



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

October 2022

## Table of Contents

<b>Executive Summary</b> .....	2
<b>Chapter 1 - Introduction</b> .....	3
<b>Chapter 2 – Transportation Services and Providers</b> .....	11
<i>Introduction</i> .....	11
<i>A. Regional</i> .....	16
<i>B. Monterey County</i> .....	188
<i>C. San Benito County</i> .....	22
<i>D. Santa Cruz County</i> .....	25
<b>Chapter 3 - Human Service Transportation Needs</b> .....	29
<i>A. Regional</i> .....	30
<i>B. Monterey County</i> .....	35
<i>C. San Benito County</i> .....	36
<i>D. Santa Cruz County</i> .....	377
<b>Chapter 4 - Unmet Needs Assessment</b> .....	38
<i>A. Regional</i> .....	38
<i>B. Monterey County</i> .....	39
<i>C. San Benito County</i> .....	42
<i>D. Santa Cruz County</i> .....	45
<b>Chapter 5 – Next Steps</b> .....	48
<b>Appendix A – List of Providers</b> .....	A-1
<b>Appendix B -- Unmet Transit Needs</b> .....	B-1
<b>Appendix C -- Content by County</b> .....	C-1
<b>Appendix D -- Comments Received on the Draft Plan</b> .....	D-1

## 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); Monterey–Salinas Transit (MST), and San Benito County Local Transportation Authority (San Benito County Express) 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.

## 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 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>

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

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, MST, SBtCOG, San Benito County Express and Specialized Transportation, SCCRTC, Santa Cruz METRO and 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 regulations and guidelines that determine the objectives, eligible uses and how they can be applied for or awarded 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. Federal programs require that a share of total program costs be derived from local sources and may not be matched with other federal Department of Transportation (DOT) 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.

A review of federal, state and local funding programs for public transit agencies and social service providers is presented in 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 two sources of funds: Federal Section 5310 funds intended for seniors and individuals with disabilities 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 the FAST Act (2015) and the Infrastructure Investment and Jobs Act (IIJA) of 2021. Planning requirements specific to the authorizations are described below. The IIJA retains the same planning requirements identified under the FAST Act for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310). Section 5310 is a funding program with coordinated planning requirements under IIJA. In relation to the locally developed Coordinated Public Transit-Human Services Transportation Plan, the IIJA 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.

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. IJA made no made no structural, formulaic or programmatic changes to Section 5310 funding.

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 would have been eligible under the former Section 5310 program, 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 FY2020-FY2024:**

- Approximately \$3.3 Million over 5 years in the AMBAG region
- 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.

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

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.

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

The California Transportation Development Act (TDA) of 1971 provides funding for public transit and non-transit related projects that comply with regional transportation plans. Each county or regional entity that are locally derived and locally administered are eligible for TDA funding. The TDA provides two funding sources: The Local Transportation Fund (LTF) and the State Transit Assistance Fund (STA).

LTF revenues are recurring revenues derived from a quarter cent of the general sales tax collected statewide. The percent of the general sales tax collected is returned by the State Board of Equalization to each county's LTF based on the amount of tax collected in that county. If conditions are met, counties with a population of less than 500,000 may be allocated LTF funds for local streets and roads, construction, and maintenance.

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 Transportation Advisory Council (SSTAC) and conduct an assessment of current transit services and infrastructure, 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." Annually, each RTPA is required to hold at least one public hearing for the purpose of soliciting comments on unmet transit needs that may exist within the county. Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads and may not be deemed unviable solely based on lack of funding.

STA revenues are provided for capital and operating costs associated with local mass transportation programs and are derived from statewide sales taxes on gasoline and diesel fuels. STA is allocated annually by the State Controller's Office by formula based 50% on population and 50% according to the transit operator revenues from the previous fiscal year. Availability of funds varies annually based on fluctuations in gas and diesel prices. Unlike LTF, which 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 Social Services Transportation Improvement Act 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 transportation projects programmed with state funds. STIP programming generally occurs every two years.

## **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 Center, 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 bus 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 three-quarter 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**

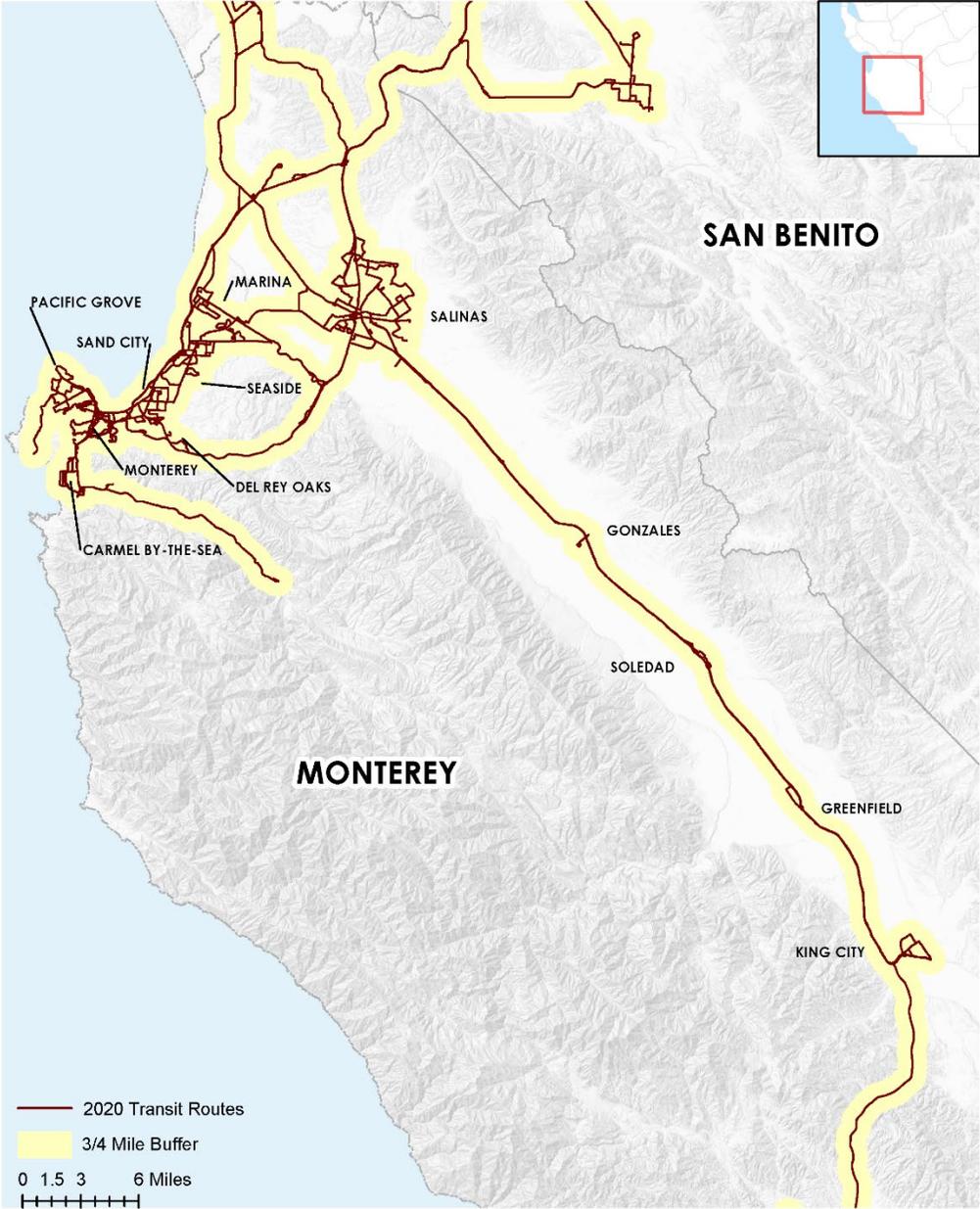
Vans provide transportation for a number of people who travel along the same route, or to and from the same location on a regular basis. Vanpools are organized and operated by public and private agencies, including employers, hospitals, non-profits and individuals. The vans are owned by, loaned or leased 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**  
**2020 Transit Routes Including 3/4 Mile Buffer**  
**Monterey County**



**FIGURE 2-1B**  
**2020 Transit Routes Including 3/4 Mile Buffer**  
**San Benito County**

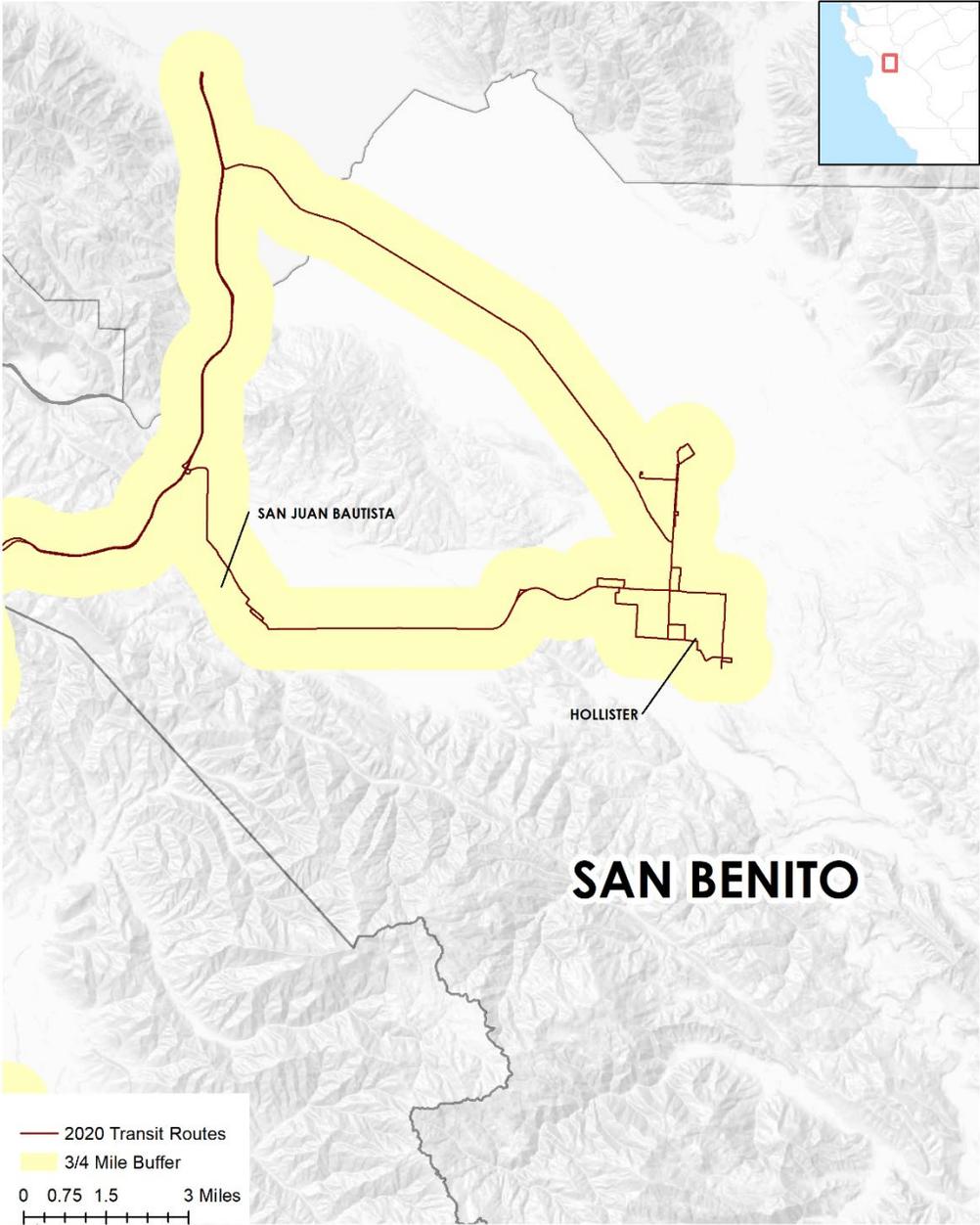
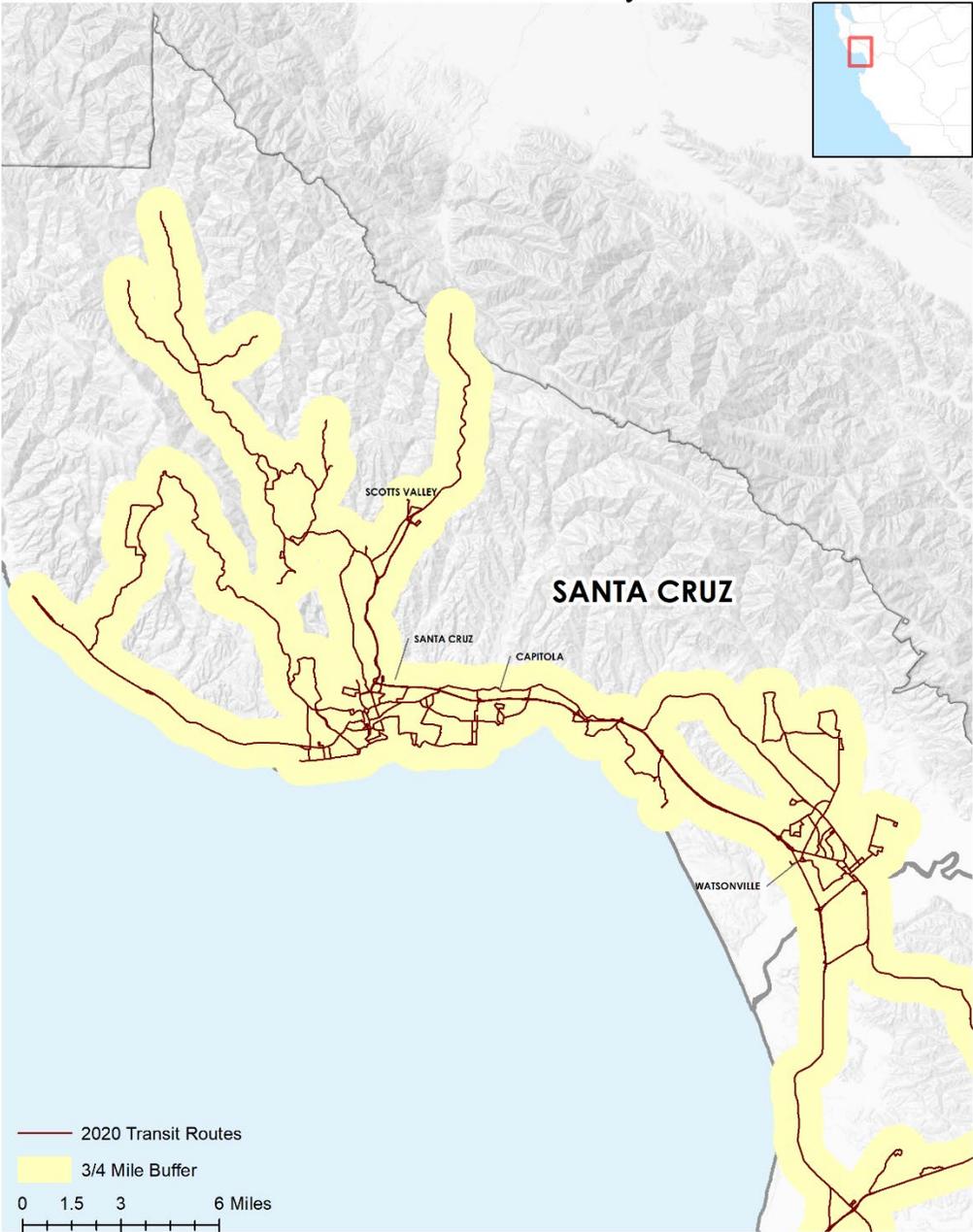


FIGURE 2-1C

2020 Transit Routes Including 3/4 Mile Buffer  
Santa Cruz County



## A. Regional

At the regional level, AMBAG works with RTPAs and service providers to 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 and Monterey Salinas Transit (MST) are replacing diesel and gasoline fleet vehicles with natural gas and electric buses to meet this and other clean vehicle goals. San Benito County Express is in the planning process to do the same.

### Fixed Route Transit

#### GREYHOUND BUS LINES

Greyhound is a nationwide intercity bus operator that services Monterey, San Benito and Santa Cruz Counties. Regionally, Greyhound has stations in Gilroy, Greenfield, King City and at Ft. Hunter Leggitt in Jolon. 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. Persons over 65 years of age and individuals with disabilities, including companions and aids, receive a 10% discount.

### Non-Profit Organizations

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

The Alliance is a regional non-profit health plan which provides health services for 407,000 low income patients in Santa Cruz, Monterey and Merced 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 seniors, 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 \$1.5 billion and gets the bulk of that money from the state. Transportation services offered by the Alliance are limited to medical trips, including pharmacies, 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, local 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. The most recent adoption of the Unmet Transit Needs occurred in June 2022 and included needs identified by the MAC.

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

## Fixed Route Transit

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

Monterey-Salinas Transit serves a 154 square-mile area of Monterey County and Southern Santa Cruz County with 59 routes and a fleet of over 134 vehicles. Service originates from two primary service hubs- the Monterey Transit Plaza and the Salinas Transit Center.

## Paratransit

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

MST RIDES provides ADA complementary paratransit transportation to individuals with disabilities that prevent them from using fixed route systems independently. The ride-share 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.

### **TRIPS**

Eligible seniors, veterans or persons with disabilities outside MST’s service area can request a reimbursement of 40 cents per mile, up to 250 miles per month, to compensate family members and friends who volunteer their time and vehicles to transport them. There are no restrictions on trip purpose for this program.

## **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. The Center can arrange transportation through the Monterey County RIDES program. 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. The Taxi Voucher Program is extended to seniors, persons with disabilities and seniors, and offers \$17 vouchers with a \$3 co-pay for individuals over 65. Vouchers are approved by three taxi providers locally, Central Coast Cab, Green Cab and Yellow Cab.

### **COUNTY VETERANS' AFFAIRS OFFICE TRANSPORTATION**

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. Other programs coordinated by the Veteran's Affairs Office include: assistance purchasing or retrofitting ADA-accessible vehicles, assistance repairing and purchasing ADA-accessible vehicles and coordinating mobile medical clinics.

## 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 4:00 p.m. During the COVID pandemic, Board meetings have been held virtually and previously met at 481 4th Street, Hollister, CA at the Board of Supervisors Chambers.

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

The 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 quarterly on the 4th Friday at 10:00 a.m. During the COVID pandemic, meetings have been held virtually and previously met 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 Council of Governments Board meets every 3rd Thursday at 4:00 p.m. During the COVID pandemic, Board meetings have been held virtually and previously met 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. The 2022 Unmet Transit Needs Report was approved by

SBtCOG at their July 21, 2022 Board meeting. 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 public transit service in the County. County Express provides convenient and affordable transportation to residents and visitors to San Benito County. Services include:

- Tripper/Fixed Route service 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 Tripper/Fixed Route offered in Hollister
- Intercounty service connecting Cities of Hollister and San Juan Bautista to Santa Clara County in Gilroy
- On-demand, shared-ride, ADA accessible public transit service within the City of Hollister

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**

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 premium fare and availability. The Paratransit application form is available for download 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
- On-Demand Dispatch Software and App
- Upgraded Digital On-Board Radios with GPS
- Mobile Data Tablets on transit vehicles
- App-based electronic fare media

## **Non-Profit Organizations**

### **JOVENES DE ANTAÑO**

Since May 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
- Social and exercise programs

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 2022 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 Highway 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. The Area Agency on Aging provides planning and advocacy for seniors and contracts with other local non-profit organizations for Santa Cruz and San Benito County.

**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 users could include an elderly person 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 provide pick up service 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 to impact as many persons as possible. 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 774,146 people currently live in the Monterey Bay Region, and up to 35 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 ten percent has one or more disabilities, nearly 14 percent are seniors, defined as persons over the age of 65 years, and 11 percent are considered “Below the Poverty Line”.

**Table 3-1**

	Total Population	Seniors	Percent Seniors	Percent Disabled	Percent Disabled	Below Poverty Line	Percent Below Poverty Line
<b>Monterey County</b>	441,290	58,050	13%	37,082	8%	50,052	11%
<b>San Benito County</b>	62,789	7,711	12%	6,237	10%	5,709	9%
<b>Santa Cruz County</b>	270,067	44,451	16%	31,219	12%	31,120	12%
<b>Total</b>	774,146	110,212	14%	74,538	10%	86,881	11%

*Percentage of Elderly, Disabled and Low income based on DOF 2021 and American Community Survey 2016-2020 data. Some individuals are in multiple population groups and may be double counted; i.e. a senior with a disability.*

The Department of Finance (DOF) also provides forecast data for each county within the AMBAG 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 2025, 2035, 2040 and 2045. In 2025, Santa Cruz County is expected to have the largest proportion of its population (22%) be senior citizens (65+) within the region.<sup>6</sup> By 2045, 25 percent of Santa Cruz County’s population will be over the age of 65 years, as shown in Figure 3-2.

<sup>5</sup> The California Department of Finance: E-5 City/County Population Estimates and 2016-2020 American Community Survey

<sup>6</sup> Department of Finance P-2. Population Projections July 2021.

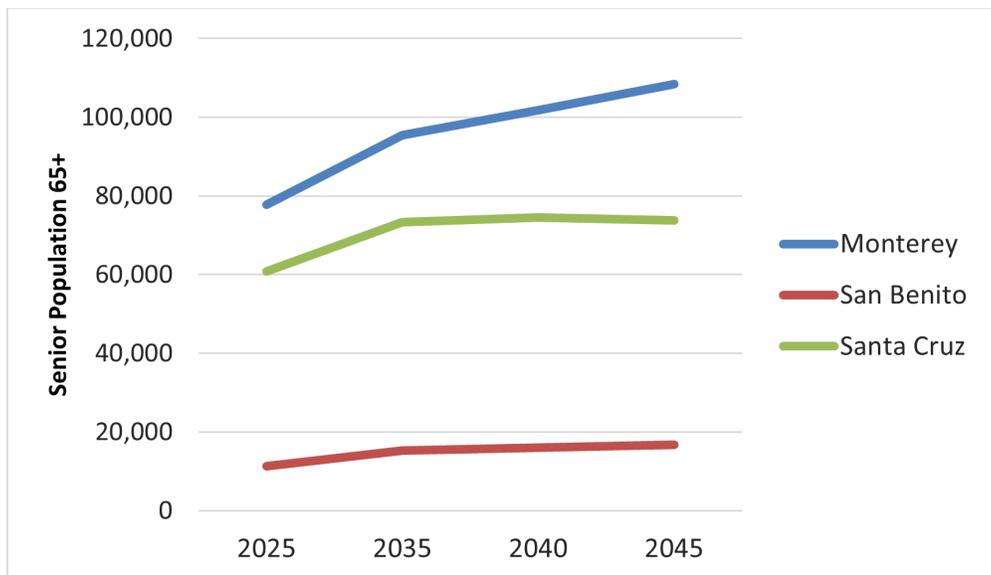
**Table 3-2**

	Population 2025		2035		2040		2045		
Monterey	Total	453,956		471,901		477,265		480,694	
	60-64	23,019	5%	23,431	5%	25,413	5%	26,585	6%
	65-69	22,817	5%	21,838	5%	22,419	5%	24,388	5%
	70-84	45,060	10%	56,231	12%	57,155	12%	57,543	12%
	85+	9,907	2%	17,345	4%	22,199	5%	26,524	6%
	Seniors*	77,784	17%	95,414	20%	101,773	21%	108,455	23%
San Benito	Total	63,604		68,908		70,866		72,395	
	60-64	3,946	6%	3,320	5%	3,498	5%	3,546	5%
	65-69	3,656	6%	3,730	5%	3,234	5%	3,409	5%
	70-84	6,483	10%	9,187	13%	9,700	14%	9,409	13%
	85+	1,151	2%	2,337	3%	3,134	4%	3,922	5%
	Seniors*	11,290	18%	15,254	22%	16,068	23%	16,740	23%
Santa Cruz	Total	279,617		288,195		289,843		290,001	
	60-64	17,391	6%	14,497	5%	14,594	5%	14,492	5%
	65-69	17,930	6%	15,287	5%	13,921	5%	14,026	5%
	70-84	37,028	13%	45,091	16%	43,128	15%	39,974	14%
	85+	5,913	2%	13,009	5%	17,418	6%	19,772	7%
	Seniors*	60,871	22%	73,387	25%	74,467	26%	73,772	25%
AMBAG Region	Total	797,177		829,004		837,974		843,090	
	60-64	44,356	6%	41,248	5%	43,505	5%	44,623	5%
	65-69	44,403	6%	40,855	5%	39,574	5%	41,823	5%
	70-84	88,571	11%	110,509	13%	109,983	13%	106,926	13%
	85+	16,971	2%	32,691	4%	42,751	5%	50,218	6%
	Seniors*	149,945	19%	184,055	22%	192,308	23%	198,967	24%

Data from DOF: P-2: County Population Projections (2010-2060) July 2021

\*Seniors are defined as 65+

Figure 3-1



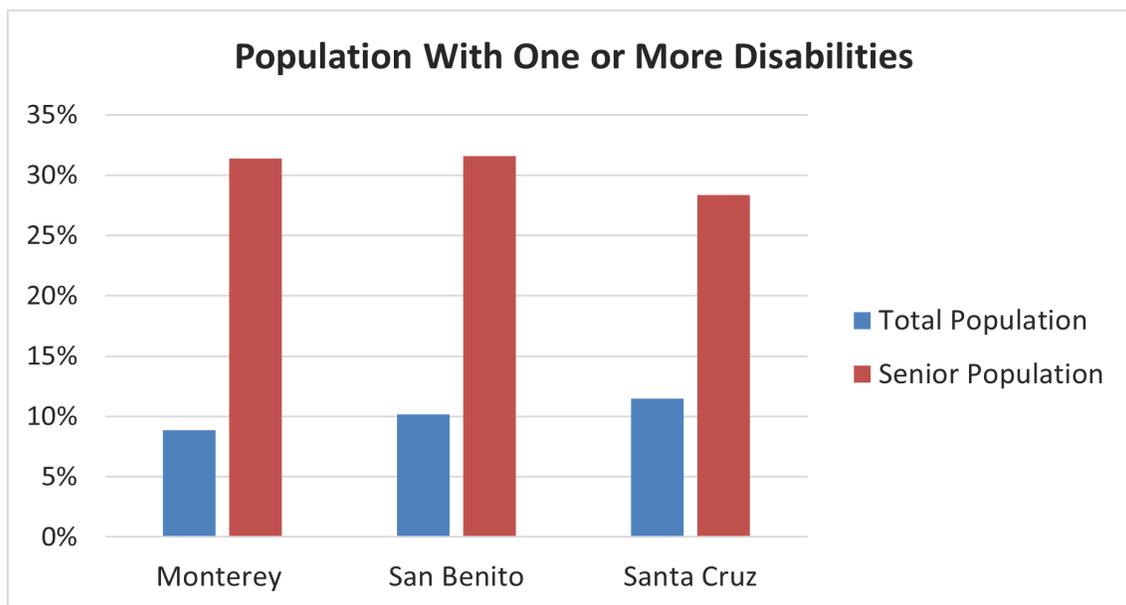
Across all three counties there are more female seniors than males, as Figure 3-2 demonstrates. The senior populations in Monterey and Santa Cruz Counties each have a 54% female majority with San Benito close behind at a 53% female majority. Using American Community Survey Data 2016-2020, the largest 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 roughly 3,300 more females. San Benito County has over 500 more senior females than males.

Figure 3-2



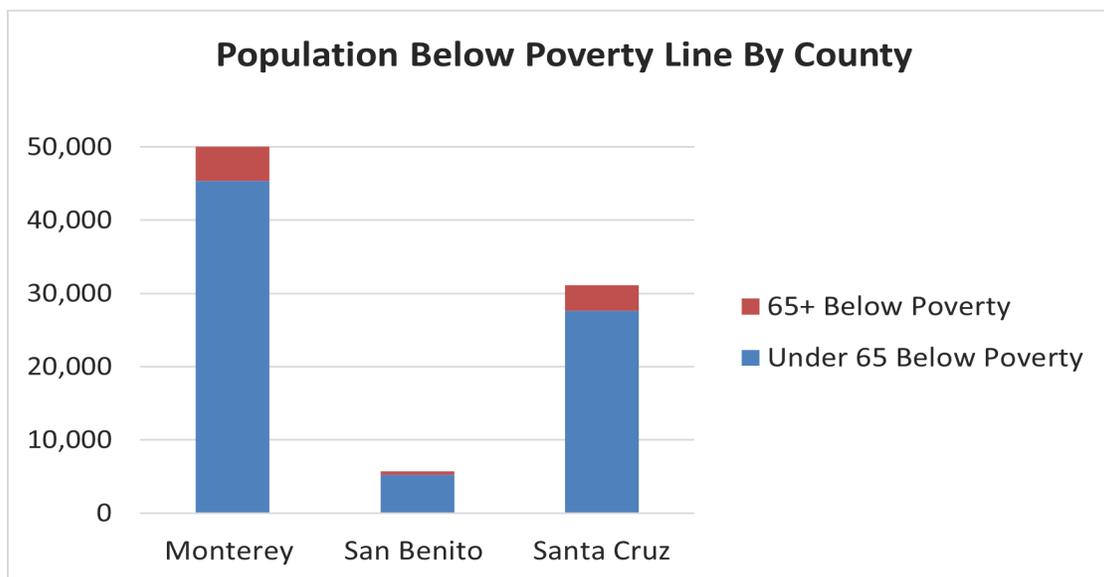
As to be expected, a greater proportion (31% Monterey, 32% San Benito and 28% Santa Cruz) of the senior community, ages 65 years and older, have one or more disabilities compared to the general population (9%, 10% and 11% respectively) as shown in Figure 3-3.

Figure 3-3



Among those identified as falling below the poverty line, regionally seniors make up approximately 10 percent of the low income population, with Santa Cruz having a slightly higher percentage (11%), with Monterey and San Benito both just under the regional percentage (9%) as shown in Figure 3-4 below.

Figure 3-4



In addition to the data above collected from the 2020 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. Several 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 14 percent of Monterey residents are over 65 years, and 12 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 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 1,390 square mile bedroom community to Silicon Valley with \$338 million agricultural production in 2020. According to Census projections, in 2045 San Benito County will have an approximate population of 72,395. According to AMBAG's 2022 Regional Growth Forecast, by 2045 Hollister's population will be at roughly 46,000 and San Juan Bautista will be at nearly 2,500. 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 a large 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 service 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 square miles with an average density of around 609 people per square mile and total population of 271,815, 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 ~390) and Freedom/Corralitos to the south (~6,220) to the urban cities and municipalities of Scotts Valley (~12,232), Santa Cruz (~61,950), Watsonville (~52,067), Capitola (~9,846) and areas such as Aptos (~6,2435), Live Oak (~16,508), Soquel (~10,721) 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. 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. Individuals have special transit needs for more than one reason. Of the total Santa Cruz County population, 16% are elderly, 11% have one or more disabilities and 11% 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 2045, housing and employment is projected to increase by 8% and 17% respectively.

The high cost of housing in Santa Cruz County presents a challenge to low income individuals, which includes 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. This coupled with the County being a bedroom community for the Silicon Valley create challenges for assessment.

## Chapter 4 - Unmet Needs Assessment

### A. Regional

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

Although many regional residents have cars and prefer driving a private vehicle, 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 is lacking a one-stop informative telephone number, similar to the 511 service, 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 regional opportunities to access and use the transportation information. In Santa Cruz County the Cruz 511 Program is available to commuters and community members. The service offers educational workshops, informative sessions and online resources for transit options throughout the county. 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**

Although the more densely populated city centers have consistent paratransit and accessible transportation services, 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 of each county and for the more rural communities in Southern Monterey County, San Benito County and Santa Cruz County.

#### **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. Aging and disabled individuals tend to need at home care. Living in remote locations creates 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 2022 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 and San Juan Bautista
- 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’s free program is available to individuals with disabilities, seniors and veterans. Continued investment and expansion of this program will increase mobility and education to important community members.

### **MOBILITY MANAGEMENT**

MST should expand 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 \$4.1 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 four 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 February 2022, 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 the On-Demand application

SBtCOG staff determined that some of these needs were operational in nature and were not unmet needs. In current and past unmet transit needs, operational concerns were generally correlated to a lack of funding to increase hours of service or the size of the fleet to meet service gaps. A national labor shortage, resulting in additionally reduced or delayed services, has further strained operations.

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 to 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, OOCMT, Medical Shopping Assistance, and Senior Lunch Transportation 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.

Requests were received for extended County Express service including from Campo San Benito to Southside School. Currently, nationwide labor shortages, combined with higher rates of bus driver retirements, have limited the drivers available through County Express transit. The LTA is considering a contract amendment with MV Transportation to increase starting hourly wages to address this shortage. Trips to and from Southside School currently have limited availability due to pick up and arrival times being less flexible with the school's schedule.

#### **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 implement a 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. An alternative structure could include is a driver reimbursement program where clients identify a friend or family member who can provide transportation where drivers are reimbursed on a mileage or flat rate basis.

#### **TAXI SCRIP**

Programs for taxi scrip or developing a relationship to allow ride hail (e.g., Uber or Lyft) trips to be paid may also be a means of reducing trip costs for the agency. Clients would be allowed to purchase a certain amount of scrip each month. For example, they could be allowed to purchase \$25 per month, but that \$25 could also be used to pay for double (\$50) or triple (\$75) the value on shown on the taxi meter. A similar arrangement could be possible to purchase a certain amount of credit on ride hail services; however, because this type of service is using a common carrier, an alternative with similar booking times and availability would have to be offered for passengers requiring a wheelchair-accessible vehicle.

#### **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 May 2022. 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 on 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 2022 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.

**INCREASE WHEELCHAIR ACCESSIBLE TRANSIT SERVICE AND VEHICLES**

For those using mobility devices, traditional on demand ride share services can make using the transportation system difficult when they aren't properly equipped. Providing accessible on demand services for the community includes ensuring public taxi and transportation network company services are accessible for those using mobility devices.

**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 are needed that provide discounted and free paratransit rides, on-demand ADA accessible rides, and increase specialized transportation services to low income and disabled individuals for educational and work opportunities at higher education institutions.

**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. Funding towards the Highway 1 Bus on Shoulder project increase the speed of trips, resulting in increased frequency.

**'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 reduced operating costs, a permanent operation and maintenance facilities for Consolidated Transportation Services Agency, paratransit vehicle replacements, and electric vehicle charging stations. With a need for increased electric vehicle education and infrastructure resources to provide an electric vehicle emergency preparedness plan and inclusion of electric vehicles in the Section 5310 grant program are pertinent.

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 with electric options.

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 September 14, 2022, AMBAG released the Draft 2045 CPTP which was available until October 17, 2022 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 CPTP 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.

The AMBAG Board of Directors are scheduled to approve the Final CPTP at their November 9, 2022 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, disabled and 65+ 10% discount	www.amtrak.com	1-800-872-7245	Monterey, Santa Cruz and San Benito County
Alliance on Aging	Information	Provides education about local transportation options. One-on-one appointments can be made to assist in scheduling transportation.	No		<a href="https://allianceonaging.org/programs/transportation/">https://allianceonaging.org/programs/transportation/</a>	831-646-5048 831-655-4247 831-655-1334	Monterey Peninsula, Salinas, North and South Monterey County
CSUMB "The Wave" Shuttle	Special purpose Transit	Campus shuttle service for CSUMB students, staff, faculty, and visitors, including those with mobility impairment.	No		www.csumb.edu/thewave/	831-582-4689 transportation@csumb.edu	CSUMB Campus
Central Coast Alliance for Independent Living	Special purpose	Provides advocacy, education and support for persons with disabilities and their families.	No		www.cccil.org	831-757-2968 info@cccil.org	Monterey, Santa Cruz and San Benito 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	800-752-4841	Monterey, Santa Cruz and San Benito County

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Hope Services	Information and Special Purpose Transit	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services and independent living services to persons with disabilities	No		<a href="https://www.hopeservices.org/">https://www.hopeservices.org/</a>	831-393-1575	Monterey, Santa Cruz and San Benito County
iTNMonterey	Special purpose	Provides volunteer-based transportation services to members who are over the age of 60 or an adult with visual impairments. Rides are available 24 hours a day, 7 days a week, for any purpose, and any destination within the service area can be served.	Yes	No	<a href="https://www.itnmontereycounty.org/">https://www.itnmontereycounty.org/</a>	(831) 223-3447	Monterey County
Leftridge Transportation, INC.	Transit/ Paratransit	Pick up and drop off door to curb services to/from work programs, medical appointments, nursing homes, care facilities and grocery pick up.	Yes	No	<a href="http://lefridgetransportation.com/Services/">http://lefridgetransportation.com/Services/</a>	707-344-1755	Monterey and San Benito 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="https://www.co.monterey.ca.us/government/departments-i-z/military-veterans/services-available#mva">https://www.co.monterey.ca.us/government/departments-i-z/military-veterans/services-available#mva</a>	(831) 647-7614	Monterey County
Monterey Senior Center	Information		Yes	Yes		(831) 646-3866	Monterey County

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 City and Soledad
Monterey-Salinas Transit (MST) RIDES	Paratransit	ADA-accessible "last-door-to-first-door" transportation for individuals with disabilities.	Yes	Yes	<a href="http://www.mstmobility.org/ada-paratransit-rides">http://www.mstmobility.org/ada-paratransit-rides</a>	831-393-8111	Monterey Peninsula, Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, and King City, and to the Watsonville Transit Center.
Monterey-Salinas Transit (MST) Taxi Voucher Program	Transit	Taxi Voucher: Residents 65+ can receive free taxi voucher worth \$17 plus a \$3 co-pay. Disabled persons must be certified in the MST RIDES program.	Yes	Yes	<a href="https://www.mstmobility.org/taxi-vouchers.htm">https://www.mstmobility.org/taxi-vouchers.htm</a>	888-678-2871	Monterey Peninsula, Carmel Valley, Salinas
MV Transportation	Transit/ Paratransit	Reservation based paratransit provider which also provides access to local paratransit operators	Yes		<a href="https://www.mvtransit.com/services">https://www.mvtransit.com/services</a>	831-754-2805	Monterey County and San Benito County
Partnership for Children	Special purpose	Transportation to medical care services for anyone under 21 living with serious illness in the form of door-to-door rides and gas assistance	No		<a href="http://www.partnerforkids.org">www.partnerforkids.org</a>	(831) 422-3002	Monterey, Santa Cruz and San Benito County
Salinas Senior Center	Information			Senior Discount	<a href="http://www.salinasseniorcenter.org/">http://www.salinasseniorcenter.org/</a>	(831) 757-6030	Salinas

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
The Blind and Visually Impaired Center of Monterey County	Special purpose				www.blindandlowvision.org	831-649-3505 vision@blindandlowvision.org	
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 disabled	www.yellowcab1234.com	831-333-1234 john@yellowcab1234.com	Monterey County, Santa Cruz County, Hollister Area

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
<b>San Benito County</b>							
Amtrak	Special purpose	Nationwide intercity train and bus service.	Yes	Yes, disabled and 65+ 10% discount	www.amtrak.com	1-800-872-7245	Monterey, Santa Cruz and San Benito County
Central Coast Alliance for Independent Living	Special purpose	Provides advocacy, education and support for persons with disabilities and their families.	No		www.cccil.org	831-757-2968 info@cccil.org	Monterey, Santa Cruz and San Benito 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	800-752-4841	Monterey, Santa Cruz and San Benito County
Hollister Taxi	TAXI	Taxi Service	Yes	No	https://hollister-taxi.business.site	831-637-3378	San Benito County
Hope Services	Information and Special Purpose Transit	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services and independent living services to persons with disabilities	No		https://www.hopeservices.org/	831-638-6840	Monterey, Santa Cruz and San Benito County

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Jovenes de Antaño	Special Purpose	Reservation based, local and assisted transportation services to the bank, grocery store, pharmacy and medical appointments in San Benito County, Palo Alto, San Jose, Salinas, Monterey, Watsonville, Santa Cruz and Gilroy.	\$1.25 one way	No	<a href="http://www.jdasbcseniors.org/transportation">http://www.jdasbcseniors.org/transportation</a>	831-637-9275 JDASBCSENIORS.org	San Benito County
Leftridge Transportation, INC.	Transit/ Paratransit	Pick up and drop off door to curb services to/from work programs, medical appointments, nursing homes, care facilities and grocery pick up.	Yes	No	<a href="http://leftridgetransportation.com/Services/">http://leftridgetransportation.com/Services/</a>	707-344-1755	Monterey and San Benito County
MV Transportation	Transit/ Paratransit	Reservation based paratransit provider which also provides access to local paratransit operators	Yes		<a href="https://www.mvtransit.com/services">https://www.mvtransit.com/services</a>	831-636-3158	Monterey County and San Benito County
San Benito County Express Dial-A-Ride	Transit	Scheduled or day of Dial-A-Ride service outside of fixed-route service areas.	Yes, free for care attendant	Yes, \$1.25 seniors and disabled	<a href="http://www.sanbenitocountyexpress.org/dialaride">http://www.sanbenitocountyexpress.org/dialaride</a>	831-636-4161	Hollister, San Juan Bautista, Tres Pinos
San Benito County Express On-Demand	Transit/ Paratransit	On-demand, shared-ride, public transit service within the City of Hollister. Scheduled service in ADA-accessible vehicles to/from work, store, and anywhere in between.	Yes	Yes, 25% seniors and disabled	<a href="http://gocountyexpress.org/">http://gocountyexpress.org/</a>	831-636-4161 info@sanbenitocog.org	Hollister
San Benito County Express Tripper	Transit	Fixed-route bus service to Hollister schools	Yes, 50% discount for disabled	No	<a href="http://gocountyexpress.org/tripper/">http://gocountyexpress.org/tripper/</a>	831-637-7665 info@sanbenitocog.org	Hollister
San Benito County Express Paratransit	Paratransit	ADA Paratransit Service. 3/4 mile radius from bus stop.	Yes, free for care attendant	Yes, \$1.25 seniors and disabled	<a href="http://www.sanbenitocountyexpress.org">www.sanbenitocountyexpress.org</a>	831-636-4161 info@sanbenitocog.org	Hollister

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
San Benito County Veterans Services	Special Purpose	Van transportation on a scheduled basis for Monterey and San Benito veterans to VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic	No		<a href="https://www.cosb.us/services/community/veterans-services">https://www.cosb.us/services/community/veterans-services</a>	831-647-7614	San Benito County, Monterey County
San Benito RideShare	Information	Provides information about carpooling services, low-cost vanpool, transit solutions, pedestrian and bicyclist support, Safe Routes to Schools, and Work from Home	No		<a href="http://www.sanbenitorideshare.org">www.sanbenitorideshare.org</a>	831-637-7665 info@sanbenitocog.org	San Benito County
San Benito County Express Intercounty	Transit	Express bus service to Gavilan College, Caltrain and Gilroy Greyhound	Yes	Yes, \$1.25 seniors and disabled	<a href="http://www.sanbenitocountyexpress.org/intercounty">http://www.sanbenitocountyexpress.org/intercounty</a>	831-636-4161	San Benito 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 disabled	<a href="http://www.yellowcab1234.com">www.yellowcab1234.com</a>	831-635-1234 john@yellowcab1234.com	Hollister Area, Santa Cruz County, Monterey County

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
<b>Santa Cruz County</b>							
Amtrak	Special purpose	Nationwide intercity train and bus service.	Yes	Yes, disabled and 65+ 10% discount	www.amtrak.com	1-800-872-7245	Monterey, Santa Cruz and San Benito County
Access Options Incorporated	Transit	Accessible van rentals, sales and modifications	Yes			831-722-6804	Watsonville
AMERICAN CANCER SOCIETY	Medical	Free transportation for cancer patients to doctor appointments in Santa Cruz County.	No		www.cancer.org	831-772-6529	Santa Cruz County
Cabrillo College Accessibility Support Center	Special purposes	Class to Class transit for disabled students	No		www.cabrillo.edu/accessibility-support-center	831-479-6379	Cabrillo College Campus
Central Coast Ambulance Service	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
Central Coast Alliance for Independent Living	Special purpose	Provides advocacy, education and support for persons with disabilities and their families.	No		www.cccil.org	831-462-8720 info@cccil.org	Monterey, Santa Cruz and San Benito County
City of Capitola Seasonal Shuttle	Transit	Weekend & Holiday shuttle bus to the village and the beach in Capitola (Memorial Day weekend through September); wheelchairs accommodated	No		www.ci.capitola.ca.us	831-475-7300 jaluffi@ci.capitola.ca.us	From shuttle lot No.2 at 426 Capitola Avenue to the beach/ Capitola Village

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Courtesy Cab/Watsonville Taxi	Transit	General Taxi Service, serving Watsonville.	Yes	10% discount seniors; Accepts MSSP and Taxi Scrip	<a href="http://www.courtesycab.com/">http://www.courtesycab.com/</a>	831-761-3122 maria@courtesycab.com	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>	info@cruz511.org 831.429.POOL	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>	831-423-4082; 800-231-2222	Santa Cruz County, San Benito County, Monterey County
Hope Services	Information and Special Purpose Transit	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services and independent living services to persons with disabilities	No		<a href="https://www.hopeservices.org/">https://www.hopeservices.org/</a>	831-421-9900	Monterey, Santa Cruz and San Benito County

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Lift Line Medical Transportation	Paratransit	Reservation based transportation for medical appointments in Santa Cruz, Monterey, San Mateo, San Benito, Santa Clara, San Francisco counties. 7 days/week, no holidays.	No, donations accepted		<a href="http://www.communitybridges.org/liftline">www.communitybridges.org/liftline</a>	831-688-9663	Santa Cruz County
Lift Line Senior Dining Center Transportation	Paratransit	Reservation based transportation to/from meal sites at Loudon Nelson and Highlands Park, Live Oak and Watsonville Senior Centers	No, donations accepted		<a href="http://www.communitybridges.org/liftline">www.communitybridges.org/liftline</a>	831-688-9663	Santa Cruz County

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Lift Line Taxi Scrip	Paratransit	Supplemented general taxi service using taxi scrip coupons purchased from Lift Line at a discounted rate. Participating companies include Santa Cruz Yellow Cab, Deluxe Cab Company/ Santa Cruz Cab Company and Courtesy Cab Company. 24 hours, 7 days/week	Yes	\$16/mo for \$60 worth of scrip for applicants under 200% Federal Poverty Level (FPL) \$32/mo for \$60 in scrip for those above 200% FPL	<a href="http://www.communitybridges.org/liftline.html">www.communitybridges.org/liftline.html</a>	831-688-9663	Santa Cruz County
Lift Line Veterans Medical Transportation	Paratransit	Reservation based transportation to Veterans service facilities. Mon- Fri, no holidays.	No, donations accepted		<a href="http://www.communitybridges.org/liftline">www.communitybridges.org/liftline</a>	831-688-9663	Santa Cruz County
Santa Cruz Metropolitan Transit District (METRO ParaCruz)	Paratransit	Door-to-door ParaCruz, ADA Paratransit	Yes		<a href="http://www.paracruz.com">www.paracruz.com</a>	831 425-4664 paracruz@scmttd.com	Santa Cruz County and 3/4mi. from bus lines.
Santa Cruz Metropolitan Transit District (METRO)	Transit	Fixed Route Bus Service	Yes		<a href="http://www.scmttd.com">www.scmttd.com</a>	831 425-4664 info@scmttd.com	Santa Cruz County and on Highway 17 to San Jose
Santa Cruz Veterans Service Office	Transit	All Veterans	No		<a href="http://www.santacruzvets.com">www.santacruzvets.com</a>	831-458-7116 Dean.Kaufman@santacruzcounty.us	Santa Cruz County

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Scotts Valley Senior Center	Transit	Scotts Valley Area 50+ picked up by volunteer driver and taken to medical appointments, grocery shopping, and other essential errands. Mon.-Fri. Must have 24 hour notice.	Yes		<a href="https://www.scottsvally.org/161/Senior-Center">https://www.scottsvally.org/161/Senior-Center</a>	831 438-8666 dcroskrey@scottsvally.org	Scotts Valley Area
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://communitybridges.org/liftline/">communitybridges.org/liftline/</a>	831 336-8900 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="https://communitybridges.org/liftline/">https://communitybridges.org/liftline/</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="https://communitybridges.org/liftline/">https://communitybridges.org/liftline/</a>	831 476-3272 info@cbridges.org	Live Oak
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>	831 420-6177 info@cbridges.org	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>	831 768-3279 info@cbridges.org	Watsonville
UCSC Transportation and Parking Services (TAPS) Disability Van Service	Special purposes	Shared-ride, curb-to-curb van/shuttle service to specified DVS stops on campus for UCSC Students, staff, faculty, and campus visitors with mobility impairment. 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 dvs@ucsc.edu	UCSC campus

Organization	Service Type	Services	Charge	Senior Discount	Website	Phone Email	Coverage
Volunteer Center of Santa Cruz County Transportation	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 at least one weeks notice.	No		www.scvolunteercenter.org	831 427-3435 Transportation@scvolunteercenter.org	Santa Cruz County
Wheelchair Getaways	Transit	Accessible van rentals	Yes		www.accessiblevans.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 disabled: Lift Line Script	www.yellowcab1234.com	831-333-1234 john@yellowcab1234.com	Santa Cruz County, Monterey County, Hollister

## **Appendix B – Unmet Needs**

**Transportation Agency for Monterey County  
2022 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.

<b>Unmet Need Comment</b>	<b>Year Identified</b>	<b>Category</b>	<b>Timeline</b>	<b>Status in 2022</b>
Service to San Juan Grade Road and Russell Road in Salinas	2014	Category #2: new service, fills a gap	Long-term improvement.	Line 49 will resume service through this area by the end of 2022 with implementation of the Comprehensive Operational Analysis.
Increased frequency on Line 18	2014	Category #1: improves an existing service	Long-term improvement.	CSUMB launched their shuttle service in January 2022 which covers a segment of Line 18. Line 18 currently operates every hour and is planned to continue hourly services with the implementation of the Comprehensive Operational Analysis.
More frequent service to Gonzales and Soledad	2014	Category #1: improves an existing service	Long-term improvement.	The King City bus yard was completed in Fall of 2021. MST has implemented an express service in 2022, Line 23X, which stops at selected bus stops throughout the route. Under the Comprehensive Operational Analysis, Line 23 operates every hour with multiple busses running less than an hour during rush hour periods.

**Transportation Agency for Monterey County  
2022 Monterey County Unmet Transit Needs**

Unmet Need Comment	Year Identified	Category	Timeline	Status in 2022
Shuttle service between Pinnacles National Park and Fort Hunter Liggett and King City	2014/2019	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. Current road conditions are also a safety concern. The City of Soledad is currently studying improvements for the Pinnacles Parkway project, which may consider a park shuttle service. The National Park Service currently offers Day-Use shuttle service to visitors utilizing their parking lots. The on-site shuttle service connects to the east and west sides of the park.
Service to San Juan Bautista and Los Baños	2015/2018	Category #2: new service, fills a gap	Long-term improvement.	This need is not listed as a priority in the Comprehensive Operational Analysis. However, the San Joaquin Joint Powers Authority is working to bring a new bus route from Merced to San Jose which will include stops in Los Banos and Gilroy.
Improve the connection between Castroville and Prunedale for access to Gavilan College in Gilroy	2018	Category #1: improves an existing service; Category #2: new service, fills a gap	Long-term improvement	MST will work with Santa Clara Valley Transportation Authority to secure funds to re-establish service to Gilroy.

**Transportation Agency for Monterey County  
2022 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 was conducted fall of 2018.
CSUMB enhanced paratransit service on campus; more accessible vehicles are needed for student mobility on-campus	2015/2016	Not yet resolved; however MST and CSUMB continue to discuss ways to address this need.	Federal ADA requirements and operational constraints of the RIDES service make it challenging for MST to provide this type of paratransit service as CSUMB students have a very narrow window of time to get from one class to another. In Spring 2021, CSUMB released a Request for Proposals for campus shuttle services.
Improved service between South County and the Superior Court of California, County of Monterey in Monterey	2017	2019	MST conducted a Salinas Valley Transit Planning Study to identify transit improvements along the US 101 corridor. While temporarily paused due to the COVID-19 pandemic, MST provides service and a connection can be made via Line 14 and Line 70.

## Exhibit A



# UNMET TRANSIT NEEDS REPORT

## July 21, 2022



*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.*

# TABLE OF CONTENTS

About the Council of San Benito County Governments (COG) _____	2
Area Profile and Transit System Overview _____	3
Unmet Transit Needs Overview _____	5
Adopted Definitions and Procedures for Noticing and Conducting The Annual Unmet Transit Needs Hearing _____	6
Council of Governments Resolution _____	9
Unmet Transit Needs Public Hearing _____	12
COG Minutes, Relating to the Unmet Transit Needs Hearings _____	15
Social Services Transportation Advisory Council Special Meeting Minutes March 29, 2018 _____	22
Public Comments Received and COG Response _____	27
Council of San Benito County Governments Resolution _____	28

## **About the Council of San Benito County Governments (COG)**

### 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

**Ignacio Velazquez**, Chair, City of Hollister

**Kollin Kosmicki**, Vice Chair, County of San Benito

**Mary Vasquez Edge**, City of San Juan Bautista

**Rolan Resendiz**, City of Hollister

**Peter Hernandez**, County of San Benito

**John Olenik**, Caltrans District 5 (Ex-Officio)

### COG STAFF:

**Vacant**, Executive Director

**Veronica Lezama**, Transportation Planning Manager

**Norma Rivera**, Administrative Services Specialist

**Regina Valentine**, Transportation Planner

**Monica Gomez**, Secretary

**Griselda Arevalo**, Office Assistant

**Rich Alves**, Mechanic

## Area Profile and Transit System Overview

### 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 fleet includes 20 vehicles, all which are ADA-compliant and equipped with wheelchair lifts/ramps and bicycle racks. The LTA contracts with a private operator for management, dispatch, and driver hiring of the County Express transit service.

The County Express system currently provides the following services:

- o **Dial-A-Ride**- Dial-a-Ride service is provided 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. and on weekends from 9:00 a.m. to 3:00 p.m. Same-day service is available but is subject to availability and a convenience fee.
- o **Paratransit** - Complementary Americans with Disabilities Act Paratransit service is available for residents and visitors who are eligible because of a physical or cognitive disability as determined by LTA. 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.
- o **Intercountry**- 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 weekend service to the Greyhound station in Gilroy. The weekday shuttle service to Gavilan College is from 6:40 a.m. to 8:20 p.m. with a

limited schedule when school is not in session. There are three early morning and evening runs to the Gilroy Caltrain station for connections to Caltrain and VTA bus services. Service to the Greyhound station operates four runs on Saturday and Sunday from 7:30 a.m. to 6:35 p.m.

- **On-Demand Service**- This is an on-demand, shared-ride, public transit service within the City of Hollister. Riders can **book a trip** through our app or call dispatch and ride in our ADA-accessible vehicles with our trained drivers at a fraction of the cost of traditional rideshare apps.
  - **Tripper Service**- County Express' Green and Blue Tripper routes provide safe and clean service to San Benito High School, Rancho San Justo, Marguerite Maze, and other Hollister schools. The general public may ride as well.
- **Specialized Transportation Services**

The LTA contracts with Jovenes de Antaño, a local non-profit organization that has been providing Specialized Transportation Services to San Benito residents since 1990. Specialized Transportation services include Out-of-County Non-Emergency Medical Transportation (i.e., Dialysis Treatment), Medical Shopping Assistance Transportation, and Senior Lunch Transportation Program. The Senior Lunch Transportation Program service was suspended in March 2020 in response to the COVID-19 pandemic. These services are beyond the requirements of Americans with Disabilities Act, as they provide escort services, door-through-door, and minor translation services to the passengers.

Jovenes de Antaño also has a referral program that provides information about other senior social services within the community, coordination of home-based services, referral to legal assistance, and other local services to their clients. The coordination effort between Jovenes de Antaño and LTA allows for a reliable service for this critical need in the community. According to the 2010 U.S. Census, 10 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 recreational centers.

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.

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<sup>1</sup> 2010 U.S. Census, San Benito County

## 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.

Council of Governments Resolution

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

RESOLUTION OF THE BOARD OF )  
DIRECTORS OF THE COUNCIL OF SAN )  
BENITO COUNTY GOVERNMENTS ) Resolution No. 11-04  
AMENDING RESOLUTION NO. 90-12 TO )  
REVISE THE CRITERIA FOR )  
DETERMINING UNMET TRANSIT NEEDS )  
THAT ARE "REASONABLE TO MEET" )  
\_\_\_\_\_ )

WHEREAS, the Council of San Benito County Governments, herein referred as to as ("COG") is the Regional Transportation Planning Agency (RTPA) for San Benito County; and

WHEREAS, the COG is responsible for the allocation to claimants of funds received from the Transportation Development Act (P.U.C. 99200, et seq); and

WHEREAS, Transportation Development Act funds can be allocated to eligible claimants for support of public transportation systems, bicycle and pedestrian facilities, and for streets and roads; and

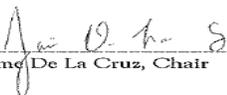
WHEREAS, COG identifies unmet transit needs within the San Benito County region and those needs that are reasonable to meet in accordance with Public utilities Code, Section 99401.5; and

WHEREAS, COG, on July 12, 1990, adopted Resolution No. 90-12, adopting the definition of "unmet needs" and the criteria for determining unmet transit needs that are "reasonable to meet" in San Benito County.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Council of San Benito County Governments, that it does hereby amend COG's Resolution 90-12 to amend the criteria for determining what unmet transit needs are "reasonable to meet", as set forth in Exhibit A, attached hereto and incorporated herein by reference.

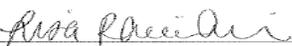
PASSED AND ADOPTED BY THE BOARD OF DIRECTORS OF THE COUNCIL OF SAN BENITO COUNTY GOVERNMENTS THIS 21ST DAY OF APRIL, 2011 BY THE FOLLOWING VOTE:

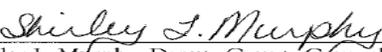
AYES:  
NOES:  
ABSTAINING:  
ABSENT:

  
Jaime De La Cruz, Chair

ATTEST:  
Lisa Rheinheimer, Executive Director

APPROVED AS TO LEGAL FORM:  
San Benito County Counsel Office

By: 

By:   
Shirley L. Murphy, Deputy County Counsel

Dated: 4/26/11

Dated: April 13, 2011

## 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

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.

## Unmet Transit Needs Public Hearing

### Hearing Process

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

The hearing was held February 21, 2022 at 4:00 p.m. during the Council of Governments regular Board meeting.

During the public comment period, the Council of Governments received a total of 19 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 was given and included the date, place, and specific purpose of the meeting through various means. The hearing was conducted in both English and Spanish, and Spanish language translation was provided at the meeting. The hearing was advertised by distributing flyers on social media and public spaces, including bus stop shelters and aboard transit vehicles.

**Public Hearing on the  
Draft San Benito Regional  
Transportation Plan**

*San Juan Bautista - Hollister - County of San Benito*



**SBCOG**  
Council of  
San Benito  
County Governments







**January 20, 2022 | 4 PM**  
**Zoom (Webinar ID: 834 0589 4856)**

**What is the Regional Transportation Plan?**  
The Council of San Benito County Governments (COG) prepares a county-wide Regional Transportation Plan every four years. The Plan is a blueprint that guides investments for all forms of travel – vehicle, transit, bicycle, and walking. The Plan also identifies current and future transportation investments needed to improve the overall quality of life of San Benito County residents.

Written comments can be emailed by February 2, 2022  
Veronica Lezama, RTP Project Manager  
veronica@sanbenitocog.org

  
[Download Plan @ SanBenitoCOG.org](#)

  
[Facebook.com/SanBenitoCOG](#)

**Audiencia Pública Sobre el  
Plan Regional de Transporte**

*San Juan Bautista - Hollister - Condado de San Benito*



**SBCOG**  
Council of  
San Benito  
County Governments







**20 de Enero del 2022 | 4 PM**  
**Zoom (Webinar ID: 834 0589 4856)**

**¿Qué es el Plan Regional de Transporte?**  
El Consejo de Gobiernos del Condado de San Benito (COG) prepara un Plan de Transporte Regional para todo el Condado de San Benito cada cuatro años. El Plan guía las inversiones para todas las formas de viaje: vehículo, tránsito, bicicleta y caminar. El Plan también identifica las inversiones en transporte actuales y futuras necesarias para mejorar la calidad de vida de los residentes del Condado.

Los comentarios escritos se pueden enviar por correo electrónico  
antes del 2 de febrero del 2022  
Veronica Lezama, Gerente de Proyecto RTP  
veronica@sanbenitocog.org

  
[Descargar en Plan aquí: SanBenitoCOG.org](#)

  
[Facebook.com/SanBenitoCOG](#)

The notice of the public hearing was published in the local Hollister Freelance in February 2022 in both English and Spanish.

**San Benito  
County Council  
of Governments  
(COG)**

**NOTICE OF PUBLIC HEARING  
REGARDING UNMET TRANSIT  
NEEDS**

Notice is hereby given that a virtual public hearing will be held to provide the public the opportunity to identify any transit needs that are not currently being met by the local bus services of County Express and Specialized Services- a service provided by Jovenes de Antaño. The hearing will be held on the following date:

**COG Board Meeting**  
Thursday, February 17, 2022  
4:00 PM via Zoom  
Meeting details visit  
**[www.sanbenitocog.org](http://www.sanbenitocog.org)**

Spanish interpretation will be available at the hearing. If you are unable to attend, you may submit your comments in writing by February 22, 2022, to: Council of Governments, Attn: Unmet Transit Needs, 330 Tres Pinos Road, Suite C7, Hollister, CA 95023 or by email at **[veronica@sanbenitocog.org](mailto:veronica@sanbenitocog.org)**. For more information, please contact Veronica Lezama, Transportation Planner, at (831) 637-7665 Ext. 206.

\*\*\*\*\*

**AVISO - AUDIENCIA PÚBLICA  
SOBRE LAS NECESIDADES DE  
TRÁNSITO**

Se avisa que una audiencia públicas se llevara a cabo para 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 por los servicios de autobús County Express y Specialized Transportation Services – un servicio operado por Jovenes de Antaño. La audiencia se llevará a cabo en la siguiente fecha:

**Reunión de la Junta de Mesa  
Directiva COG**  
Jueves, 17 de febrero del 2022  
4:00 PM por el sistema de computadora Zoom  
Detalles visite  
**[www.sanbenitocog.org](http://www.sanbenitocog.org)**

Interpretación en Español será disponible en la audiencia. Si usted no puede atender, escriba para expresar sus opiniones antes del 22 de febrero, 2022 a el: Concilio de Gobiernos, Attn: Necesidades de Transito, 330 Tres Pinos Road, Suite C7, Hollister, CA 95023 o por correo electrónico **[veronica@sanbenitocog.org](mailto:veronica@sanbenitocog.org)**. Para obtener más información, llame a Veronica Lezama, Planificadora de Transportación, al (831) 637-7665 Ext. 206.

Publish before 2/1/2022  
(Pub HF 1/28)

1

SAN BENITO COUNTY  
COUNCIL OF GOVERNMENTS  
REGULAR MEETING  
(Zoom Platform)  
February 17, 2022, at 4:00 P.M.  
MINUTES

**MEMBERS PRESENT:**

Chair Ignacio Velazquez, Vice Chair Kollin Kosmicki, Mary Vazquez Edge, Rolan Resendiz, and Alternate Betsy Dirks Ex Officio, Orchid Monroy-Ochoa, Caltrans District 5

**STAFF PRESENT:**

Executive Director; Mary Gilbert, Administrative Services Specialist; Norma Rivera, Transportation Planner; Veronica Lezama, Transportation Planner; Regina Valentine, Office Assistant; Griselda Arevalo, Secretary; Monica Gomez, Deputy County Counsel; Shirley Murphy.

**OTHERS PRESENT:**

Aaron Henkel, Caltrans District 5; Heather Adamson, Director of Planning for the Association of Monterey Bay Area Governments (AMBAG).

**CALL TO ORDER:**

Chair Velazquez called the meeting to order at 4:00 P.M.

A. **PLEDGE OF ALLEGIANCE**

Director Kosmicki led the pledge of allegiance.

B. **ROLL CALL**

Secretary Gomez called the roll call and confirmed a quorum of Directors were present.

C. **CERTIFICATE OF POSTING**

Motion made to acknowledge Certificate of Posting:

Motion: Mary Vazquez Edge

Second: Kollin Kosmicki

Secretary Gomez called the roll call vote.

Director Vazquez Edge voted yes, Director Resendiz voted yes, Director Kosmicki voted yes, Chair Velazquez voted yes.

Motion carried: 4/0

Yes: Velazquez, Vazquez Edge, Resendiz, Kosmicki

No: None

Recused: None

Abstention: None

Absent: Dirks

**D. NOTICE OF TEMPORARY PROCEDURES FOR COUNCIL OF GOVERNMENTS BOARD MEETINGS**

Pursuant to California Governor Gavin Newsom’s Executive Order N-29-20 issued on March 17, 2020, relating to the convening of public meetings in response to the COVID-19 pandemic. Additionally, members of the COG Board can attend the meeting via teleconference and to participate in the meeting to the same extent as if they were present.

Chair Velazquez reminded members of the public that an overview of temporary procedures (Zoom etiquette) for COG meetings was attached to the agenda.

**E. PUBLIC COMMENT:** None

**F. Executive Director’s Report** – Mary Gilbert

Executive Director Mary Gilbert provided the contact information for Caltrans District 5 Public Information Officer for any project questions. Kevin Drabinski is Caltrans District 5 Public Information Officer and may be reached at (805)549-3138 email: Kevin.Drabinski@dot.ca.gov. The information will also be added to the COG website along with project mapping and schedules.

Staff is continuing work on the Highway 156 Multi-Modal Enhancement Study and looking at the use of the frontage road once the new expressway is constructed. A public meeting was held last week where several community members provided comments. Staff will be bringing an update on that project in the next few months, as they draft the plan.

Ms. Gilbert announced that the San Benito Santa Clara Mobility Partnership will be holding a meeting next week on February 23, 2022 at 9:30 a.m. Staff is also preparing for an upcoming meeting in March with partners on the Central Coast Coalition, for the State Legislative Advocacy Day.

Lastly, Ms. Gilbert requested that the COG Board continue agenda item 8 to the March 17, 2022, COG meeting.

Chair Velazquez stated that it would be helpful to add information on the SR 156 / SR 25 Turbo Roundabout Project to the website because constituents have contacted the Board asking for information and maps of the project=.=.

**G. Caltrans Report/ Correspondence** – Orchid Monroy-Ochoa, on behalf of Scott Eades Branch Chief, Orchid Monroy-Ochoa announced that Governor Gavin Newsom has announced the appointment of Caltrans Director Toks Omishakin to serve as the Secretary of the California State Transportation Agency. Mr. Omishakin has been the Director of the California Department of Transportation since 2019. His replacement has not yet been announced and Caltrans staff will share any updates on the new Caltrans Director appointment once they hear from headquarters.

Ms. Monroy-Ochoa reported that Caltrans District 5 has released completion of its Active Transportation Plan. The Plan was distributed to the public on February 9, 2022. Caltrans staff will be presenting the completed Plan at upcoming Technical Advisory Committee and Bicycle and Pedestrian Advisory Committee meetings in the next coming months.

Lastly, Ms. Monroy-Ochoa reported that Governor Newsom announced \$312 million in Clean California projects to beautify and revitalize public spaces throughout the State. The new grant awards for 126 projects to beautify and transform areas across the state. The projects are expected to create 3,600 jobs, with 98 percent of the projects benefiting underserved communities. Construction will begin in April. Twelve projects were selected in District 5. Two projects were selected in San Benito County, the Hollister Pinnacle National Park Highway Beautification Project, and the San Juan Bautista Pedestrian Enhancements Project.

**H. Board of Directors’ Reports**

Director Vazquez Edge announced that she was reappointed to COG as the representative for the City of San Juan Bautista.

Director Kosmicki thanked Executive Director Mary Gilbert and the Valley Transportation Authority staff for meeting with him and providing an overview of the Mobility Partnership as well as a project status summary.

Chair Velazquez directed staff to add an item to the March meeting agenda for the COG Chair to make appointments to an Ad-hoc committee to work together with staff on hiring engineering and environmental development support for COG for the Highway 25 Conversion Project. The

COG Board expressed that it will be essential to find a firm that has experience dealing with this type of project and that they understand that delivery/timeline is a critical issue for the Board.

**CONSENT AGENDA:**

1. **APPROVE** Council of Governments Draft Meeting Minutes Dated December 16, 2021 – Gomez
2. **APPROVE** Council of Governments Draft Special Meeting Minutes Dated January 11, 2022 – Gomez
3. **APPROVE** Council of Governments Draft Meeting Minutes Dated January 20, 2022 – Gomez
4. **RECEIVE** Construction Projects Report – Caltrans District 5
5. **ADOPT** Resolution 22-03 Authorizing Teleconferencing Options for Council of Governments Meetings for the Period of February 22, 2022, through March 23, 2022 – Rivera
6. **RECEIVE** Council of Governments FY 2021/22 Second Quarter Budget Report and **APPROVE** Budget Adjustment/Transfer 21-22-01 and Budget Adjustment/Transfer 21-22-02 – Rivera

Director Vazquez Edge pulled Item 4 from the Consent Agenda

There was no public comment on the Consent Agenda.

**Motion made to approve Consent Agenda Items 1-3, 5, and 6:**

Motion: Rolan Resendiz

Second: Mary Vazquez Edge

Secretary Gomez called the roll call vote.

Director Vazquez Edge voted yes, Director Resendiz voted yes, Director Kosmicki voted yes, Chair Velazquez voted yes.

Motion carried: 4/0

Yes: Velazquez, Vazquez Edge, Resendiz, Kosmicki

No: None

Recused: None

Abstention: None

Absent: Dirks

Agenda item 4 was pulled from consent for Board discussion. Director Vazquez Edge requested an update from Caltrans on the questions asked by the COG Board at last month’s meeting.

Ms. Monroy-Ochoa provided an update on the Highway 156 Improvement Project. The Project Manager, Terry Thompson stated that bids will open on March 2, 2022, and the cooperative agreement amendment is in routing. The groundbreaking ceremony will be scheduled once the



Chair Velazquez opened the Public Hearing at 4:20 p.m.

Public Comment:

Gina Orozco, Southside School parent  
Judy Rodriguez, Gavilan College

Chair Velazquez closed the Public Hearing at 4:23 p.m.

The COG Board inquired if there was a general sentiment or common concerns received from the public in this process and if the comment regarding lack of transportation to Southside School is the responsibility of the school district.

Transportation Planner, Veronica Lezama stated that staff will be summarizing all the comments received and presenting a draft to the Board.

Executive Director, Mary Gilbert stated that staff is working directly with school district and Southside School principal to try to address their transportation concerns. COG staff will provide an analysis of all comments received and will be reporting back to the Board.

Director Dirks lost connection at 4:39 p.m.

Director Dirks reconnected at 4:42 p.m.

**8. RECEIVE** Update on the Regional Housing Needs Allocation Process – Gilbert

The COG Board continued Item 8 to the March 17, 2022, COG meeting at the request of COG staff.

There was no public comment.

**9. RECEIVE** Presentation from Caltrans on the Construction of the Highway 156/Highway 25 Intersection Safety Turbo Roundabout Project – Gilbert/Henkel

Executive Director Mary Gilbert introduced Caltrans Project Manager Aaron Henkel, who provided a presentation on the construction of the Highway 156/Highway 25 Safety Turbo Roundabout Project.

The COG Board provided the following comments and concerns:

- Will there be any stop or yielding signs?
- Lower speed limit to allow people to adjust to the roundabout
- Concerned about it being a throw away project
- Concerned about truck and tractor trailers slowing down to go through roundabout causing traffic to back up and/or trucks coming through too fast
- Ensure signage location is far back enough to allow drivers to slow down with enough time

- Provide plenty of notice to the community, post information/roundabout videos on website and provide information to the Board to share with constituents
- Suggested opening roundabout on a Saturday, if possible, to allow public time to test it out prior to work week

Mr. Henkel responded to the COG Board’s questions and concerns. The roundabout will have a lot of signage to tell people where they need to go and choose their lanes ahead of time, prior to entering the roundabout. He stated that roundabouts typically have yield signs, however he would have to look at the sign package for construction. Because construction will be ongoing for about one year, drivers should be fairly used to the area and familiar with slowing down as they traverse the curves and enter the roundabout. Regarding the concern of it being a throwaway project, they worked to try to minimize any throwaway, and believe they will be able to incorporate most of the roundabout into the final design for the SR 156/ SR 25 Interchange Project. Truck and trailer traffic would be able to traverse through the roundabout without having to come to a complete stop and start over again.

Mr. Henkel mentioned that the Board could contact him with any additional questions they may have.

Ms. Gilbert stated that staff would forward Mr. Henkel’s contact information to the COG Board. Staff will be updating the website to include Highway 25/156 Turbo Roundabout Project information provided today, along with the images of the construction phases, and roundabout video. The information will be provided to the COG Board so that they can share on their social media and/or forward to constituents.

There was no public comment.

**ADJOURNMENT:**

There being no further business to discuss, Director Vazquez Edged motioned to adjourn at 5:05 p.m.

Motion seconded by Director Kosmicki.

Secretary Gomez called the roll call vote.

Director Vazquez Edge voted yes, Director Resendiz voted yes, Director Kosmicki voted yes, Director Dirks voted yes, Chair Velazquez voted yes.

Motion carried: 5/0

Yes: Velazquez, Vazquez Edge, Resendiz, Kosmicki, Dirks

No: None

Recused: None

Abstention: None

Absent: None

**ADJOURN TO COG MEETING MARCH 17, 2022, AT 4:00 P.M.**

**Social Services Transportation Advisory Council Special Meeting Minutes March 29, 2018**  
 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

REGULAR MEETING

DRAFT MINUTES

DATE: **Friday, March 25, 2022 at 10:00 AM**

LOCATION: Zoom Webinar

CALL TO ORDER

SSTAC Vice Chair, Leona Medearis-Peacher called the meeting to order at 10:04 A.M.

Leona Medearis-Peacher <i>Chair</i>	P			
Paulette Cobb <i>Vice Chair</i>	P			
Clay Kempf	P			
Pauline Valdivia	P			
Joshua Mercier	P			
Stacy Romo	A			
Regina Valentine	P			

**\* Meeting Cancelled**

**P= Present A=Absent E= Excused (a) = alternate**

STAFF PRESENT:

**Veronica Lezama, Transportation Planning Manager; Norma Rivera, Administrative Services Specialist; Griselda Arevalo, Office Assistant; Monica Gomez, Secretary II**

OTHERS PRESENT:

Miranda Taylor, Association of Monterey Bay Area Governments; Jill Leal, Caltrans District 5; Daniel Levy, DanTec Associates; Maria Magaa, Central Coast Center for Independent Living.

**A. CERTIFICATE OF POSTING**

Motion made to acknowledge Certificate of Posting:  
Motion: Regina Valentine      Second: Paulette Cobb  
Motion carried:            6/0

Yes:            Medearis-Peacher, Kempf, Valdivia, Cobb, Mercier, Valentine  
No:            None  
Abstention:   None  
Absent:       Romo

**B. NOTICE OF TEMPORARY PROCEDURES FOR SSTAC MEETINGS**

Pursuant to California Governor Gavin Newsom’s Executive Order N-29-20 issued on March 17, 2020, relating to the convening of public meetings in response to the COVID-19 pandemic. Additionally, members of the SSTAC can attend the meeting via teleconference and to participate in the meeting to the same extent as if they were present.

Vice Chair Medearis- Peacher briefly went over the Notice of Temporary Procedures for SSTAC Meetings.

**C. ELECT SSTAC Chairperson for 2022**

Motion made for Item C to Elect Leona Medearis-Peacher as SSTAC Chairperson for 2022:  
Motion: Regina Valentine      Second: Clay Kempf  
Motion carried:            6/0

Yes:            Medearis-Peacher, Kempf, Valdivia, Cobb, Mercier, Valentine  
No:            None  
Abstention:   None  
Absent:       Romo

**D. ELECT SSTAC Vice Chairperson for 2022**

Motion made for Item D to Elect Paulette Cobb as SSTAC Vice Chairperson for 2022:

Motion: Regina Valentine      Second: Clay Kempf  
Motion carried:            6/0

Yes:            Medearis-Peacher, Kempf, Valdivia, Cobb, Mercier, Valentine  
No:            None  
Abstention:   None  
Absent:       Romo



**REGULAR AGENDA**

**3) RECEIVE** Memorandum from the Association of Monterey Bay Area Governments (AMBAG) Regarding the Preparation of the 2022 Coordinated Public Transit-Human Services Transportation Plan – Valentine/Taylor AMBAG

Miranda Taylor with the Association of Monterey Bay Area Governments (AMBAG) provided an overview of the 2022 Coordinated Public Transit-Human Services Transportation Plan development process.

There was a question about how information is gathered from the public, including students with disabilities and the elderly. Staff stated that COG conducts an Unmet Transit Needs hearing every year to provide a forum for residents, transit users, to comment on the local bus service. Public outreach to obtain comments includes an online survey, on-board bus survey, and attendance at existing community meetings. AMBAG uses the information gathered from the Unmet Transit Needs to build their report as well.

Ms. Taylor stated that any additional comments may be emailed to her. Once the Regional Transportation Authorities take their Unmet Transit Needs assessments to their Boards for finalization AMBAG will incorporate their identified needs and then will begin to prepare their draft coordinated plan. She will be back to present the Draft Plan to SSTAC in September for its 30-day public comment period.

There was no public comment.

**4) RECEIVE** Presentation on the Preparation of the 2022 Short Range Transit Plan and PROVIDE Feedback on Draft Service Design Recommendations – Valentine

Transportation Planner Regina Valentine introduced Daniel Levy with DanTec Associates, who provided a presentation on the preparation of the 2022 Short Range Transit Plan and requested feedback on draft service design recommendations.

SSTAC members provided the following comment:

- Having a Hub is a great idea and essential in terms of consistency for seniors and persons with disabilities.

Mr. Levy went over next steps, which include refining concepts based on public input, preparing a Draft Transit Plan and marketing plan, and submitting the Plan to the Board for approval in May. For additional questions or feedback, please contact Regina Valentine at COG.

There was no public comment.



Public Comments Received and COG Response

2022 Unmet Transit Needs Report  
For Implementation in FY 2022/2023

**County Express**

No.	Media	Language	Service	Comment Category	Public Comment	Determination	Reasonable To Meet Criteria	COG Response
1	Online Survey	Spanish	Tripper	Gap in Service	More frequent fixed route service from downtown to grocery stores	Unmet Transit Need: Reasonable to Meet	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement. The Fixed Route is a service option being recommended for implementation. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability. The Local Transportation Authority is experiencing a driver shortage challenges, the operations contractor is actively recruiting.
2	Online Survey	Spanish	Tripper	Gap in Service	Return the fixed route.	Unmet Transit Need: Reasonable to Meet	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement. The Fixed Route is a service option being recommended for implementation. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability. The Local Transportation Authority is experiencing a driver shortage challenges, the operations contractor is actively recruiting.
3	Online Survey	Spanish	On-Demand	Operational	Be more flexible! They wait 3 minutes but sometimes you have waited an hour.	Not an Unmet Transit Need	Not applicable	The wait time for County Express' On-Demand service is dependent upon how many rides are being requested at that time versus how many vehicles are in service. An update the Short-Range Transit Plan is underway, which will recommend service improvements to the On-Demand service.
4	Online Survey	Spanish	Dial-a-Ride	Operational	Take the kids once again to Southside School.	Not an Unmet Transit Need	Not applicable	Fully staffed, County Express transit service has 16 drivers; at this time, County Express has only 9 drivers consistent with the national labor storage trend. LTA is considering a contract amendment with MV Transportation, the operation contractor, to increase the starting hourly wage of drivers to be implemented FY 2022/2023 given funding availability to help address this driver storage. Today, students riding to and from Southside School are able to book trips, but there is limited availability especially considering their pick up and arrival times are less flexible with bell schedules.

No.	Media	Language	Service	Comment Category	Public Comment	Determination	Reasonable To Meet Criteria	COG Response
5	Online Survey	Spanish	Dial-a-Ride	Operational	I don't know why they stopped picking up children from Campo San Benito for Southside School. please do your best to bring them back. They need transportation. Thank you	Not an Unmet Transit Need	Not applicable	Fully staffed, County Express transit service has 16 drivers; at this time, County Express has only 9 drivers consistent with the national labor storage trend. LTA is considering a contract amendment with MV Transportation, the operation contractor, to increase the starting hourly wage of drivers to be implemented FY 2022/2023 given funding availability to help address this driver storage . Today, students riding to and from Southside School are able to book trips but there is limited availability especially considering their pick up and arrival times are less flexible with bell schedules.
6	Online Survey	Spanish	Dial-a-Ride	Operational	I have to miss a lot of work. Please pick up my 2 grandchildren for southside school. We live in Campo San Benito from April-November. Thank you for your time.	Not an Unmet Transit Need	Not applicable	Fully staffed, County Express transit service has 16 drivers; at this time, County Express has only 10 drivers consistent with the national labor storage trend. LTA is considering a contract amendment with MV Transportation, the operation contractor, to increase the starting hourly wage of drivers to be implemented FY 2022/2023 given funding availability to help address this driver storage . Today, students riding to and from Southside School are able to book trips but there is limited availability especially considering their pick up and arrival times are less flexible with bell schedules.
7	Online Survey	Spanish	Dial-a-Ride	Operational	I had to miss many days of work, especially at the beginning of the season because we were told that they would no longer provide transportation for our children to Southside School. When I spoke to the transportation office, the lady would get angry with me. We did not understand why the children had to suffer. Several of the parents had to miss days of work to drop off and pick up the children. It is an injustice. I hope you change this rule of not going up to the San Benito Labor Camp. Thanks to the principal for taking our children from San Benito Labor Camp, but I think he said he didn't know what was going to happen this year when we got back. I hope this survey helps.	Not an Unmet Transit Need	Not applicable	Fully staffed, County Express transit service has 16 drivers; at this time, County Express has only 11 drivers consistent with the national labor storage trend. LTA is considering a contract amendment with MV Transportation, the operation contractor, to increase the starting hourly wage of drivers to be implemented FY 2022/2023 given funding availability to help address this driver storage . Today, students riding to and from Southside School are able to book trips but there is limited availability especially considering their pick up and arrival times are less flexible with bell schedules.

No.	Media	Language	Service	Comment Category	Public Comment	Determination	Reasonable To Meet Criteria	COG Response
8	Southside School Migrant Parent Meeting	Spanish	Dial-a-Ride	Operational	Provide bus services from the San Benito Labor Camp to Southside School.	Unmet Transit Need: Reasonable to Meet	Not applicable	Fully staffed, County Express transit service has 16 drivers; at this time, County Express has only 11 drivers consistent with the national labor storage trend. LTA is considering a contract amendment with MV Transportation, the operation contractor, to increase the starting hourly wage of drivers to be implemented FY 2022/2023 given funding availability to help address this driver storage. Today, students riding to and from Southside School are able to book trips but there is limited availability especially considering their pick up and arrival times are less flexible with bell schedules.
9	Public Hearing Zoom	English	Dial-a-Ride	Operational	I am a parent of one of the students from Southside school. I want to know why the transit does not want to provide transit to school since if I call very week and they receive tokens as a payment and not as school bus. Why do they reject saying that there are not enough buses or drivers, and also since I have seen that they are taking kids from other school what is the difference from the schools and why are they rejecting to take our kids. That really affects me living in the community, I was late to work and my husband had to leave early from work. I hope we can come to an agreement to fix this.	Not an Unmet Transit Need	Not applicable	Fully staffed, County Express transit service has 16 drivers; at this time, County Express has only 11 drivers consistent with the national labor storage trend. LTA is considering a contract amendment with MV Transportation, the operation contractor, to increase the starting hourly wage of drivers to be implemented FY 2022/2023 given funding availability to help address this driver storage. Today, students riding to and from Southside School are able to book trips but there is limited availability especially considering their pick up and arrival times are less flexible with bell schedules.
10	Online Survey	Spanish	Unknown	Operational	That offers more frequent schedules and stops in different areas. Thanks	Unmet Transit Need: Reasonable to Meet	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement, including more frequent service. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability.
11	Bus Survey	English	On-Demand	Other	I think all the services needed are already being offered. I really like the On-Demand its easy to navigate & I like all the drivers are kind including dispatch. I think you are all great! Thank you. The only thing that could help is if the app didn't crash as much. But it works more then it doesn't. I think this a great service and I appreciate it.	Not an Unmet Transit Need	Not applicable	Thank you for your comment.

No.	Media	Language	Service	Comment Category	Public Comment	Determination	Reasonable To Meet Criteria	COG Response
12	Bus Survey	English	Tripper	Gap in Service	The fixed route should come back. Mostly the Red line.	Unmet Transit Need: Reasonable to Meet	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement. The Fixed Route is a service option being recommended for implementation. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability.
13	Bus Survey	English	On-Demand	Operational	The On-Demand app is always down or rescheduling our pickup.	Not an Unmet Transit Need	Not applicable	LTA will provide the feedback to the vendor regarding the app's reliability. The wait time for County Express' On-Demand service is dependent upon how many rides are being requested at that time versus how many vehicles are in service. An update the Short-Range Transit Plan is underway, which will recommend service improvements to the On-Demand service
14	Bus Survey	English	Dial-a-Ride	Operational	The Dial-A-Ride should be a \$1.00 and more available.	Not an Unmet Transit Need	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement, including a fare analysis. Service recommendations regarding Dial-a Ride will also be included. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability.
15	Bus Survey	English	Tripper	Gap in Service	!!Fixed Route!! At least the Red Line. The OnDemand service is a joke! Either our schedule pickup is pushed back because someone else scheduled for the same time but after we schedule or the app just doesn't work. It needs to go away!	Unmet Transit Need: Reasonable to Meet	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement. The Fixed Route is a service option being recommended for implementation. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability. LTA will provide the feedback to the vendor regarding the app's reliability. The wait time for County Express' On-Demand service is dependent upon how many rides are being requested at that time versus how many vehicles are in service.
16	Bus Survey	English	Unknown	Operational	Work past airport. Need to go more in that direction. Live to the south of town.	Not an Unmet Transit Need	Not applicable	Dial-a-ride provides transit service north of the Hollister Municipal Airport, as far as 3 miles north near Lovers Lane and Orchard Road.
17	Bus Survey	English	Tripper	Gap in Service	The red line was easier than calling. Will the red line be returning?	Unmet Transit Need: Reasonable to Meet	Not applicable	An update the Short-Range Transit Plan is underway. The document plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement. The Fixed Route is a service option being recommended for implementation. Short-Range Transit Plan service recommendations will begin being implemented in FY 2022/2023 given funding and driver availability.

No.	Media	Language	Service	Comment Category	Public Comment	Determination	Reasonable To Meet Criteria	COG Response
18	Phone	English	Unknown	Operational	Would like more service into SJB like a stop at the library.	Not an Unmet Transit Need	Not applicable	Dial-a-ride provides transit service to San Juan Bautista and their library.
19	Public Hearing Zoom	English	Unknown	Other	Service to the future Gavilan College campus in San Benito County	Unmet Transit Need: Not Reasonable to Meet	Timing	Unmet Transit Need can be found Reasonable to Meet if they are an existing rather than a future need. The update to the Short-Range Transit Plan plans out County Express and Specialized Transportation (Jovenes de Antaño/Youth of Yesteryear) transit services and operations recommendation for improvement, including to the future Gavilan College campus in San Benito County.

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

RESOLUTION OF THE COUNCIL OF SAN BENITO )  
COUNTY GOVERNMENTS CONCERNING UNMET )  
PUBLIC TRANSPORTATION NEEDS FUNDING )  
AND IMPLEMENTATION OF THE PROGRAM )  
WITHIN FISCAL YEAR 2022/2023 )

RESOLUTION NO: 2022-14

**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 17, 2022 to determine whether there are any unmet public transportation needs, and all those who attended the public hearing 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 seven (7) Unmet Transit Needs that are Reasonable to Meet;

4. Has prepared the 2022/2023 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 2022/2023 Annual Unmet Transit Needs Report (**Exhibit A**):

- A. There are seven (7) “unmet transit needs” that are “reasonable to meet,” as further explained in the 2023/2023 Annual Unmet Transit Needs Report (**Exhibit A**); and
- B. There is one (1) “unmet transit need” that is not “reasonable to meet,” as further explained in the 2022/2023 Annual Unmet Transit Needs Report (**Exhibit A**); and
- C. There are 11 comments that were not considered “unmet transit needs,” as further explained in the 2022/2023 Annual Unmet Transit Needs Report (**Exhibit A**).

**BE IT FURTHER RESOLVED** that the Council of San Benito County Governments, acting as the Regional Transportation Planning Agency, accepts and adopts the 2022/2023 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 21<sup>st</sup> day of July 2022, by the following vote:

AYES:  
NOES:  
ABSTAINING:  
ABSENT:

\_\_\_\_\_  
Ignacio Velazquez, Chair

ATTEST:

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

*Shirley L. Murphy*

\_\_\_\_\_  
Veronica Lezama, Transportation Planning Manager

\_\_\_\_\_  
Shirley L. Murphy, Deputy County Counsel

Dated:

Dated: *July 11, 2022*

**Santa Cruz County Regional Transportation Commission (SCCRTC)  
2022 Final Unmet Transit and Paratransit and Needs List**

# 2022 Final Unmet Transit and Paratransit Needs List

## 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, bus stops, and/or potential future transit stations on the rail line.
  - 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.
  - 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 the existing transit service area.

- Provide incentives for senior and social services and medical and social services providers to be located in existing 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.
  - Increase bus service near senior living facilities.
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. **H1** - 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** - Wheel chair accessible vehicles for taxis and transportation network company services
- Monitor the Transportation Network Company (TNC) Access for All program.
  - Evaluate other comparable options to provide services (i.e new companies, subcontract with services equipped with wheelchair vehicles).
  - Provide on demand paratransit service.
  - Ensure accessible public taxi service for those using mobility devices.

- Ensure accessible on demand ride share service for those using mobility devices.
7. **M1** - 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.
  8. **H2** – Access to paratransit services on all holidays.
    - Extend existing paratransit services to holidays.
    - Support taxi voucher programs.
  9. **H1** - 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.
  10. **H1**- Free or low-cost paratransit options.
    - Provide funding for programs that provide discounted and free paratransit rides.
    - Support programs that provide on-demand ADA accessible rides.
    - Support increased specialized transportation services to low-income and disabled individuals for educational and work opportunities at higher education institutions (UCSC and Cabrillo).
  11. **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.
  - 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.
  - Establish feeder services to inter-regional accessible transit services.
12. **M1** - 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.
13. **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, medical facilities, and senior activity centers.
- Support continuous funding for transportation services to meal sites.
  - Provide transit and paratransit services to medical service centers.
  - Support volunteer drivers to provide transportation services.
14. **M2** – Conduct targeted outreach to seniors, people living with disabilities, and transportation service providers 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 ("Mobility Trainer" and "Bus by Choice" models)
  - Annual updates to transportation service providers including, but not limited to, providers included in the Guide for Specialized Transportation about paratransit service options.
15. **L2** - 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.
16. **H2** - 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.
  17. **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.
  18. **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.
  19. **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.
  20. **L1** - Specialized transportation for 'same day' low cost non-medical trips.
    - Expand taxi voucher program.
    - Support "on-call" volunteer drive programs.
  21. **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.
  22. **M1** - Provide increased UCSC on-campus paratransit service between campus to campus destinations.
    - Increase existing UCSC specialized transportation services to supplement increased demand.

## **Paratransit/Specialized Transportation Capital**

23. **H1** - ParaCruz operating facilities.
  - Acquire and develop permanent operations and maintenance facility for ParaCruz to reduce operating cost.
  - Increase funding opportunities for paratransit capital projects.
24. **M2** - Consolidated Transportation Services Agency operating facilities.
  - Increase funding opportunities for paratransit capital projects.
25. **H2** - Paratransit vehicle replacements.
  - Increase funding opportunities for paratransit capital projects including funding for electric vehicles and/or zero emission vehicles.
  - Take measures to include electric vehicles as option for purchase in the Section 5310 grant program.
26. **H2** – Electric Vehicle Charging Stations
  - Support funding for electric vehicle charging infrastructure.  
Provide an electric vehicle emergency preparedness plan that includes battery storage, vehicles, and facilities.

## **Transit Services**

27. **H1** – Greater frequency and span of transit service in densely populated areas with a mix of land uses.
  - Increase service level between downtown Santa Cruz and Capitola Mall Transit Center through the Live Oak corridor.
  - Enhance service on Mission Street.
  - Extend transit service hours later in the evening and early in the morning serving Cabrillo College and commercial centers of Santa Cruz/Live Oak/ Watsonville.
  - Enhance service to employment entities.
  - Enhance service on Scotts Valley Drive.
  - Enhance service in Soquel and Old San Jose Road.
  - Enhance service in Aptos.
  - Enhance service in Corralitos.
28. **H1** – Greater evening frequency and span of transit service in coverage-oriented areas, in keeping with METRO service standards.
  - San Lorenzo Valley Route 35 variants (Mt. Store and Country Club)
  - Local Watsonville services
  - La Selva Beach

- Consider creating “All Nighter” circular bus network providing late-night and early-morning bus service in downtown areas.
29. **M1** – More transit service to UCSC.
- Increase weekend and weekday UCSC service.
  - Increase service to UCSC campus.
  - Increase service to the University of Santa Cruz employment center in Scotts Valley.
30. **H1** - 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 including connections to the Salinas Intermodal Transportation Center
  - Support for an integrated transit network, which includes transit services on a dedicated transit facility on the rail right-of-way consistent with the Unified Corridor Investment Study and the Transit Corridor Alternatives Analysis.
  - Provide direct bus transit service from San Lorenzo Valley to Los Gatos.
  - Provide direct transit connection between Live Oak and San Jose Diridon Station.
  - Implementation of express bus service using bus-on-shoulder operations on Hwy 1.
31. **H1** – 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, disabled, and low-income individuals to ride free during designated time periods.
32. **M1** – 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. Soquel Ave/Drive \ to coastal communities).

- Support for an integrated transit network, which includes transit services on a dedicated transit facility on the rail right-of-way consistent with Unified Corridor Investment Study and the Transit Corridor Alternatives Analysis.
  - Provide single trip service.
  - Provide express bus service from Watsonville to Scotts Valley.
  - Increase bus service to libraries and other public venues.
  - Increased transit service using bus-on-shoulder facilities on Hwy 1 and transit prioritization on Soquel Drive.
33. **M2** - More transit service to facilities providing medical, health and other social services.
- Provide transit service to medical facilities.
  - Provide medical, health, and social services within the existing transit service area.
34. **M2** - Access to transportation services on all holidays.
- Provide regular Santa Cruz Metro service on holidays.
  - Support taxi voucher programs.
  - Support volunteer transportation services.
35. **H2** - Easier and faster transit trips system wide.
- Enhance connections through increasing the span and frequency of service.
36. **H2** - Faster run times on transit routes.
- Investigate opportunities for transit priority lanes and signal priority.
  - Pursue right turn pockets for bypass lanes for buses service and transit priority on Soquel Ave/Drive and Freedom consistent with the Unified Corridor Investment Study.
  - Consider direct services between more locations, reducing need for transfers.
37. **M2** - Intra-community service in Santa Cruz County communities.
- Develop San Lorenzo Valley circulator.
  - Develop Scotts Valley circulator.
  - Investigate need for intra-community and neighborhood transit services
  - Consider partnerships with ride-hail and/or taxi services for first/last mile connections.
  - Develop Micro Transit programs in San Lorenzo Valley, Scotts Valley, Soquel, Aptos, and Watsonville.

38. **L2** - Transit service to major tourist destinations.
  - Provide transit service to Waddell Creek and North Coast and Highway 17 direct service to Boardwalk on weekends.
39. **H2** - Commuter transit service.
  - Extend Highway 17 service to Watsonville, or improve connections between Watsonville-Santa Cruz service and Highway 17 service.
  - Provide faster commute option for transit riders between SLV and Santa Cruz.
40. **L3** - Special event services.
  - Establish program to coordinate with Santa Cruz Visitor Center and partner agencies to provide special event services.

### **Transit Capital**

41. **H3** – 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).
  - Provide the ability to lower the height of braille for wheelchair access.
  - Work with local jurisdictions to provide benches and increased lighting at bus stops and connecting crosswalks including in-pavement lighting fixtures and in-road warning lights.
  - Increase sidewalk connectivity at bus stops and overhead LED lighting at connecting crosswalks.
  - Reinstate and fund bus stop committee to study and monitor bus stop accessibility.
  - Add bus stop at intersection of Granite Creek Rd and Santa’s Village Rd on the southwest corner after Hwy17 exit 5.
  - Install bus stop amenities such as digital bus tracking and information displays, USB charging, and Wi-Fi for transit users.
42. **M1** – Maintenance of existing transit facilities.
  - Support funding for maintenance of bus stops, parking lots, transit centers, buildings.
43. **H1** – Bus replacement: Replace buses beyond useful life as needed including buses, including buses providing rural service.
  - Support funding for transit capital improvements.

- Support funding for electric vehicle bus replacements and electric vehicle charging stations.
44. **H1** - Transit station improvements.
- Investigate options for renovation or redevelopment of Santa Cruz Metro Center.
  - Coordinate improvements to Capitola Transit Center with Capitola Mall ownership.
  - Coordinate improvements of the Watsonville Transit Center’s transit facilities and provide increased parking.
  - Install bike lockers at transit stations.
45. **H1** - 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.
  - Support and seek funding for bus on shoulder on Highway 1.
46. **H1** – Dedicated transit facilities.
- Right-of-way improvements and stations along Santa Cruz Branch Rail Line if a bus rapid transit (BRT) or rail service is developed consistent with the Unified Corridor Investment Study and the Transit Corridor Alternatives Analysis.
  - Multimodal transfer facilities at stations along the Santa Cruz Branch Rail Line if BRT or rail service is developed.
  - Implementation of bus-on-shoulder operations on portions of Hwy 1.
47. **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 (APC) system to make mandatory reporting more efficient and improve data for service planning.
  - Install audio and video surveillance system for all buses.
  - Install audio and video surveillance system for all buses
  - Electronic fare payment for more convenient payment options and to speed up boarding.
  - Modernize planning and scheduling software for more efficient service planning and better community outreach.
48. **M1**– More multimodal connections to transit.
- Construct park and ride lots in strategic locations along inter-city routes that lack adequate feeder service.

- Bike lockers and/or bike share stations at key locations to facilitate first/last mile of travel.
- Dedicated a park and ride lot near Hwy 1, connecting to transit service in Watsonville.

49. **M3** - Wifi expansion on buses.

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

## **Appendix C – 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.

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

## Fixed Route Transit

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

Monterey-Salinas Transit serves a 154 square-mile area of Monterey County and Southern Santa Cruz County with 36 routes and a fleet of over 134 vehicles.

## 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 ride-share 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. The Center can arrange transportation through the Monterey County RIDES program. 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. The Taxi Voucher Program is extended to seniors, persons with disabilities and seniors, and offers \$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 interspersed with much more dense municipalities. Several 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 14 percent of Monterey residents are over 65 years, and 12 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 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 2022 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 and San Juan Bautista
- 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 expand 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 \$4.1 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 four 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 4:00 p.m. During the COVID pandemic, Board meetings have been held virtually and previously met at 481 4th Street, Hollister, CA at the Board of Supervisors Chambers.

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

The 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 quarterly on the 4th Friday at 10:00 a.m. During the COVID pandemic, meetings have been held virtually and previously met 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 Council of Governments Board meets every 3rd Thursday at 4:00 p.m. During the COVID pandemic, Board meetings have been held virtually and previously met 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. The 2022 Unmet Transit Needs Report was approved by SBtCOG at their July 21, 2022 Board meeting. 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 public transit service in the County. County Express provides convenient and affordable transportation to residents and visitors to San Benito County. Services include:

- Tripper/ 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 Tripper/ Fixed Route offered in Hollister
- Intercounty service connecting Cities of Hollister and San Juan Bautista to Santa Clara County in Gilroy
- On-demand, shared-ride, ADA accessible public transit service within the City of Hollister

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**

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 premium fare and availability. The Paratransit application form is available for download 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
- App-based electronic fare media

## Non-Profit Organizations

### JOVENES DE ANTAÑO

Since May 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
- Social and exercise programs

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 1,390 square mile bedroom community to Silicon Valley with \$338 million agricultural production in 2020. According to Census projections, in 2045 San Benito County will have an approximate population of 72,395. According to AMBAG's 2022 Regional Growth Forecast, by 2045 Hollister's population will be at roughly 46,000 and San Juan Bautista will be at nearly 2,500. 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 a large 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 February 2022, 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 the On-Demand application

SBtCOG staff determined that some of these needs were operational in nature and were not unmet needs. In current and past unmet transit needs, operational concerns were generally correlated to a lack of funding to increase hours of service or the size of the fleet to meet service gaps. A national labor shortage, resulting in additionally reduced or delayed services, has further strained operations.

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 to 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, OOCMT, Medical Shopping Assistance, and Senior Lunch Transportation, 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.

Requests were received for extended County Express service including from Campo San Benito to Southside School. Currently, nationwide labor shortages, combined with higher rates of bus driver retirements, have limited the drivers available through County Express transit. The LTA is considering a contract amendment with MV Transportation to increase starting hourly wages to address this shortage. Trips to and from Southside School currently have limited availability due to pick up and arrival times being less flexible with the school's schedule.

#### **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 implement a 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. An alternative structure could include is a driver reimbursement program where clients identify a friend or family member who can provide transportation where drivers are reimbursed on a mileage or flat rate basis.

**TAXI SCRIP**

Programs for taxi scrip or developing a relationship to allow ride hail (e.g., Uber or Lyft) trips to be paid may also be a means of reducing trip costs for the agency. Clients would be allowed to purchase a certain amount of scrip each month. For example, they could be allowed to purchase \$25 per month, but that \$25 could also be used to pay for double (\$50) or triple (\$75) the value on shown on the taxi meter. A similar arrangement could be possible to purchase a certain amount of credit on ride hail services; however, because this type of service is using a common carrier, an alternative with similar booking times and availability would have to be offered for passengers requiring a wheelchair-accessible vehicle.

**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 2022 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 Highway 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  $\frac{3}{4}$  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 square miles with an average density of around 609 people per square mile and total population of 271,815, 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 ~390) and Freedom/Corralitos to the south (~6,220) to the urban cities and municipalities of Scotts Valley (~12,232), Santa Cruz (~61,950), Watsonville (~52,067), Capitola (~9,846) and areas such as Aptos (~6,2435), Live Oak (~16,508), Soquel (~10,721) 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. 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. Individuals have special transit needs for more than one reason. Of the total Santa Cruz County population, 16% are elderly, 11% have one or more disabilities and 11% 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 2045, housing and employment is projected to increase by 8% and 17% respectively.

The high cost of housing in Santa Cruz County presents a challenge to low income individuals, which includes 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. This coupled with the County being a bedroom community for the Silicon Valley create 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 May 2022. 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 on 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 2022 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 would be beneficial to the community. Increasing services and stops near senior living facilities would benefit 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.

### **INCREASE WHEELCHAIR ACCESSIBLE TRANSIT SERVICE AND VEHICLES**

For those using mobility devices, traditional on demand ride share services can make using the transportation system difficult when they aren't properly equipped. Providing accessible on demand services for the community includes ensuring public taxi and transportation network company services are accessible for those using mobility devices.

### **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 are needed that provide discounted and free paratransit rides, on-demand ADA accessible rides, and increase specialized transportation services to low income and disabled individuals for educational and work opportunities at higher education institutions.

#### **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. Funding towards the Highway 1 Bus on Shoulder project increase the speed of trips, resulting in increased frequency.

#### **'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 reduced operating costs, a permanent operation and maintenance facilities for Consolidated Transportation Services Agency, paratransit vehicle replacements, and electric vehicle charging stations. With a need for increased electric vehicle education and infrastructure resources to provide an electric vehicle emergency preparedness plan and inclusion of electric vehicles in the Section 5310 grant program are pertinent.

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 with electric options.

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.

## **Appendix D – Comments Received on the Draft Plan**

The Draft Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan (CPTP) was released for a 30-day public comment and review period on September 14, 2022. The public comment period closed on October 17, 2022. During the comment period, four comments were received and are included in this appendix. The comments received were incorporated into the Final CPTP.

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, and San Benito County Local Transportation Authority (San Benito County Express)

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This image shows the buffer associated with our pre-COVID fixed route, if needed here is a link to what we are currently operating <http://gocountyexpress.org/tripper/>

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San Benito County Express is in the planning process to do the same.

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On-Demand Dispatch Software and App

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pilot program for

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Not sure if you want to note that the Senior's Council service area also includes San Benito County?

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Perhaps include some quick demographic data for our two incorporated cities? As well as mention how the county serves as a bedroom community for Silicon Valley?

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SJB is in San Benito County?

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, OOCMT, Medical Shopping Assistance, and Senior Lunch Transportation

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County Express

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. An alternative structure could include is a driver reimbursement program where clients identify a friend or family member who can provide transportation where drivers are reimbursed on a mileage or flat rate basis.

#### **TAXI SCRIP**

Programs for taxi scrip or developing a relationship to allow ride hail (e.g., Uber or Lyft) trips to be paid may also be a means of reducing trip costs for the agency. Clients would be allowed to purchase a certain amount of scrip each month. For example, they could be allowed to purchase \$25 per month, but that \$25 could also be used to pay for double (\$50) or triple (\$75) the value on shown on the taxi meter. A similar arrangement could be possible to purchase a certain amount of credit on ride hail services; however, because this type of service is using a common carrier, an alternative with similar booking times and availability would have to be offered for passengers requiring a wheelchair-accessible vehicle.

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Santa Cruz

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San Benito

**From:** [Jennifer Ramirez](#)  
**To:** [Miranda Taylor](#)  
**Subject:** Draft Coordinated Plan  
**Date:** Friday, October 14, 2022 6:36:05 PM

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Good evening Miranda,

Thank you again for your presentation at the Mobility Advisory Committee meeting last month.

Unfortunately due to my schedule, I haven't had time to review the plan in its entirety. I did notice that our organization is not listed as a transportation provider and I would like to request that we be added.

Here is the information:

Organization: Partnership for Children  
Service Type: Special Purpose  
Services: Transportation to medical care services for children living with serious illness in the form of direct door-to-door rides and gas assistance.  
Charge: No  
Senior Discount: No (services are provided to children ages birth through 21 years old)  
Website: [www.partnerforkids.org](http://www.partnerforkids.org)  
Phone: 831-422-3002  
Email: [services@partnerforkids.org](mailto:services@partnerforkids.org)  
Coverage: Monterey, Santa Cruz, and San Benito Counties

Thank you for all of your work on this project.

Happy Friday!  
Jennifer

**Jennifer L. Ramirez**  
Executive Director  
Partnership for Children

**Increasing access to medical care for children with serious illnesses and supporting their families.**

262 San Jose Street, Suite A  
Salinas, CA 93901  
O: 831-422-3002 ext. 201  
C: 831-261-0355  
F: 844-272-0247 (toll free)  
[jennifer@partnerforkids.org](mailto:jennifer@partnerforkids.org)

[www.partnerforkids.org](http://www.partnerforkids.org) | [Facebook](#) | [Instagram](#) | [Twitter](#) | [LinkedIn](#)

Tax ID# 02-0646450

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October 17, 2022

Miranda Taylor  
Planner, CPTP Program Manager  
Association of Monterey Bay Area Governments  
24580 Silver Cloud Court,  
Monterey, CA 93940

Via email: [mtaylor@ambag.org](mailto:mtaylor@ambag.org)

**SUBJECT: Comments on Draft Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan**

Dear Ms. Taylor:

The Transportation Agency for Monterey County (TAMC) thanks the Association of Monterey Bay Area of Governments (AMBAG) for the opportunity to provide comments on the Draft Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan (CPTP). The CPTP is a required to be completed under the Fixing America's Surface Transportation Act legislation and be used in developing grant applications for FTA Section 5310 grant program. CPTP identifies local transit needs for the elderly, disabled, and low in-come, and facilitates applications for the FTA Section 5310 grant program.

Transportation Agency staff has reviewed the draft and provides the following comments for your consideration:

1. TAMC appreciates the list of providers for senior and disabled transportation and non-transportation services in Appendix A of the CPTP. The agency requests for that the nonprofit, Partnership for Children, to be added to the list. Partnership for Children provides transportation services to children and youth living with serious illness who must travel to the closest children's hospitals in the Bay Area for medical care. Their two-tiered transport system offers gas cards and direct-services to qualified, low-income families. If a family does not have access to transportation or for various reasons can not use a family vehicle, Partnership for Children arranges door-to-door transportation utilizing an agency owned vehicle. For families who utilize the gas card offer, Partnership for Children reloads the gas card with the appropriate funds to cover the cost of the trip for each verified medical appointment. The nonprofit serves children living with serious illness in all of Monterey County.

2. The agency recommends for the Alliance on Aging to also be included in the list of providers. The Alliance on Aging provide trainings and resources to the elderly population, particularly in the Monterey Peninsula, Salinas, North and South Monterey County. The Alliance on Aging has partnered with ITN Monterey County in expanding ITN service to North and South Monterey County. The Alliance has also supported seniors in connecting to services from the Monterey-Salinas Transit Mobility Program.

Thank you for your consideration of our comments on the Draft Monterey Bay Area Coordinated Public-Transit Human Services Transportation Plan. If you have any questions, please contact Aaron Hernandez of my staff at [aaron@tamcmonterey.org](mailto:aaron@tamcmonterey.org) or 831-775-4412.

Sincerely,



Todd A. Muck  
Executive Director

**From:** [Sloan Campi](#)  
**To:** [Miranda Taylor](#)  
**Subject:** Re: FW: Webform submission from: Contact Email  
**Date:** Thursday, October 20, 2022 11:25:38 AM

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Hi Miranda,

I'm so sorry - I knew I was forgetting something to do here. Please include the rest of this information:

Organization CSUMB "The Wave" Shuttle:

Service Type: Special purposes, Transit

Services: Campus shuttle service for CSUMB students, staff, faculty, and visitors, including those with mobility impairment.

Charge: No

Senior Discount: N/A

Website: [www.csumb.edu/thewave/](http://www.csumb.edu/thewave/)

Phone: (831) 582-4689 [transportation@csumb.edu](mailto:transportation@csumb.edu)

Coverage: CSUMB campus

Thanks so much for catching this! I was out sick beginning Monday, so it fell through the cracks.

Please let me know if you need anything else from me.

Thank you!!!  
Sloan