone: 831-637-7665<br/> Fax: 831- 636-4161</p>   |
| 14.                     | I believe there should be better marketing like computerized banners to communicate the next bus.  | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• Request is not operational in nature (i.e. minor route change, busstop change, etc.)</li> </ul> | <p>The LTA completed the Intelligent Transportation Systems Technology for the 21<sup>st</sup> Century: Using Technology to Improve Safety and Efficiency of San Benito County’s Transit System Plan. The LTA is currently seeking funding to implement the Plan’s recommendations.</p>  |
| 15.                     | The bus stop at 4 <sup>th</sup> & Line (taqueria) is not clearly marked. A couple of times I had to flag the bus down and they didn’t see me. I had to call and they had to turn around and come back. | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need”. If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li> <li>• Sufficient broad-based community support exists.</li> <li>• Request is a current rather than future need.</li> <li>• Request is not operational in nature (i.e. minor route change, busstop change, etc.)</li> </ul>                      | <p>This location is considered a “flag stop.” A rider can "flag" down a bus to board the vehicle. Areas that permit flag stops don't have regular bus stop amenities.</p> <p>A housing developer, CHISPA, is in the process of constructing a senior housing project south of this location. As part of the development terms, CHISPA has agreed to coordinate the establishment of a bus stop with amenities at this location.</p> <p>Riders will be informed to contact County Express dispatch when planning to board at this location to ensure that the bus stops.</p>  |

|                          |   |  |   |
|--------------------------|---|--|---|
| 16.                      | <p>For the most part there aren't a lot places to sit down and, when you're very young and energetic that's ok. We need more benches at the bus stops.</p> <p>Over by Safeway there is no place to sit down unless you sit on the curb. A cross the street at Kmart no place to sit down unless you sit on the curb. Although, I did notice a bus top further past Kmart.</p>                                     | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need". If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• Therequestfillsagapintransitservice,orisidentifiedasa deficiencyinthe RegionalTransportationPlan.</li><li>• Sufficient broad-based community support exists.</li><li>• Request is a current rather than future need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul>   | <p>The LTA is currently working on identifying funding to implement the Bus Stop Improvement Plan, which evaluates each County Express bus stops for its accessibility and amenities and makes recommendations for improvements.</p> <p>The bus stop located south of K-mart was installed with the residential development. As new developments are proposed, the LTA/COG ensures that accommodations for public transit facilities and services are considered. New developments are required to accomodate public transit amenities, if warranted by the LTA.</p>  |
| General Service Comments |   |  |   |
| 17.                      | <p>Be open to feedback from bus drivers and not administrators. If a person does not take the bus then they would not know what it feels like to take the bus so I feel that feedback from the public and bus drivers is important.</p>   | <p>Not an Unmet Transit Need because the request is operational in nature. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• Therequestfillsagapintransitservice,orisidentifiedasa deficiencyinthe RegionalTransportationPlan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Requestisnotoperationalinnature(i.e. minor route change, bus stop change, etc.)</li></ul> | <p>The LTA has addressed this item at the drivers' monthly meeting to ensure an open exchange of information. The LTA is ultimately responsible for ensuring that all suggestions from drivers and the general public are safe and feasible.</p>  |
| 18.                      | <p>Concern that the only place to purchase bus tokens is at Tres Pinos Rd. I live down here on 7th street. So I have to make arrangements to have the bus take me so I can buy bus tokens. Why can't bus tokens bus passes be sold at the college? How many people from the college use your bus service? Why can't they be sold at the community center? How many senior citizens use your bus service? Why?</p> | <p>Not an Unmet Transit Need as the request is operational in nature. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• Therequestfillsagapintransitservice,orisidentifiedasa deficiencyinthe RegionalTransportationPlan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Requestisnotoperationalinnature(i.e. minor route change, bus stop change, etc.)</li></ul>      | <p>In order to provide additional bus ticket options, the LTA will be coordinating with Jovenes de Antaño for the sale of tokens to senior and disabled clients at their office.</p> <p>The LTA also recently entered into contract with Token Transit for a one-year pilot to offer a mobile ticketing fare for County Express. Token Transit will only charge LTA 10% of the final transaction value for each fare purchased through their app over \$2.00. For all transactions less than \$2.00, the fee is \$.06 + 7%. Token Transit service is anticipated to be available by the summer of 2018.</p> |
| 19.                      | <p>All of here in this County are so lucky to have the bus drivers that we have. To a person, they are some of the finest people ever. Finest people ever. They're hard workers. I don't think I've ever had a bus driver be ornery or nasty the way I've seen in San José or San Francisco. They know you by name of course, this is a small town but, we have some of the best drivers ever.</p>                | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• Therequestfillsagapintransitservice,orisidentifiedasa deficiencyinthe RegionalTransportationPlan.</li><li>• Sufficient broad-based community support exists.</li><li>• Request is a current rather than future need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul>   | <p>Thank you for your comment.</p>  |





| General Service Comments |  |  |  |
|--------------------------|--|--|--|
| 20.                      | Sometimes I call Jovenes de Antaño/Specialized Transportation Services in the morning to schedule a ride and I am waiting to get picked up and they do not arrive. I will then call them to see why my bus didn't arrive and I will be told that they forgot to schedule my ride. This has happened three times to me. | Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need. <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul> | The Local Transportation Authority has addressed this comment with the contractor at its monthly check-in meetings to ensure responsiveness. |
| 21.                      | When I call Jovenes de Antaño/Specialized Transportation Services to schedule trips to a doctor appointments both inside and outside the County, I am told that there has to be enough people going at the same time to schedule the trip, which is hard when I need to go to the doctor.                              | Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need. <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul> | The Local Transportation Authority has addressed this comment with the contractor at its monthly check-in meetings to ensure responsiveness. |
| 22.                      | Happy with the services provided. The service is important as I am unable to drive and need to get to doctor's appointments.   | Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need. <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul> | Thank you for your comment.  |
| 23.                      | Jovenes de Antaño/Specialized Transportation Services drivers are always helpful. I use the service every day.   | Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need. <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul> | Thank you for your comment.  |

|     |   |   |                             |
|-----|---|---|-----------------------------|
| 24. | Very satisfied with the service. I use the serve daily for the senior lunch program. The drivers are very attentive and they come knock on my door when I don't answer. Carlos Valenzuela, driver, is always happy and has a great personality. | <p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"><li>• The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</li><li>• Sufficient <i>broad-based</i> community support exists.</li><li>• Request is a <i>current</i> rather than <i>future</i> need.</li><li>• Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</li></ul> | Thank you for your comment. |
|-----|---|---|-----------------------------|



## Council of San Benito County Governments Resolution

To be inserted upon Board approval.

BEFORE THE BOARD OF DIRECTORS OF THE  
COUNCIL OF SAN BENITO COUNTY GOVERNMENTS

Attachment 1

RESOLUTION OF THE COUNCIL OF SAN BENITO )  
COUNTY GOVERNMENTS CONCERNING UNMET )  
PUBLIC TRANSPORTATION NEEDS FUNDING }  
AND IMPLEMENTATION OF THE PROGRAM )  
WITHIN FISCAL YEAR 2018/2019 }

RESOLUTION NO: 18-05

**WHEREAS**, the Council of San Benito County Governments (COG), has been designated as the Regional Transportation Planning Agency for the San Benito County region; and

WHEREAS, COG has adopted a Regional Transportation Plan directed at the achievement of a balanced coordinated transportation system; and

WHEREAS, COG shall, in implementation of its Plan, allocate monies in the Local Transportation Fund and State Transit Assistance Fund in accordance with the rules and regulations which implement the Transportation Development Act of 1972 as amended; and

**WHEREAS**, COG adopted the definition of "unmet needs" and "reasonable to meet" in Resolution 1992-01: Unmet Needs Findings Required; and

**WHEREAS**, COG adopted Resolution No. 11-04 Amending its Unmet Transit Needs "Reasonable to Meet" Criteria; and

WHEREAS, California Public Utilities Code, Section 99401.5 requires COG to hold a public hearing to determine whether there are any unmet public transportation needs that are reasonable to meet prior to allocation of Local Transportation Funds for other purposes; and

WHEREAS, COG held a public hearing on February 15, 2018 and two public meetings on February 13 and 14, 2018, to determine whether there are any unmet public transportation needs, and all those who attended the public hearing and public meetings were given the opportunity to hear and be heard regarding all matters properly before the COG and COG considered all public testimony; and

**WHEREAS**, COG pursuant to Public Utility Code Section 99401.5:

1. Has consulted with the Social Services Transportation Advisory Council established pursuant to Public Utilities Code Section 99238; and
2. Has conducted a transit analysis including an assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including but not limited to the elderly, the disabled and persons of limited means, an analysis of the adequacy of existing and specialized public and private transportation services in meeting the transit demands of those groups, and an analysis of the potential alternative public and specialized transportation services and service improvements that would meet all or part of the demand, in order to identify the transit needs of the County of San Benito;
3. Has identified unmet transit needs that are reasonable to meet;

4. Has prepared the 2018 Annual Unmet Transit Needs Report, attached hereto and incorporated herein by reference as **Exhibit A**, which provides the findings required by Section 99401.5 and the information developed by the COG that provides the basis for the findings.

**NOW**, THEREFORE, BE IT RESOLVED, that the Council of San Benito County Governments, acting as the Regional Transportation Planning Agency for the County of San Benito, hereby makes the following findings and determinations, based on all information in the record including, but not limited to the findings of the 2018 Annual Unmet Transit Needs Report (Exhibit A):

- A. There are four (4) unmet transit needs that are reasonable to meet."
- B. There are five (5) "unmet transit needs" that are not "reasonable to meet," as further explained in the 2018 Annual Unmet Transit Needs Report (Exhibit A); and
- C. There are 16 comments that **were** not considered "unmet transit needs."

BE IT FURTHER RESOLVED that the Council of San Benito County Governments, acting as the Regional Transportation Planning Agency, accepts and adopts the 2018 Unmet Transit Needs Report (Exhibit A) and finds that there are no additional unmet regional and community public transit needs within the incorporated and unincorporated areas of the County that can be reasonably met at this time.

PASSED AND ADOPTED BY THE COUNCIL OF SAN BENITO COUNTY GOVERNMENTS on this 17<sup>th</sup> day of May 2018, by the following vote:


AYES: Chair De La Cruz, Boch, Botelho, Gillie, and Velazquez

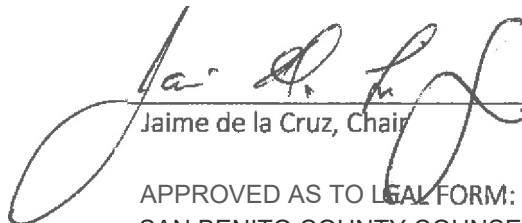
NOES: 0

ABSTAINING: 0

ABSENT: 0

ATTEST:

  
Mary Gilbert, Executive Director  
Dated: May 17, 2018

  
Jaime de la Cruz, Chair

APPROVED AS TO LEGAL FORM:  
SAN BENITO COUNTY COUNSEL'S OFFICE

  
Shirley L. Murphy, Deputy County Counsel  
Dated: May 17, 2018

# **Final Draft**

## **2018 Unmet Paratransit and Transit Needs**

### **Prioritization of Need:**

**H - High** priority items are those items that fill a gap or absence of ongoing of service.

**M - Medium** priority items that supplement existing service.

**L - Low** priority items should become more specific and then be planned for, as funds are available.

**1-3 Graduated scale** indicates to what extent the need, if addressed, would: increase the number of individuals who are within a 30 minute transit trip to key destinations; improve safety; support economic vitality by way of decreasing transportation costs; or, improve cost-effectiveness of transportation services.

### **Strategies:**

- Proposals and suggestions to address need, including programs and projects.

### **General**

1. **H1** - Safe travel paths between senior and/or disabled living areas, medical facilities, educational facilities, employment locations, retail centers, entertainment venues, ~~and/or~~ bus stops, and/or railroad crossings.

- Improve accessibility at and to bus stops - such as, but not limited to, sidewalk and crosswalk improvements connecting destinations frequented by senior and disabled individuals and transit stops such as, but not limited to, those identified in the RTC Safe Paths of Travel Final Report.
- Secure funding assistance to make Safe Paths of Travel improvements.
- Expand publicity regarding sidewalk maintenance.

2. **H1** -Transportation services to areas with high concentrations of seniors, disabled and low income individuals, particularly in south county.

- Support alternative transportation programs, such as vanpool programs, serving low income and senior housing areas outside of the transit service area in south county.
- Explore pilot projects, such as regularly scheduled paratransit trips two-three times per week, to serve residents.
- Secure funding for taxi voucher programs for senior and low income individuals.
- Provide affordable and desirable housing for seniors and low income individuals within transit service area.

- Provide incentives for senior and social services to be located in transit service areas.
  - Support programs that encourage ridesharing to destinations popular with seniors or high concentrations of seniors.
  - Seek volunteer drivers to provide transportation services.
  - Evaluate on-demand transit services.
3. **H3** - Transportation services for low-income families with children, including transportation for people transitioning from welfare to work.
- Support welfare to work programs and training programs.
  - Support transportation programs dedicated to serving low-income families with children.
  - Seek volunteer drivers for transportation family members to visits at detention facilities.
  - Provide taxi vouchers to low income families.
  - Reinstate ride to work programs.
  - Provide youth bus passes to low income households
4. **H13** - Transportation services for caregivers of senior and disabled clients.
- Support programs providing transportation for caregivers to clients.
  - Provide taxi voucher to caregivers.
  - Reinstate ride to work programs.

### **Paratransit/Specialized Transportation Services**

5. **H1**- Coordinated and seamless-to-the-public system of specialized transportation with a Mobility Management Center (central information point, one stop shop).
- Assess feasibility and seek funds for development/start-up of the center, and assess entities already providing information and referral services).
  - Utilize information technology solutions to provide transit information that is accessible to all users.
6. **H1** - Paratransit service for the people who lost paratransit service due to changes in Santa Cruz Metro ParaCruz program in 2015.
- Support policies that expand ADA mandated paratransit service area.
  - Support programs providing specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost.
  - Expand taxi voucher program.
7. **MH1** – Access to paratransit services on all holidays.
- Extend existing paratransit services to holidays.

- Support taxi voucher programs.

8. **H2-** Specialized transportation for areas outside the ADA-mandated paratransit service area for medical, non-medical trips.

- Secure funding for taxi voucher programs.
- Provide affordable and desirable housing for seniors and disabled individuals within ADA paratransit service area.
- Provide incentives for senior and social services to be located in transit service areas.
- Support programs providing specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost.
- Support continuous funding for transportation to medical services.
- Seek volunteer drivers to provide transportation services from areas not served by transit or ADA paratransit service.
- Identify priority origins and destinations outside the ADA service area.

9. **H12-** Free or low cost paratransit options.

- Provide funding for programs that provide discounted and free paratransit rides.

10. **H2 -** Direct paratransit and accessible transit connections with neighboring counties- including Monterey (Pajaro), San Benito, Santa Clara and other points north.

- Establish direct inter-regional fixed route accessible transit service.
- Provide inter-regional specialized transportation.
- Develop plan to coordinate between agencies providing specialized transportation services in neighboring counties.
- Support programs providing inter-regional specialized transportation for a fee or at no cost.
- Support continuous funding for specialized transportation services to out-of-county medical appointments.
- Establish feeder services to inter-regional accessible transit services.

11. **MH13 -** Affordable transportation for dialysis and other medical appointments, including 'same day' specialized transportation services for medical trips, on a continuous basis.

- Support continuous funding for 'same day' transportation to medical services.
- Support continuous funding for no or low-cost specialized transportation to medical appointments.
- Increase capacity of existing programs providing transportation to dialysis and other medical appointments.

- Secure funding for taxi voucher programs.

12. **M2** - Transportation for programs that promote senior and disabled individuals health, safety and independence including, but not limited to, all senior meal sites in the county, the stroke centers and senior activity centers
- Support continuous funding for transportation services to meal sites.
  - Support continuous funding for paratransit services to medical service centers.
  - Support volunteer drivers to provide transportation services.
  - Support transportation services to senior activity centers such as Elderday.

13. M2 –Conduct targeted outreach to seniors to provide information about transportation options and safety.

- Provide safe driving and transit information at locations with concentrations of seniors.
- Support field trips to events by bus ("Bus by Choice" model)

- ~~13.14.~~ **M2** - Publicity about existing specialized transportation services including ADA paratransit, non-ADA paratransit, taxi services, Medi-Cal rides and mobility training for people to use regular fixed route buses.
- Streamline communication activities by establishing a central point of contact within health providers to disseminate information about specialized transportation services.
  - Support continuous funding for communication and outreach activities.

- ~~14.15.~~ **HM2** - Volunteer drivers in Santa Cruz County particularly in south-county and San Lorenzo Valley.

- Expand outreach efforts to recruit drivers and promote services.
- Support for the Volunteer Center Transportation Program.

- ~~15.16.~~ **M2** - Affordable special care trips and gurney vehicle for medically fragile individuals and those needing "bed to bed" transportation.

- Provide vouchers for specialized care trips.
- Identify a service provider for gurney trips and assist in procurement of a vehicle for services.
- Partner with assisted living and hospice care to provide services.
- Publicize availability of services, if available.

- ~~16.17.~~ **M3** - Ongoing provision of ADA Paratransit certification, provided by Santa Cruz Metro, at group facilities.

- Provide on-site services to reach a greater number of individuals.

~~17.18.~~ **M3-** Specialized transportation services for people living with a cognitive impairments, dementia or mental health diagnosis.

- Provide on demand transportation services for people living with a mental health diagnosis.
- Provide services designated to assisting people with mental illness navigate transit and paratransit eligibility requirements.

~~18.19.~~ **L2** - Specialized transportation for 'same day' low cost non-medical trips.

- Expand taxi voucher program.
- Support "on-call" volunteer drive programs.

~~19.20.~~ **L3** - Anticipate growing demand for services by projecting funding needs for specialized transportation (including fixed route, ADA and non-ADA Paratransit) to provide transportation services to the senior population expected to increase over the next 15 to 30 years.

- Identify funding needs for paratransit over a 15-30 year horizon.
- Designated funding source for paratransit service.

### **Paratransit/Specialized Transportation Capital**

~~20.21.~~ **H2-** ParaCruz operating facilities.

- Acquire and develop permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service.
- Increase funding opportunities for paratransit capital projects.

~~21.22.~~ **H2** - Consolidated Transportation Services Agency operating facilities.

- Acquire and develop permanent operation and maintenance facilities for Consolidated Transportation Services Agency.
- Increase funding opportunities for paratransit capital projects.

~~22.23.~~ **H2** - Paratransit vehicle replacements.

- Increase funding opportunities for paratransit capital projects

### **Transit Services**

~~23.24.~~ **H1** – Greater frequency and span of transit service in densely populated areas with a mix of land uses land uses.

- Increase Live Oak Service-Enhance service in Capitola.
- Enhance service on Mission Street.



- Extend transit service hours later in the evening and early in the morning serving commercial centers of Santa Cruz/Live Oak/Cabrillo/Watsonville.

24.25. **M1** –More transit service to UCSC.

- Increase weekend and weekday UCSC service.

25.26. **M1** - More interregional and cross county transit services.

- Increase Hwy 17 weekend service frequency.
- Provide transit service from Santa Cruz County to Los Gatos.
- Provide direct transit service to San Jose Airport.
- Enhance Monterey County to Santa Cruz County service.

26.27. **M1** – Free and Low-cost transportation options, including fixed-route transit services.

- Support programs that provide transportation services, including, but not limited to bus services, for a reduced or no fee.
- Seek volunteer drivers to provide transportation services.
- Support programs that allow seniors and disabled individuals to ride free during designated time periods.

27.28. **M2** – More transit service between primary destinations in Santa Cruz County.

- Provide service between Capitola Mall and Cabrillo.
- Expand transit service to new residential and commercial areas in Watsonville.
- Improve north - south transit connections (ex. Bay/Porter).

28.29. **M2**- Access to transportation services on all holidays.

- Provide regular Santa Cruz Metro on holidays.
- Support taxi voucher programs.
- Support volunteer transportation services.

29.30. **M2**- Easier and faster transit trips system wide.

- Enhance connections through increasing the span and frequency of service.

30.31. **M2**- Faster run times on transit routes.

- Investigate opportunities for transit priority.
- Consider direct services between more locations, reducing need for transfers.

31.32. **M2** -Intra-community service in Santa Cruz County communities.

- Develop San Lorenzo Valley circular.

- Develop Scotts Valley circular.
- Investigate need for intra-community and neighborhood transit services

~~32.33.~~ **L2-** Transit service to major tourists destinations.

- Provide transit service to Waddell Creek and North Coast and Highway 17 direct service to Boardwalk on weekends.

~~33.34.~~ **L2** - Commuter transit service.

- Extend Highway 17 service to Watsonville, or improve connections between Watsonville-Santa Cruz service and Highway 17 service.
- Provide commute option for transit riders between SLV and Santa Cruz faster.

~~34.35.~~ **L3-** Special event services.

- Establish program to coordinate with Santa Cruz Visitor Center and partner agencies to provide special event services.

## **Transit Capital**

~~35.36.~~ **H12** – ADA accessible bus stops.

- Provide ADA compliant bus stops.
- Prioritize bus stop improvements and shelter replacement based on high usage by seniors and people with disabilities.
- Install braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop (or a technology-based way finding alternative).

~~36.37.~~ **H1** –Maintenance of existing transit facilities.

- Support funding for maintenance of bus stops, parking lots, transit centers, buildings.

~~37.38.~~ **H1** –Bus replacement: Replace buses beyond useful life as needed including buses, including buses providing rural service.

- Support funding for transit capital improvements.

~~38.39.~~ **M1** - Transit station improvements.

- Investigate options for renovation or redevelopment of Santa Cruz Metro Center.
- Complete Watsonville Transit Center Improvements.
- Coordinate improvements to Capitola Transit Center with Capitola Mall

~~39.40.~~ **H2** - Faster transit travel times.

- Installation of transponders on all buses for signal priority on major corridors improving traffic flow, reducing travel time, and improving on-time performance.

~~40.41.~~ **H3** - New equipment to assist with real-time operations, security, scheduling and planning.

- Automated Vehicle Location (AVL) System to provide better monitoring of on-time performance and more accurate data reporting.
- Automatic Passenger Counting system to make mandatory reporting more efficient and improve data for service planning.
- Install audio and video surveillance system for all buses

~~41.42.~~ **M3** – More multimodal connections to transit.

- Construct park and ride lots in strategic locations along inter-city routes that lack adequate feeder service.
- Consider partnerships with ride-hail services for first/last mile connections.
- Bike lockers and/or bike share stations at key locations to facilitate first/last mile of travel.

~~42.43.~~ **M3** - Wifi expansion on buses.

- Install wifi equipment at all facilities and on all buses.
- Partner with private companies to provide wifi

43. **M1**- Automated phone-based trip planning providing Metro route information and or trip planning coordination via telephone and voice activated menu.

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## Appendix C – Comments

**FIGURE 2-1**

curbside-curbside

Change to “last-door-to-first-door” service.

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

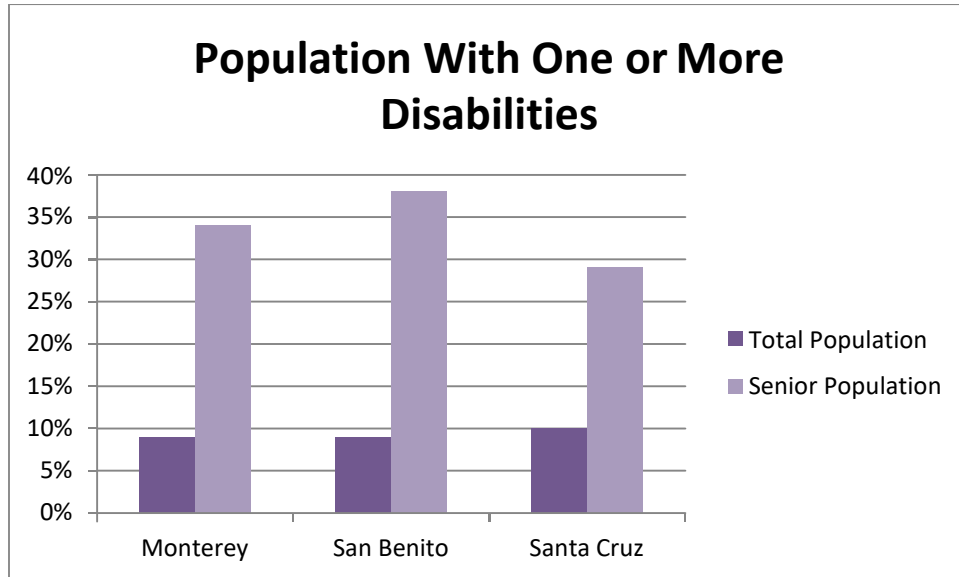
Delete – the special medical trips to outside Monterey County is no longer part of MST RIDES. It is a standalone service as of June 2017. More information on service can be found here <https://www.mstmobility.org/special-medical-trips.htm>

In addition, the MST RIDES Advisory Committee disband and replaced by the Mobility Advisory Committee (MAC). More information on the committee can be found here <https://www.mstmobility.org/advisory-committee.htm>

The Taxi Voucher Program is a service of MST in partnership with the various cities and community service departments in the County. More information can be found here <https://www.mstmobility.org/taxi-vouchers.htm>

**Figure 3-1**

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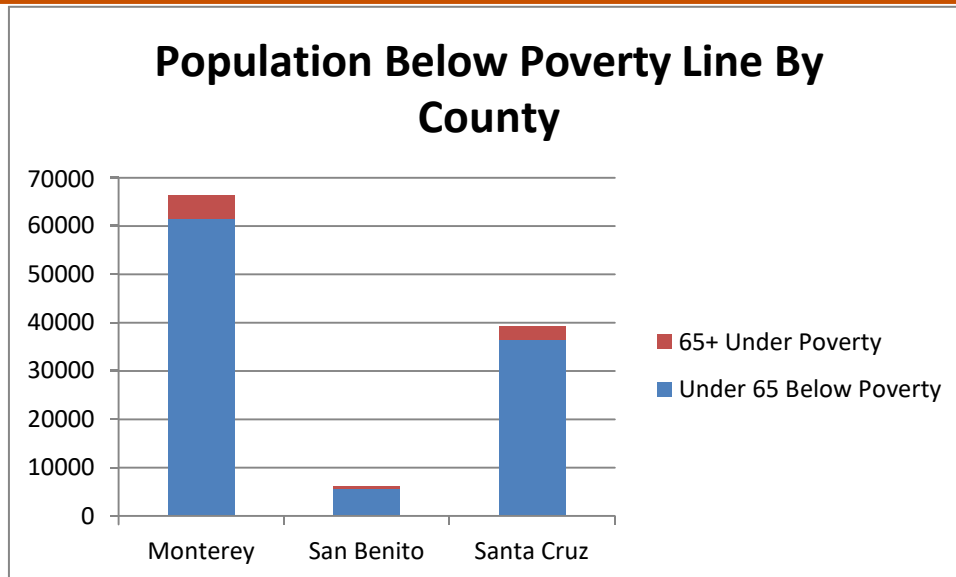
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Figure 3-4

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Page 34: Comment [c4]

8/10/2018 10:31:00 AM

Information on TAMC Emergency Ride Home program may address this.

<https://www.tamcmonterey.org/programs/emergency-ride-home/>

Page 34: Comment [c5]

8/10/2018 10:07:00 AM

MST offers free travel training. More information can be found here <https://www.mstmobility.org/travel-training.htm>

**Page 35: Comment [c6]**

Monterey County Regional Taxi Authority website <http://www.mryrta.org/>

MST implemented a pilot program called the Transportation Reimbursement Incentive Program (TRIPs). More information can be found here <https://www.mstmobility.org/mst-trips-program.htm>

In addition, MST is currently doing a study to expand the existing MST RIDES Special Trip (ST) Service for South County.

**Page 35: Comment [c8]**

**8/10/2018 11:06:00 AM**

MST operates Senior Shuttle Routes. More information can be found here <https://www.mstmobility.org/senior-shuttle.htm>

**Header and footer changes**

**FIGURE 2-1**

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Figure 3-1

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Figure 3-2

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Figure 3-3

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and low cost transportation options

Provide more information about the difference amongst strategies for addressing needs. All three county's are self-help, right? The difference may have more to do with demographics and how existing transit services are structured.

**Page 3: Comment [GB2]****8/28/2018 4:09:00 PM**

What are you envisioning?

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Highlight

I don't see this addressed in the plan and I think talking about funding priorities really shouldn't be addressed here because it can change is complicated. However, I see it as a requirement and would recommend that you could include a discussion of funding sources used by county to fund some of the strategies identified for meeting needs and then say which are harder to fund based on funding requirements.

**Page 5: Comment [GB4]****8/28/2018 4:09:00 PM**

Right now the only outreach we have planned is through the E&D TAC. Let's discuss if AMBAG is going to ask for additional outreach for this plan to be conducted by the RTPA's.

**Page 5: Comment [GB5]****8/28/2018 4:09:00 PM**

I would include 5310 on this list.

**Page 6: Comment [GB6]****8/28/2018 4:09:00 PM**

Important to make this document easy for 5310 applicants to reference since it is the only one required to reference the CPTP.

**Page 6: Inserted**

to states

below it clarifies that Caltrans uses the formula based funds and distributes them through a competitive process, but having this description upfront can be confusing.

**Page 6: Comment [GB8]****8/28/2018 4:09:00 PM**

It may be helpful to say how frequently the Sec 5310 solicites grant applications.

**Page 6: Deleted****8/28/2018 12:44:00 PM**



**Page 6: Comment [GB9]** 8/28/2018 4:09:00 PM

The more the “projects” are consistent with the “strategies” identified in the SC Unmet Needs List the less work it requires for grant recipients to try to find the best description for their program. We could also provide different information in the SC Unmet Needs List in order to fit within the CPTP if that solution makes the process for grant applicants.

**Page 6: Comment [GB10]** 8/28/2018 4:09:00 PM

It seems to me that the details for the Sec 5310 Program could be in an appendix

**Page 6: Comment [GB11]** 8/28/2018 4:09:00 PM

I also have a recollection that the eligibility for the tradition sec5310 program which provides funding for capital projects is different from the expanded sec5310 program which is used for operations.

**Page 7: Comment [GB12]** 8/28/2018 4:09:00 PM

Is this different from the 2013 plan?

**Page 8: Comment [GB13]** 8/28/2018 4:09:00 PM

Consider how to merge this discussion with the last two paragraphs on page 7. It seems duplicative.

**Page 8: Comment [GB14]** 8/28/2018 4:09:00 PM

Double check that this was already spelled out earlier in the document. This is the designation that brings in individuals that include representation of low-income individuals.

**Page 9: Comment [GB15]** 8/28/2018 4:09:00 PM

are section 5310 projects included in the STIP

**Page 10: Inserted**

type of

**FIGURE 2-1**

**Page 12: Comment [GB16]** 8/28/2018 4:09:00 PM

Move the county title for Santa Cruz County so it doesn't cover the City of Capitola.

**Page 13: Inserted** 8/28/2018 1:47:00 PM

ADD A SENTENCE INTRODUCING THE FIXED ROUTE TRANSIT and ORGANIZATIONS LISTED BELOW, WHICH I ASSUME ARE LISTED HERE BECAUSE THEY ARE ASSUMED TO BE REGIONAL.

**Page 21: Comment [GB17]** 8/28/2018 4:09:00 PM

in this section, can you provide a general description of the transportation services. I am thinking a paragraph or so. This question is asked in 5310. i am sending you the 5310 questions in a separate document.

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Normal, Left, Space After: 0 pt, Don't adjust space between Latin and Asian text, Don't adjust space between Asian text and numbers

**Page 21: Deleted**

the Santa Cruz METRO Advisory Committee,

METRO Board

County Regional Transportation Commission

I don't typically take the unmet needs document to these groups. i consult with staff of METRO.

**Page 21: Deleted**

8/28/2018 2:20:00 PM

Sixty-nine

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8/28/2018 2:20:00 PM

Forty-four unmet

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8/28/2018 2:27:00 PM

Not Highlight

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8/28/2018 2:19:00 PM

general,

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8/28/2018 2:20:00 PM

transportation concerns

**Page 21: Inserted**

8/28/2018 2:20:00 PM

needs

**Page 21: Inserted**

8/28/2018 2:27:00 PM

, defined as services or projects that fill a gap in service or make permanent intermittent services,

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8/28/2018 2:24:00 PM

safety improvements in transport

**Page 21: Inserted**

8/28/2018 2:24:00 PM

transportation services

**Page 21: Inserted**

8/28/2018 2:29:00 PM

**Page 21: Deleted**

8/28/2018 2:16:00 PM

/welfare

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8/28/2018 2:17:00 PM

recipients

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8/28/2018 2:23:00 PM

residents with

**Page 21: Inserted**

8/28/2018 2:23:00 PM

people living with

|  |                             |
|--|-----------------------------|
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:26:00 PM</b> |
| low-cost or free transit services and  |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:23:00 PM</b> |
| safety   |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:23:00 PM</b> |
| to   |                             |
| <b>Page 21: Deleted</b>  | <b>8/28/2018 2:23:00 PM</b> |
| in   |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:25:00 PM</b> |
| Transportation services for caregivers of senior and disabled clients and development of a Mobility Management Center was also identified as a high priority need. High priority capital needs includes consolidating operating facilities and vehicle replacement for transit and specialized transit services. |                             |
| <b>Page 21: Deleted</b>  | <b>8/28/2018 2:35:00 PM</b> |
| concerns   |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:35:00 PM</b> |
| needs, defined as needs to expand existing services,   |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:31:00 PM</b> |
| same-day specialized transit services to medical appointments, and senior meal sites, specialized transportation services for people with cognitive impairments and outreach about to seniors about transportation options and safety  |                             |
| <b>Page 21: Deleted</b>  | <b>8/28/2018 2:34:00 PM</b> |
| audio-visual surveillance systems, multi-ride discount cards, and Braille inscriptions for bus transport   |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:35:00 PM</b> |
| are those which may be infrequent or still conceptual and require additional development.  |                             |
| <b>Page 21: Deleted</b>  | <b>8/28/2018 2:38:00 PM</b> |
| include improving the Consolidated Transportation Services Agency office and expanding transit options between Monterey, Santa Cruz, San Benito and Santa Clara Counties.  |                             |
| <b>Page 21: Inserted</b>   | <b>8/28/2018 2:43:00 PM</b> |
|  |                             |
| <b>Page 21: Formatted</b>  | <b>8/28/2018 2:44:00 PM</b> |
| Highlight  |                             |
| <b>Page 21: Deleted</b>  | <b>8/28/2018 2:25:00 PM</b> |
| The Unmet Needs Hearing highlighted specific mandates under 5310, 5316, and 5317. High priority needs identified the shortage of projects and programs that serve individuals with disabilities and the elderly. The Unmet Needs process   |                             |
| <b>Page 21: Comment [GB19]</b>   | <b>8/28/2018 4:09:00 PM</b> |
| I am not clear how this paragraph is trying to differentiate from the prior paragraph.   |                             |
| <b>Page 21: Deleted</b>  | <b>8/28/2018 2:41:00 PM</b> |
| and discussion with service providers identified a number of needs for transportation services to and from training, employment and childcare services to low income individuals. In addition there were   |                             |

many needs for new public transportation services beyond those required by the Americans with Disabilities Act that would assist individuals with disabilities to access transportation services.

**Page 23: Comment [GB20]**

**8/28/2018 4:09:00 PM**

Community Bridges is a non profit organization. Are you thinking the list above is only public agencies? Take a look at the Guide for Specialized Transportation to see the complete list of service providers in SC County.

**Page 23: Formatted**

Highlight

The title of this chapter is confusing to me. The description by county is about demographics and the transportation needs a very little about the transportation needs. If I were searching for information to support my 5310 grant, I would get caught up reviewing this paragraph.

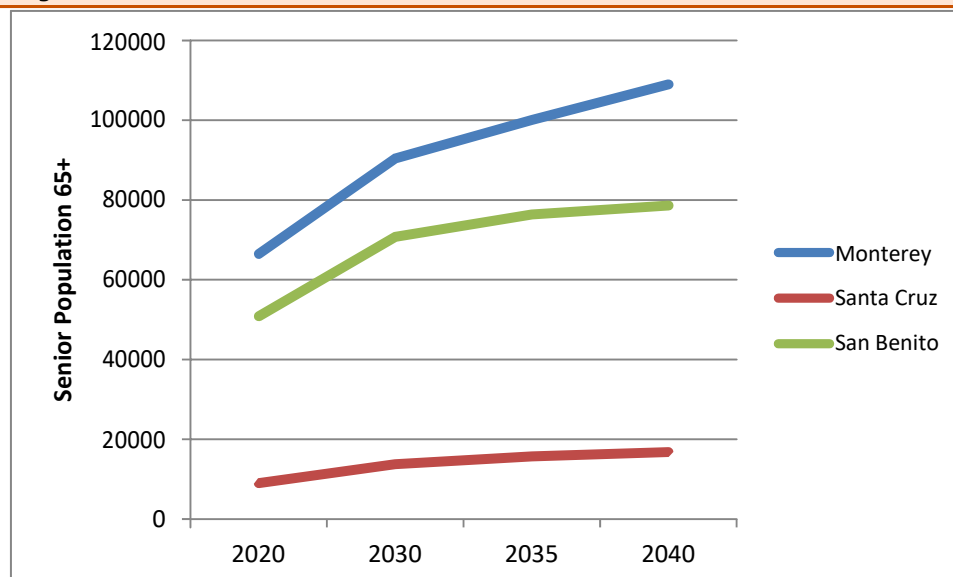
**Page 27: Inserted**

**7/31/2018 12:37:00 PM**

**Figure 3-1**

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**7/24/2018 4:20:00 PM**



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**7/31/2018 12:37:00 PM**

**Figure 3-2**

**Page 27: Inserted**

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larger urban

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rural

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Santa Cruz County has a population of 269,538 and that some individuals have special transit needs for more than one reason. 36,208 (13%) of the County's population is elderly and 26,982 (10%) have disabilities and 39,211 (15%) are below the poverty line.

**Page 32: Comment [GB22]** 8/28/2018 4:09:00 PM

combine with first paragraph

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particularly

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which includes some

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and low income individuals

**Page 33: Comment [GB23]** 8/30/2018 4:39:00 PM

Add something about providing transportation choices, not just transit dependent users. The Unmet Need for more transit service in the Santa Cruz County document also addresses increased frequency and interregional services See item 24-26, item28-29, item 32-35 in Santa Cruz County unmet needs list for unmet need identified for Unmet Need Transit Service.

**Page 39: Deleted**

a

the most recent

following

at

and the Santa Cruz METRO Board and Advisory Committee

reviewed and updated

provided

and is summarized in Chapter 2

**Page 39: Inserted**

.

the most recent was adopted in May 2018.

**Page 39: Comment [GB24]**

**8/28/2018 4:09:00 PM**

This discussion and the discussion in Chapter 2 should hit on the same topics and should be made easy to cross reference. Do we have to discuss the unmet needs list in two places? This is an example of where the grant applicant needs to review more than once section of the document looking for relevant information to include in their 5310 application.

**Page 39: Inserted**

AND

Is this support to be covering both publicity about specialized services and transition services. If I added "and" to the sentence then it made sense, but without it I couldn't tell what this was referring to. However, the discussion below seems to only refer to transition services.

**Page 39: Comment [GB26]**

**8/28/2018 4:09:00 PM**

This is a good point to raise and is included as a medium priority. See previous comment regarding how unmet needs for SC County are listed discussed in this document.

**Page 39: Comment [GB27]**

**8/28/2018 4:09:00 PM**

This type of description talk about both the needs and strategies to address the need, but the title of the chapter is needs. This is true for most of the descriptions below.

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**8/30/2018 4:43:00 PM**

MINIMALLY AVAILABLE

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**8/30/2018 4:44:00 PM**

AND LOW COST PARATRANSIT SERVICES

This is also listed as a regional need, which makes sense, what is the strategy for listing needs that are both regional and county specific- are they always listed twice. Either is fine with me, but maybe there is a way to list it under a county and have a symbol indicating that it is also a regional unmet need?

**Page 39: Comment [GB29]**

**8/30/2018 4:48:00 PM**

Are you trying to say more people would use the services?

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**8/30/2018 4:48:00 PM**

Many entities already provide information and referral services and Mobility Management could be added to their existing duties.

**Page 39: Deleted**

**8/30/2018 4:49:00 PM**

A community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, would assist in coordinating infrequent specialized transportation needs.

**Page 39: Comment [GB30]**

**8/30/2018 4:49:00 PM**

This is an interesting idea but it hasn't been identified as a strategy to address unmet needs in SC so far. Perhaps this can be brought up as part of the 2019 Unmet Needs update.

**Page 40: Deleted** 8/30/2018 4:51:00 PM

REGULAR EXPRESS

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ADDITIONAL EXPAND TRANSIT SERVICE AND

**Page 40: Deleted** 8/30/2018 4:51:00 PM

BUS

**Page 40: Comment [GB31]** 8/30/2018 4:52:00 PM

Combine with above

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REMINDER PHONE CALL SYSTEM WOULD REDUCE MISSED TRIPS

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

**Page 40: Comment [GB33]** 8/30/2018 4:53:00 PM

Move to regional need, this is not in SC Unmet Needs right now, but could be considered in the future

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Examples of this include expanding the regular meal site trips to include a stop at the grocery and/or drug store as part of the route, or allowing mileage reimbursement for human-services care providers so that they can transport clients to medical appointments.

**Page 40: Comment [GB34]** 8/30/2018 4:56:00 PM

This hasn't been identified as a strategy to address needs in the 2018 Unmet Needs, although it could be in the future.

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COMPLETE THE

I think this is complete.

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METROBASE FACILITY INCLUDING OPERATIONS BUILDING AND PARKING STRUCTURE

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

**TRANSPORTATION SERVICES TO SUPPORT FOSTER YOUTH AND COURT ORDERED SUPERVISED VISITATION****INSUFFICIENT**

AB 490 established requirements related to the education of dependents and wards in foster care, including the legislative intent that foster youth be provided increased stability of school placements and access to the same educational opportunities and resources as other students. Additionally, for child welfare cases where non-custodial parents are determined to have visitation rights with their children, supervised visitation in approved neutral settings is mandated through the Family Court. Court-ordered visitation in Santa Cruz County often takes place at Parents Center, one of the most impacted supervision sites in the county. While this particular site is served by existing bus service with frequent service, safe and reliable services for transporting children to school and supervised visitation settings and funding to accomplish the mandated services is an unmet need for dependents and wards in foster care.

This hasn't been identified as a strategy to address needs in the 2018 Unmet Needs, although it could be in the future.

**Header and footer changes****Text Box changes**

FIGURE 2-1

Book Title, Font: Not Italic

Book Title

Figure 3-1

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Figure 3-2

Font: (Default) Calibri, Bold

Figure 3-3

Font: (Default) Calibri, Bold



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**From:**  
**Sent:** Friday, November 2, 2018 12:43 PM  
**To:**  
**Subject:** FW: Follow up Request - Link to AMBAG Draft Coordinated Plan Online

hope it is not too late to give you one last feedback on the draft. On page 34 –Mobility Management, I would like to modify the language to

“ MST should look into expanding the capabilities of the Mobility Management Center to become a one-stop-shop for personal transportation services with accompanying website that allow consumers to apply for mobility programs and transportation services available regardless of the provider or mode “

Hopefully I am not too late on my feedback since I did not meet deadline.

---

**From:**  
**Sent:** Wednesday, October 10, 2018 4:49 PM  
**To:**  
**Subject:** AMBAG Trans plan

I took a quick look at AMBAG's Transportation Plan that was presented at the recent MAC meeting. I have a minor correction to relay to you regarding Page 16, Hope Services, last sentence. Please omit the sentence. MV no longer contracts with SARC.

Thank you,

General Manager  
MV Transportation, Inc.  
Division 86  
1375 Burton Ave.  
Salinas CA. 93901  
Office: 831-751-6101  
Fax: 831-754-2009  
Cell: 831-206-8125



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**From:**  
**Sent:** Friday, September 28, 2018 1:19 PM  
**To:**  
**Subject:** MAC meeting- iTNMonterey County Resource  
**Attachments:** ITN-Monterey-Flyer-English0718.pdf

I was one of the MAC committee members at the meeting this week and wanted to follow up on the list of transit services in the Monterey area. We are a non-profit that provides transportation for any person with visual impairments over the age of 18 and any senior over the age of 60, anytime of day for any reason within our service area. I've attached our flyer and would encourage you to visit our website to learn more about our programs and services. Feel free to contact me with any questions. JcM

Executive Director  
**ITN Monterey County**  
**831-233-3447**  
**951-D Blanco Circle**  
**Salinas CA 93901**  
[www.itnmontereycounty.org](http://www.itnmontereycounty.org)

Please note: Included below is our suggested language for this section, edited to include the highest priority needs from the 2018 Unmet Transit and Specialized Transportation Needs List. We understand you may need to make stylistic edits and/or add some narrative to the suggested language to be consistent with the rest of the document. It is important to keep the language as close as possible to the language from the approved and publicly vetted 2018 Unmet Needs List to avoid confusion when people are referencing both documents. We have included headings for categories of needs that match or are close to those in the 2018 Unmet Needs List.

Suggested Language for Chapter 4, pp 40-42

#### *D. Santa Cruz County*

The Santa Cruz County Regional Transportation Commission adopted the most recent list of Unmet Transit and Specialized Transportation Needs following a public hearing in Spring 2018. The SCCRTC's Elderly & Disabled Transportation Advisory Committee reviewed and updated the majority of needs included in the draft list. In addition, public input into the Unmet Needs list was solicited from the general public via the SCCRTC's website and ads in local newspapers. The adopted list indicates high, medium and low priorities and is summarized in Chapter 2. A copy of the list developed at the time of this Coordinated Plan, categorized into general, transit, and paratransit needs, is included in Attachment XX. The list is adopted annually.

Included below are the highest priority items on the 2018 Unmet Transit and Specialized Transportation Needs in Santa Cruz County, for the full list, please see Attachment XX on page XX.

#### **SAFE PATHS OF TRAVEL**

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

#### **INCREASED TRANSPORTATION SERVICES**

Increased transportation services to areas with high concentrations of seniors, disabled, and low income individuals, are needed, particularly in South County. Alternative transportation programs that encourage ridesharing and serve low income and senior housing areas outside of the transit service area in South County would be beneficial to the community.

#### **LOW COST TRANSPORTATION SERVICES**

There is a need for transportation services for low-income families with children, including transportation for people transitioning from welfare to work. Programs that could meet this need include volunteer drivers for transportation family members to visits at detention facilities, taxi vouchers for low income families, ride to work programs, and free youth bus passes for low income households.

Low cost transportation services are needed for caregivers of senior and disabled clients. This need could be met with transportation programs for caregivers to get to clients, taxi vouchers for caregivers, or ride to work programs.

## **LACK OF PUBLICITY AND INFORMATION ABOUT EXISTING SPECIALIZED TRANSPORTATION SERVICES**

A Mobility Management Center (central information point, one stop shop) that provides a coordinated and seamless-to-the-public system of transit services available to transit users including older adults and people living with disabilities is needed to provide easy to access and customized transit information, training about how to use transportation services, and other transition services needed for senior drivers.

## **EXPAND PARATRANSIT SERVICES**

Increased paratransit service is needed for those who lost paratransit service due to changes in Santa Cruz Metro ParaCruz program in 2015. Policies that expand ADA mandated paratransit service area and the taxi voucher program and/or provide specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost would meet this need.

There is a need for specialized transportation in areas outside the ADA-mandated paratransit service area for medical, non-medical trips. Identifying priority origins and destinations outside the ADA service area and implementing programs that could provide service to those areas would meet this need.

## **LOW COST PARATRANSIT SERVICES**

Programs that provide discounted and free paratransit rides are needed.

## **PARATRANSIT AND ACCESSIBLE TRANSPORTATION CONNECTIONS**

There is a need for direct paratransit and accessible transit connections with neighboring counties- including Monterey (Pajaro), San Benito, Santa Clara, and other points to the North. Ways to meet this need would be to develop plan to coordinate between agencies providing specialized transportation services in neighboring counties and support continuous funding for specialized transportation services to out-of-county medical appointments.

Expansion of outreach efforts to recruit drivers and promote services with volunteer drivers in county- wide, particularly in South County and San Lorenzo Valley is needed.

## **INCREASE SPAN AND FREQUENCY OF TRANSIT IT SERVICES**

There is a need for greater frequency and span of transit service in densely populated areas with a mix of land uses land uses, particularly in Live Oak, Capitola, and Mission Street in Santa Cruz, and extended transit service hours later in the evening and early in the morning serving commercial centers of Santa Cruz, Live Oak, Cabrillo (Aptos), and Watsonville.

## **'SAME DAY' MEDICAL AND 'BED TO BED' MEDICAL AND NON-MEDICAL TRIPS ON PARATRANSIT NOT AVAILABLE**

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

community.

### **TRANSIT AND PARATRANSIT/SPECIALIZED TRANSPORTATION CAPITAL NEEDS**

There is a need for a permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service, a permanent operation and maintenance facilities for Consolidated Transportation Services Agency, and paratransit vehicle replacements.

There is a need to provide ADA compliant bus stops, prioritize bus stop improvements and shelter replacements based on high usage by seniors and people with disabilities, and install Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop (or a technology-based way finding alternative).

Additional funding is needed for maintenance of existing bus stops, parking lots, transit centers, and buildings, and to replace buses that are beyond their useful life, including buses providing rural service.

There is a need to install transponders and an Automated Vehicle Location (AVL) System in all buses to provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment would assist with real-time operations, security, scheduling, and planning. Audio and video surveillance system for all buses is also needed.

- In Chapter 2: Transportation services and providers SC county agencies:
  - Separate out and add a description of the Volunteer Center transportation program (see below) rather than the short mention in the last sentence.
  - Add a description of the Santa Cruz County's Hope Services' transportation program
  - Add description of the role of the Senior's Council as the Area Agency on the Aging
- In Chapter 3, end of 1<sup>st</sup> paragraph:
  - The description of people living with disabilities using the transportation system should be more reflective of daily routines and individuals who are transit dependent (see below ideas from E&D TAC Chair Veronica Elsea)
- In Chapter 3, demographics should include the following (see attached PowerPoint for source of data):
  - Number of individuals in Santa Cruz County over 60 (slide 60)
  - Number of seniors and people living with disabilities living alone (slide 12)
  - Number of population with developmental disabilities
- In Chapter 4: Unmet Needs
  - Members asked to more thoroughly examine unmet needs for those with developmental disabilities.

### **Volunteer Center of Santa Cruz County | Transportation Program (Chapter 2)**

Volunteer drivers provide transportation to older adults 60 years of age or older that are no longer able to drive and have difficulty using public transportation. The primary focus is to support low-income, homebound individuals with transportation to essential services such as medical and dental appointments, grocery shopping and banking. Program volunteers use their own vehicles to provide a comfortable, reliable and friendly service to many lonely and isolated seniors throughout Santa Cruz County. Over 4,500 door-to-door rides are given each year. This is the only no cost, non-profit, volunteer transportation program in the tri-county area.

### **Language for Examples of Transit Dependent Users (Chapter 3)**

Examples of transit dependent user could include a frail elderly woman trying to get to a specialized health center or an evening concert, a veteran traveling to a VA medical centers, a student attending an evening city council meeting, a woman volunteering downtown at night, or a visually impaired individual with a guide dog on his way to and from work.

## **Appendix D – Content by County**



## Monterey County

### *Transportation & Service Providers*

#### *Agencies and Councils*

##### **TRANSPORTATION AGENCY FOR MONTEREY COUNTY (TAMC)**

There are 23 members of TAMC, with local officials from 12 cities and five supervisor districts, and ex-officio members from six public agencies. TAMC is dedicated to the development and maintenance of “a multimodal transportation system that enhances mobility, safety, access, environment quality, and economic activities in Monterey County.”<sup>1</sup> TAMC is an instrumental and dynamic force for assessing the concerns and continuance of numerous transportation systems of Monterey, including freeways, expressways, bike and pedestrian paths, and bus routes.

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

##### **MOBILITY ADVISORY COMMITTEE (MAC)**

Monterey-Salinas Transit’s Mobility Advisory Committee (MAC) now serves as the Transportation Agency’s Social Services Transportation Advisory Committee (SSTAC). The MAC is comprised of consumers and medical/social service agency personnel who have first-hand experience using our services and/or in assisting others to do so. The MAC provides advice and recommendations on improving these services to the MST staff and board of directors. The MAC both advocates on behalf of the elderly and disabled populations of Monterey County, while studying the transportation services at their disposal. The committee holds public hearings and conducts online surveys in order to gather and analyze evidence of any unmet needs that concern the transit options for the elderly and individuals with disabilities. The MAC hosts the annual Unmet Transit Needs Hearing, a county requirement under the California Transportation Development Act.

#### ***Fixed Route Transit***

##### **MONTEREY-SALINAS TRANSIT (MST)**

Monterey-Salinas Transit serves a 280 square-mile area of Monterey County and Southern Santa Cruz County. Line #55 also provides service from Monterey County to San Jose.

<sup>1</sup> <http://www.tamcmonterey.org/committees/tamc/index.html>

## ***Paratransit***

### **THE MONTEREY-SALINAS TRANSIT (MST) RIDES**

MST RIDES grants ADA complementary paratransit transportation to individuals with disabilities that prevent them from using fixed route systems independently. The program provides service throughout the Monterey Peninsula to Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, King City and to the Watsonville Transit Center.

Currently, the MST RIDES program gives eligible individuals with disabilities “last-door-to-first-door” transportation in order to accommodate transit opportunities for those who cannot use a fixed route service independently within  $\frac{3}{4}$  miles of an MST route.

Special non-ADA required paratransit service is also provided for registered MST RIDES clients living outside of the  $\frac{3}{4}$  mile ADA corridors.

### ***Special Medical Trips***

### **THE MONTEREY-SALINAS TRANSIT (MST)**

Monterey-Salinas Transit (MST) Special Medical Trips service provides medical transportation four days per month; two days to the San Jose area and two days to the San Francisco area. The program is open to all Monterey County residents. To ride, you must make a reservation. Reservations are on a first- come, first-served basis, and must be made by 5:00 PM three days before you plan to travel. Cancellations must also be made before 5:00 PM one day before your reserved trip. Failure to cancel by 5:00 PM may jeopardize future riding privileges. The round-trip fare is \$20 payable in cash or with MST Special Medical Trips tickets. Your personal care attendant (PCA) rides free when registered with MST. Other companions can ride when space is available for the \$20 fare. There are no discounts offered for this program.

For residents of **King City, Greenfield, Soledad** and **Gonzales**, only designated stops will be served when requested and prior to the 9:00AM departure from Salinas Transit Center.

### ***Non-Profit Organizations***

### **HOPE SERVICES**

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

### **THE BLIND AND VISUALLY IMPAIRED CENTER OF MONTEREY COUNTY**

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

**SHELTER OUTREACH PLUS**

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

**TAXI VOUCHER PROGRAM**

The Taxi Voucher Program is a service of MST in partnership with the various cities and community service departments in the County as well as senior centers, and offer \$14 vouchers with a \$3 co-pay for individuals over 65.

**COUNTY VETERANS' VAN PROGRAM**

Free van transportation may be scheduled for transportation of Monterey County veterans to the VA Medical Center in Palo Alto and the San Jose VA Outpatient Clinic. Veterans may access medical centers by contacting the Monterey County Veterans Affairs Office.

***Human Services Transportation Needs***

Monterey County's topography and geographical reach presents some challenges to the provision of fixed line transit services due to the preponderance of rural agricultural land uses over much of the county interspaced with much more dense municipalities. A number of demographic characteristics have been shown to predict the value and propensity in using transportation services, including population density, the elderly, households with children, physical and/or mental disability, poverty-level income and private vehicle ownership.

The ACS indicates that 12 percent of Monterey residents are over 65 years, and 16 percent of this population lives below the poverty line. The majority of those with the greatest economic need reside in Salinas, Marina, Seaside, the Salinas Valley cities and the unincorporated communities throughout the county. For those who live in the County's more affluent areas, such as Pebble Beach, Carmel-by-the-Sea, Carmel Valley, Monterey and Pacific Grove, the rising costs of transportation, health care, food, and other standard costs of living place many of these elderly in a "land rich, cash poor" situation. This economic scenario highlights the necessity for local governments, as well as public and private organizations, to offer programs that will help to address the specific transportation needs of all of special needs groups in Monterey County, including the elderly, persons with disabilities, and low income or transportation disadvantaged populations.

***Unmet Needs Assessment***

Public comments provided through the Unmet Transit Needs process conducted by TAMC in coordination with MST's Mobility Advisory Committee (MAC) in the Spring of 2018 included:

- Request for increased frequency of MST Line 18 service
- Improved connection between south county and Monterey County's Superior Court of California
- Improved service to rural areas in North and South Monterey County
- More frequent transit service in the City of Gonzales

- Connections to locations in neighboring cities

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

#### **SAME DAY SERVICE**

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

#### **DOOR-THROUGH-DOOR**

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

#### **GUARANTEED RIDE HOME (GRH)**

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

#### **INCREASED FREQUENCY AND COORDINATION OF SERVICES**

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

#### **TRAVEL TRAINING**

When training is available to teach people how to use all the forms of transportation available to them, and tickets are easy to purchase, challenged riders have greater freedom to move about their community. MST should look to expand their travel training program.

#### **MOBILITY MANAGEMENT**

MST should look into expanding the capabilities of the Mobility Management Center to become a one-stop-shop for personal transportation services with accompanying website that allow consumers to apply for mobility programs and transportation services available regardless of the provider or mode.

#### **ACCESSIBLE TAXI SERVICE**

Monterey County Taxi Authority should oversee the availability of accessible taxi services countywide, especially in the south county.

#### **IMPROVED SERVICE TO RURAL AREAS**

There are many challenged riders who currently live outside the ADA services corridor and do not have access to RIDES or accessible taxi services. Subsequently, they do not receive MediCal or social services until a crisis arises, at which time the expense of such services and the detrimental effects to the

individual are much greater. The rural unincorporated communities of Pajaro, Aromas and Los Lomas in North Monterey County, and San Lucas, San Ardo and Bradley in South Monterey County are the most impacted.

### **REPLACEMENT OF OLD VEHICLES**

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

### **ABILITY TO USE AVAILABLE VEHICLES AND DRIVERS REGARDLESS OF FUNDING SOURCE**

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

### **EMERGENCY RESPONSE PLAN FOR TRANSPORTATION-CHALLENGED CONSUMERS**

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

### **AGRICULTURAL WORKER VANPOOLS**

The agricultural industry is the largest in Monterey County, generating approximately \$3.3 billion in revenues annually. Many agricultural workers in the County lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Implementing a vanpool program patterned after the Agricultural Industries Transportation Services program started in King's County is a possible strategy to address this need, one for which state grant funding has been made available.

### **SENIOR COMMUNITY SPECIAL TRANSPORTATION**

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

Although MST operates 4 Senior Shuttle Routes (91, 92, 94 and 95) public transportation can be a major problem for many in these communities. Some seniors are no longer able to drive and are dependent upon others for their transportation needs. In addition, many depend upon outside helpers to assist them with cleaning and personal care activities and these helpers often must also depend upon public transportation. Since some of these senior residents are not eligible for the RIDES paratransit program, and none of their helpers are eligible, an alternative transportation service needs to be developed. Such a service would provide linkage between isolated facilities and a nearby transit stop where riders could safely embark and disembark accessible MST coaches.

## San Benito County

### *Transportation & Service Providers*

#### *Agencies and Councils*

##### **COUNCIL OF SAN BENITO COUNTY GOVERNMENTS (SBTCOG)**

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

##### **COUNCIL OF SAN BENITO GOVERNMENTS SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

SSTAC consists of members appointed by SBtCOG from a broad spectrum of social services and transit providers, advising SBtCOG on matters related to transportation accessibility for the elderly, individuals with disabilities, and persons of limited means. The Advisory Council strives to achieve balanced geography and minority representation by having ten members from social service organizations, the consolidated transportation service agency, and members from the community. The Advisory Council meets bi-monthly on the 4th Friday at 9:30 a.m. at 330 Tres Pinos Road, Suite C7, Hollister CA at the Council of Governments Conference Room.

##### **SAN BENITO COUNTY LOCAL TRANSPORTATION AUTHORITY (LTA)**

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

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

### ***Fixed Route Transit***

#### **SAN BENITO COUNTY EXPRESS**

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

- Three Fixed Route Services in the City of Hollister
- Dial-A-Ride in the Cities of Hollister, San Juan Bautista.
- Paratransit services are only provided in the City of Hollister relative to the Fixed Route offered in Hollister.
- Intercounty service connecting Cities of Hollister and San Juan Bautista to Santa Clara County in Gilroy

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

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

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

### ***Paratransit***

In fiscal year 2017/2018, County Express provided 17,824 paratransit trips and 1,817 lift assisted trips. Paratransit services are provided for individuals with disabilities that have difficulty accessing the fixed route bus stops. Paratransit eligibility is determined by the Authority through a simple application process and is valid for three years. Paratransit services may be scheduled up to 14 days in advance and on the same day. Same day service is subject to a convenience fee and availability. The Paratransit application form may be downloaded at [www.SanBenitoCountyExpress.org](http://www.SanBenitoCountyExpress.org) or requested at 330 Tres Pinos Road, C7, Hollister, CA 95023.

### ***Intelligent Transportation Systems and Technology***

The LTA has minimal Intelligent Transportation Systems (ITS) and technology due to funding constraints available on County Express and Specialized Transportation fleet and services. ITS that the LTA has or in the process of implementing includes the following:

- Fixed Route and Intercounty routes and schedules available on Google Transit
- Demand-Response Dispatch Software
- Upgraded Digital On-Board Radios with GPS
- Mobile Data Tablets on transit vehicles
- A pilot program for electronic fare media



## ***Non-Profit Organizations***

### **JOVENES DE ANTAÑO**

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

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

In addition to these services, Jovenes de Antaño is contracted by San Benito County Local Transportation Authority to provide Specialized Transportation services including Out-of-County Non-Emergency Transportation, the Medical Shopping Assistance Program, and the Senior Lunch Transportation Program to its senior lunch congregate meal site.

## ***Human Services Transportation Needs***

San Benito County is a 1,391 square mile bedroom community to Silicon Valley with \$367 million agricultural production annually. According to 2016 Census projections, San Benito County will have an approximate population of 57,892. Having a low population in a large geographic area creates a great challenge for the County to meet all the transportation needs for its residents in a safe, efficient and reliable manner.

Since over 30 percent of San Benito County's population may be deemed as transit dependent, public transit services provided by County Express and Specialized transportation Service are vital to the County's mobility. These two public transportation services allow transit dependents to make lifeline trips, such as: transportation to medical services, social services, education and employment. In addition to providing mobility for the transit dependent, County Express' Intercounty Line improves the quality for a large percentage of the population commuting out of the County for work by providing commute alternatives to driving alone.

## ***Unmet Needs Assessment***

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

In past hearings there was a wide range of unmet transit needs. Requests have ranged from changing funding policies for public transit to route change requests. The Authority makes an effort to address all unmet transit needs that can be reasonably met and some operational concerns as it may increase quality of service.



At the most recent unmet transit needs hearing in March 2018, the public voiced concerns about the following:

- Gaps in Service for the County Express Service
- Operational Comments
- General Service Comments about both County Express and Specialized Transportation Services provided by Jovenes de Antaño

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

### **IDENTIFICATION OF SERVICE GAPS**

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

### **SERVICE LEVELS**

In 2009, the LTA reduced its services due to a reduction in state funding. The reduction of funding resulted in a mid-day service gap in County Express' Fixed Route service and reduced weekend Intercounty service schedule. Services from the rural areas surrounding to the City of Hollister was negatively impacted, making it harder for rural residents to come into the urban area for work, school, and recreation.

The LTA's Specialized Transportation services, by Jovenes de Antaño, are in high demand as well. These services are geared towards seniors and persons with disabilities, except for the Out-of-County Non- Emergency Medical Transportation (OOCMT). The OOCMT services are open to all residents of the County for medical services that are not provided within the County. These transportation services meet and exceed the requirements of ADA by providing escort services, minor Spanish translation, and door- through-door services.

The LTA has received requests to extend the service area and additional services hours. Rides for OOCMT service must be scheduled at least one week in advance due to limited availability and are on first-come, first-serve basis.

### **FLEET REPLACEMENT, CAPACITY, AMENITIES AND MAINTENANCE**

The LTA owns and maintains a variety of vehicles for its County Express and Specialized Transportation Services. The vehicles reflect the need of each service and are regularly maintained by the LTA. All vehicles are equipped with a wheelchair lift, and wherever applicable, a bicycle rack.

With the decrease in transit funding, the LTA has been purchasing most its fleet using state or federal funds and grants. As a result, limited amenities and types of vehicles are only purchased due to budget constraints. Such impacts include, but not limited to, seating capacity, and upgraded air conditioning.

### **ACCESSIBILITY AND MOBILITY**

The rural nature of San Benito County poses as a mobility obstacle for the elderly, individuals with disabilities and persons of limited means because the agricultural terrain and sparsely populated areas are not pedestrian friendly. Even within urbanized areas, there are sidewalk

gaps that make walking hard for those that difficulty navigating the physical terrain. For individuals that do not have access to a personal vehicle or know of someone who can drive them to and from their destination, it creates a sense of being excluded from the mobile community.

The LTA currently offers discount fares on County Express services for seniors, youths, and persons with disabilities. Children under the age of five ride for free with a paying adult. Persons of limited means that do not qualify for the discount fares are required to pay the regular fare. There are no discounted rates for Specialized Transportation services.

### **TRAVEL TRAINING**

When training is available to teach people how to use all the forms of transportation available to them, and tickets are easy to purchase, challenged riders have greater freedom to move about their community. San Benito County should look to expand their travel training program.

### **VOLUNTEER DRIVERS**

Volunteer drivers are recruited and organized into a driver pool. Agencies match the travel requests of their clients with the availability of volunteer drivers. It is common to reimburse the driver through gas vouchers or at a per mile rate. Gas voucher values can be based on the amount of gas used to travel to and from a center such as Hollister, Gilroy, San Jose or San Francisco. Current IRS per mile travel cost rates are generally used for mileage-based reimbursements. In some examples, passengers are required to pay a contribution (fare) for the ride and this is net from the paid driver reimbursement

### **MOBILITY MANAGEMENT CENTER**

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

## **Santa Cruz County**

### ***Transportation & Service Providers***

#### ***Agencies and Councils***

##### **SANTA CRUZ COUNTRY REGIONAL TRANSIT COMMISSION (SCCRTC)**

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

##### **SCCRTC ELDERLY AND DISABLED TRANSPORTATION ADVISORY COMMITTEE (E/D TAC)**

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

##### **SANTA CRUZ METRO ADVISORY COMMITTEE (MAC)**

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

##### **SCCRTC TRANSIT AND PARATRANSIT UNMET NEEDS HEARINGS**

SCCRTC voluntarily adopts a list of unmet transit needs annually. The most recent adoption occurred in May 2018 and included needs identified by the E/D TAC and the Santa Cruz County Regional Transportation Commission. Forty-Four unmet, paratransit/specialized and transit needs were identified and prioritized. The highest priorities, defined as services or projects that fill a gap in service or make permanent intermittent services, advocate more funding for transportation services for seniors, low income, and people living with disabilities, including low-cost or free transit services and safety improvements to travel paths and bus facilities. Transportation services for caregivers of senior and disabled clients and development of a Mobility Management Center was also identified as a high priority need. High priority capital needs includes consolidating operating facilities and vehicle replacement for transit and specialized transit services. The medium-level needs, defined as needs to expand existing services, concentrate on specialized services, such as same-day specialized transit services to medical appointments, and senior meal sites, specialized transportation services for people with cognitive impairments and outreach about to seniors about transportation options and. Lower priorities are those which may be infrequent or still conceptual and require additional development. Included in the unmet needs list are strategies that may be available to address the identified needs.

### *Fixed Route Transit*

#### **SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)**

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

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

Santa Cruz METRO runs express buses frequently and has recently improved service from Watsonville to Santa Cruz where riders can connect with the Hwy 17 express. This provides improved inter-city service to urban and rural residents, and connections with Santa Clara County for interregional trips.

### *Paratransit*

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

#### **SANTA CRUZ METRO PARACRUZ**

Santa Cruz METRO ParaCruz is the ADA-required service that complements Santa Cruz METRO’s regular fixed route bus service to origins and destinations within ¼ mile of existing bus routes. ParaCruz accommodates individuals who are unable to independently use fixed route buses due to a disability some or all of the time, and who are eligible under ADA 1990. ParaCruz highlights the population of its riders who have disabilities as a result of permanent or temporary physical, cognitive, or psychiatric disabilities, and meet the specific qualifications:

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

It should be noted that Santa Cruz METRO ParaCruz also accommodates pick-ups at the Watsonville Transit Center for inter-regional paratransit trips.

**UNIVERSITY OF CALIFORNIA, SANTA CRUZ TRANSPORTATION AND PARKING SERVICES DEPARTMENT (TAPS)**

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

***Non-Profit Organizations*****COMMUNITY BRIDGES**

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

**VOLUNTEER CENTER OF SANTA CRUZ COUNTY | TRANSPORTATION PROGRAM**

Volunteer drivers provide transportation to older adults 60 years of age or older that are no longer able to drive and have difficulty using public transportation. The primary focus is to support low-income, homebound individuals with transportation to essential services such as medical and dental appointments, grocery shopping and banking. Program volunteers use their own vehicles to provide a comfortable, reliable and friendly service to many lonely and isolated seniors throughout Santa Cruz County. Over 4,500 door-to-door rides are given each year. This is the only no cost, non-profit, volunteer transportation program in the tri-county area.

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

**SANTA CRUZ COUNTY'S HOPE SERVICES**

Hope Services is the leading provider of services to people with developmental disabilities in Silicon Valley for over 66 years. We serve more than 3,500 people and their families in six counties and provide a broad spectrum of services for infants through seniors such as children's services, day programs, staffing, mental health services, community living services, and senior services.

**SENIOR'S COUNCIL (AREA AGENCY ON THE AGING)**

It is the mission of the Seniors Council to enable older persons to function with independence and dignity in their homes and in the community to their fullest capacity.

### ***Human Services Transportation Needs***

The County of Santa Cruz encompasses approximately 445.2 square miles with an average density of around 605 people per square mile and total population of 269,538, concentrated in two urban areas (Santa Cruz and Watsonville), with unincorporated and rural areas in between. From the far north county, hugging the California coast up to Davenport (population ~310) and Freedom/ Corralitos to the south (~5,327) to the urban cities and municipalities of Scotts Valley (~11,784), Santa Cruz (~62,910), Watsonville (~52,607), Capitola (~9,981) and areas such as Aptos (~5,842), Live Oak (~17,440), Soquel (~10,912) and unincorporated, rural landscapes, this is a unique part of the state. Three coastal mountain ranges and a slew of growth-regulating and ecological measures inhibit the area's expansion into rural areas. The area's growth since 2000 has been approximately 5.4%. Urban development in the county lies primarily along the bay coastal plains and foothills between the City of Santa Cruz (north) and City of Watsonville (south), with the urban areas serving as both employment and housing centers in need of a healthy public transit system, ideally with broad, coordinated geographic coverage at needed frequencies. Santa Cruz County has a population of 269,538 and that some individuals have special transit needs for more than one reason. 36,208 (13%) of the County's population is elderly and 26,982 (10%) have disabilities and 39,211 (15%) are below the poverty line.

Although Santa Cruz County has the second smallest land area of the state's 58 counties, it has the twelfth highest population density. By 2035, housing and employment is projected to increase by 12% and 18% respectively.

At the time of the plan, Santa Cruz METRO had an annual operating budget of nearly \$50 million and a capital budget close to \$17 million, employs 300 people and currently operates 26 fixed routes and complementary ADA paratransit service (ParaCruz). Buses run 21 hours a day on weekdays, with somewhat reduced service on the weekends. Santa Cruz METRO's peak pullout is 71 buses, serving four transit centers, with an inter-city commuter express route linking to businesses, schools and other destinations (i.e. connections to other modalities at San Jose Diridon Station) in Santa Clara County.

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

### ***Unmet Needs Assessment***

The Santa Cruz County Regional Transportation Commission adopted the most recent list of Unmet Transit and Specialized Transportation Needs following a public hearing in Spring 2018. The SCCRTC's Elderly & Disabled Transportation Advisory Committee reviewed and updated the majority of needs included in the draft list. In addition, public input into the Unmet Needs list was solicited from the general public via the SCCRTC's website and ads in local newspapers. The adopted list indicates high, medium and low priorities and is summarized in Chapter 2. A copy of the list developed at the time of this Coordinated Plan, categorized into general, transit, and paratransit needs, is included in Appendix B. The list is adopted annually.

Included below are the highest priority items on the 2018 Unmet Transit and Specialized Transportation Needs in Santa Cruz County, for the full list, please see Appendix B.

**SAFE PATHS OF TRAVEL**

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

**INCREASED TRANSPORTATION SERVICES**

Increased transportation services to areas with high concentrations of seniors, disabled, and low income individuals, are needed, particularly in South County. Alternative transportation programs that encourage ridesharing and serve low income and senior housing areas outside of the transit service area in South County would be beneficial to the community.

**LOW COST TRANSPORTATION SERVICES**

There is a need for transportation services for low-income families with children, including transportation for people transitioning from welfare to work. Programs that could meet this need include volunteer drivers for transportation family members to visits at detention facilities, taxi vouchers for low income families, ride to work programs, and free youth bus passes for low income households.

Low cost transportation services are needed for caregivers of senior and disabled clients. This need could be met with transportation programs for caregivers to get to clients, taxi vouchers for caregivers, or ride to work programs.

**LACK OF PUBLICITY ABOUT EXISTING SPECIALIZED TRANSPORTATION SERVICES**

A Mobility Management Center (central information point, one stop shop) that provides a coordinated and seamless-to-the-public system of transit services available to transit users including older adults and people living with disabilities is needed to provide easy to access and customized transit information, training about how to use transportation services, and other transition services needed for senior drivers.

**EXPAND PARATRANSIT SERVICES**

Increased paratransit service is needed for those who lost paratransit service due to changes in Santa Cruz Metro ParaCruz program in 2015. Policies that expand ADA mandated paratransit service area and the taxi voucher program and/or provide specialized transportation to areas outside the ADA-mandated paratransit service area for a fee or at no cost would meet this need.

There is a need for specialized transportation in areas outside the ADA-mandated paratransit service area for medical, non-medical trips. Identifying priority origins and destinations outside the ADA service area and implementing programs that could provide service to those areas would meet this need.

**LOW COST PARATRANSIT SERVICES**

Programs that provide discounted and free paratransit rides are needed.



**PARATRANSIT AND ACCESSIBLE TRANSPORTATION CONNECTIONS**

There is a need for direct paratransit and accessible transit connections with neighboring counties- including Monterey (Pajaro), San Benito, Santa Clara, and other points to the North. Ways to meet this need would be to develop plan to coordinate between agencies providing specialized transportation services in neighboring counties and support continuous funding for specialized transportation services to out-of-county medical appointments.

Expansion of outreach efforts to recruit drivers and promote services with volunteer drivers in county- wide, particularly in South County and San Lorenzo Valley is needed.

**INCREASE SPAN AND FREQUENCY OF TRANSIT SERVICES**

There is a need for greater frequency and span of transit service in densely populated areas with a mix of land uses land uses, particularly in Live Oak, Capitola, and Mission Street in Santa Cruz, and extended transit service hours later in the evening and early in the morning serving commercial centers of Santa Cruz, Live Oak, Cabrillo (Aptos), and Watsonville.

**'SAME DAY' MEDICAL AND 'BED TO BED' MEDICAL AND NON-MEDICAL TRIPS ON PARATRANSIT NOT AVAILABLE**

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

**TRANSIT AND PARATRANSIT/SPECIALIZED TRANSPORTATION CAPITAL NEEDS**

There is a need for a permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service, a permanent operation and maintenance facilities for Consolidated Transportation Services Agency, and paratransit vehicle replacements.

There is a need to provide ADA compliant bus stops, prioritize bus stop improvements and shelter replacements based on high usage by seniors and people with disabilities, and install Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop (or a technology-based way finding alternative).

Additional funding is needed for maintenance of existing bus stops, parking lots, transit centers, and buildings, and to replace buses that are beyond their useful life, including buses providing rural service.

There is a need to install transponders and an Automated Vehicle Location (AVL) System in all buses to provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment would assist with real-time operations, security, scheduling, and planning. Audio and video surveillance system for all buses is also needed.



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**TRANSPORTATION SERVICES TO SUPPORT FOSTER YOUTH AND COURT ORDERED SUPERVISED VISITATION**  
**INSUFFICIENT**

AB 490 established requirements related to the education of dependents and wards in foster care, including the legislative intent that foster youth be provided increased stability of school placements and access to the same educational opportunities and resources as other students. Additionally, for child welfare cases where non-custodial parents are determined to have visitation rights with their children, supervised visitation in approved neutral settings is mandated through the Family Court. Court-ordered visitation in Santa Cruz County often takes place at Parents Center, one of the most impacted supervision sites in the county. While this particular site is served by existing bus service with frequent service, safe and reliable services for transporting children to school and supervised visitation settings and funding to accomplish the mandated services is an unmet need for dependents and wards in foster care.