



2025 MONTEREY BAY REGION COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

**Association of Monterey
Bay Area Governments**

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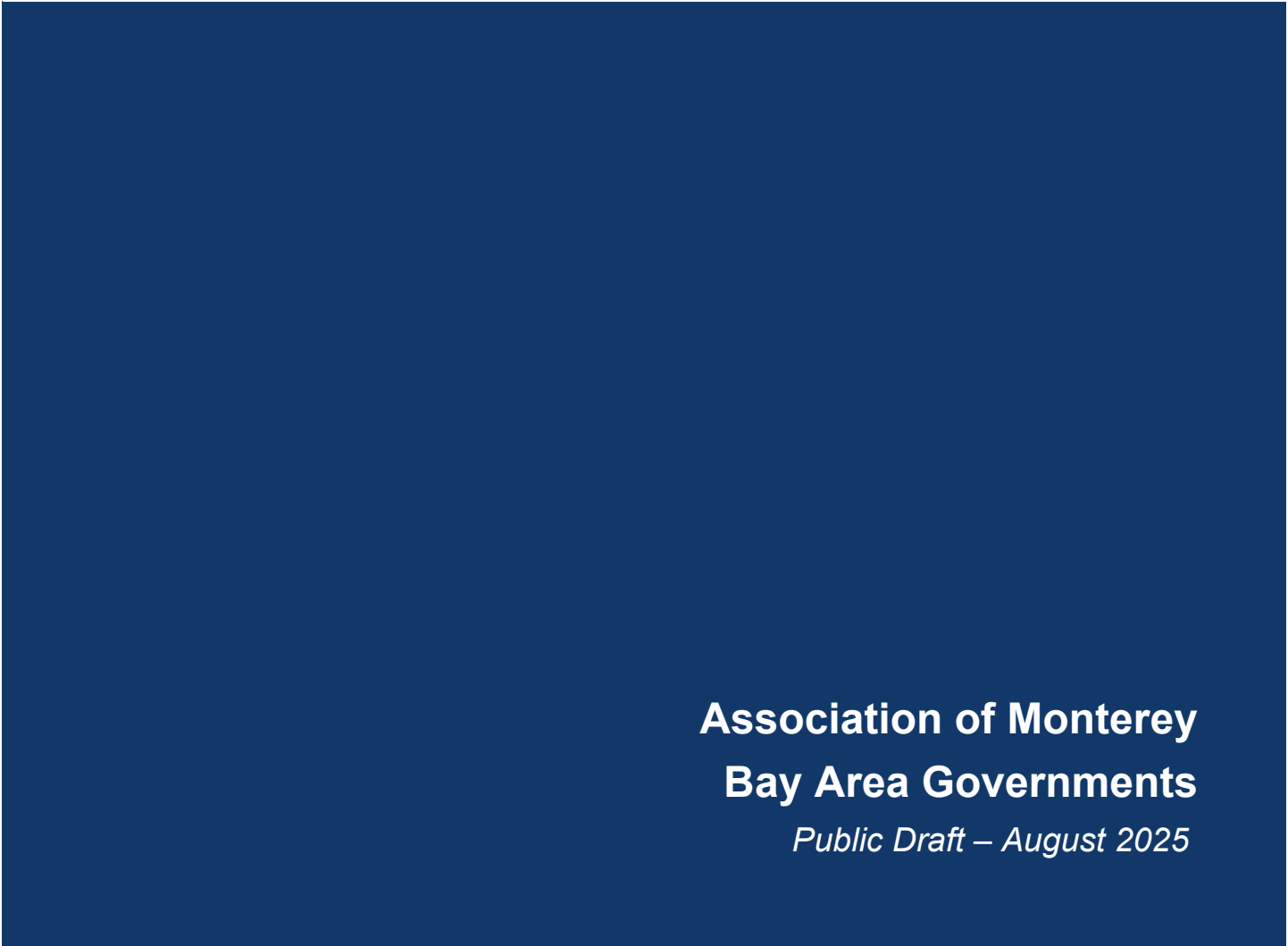


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2025 Monterey Bay Region Coordinated Public Transit – Human Services Transportation Plan

Chapter 1: Executive Summary

The *2025 Monterey Bay Region Coordinated Public Transit – Human Services Transportation Plan* (Coordinated Plan) presents an opportunity to envision how the Monterey Bay region's human service agencies, nonprofit transportation providers, and public transit can work together to provide a regional network serving the needs of those most dependent on public transportation. Federal Transit Administration (FTA) regulations require that projects selected to receive Section 5310 Program funding (Enhanced Mobility for Older Adults and Individuals with Disabilities) are "...consisted of in a locally developed, coordinated public transit human service transportation plan," and that the Plan be developed with participation from older adults, individuals with disabilities, representatives of the public, private, and nonprofit transportation and human service providers, and other members of the public who use transportation services.

Prepared by the Association of Monterey Bay Area Governments (AMBAG), the Coordinated Plan consists of the following elements for Monterey, San Benito, and Santa Cruz counties:

- An inventory of existing transportation-related services;
- An assessment of transportation needs for youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency (LEP) community members;
- Strategies, activities, and/or projects to address gaps between current transportation services and needs; and
- Recommended prioritization of these strategies, activities, and/or projects.

AMBAG, the California Department of Transportation (Caltrans) District 5, the Transportation Agency for Monterey County (TAMC), Monterey-Salinas Transit District (MST), the Council of San Benito County Governments (SBtCOG), San Benito County Local Transportation Authority (San Benito County Express and Specialized Transportation), the Santa Cruz County Regional Transportation Commission (SCCRTC), and the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) cooperated in the preparation of this Plan.

Detailed by county, this Coordinated Plan provides data, information, and recommendations for local governments, transportation service providers, community-based organizations, leaders, advocates, and residents to use to continue to address the needs for mobility and transportation options for the Monterey Bay region's transportation disadvantaged populations. Some of the suggested solutions include increased frequency and coordination of public and specialized transportation services,

same day services, increased span (both hours and area) of services, free or reduced fare programs, fleet replacement and expansion, bus stop amenities and safe paths of travel, technology upgrades, alternative transportation services, and mobility management.

Some of these solutions are simple and inexpensive, some are more costly, and some require significant coordination and funding to implement. AMBAG will encourage next steps by stakeholders throughout the region to prioritize, plan, and implement the applicable recommendations in each county. AMBAG expects that this Coordinated Plan and future updates will support the partnerships needed to begin planning strategies and to facilitate regional mobility over the years to come.

Chapter 2: Introduction

Coordinated Plan Purpose

The *2025 Monterey Bay Region Coordinated Public Transit – Human Services Transportation Plan* (Coordinated Plan) presents an opportunity to envision how the Monterey Bay region’s human service agencies, nonprofit transportation providers, and public transit can work together to provide a regional network serving the needs of those most dependent on public transportation.

Prepared by the Association of Monterey Bay Area Governments (AMBAG), the Coordinated Plan offers an overview of what transportation services are available, where there are gaps in those services, and potential solutions to close those service gaps throughout Monterey, San Benito, and Santa Cruz counties. While there is a range of transportation services available to the youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency (LEP) community members in the region, gaps in service remain due to geography, limitations in fixed route and demand responsive services, program/funding constraints, eligibility limitations, as well as knowledge and training needs.

AMBAG, the California Department of Transportation (Caltrans) District 5, the Transportation Agency for Monterey County (TAMC), Monterey-Salinas Transit District (MST), the Council of San Benito County Governments (SBtCOG), San Benito County Local Transportation Authority (San Benito County Express and Specialized Transportation), the Santa Cruz County Regional Transportation Commission (SCCRTC), and the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) have cooperated in the preparation of this Plan.

FTA Coordinated Plan Definition

As defined by FTA Circular 9070.1H, a Coordinated Plan is, “...a locally developed, coordinated transportation plan that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes, provides strategies for meeting those needs, and prioritizes transportation services for funding and implementation,” and must be updated at least every five years.

FTA guidance specifically requires participation in preparing the Coordinated Plan from a broad base of groups and organizations, including (but not limited to): area transportation planning agencies; transit riders and potential riders; public, private, and nonprofit transportation and human service providers; other government agencies that administer programs for targeted population; advocacy organizations; community-based organizations; elected officials; and tribal representatives.

Coordinated Plan Required Elements

Per FTA Circular 9070.1H, a Coordinated Plan must minimally include the following elements:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities, including those who use wheelchairs, and older adults. This assessment can be based on the experiences and perceptions of the planning partners, 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;
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified; and
5. Where less than 100 percent fleet accessibility for demand response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

Given the demand response fleet for the public transit operators in the Monterey Bay region is accessible, this Coordinated Plan will address elements one through four.

Public Transit and Human Services Transportation 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 transportation purposes. Transportation funding programs are subject to regulations and guidelines that determine the objectives, eligible uses, and how they can be applied for/awarded through federal, state, and regional levels of government. Funds for social service transportation come from a variety of nontraditional transportation funding programs including 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 match sources 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. Noncash funds such as donations, volunteer services, or in-kind contributions can be counted toward the local match if the value of each is documented and supported.

Public transit and human services transportation funding in California is dependent primarily on two sources: FTA Section 5310 funds intended for seniors and individuals with disabilities and Transportation Development Act (TDA) funds generated through state sales tax revenues. These two funding programs are described below.

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

The goal of the FTA Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding transportation mobility options available beyond the traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas—large urbanized, small urbanized, and rural. The program requires coordination with other federally assisted programs and services to make the most efficient use of federal resources.

FTA Section 5310 Authorization

Title 49 U.S.C. 5310 requires a recipient of FTA Section 5310 funds to certify that projects selected for funding under this program are included in a locally developed, coordinated public transit–human services transportation plan.

The Coordinated Plan concept was first required by federal statute by 2005's transportation legislation SAFETEA-LU. In 2012, the Coordinated Plan requirement was reaffirmed in the authorizing legislation Moving Ahead for Progress in the 21st Century (MAP-21). With the passing of MAP-21, direction narrowed from the three funding programs authorized in SAFETEA-LU to just a single program, FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities.

In 2016, Congress authorized new transportation legislation with Fixing America's Surface Transportation (FAST Act). FAST Act guidance continued the requirements for coordination and long-range planning guidance provided under MAP-21. The same was true with the passing of the Infrastructure Investment and Jobs Act/Bipartisan Infrastructure Act (IIJA/BIA) of 2021 retaining the planning requirements identified under the FAST Act for FTA Section 5310. Until reauthorized or replaced, the IIJA/BIA is the current authorizing legislation for this Coordinated Plan.

FTA Section 5310 Eligible Recipients and Subrecipients

For the Monterey Bay region, Caltrans is the direct recipient of FTA Section 5310 funds with responsibility for program administration. As designated recipient in consultation with its regional partners, Caltrans is responsible for defining guidelines, developing application forms, establishing selection criteria for a competitive selection process, and

certifying that projects funded are included in a Coordinated Plan. When releasing the Call for Projects, Caltrans is permitted to allocate the funds apportioned to it to:

- A private nonprofit organization; or
- A state or local governmental authority that:
 - Is approved by a state to coordinate services for seniors and individuals with disabilities; or
 - Certifies that there are no nonprofit organizations readily available in the area to provide the service.

FTA Section 5310 Eligible Projects

FTA Section 5310 provides funds for capital and operating expenses to recipients for:

- Public transportation projects planned, designed, and carried out to meet the needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- Public transportation projects that exceed the requirements of the ADA.
- Public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

FTA mandates that at least 55 percent of 5310 funding is used for Traditional Projects and no more than 45 percent of funding be used for Expanded Projects. Eligible Traditional Projects include the capital cost of contracting for the provision of transit services for seniors and individuals with disabilities and other specialized shared-ride transportation services. The purchase of rolling stock (such as accessible vans or buses) and equipment (including mobile radios or computer hardware/software) are also eligible Traditional Project capital expenses.

Eligible Expanded Projects include public transportation projects that exceed ADA minimum requirements, improve access to fixed route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service, or provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation. Examples of Expanded Project are mobility management, travel training, and volunteer driver programs.

California Transportation Development Act (TDA) of 1971

The TDA 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 allocate LTF funds for local streets and roads, construction, and maintenance.

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 percent on population and 50 percent 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 only be used for public transit or transportation services.

TDA Unmet Transit Needs (UTN) Process

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) to assess current transit services and infrastructure, and determine whether there are unmet transit needs, and whether 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." The RTPAs in the Monterey Bay region are TAMC, SBtCOG, and SCCRTC.

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 need that is 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. Like FTA Section 5310 requirements, the TDA requires the coordination of public transportation services to prevent duplicative services and to ensure the limited funds available are used efficiently as possible.

Relationship Between the UTN Process and Coordinated Plan

FTA Section 5310 guidance allows local flexibility in the development of Coordinated Plans and supports communities building on existing assessments, plans, and action items. Given the similarities of the assessment and public engagement requirements for FTA Section 5310 and TDA funding, the preparation of this Coordinated Plan includes a summary of the findings of TAMC, SBtCOG, and SCCRTC's most recent UTN processes. The SSTACs for the RTPAs act as the local coordination councils described in FTA's guidance as they have representatives and service providers for youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members in the region.

Community input received through the RTPAs' UTN efforts as well as Coordinated Plan feedback have been used to identify gaps in what transportation services are available and potential solutions to close those service gaps throughout Monterey, San Benito, and Santa Cruz counties. TAMC, SBtCOG, and SCCRTC have coordinated efforts and provided multiple opportunities for interested parties and the public to provide feedback on the available public transportation services in the region. The UTN input was used to create this Coordinated Plan and fulfills all FTA requirements.

Organization of the Plan

The remaining 2025 Coordinated Plan is organized as follows: Chapter 3 Monterey County, Chapter 4 San Benito County, Chapter 5 Santa Cruz County, Chapter 6 Conclusion, and Appendices.

Chapters 3, 4, and 5 provide a community setting for each county, describe the public outreach that was conducted during the most recent UTN process used as the base of the Plan's public participation, an assessment of currently available services, an assessment of transportation needs for the Plan's target populations, strategies/activities/projects to address the identified gaps, and priorities for implementation. The Coordinated Plan's target populations are youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members.

Chapter 3: Monterey County

Community Setting

Monterey County covers 3,324 square miles of coastal mountains and valleys, spanning 100 miles of the California coastline. The County is bordered by Santa Cruz County to the north, San Benito and Fresno counties to the east, Kings County to the southeast, and San Luis Obispo County to the south. The main north-south interregional highways include State Route (SR) 1 along the coast and U.S. 101 through the inland Salinas Valley. In addition to various county roads, SR 156, 218, 183 and 68 serve to connect the coastal and inland communities within the County.

Land uses in Monterey County are diverse. Agricultural production in North Monterey County and the Salinas Valley rural areas contribute significantly to the area's economy. The Monterey Peninsula urban areas primarily serve residential, tourism, educational and commercial uses. Several military facilities are located on the Monterey Peninsula. Educational institutions, including California State University at Monterey Bay, the Naval Postgraduate School, the Defense Language Institute, the Monterey Institute for International Studies, and Monterey Peninsula and Hartnell Community Colleges, also contribute to the region's economy.

As reported in the U.S. Census 2023 American Community Survey (ACS) 5-Year Estimates, Monterey County's total population was 435,834 resulting in 132,046 households. Monterey County's 12 incorporated cities and their estimated 2023 populations were: Carmel-by-the-Sea (3,186); Del Rey Oaks (1,556); Gonzales (8,526); Greenfield (19,759); King City (13,512); Marina (22,324); Monterey (29,772); Pacific Grove (15,003); Salinas (161,993); Sand City (262); Seaside (31,964); and Soledad (24,476).

Target Populations Demographics

Many people believe that individuals with special transportation needs are only those with disabilities. 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. Due to their higher reliance on public transportation services, the target populations for this Coordinated Plan are youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency (LEP) community members. A table summarizing the following 2023 demographic data and their sources can be found in Appendix A.

The percent of total population between the ages of 0 – 17 years (youth) was 26.0% while those aged 65 years + (seniors) made up 14.5% of the population. Further delineating those aged 65 years +, 8.6% of the total population was aged 65 – 74 years, 4.0% of the total population was aged 75 – 84 years, and 2.0% of the total population

was aged 85 years +. Older adults tend to drive less frequently or not at all, and health problems related to older age can make it difficult for seniors to move around. As such, older adults may need additional support for mobility, and public transportation may help serve that need.

The percent of population with at least one self-reported disability was 9.4%, while those aged 65 years + who also had a disability made up 4.5% of the population. Disability status is self-reported to the ACS and only determined for the civilian non-institutionalized population, so persons in prisons or living in skilled nursing facilities or long-term hospitals are not included in these counts. Persons with disabilities may have physical or cognitive challenges that make it difficult to operate a vehicle or travel independently and may need additional support when accessing transportation.

Monterey County's median household income in 2023 was \$94,486. The percent of total population living below the Federal Poverty Income Level was 12.6%, while those aged 65 years + who also lived below the poverty income level made up 1.6% of the total population. As a note, the annual 2023 Federal Poverty Income Level for a four-person household was \$30,000, a threshold that represents a national average despite California having a generally higher cost of living. Persons of low income tend to use transit more frequently than the general public because they may not have the financial ability to purchase, own, maintain, or fuel a personal vehicle. Related, 4.6% of all households in Monterey County had no access to a personal vehicle often resulting in barriers to independently accessing essential services.

The percent of total civilian population over the age of 18 who are veterans was 4.5%, while those aged 65 years + who are also veterans made up 2.5% of the adult civilian population. The percent of the total civilian population over the age of 18 who are veterans and have a disability was 1.5% while those who are veterans and live below the Federal Poverty Income Level was 0.3% of the adult civilian population. As seen with these numbers, there was an overlap between the populations of those with veteran status, those who are seniors, those with a disability, and those who live below the Federal Poverty Income Level. As a result, veterans face similar mobility access issues as other transportation disadvantaged populations.

The percent of total population over the age of three who are students was 27.9%. Further delineating students, 12.9% of the total population over the age of three was enrolled in K – 8th Grade, 6.5% was enrolled in high school, and 5.8% was enrolled in undergraduate college. Youth and students often have different mobility needs than the general public due to their inability to drive or lack of access to a personal vehicle.

Finally, in terms of this Coordinated Plan's targeted populations, the percent of total households that self-reported speaking English less than "very well" was 10.3%, while the percent of total households that are limited English proficient and spoke Spanish was 8.9%. Residents in LEP households may face barriers to obtaining employment, accessing services, or social support. It is important for transportation providers to be aware of potential language barriers for their passengers to ensure access to services.

Coordinated Plan Public Participation

Federal Transit Administration (FTA) guidance allows local flexibility in the development of Coordinated Plans and supports communities building on existing assessments, plans, and action items. Given the similarities of the assessment and public engagement requirements for FTA and California Transportation Development Act (TDA) transportation funds, the preparation of this Coordinated Plan includes a summary of the findings of the most recent Unmet Transit Needs (UTN) process.

California Transportation Development Act of 1971 Transportation Funding

As previously stated in the introduction of this Coordinated Plan, the TDA provides funding for public transit and non-transit related projects that comply with regional transportation plans. Each county or regional entity that is 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 allocate LTF funds for local streets and roads, construction, and maintenance.

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 percent on population and 50 percent 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.

TDA Unmet Transit Needs Process

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) to assess current transit services and infrastructure, and determine whether there are unmet transit needs, and whether 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." The RTPA for Monterey County is the Transportation Agency for Monterey County (TAMC).

Annually, RTPAs are 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 need that is 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.

Although TAMC no longer allocates TDA funds to local streets and roads, the agency continues to solicit public input on unmet transit needs to provide a useful tool to identify and prioritize transit funding needs in the county. TDA requires the coordination of public transportation services to prevent duplicative services and to ensure the limited funds available are used efficiently as possible.

TDA Administration in Monterey County

Transportation Agency for Monterey County

TAMC is the regional transportation planning agency and is committed to improving transportation for Monterey County serving as the forum for regional decision-making. 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.” TAMC is an instrumental and dynamic force for assessing the concerns and continuance of numerous transportation systems of Monterey County, including freeways, expressways, bike and pedestrian paths, and bus routes. TAMC’s Board meets every 4th Wednesday of the month at 9:00 a.m. both virtually and in person at 1441 Schilling Place, Salinas, CA at the Monterey County Government Center.

Mobility Advisory Committee (MAC)

Monterey-Salinas Transit’s (MST) Mobility Advisory Committee (MAC) serves as TAMC’s SSTAC fulfilling its TDA requirement. MAC is comprised of consumers and medical/social service agency personnel who have first-hand experience using public transportation services and/or in assisting others to do so. MAC provides advice and recommendations on improving services to the MST staff and policymakers. MAC advocates on behalf of the elderly, disabled, and veteran populations of Monterey County, while studying the transportation services available. MAC hosts one of TAMC’s annual UTN hearings to gather and analyze evidence of any unmet needs that concern transportation options for the elderly and individuals with disabilities. MAC meets the last Wednesday of every other month at 1:00 p.m. both virtually and in person at 19 Upper Ragsdale Drive, Suite 100, Monterey, CA at the MST Board Room.

TAMC’s UTN Process

The purpose of the TDA UTN process is to ensure that all unmet transit needs that are “reasonable to meet” are met before funds are expended for non-transit uses. Although TAMC no longer allocates TDA funds to local streets and roads, the agency continues to solicit public input on unmet transit needs to provide a useful tool to identify and prioritize transit funding needs in the county. An “unmet transit need” is defined by TAMC as a public transportation need that the public transportation system is not currently meeting and would be expected to generate sufficient ridership to meet the required 15 percent farebox recovery ratio, as set by the TAMC Resolution 2004-19

pursuant to TDA law. In coordination with MST's MAC, TAMC holds annual UTN hearings to provide a forum for transit users and community members to express potential unmet transit needs. Once identified, unmet transit needs are placed into one of the three 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.

TAMC shares the list of unmet transit needs comments with MST, Monterey County's public transportation provider. The unmet transit needs comments list serve as a public input tool for MST's short- and long-term transit service planning and improvements. TAMC works with MST to evaluate comments based on the time frame in which unmet transit needs can be met:

- 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.

MST's MAC provides input on the categorized unmet transit needs comments list. This input serves to prioritize needs in Monterey County and is used to assist prioritizing transit projects as funds become available. The TAMC Board of Directors receives the final list at a regularly scheduled board meeting.

TAMC's UTN Public Outreach

TAMC's UTN process entails a comprehensive outreach program and a series of public hearings to obtain comments on unmet transit needs. In 2025, TAMC conducted bilingual (English and Spanish) community outreach to receive UTN testimony from the public while making strides to reach historically underserved communities. Some of the public engagement strategies included the following:

- Public hearing held on February 25, 2025 at 9:00 a.m. during the regular TAMC Board meeting with Spanish interpretation available upon request
- Public hearing held on March 26, 2025 at 2:00 p.m. during the regular MST MAC meeting with Spanish interpretation available upon request
- Notices published in the Monterey Herald newspaper
- Comment submittal in writing and by phone
- Comment form available on TAMC's website

During the 2025 UTN public input period, TAMC received one comment, which was used to assess the transportation needs in Monterey County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. Per FTA Circular 9070.1H, a Coordinated Plan must minimally include the following elements:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities, including those who use wheelchairs, and older adults. This assessment can be based on the experiences and perceptions of the planning partners, 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;
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified; and
5. Where less than 100 percent fleet accessibility for demand response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

Given the demand response fleet for the public transit service in Monterey County, MST, is accessible, the next sections of this Coordinated Plan will address elements one through four.

Coordinated Plan Element 1: Assessment of Currently Available Services

This section documents a non-exhaustive list of existing transportation-related services in Monterey County available to the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. These services are provided by public, private, and nonprofit organizations that typically focus their work to meet the needs of specific, underserved populations.

Public Transportation

Monterey-Salinas Transit

MST operates Monterey County's bus service in the greater Monterey and Salinas areas, as far south as Paso Robles and as far north as Gilroy. Service originates from two primary locations—the Monterey Transit Plaza, in downtown Monterey, and the Salinas Transit Center, in downtown Salinas. MST's fixed route serves an area of 163 square miles with 38 routes operating an accessible fleet of 131 vehicles. MST offers free fixed route Travel Training to those interested in learning how to ride MST's bus

system safely and independently. Travel Training can be arranged for individuals, groups, and organizations with a brief classroom session and/or a bus ride accompanied by a travel trainer.

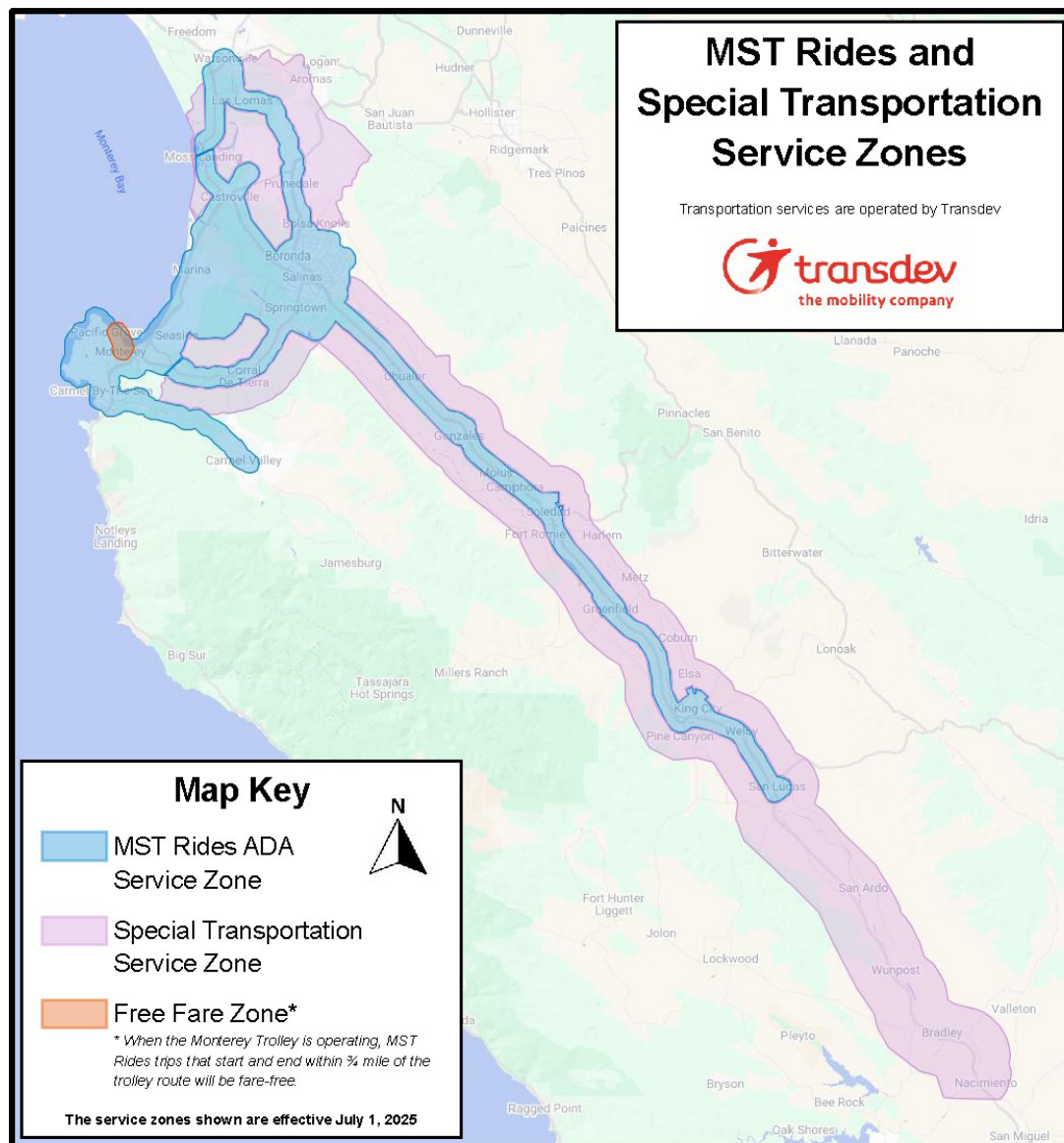
The Americans with Disabilities Act (ADA) of 1990 stipulates that individuals with disabilities are entitled to fixed route transit services and/or complementary paratransit services. As such, MST offers an ADA complementary “last-door-to-first-door” paratransit service, called MST RIDES, to individuals with disabilities within $\frac{3}{4}$ miles of an MST route who are unable to use the fixed route system independently. Figure 3-1 shows the $\frac{3}{4}$ mile paratransit service buffer around MST’s routes. Special non-ADA required paratransit service is also provided for registered MST RIDES clients living outside of the $\frac{3}{4}$ mile ADA buffer. This shared ride service is provided throughout the Monterey Peninsula to Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, King City, and to the Watsonville Transit Center.

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, clients must make a reservation. Reservations on a first-come, first-served basis, and must be made by 5:00 PM three days before the planned travel. Cancellations must also be made before 5:00 PM one day before the 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. A personal care attendant (PCA) rides free. 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 9am departure from Salinas Transit Center.

In partnership with various cities and community service departments in Monterey County, MST offers a Taxi Voucher Program. The Taxi Voucher Program is extended to seniors, persons with disabilities, and veterans offering \$17 vouchers with a \$3 co-pay for individuals over 65. Vouchers are approved for select local taxi providers including Orange Cab, Orange Cab II, VIP Taxi, Marina Taxi, Sal’s Taxi, Salinas Taxicab Service, and Salinas Yellow Cab. Similarly, MST offers a “Commute with Enterprise Vanpool” program. Through the program, participants from both the public and private sectors can receive a \$500 per month per vehicle subsidy leasing a van through the Commute with Enterprise service.

Finally, MST’s Transportation Reimbursement Incentive Program (TRIPs) offers eligible seniors, veterans, or persons with disabilities outside MST’s service area the ability to request a reimbursement of 62.5 cents per mile, up to 240 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.

Figure 3-1: Monterey-Salinas Transit ADA, Special Transportation, and Free Fare Zones



Community Bridges Lift Line

Community Bridges, a Santa Cruz County nonprofit, operates a transportation program called Lift Line supporting Santa Cruz County and North Monterey County (communities of Pajaro, Las Lomas, Aromas, Castroville, Prunedale, and Moss Landing) residents to maintain their health and independence through accessible transportation. Lift Line's professional drivers provide door-to-door assistance from origin to destination with their fleet of accessible vehicles. Escorts, personal care attendants, and a limited number of traveling companions are welcome to ride with a passenger. All Lift Line services are

free of cost to qualifying residents. Riders must be 60+ years of age or have a disability and meet the income eligibility requirements. Lift Line offers multiple services and North Monterey County residents are encouraged to contact the agency to verify eligibility.

Amtrak

Amtrak's Salinas Intermodal Transportation Center operates as a passenger rail and bus station. Amtrak's 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's connector bus service travels through Monterey County, providing service for residents traveling for leisure or business on more than 100 intercity trains and connecting buses in California. All Amtrak vehicles are accessible and lift equipped.

Amtrak trains accommodate individuals in wheelchairs by providing bridge plates, station board lifts, and ramps between station platforms and train cars. Individuals with disabilities are allowed to travel with trained service animals. Persons over 65 years of age and individuals with disabilities, including companions and aids, receive a 10 percent discount.

Greyhound Lines

Greyhound is a nationwide intercity bus operator that services Monterey and Santa Clara counties. Regionally, Greyhound has stations in Gilroy, San Jose, Salinas, and King City. Buses travel through Monterey County and provides low cost transportation to other parts of the state and country. All buses are equipped with wheelchair lifts and service animals are permitted to accompany passengers with disabilities.

CalVans

Sponsored by the California Vanpool Authority, a public agency, CalVans supplies qualified drivers with vehicles to drive themselves and others to work or school. CalVans pays for fuel, maintenance, repairs, and a general liability insurance policy while passengers pay for their ride. Accessible vehicles can be made available upon request. CalVans is not the only shared van/vanpool service that operates in Monterey County. Vanpools can be organized and operated by public, nonprofit, and private agencies, including employers, hospitals, nonprofits, and individuals. The vans can be owned by, loaned, or leased to the service providers. Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices.

CSU Monterey Bay "The Wave" Shuttle

CSU Monterey Bay's "The Wave" shuttle service is free for all students, affiliates, and visitors to connect to campus destinations along a designated route. Shuttles are accessible and equipped with bike racks.

Human Services Transportation

Central Coast Alliance for Health (The Alliance)

The Alliance is a regional nonprofit health plan which provides health services for low income patients in Mariposa, Merced, Monterey, San Benito, and Santa Cruz counties. Most of the agency's members receive MediCal, 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 nonprofit 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 Alliance has an annual operating budget of \$2 billion and receives most of their funds from the state. Transportation services offered by the Alliance are limited to medical trips, including pharmacies, and are contracted to nonprofit and/or private transportation providers.

Monterey County Office of Education (MCOE)

MCOE provides the leadership, support, and service excellence needed to prepare the diverse K-12 students of Monterey County for success in each step of their educational journey. MCOE serves as a critical link between the county's schools and both state and federal governments and provides indispensable and cost-effective services to local schools and districts. MCOE's Transportation Department provides transportation to-and-from school for Special Education students living throughout Monterey County. Safe transportation of students may require the use of equipment such as wheelchairs, car seats, and supportive vests.

San Andreas Regional Center

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. While Regional Centers are nonprofit private corporations, they were established by state legislation. They receive public funds under contract with the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. Arranging transportation is a critical responsibility of Regional Centers as clients need specialized transportation services traveling to and from sheltered workshops.

Partnership for Children

Partnership for Children is a nonprofit organization focused on increasing access to care for kids in Monterey County with life-threatening conditions and supporting their families with transportation and financial assistance. Partnership for Children helps by providing safe, free, and reliable rides to medical appointments, as well as gas card subsidies to ease financial burdens.

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 children, adults, and seniors. Many of Hope's clients work in the community at both large and small companies, as well as government facilities throughout Santa Clara, San Benito, San Mateo, Santa Cruz, and Monterey counties. 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. Clients also often use MST's public transit service to access Hope Services.

County of Monterey Military & Veterans Affairs Office

Free van transportation may be scheduled for Monterey County veterans to the VA Medical Center in Palo Alto and the San Jose VA Outpatient Clinic. Other transportation-related programs coordinated by the County of Monterey Military & Veterans Affairs Office include assistance purchasing or retrofitting ADA-accessible vehicles, assistance repairing and purchasing ADA-accessible vehicles, and coordinating mobile medical clinics.

American Cancer Society Road to Recovery

The American Cancer Society Road to Recovery program provides free rides to cancer-related medical appointments. Trained volunteer drivers pick Monterey County clients up, take them to their appointments, and drop them back off at home.

Private Transportation

Taxis

Taxi services operate in Monterey County and typically stay within the county or local jurisdiction only. The extent of special needs service and accessibility for private taxis vary. An example of private taxi service in Monterey County is Yellow Cab Company, which offers discount trips for senior citizens. Additional taxi service operators can be found in Appendix B.

Transportation Network Companies (TNCs)

TNCs such as Uber and Lyft provide app-based rideshare trip booking in Monterey County for on demand transportation as a modern alternative to taxis. These demand response ride hailing models give passengers an innovative way to reserve and pay for trips through a smartphone that estimates the cost of the trip and provides real-time vehicle mapping and arrival time estimates. Both companies have worked on efforts in recent years to be more accommodating to customers with disabilities and riders using mobility devices.

Wheelchair Getaways

Wheelchair Getaways is a one-stop-shop for renting wheelchair-accessible vans. Wheelchair Getaways is the largest accessible vehicle network in America, connecting people with vehicles all over the nation through an online platform. Wheelchair Getaways is committed to helping people get the mobility they deserve, by making the rental experience convenient and comfortable for a fair price.

Central Coast Ambulance

American Medical Transport, Inc., doing business as Central Coast Ambulance, is a family-owned business providing Basic Life Support (BLS) ambulance and specialized services in Monterey County. Central Coast Ambulance dispatches services 24/7/365 with ambulances strategically located at local area hospitals to provide the best possible dispatch experience. Central Coast Ambulance accepts all insurance plans including MediCare and MediCal with discounted rates offered for non-covered services.

iTNMontereyCounty (iTN)

iTN is a member-based nonprofit organization providing transportation to seniors and people with visual impairments in Monterey County. An annual membership fee covers up to two members of the same household either over 60 years of age or adults with visual impairment 18 years and older. Service is available 7 days a week, 24 hours a day for any purpose with rides provided in private automobiles by trained drivers. Drivers offers door-through-door service and help with packages. Riders may travel alone or with others, with 20 percent discounts for shared rides.

Leftridge Transportation, Inc.

Leftridge Transportation, Inc. operates in Monterey County providing daily transportation throughout the community, pick up and drop off door-to-curb services, to and from work programs, as well as medical appointments. Leftridge Transportation, Inc. employs caring and professional well-trained drivers that exhibit safe driving ethics, integrity as well as punctuality.

River of Life Transportation

River of Life Transportation is an ADA and HIPPA-compliant provider of non-emergency medical transportation serving Monterey County. River of Life Transportation provides seniors, people with disabilities, and those with illnesses that have made them wheelchair users or bed-bound a convenient way to travel to and from their appointments.

Freedom Medical Transportation

Freedom Medical Transportation offers non-emergency medical transportation in Monterey County. Through-the-door full service assistance is available 24/7, 365 days a year in vehicles equipped with power assisted gurneys and wheelchair lifts.

Aided Mobility

Aided Mobility has been providing safe and reliable transportation for the residents of Monterey, Santa Cruz, and San Benito counties since 1979. Fast and reliable transportation services for non-emergency medical needs is available 24/7/365 for ambulatory and wheelchair users.

Peninsula Transportation

Peninsula Non-Emergency Medical Transportation LLC is committed to delivering comprehensive non-emergency medical transportation services tailored to the passenger's unique needs. Gurney and wheelchair accessible services are available 24/7.

Good News Medical Transportation

Good News Medical Transportation also offers senior transportation, hospital transportation, wheelchair transportation, and gurney transportation in Monterey County.

First Elite Medical Transportation

First Elite Medical Transportation offers comprehensive 'thru the door' full-service wheelchair and gurney transport 24/7, 365 days a year.

Transdev North America, Inc. (Transdev)

Transdev is the largest private operator and integrator of multiple modes of public transportation in the United States, including bus, paratransit, rail, nonemergency medical transportation, microtransit, shuttle, and autonomous vehicles. Cities, counties, airports, private companies, and universities contract with Transdev to operate and maintain their transportation systems. In Monterey County, Transdev is a contracted operator for a portion of MST's services.

Information and Referral Programs

Google Transit

Google Transit is an online portal that organizes fixed route general transit feed specifications (GTFS) data to travel between points. Google Transit hosts MST's fixed route information and can be accessed through Google Maps.

Go831

Go831 is TAMC's free employer-based commute program for Monterey County providing resources, technology, and tools benefiting employees. Go831 offers twice-yearly countywide challenges and incentives, TAMC support and promotion, commuter surveys, information on tax benefits, and an "Emergency Ride Home" program. Go831's RideAmigos platform can identify commute alternatives and track driving trip reductions through carpooling or vanpooling, taking the bus, biking, or walking to work.

Monterey County Department of Social Services

The Monterey County Department of Social Services administers over seventy programs that serve the residents of Monterey County. Department services include a variety of public assistance programs, employment services, and social services for children and their families, adults with disabilities, seniors, and military veterans. The Department is also the designated agency responsible for the investigation of child, dependent adult, and elder abuse in Monterey County. Regarding transportation, the Department may inform clients of their mobility options.

211 Monterey County

211 Monterey County, a program of United Way of Monterey County, is the comprehensive information and referral service for Monterey County. 211 Monterey County connect callers and texters with information about health and human services (including transportation) available to them. 211 Monterey County phone and text service is available 24 hours a day, 7 days a week. 211 is available in 150 languages through phone interpretation services.

Meals on Wheels of the Monterey Peninsula

Meals on Wheels of the Monterey Peninsula provides daily healthy meals at one of nine group dining sites (two in Marina, two in Monterey, Pacific Grove, three in Salinas, and Seaside) or through meals delivered to their homes. Drivers check in on the wellbeing of isolated elders, ensuring they receive referrals to other needed services. Transportation through MST can be arranged by clients to travel to and from the group dining sites.

Monterey Senior Center (Scholze Park Center)

The Monterey Senior Center at Scholze Park Center offers a variety of programs for adults of all ages. The Center is open Monday to Friday from 9:00 a.m. – 4:00 p.m. Programs include Chi Gong, Tai Chi, drawing and painting, watercolor painting, sewing, bingo, bridge, special events and trips, Meals on Wheels meals for seniors, and other arts, crafts, and exercise classes.

Salinas Senior Center (Firehouse Recreation Center)

The Salinas Senior Center at Firehouse Recreation Center offers a variety of programs for adults of all ages that provide an opportunity for continued learning and encourage a positive leisure lifestyle. Senior programming hours are from 8:00 a.m. – 12:00 p.m., Monday through Friday. The Center hosts socializing, special health clinics, resource fairs, community presentations, special events, and more, designed for seniors. Co-sponsored by the City of Salinas and Meals on Wheels of the Monterey Peninsula, a hot meal is served every day for seniors 60 years and above for a suggested donation of \$3, but everyone will receive a meal regardless of their ability to pay. Reservations are required every Wednesday for the following week.

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 Monterey, San Benito, and Santa Cruz counties, CCCIL provides clients with information and referral services regarding transportation access and mobility. They also work with TAMC and MST to advocate for programs and policies improving accommodation and accessibility for the communities with disabilities.

Aging and Disability Resource Connection (ADRC) of Monterey County

ADRC programs serve Monterey County's older adults, individuals with disabilities, and caregivers with information and access to available long-term services and supports at the local level. Regarding transportation, ADRC provides their clients and family caregivers with clear and concise information regarding local transportation providers like MST.

Blind & Visually Impaired Center of Monterey County, Inc.

The Blind & Visually Impaired Center of Monterey County, Inc. 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 and can arrange transportation through MST's services. A Spanish-speaking interpreter is available by appointment.

Seniors Council's Foster Grandparent Program/Senior Companion Program

The Seniors Council's Foster Grandparent Program/Senior Companion Program is a 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 in Monterey, San Benito, and Santa Cruz counties. 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.

Alliance on Aging

Alliance on Aging provides essential services and resources, such as Medicare, tax, and peer counseling, at no cost to seniors in Monterey County. Regarding transportation, Alliance on Aging educates seniors about their mobility options working directly with transportation providers like MST to ensure the most current, accurate information is available.

Food Bank of Monterey County

The Food Bank for Monterey County is the largest, most comprehensive provider of emergency supplemental food in Monterey County. The Food Bank serves as the central distribution 'hub' providing high-quality food, fresh produce, and educational and nutritional resources to local nonprofit network members. Programs include free farmers' markets, mobile produce pantries, weekly produce deliveries to children and seniors, weekly grocery deliveries to breast cancer patients and their families, and weekend nutrition for children.

Community Homeless Solutions

Community Homeless Solutions is a nonprofit in Monterey County that collaborates with local organizations, coalitions, leaders, and volunteers to educate and inform the general public shaping policies affecting victims of domestic violence and those experiencing homelessness. More specifically, Community Homeless Solutions help individuals transition into community life and meet basic needs by assisting with employment and transportation options. With this the agency supports low income individuals that lack transportation options due to financial status and undetermined housing accommodations.

Coordinated Plan Element 2: Assessment of Transportation Needs

As identified in TAMC's 2025 UTN process, this section summarizes Monterey County's transportation needs for the general public and the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members.

When completing an UTN analysis, TAMC places unmet transit needs comments received from the public into one of the three 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.

As such, TAMC's 2025 UTN comments are listed below per category. TAMC's analysis notes are also provided with each comment.

1. Transit service improvement requests that would improve an existing service.

Increase Line 59 (Salinas-Gilroy) service to 7 days a week including holidays or operate the emergency ride home program from Salinas to Gilroy 7 days a week

Due to the funding that serves Line 59 (Salinas-Gilroy) and the partnership with Santa Clara Valley Transportation Authority, MST only has funds to cover weekday operating expenses. TAMC manages the emergency ride home program. The program is open to Monterey County commuters who use an alternative transportation mode at least once week. Additional eligibility requirements can be found on the TAMC website.

7 days a week, every 2 hours, including holidays on line 59 from 7:00 a.m. to 6:00 p.m.

Due to the funding that serves Line 59 (Salinas-Gilroy) and the partnership with Santa Clara Valley Transportation Authority, MST only has funds to cover a limited number of round trips on weekdays.

7 days a week, every 30 minutes on Line 34 (King City) from 7:00 a.m. to 6:00 p.m.

Line 34 (King City) currently runs from 6:45 a.m. – 7:00 p.m. every 30 minutes on weekdays. MST currently does not have funds in its operating budget to provide weekend service.

Add 7 day a week service to Line 48 (Salinas-Northridge)

MST currently does not have funds in its operating budget to provide weekend service.

Add more frequent service on Line 49 (Salinas-Santa Rita) on Sundays to connect to N Main shopping centers

MST currently does not have funds in its operating budget to increase frequency on Sundays. Alternatively, riders can use Line 41 (Salinas-Alisal-Northridge) to connect between Northridge Mall and Salinas Transit Center. Line 49 has increased night service to 8:00 p.m. on weekends.

2. Transit service expansion requests that extend a transit route beyond its current limits and fill a gap in service.

Service to San Juan Grade Road and Russell Road in Salinas

Through implementation of the Better Bus Network in December 2022, MST began service on Line 49 (Salinas-Santa Rita) which serves Russell Road and San Juan Grade Road. To serve the intersection of Russell Road and San Juan Grade Road, major infrastructure improvements are required to place a bus stop at that intersection.

Shuttle service between Pinnacles National Park and Fort Hunter Liggett and King City

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 seasonal shuttle service to visitors utilizing their parking lots. The on-site shuttle service only runs on the east side of the park. MST originally provided service to Fort Hunter Liggett, however, due to lack of ridership, the service was terminated.

Service to San Juan Bautista and Los Baños

This need is not listed as a priority in MST's 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. MST secured a federal grant award to begin Line 59 (Salinas-Gilroy). Riders would connect services in Gilroy to San Juan Bautista. Line 59 (Salinas-Gilroy) began service in October 2023. Line 59 connects with San Benito County Express which runs through San Juan Bautista and eventually connecting to Hollister. There are currently no connections to Los Banos.

3. Capital improvement projects that would enhance existing public transit facilities.

No comments under this category were analyzed in TAMC's 2025 UTN process.

Coordinated Plan Element 3: Addressing Gaps Between Current Transportation Services and Needs

This section provides a non-exhaustive list of strategies, activities, and/or projects to address gaps between current transportation services and needs in Monterey County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. The potential solutions below are placed into one of the five following categories: Public Transit and Paratransit Services; Public Transit and Paratransit Capital; Specialized and Alternative

Transportation Services; Specialized and Alternative Transportation Capital; and Mobility Management and Service Coordination.

Public Transit and Paratransit Services

Increase Frequency and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. This gap was specifically identified during TAMC's 2025 UTN process. In addition, service hours and operations of local fixed route and demand response services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Same Day Services

While current resources may make it difficult to increase the number of drivers and vehicles necessary to provide same day demand response services, it presents a hardship to the Plan's target populations to require all trips to be booked in advance. A possible way to address this need could be launching an on demand microtransit pilot program.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of fixed route and demand response services in the Monterey Bay region. Requests to add service to new locations and during extended hours are often received during the UTN process. This gap was specifically identified during TAMC's 2025 UTN process.

Expand Regional Services

Although many residents in the Monterey Bay region have access to cars, often the Plan's target populations 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 to locations beyond are often requested. These services could include shuttles that connect to multimodal stations functioning as feeder services to passenger rail. This gap was specifically identified during TAMC's 2025 UTN process.

Regional Paratransit and Accessible Transportation Connections

There is a need for direct paratransit and accessible transportation connections between counties in the Monterey Bay region. Ways to meet this need could include the region's public transit operators coordinating paratransit trips between neighboring counties and supporting continuous funding for out-of-county medical transportation services.

Free or Reduced Fare Programs

Programs that provide free or reduced fares for fixed route, paratransit, demand response, and other specialized transportation services for youth, seniors, persons with disabilities, persons of limited means, the unhoused, veterans, and students are needed. Often these types of programs can be offered in partnership with educational institutions, medical service providers, and nonprofits.

Guaranteed Ride Home Programs

Guaranteed Ride Home programs are designed to provide public transit commuters with a reliable ride home in case of an emergency. These programs often offer free or low cost rides using services like Uber, Lyft, or taxis through direct reimbursement or partnerships with the service providers. Commuters must typically be registered and regularly use public transit to get to work or school. These programs are activated when the commuter faces an emergency that disrupts their commute, such as illness, family crisis, or unscheduled overtime. This gap was specifically identified during TAMC's 2025 UTN process.

Public Transit and Paratransit Capital

Fleet Replacement and Expansion

Many public transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of the public transportation fleet will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. As vehicles are replaced or added to the public transportation fleet, operators may consider investing in technologies such as zero emission and autonomous vehicles. It should be noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training.

Ability to Use Available Vehicles and Drivers Between Funding Sources

As it currently stands, which vehicles and drivers can be used between rider types is restricted by funding source. Due to these restrictions, operating public transportation services is less efficient preventing the preservation of resources that could otherwise be distributed into other areas of need. When these bureaucratic barriers are one day removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s).

Bus Stop Amenities and Safe Paths of Travel

Adding bus stop amenities such as shelters, benches, lighting, digital bus tracking with auditory announcements, USB charging, and Wi-Fi all contribute to the comfort and satisfaction of those who use public transit. Investments made into the path of travel to

these accessible bus stops and/or mobility hubs are also important. Direct safe accessible paths of travel with solar lighting and wayfinding (including for the visually impaired) will increase the mobility of persons with disabilities as they will be able to access regular fixed route services versus requiring paratransit to travel. Operators can also offer programs where passengers report issues they experience on their way to or at the bus stops to maintain these amenities with funding identified for the maintenance.

Technology Upgrades

There are many technologies available to improve the operations and customer experience of public transportation services. Transponders and Automated Vehicle Location (AVL) systems provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment assists with real-time operations, security, scheduling, and planning. Audio and video surveillance system for buses and stations improve security for drivers and passengers. Planning and scheduling software is available to optimize service planning, operations, and community outreach. Electronic fare payment options allow for faster boarding and convenience. Other technologies such as GTFS feed updates and software for automatic reminders of upcoming paratransit trips help passengers better utilize the public transportation system.

Specialized and Alternative Transportation Services

Increase Service Hours and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. In addition, service hours and operations of specialized transportation services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Same Day Services

While current resources may make it difficult to increase the number of drivers and vehicles necessary to provide same day specialized transportation services, it presents a hardship to the Plan's target populations to require all trips to be booked in advance.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of specialized transportation services in the Monterey Bay region. Requests to add service to new areas and during extended hours are often received during the UTN process. In terms of service area, these requests often arise from rural community members with special transportation needs that live outside of the paratransit service area. Subsequently, these community members 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.

Regional Accessible Transportation Connections

There is a need for direct accessible transportation connections between counties in the Monterey Bay region. Ways to meet this need could include the region's specialized transportation providers coordinating trips between neighboring counties and supporting continuous funding for out-of-county medical transportation services.

Veterans Services

Specialized transportation services for veterans are a regular need in the Monterey Bay region. Such services can be structured as shuttles offering veterans connections to U.S. Department of Veteran Affairs (VA) medical facilities as well as accessible vans providing access to VA benefits for veterans with mobility limitations.

Door-through-Door Services

Some riders may not be able to safely arrive and return from their planned destination without assistance from an able-bodied, responsible escort. 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. Such destinations could include medical facilities in and outside the county, congregate meal sites, shopping centers, and day programs. The need for bilingual (English and Spanish) escorts is common in the Monterey Bay region.

Gurney Services

Gurney services refers to the non-emergency medical transport of patients who require a gurney or stretcher for mobility assistance. These services are used by the medically frail who cannot sit or stand for extended periods, or who have post-surgical needs. There is a need for additional gurney services in the Monterey Bay region.

Community Housing Transportation Services

Community housing developments continue to be planned for and built in the Monterey Bay region by nonprofit organizations to offer affordable housing for individuals and families. At times, community housing can be centered around the specific needs of a demographic such as seniors, persons with disabilities, a workforce such as agriculture, the unhoused, veterans, and students. Due to the high cost of housing development and zoning requirements, community housing may at times be built in isolated areas away from current public transportation services making it difficult for residents to travel or receive social services without access to personal vehicles. Specialized and alternative transportation can be established providing linkage between these isolated

community housing developments and nearby bus stops to allow riders to safely embark and disembark the accessible public transportation system.

Transportation Costs for Human Service Providers and Volunteers

The cost of traveling to homes and community centers for human service providers and volunteers can be costly. Many aging and disabled individuals have difficulty traveling requiring care at home. Living in remote areas creates difficulty finding care providers that can afford the cost of traveling to individuals in need. In addition, the Monterey Bay region has active 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 service providers and volunteers often arises during the UTN process.

Volunteer Driver Programs

Participating at their convenience, volunteer drivers are recruited and organized into a driver pool. Agencies match the travel requests of their clients with the availability of volunteer drivers. Agencies vet volunteer drivers by completing background checks and confirming ownership of personal vehicles with insurance. The expansion of operation and outreach to recruit volunteer drivers is needed in the Monterey Bay region.

Mileage Reimbursement Programs

Differing a bit from volunteer driver programs, mileage reimbursement program clients self-select a friend or family member to provide them transportation in their personal vehicle. The client would then submit a reimbursement for the trip based on mileage or a flat fee to the program to then compensate the person who provided the ride. In some examples, passengers are required to pay a contribution (fare) for the ride that is net from the paid driver reimbursement.

Taxi Scrip Programs

Programs for taxi scrip or agency partnerships with TNCs (example: Uber or Lyft) could reduce operating costs while increasing mobility for eligible clients. As structured, clients would 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 TNC 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.

Free or Reduced Fare Programs

Programs that provide free or reduced fares for specialized and alternative transportation services for youth, seniors, persons with disabilities, persons of limited means, the unhoused, veterans, and students are needed. Often these types of programs can be offered in partnership with public transportation operators, educational institutions, medical service providers, and nonprofits.

Vanpool Programs

The agricultural industry is a large contributor to the economy in the Monterey Bay region. Many agricultural workers lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Sponsored by the California Vanpool Authority, a public agency, CalVans offers a solution supplying qualified drivers with vehicles to drive themselves and others to work or school. CalVans pays for fuel, maintenance, repairs, and a general liability insurance policy while passengers pay for their ride. Accessible vehicles can be made available upon request. CalVans is not the only shared van/vanpool service that operates in the Monterey Bay region. Vanpools can be organized and operated by public, nonprofit, and private agencies, including employers, hospitals, nonprofits, and individuals. The vans can be owned by, loaned, or leased to the service providers. Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices.

Carshare Programs

A potential solution to some mobility needs in the Monterey Bay region is a carshare program. Carshare programs can be established by public, private, or nonprofit organizations where vehicles are made available to community members for short-term use, typically hourly or daily, at designated locations. People can reserve a car in advance and pay based on usage, eliminating the need for individual car ownership for those who only occasionally need a vehicle. Car share programs offer convenient access to vehicles when needed, without the commitment and costs associated with car ownership.

Bikeshare Programs

Structured similarly to carshare programs, bikeshare programs can offer mobility options for shorter trips in the Monterey Bay region. A bike share program allows community members to rent bikes for short-term use within a specific area. These programs provide bicycles, often with docking stations, for individuals to pick up and return, creating a convenient and affordable transportation option for local trips. Some programs offer dockless bikeshare systems where bikes can be picked up and returned anywhere within a designated area. Others include electric bicycles for added convenience.

Specialized and Alternative Transportation Capital

Fleet Replacement and Expansion

Many specialized transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of specialized transportation fleets will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. As vehicles are replaced or added to specialized transportation fleets, service providers may consider investing in technologies such as zero emission and autonomous vehicles. It should be noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training.

Ability to Use Available Vehicles and Drivers Between Funding Sources

As it currently stands, which vehicles and drivers can be used between rider types is restricted by funding source. Due to these restrictions, operating specialized transportation services is less efficient preventing the preservation of resources that could otherwise be distributed into other areas of need. When these bureaucratic barriers are one day removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s).

Accessible Specialized and Alternative Transportation Vehicles

With increased usage of specialized and alternative transportation services in the Monterey Bay region, additional accessible vehicles for these services will be needed. These vehicles could include shuttles, cutaways, vans, taxis, and vehicles, counting those used for TNC services.

Alternative Transportation Fleets and Infrastructures

When establishing or maintaining a vanpool, carshare, or bikeshare program, the associated alternative transportation infrastructure and fleet is needed.

Technology Upgrades

There are many technologies available to improve the operations and customer experience of specialized transportation services. Transponders and AVL systems provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment assists with real-time operations, security, scheduling, and planning. Audio and video surveillance system for vehicles improve security for drivers and passengers. Planning and scheduling software is available to optimize service planning, operations, and community outreach. Electronic fare payment options allow for faster boarding and convenience. Software for automatic reminders of upcoming trips helps passengers better utilize specialized transportation services.

Mobility Management and Service Coordination

Mobility Management Centers

There is a need for coordinated and seamless systems of information for specialized transportation services in the Monterey Bay region. At a county level, Mobility Management Centers could assist in streamlining the information, referral systems, and delivery of specialized transportation services regardless of the funding source. As more people rely on the internet, web-based systems are also needed for accessing information and reserving rides. As a possible service, a community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, could assist in providing infrequent specialized transportation needs. In addition, Mobility Management Centers could offer in-person ADA eligibility assessments to better determine paratransit service needs of applicants.

Travel Training Programs

When training is available to teach people how to use all forms of transportation available and tickets are easy to purchase, riders from all backgrounds have greater freedom to move about their communities. Continued investment and expansion of travel training programs in the Monterey Bay region will increase the knowledge of available transportation service and mobility of the Plan's target populations.

One-Stop Transportation Information Services

There is an ongoing need in the Monterey Bay region for a multilingual one-stop transportation information service, like 511, where members of the public can receive information about planning, scheduling, and using all forms of transportation available regardless of the provider or mode. This information could be offered self-serve 24 hours a day by phone as well as by website which includes a trip planning function. This type of service is often pursued at a county level.

Commuter Programs

Commuter programs offer resources designed to help employees navigate their daily commute and reduce drive alone trips. They can include various incentives and benefits, such as providing financial assistance for public transportation (such as offering free or discounted public transit passes), carpool and vanpool matching, establishing Guaranteed Ride Home programs, operating carsharing and bikesharing programs, and supporting telework.

Increase Public Awareness of Public, Specialized, and Alternative Transportation

There is a need for increased public awareness of the public, specialized, and alternative transportation services available in the Monterey Bay region. With increased public awareness, the services offered will better serve the transportation needs of the

Plan's target populations. The different types of multilingual marketing that could be considered include digital marketing (websites and social media), traditional marketing (print, radio, and television), content marketing (user-friendly and accessible materials), and affiliate marketing (partnering with Community Based Organizations). This work will not only increase the use of transportation services but will also improve the rider experience.

Emergency Response Planning for Transportation Vulnerable Populations

In times of natural disaster or civil unrest, people with mobility limitations are especially vulnerable and will be reliant on the public emergency response for evacuation and recovery. Ongoing emergency response planning is needed to determine how to address the safety needs of the transportation vulnerable populations in the Monterey Bay region. As fleets are converted to zero emission technology, the unique needs of these vehicles will be factored into the emergency response planning process.

Coordinated Plan Element 4: Priorities for Implementation

As determined by TAMC's 2025 UTN process, this section provides the recommended prioritized strategies, activities, and/or projects to address gaps between current transportation services and needs in Monterey County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. As this document is revised every four years, the other potential solutions listed in Coordinated Plan Element 3 may be considered for implementation with documented community input before the next Plan update.

Public Transit and Paratransit Services

Increase Frequency and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. In addition, service hours and operations of local fixed route and demand response services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of fixed route and demand response services in the Monterey Bay region. Requests to add service to new locations and during extended hours are often received during the UTN process.

Expand Regional Services

Although many residents in the Monterey Bay region have access to cars, often the Plan's target populations 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 to locations beyond are often requested. These services could include shuttles that connect to multimodal stations functioning as feeder services to passenger rail.

Guaranteed Ride Home Programs

Guaranteed Ride Home programs are designed to provide public transit commuters with a reliable ride home in case of an emergency. These programs often offer free or low cost rides using services like Uber, Lyft, or taxis through direct reimbursement or partnerships with the service providers. Commuters must typically be registered and regularly use public transit to get to work or school. These programs are activated when the commuter faces an emergency that disrupts their commute, such as illness, family crisis, or unscheduled overtime.

Chapter 4: San Benito County

Community Setting

San Benito County is a rural and agricultural community in the Central Coast Region, south of Silicon Valley. The County is surrounded by the Counties of Santa Clara, Santa Cruz, Monterey, Fresno, and Merced. The land area is 1,389 square miles with terrain that varies from flat valley floor to hilly rangeland in the east to 5,450-foot peaks far south. The north and northwest segments of the County are comprised of urban areas, leaving the southern portion of the County primarily rural. Due to its proximity to Silicon Valley and the Monterey Peninsula, San Benito County is home to a large percentage of commuters.

As reported in the U.S. Census 2023 American Community Survey (ACS) 5-Year Estimates, San Benito County's total population was 66,056 resulting in 20,188 households. The County has two incorporated cities – Hollister, population 43,003, and San Juan Bautista, population 2,120 – and various unincorporated communities (Aromas, Tres Pinos, Panoche, Ridgemark, and Paicines). Major transportation routes bisecting the County include State Routes 129, 156, 25 and U.S. 101. Regional tourist destinations located in San Benito County include Pinnacles National Park, Hollister Hills State Vehicular Recreation Area, Fremont Peak State Park, and San Juan Bautista Mission. Gavilan College serves as San Benito County's higher education institution.

Target Populations Demographics

Many people believe that individuals with special transportation needs are only those with disabilities. 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. Due to their higher reliance on public transportation services, the target populations for this Coordinated Plan are youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency (LEP) community members. A table summarizing the following 2023 demographic data and their sources can be found in Appendix A.

The percent of total population between the ages of 0 – 17 years (youth) was 25.5% while those aged 65 years + (seniors) made up 13.5% of the population. Further delineating those aged 65 years +, 8.3% of the total population was aged 65 – 74 years, 3.8% of the total population was aged 75 – 84 years, and 1.4% of the total population was aged 85 years +. Older adults tend to drive less frequently or not at all, and health problems related to older age can make it difficult for seniors to move around. As such, older adults may need additional support for mobility, and public transportation may help serve that need.

The percent of population with at least one self-reported disability was 10.5%, while those aged 65 years + who also had a disability made up 4.7% of the population. Disability status is self-reported to the ACS and only determined for the civilian non-institutionalized population, so persons in prisons or living in skilled nursing facilities or long-term hospitals are not included in these counts. Persons with disabilities may have physical or cognitive challenges that make it difficult to operate a vehicle or travel independently and may need additional support when accessing transportation.

San Benito County's median household income in 2023 was \$108,289. The percent of total population living below the Federal Poverty Income Level was 7.8%, while those aged 65 years + who also lived below the poverty income level made up 1.1% of the total population. As a note, the annual 2023 Federal Poverty Income Level for a four-person household was \$30,000, a threshold that represents a national average despite California having a generally higher cost of living. Persons of low income tend to use transit more frequently than the general public because they may not have the financial ability to purchase, own, maintain, or fuel a personal vehicle. Related, 2.6% of all households in San Benito County had no access to a personal vehicle often resulting in barriers to independently accessing essential services.

The percent of total civilian population over the age of 18 who are veterans was 4.2%, while those aged 65 years + who are also veterans made up 2.5% of the adult civilian population. The percent of the total civilian population over the age of 18 who are veterans and have a disability was 1.3% while those who are veterans and live below the Federal Poverty Income Level was 0.1% of the adult civilian population. As seen with these numbers, there was an overlap between the populations of those with veteran status, those who are seniors, those with a disability, and those who live below the Federal Poverty Income Level. As a result, veterans face similar mobility access issues as other transportation disadvantaged populations.

The percent of total population over the age of three who are students was 26.3%. Further delineating students, 12.6% of the total population over the age of three was enrolled in K – 8th Grade, 6.3% was enrolled in high school, and 4.8% was enrolled in undergraduate college. Youth and students often have different mobility needs than the general public due to their inability to drive or lack of access to a personal vehicle.

Finally, in terms of this Coordinated Plan's targeted populations, the percent of total households that self-reported speaking English less than "very well" was 8.1%, while the percent of total households that are limited English proficient and spoke Spanish was 7.3%. Residents in LEP households may face barriers to obtaining employment, accessing services, or social support. It is important for transportation providers to be aware of potential language barriers for their passengers to ensure access to services.

Coordinated Plan Public Participation

Federal Transit Administration (FTA) guidance allows local flexibility in the development of Coordinated Plans and supports communities building on existing assessments,

plans, and action items. Given the similarities of the assessment and public engagement requirements for FTA and California Transportation Development Act (TDA) transportation funds, the preparation of this Coordinated Plan includes a summary of the findings of the most recent Unmet Transit Needs (UTN) process.

California Transportation Development Act of 1971 Transportation Funding

As previously stated in the introduction of this Coordinated Plan, the TDA 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 allocate LTF funds for local streets and roads, construction, and maintenance.

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 percent on population and 50 percent 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.

TDA Unmet Transit Needs Process

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) to assess current transit services and infrastructure, and determine whether there are unmet transit needs, and whether 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." The RTPA for San Benito County is the Council of San Benito County Governments (SBtCOG).

Annually, RTPAs are 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 need that is 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. TDA requires the coordination of public transportation services to prevent duplicative services and to ensure the limited funds available are used efficiently as possible.

TDA Administration in San Benito County

Council of San Benito County Governments

SBtCOG was formed in 1973 through a Joint Powers Agreement between the Cities of Hollister and San Juan Bautista and the County of San Benito. SBtCOG is the regional transportation planning agency and is committed to improving transportation for San Benito County serving as the forum for regional decision-making. In this capacity, SBtCOG builds consensus among local and regional agencies, develops long-term strategic plans, and programs federal and state funding, including TDA, for allocation to transportation projects. SBtCOG's Board of Directors consists of City Council members from the Cities of Hollister and San Juan Bautista and the San Benito County Board of Supervisors. SBtCOG's Board meets every 3rd Thursday at 4:00 p.m. both virtually and in person at 481 4th Street, Hollister, CA at the San Benito County Board of Supervisors Chambers.

Social Services Transportation Advisory Council (SSTAC)

As required by the TDA, SBtCOG has an established SSTAC consisting of members from a broad spectrum of social services and transportation providers advising on matters related to transportation accessibility for the elderly, individuals with disabilities, and persons of limited means. SSTAC strives to achieve balanced representation among its 10 members by drawing from a cross-section of agencies and individuals involved in specialized transportation. This includes representatives from social service organizations, the Consolidated Transportation Services Agency, and the broader community. SSTAC meets quarterly on the 4th Friday of the month at 10:00 a.m. at 650 San Benito St., Suite 120, Hollister CA in SBtCOG's conference room.

SBtCOG's UTN Process

SBtCOG holds an annual UTN hearing 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 transportation services. In consultation with the SSTAC, SBtCOG staff analyzes the public hearing testimonies and presents its findings to the Board of Directors for resolution. After the resolution for the UTN hearing findings, the SBtCOG Board allocates TDA funding to implement the solutions in the upcoming fiscal year.

The purpose of the UTN process is to ensure that all unmet transit needs that are "reasonable to meet" are met before funds are expended for non-transit uses. "Unmet Transit Needs" are defined by SBtCOG 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. SBtCOG's adopted "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. With SSTAC's input, if an expressed transit need

passes the criteria to be found reasonable to meet, public transportation service changes will be made to accommodate the need.

SBtCOG's UTN Public Outreach

SBtCOG's UTN process entails a comprehensive outreach program and a public hearing to obtain comments on unmet transit needs that may be reasonable to meet. In 2025, SBtCOG conducted bilingual (English and Spanish) community outreach to receive UTN testimony from the public while making strides to reach historically underserved communities. Some of the public engagement strategies included the following:

- Public hearing held on February 20, 2025 at 4:00 p.m. during the regular SBtCOG Board meeting with Spanish interpretation available upon request
- Community survey
- Survey onboard public transit and specialized transportation buses
- Notices published in BenitoLink and the Hollister Freelance newspaper
- Posters at bus stop shelters and onboard transit vehicles
- Social media posts
- Comment submittal in writing and by phone

During the 2025 UTN public input period, SBtCOG received a total of 23 comments, which were used to assess the transportation needs in San Benito County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members.

Per FTA Circular 9070.1H, a Coordinated Plan must minimally include the following elements:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities, including those who use wheelchairs, and older adults. This assessment can be based on the experiences and perceptions of the planning partners, 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;
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified; and
5. Where less than 100 percent fleet accessibility for demand response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

Given the demand response fleet for the public transit service in San Benito County, San Benito County Express, is accessible, the next sections of the Coordinated Plan will address elements one through four.

Coordinated Plan Element 1: Assessment of Currently Available Services

This section documents a non-exhaustive list of existing transportation-related services in San Benito County available to the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. These services are provided by public, private, and nonprofit organizations that typically focus their work to meet the needs of specific, underserved populations.

Public Transportation

San Benito County Express (County Express)

Under the name County Express, the San Benito County Local Transportation Authority operates the public transit service in San Benito County. County Express provides the following convenient and affordable services to San Benito County's residents and visitors:

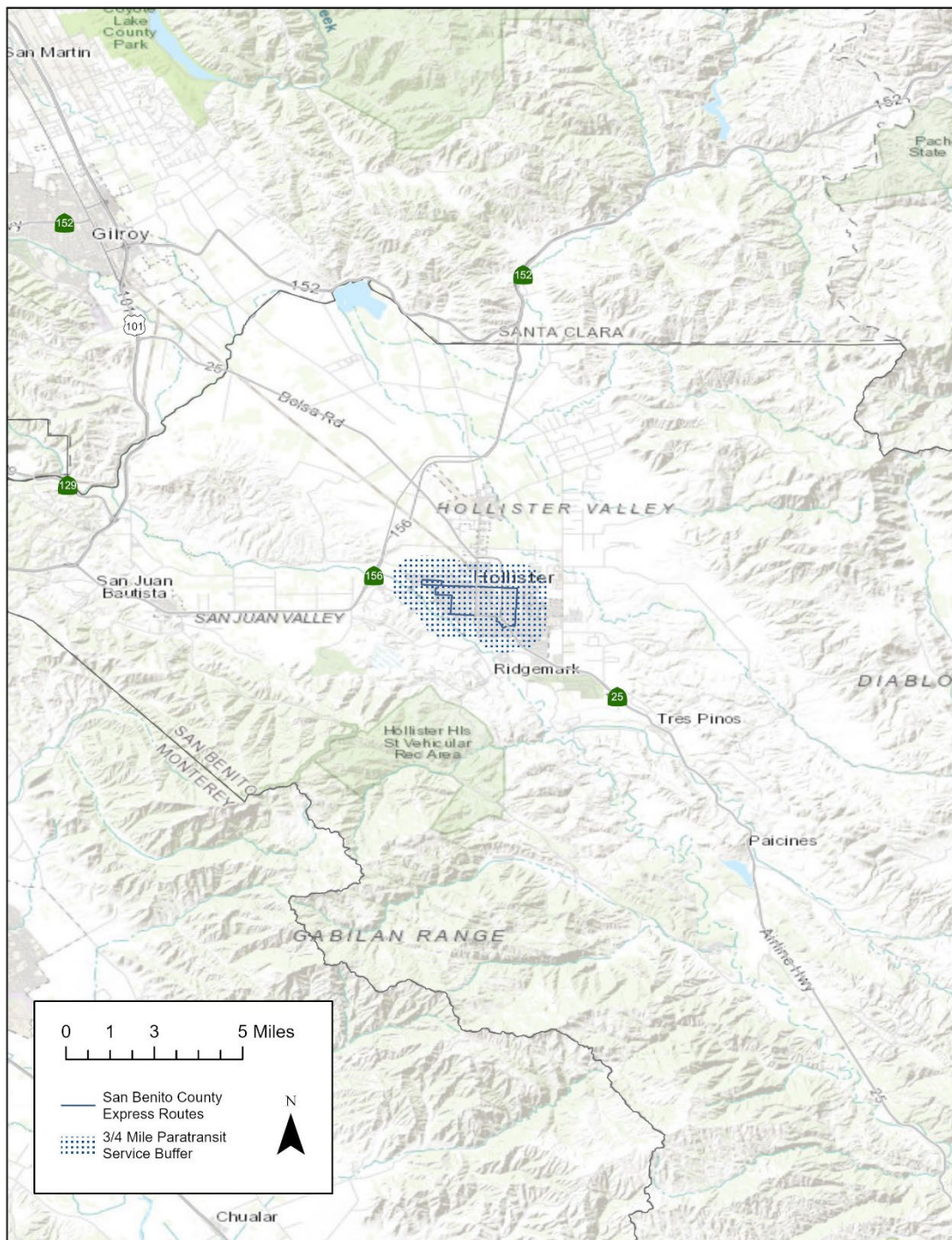
- Tripper/Fixed Route service in the City of Hollister
- Dial-A-Ride service in the City of San Juan Bautista and City of Hollister, specifically in areas located $\frac{3}{4}$ mile from the Tripper/Fixed Route, as well as unincorporated parts of northern San Benito County
- Paratransit service provided only in the City of Hollister relative to the Tripper/Fixed Route (shown in Figure 4-1) as required by the Americans with Disabilities Act (ADA) of 1990
- Intercounty service connecting the Cities of Hollister and San Juan Bautista to Gilroy in Santa Clara County

The Intercounty service allows County Express customers to connect to other public transit services at the Gilroy Transit Center: Valley Transportation Authority (VTA), Monterey-Salinas Transit (MST), Caltrain, Greyhound, and Amtrak.

Specialized Transportation

Under the name Specialized Transportation, the San Benito County Local Transportation Authority operates "door-through-door" transportation services to seniors and individuals with disabilities who have a need for highly personalized transportation service, including assistance from inside their residence to the interior of their destination. These three specialized transportation services are called: Out-of-County Nonemergency Medical Transportation (OOCMT), Senior Lunch Program Transportation (SLPT), and Medical-Shopping Assistance Program (MSAP).

Figure 4-1: San Benito County Express Paratransit Service Map



OOCMT provides seniors and persons with disabilities who reside in San Benito County with transportation outside of the county for medical services that are not available in the county. OOCMT serves destinations located in Santa Cruz, Monterey, and Santa

Clara counties, including the cities of Palo Alto, Santa Cruz, Salinas, and the Monterey Peninsula. Fare rates are determined based on the distance traveled. Clients may request the driver to provide escort services through the door of their residence or the medical facility. Minor Spanish interpretation may also be provided by the driver at the front desk as requested by the client.

SLPT serves seniors who participate in the Senior Lunch Program available at the City Hollister Community Center at 300 West Street. SLPT operates Monday through Friday and reservations may be scheduled 24 hours in advance with subscriptions available. Clients may request the driver to provide door-through-door escort services due to their physical condition. No fare is charged for SLPT.

MSAP serves seniors over the age of 60 and persons with disabilities residing in San Benito County. The service provides transportation, escort, and minor Spanish interpretation for clients at in-county medical appointments, banks, grocery stores, and pharmacies. The service operates Monday through Friday with hours of service varying depending on client appointments and destinations. Trip reservations must be made at least 48 hours in advance and priority is given to individuals residing in the more rural areas of San Benito County. The fare for MSAP service is \$1.25 for a one-way trip.

San Benito RideShare

SBtCOG's San Benito RideShare program assists commuters providing free carpool ridematching services, a low cost vanpool program, transit solutions, regional support for bicycling and walking, Safe Routes to Schools, and information about working from home. San Benito RideShare strives to reduce traffic congestion, as well as reduce greenhouse gas emissions and other environmental pollutants that result from commuters driving to work or school.

San Benito RideShare offers vanpools to qualified drivers with vehicles to drive themselves and others to work. San Benito RideShare pays for the maintenance, repairs, and a general liability insurance policy while passengers pay for their ride and fuel. San Benito RideShare is not the only shared van/vanpool service that operates in San Benito County. Vanpools can be organized and operated by public, nonprofit, and private agencies, including employers, hospitals, nonprofits, and individuals. The vans can be owned by, loaned, or leased to the service providers. Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices.

Human Services Transportation

Central Coast Alliance for Health (The Alliance)

The Alliance is a regional nonprofit health plan which provides health services for low income patients in Mariposa, Merced, Monterey, San Benito, and Santa Cruz counties. Most of the agency's members receive MediCal, 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 nonprofit 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 Alliance has an annual operating budget of \$2 billion and receives most of their funds from the state. Transportation services offered by the Alliance are limited to medical trips, including pharmacies, and are contracted to nonprofit and/or private transportation providers.

San Benito County Office of Education (SBCOE)

SBCOE provides the leadership, support, and service excellence needed to prepare the diverse K-12 students of San Benito County for success in each step of their educational journey. SBCOE serves as a critical link between the county's schools and both state and federal governments and provides indispensable and cost-effective services to local schools and districts. SBCOE's provides transportation to-and-from school for Special Education students living throughout San Benito County. Safe transportation of students may require the use of equipment such as wheelchairs, car seats, and supportive vests.

San Andreas Regional Center

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. While Regional Centers are nonprofit private corporations, they were established by state legislation. They receive public funds under contract with the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. Arranging transportation is a critical responsibility of Regional Centers as clients need specialized transportation services traveling to and from sheltered workshops.

Partnership for Children

Partnership for Children is a nonprofit organization focused on increasing access to care for kids in San Benito County with life-threatening conditions and supporting their families with transportation and financial assistance. Partnership for Children helps by providing safe, free, and reliable rides to medical appointments, as well as gas card subsidies to ease financial burdens.

Hope Services

Hope Services serves San Benito 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 children, adults, and seniors. Many of Hope's clients work in the community at both large and small companies, as well as government facilities throughout Santa Clara, San Benito,

San Mateo, Santa Cruz, and Monterey counties. To make these services accessible, Hope often arranges transportation for clients.

County of Monterey Military & Veterans Affairs Office

Operated by the County of Monterey Military & Veterans Affairs Office on behalf of San Benito County, free van transportation may be scheduled for veterans to the VA Medical Center in Palo Alto and the San Jose VA Outpatient Clinic. Other transportation-related programs coordinated by the County of Monterey Military & Veterans Affairs Office include assistance purchasing or retrofitting ADA-accessible vehicles, assistance repairing and purchasing ADA-accessible vehicles, and coordinating mobile medical clinics.

American Cancer Society Road to Recovery

The American Cancer Society Road to Recovery program provides free rides to cancer-related medical appointments. Trained volunteer drivers pick San Benito County clients up, take them to their appointments, and drop them back off at home.

Private Transportation

Taxis

Taxi services operate in San Benito County and typically stay within the county or local jurisdiction only. The extent of special needs service and accessibility for private taxis vary. Examples of private taxi services in San Benito County include Yellow Cab Company, which offers discount trips for senior citizens, and Hollister Taxi.

Transportation Network Companies (TNCs)

TNCs such as Uber and Lyft provide app-based rideshare trip booking in San Benito County for on demand transportation as a modern alternative to taxis. These demand response ride -hailing models give passengers an innovative way to reserve and pay for trips through a smartphone that estimates the cost of the trip and provides real time vehicle mapping and arrival time estimates. Both companies have worked on efforts in recent years to be more accommodating to customers with disabilities and riders using mobility devices.

Wheelchair Getaways

Wheelchair Getaways is a one-stop-shop for renting wheelchair-accessible vans. Wheelchair Getaways is the largest accessible vehicle network in America, connecting people with vehicles all over the nation through an online platform. Wheelchair Getaways is committed to helping people get the mobility they deserve, by making the rental experience convenient and comfortable for a fair price.

Central Coast Ambulance

American Medical Transport, Inc., doing business as Central Coast Ambulance, is a family-owned business providing Basic Life Support (BLS) ambulance and specialized services in San Benito County. Central Coast Ambulance dispatches services 24/7/365 with ambulances strategically located at local area hospitals to provide the best possible dispatch experience. Central Coast Ambulance accepts all insurance plans including MediCare and MediCal with discounted rates offered for non-covered services.

Leftridge Transportation, Inc.

Leftridge Transportation, Inc. operates in San Benito County providing daily transportation throughout the community, pick up and drop off door-to-curb services, to and from work programs, as well as medical appointments. Leftridge Transportation, Inc. employs caring and professional well-trained drivers that exhibit safe driving ethics, integrity as well as punctuality.

Aided Mobility

Aided Mobility has been providing safe and reliable transportation for the residents of Monterey, Santa Cruz, and San Benito counties since 1979. Fast and reliable transportation services for non-emergency medical needs is available 24/7/365 for ambulatory and wheelchair users.

First Elite Medical Transportation

First Elite Medical Transportation offers comprehensive 'thru the door' full-service wheelchair and gurney transport 24/7, 365 days a year.

Transdev North America, Inc. (Transdev)

Transdev is the largest private operator and integrator of multiple modes of public transportation in the United States, including bus, paratransit, rail, nonemergency medical transportation, microtransit, shuttle, and autonomous vehicles. Cities, counties, airports, private companies, and universities contract with Transdev to operate and maintain their transportation systems. In San Benito County, Transdev is the contracted operator for County Express and Specialized Transportation services.

Information and Referral Programs

Google Transit

Google Transit is an online portal that organizes fixed route general transit feed specifications (GTFS) data to travel between points. Google Transit hosts County Express' Tripper and Intercounty information and can be accessed through Google Maps.

San Benito County Health and Human Services Agency

The San Benito County Health and Human Services Agency administers programs that serve the residents of San Benito County. Department services include a variety of public assistance programs, employment services, and social services for children and their families, adults with disabilities, seniors, and military veterans. The agency is also responsible for the investigation of child, dependent adult, and elder abuse in San Benito County. Regarding transportation, the agency may inform clients of their mobility options.

211 San Benito County

211 San Benito County, a program of United Way of San Benito County, is the comprehensive information and referral service for San Benito County. 211 San Benito County connect callers and texters with information about health and human services (including transportation) available to them. 211 San Benito County phone and text service is available 24 hours a day, 7 days a week. 211 is available in 150 languages through phone interpretation services.

Martha's Kitchen

Martha's Kitchen is a San Jose nonprofit providing prepared meals and grocery distribution to families, seniors, and individuals facing urgent need across the region. Martha's Kitchen is the operator of Meals on Wheels for San Benito County serving the most vulnerable and homebound seniors across the county. Martha's Kitchen delivers nutritious meals, along with connection and care, directly to seniors' doorsteps daily, while also continuing the weekly congregate dining program in both San Juan Bautista and Hollister. Transportation to the congregate meal sites is available through Specialized Transportation.

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 Monterey, San Benito, and Santa Cruz counties, CCCIL provides clients with information and referral services regarding transportation access and mobility. They also work with SBtCOG and County Express to advocate for programs and policies improving accommodation and accessibility for the communities with disabilities.

Seniors Council's Foster Grandparent Program/Senior Companion Program

The Seniors Council's Foster Grandparent Program/Senior Companion Program is a 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 in Monterey, San Benito, and Santa Cruz counties. 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.

Aging and Disability Resource Connection (ADRC) of San Benito County

ADRC programs serve San Benito County's older adults, individuals with disabilities, and caregivers with information and access to available long-term services and supports at the local level. Regarding transportation, ADRC provides their clients and family caregivers with clear and concise information regarding local transportation providers like County Express and Specialized Transportation.

Jovenes de Antaño (JDA)

JDA is a local nonprofit that works to enhance the well-being of older adults and individuals with disabilities in San Benito County. JDA programs include adult day care, family caregiver support, and social and exercise programs. Regarding transportation, JDA may inform clients about local transportation providers like County Express and Specialized Transportation.

Community Food Bank of San Benito County

The Community Food Bank of San Benito County is nonprofit organization that collects and distributes food to people in San Benito County who have difficulty purchasing enough food to avoid hunger and/or malnutrition. The Community Food Bank's programs include: partnerships with local nonprofits to distribute food; Brown Bag Delivery to seniors and shut-ins throughout the county; Mobile Pantry in Hollister, San Juan Bautista, Aromas, and Tres Pinos; Student Snack Bags with kid-friendly food for weekend meals; and the Marketplace open Thursdays, Fridays, and Saturdays where shoppers grab shopping carts and help themselves to fresh produce, baked goods and other groceries.

The H.O.M.E. Resource Center (HRC)

HRC, operated by the Community Homeless Solutions nonprofit in Monterey County, is a year-round homeless shelter serving San Benito County. Guests are provided three meals daily in collaboration with local churches and community groups. Guests can access the restrooms, showers, hygiene products, and laundry facility on site. HRC has a dedicated team who focuses on outreach services in hopes of connecting the homeless with support services including transportation.

Coordinated Plan Element 2: Assessment of Transportation Needs

As identified in SBtCOG's 2025 UTN process, this section summarizes San Benito County's transportation needs for the general public and the Plan's target populations:

youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members.

When completing this year's UTN analysis, SBtCOG placed most unmet transit needs comments received from the public into one of two categories: "Gaps in Service" and "Operational." SBtCOG's 2025 UTN comments are listed below per category with available analysis notes.

Gaps in Service

County Express Fixed Route Restoration

Many comments received requested the restoration of County Express Fixed Route, which was suspended due to the COVID-19 pandemic. There were specific mentions of the importance of reinstating the Fixed Route Red Line, which provided connections to many popular destinations such as the Target shopping center, San Benito County Health and Human Services Agency, and Community Food Bank of San Benito County. Currently County Express Dial-A-Ride is available to visit these destinations, but comments stated that the availability of reservations is limited. In response, SBtCOG reported that the restoration of County Express Fixed Route service is a priority of the San Benito County Local Transportation Authority, as identified in its Short Range Transit Plan, and that service will be restored as soon as funding and driver availability allow.

County Express Service to the New Gavilan College Hollister Campus

In January 2025, Gavilan College, San Benito County's higher education institution, opened a new campus just outside the city limits of Hollister, in a remote area, near the intersection of Airline Highway and Fairview Road. Currently students can travel to the campus using County Express Dial-A-Ride, but comments stated that the availability of reservations is limited. Many comments received requested a fixed route service to the campus to replace using County Express Dial-A-Ride. In response, SBtCOG reported that this has been identified as a near-term improvement to County Express as increasing service miles and hours is not financially feasible at this time.

Operational

County Express Token Sale Locations

A comment was received that more County Express token sale locations are needed.

County Express Bus Bike Racks

A comment requested bus bike racks with an increased number of slots. In the comment it states that the available slots to secure bikes fill quickly when riding County

Express Intercounty service. Also, there was a request for bus bike racks on County Express Dial-A-Ride vehicles.

Specialized Transportation Accessible Vehicles

A comment was received that Specialized Transportation needs additional wheelchair-accessible vehicles.

Specialized Transportation Increased Number of Operators

A few comments requested increasing the number of Specialized Transportation operators as the availability of reservations is limited for these lifeline services.

Coordinated Plan Element 3: Addressing Gaps Between Current Transportation Services and Needs

This section provides a non-exhaustive list of strategies, activities, and/or projects to address gaps between current transportation services and needs in San Benito County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. The potential solutions below are placed into one of the five following categories: Public Transit and Paratransit Services; Public Transit and Paratransit Capital; Specialized and Alternative Transportation Services; Specialized and Alternative Transportation Capital; and Mobility Management and Service Coordination.

Public Transit and Paratransit Services

Increase Frequency and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. This gap was specifically identified during SBtCOG's 2025 UTN process. In addition, service hours and operations of local fixed route and demand response services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Same Day Services

While current resources may make it difficult to increase the number of drivers and vehicles necessary to provide same day demand response services, it presents a hardship to the Plan's target populations to require all trips to be booked in advance. A possible way to address this need could be launching an on demand microtransit pilot program.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of fixed route and demand response services in the Monterey Bay region. Requests to add service to new locations and during extended hours are often received during the UTN process. This gap was specifically identified during SBtCOG's 2025 UTN process.

Expand Regional Services

Although many residents in the Monterey Bay region have access to cars, often the Plan's target populations 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 to locations beyond are often requested. These services could include shuttles that connect to multimodal stations functioning as feeder services to passenger rail.

Regional Paratransit and Accessible Transportation Connections

There is a need for direct paratransit and accessible transportation connections between counties in the Monterey Bay region. Ways to meet this need could include the region's public transit operators coordinating paratransit trips between neighboring counties and supporting continuous funding for out-of-county medical transportation services.

Free or Reduced Fare Programs

Programs that provide free or reduced fares for fixed route, paratransit, demand response, and other specialized transportation services for youth, seniors, persons with disabilities, persons of limited means, the unhoused, veterans, and students are needed. Often these types of programs can be offered in partnership with educational institutions, medical service providers, and nonprofits.

Guaranteed Ride Home Programs

Guaranteed Ride Home programs are designed to provide public transit commuters with a reliable ride home in case of an emergency. These programs often offer free or low cost rides using services like Uber, Lyft, or taxis through direct reimbursement or partnerships with the service providers. Commuters must typically be registered and regularly use public transit to get to work or school. These programs are activated when the commuter faces an emergency that disrupts their commute, such as illness, family crisis, or unscheduled overtime.

Public Transit and Paratransit Capital

Fleet Replacement and Expansion

Many public transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of the public transportation fleet will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. As vehicles are replaced or added to the public transportation fleet, operators may consider investing in technologies such as zero emission and autonomous vehicles. It should be noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training.

Ability to Use Available Vehicles and Drivers Between Funding Sources

As it currently stands, which vehicles and drivers can be used between rider types is restricted by funding source. Due to these restrictions, operating public transportation services is less efficient preventing the preservation of resources that could otherwise be distributed into other areas of need. When these bureaucratic barriers are one day removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s).

Bus Stop Amenities and Safe Paths of Travel

Adding bus stop amenities such as shelters, benches, lighting, digital bus tracking with auditory announcements, USB charging, and Wi-Fi all contribute to the comfort and satisfaction of those who use public transit. Investments made into the path of travel to these accessible bus stops and/or mobility hubs are also important. Direct safe accessible paths of travel with solar lighting and wayfinding (including for the visually impaired) will increase the mobility of persons with disabilities as they will be able to access regular fixed route services versus requiring paratransit to travel. Operators can also offer programs where passengers report issues they experience on their way to or at the bus stops to maintain these amenities with funding identified for the maintenance.

Technology Upgrades

There are many technologies available to improve the operations and customer experience of public transportation services. Transponders and Automated Vehicle Location (AVL) systems provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment assists with real time operations, security, scheduling, and planning. Audio and video surveillance system for buses and stations improve security for drivers and passengers. Planning and scheduling software is available to optimize service planning, operations, and community outreach. Electronic fare payment options allow for faster boarding and convenience. Other technologies such as GTFS feed updates and software for automatic reminders of

upcoming paratransit trips help passengers better utilize the public transportation system.

Specialized and Alternative Transportation Services

Increase Service Hours and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. This gap was specifically identified during SBtCOG's 2025 UTN process. In addition, service hours and operations of specialized transportation services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Same Day Services

While current resources may make it difficult to increase the number of drivers and vehicles necessary to provide same day specialized transportation services, it presents a hardship to the Plan's target populations to require all trips to be booked in advance.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of specialized transportation services in the Monterey Bay region. Requests to add service to new areas and during extended hours are often received during the UTN process. In terms of service area, these requests often arise from rural community members with special transportation needs that live outside of the paratransit service area. Subsequently, these community members 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.

Regional Accessible Transportation Connections

There is a need for direct accessible transportation connections between counties in the Monterey Bay region. Ways to meet this need could include the region's specialized transportation providers coordinating trips between neighboring counties and supporting continuous funding for out-of-county medical transportation services.

Veterans Services

Specialized transportation services for veterans are a regular need in the Monterey Bay region. Such services can be structured as shuttles offering veterans connections to U.S. Department of Veteran Affairs (VA) medical facilities as well as accessible vans providing access to VA benefits for veterans with mobility limitations.

Door-through-Door Services

Some riders may not be able to safely arrive and return from their planned destination without assistance from an able-bodied, responsible escort. 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. Such destinations could include medical facilities in and outside the county, congregate meal sites, shopping centers, and day programs. The need for bilingual (English and Spanish) escorts is common in the Monterey Bay region.

Gurney Services

Gurney services refers to the non-emergency medical transport of patients who require a gurney or stretcher for mobility assistance. These services are used by the medically frail who cannot sit or stand for extended periods, or who have post-surgical needs. There is a need for additional gurney services in the Monterey Bay region.

Community Housing Transportation Services

Community housing developments continue to be planned for and built in the Monterey Bay region by nonprofit organizations to offer affordable housing for individuals and families. At times, community housing can be centered around the specific needs of a demographic such as seniors, persons with disabilities, a workforce such as agriculture, the unhoused, veterans, and students. Due to the high cost of housing development and zoning requirements, community housing may at times be built in isolated areas away from current public transportation services making it difficult for residents to travel or receive social services without access to personal vehicles. Specialized and alternative transportation can be established providing linkage between these isolated community housing developments and nearby bus stops to allow riders to safely embark and disembark the accessible public transportation system.

Transportation Costs for Human Service Providers and Volunteers

The cost of traveling to homes and community centers for human service providers and volunteers can be costly. Many aging and disabled individuals have difficulty traveling requiring care at home. Living in remote areas creates difficulty finding care providers that can afford the cost of traveling to individuals in need. In addition, the Monterey Bay region has active 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 service providers and volunteers often arises during the UTN process.

Volunteer Driver Programs

Participating at their convenience, volunteer drivers are recruited and organized into a driver pool. Agencies match the travel requests of their clients with the availability of volunteer drivers. Agencies vet volunteer drivers by completing background checks and confirming ownership of personal vehicles with insurance. The expansion of operation and outreach to recruit volunteer drivers is needed in the Monterey Bay region.

Mileage Reimbursement Programs

Differing a bit from volunteer driver programs, mileage reimbursement program clients self-select a friend or family member to provide them transportation in their personal vehicle. The client would then submit a reimbursement for the trip based on mileage or a flat fee to the program to then compensate the person who provided the ride. In some examples, passengers are required to pay a contribution (fare) for the ride that is net from the paid driver reimbursement.

Taxi Scrip Programs

Programs for taxi scrip or agency partnerships with TNCs (example: Uber or Lyft) could reduce operating costs while increasing mobility for eligible clients. As structured, clients would 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 shown on the taxi meter. A similar arrangement could be possible to purchase a certain amount of credit on TNC 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.

Free or Reduced Fare Programs

Programs that provide free or reduced fares for specialized and alternative transportation services for youth, seniors, persons with disabilities, persons of limited means, the unhoused, veterans, and students are needed. Often these types of programs can be offered in partnership with public transportation operators, educational institutions, medical service providers, and nonprofits.

Vanpool Programs

The agricultural industry is a large contributor to the economy in the Monterey Bay region. Many agricultural workers lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Sponsored by the California Vanpool Authority, a public agency, CalVans offers a solution supplying qualified drivers with vehicles to drive themselves and others to work or school. CalVans pays for fuel, maintenance, repairs, and a general liability insurance policy while passengers pay for their ride. Accessible vehicles

can be made available upon request. CalVans is not the only shared van/vanpool service that operates in the Monterey Bay region. Vanpools can be organized and operated by public, nonprofit, and private agencies, including employers, hospitals, nonprofits, and individuals. The vans can be owned by, loaned, or leased to the service providers. Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices.

Carshare Programs

A potential solution to some mobility needs in the Monterey Bay region is a carshare program. Carshare programs can be established by public, private, or nonprofit organizations where vehicles are made available to community members for short-term use, typically hourly or daily, at designated locations. People can reserve a car in advance and pay based on usage, eliminating the need for individual car ownership for those who only occasionally need a vehicle. Car share programs offer convenient access to vehicles when needed, without the commitment and costs associated with car ownership.

Bikeshare Programs

Structured similarly to carshare programs, bikeshare programs can offer mobility options for shorter trips in the Monterey Bay region. A bike share program allows community members to rent bikes for short-term use within a specific area. These programs provide bicycles, often with docking stations, for individuals to pick up and return, creating a convenient and affordable transportation option for local trips. Some programs offer dockless bikeshare systems where bikes can be picked up and returned anywhere within a designated area. Others include electric bicycles for added convenience.

Specialized and Alternative Transportation Capital

Fleet Replacement and Expansion

Many specialized transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of specialized transportation fleets will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. This gap was specifically identified during SBtCOG's 2025 UTN process. As vehicles are replaced or added to specialized transportation fleets, service providers may consider investing in technologies such as zero emission and autonomous vehicles. It should be noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training.

Ability to Use Available Vehicles and Drivers Between Funding Sources

As it currently stands, which vehicles and drivers can be used between rider types is restricted by funding source. Due to these restrictions, operating specialized transportation services is less efficient preventing the preservation of resources that could otherwise be distributed into other areas of need. When these bureaucratic barriers are one day removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s).

Accessible Specialized and Alternative Transportation Vehicles

With increased usage of specialized and alternative transportation services in the Monterey Bay region, additional accessible vehicles for these services will be needed. These vehicles could include shuttles, cutaways, vans, taxis, and vehicles, counting those used for TNC services.

Alternative Transportation Fleets and Infrastructures

When establishing or maintaining a vanpool, carshare, or bikeshare program, the associated alternative transportation infrastructure and fleet is needed.

Technology Upgrades

There are many technologies available to improve the operations and customer experience of specialized transportation services. Transponders and AVL systems provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment assists with real time operations, security, scheduling, and planning. Audio and video surveillance system for vehicles improve security for drivers and passengers. Planning and scheduling software is available to optimize service planning, operations, and community outreach. Electronic fare payment options allow for faster boarding and convenience. Software for automatic reminders of upcoming trips helps passengers better utilize specialized transportation services.

Mobility Management and Service Coordination

Mobility Management Centers

There is a need for coordinated and seamless systems of information for specialized transportation services in the Monterey Bay region. At a county level, Mobility Management Centers could assist in streamlining the information, referral systems, and delivery of specialized transportation services regardless of the funding source. As more people rely on the internet, web-based systems are also needed for accessing information and reserving rides. As a possible service, a community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, could assist in providing infrequent specialized transportation needs. In

addition, Mobility Management Centers could offer in-person ADA eligibility assessments to better determine paratransit service needs of applicants.

Travel Training Programs

When training is available to teach people how to use all forms of transportation available and tickets are easy to purchase, riders from all backgrounds have greater freedom to move about their communities. Continued investment and expansion of travel training programs in the Monterey Bay region will increase the knowledge of available transportation service and mobility of the Plan's target populations.

One-Stop Transportation Information Services

There is an ongoing need in the Monterey Bay region for a multilingual one-stop transportation information service, like 511, where members of the public can receive information about planning, scheduling, and using all forms of transportation available regardless of the provider or mode. This information could be offered self-serve 24 hours a day by phone as well as by website which includes a trip planning function. This type of service is often pursued at a county level.

Commuter Programs

Commuter programs offer resources designed to help employees navigate their daily commute and reduce drive alone trips. They can include various incentives and benefits, such as providing financial assistance for public transportation (such as offering free or discounted public transit passes), carpool and vanpool matching, establishing Guaranteed Ride Home programs, operating carsharing and bikesharing programs, and supporting telework.

Increase Public Awareness of Public, Specialized, and Alternative Transportation

There is a need for increased public awareness of the public, specialized, and alternative transportation services available in the Monterey Bay region. With increased public awareness, the services offered will better serve the transportation needs of the Plan's target populations. The different types of multilingual marketing that could be considered include digital marketing (websites and social media), traditional marketing (print, radio, and television), content marketing (user-friendly and accessible materials), and affiliate marketing (partnering with Community Based Organizations). This work will not only increase the use of transportation services but will also improve the rider experience.

Emergency Response Planning for Transportation Vulnerable Populations

In times of natural disaster or civil unrest, people with mobility limitations are especially vulnerable and will be reliant on the public emergency response for evacuation and recovery. Ongoing emergency response planning is needed to determine how to

address the safety needs of the transportation vulnerable populations in the Monterey Bay region. As fleets are converted to zero emission technology, the unique needs of these vehicles will be factored into the emergency response planning process.

Coordinated Plan Element 4: Priorities for Implementation

As determined by SBtCOG's 2025 UTN process, this section provides the recommended prioritized strategies, activities, and/or projects to address gaps between current transportation services and needs in San Benito County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. As this document is revised every four years, the other potential solutions listed in Coordinated Plan Element 3 may be considered for implementation with documented community input before the next Plan update.

Public Transit and Paratransit Services

Increase Frequency and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. In addition, service hours and operations of local fixed route and demand response services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of fixed route and demand response services in the Monterey Bay region. Requests to add service to new locations and during extended hours are often received during the UTN process.

Specialized and Alternative Transportation Services

Increase Service Hours and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. In addition, service hours and operations of specialized transportation services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Specialized and Alternative Transportation Capital

Fleet Replacement and Expansion

Many specialized transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of specialized transportation fleets will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. As vehicles are replaced or added to specialized transportation fleets, service providers may consider investing in technologies such as zero emission and autonomous vehicles. It should be noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training.

Other Potential Solutions

County Express Token Sale Locations

A 2025 UTN comment was received that more County Express token sale locations are needed. To address this, increase the number of locations County Express tokens can be purchased.

County Express Bus Bike Racks

A 2025 UTN comment requested bus bike racks with an increased number of slots. In the comment it states that the available slots to secure bikes fill quickly when riding County Express Intercounty service. Also, there was a request for bus bike racks on County Express Dial-A-Ride vehicles. To address this, purchasing larger capacity bus bike racks into the future could be considered.

Chapter 5: Santa Cruz County

Community Setting

Situated in the northern half of the Monterey Bay, Santa Cruz County covers 607 square miles. The County is bordered by San Mateo County to the north, Santa Clara and San Benito counties to the east, and Monterey County to the south. The county's location is both a spectacular natural phenomenon and a limiting factor with the meeting of the redwoods of the Santa Cruz Mountains and the coast of the Monterey Bay. In addition to various county roads, there are seven State Routes in Santa Cruz County: 1, 9, 17, 35, 129, 152, and 236.

As reported in the U.S. Census 2023 American Community Survey (ACS) 5-Year Estimates, Santa Cruz County's total population was 266,021 resulting in 96,873 households. Santa Cruz County's four incorporated cities and their estimated 2023 populations were: Capitola (9,813); Santa Cruz (60,953); Scotts Valley (12,138); and Watsonville (51,968). Most of the population in Santa Cruz County lives and travels within a small area. The parts of the county with higher population density are primarily along the coast (City of Santa Cruz, Capitola, Live Oak, Soquel and Aptos), in the cities of Watsonville and Scotts Valley, and along portions of the San Lorenzo Valley.

Some of the largest economic sectors in Santa Cruz County include agriculture, tourism, and education. Berries are Santa Cruz County's number one crop, with a significant concentration grown in the Pajaro Valley and Watsonville area. The Boardwalk in the City of Santa Cruz attracts many visitors, especially in the summer and on weekends. Finally, the University of California, Santa Cruz (UC Santa Cruz) has a population of approximately 18,000 students.

Target Populations Demographics

Many people believe that individuals with special transportation needs are only those with disabilities. 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. Due to their higher reliance on public transportation services, the target populations for this Coordinated Plan are youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency (LEP) community members. A table summarizing the following 2023 demographic data and their sources can be found in Appendix A.

The percent of total population between the ages of 0 – 17 years (youth) was 18.8% while those aged 65 years + (seniors) made up 18.3% of the population. Further delineating those aged 65 years +, 11.6% of the total population was aged 65 – 74 years, 4.8% of the total population was aged 75 – 84 years, and 2.0% of the total population was aged 85 years +. Older adults tend to drive less frequently or not at all,

and health problems related to older age can make it difficult for seniors to move around. As such, older adults may need additional support for mobility, and public transportation may help serve that need.

The percent of population with at least one self-reported disability was 11.2%, while those aged 65 years + who also had a disability made up 5.1% of the population. Disability status is self-reported to the ACS and only determined for the civilian non-institutionalized population, so persons in prisons or living in skilled nursing facilities or long-term hospitals are not included in these counts. Persons with disabilities may have physical or cognitive challenges that make it difficult to operate a vehicle or travel independently and may need additional support when accessing transportation.

Santa Cruz County's median household income in 2023 was \$109,266. The percent of total population living below the Federal Poverty Income Level was 11.2%, while those aged 65 years + who also lived below the poverty income level made up 1.7% of the total population. As a note, the annual 2023 Federal Poverty Income Level for a four-person household was \$30,000, a threshold that represents a national average despite California having a generally higher cost of living. Persons of low income tend to use transit more frequently than the general public because they may not have the financial ability to purchase, own, maintain, or fuel a personal vehicle. Related, 5.3% of all households in Santa Cruz County had no access to a personal vehicle often resulting in barriers to independently accessing essential services.

The percent of total civilian population over the age of 18 who are veterans was 4.0%, while those aged 65 years + who are also veterans made up 2.7% of the adult civilian population. The percent of the total civilian population over the age of 18 who are veterans and have a disability was 1.4% while those who are veterans and live below the Federal Poverty Income Level was 0.2% of the adult civilian population. As seen with these numbers, there was an overlap between the populations of those with veteran status, those who are seniors, those with a disability, and those who live below the Federal Poverty Income Level. As a result, veterans face similar mobility access issues as other transportation disadvantaged populations.

The percent of total population over the age of three who are students was 28.2%. Further delineating students, 9.5% of the total population over the age of three was enrolled in K – 8th Grade, 5.0% was enrolled in high school, and 10.8% was enrolled in undergraduate college. Youth and students often have different mobility needs than the general public due to their inability to drive or lack of access to a personal vehicle.

Finally, in terms of this Coordinated Plan's targeted populations, the percent of total households that self-reported speaking English less than "very well" was 4.4%, while the percent of total households that are limited English proficient and spoke Spanish was 3.5%. Residents in LEP households may face barriers to obtaining employment, accessing services, or social support. It is important for transportation providers to be aware of potential language barriers for their passengers to ensure access to services.

Coordinated Plan Public Participation

Federal Transit Administration (FTA) guidance allows local flexibility in the development of Coordinated Plans and supports communities building on existing assessments, plans, and action items. Given the similarities of the assessment and public engagement requirements for FTA and California Transportation Development Act (TDA) transportation funds, the preparation of this Coordinated Plan includes a summary of the findings of the most recent Unmet Transit Needs (UTN) process.

California Transportation Development Act of 1971 Transportation Funding

As previously stated in the introduction of this Coordinated Plan, the TDA provides funding for public transit and non-transit related projects that comply with regional transportation plans. Each county or regional entity that is 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 allocate LTF funds for local streets and roads, construction, and maintenance.

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 percent on population and 50 percent 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.

TDA Unmet Transit Needs Process

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) to assess current transit services and infrastructure, and determine whether there are unmet transit needs, and whether 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." The RTPA for Santa Cruz County is the Santa Cruz County Regional Transportation Commission (SCCRTC).

Annually, RTPAs are 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 need that is 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.

Although SCCRTC no longer allocates TDA funds to local streets and roads, the agency continues to solicit public input on unmet transit needs to provide a useful tool to identify and prioritize transit funding needs in the county. TDA requires the coordination of public transportation services to prevent duplicative services and to ensure the limited funds available are used efficiently as possible.

TDA Administration in Santa Cruz County

Santa Cruz County Regional Transportation Commission

SCCRTC is the regional transportation planning agency and is committed to improving transportation for Santa Cruz County serving as the forum for regional decision-making. In this capacity, SCCRTC builds consensus among local and regional agencies, develops long-term strategic plans, and programs federal and state funding, including TDA, for allocation to transportation projects. SCCRTC's Board of Directors, known as the Commission, consists of five members of the Santa Cruz County Board of Supervisors, one member each of the Watsonville, Santa Cruz, Scotts Valley, and Capitola City Councils, and three members appointed by the Santa Cruz Metropolitan Transit District (METRO). The Commission meets the 1st and 3rd Thursdays of the month at 9:00 a.m. both virtually and in person rotating throughout Santa Cruz County at the chambers of the member jurisdictions.

Santa Cruz County Regional Transportation Commission's Elderly and Disabled Transportation Advisory Committee (E&D TAC)

As required by the TDA, SCCRTC has an established SSTAC, called the Elderly and Disabled Transportation Advisory Committee (E&D TAC), consisting of members from a broad spectrum of social services and transportation providers as well as members of the public advising on matters related to transportation accessibility for the elderly, individuals with disabilities, and persons of limited means. E&D TAC meets on the 2nd Tuesday of every other month at 1:30 p.m. both virtually and in person at 1101 Pacific Avenue, Suite 250, Santa Cruz, CA in SCCRTC's conference room.

SCCRTC's UTN Process

The purpose of the TDA UTN process is to ensure that all unmet transit needs that are "reasonable to meet" are met before funds are expended for non-transit uses. Although SCCRTC no longer allocates TDA funds to local streets and roads, the agency continues to solicit public input on unmet transit needs to provide a useful tool to identify and prioritize transit funding needs in the county. SCCRTC holds an annual UTN hearing to provide a forum for transit users and community members to express potential unmet transit needs. Supported by this public feedback, SCCRTC's E&D TAC compiles a list of unmet transit needs not currently being addressed by the existing public transportation system in Santa Cruz County. Summarized in an annual report, the list and process of soliciting public input highlights these needs for decisionmakers and

the public, prioritizing the most critical gaps. SCCRTC receives the UTN annual report at a regularly scheduled board meeting.

SCCRTC's UTN Public Outreach

SCCRTC's UTN process entails a comprehensive outreach program and a public hearing to obtain comments on unmet transit needs. In 2025, SCCRTC conducted bilingual (English and Spanish) community outreach to receive UTN testimony from the public while making strides to reach historically underserved communities. Some of the public engagement strategies included the following:

- Public hearing held on May 1, 2025 at 9:00 a.m. during the regular SCCRTC meeting with Spanish interpretation available upon request
- Digital community survey
- Email list serves reaching nearly 2,500 individuals
- Personalized emails to approximately 50 community stakeholders
- Tabling at the Santa Cruz and Watsonville Farmers Markets
- Presentations at community and advisory committee meetings, including SCCRTC's Equity Working Group, Interagency Technical Advisory Committee, and Bicycle Advisory Committee, as well as Dignity Health Life on Wheels
- Notices published in local newspapers
- Flyers posted in North and South County at community centers, senior centers, public libraries, and local businesses
- Social media posts
- Comment submittals in writing

During the 2025 UTN public input period, SCCRTC received input from approximately 100 community members, which was used to assess the transportation needs in Santa Cruz County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. Per FTA Circular 9070.1H, a Coordinated Plan must minimally include the following elements:

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
2. An assessment of transportation needs for individuals with disabilities, including those who use wheelchairs, and older adults. This assessment can be based on the experiences and perceptions of the planning partners, 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;
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified; and

5. Where less than 100 percent fleet accessibility for demand response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

Given the demand response fleet for the public transit service in Santa Cruz County, METRO, is accessible, the next sections of this Coordinated Plan will address elements one through four.

Coordinated Plan Element 1: Assessment of Currently Available Services

This section documents a non-exhaustive list of existing transportation-related services in Santa Cruz County available to the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. These services are provided by public, private, and nonprofit organizations that typically focus their work to meet the needs of specific, underserved populations.

Public Transportation

Santa Cruz Metropolitan Transit District (METRO)

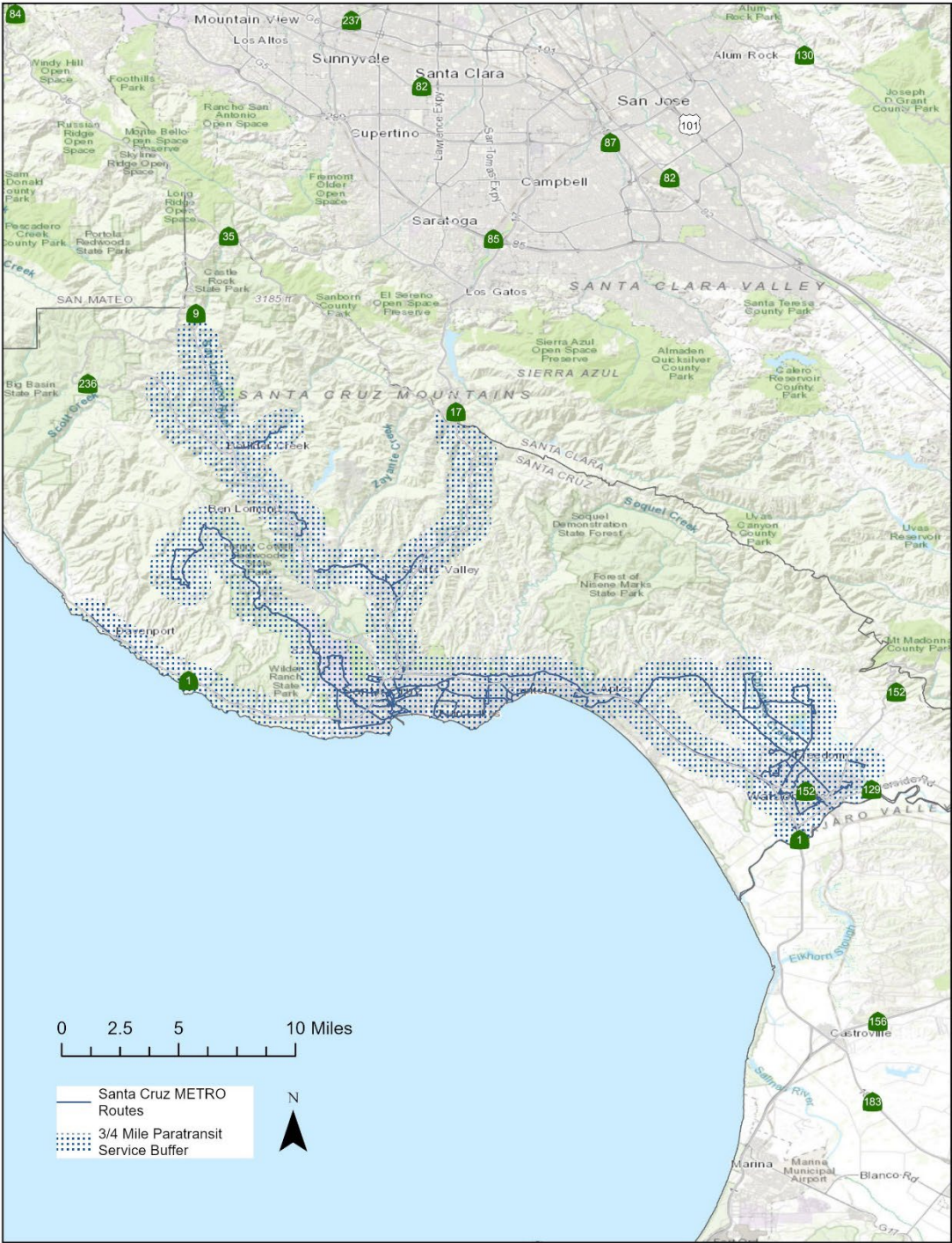
METRO operates Santa Cruz County's bus service in the greater Santa Cruz and Watsonville areas, as well as offers commuters connections to San Jose in Santa Clara County. METRO operates 24 fixed routes with a fleet of accessible vehicles and offers free Mobility Training to those interested in learning how to ride METRO's bus system safely and independently. In addition, fare discounts are offered for individuals with disabilities and seniors. Youth in grades K-12 are eligible to ride for free with METRO's Youth Cruz Free program.

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. As such, METRO offers an ADA complementary paratransit service, called METRO ParaCruz, to individuals with disabilities within $\frac{3}{4}$ miles of a METRO route who are unable to use the fixed route system independently. Figure 5-1 shows the $\frac{3}{4}$ mile paratransit service buffer around METRO's routes.

Community Bridges Lift Line

Community Bridges, a local nonprofit, operates a transportation program called Lift Line supporting Santa Cruz County residents to maintain their health and independence through accessible transportation. Lift Line's professional drivers provide door-to-door assistance from origin to destination with their fleet of accessible vehicles. Escorts, personal care attendants, and a limited number of traveling companions are welcome to ride with a passenger. All Lift Line services are free of charge to qualifying residents of Santa Cruz County and the North Monterey County communities of Pajaro, Las Lomas, Aromas, Castroville, Prunedale, and Moss Landing. Riders must be 60+ years of age or

Figure 5-1: Santa Cruz METRO Paratransit Service Map



have a disability and meet the income eligibility requirements. For the Santa Cruz County residents with disabilities that don't meet income eligibility, Lift Line has expanded their services through the Access for All Program for a nominal flat fee of \$5 per ride. Lift Line's various services include:

- Regional Medical Transportation: Qualifying Santa Cruz County and North Monterey County residents receive free transportation to appointments with accredited medical professionals or for other approved medical programs and purposes across Santa Cruz and Monterey counties
- Out of County Medical Transportation: Qualifying residents receive free transportation to out-of-county medical appointments, allowing for accessible travel to Monterey, San Mateo, San Benito, Santa Clara, and San Francisco counties
- Veterans Medical Transportation: This service is available free of charge to veterans who meet criteria of residency, income, age and/or disability
- Meals on Wheels Dining Center Transportation: Lift Line provides daily transportation to Meals on Wheels dining sites throughout Santa Cruz County, free of charge to qualifying seniors
- Elderday Adult Day Health Care Transportation: Participants of Elderday Adult Day Health Care are eligible to receive free door-to-door transportation to and from Elderday twice a day, Monday-Friday
- Extended Services: Qualifying residents receive free transportation to essential services. Those include but are not limited to grocery stores (2 bags limit), restaurants, financial institutions, social services agencies, and physical and mental health services and appointments (therapy, gym, swimming pools, parks, beaches, counseling, and church and support groups).
- Taxi Scrip Coupons: Qualifying residents can purchase taxi scrip coupons from Lift Line at a discounted rate. The taxi scrip coupon is used in place of money to pay for or supplement the price of a ride from one of the participating taxi companies: (1) Santa Cruz Yellow Cab, (2) Deluxe Cab Company/Santa Cruz Cab Company, and (3) Courtesy Cab Company (Watsonville).

City of Capitola Shuttle Bus Service

To increase visitor access to the City of Capitola's Village, free summer shuttle runs from the Beach and Village Parking Lot 2 (Lower). The shuttle is available Saturdays, Sundays, and holidays from 10:00 a.m. to 8:00 p.m. from Memorial Day weekend through mid-September.

Amtrak

Amtrak's connector bus service in Santa Cruz County is primarily provided through the METRO Highway 17 Express bus service, connecting residents traveling for leisure or business to more than 100 intercity trains and connecting buses in California.

All Amtrak vehicles are accessible and lift equipped. Amtrak trains accommodate individuals in wheelchairs by providing bridge plates, station board lifts, and ramps between station platforms and train cars. Individuals with disabilities are allowed to travel with trained service animals. Persons over 65 years of age and individuals with disabilities, including companions and aids, receive a 10 percent discount.

Greyhound Lines

Greyhound is a nationwide intercity bus operator that services Monterey and Santa Clara counties. Regionally, Greyhound has stations in Gilroy, San Jose, Salinas, and King City providing low cost transportation to other parts of the state and country. Greyhound has a ticketing agreement with METRO that allows passengers to ride the Highway 17 Express between San Jose and Santa Cruz as part of a Greyhound ticket. All Greyhound buses are equipped with wheelchair lifts and service animals are permitted to accompany passengers with disabilities.

CalVans

Sponsored by the California Vanpool Authority, a public agency, CalVans supplies qualified drivers with vehicles to drive themselves and others to work or school. CalVans pays for fuel, maintenance, repairs, and a general liability insurance policy while passengers pay for their ride. Accessible vehicles can be made available upon request. CalVans is not the only shared van/vanpool service that operates in Santa Cruz County. Vanpools can be organized and operated by public, nonprofit, and private agencies, including employers, hospitals, nonprofits, and individuals. The vans can be owned by, loaned, or leased to the service providers. Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices.

UC Santa Cruz Transportation and Parking Services (TAPS) Disability Van Service

UC Santa Cruz TAPS Disability Van Service is a free shared ride service that provides on campus wheelchair ramp–equipped transportation for those unable to use the regular Campus Transit system due to disability. Disability Van Service is available to employees, students, and visitors with temporary or permanent impairments.

Cabrillo College Accessibility Support Center Mobility Cart

The Accessibility Support Center offers many services to assist students with disabilities in achieving academic and personal success at Cabrillo College. Amongst other programs, the Accessibility Support Center offers a Mobility Cart service providing rides between classes for students with disabilities.

Human Services Transportation

Central Coast Alliance for Health (The Alliance)

The Alliance is a regional nonprofit health plan which provides health services for low income patients in Mariposa, Merced, Monterey, San Benito, and Santa Cruz counties. Most of the agency's members receive MediCal, 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 nonprofit 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 Alliance has an annual operating budget of \$2 billion and receives most of their funds from the state. Transportation services offered by the Alliance are limited to medical trips, including pharmacies, and are contracted to nonprofit and/or private transportation providers.

Santa Cruz County Office of Education (SCCOE)

SCCOE provides the leadership, support, and service excellence needed to prepare the diverse K-12 students of Santa Cruz County for success in each step of their educational journey. SCCOE serves as a critical link between the county's schools and both state and federal governments and provides indispensable and cost-effective services to local schools and districts. SCCOE provides transportation to-and-from school for Special Education students living throughout Santa Cruz County. Safe transportation of students may require the use of equipment such as wheelchairs, car seats, and supportive vests.

San Andreas Regional Center

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. While Regional Centers are nonprofit private corporations, they were established by state legislation. They receive public funds under contract with the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. Arranging transportation is a critical responsibility of Regional Centers as clients need specialized transportation services traveling to and from sheltered workshops.

Partnership for Children

Partnership for Children is a nonprofit organization focused on increasing access to care for kids in Santa Cruz County with life-threatening conditions and supporting their families with transportation and financial assistance. Partnership for Children helps by providing safe, free, and reliable rides to medical appointments, as well as gas card subsidies to ease financial burdens.

Hope Services

Hope Services serves Santa Cruz 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 children, adults, and seniors. Many of Hope's clients work in the community at both large and small companies, as well as government facilities throughout Santa Clara, San Benito, San Mateo, Santa Cruz, and Monterey counties. 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. Clients also often use METRO's public transit service to access Hope Services.

Santa Cruz County Veterans Services Office

The Santa Cruz County Veterans Service Office is a state and county funded agency to assist veterans, military retirees, and their families in obtaining benefits earned by military service. Free van transportation may be scheduled for Santa Cruz County veterans to the VA Medical Center in Palo Alto.

American Cancer Society Road to Recovery

The American Cancer Society Road to Recovery program provides free rides to cancer-related medical appointments. Trained volunteer drivers pick Santa Cruz County clients up, take them to their appointments, and drop them back off at home.

Santa Cruz Volunteer Center Transportation Program

Santa Cruz Volunteer Center Transportation Program helps address the needs of ambulatory seniors and persons with disabilities by offering volunteer-powered rides throughout Santa Cruz County. The program matches seniors (60+) and disabled individuals who need a ride to essential destinations within Santa Cruz County (e.g., to medical appointments, grocery stores, pharmacies, and banks) with volunteer drivers. Volunteers use their own vehicles.

Scotts Valley Senior Center

Scotts Valley Senior Center provides a place where seniors may find companionship, assistance, and the opportunity to pursue their interests in educational, recreational, and craft activities. For a small fee, volunteer drivers can be matched with seniors to provide rides for medical appointments, grocery shopping, and other essential errands.

Private Transportation

Taxis

Taxi services operate in Santa Cruz County and typically stay within the county or local jurisdiction only. The extent of special needs service and accessibility for private taxis vary. Examples of private taxi services in Santa Cruz County include Yellow Cab Company, which offers discount trips for senior citizens, and Courtesy Cab Watsonville. Additional taxi service operators can be found in Appendix B.

Transportation Network Companies (TNCs)

TNCs such as Uber and Lyft provide app-based rideshare trip booking in Santa Cruz County for on-demand transportation as a modern alternative to taxis. These demand response ride-hailing models give passengers an innovative way to reserve and pay for trips through a smartphone that estimates the cost of the trip and provides real-time vehicle mapping and arrival time estimates. Both companies have worked on efforts in recent years to be more accommodating to customers with disabilities and riders using mobility devices.

Wheelchair Getaways

Wheelchair Getaways is a one-stop-shop for renting wheelchair-accessible vans. Wheelchair Getaways is the largest accessible vehicle network in America, connecting people with vehicles all over the nation through an online platform. Wheelchair Getaways is committed to helping people get the mobility they deserve, by making the rental experience convenient and comfortable for a fair price.

Central Coast Ambulance

American Medical Transport, Inc., doing business as Central Coast Ambulance, is a family-owned business providing Basic Life Support (BLS) ambulance and specialized services in Santa Cruz County. Central Coast Ambulance dispatches services 24/7/365 with ambulances strategically located at local area hospitals to provide the best possible dispatch experience. Central Coast Ambulance accepts all insurance plans including MediCare and MediCal with discounted rates offered for non-covered services.

Aided Mobility

Aided Mobility has been providing safe and reliable transportation for the residents of Monterey, Santa Cruz, and San Benito counties since 1979. Fast and reliable transportation services for non-emergency medical needs is available 24/7/365 for ambulatory and wheelchair users.

Peninsula Transportation

Peninsula Non-Emergency Medical Transportation LLC is committed to delivering comprehensive non-emergency medical transportation services tailored to the passenger's unique needs. Gurney and wheelchair accessible services are available 24/7.

First Elite Medical Transportation

First Elite Medical Transportation offers comprehensive 'thru the door' full-service wheelchair and gurney transport 24/7, 365 days a year.

Transdev North America, Inc. (Transdev)

Transdev is the largest private operator and integrator of multiple modes of public transportation in the United States, including bus, paratransit, rail, nonemergency medical transportation, microtransit, shuttle, and autonomous vehicles. Cities, counties, airports, private companies, and universities contract with Transdev to operate and maintain their transportation systems. In Santa Cruz County, Transdev is an available contractor for transportation services for persons with disabilities.

Access Options Inc.

From their small manufacturing facility in Watsonville, Access Options Inc. increases mobility for persons with disabilities by modifying vehicles customized to individual needs.

Information and Referral Programs

Google Transit

Google Transit is an online portal that organizes fixed route general transit feed specifications (GTFS) data to travel between points. Google Transit hosts METRO's fixed route information and can be accessed through Google Maps.

Cruz511

Cruz511 is SCCRTC's free traveler information service for up-to-the minute traffic, transit, bicycle, and pedestrian information in Santa Cruz County via a mobile-responsive website. It was developed with the mission to provide comprehensive, accurate, reliable, and useful multimodal travel information to meet the needs of Santa Cruz County travelers. For those without online access, a traveler help desk is available for personalized assistance by email or phone.

Santa Cruz County Human Services Department

The Santa Cruz County Human Services Department administers programs that serve the residents of Santa Cruz County. Department services include a variety of public assistance programs, employment services, and social services for children and their families, adults with disabilities, seniors, and military veterans. The Department is also the designated agency responsible for the investigation of child, dependent adult, and elder abuse in Santa Cruz County. Regarding transportation, the Department may inform clients of their mobility options.

211 Santa Cruz County

211 Santa Cruz County, a program of United Way of Santa Cruz County, is the comprehensive information and referral service for Santa Cruz County. 211 Santa Cruz County connect callers and texters with information about health and human services (including transportation) available to them. 211 Santa Cruz County phone and text service is available 24 hours a day, 7 days a week. 211 is available in 150 languages through phone interpretation services.

Meals on Wheels for Santa Cruz County Senior Dining Sites

Meals on Wheels for Santa Cruz County is part of the Community Bridges family of programs. Through this program, seniors are provided daily healthy meals at one of four dining sites (Ben Lomond, Live Oak, Santa Cruz, and Watsonville) or through meals delivered to their homes. Drivers check in on the wellbeing of isolated elders, ensuring they receive referrals to other needed services. Transportation through Community Bridges Lift Line can be requested by clients to travel to and from the senior dining sites.

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 Monterey, San Benito, and Santa Cruz counties, CCCIL provides clients with information and referral services regarding transportation access and mobility. They also work with SCCRTC and METRO to advocate for programs and policies improving accommodation and accessibility for the communities with disabilities.

Seniors Council's Foster Grandparent Program/Senior Companion Program

The Seniors Council's Foster Grandparent Program/Senior Companion Program is a 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 in Monterey, San Benito, and Santa Cruz counties. 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.

Second Harvest Food Bank of Santa Cruz County

Second Harvest Food Bank of Santa Cruz County is the largest, most comprehensive provider of emergency supplemental food in Santa Cruz County. Second Harvest Food Bank reaches people in need through a vast network of partner agencies and nonprofits and directly through food distribution and nutrition education at dozens of program sites. In addition, Second Harvest Food Bank's Community Food Hotline provides information and support regarding neighborhood pantries, hot meal kitchens, summer lunch sites, CalFresh/WIC, and additional resources related to food, health, housing, utilities, emergency shelter, transportation, education, and finance.

Coordinated Plan Element 2: Assessment of Transportation Needs

As identified in SCCRTC's 2025 UTN process, this section summarizes Santa Cruz County's transportation needs for the general public and the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members.

When completing this year's UTN analysis, SCCRTC places unmet transit needs comments received from the public into one of the five following categories:

1. General
2. Paratransit/Specialized Transportation Services
3. Paratransit/Specialized Transportation Capital
4. Public Transit Services
5. Public Transit Capital

The comments were further reviewed to identify specific unmet transit needs per category. As such, SCCRTC's 2025 unmet transit needs are listed below per category with available analysis notes.

1. General

Need: Safe Travel Paths and Accessibility Improvements

Improve Accessibility for Seniors, People with Disabilities, and Low Income Individuals

- Safe bicycle and pedestrian travel paths between senior/disabled living communities, medical facilities, employment locations, retail centers, entertainment venues, bus stops, and potential future transit stations

- Improve accessibility at and to bus stops (example: sidewalk, curb cuts, and crosswalk improvements connecting frequently visited destinations)
- Secure funding for Safe Paths of Travel improvements (example: SCCRTC Safe Paths of Travel Final Report). Possible loan program, incentives, or penalties for property owners to make repairs. Expand publicity regarding sidewalk maintenance.

Coordination with Construction Events and Companies

- Enforce policies to ensure objects and construction materials are not blocking the right-of-way
- Better messaging alerting the community of big construction events and how transit will be affected, especially paratransit services and transportation for medical appointments

Need: Transportation Services for Seniors, Disabled, and Low Income Individuals

Transportation to Areas with High Concentrations of Seniors, Persons with Disabilities, and Low Income Individuals

- Support alternative transportation programs (example: vanpool programs for housing areas outside of the transit service area)
- Explore pilot projects (example: regularly scheduled paratransit trips, 2-3 times per week)
- Increase bus service near senior living facilities. Evaluate on demand transit services.
- Senior grocery delivery services within a mile of a bus stop (the senior orders at local grocery and on demand picks up/delivery)

Incentivize Development Near Transit

- Incentivize affordable housing for seniors and low income individuals within the transit service areas
- Offer incentives for senior, social services, and medical providers to be located in transit service areas

Transportation for Caregivers of Seniors and Disabled Clients

- Support programs providing transportation for caregivers to clients
- Reinstating ride-to-work programs for caregivers

Taxi Voucher Programs

- Secure funding for taxi vouchers for seniors, low income individuals, and caregivers
- Provide taxi vouchers to low income families

Need: Transportation Services for Low Income Families and Vulnerable Individuals

Transportation Services for Low Income Families with Children

- Support welfare to work programs and training initiative
- Provide transportation services to government facilities, critical services, and youth-serving destinations

Affordable or Free Transit Programs

- Support programs providing free or reduced transit fares for seniors, persons with disabilities, unhoused, youth, and low income individuals
- Free fare for all county residents or employees
- Offer free transit rides for jurors, veterans, and on election days

Transportation for Justice Impacted Individuals and Families

- Provide transportation for individuals and families to juvenile halls, detention centers, courts, and diversion programs
- Explore volunteer driver programs, TNCs, and taxi vouchers for family visits to detention facilities

Improve Access to Information, Publicity, and Outreach

- Streamline communication with a central point of contact within health providers for specialized transportation services
- Support funding for continuous communication and outreach to seniors, people living with disabilities, and transportation providers
- Publicize existing specialized transportation options (example: ADA paratransit, non-ADA paratransit, taxi services, TNC Access for All, MediCal rides, mobility training)
- Provide annual updates to transportation service providers about paratransit options within Santa Cruz County and neighboring counties
- Staff Accessible Services Coordinator to assist riders, older adults, and the disabled community utilizing METRO transit services

2. Paratransit/Specialized Transportation Services

Need: Coordinated Transportation Systems and Centralized Mobility Information

Implement a Mobility Management Center

- Develop a coordinated, seamless-to-the-public system for specialized transportation with a centralized Mobility Management Center

- Assess feasibility and seek funding for center development and assess existing information/referral services
- Utilize information technology to provide accessible transportation information for all users

UCSC On Campus Paratransit Service

- Provide increased UCSC on campus paratransit services between campus destinations to accommodate demand

Need: Accessibility and Specialized Vehicle Services

Accessible Vehicles for Taxi Service and Rideshare

- Provide wheelchair-accessible vehicles for taxis and rideshare services
- Ensure accessible on demand ride services for those using mobility devices
- Support multi-person ride access for on-demand TNC services to reduce costs and carbon footprint
- Maintain continuous funding for the TNC Access for All Program
- Expand and support funding for taxi voucher programs to cover various demographics, especially for low income individuals
- Secure funding for vouchers for special care and medically necessary trips

Specialized Care Trips and Gurney Transportation

- Provide affordable specialized care trips for medically fragile individuals needing "bed-to-bed" transport
- Identify a service provider for gurney trips and assist in vehicle procurement
- Partner with assisted living and hospice care to provide specialized care services
- Publicize availability of services for medically fragile individuals

Need: Paratransit and ADA-Compliant Services

ADA Paratransit Service Expansion and Access

- Support policies to expand the ADA-mandated paratransit service area
- Provide paratransit services on holidays
- Expand programs providing specialized transportation to areas outside the ADA service area for a fee or free
- Continue ADA paratransit certification services at group facilities to reach more individuals

Inter-County and Regional Paratransit Connections

- Establish direct, accessible transit routes connecting neighboring counties (Monterey, San Benito, and Santa Clara)
- Develop a coordination plan between regional specialized transportation agencies that supports inter-regional specialized transportation programs, either free or fee-based
- Establish feeder services to connect with interregional transit and light rail stations

Need: Voucher Programs and Subsidized Transportation

Free or Low Cost Paratransit Options

- Continue providing funding to expand discounted and free paratransit rides, ADA-accessible on demand rides, and options to access educational/work opportunities for low income and disabled individuals

Same Day Medical and Non-Medical Trips

- Support funding for same day transportation to medical, nonmedical, and essential services
- Increase capacity of transportation services for dialysis and other medical appointments
- Fund transportation services to meal sites, senior activity centers, stroke centers, and medical facilities
- Provide transportation services to support seniors' health, safety, and independence
- Provide free or low cost 24/7 on demand rides for medical emergencies

Need: Volunteer Driver Programs and Community Partnerships

Volunteer Driver Recruitment and Support

- Expand recruitment for "on call" drivers and promote services in underserved areas (south-county and San Lorenzo Valley)
- Support the Volunteer Center Transportation Program
- Seek volunteer drivers for transportation from areas not served by transit or ADA paratransit
- Support "on call" volunteer driver programs for specialized transportation needs

Need: Specialized Services for Mental Health and Cognitive Needs

Transportation for Cognitive and Mental Health Needs

- Provide on demand services for individuals with mental health conditions
- Offer services to help those with mental health conditions navigate transit and paratransit eligibility requirements

Need: Projected Needs and Funding for Future Transportation Demand

Long-Term Paratransit and Specialized Transportation Service Planning

- Project funding needs for fixed route, ADA, and non-ADA paratransit services over a 15-30 year horizon
- Establish designated funding sources to support future paratransit demands due to the growing senior population

3. Paratransit/Specialized Transportation Capital

Need: Paratransit Operating and Maintenance Facilities

METRO ParaCruz Operating Facilities

- Acquire and develop a permanent operations and maintenance facility for METRO ParaCruz to reduce operating costs
- Increase funding opportunities for paratransit capital projects, specifically supporting METRO ParaCruz facilities

Consolidated Transportation Services Agency (CTSA) Facilities

- Increase funding opportunities for capital projects related to CTSA paratransit operating facilities

Need: Paratransit Vehicle Replacement and Electric Vehicles

Paratransit Vehicle Replacement Funding

- Increase funding opportunities for paratransit capital projects, including electric vehicle and zero emission vehicle replacements
- Take measures to include electric vehicles as a purchase option in the Section 5310 grant program, supporting environmentally friendly paratransit upgrades

Need: Electric Vehicle Charging and Emergency Preparedness

Electric Vehicle Charging Infrastructure

- Support funding for electric vehicle charging stations and infrastructure to accommodate paratransit electric and zero emission vehicles

Electric Vehicle Emergency Preparedness

- Develop an electric vehicle emergency preparedness plan that includes battery storage solutions, emergency-use vehicles, and facility support

4. *Public Transit Services*

Need: Increased Frequency and Span of Public Transit Service

High-Density and Mixed Use Areas

- Increase frequency and extend service hours in densely populated areas and mixed use zones, including:
 - Downtown Santa Cruz to Capitola Mall Transit Center via Live Oak corridor
 - Mission Street, Soquel, Old San Jose Road, Scotts Valley Drive, Aptos, Corralitos, and Santa Village Road
 - Pacific Ave, connecting the Boardwalk to the Town Clock and Beach Flats in Santa Cruz
 - Creation of a “Beach Loop” in summer for low income families from Watsonville
 - Countywide service connecting to the Boardwalk
- Enhance service specifically for major employment centers, especially areas with high concentrations of lower paying jobs
- Increase weekend service

Expand Coverage and Evening Services

- Extend evening service coverage on Route 35 in San Lorenzo Valley, including Mt. Store and Country Club routes
- More stops on Hwy 9, Graham Hill Road, in Lompico, Green Valley Road, and Bonny Doon
- Increase evening service for Watsonville, La Selva Beach, Capitola Esplanade (Route 55 weekend)
- Establish a county-wide “All Nighter” 24-hour circular bus network connecting downtown areas and all four transit stations

UC Santa Cruz Transit Service

- Increase weekend and weekday service to UCSC and its employment center in Scotts Valley
- Add service from UCSC to the east side of Santa Cruz
- Increase frequency on priority routes to a 15-minute interval

Interregional and Cross-County Services

- Increase weekend service on Highway 17
- Provide direct services to: Los Gatos, San Jose Airport, Monterey County, Salinas Intermodal Transportation Center, Live Oak to San Jose Diridon Station, and Gilroy VTA
- Support an integrated transit network
- Allow school and charter buses to access bus-on-shoulder lane
- Coordinate with the Metropolitan Transportation Commission to connect transit service

Passenger Rail Service

- Operate passenger rail connecting Santa Cruz County to other jurisdictions
- Support integrated transit network and multimodal transfer stations along the Santa Cruz Branch Rail Line for Bus Rapid Transit or rail service (per Unified Corridor Investment Study and Transit Corridor Alternatives Analysis)

Need: Enhanced Connectivity between Key Destinations

Primary Destinations within Santa Cruz County

- Increase service county-wide to Capitola Mall, Capitola Village, and Cabrillo College
- Expand service to new residential and commercial areas in Watsonville
- Improve north-south transit connections, such as Soquel Ave/Drive to coastal communities
- Provide service to libraries, public venues, public agencies, and sheriff offices
- Invest in and study the Transit Corridor Alternatives Analysis
- Develop express routes, such as from Watsonville to Scotts Valley

Tourist Destinations and Special Events

- Provide service to major tourist areas, including Wilder Ranch, Waddell Creek, North Coast, DeLaveaga Park, and weekend service to the Boardwalk via Highway 17
- Establish partnerships with the Santa Cruz Visitor Center to provide special event services

Need: Faster and Easier Transit Systemwide

Systemwide Efficiency

- Enhance connections by increasing frequency and service span to reduce transfer wait times

- Investigate opportunities for transit priority lanes, signal priority, and direct service routes to minimize transfers

Commuter Service

- Improve commuter public transit, including options for Highway 17 service extensions to Watsonville and faster routes between San Lorenzo Valley and Santa Cruz (example: express buses)

Signal Priority and Corridor Efficiency

- Install transponders for signal priority on major corridors to improve traffic flow, reduce travel time, and enhance on-time performance
- Increase service frequency to 15-minute intervals on the east side of Santa Cruz

Need: Intra-Community and Microtransit Options

Intra-Community Services

- Develop neighborhood-focused public transit options, such as: circulators in San Lorenzo Valley and Scotts Valley, and microtransit programs in San Lorenzo Valley, Scotts Valley, Soquel, Aptos, and Watsonville
- Explore partnerships with ride-hail and taxi services for first/last mile connections

5. Public Transit Capital

Need: Transit Stops, Bus, and Accessibility Improvements

ADA and Accessibility Enhancements

- Ensure all bus stops are ADA-compliant
- Prioritize bus stop improvements, focusing on high usage by seniors and individuals with disabilities
- Add braille, raised numbers, and technology-based wayfinding for bus routes at stops, with adjustable height for wheelchair access

Safety and Comfort Features

- Install shelters, benches, and lighting at all bus stops, with solar LED lights, in-pavement lighting, and in-road warning lights
- Add bus stop amenities, such as digital bus tracking, USB charging, and Wi-Fi
- Partner with private companies to enhance Wi-Fi availability

Committee Oversight

- Reinststate and fund a bus stop committee to assess and monitor accessibility and make recommendations

Language Accessibility

- Implement multilingual wayfinding, signage, and bus materials
- Hire bilingual staff for customer support

Need: Transit Station and Facility Improvements

Transit Station Upgrades

- Coordinate improvements for Capitola Transit Center with Capitola Mall ownership
- Install bike lockers at all transit stations

Facility Maintenance

- Ensure funding for ongoing maintenance of bus stops, parking lots transit centers, and related transit facilities
- Add multi-fuel electricity generators at transit centers county-wide

Need: Bus Replacement and Maintenance

Replacement of Aging Buses and Equipment

- Replace buses that are beyond their useful life, including those serving rural areas
- Prioritize funding for electric vehicle replacements and electric charging infrastructure

Need: Multimodal Connections

Park and Ride and Multimodal Access

- Construct park-and-ride lots along inter-city routes with limited feeder service
- Add bike lockers and bike-sharing stations at key transit access points and microtransit centers (example: Water and Ocean) to facilitate first/last mile of travel
- Expand the Pasatiempo park-and-ride lot and create a park-and-ride near Highway 1 in Watsonville for transit connection

Need: Real Time Operations, Safety, and Modernization

Fare and Service Planning Modernization

- Introduce electronic fare payment options for faster boarding and convenience
- Upgrade planning and scheduling software for optimized service planning and community outreach

Coordinated Plan Element 3: Addressing Gaps Between Current Transportation Services and Needs

This section provides a non-exhaustive list of strategies, activities, and/or projects to address gaps between current transportation services and needs in Santa Cruz County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. The potential solutions below are placed into one of the five following categories: Public Transit and Paratransit Services; Public Transit and Paratransit Capital; Specialized and Alternative Transportation Services; Specialized and Alternative Transportation Capital; and Mobility Management and Service Coordination.

Public Transit and Paratransit Services

Increase Frequency and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result in an inability to make trips all together. This gap was specifically identified during SCCRTC's 2025 UTN process. In addition, service hours and operations of local fixed route and demand response services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Same Day Services

While current resources may make it difficult to increase the number of drivers and vehicles necessary to provide same day demand response services, it presents a hardship to the Plan's target populations to require all trips to be booked in advance. A possible way to address this need could be launching an on-demand microtransit pilot program. This gap was specifically identified during SCCRTC's 2025 UTN process.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of fixed route and demand response services in the Monterey Bay region. Requests to add service to new locations and during extended hours are often received during the UTN process. This gap was specifically identified during SCCRTC's 2025 UTN process.

Expand Regional Services

Although many residents in the Monterey Bay region have access to cars, often the Plan's target populations 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 to locations beyond are often requested. This gap was specifically identified during SCCRTC's 2025 UTN process. These services could include shuttles that connect to multimodal stations functioning as feeder services to passenger rail.

Regional Paratransit and Accessible Transportation Connections

There is a need for direct paratransit and accessible transportation connections between counties in the Monterey Bay region. Ways to meet this need could include the region's public transit operators coordinating paratransit trips between neighboring counties and supporting continuous funding for out-of-county medical transportation services. This gap was specifically identified during SCCRTC's 2025 UTN process.

Free or Reduced Fare Programs

Programs that provide free or reduced fares for fixed route, paratransit, demand response, and other specialized transportation services for youth, seniors, persons with disabilities, persons of limited means, the unhoused, veterans, and students are needed. Often these types of programs can be offered in partnership with educational institutions, medical service providers, and nonprofits. This gap was specifically identified during SCCRTC's 2025 UTN process.

Guaranteed Ride Home Programs

Guaranteed Ride Home programs are designed to provide public transit commuters with a reliable ride home in case of an emergency. These programs often offer free or low cost rides using services like Uber, Lyft, or taxis through direct reimbursement or partnerships with the service providers. Commuters must typically be registered and regularly use public transit to get to work or school. These programs are activated when the commuter faces an emergency that disrupts their commute, such as illness, family crisis, or unscheduled overtime.

Public Transit and Paratransit Capital

Fleet Replacement and Expansion

Many public transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of the public transportation fleet will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. As vehicles are replaced or added to the public transportation fleet, operators may consider investing in technologies such as zero emission and autonomous vehicles. It should be

noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training. This gap was specifically identified during SCCRTC's 2025 UTN process.

Ability to Use Available Vehicles and Drivers Between Funding Sources

As it currently stands, which vehicles and drivers can be used between rider types is restricted by funding source. Due to these restrictions, operating public transportation services is less efficient preventing the preservation of resources that could otherwise be distributed into other areas of need. When these bureaucratic barriers are one day removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s).

Bus Stop Amenities and Safe Paths of Travel

Adding bus stop amenities such as shelters, benches, lighting, digital bus tracking with auditory announcements, USB charging, and Wi-Fi all contribute to the comfort and satisfaction of those who use public transit. Investments made into the path of travel to these accessible bus stops and/or mobility hubs are also important. Direct safe accessible paths of travel with solar lighting and wayfinding (including for the visually impaired) will increase the mobility of persons with disabilities as they will be able to access regular fixed route services versus requiring paratransit to travel. Operators can also offer programs where passengers report issues they experience on their way to or at the bus stops to maintain these amenities with funding identified for the maintenance. This gap was specifically identified during SCCRTC's 2025 UTN process.

Technology Upgrades

There are many technologies available to improve the operations and customer experience of public transportation services. Transponders and Automated Vehicle Location (AVL) systems provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment assists with real-time operations, security, scheduling, and planning. Audio and video surveillance system for buses and stations improve security for drivers and passengers. Planning and scheduling software is available to optimize service planning, operations, and community outreach. Electronic fare payment options allow for faster boarding and convenience. Other technologies such as GTFS feed updates and software for automatic reminders of upcoming paratransit trips help passengers better utilize the public transportation system. This gap was specifically identified during SCCRTC's 2025 UTN process.

Specialized and Alternative Transportation Services

Increase Service Hours and Coordination of Services

Studies indicate decreases in wait times increase rider satisfaction. This can be especially true for transportation-challenged riders who often require longer travel times between each leg of their trip. At times due to limitations in service hours, this can result

in an inability to make trips all together. This gap was specifically identified during SCCRTC's 2025 UTN process. In addition, service hours and operations of specialized transportation services are not always well coordinated leaving a potential gap in service for riders, especially for those with special transportation needs.

Same Day Services

While current resources may make it difficult to increase the number of drivers and vehicles necessary to provide same day specialized transportation services, it presents a hardship to the Plan's target populations to require all trips to be booked in advance. This gap was specifically identified during SCCRTC's 2025 UTN process.

Increase Span of Services

There is a need for a greater span, both service area and hours of operation, of specialized transportation services in the Monterey Bay region. Requests to add service to new areas and during extended hours are often received during the UTN process. This gap was specifically identified during SCCRTC's 2025 UTN process. In terms of service area, these requests often arise from rural community members with special transportation needs that live outside of the paratransit service area. Subsequently, these community members 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.

Regional Accessible Transportation Connections

There is a need for direct accessible transportation connections between counties in the Monterey Bay region. Ways to meet this need could include the region's specialized transportation providers coordinating trips between neighboring counties and supporting continuous funding for out-of-county medical transportation services. This gap was specifically identified during SCCRTC's 2025 UTN process.

Veterans Services

Specialized transportation services for veterans are a regular need in the Monterey Bay region. Such services can be structured as shuttles offering veterans connections to U.S. Department of Veteran Affairs (VA) medical facilities as well as accessible vans providing access to VA benefits for veterans with mobility limitations.

Door-through-Door Services

Some riders may not be able to safely arrive and return from their planned destination without assistance from an able-bodied, responsible escort. 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. Such destinations could include medical facilities in and outside the county, congregate meal

sites, shopping centers, and day programs. The need for bilingual (English and Spanish) escorts is common in the Monterey Bay region. This gap was specifically identified during SCCRTC's 2025 UTN process.

Gurney Services

Gurney services refers to the non-emergency medical transport of patients who require a gurney or stretcher for mobility assistance. These services are used by the medically frail who cannot sit or stand for extended periods, or who have post-surgical needs. There is a need for additional gurney services in the Monterey Bay region. This gap was specifically identified during SCCRTC's 2025 UTN process.

Community Housing Transportation Services

Community housing developments continue to be planned for and built in the Monterey Bay region by nonprofit organizations to offer affordable housing for individuals and families. At times, community housing can be centered around the specific needs of a demographic such as seniors, persons with disabilities, a workforce such as agriculture, the unhoused, veterans, and students. Due to the high cost of housing development and zoning requirements, community housing may at times be built in isolated areas away from current public transportation services making it difficult for residents to travel or receive social services without access to personal vehicles. Specialized and alternative transportation can be established providing linkage between these isolated community housing developments and nearby bus stops to allow riders to safely embark and disembark the accessible public transportation system. This gap was specifically identified during SCCRTC's 2025 UTN process.

Transportation Costs for Human Service Providers and Volunteers

The cost of traveling to homes and community centers for human service providers and volunteers can be costly. Many aging and disabled individuals have difficulty traveling requiring care at home. Living in remote areas creates difficulty finding care providers that can afford the cost of traveling to individuals in need. In addition, the Monterey Bay region has active 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 service providers and volunteers often arises during the UTN process. This gap was specifically identified during SCCRTC's 2025 UTN process.

Volunteer Driver Programs

Participating at their convenience, volunteer drivers are recruited and organized into a driver pool. Agencies match the travel requests of their clients with the availability of volunteer drivers. Agencies vet volunteer drivers by completing background checks and confirming ownership of personal vehicles with insurance. The expansion of operation

and outreach to recruit volunteer drivers is needed in the Monterey Bay region. This gap was specifically identified during SCCRTC's 2025 UTN process.

Mileage Reimbursement Programs

Differing a bit from volunteer driver programs, mileage reimbursement program clients self-select a friend or family member to provide them transportation in their personal vehicle. The client would then submit a reimbursement for the trip based on mileage or a flat fee to the program to then compensate the person who provided the ride. In some examples, passengers are required to pay a contribution (fare) for the ride that is net from the paid driver reimbursement. This gap was specifically identified during SCCRTC's 2025 UTN process.

Taxi Scrip Programs

Programs for taxi scrip or agency partnerships with TNCs (example: Uber or Lyft) could reduce operating costs while increasing mobility for eligible clients. As structured, clients would 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 shown on the taxi meter. A similar arrangement could be possible to purchase a certain amount of credit on TNC 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. This gap was specifically identified during SCCRTC's 2025 UTN process.

Free or Reduced Fare Programs

Programs that provide free or reduced fares for specialized and alternative transportation services for youth, seniors, persons with disabilities, persons of limited means, the unhoused, veterans, and students are needed. Often these types of programs can be offered in partnership with public transportation operators, educational institutions, medical service providers, and nonprofits. This gap was specifically identified during SCCRTC's 2025 UTN process.

Vanpool Programs

The agricultural industry is a large contributor to the economy in the Monterey Bay region. Many agricultural workers lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Sponsored by the California Vanpool Authority, a public agency, CalVans offers a solution supplying qualified drivers with vehicles to drive themselves and others to work or school. CalVans pays for fuel, maintenance, repairs, and a general liability insurance policy while passengers pay for their ride. Accessible vehicles can be made available upon request. CalVans is not the only shared van/vanpool service that operates in the Monterey Bay region. Vanpools can be organized and

operated by public, nonprofit, and private agencies, including employers, hospitals, nonprofits, and individuals. The vans can be owned by, loaned, or leased to the service providers. Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices. This gap was specifically identified during SCCRTC's 2025 UTN process.

Carshare Programs

A potential solution to some mobility needs in the Monterey Bay region is a carshare program. Carshare programs can be established by public, private, or nonprofit organizations where vehicles are made available to community members for short-term use, typically hourly or daily, at designated locations. People can reserve a car in advance and pay based on usage, eliminating the need for individual car ownership for those who only occasionally need a vehicle. Car share programs offer convenient access to vehicles when needed, without the commitment and costs associated with car ownership.

Bikeshare Programs

Structured similarly to carshare programs, bikeshare programs can offer mobility options for shorter trips in the Monterey Bay region. A bike share program allows community members to rent bikes for short-term use within a specific area. These programs provide bicycles, often with docking stations, for individuals to pick up and return, creating a convenient and affordable transportation option for local trips. Some programs offer dockless bikeshare systems where bikes can be picked up and returned anywhere within a designated area. Others include electric bicycles for added convenience.

Specialized and Alternative Transportation Capital

Fleet Replacement and Expansion

Many specialized transportation vehicles have reached useful life and require replacement. In addition, as requests to increase service frequency, area, and hours are addressed, an expansion of specialized transportation fleets will be necessary. Safe, fuel-efficient, and low maintenance accessible vehicles are critical to providing reliable services. As vehicles are replaced or added to specialized transportation fleets, service providers may consider investing in technologies such as zero emission and autonomous vehicles. It should be noted that zero emissions vehicles will require infrastructure upgrades and maintenance staff training. This gap was specifically identified during SCCRTC's 2025 UTN process.

Ability to Use Available Vehicles and Drivers Between Funding Sources

As it currently stands, which vehicles and drivers can be used between rider types is restricted by funding source. Due to these restrictions, operating specialized

transportation services is less efficient preventing the preservation of resources that could otherwise be distributed into other areas of need. When these bureaucratic barriers are one day removed, technology solutions will need to be employed for tracking and matching riders to their funding source(s).

Accessible Specialized and Alternative Transportation Vehicles

With increased usage of specialized and alternative transportation services in the Monterey Bay region, additional accessible vehicles for these services will be needed. These vehicles could include shuttles, cutaways, vans, taxis, and vehicles, counting those used for TNC services. This gap was specifically identified during SCCRTC's 2025 UTN process.

Alternative Transportation Fleets and Infrastructures

When establishing or maintaining a vanpool, carshare, or bikeshare program, the associated alternative transportation infrastructure and fleet is needed. This gap was specifically identified during SCCRTC's 2025 UTN process.

Technology Upgrades

There are many technologies available to improve the operations and customer experience of specialized transportation services. Transponders and AVL systems provide better monitoring of on-time performance and more accurate data reporting. Installation of this equipment assists with real-time operations, security, scheduling, and planning. Audio and video surveillance system for vehicles improve security for drivers and passengers. Planning and scheduling software is available to optimize service planning, operations, and community outreach. Electronic fare payment options allow for faster boarding and convenience. Software for automatic reminders of upcoming trips helps passengers better utilize specialized transportation services. This gap was specifically identified during SCCRTC's 2025 UTN process.

Mobility Management and Service Coordination

Mobility Management Centers

There is a need for coordinated and seamless systems of information for specialized transportation services in the Monterey Bay region. This gap was specifically identified during SCCRTC's 2025 UTN process. At a county level, Mobility Management Centers could assist in streamlining the information, referral systems, and delivery of specialized transportation services regardless of the funding source. As more people rely on the internet, web-based systems are also needed for accessing information and reserving rides. As a possible service, a community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, could assist in providing infrequent specialized transportation needs. In addition, Mobility

Management Centers could offer in-person ADA eligibility assessments to better determine paratransit service needs of applicants.

Travel Training Programs

When training is available to teach people how to use all forms of transportation available and tickets are easy to purchase, riders from all backgrounds have greater freedom to move about their communities. Continued investment and expansion of travel training programs in the Monterey Bay region will increase the knowledge of available transportation service and mobility of the Plan's target populations. This gap was specifically identified during SCCRTC's 2025 UTN process.

One-Stop Transportation Information Services

There is an ongoing need in the Monterey Bay region for a multilingual one-stop transportation information service, like 511, where members of the public can receive information about planning, scheduling, and using all forms of transportation available regardless of the provider or mode. This information could be offered self-serve 24 hours a day by phone as well as by website which includes a trip planning function. This type of service is often pursued at a county level. This gap was specifically identified during SCCRTC's 2025 UTN process.

Commuter Programs

Commuter programs offer resources designed to help employees navigate their daily commute and reduce drive-alone trips. They can include various incentives and benefits, such as providing financial assistance for public transportation (such as offering free or discounted public transit passes), carpool and vanpool matching, establishing Guaranteed Ride Home programs, operating carsharing and bikesharing programs, and supporting telework.

Increase Public Awareness of Public, Specialized, and Alternative Transportation

There is a need for increased public awareness of the public, specialized, and alternative transportation services available in the Monterey Bay region. This gap was specifically identified during SCCRTC's 2025 UTN process. With increased public awareness, the services offered will better serve the transportation needs of the Plan's target populations. The different types of multilingual marketing that could be considered include digital marketing (websites and social media), traditional marketing (print, radio, and television), content marketing (user-friendly and accessible materials), and affiliate marketing (partnering with Community Based Organizations). This work will not only increase the use of transportation services but will also improve the rider experience.

Emergency Response Planning for Transportation Vulnerable Populations

In times of natural disaster or civil unrest, people with mobility limitations are especially vulnerable and will be reliant on the public emergency response for evacuation and recovery. Ongoing emergency response planning is needed to determine how to address the safety needs of the transportation vulnerable populations in the Monterey Bay region. As fleets are converted to zero emission technology, the unique needs of these vehicles will be factored into the emergency response planning process. This gap was specifically identified during SCCRTC's 2025 UTN process.

Coordinated Plan Element 4: Priorities for Implementation

As determined by SCCRTC's 2025 UTN process, this section provides the recommended prioritized strategies, activities, and/or projects to address gaps between current transportation services and needs in Santa Cruz County for the Plan's target populations: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members. As part of SCCRTC's UTN analysis, the potential solutions below were categorized as high, medium, or low priority. As this document is revised every four years, the other options listed in Coordinated Plan Element 3 may be considered for implementation with documented community input before the next Plan update.

High Priority: General

Need: Safe Travel Paths and Accessibility Improvements

Improve Accessibility for Seniors, People with Disabilities, and Low Income Individuals

- Safe bicycle and pedestrian travel paths between senior/disabled living communities, medical facilities, employment locations, retail centers, entertainment venues, bus stops, and potential future transit stations
- Improve accessibility at and to bus stops (example: sidewalk, curb cuts, and crosswalk improvements connecting frequently visited destinations)
- Secure funding for Safe Paths of Travel improvements (example: SCCRTC Safe Paths of Travel Final Report). Possible loan program, incentives, or penalties for property owners to make repairs. Expand publicity regarding sidewalk maintenance.

Coordination with Construction Events and Companies

- Enforce policies to ensure objects and construction materials are not blocking the right-of-way

- Better messaging alerting the community of big construction events and how transit will be affected, especially paratransit services and transportation for medical appointments

Need: Transportation Services for Seniors, Disabled, and Low Income Individuals

Transportation to Areas with High Concentrations of Seniors, Persons with Disabilities, and Low Income Individuals

- Support alternative transportation programs (example: vanpool programs for housing areas outside of the transit service area)
- Explore pilot projects (example: regularly scheduled paratransit trips, 2-3 times per week)
- Increase bus service near senior living facilities. Evaluate on demand transit services.
- Senior grocery delivery services within a mile of a bus stop (the senior orders at local grocery and on demand picks up/delivery)

Transportation for Caregivers of Seniors and Disabled Clients

- Support programs providing transportation for caregivers to clients
- Reinstating ride-to-work programs for caregivers

Need: Transportation Services for Low Income Families and Vulnerable Individuals

Transportation Services for Low Income Families with Children

- Support welfare to work programs and training initiative
- Provide transportation services to government facilities, critical services, and youth-serving destinations

Affordable or Free Transit Programs

- Support programs providing free or reduced transit fares for seniors, persons with disabilities, unhoused, youth, and low income individuals
- Free fare for all county residents or employees
- Offer free transit rides for jurors, veterans, and on election days

Improve Access to Information, Publicity, and Outreach

- Streamline communication with a central point of contact within health providers for specialized transportation services
- Support funding for continuous communication and outreach to seniors, people living with disabilities, and transportation providers

- Publicize existing specialized transportation options (example: ADA paratransit, non-ADA paratransit, taxi services, TNC Access for All, MediCal rides, mobility training)
- Provide annual updates to transportation service providers about paratransit options within Santa Cruz County and neighboring counties
- Staff Accessible Services Coordinator to assist riders, older adults, and the disabled community utilizing METRO transit services

High Priority: Paratransit/Specialized Transportation Services

Need: Coordinated Transportation Systems and Centralized Mobility Information

Implement a Mobility Management Center

- Develop a coordinated, seamless-to-the-public system for specialized transportation with a centralized Mobility Management Center
- Assess feasibility and seek funding for center development and assess existing information/referral services
- Utilize information technology to provide accessible transportation information for all users

Need: Accessibility and Specialized Vehicle Services

Accessible Vehicles for Taxi Service and Rideshare

- Provide wheelchair-accessible vehicles for taxis and rideshare services
- Ensure accessible on demand ride services for those using mobility devices
- Support multi-person ride access for on-demand TNC services to reduce costs and carbon footprint
- Maintain continuous funding for the TNC Access for All Program
- Expand and support funding for taxi voucher programs to cover various demographics, especially for low income individuals
- Secure funding for vouchers for special care and medically necessary trips

Need: Paratransit and ADA-Compliant Services

ADA Paratransit Service Expansion and Access

- Support policies to expand the ADA-mandated paratransit service area
- Provide paratransit services on holidays
- Expand programs providing specialized transportation to areas outside the ADA service area for a fee or free
- Continue ADA paratransit certification services at group facilities to reach more individuals

Inter-County and Regional Paratransit Connections

- Establish direct, accessible transit routes connecting neighboring counties (Monterey, San Benito, and Santa Clara)
- Develop a coordination plan between regional specialized transportation agencies that supports inter-regional specialized transportation programs, either free or fee-based
- Establish feeder services to connect with interregional transit and light rail stations

Need: Voucher Programs and Subsidized Transportation

Free or Low Cost Paratransit Options

- Continue providing funding to expand discounted and free paratransit rides, ADA-accessible on demand rides, and options to access educational/work opportunities for low income and disabled individuals

Same Day Medical and Non-Medical Trips

- Support funding for same day transportation to medical, nonmedical, and essential services
- Increase capacity of transportation services for dialysis and other medical appointments
- Fund transportation services to meal sites, senior activity centers, stroke centers, and medical facilities
- Provide transportation services to support seniors' health, safety, and independence
- Provide free or low cost 24/7 on-demand rides for medical emergencies

Need: Volunteer Driver Programs and Community Partnerships

Volunteer Driver Recruitment and Support

- Expand recruitment for "on call" drivers and promote services in underserved areas (south-county and San Lorenzo Valley)
- Support the Volunteer Center Transportation Program
- Seek volunteer drivers for transportation from areas not served by transit or ADA paratransit
- Support "on call" volunteer driver programs for specialized transportation needs

High Priority: Public Transit Services

Need: Increased Frequency and Span of Public Transit Service

High-Density and Mixed Use Areas

- Increase frequency and extend service hours in densely populated areas and mixed use zones, including:
 - Downtown Santa Cruz to Capitola Mall Transit Center via Live Oak corridor
 - Mission Street, Soquel, Old San Jose Road, Scotts Valley Drive, Aptos, Corralitos, and Santa Village Road
 - Pacific Ave, connecting the Boardwalk to the Town Clock and Beach Flats in Santa Cruz
 - Creation of a “Beach Loop” in summer for low income families from Watsonville
 - Countywide service connecting to the Boardwalk
- Enhance service specifically for major employment centers, especially areas with high concentrations of lower paying jobs
- Increase weekend service

Expand Coverage and Evening Services

- Extend evening service coverage on Route 35 in San Lorenzo Valley, including Mt. Store and Country Club routes
- More stops on Hwy 9, Graham Hill Road, in Lompico, Green Valley Road, and Bonny Doon
- Increase evening service for Watsonville, La Selva Beach, Capitola Esplanade (Route 55 weekend)
- Establish a county-wide “All Nighter” 24-hour circular bus network connecting downtown areas and all four transit stations

UC Santa Cruz Transit Service

- Increase weekend and weekday service to UCSC and its employment center in Scotts Valley
- Add service from UCSC to the east side of Santa Cruz
- Increase frequency on priority routes to a 15-minute interval

Interregional and Cross-County Services

- Increase weekend service on Highway 17
- Provide direct services to: Los Gatos, San Jose Airport, Monterey County, Salinas Intermodal Transportation Center, Live Oak to San Jose Diridon Station, and Gilroy VTA
- Support an integrated transit network
- Allow school and charter buses to access bus-on-shoulder lane

- Coordinate with the Metropolitan Transportation Commission to connect transit service

Passenger Rail Service

- Operate passenger rail connecting Santa Cruz County to other jurisdictions
- Support integrated transit network and multimodal transfer stations along the Santa Cruz Branch Rail Line for Bus Rapid Transit or rail service (per Unified Corridor Investment Study and Transit Corridor Alternatives Analysis)

Need: Enhanced Connectivity between Key Destinations

Primary Destinations within Santa Cruz County

- Increase service county-wide to Capitola Mall, Capitola Village, and Cabrillo College
- Expand service to new residential and commercial areas in Watsonville
- Improve north-south transit connections, such as Soquel Ave/Drive to coastal communities
- Provide service to libraries, public venues, public agencies, and sheriff offices
- Invest in and study the Transit Corridor Alternatives Analysis
- Develop express routes, such as from Watsonville to Scotts Valley

Tourist Destinations and Special Events

- Provide service to major tourist areas, including Wilder Ranch, Waddell Creek, North Coast, DeLaveaga Park, and weekend service to the Boardwalk via Highway 17
- Establish partnerships with the Santa Cruz Visitor Center to provide special event services

Need: Faster and Easier Transit Systemwide

Systemwide Efficiency

- Enhance connections by increasing frequency and service span to reduce transfer wait times
- Investigate opportunities for transit priority lanes, signal priority, and direct service routes to minimize transfers

Commuter Service

- Improve commuter public transit, including options for Highway 17 service extensions to Watsonville and faster routes between San Lorenzo Valley and Santa Cruz (example: express buses)

High Priority: Public Transit Capital

Need: Transit Stops, Bus, and Accessibility Improvements

ADA and Accessibility Enhancements

- Ensure all bus stops are ADA-compliant
- Prioritize bus stop improvements, focusing on high usage by seniors and individuals with disabilities
- Add braille, raised numbers, and technology-based wayfinding for bus routes at stops, with adjustable height for wheelchair access

Safety and Comfort Features

- Install shelters, benches, and lighting at all bus stops, with solar LED lights, in-pavement lighting, and in-road warning lights
- Add bus stop amenities, such as digital bus tracking, USB charging, and Wi-Fi
- Partner with private companies to enhance Wi-Fi availability

Language Accessibility

- Implement multilingual wayfinding, signage, and bus materials
- Hire bilingual staff for customer support

Need: Transit Station and Facility Improvements

Transit Station Upgrades

- Coordinate improvements for Capitola Transit Center with Capitola Mall ownership
- Install bike lockers at all transit stations

Medium Priority: General

Need: Transportation Services for Seniors, Disabled, and Low Income Individuals

Incentivize Development Near Transit

- Incentivize affordable housing for seniors and low income individuals within the transit service areas
- Offer incentives for senior, social services, and medical providers to be located in transit service areas

Taxi Voucher Programs

- Secure funding for taxi vouchers for seniors, low income individuals, and caregivers
- Provide taxi vouchers to low income families

Need: Transportation Services for Low Income Families and Vulnerable Individuals

Transportation for Justice Impacted Individuals and Families

- Provide transportation for individuals and families to juvenile halls, detention centers, courts, and diversion programs
- Explore volunteer driver programs, TNCs, and taxi vouchers for family visits to detention facilities

Medium Priority: Paratransit/Specialized Transportation Services

Need: Coordinated Transportation Systems and Centralized Mobility Information

UCSC On Campus Paratransit Service

- Provide increased UCSC on campus paratransit services between campus destinations to accommodate demand

Specialized Care Trips and Gurney Transportation

- Provide affordable specialized care trips for medically fragile individuals needing "bed-to-bed" transport
- Identify a service provider for gurney trips and assist in vehicle procurement
- Partner with assisted living and hospice care to provide specialized care services
- Publicize availability of services for medically fragile individuals

Need: Specialized Services for Mental Health and Cognitive Needs

Transportation for Cognitive and Mental Health Needs

- Provide on demand services for individuals with mental health conditions
- Offer services to help those with mental health conditions navigate transit and paratransit eligibility requirements

Need: Projected Needs and Funding for Future Transportation Demand

Long-Term Paratransit and Specialized Transportation Service Planning

- Project funding needs for fixed route, ADA, and non-ADA paratransit services over a 15-30 year horizon
- Establish designated funding sources to support future paratransit demands due to the growing senior population

Medium Priority: Paratransit/Specialized Transportation Capital

Need: Paratransit Operating and Maintenance Facilities

METRO ParaCruz Operating Facilities

- Acquire and develop a permanent operations and maintenance facility for METRO ParaCruz to reduce operating costs
- Increase funding opportunities for paratransit capital projects, specifically supporting METRO ParaCruz facilities

Consolidated Transportation Services Agency (CTSA) Facilities

- Increase funding opportunities for capital projects related to CTSA paratransit operating facilities

Need: Paratransit Vehicle Replacement and Electric Vehicles

Paratransit Vehicle Replacement Funding

- Increase funding opportunities for paratransit capital projects, including electric vehicle and zero emission vehicle replacements
- Take measures to include electric vehicles as a purchase option in the Section 5310 grant program, supporting environmentally friendly paratransit upgrades

Need: Electric Vehicle Charging and Emergency Preparedness

Electric Vehicle Charging Infrastructure

- Support funding for electric vehicle charging stations and infrastructure to accommodate paratransit electric and zero emission vehicles

Electric Vehicle Emergency Preparedness

- Develop an electric vehicle emergency preparedness plan that includes battery storage solutions, emergency-use vehicles, and facility support

Medium Priority: Public Transit Services

Need: Faster and Easier Transit Systemwide

Signal Priority and Corridor Efficiency

- Install transponders for signal priority on major corridors to improve traffic flow, reduce travel time, and enhance on-time performance
- Increase service frequency to 15-minute intervals on the east side of Santa Cruz

Need: Intra-Community and Microtransit Options

Intra-Community Services

- Develop neighborhood-focused public transit options, such as: circulators in San Lorenzo Valley and Scotts Valley, and microtransit programs in San Lorenzo Valley, Scotts Valley, Soquel, Aptos, and Watsonville
- Explore partnerships with ride-hail and taxi services for first/last mile connections

Medium Priority: Public Transit Capital

Need: Transit Station and Facility Improvements

Facility Maintenance

- Ensure funding for ongoing maintenance of bus stops, parking lots transit centers, and related transit facilities
- Add multi-fuel electricity generators at transit centers county-wide

Need: Bus Replacement and Maintenance

Replacement of Aging Buses and Equipment

- Replace buses that are beyond their useful life, including those serving rural areas
- Prioritize funding for electric vehicle replacements and electric charging infrastructure

Need: Multimodal Connections

Park and Ride and Multimodal Access

- Construct park-and-ride lots along inter-city routes with limited feeder service
- Add bike lockers and bike-sharing stations at key transit access points and microtransit centers (example: Water and Ocean) to facilitate first/last mile of travel
- Expand the Pasatiempo park-and-ride lot and create a park-and-ride near Highway 1 in Watsonville for transit connection

Need: Real Time Operations, Safety, and Modernization

Fare and Service Planning Modernization

- Introduce electronic fare payment options for faster boarding and convenience
- Upgrade planning and scheduling software for optimized service planning and community outreach

Low Priority: Public Transit Capital

Need: Transit Stops, Bus, and Accessibility Improvements

Committee Oversight

- Reinststate and fund a bus stop committee to assess and monitor accessibility and make recommendations

Chapter 6: Conclusion

The Draft 2025 Coordinated Plan is scheduled to be released for public comment August 4 – September 26, 2025. It will be posted on AMBAG's website, presented before consulting community organizations and advocacy groups for the Plan's target populations, and brought before the AMBAG Board of Directors for their recommended adoption at the November 12, 2025 meeting.

In partnership with TAMC, SBtCOG, and SCCRTC, AMBAG prepared this Coordinated Plan to provide data, information, and recommendations for local governments, transportation service providers, community-based organizations, leaders, advocates, and residents to use to continue to address the needs for mobility and transportation options among the Monterey Bay region's youth, seniors, persons with disabilities, persons of limited means, veterans, students, and LEP community members.

Through the Coordinated Plan, AMBAG has identified mobility needs for these target populations in the Monterey Bay region and possible strategies for addressing these challenges. Some of these solutions are simple and inexpensive, some are more costly, and some require significant coordination and funding to implement. AMBAG will encourage next steps by stakeholders throughout the region to prioritize, plan, and implement the applicable recommendations in each county.

AMBAG prepared this Plan to fulfill the requirements of FTA Circular 9070.1H, but also to increase attention on the Monterey Bay region's growing demand for transportation programs and services for the target populations. AMBAG expects that this Coordinated Plan and future updates will support the partnerships needed to begin planning strategies and to facilitate regional mobility over the years to come.

Appendix A – Demographic Summary of Monterey, San Benito, and Santa Cruz Counties’ Target Populations

The target populations for the *2025 Monterey Bay Area Coordinated Public Transit – Human Services Transportation Plan* include: youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency community members.

Accessing the U.S. Census Data Explorer on May 7, 2025, staff summarized 2023 American Community Survey (ACS) 5-Year Estimates for the target populations for Monterey, San Benito, and Santa Cruz Counties in the table below. The Census Table IDs accessed were: B08201, S0101, S1401, S1602, S1701, S1810, S1901, and S2101.

2023 ACS 5-Year Estimates	Monterey County	San Benito County	Santa Cruz County
Total Population	435,834	66,056	266,021
Number of Households	132,046	20,188	96,873
% Population Youth (Age 0 – 17)	26.0%	25.5%	18.8%
% Population Seniors (Age 65+)	14.5%	13.5%	18.3%
Age 65 – 74	8.6%	8.3%	11.6%
Age 75 – 84	4.0%	3.8%	4.8%
Age 85+	2.0%	1.4%	2.0%
% Population with a Disability	9.4%	10.5%	11.2%
and Age 65+	4.5%	4.7%	5.1%
Median Household Income	\$94,486	\$108,289	\$109,266
% Population Below Federal Poverty Level*	12.6%	7.8%	11.2%
and Age 65+	1.6%	1.1%	1.7%
% Households No Vehicle	4.6%	2.6%	5.3%
% Population Veterans	4.5%	4.2%	4.0%
and Age 65+	2.5%	2.5%	2.7%
and With a Disability	1.5%	1.3%	1.4%
and Below Federal Poverty Level*	0.3%	0.1%	0.2%

2023 ACS 5-Year Estimates	Monterey County	San Benito County	Santa Cruz County
% Population Students	27.9%	26.3%	28.2%
K – 8 th Grade	12.9%	12.6%	9.5%
High School	6.5%	6.3%	5.0%
College, Undergraduate	5.8%	4.8%	10.8%
% Households Limited English Speaking	10.3%	8.1%	4.4%
and Speak Spanish	8.9%	7.3%	3.5%

*2023 Federal Poverty Income Per Year for the 48 Contiguous States: one-person household \$14,580; two-person household \$19,720; three-person household \$24,860; four-person household \$30,000; and five-person household \$35,140. For households with more than five persons, please review the U.S. Department of Health and Human Services website <https://www.hhs.gov/>

Appendix B – List of Existing Transportation-Related Services in Monterey, San Benito, and Santa Cruz Counties

Below is a non-exhaustive list of existing transportation-related services in Monterey, San Benito, and Santa Cruz Counties for the *2025 Monterey Bay Area Coordinated Public Transit – Human Services Transportation Plan*’s target populations (youth, seniors, persons with disabilities, persons of limited means, veterans, students, and Limited English Proficiency community members).

Monterey County

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
211 Monterey County	Information and Referral Program	Health and human services information and referral service	No	Not Applicable	https://211montereycounty.org/	211 or 831-372-8026	Monterey County
Aging and Disability Resource Connection (ADRC) of Monterey County	Information and Referral Program	Programs serving older individuals, individuals with disabilities, and caregivers with information and access to available long-term services and supports at the local level	No	Not Applicable	https://www.countyofmonterey.gov/government/departments-i-z/social-services/area-agency-on-aging/adrc#aaa	831-755-4466	Monterey County
Aided Mobility	Private Transportation	Non-emergency medical transportation	Yes	No	https://aidedmobility.com/	831-393-1234	Monterey, San Benito, and Santa Cruz counties

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Alliance on Aging	Information and Referral Program	Education about transportation options. One-on-one appointments can be made to assist in scheduling transportation.	No	Not Applicable	https://allianceonaging.org/programs/transportation/	831-758-4011, 831-655-1334, 831-646-5050	Monterey Peninsula, Salinas, North and South Monterey County
American Cancer Society Road to Recovery	Human Services Transportation	Free transportation for cancer patients to doctor appointments	No	Not Applicable	www.cancer.org	800-227-2345	Monterey, San Benito, and Santa Cruz counties
Amtrak	Public Transportation	Nationwide intercity train and bus service	Yes	Yes, disabled and 65+ 10% discount	www.amtrak.com	800-872-7245	Monterey and Santa Cruz counties
Blind & Visually Impaired Center of Monterey County, Inc.	Information and Referral Program	Services to Monterey County residents who are visually impaired	No	Not Applicable	www.blindandlowvision.org	831-649-3505	Monterey County
California Taxi LLC	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	https://www.californiataxillc.com/	831-225-9900	Monterey County
CalVans	Public Transportation	Shared van/vanpool service	Yes	No	https://calvans.gov/	866-655-5444	Monterey and Santa Cruz counties
Central Coast Alliance for Health	Human Services Transportation	Nonprofit health plan for low income patients, members who use wheelchairs may qualify for rides	No	Not Applicable	https://theallianceforhealth.org/	800-700-3874	Monterey, San Benito, and Santa Cruz counties

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Central Coast Center for Independent Living (CCCIL)	Information and Referral Program	Provides advocacy, education, and support for persons with disabilities and their families	No	Not Applicable	www.cccil.org	831-757-2968	Monterey, San Benito, and Santa Cruz counties
Central Coast Ambulance	Private Transportation	Emergency transportation for the public to skilled nursing facilities and hospitals	Yes	No	https://centralcoastambulance.com/	831-685-3200	San Benito and Santa Cruz counties, and part of Monterey County
Community Bridge Lift Line	Public Transportation	Accessible transportation for low income seniors and persons with disabilities	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	North Monterey County and Santa Cruz County
Community Homeless Solutions	Information and Referral Program	Homeless transitional housing and emergency shelter beds	No	Not Applicable	https://www.communityhomelessolutions.org/	831-384-3388	Monterey and San Benito counties
County of Monterey Military & Veterans Affairs Office	Human Services Transportation	Van service for veterans to the VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic	No	Not Applicable	https://www.co.monterey.ca.us/government/departments/department/military-veterans/services-available#mva	831-647-7614	Monterey and San Benito counties
CSU Monterey Bay "The Wave" Shuttle	Public Transportation	Campus shuttle service for CSUMB students, staff, faculty, and visitors, including those with mobility impairment	No	Not Applicable	www.csUMB.edu/the-wave/	831-582-3000	CSUMB Campus

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
First Elite Medical Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://firstelitemed.com/	831-383-1204	Monterey, San Benito, and Santa Cruz counties
Food Bank of Monterey County	Information and Referral Program	Provider of emergency supplemental food	No	Not Applicable	https://foodbankformontereycounty.org/	831-758-1523	Monterey County
Freedom Medical Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://www.freedommedicaltransportation.com/	831-920-0687	Monterey County
Go831	Information and Referral Program	Supports employer-based commute programs with resources, technology, and tools	No	Not Applicable	https://www.go831.org/	831-775-0903	Monterey County
Good News Medical Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://medicaltransportationseaside.com/	831-747-4029	Monterey County
Google Transit	Information and Referral Program	Public transit fixed route trip planning	No	Not Applicable	https://www.google.com/maps	Not Applicable	Monterey, San Benito, and Santa Cruz counties
Greyhound Lines	Public Transportation	Nationwide Bus service. If disabled, personal aide travels free with verifying letter from a doctor.	Yes	Yes, 62+ 5% discount	www.greyhound.com	800-231-2222	Monterey and Santa Cruz counties

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Hope Services	Human Services Transportation	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services, and independent living services to persons with disabilities	No	Not Applicable	https://www.hopeservices.org/	831-393-1575	Monterey, San Benito, and Santa Cruz counties
iTN Monterey County	Private Transportation	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	https://www.itnmontereycounty.org/	831-223-3447	Monterey County
Leftridge Transportation, Inc.	Private Transportation	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	http://leftridgetransportation.com/Services/	707-344-1755	Monterey and San Benito County

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Marina Taxi Co.	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	Not Available	831-384-3894	Monterey County
Meals on Wheels of the Monterey Peninsula	Information and Referral Program	Home meal delivery and congregate dining for seniors	No	Not Applicable	https://www.mowmp.org/	831-375-4454	Monterey County
Monterey County Department of Social Services	Information and Referral Program	Financial aid, employment and training, food, medical coverage, and housing	No	Not Applicable	https://www.countyofmonterey.gov/government/departments-i-z/social-services	831-755-4448	Monterey County
Monterey County Office of Education	Human Services Transportation	Leadership, support, and service to the county's districts, charter schools as well as direct student programs. Special education transportation is provided.	No	Not Applicable	https://www.montereyco.org/divisions-services/transportation	831-755-6426	Monterey County
Monterey-Salinas Transit (MST) "Commute with Enterprise Vanpool" Program	Public Transportation	Commute with Enterprise vanpool subsidy	Yes	Not Applicable	www.mst.org	888-678-2871	Monterey County, Santa Cruz County, and San Jose

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Monterey-Salinas Transit (MST) Fixed Route	Public Transportation	Fixed route bus service	Yes	Yes	www.mst.org	888-678-2871	Monterey County, Santa Cruz County, San Luis Obispo, and San Jose
Monterey-Salinas Transit (MST) RIDES	Public Transportation	Paratransit "last-door-to-first-door" transportation for individuals with disabilities	Yes	No	http://www.mstmobility.org/ada-paratransit-rides	831-754-2804	Monterey Peninsula, Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, King City, and to the Watsonville Transit Center
Monterey-Salinas Transit (MST) Special Medical Trips	Public Transportation	Medical transportation to the San Jose and San Francisco areas	Yes	No	https://www.mstmobility.org/special-medical-trips.htm	831-373-1393	Monterey County, San Jose, and San Francisco
Monterey-Salinas Transit (MST) Taxi Voucher Program	Public Transportation	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	https://www.mstmobility.org/taxi-vouchers.htm	888-678-2871	Monterey Peninsula, Carmel Valley, and Salinas
Monterey-Salinas Transit (MST) Travel Training	Public Transportation	Travel training to use MST service	No	Not Applicable	https://www.mstmobility.org/travel-training.htm	888-678-2871	Monterey County, Santa Cruz County, and San Jose

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Monterey-Salinas Transit (MST) Transportation Reimbursement Incentive Program (TRIPs)	Public Transportation	Reimbursement program to help seniors, veterans or persons with disabilities, in an area of Monterey County that is outside MST's service area with travel costs	No	Not Applicable	https://www.mstmobility.org/mst-trips-program.htm	888-678-2871	Areas in Monterey County outside MST's service area
Monterey Senior Center (Scholze Park Center)	Information and Referral Program	Programs for adults of all ages	Yes	Yes	https://monterey.gov/city_hall/parks_recreation/monterey_recreation/community_centers/scholze_park_center.php	831-646-3878	Monterey County
Orange Cab	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	Not Available	831-757-7778	Monterey County
Orange Cab II	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	Not Available	831-424-4045	Monterey County

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Partnership for Children	Human Services Transportation	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	Not Applicable	https://www.partnerforkids.org/services#transportation	831-422-3002	Monterey, San Benito, and Santa Cruz counties
Peninsula Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://www.peninsulamedicaltransportation.com/	831-887-8363	Monterey and Santa Cruz counties
River of Life Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	http://www.riveroflifetransport.com/	800-353-2008	Monterey County
Salinas Senior Center (Firehouse Recreation Center)	Information and Referral Program	Programs for adults of all ages	Yes	Yes	https://www.cityofsalinas.org/Residents/Recreation-and-Parks/Programs/Adult-Programs	831-775-4286	Salinas
Salinas Taxicab Service	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	https://www.salinastaxicabservice.com/	831-225-4786	Monterey County
Salinas Yellow Cab	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	https://www.yellowcab1234.com/salinas-ca-taxi-service.htm	831-424-1234	Monterey County

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Sal's Taxi	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	Not Available	831-422-7276	Monterey County
San Andreas Regional Center	Human Services Transportation	Diagnostic and prevention services to help ameliorate developmental disabilities	No	Not Applicable	https://www.sanandreasregional.org/	831-900-3636, 408-374-9960, 831-900-3737	Monterey, San Benito, and Santa Cruz counties
Seniors Council's Foster Grandparent Program/Senior Companion Program	Information and Referral Program	Senior volunteer and companion programs	No	Not Applicable	https://seniorscouncil.org/	831-688-0400	Monterey, San Benito, and Santa Cruz counties
Transdev North America, Inc. (Transdev)	Private Transportation	Reservation based paratransit provider which also provides access to local paratransit operators	Yes	Yes	https://transdevna.com/	888-678-2871	Monterey County
Uber and Lyft	Private Transportation	App-based rideshare	Yes	No	https://www.uber.com/ , https://www.lyft.com/	Using smartphone apps	Monterey, San Benito, and Santa Cruz counties
VIP Taxi	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes	Not Available	831-540-5912	Monterey County

Monterey County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Wheelchair Getaways	Private Transportation	Accessible van rentals	Yes	No	https://www.wheelchairgetaways.com/	866-224-1750	Monterey, San Benito, and Santa Cruz counties
Yellow Cab Company	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes, 10% seniors and persons with disabilities	www.yellowcab1234.com	831-333-1234	Monterey and Santa Cruz counties and Hollister Area

San Benito County

San Benito County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
211 San Benito County	Information and Referral Program	Health and human services information and referral service	No	Not Applicable	https://211sanbenitocounty.org/	211 or 800-273-6222	San Benito County
Aging and Disability Resource Connection (ADRC) of San Benito County	Information and Referral Program	Programs serving older individuals, individuals with disabilities, and caregivers with information and access to available long-term services and supports at the local level	No	Not Applicable	https://sanbenitoadrc.org/	888-637-6757	San Benito County
Aided Mobility	Private Transportation	Non-emergency medical transportation	Yes	No	https://aidedmobility.com/	831-393-1234	Monterey, San Benito, and Santa Cruz counties
American Cancer Society Road to Recovery	Human Services Transportation	Free transportation for cancer patients to doctor appointments	No	Not Applicable	www.cancer.org	800-227-2345	Monterey, San Benito, and Santa Cruz counties
Central Coast Alliance for Health	Human Services Transportation	Nonprofit health plan for low income patients, members who use wheelchairs may qualify for rides	No	Not Applicable	https://thealliance.health/	800-700-3874	Monterey, San Benito, and Santa Cruz counties

San Benito County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Central Coast Center for Independent Living (CCCIL)	Information and Referral Program	Provides advocacy, education, and support for persons with disabilities and their families	No	Not Applicable	www.cccil.org	831-757-2968	Monterey, San Benito, and Santa Cruz counties
Central Coast Ambulance	Private Transportation	Emergency transportation for the public to skilled nursing facilities and hospitals	Yes	No	https://centralcoastambulance.com/	831-685-3200	San Benito, and Santa Cruz counties, and part of Monterey County
Community Food Bank of San Benito County	Information and Referral Program	Provider of emergency supplemental food	No	Not Applicable	https://www.communityfoodbankofsbcc.org	831-637-0340	San Benito County
County of Monterey Military & Veterans Affairs Office	Human Services Transportation	Van service for veterans to the VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic	No	Not Applicable	https://www.co.monterey.ca.us/government/departments-i-z/military-veterans/services-available#mva	831-647-7614	Monterey and San Benito counties
First Elite Medical Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://firstelitemed.com/	831-383-1204	Monterey, San Benito, and Santa Cruz counties
Google Transit	Information and Referral Program	Public transit fixed route trip planning	No	Not Applicable	https://www.google.com/maps	Not Applicable	Monterey, San Benito, and Santa Cruz counties
Hollister Taxi	Private Transportation	Taxi Service	Yes	No	Not Available	831-637-3378	San Benito County
The H.O.M.E. Resource Center (HRC)	Information and Referral Program	Homeless emergency shelter beds	No	Not Applicable	https://www.communityhomelessolutions.org/hrc	831-256-1852	San Benito County

San Benito County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Hope Services	Human Services Transportation	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services, and independent living services to persons with disabilities	No	Not Applicable	https://www.hopeservices.org/	831-638-6852	Monterey, San Benito, and Santa Cruz counties
Jovenes de Antaño (JDA)	Information and Referral Program	Programs for older adults and individuals with disabilities	No	Not Applicable	https://www.jdaseniors.org/	831-637-9275	San Benito County
Leftridge Transportation, Inc.	Private Transportation	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	http://lefridgetransportation.com/Services/	707-344-1755	Monterey and San Benito counties
Martha's Kitchen	Information and Referral Program	Operator of Meals on Wheels for San Benito County	No	Not Applicable	https://www.marthas-kitchen.org/	408-293-6111	San Benito County
Partnership for Children	Human Services Transportation	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	Not Applicable	https://www.partnerforkids.org/services#transportation	831-422-3002	Monterey, San Benito, and Santa Cruz counties

San Benito County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
San Andreas Regional Center	Human Services Transportation	Diagnostic and prevention services to help ameliorate developmental disabilities	Not	Not Applicable	https://www.sanandreasregional.org/	831-900-3636, 408-374-9960, 831-900-3737	Monterey, San Benito, and Santa Cruz counties
San Benito County Express Dial-A-Ride	Public Transportation	Scheduled or day of ride outside fixed route service area	Yes	Yes	http://www.sanbenitocountyexpress.org/dialaride	831-636-4161	Hollister, San Juan Bautista, and Tres Pinos
San Benito County Express Intercounty	Public Transportation	Express bus service to Gavilan College and Gilroy Transit Center	Yes	Yes	http://www.sanbenitocountyexpress.org/intercounty	831-636-4161	San Benito County and Gilroy
San Benito County Express Paratransit	Public Transportation	ADA paratransit service	Yes	Yes	http://www.sanbenitocountyexpress.org/paratransit.html	831-636-4161	Hollister within 3/4-mile radius of fixed route
San Benito County Express Tripper	Public Transportation	Fixed route bus service to Hollister schools	Yes	No	http://gocountyexpress.org/tripper/	831-636-4161	Hollister
San Benito County Health and Human Services Agency	Information and Referral Program	Financial aid, employment and training, food, medical coverage, and housing	No	Not Applicable	https://hhsa.cosb.us	831-636-5180	San Benito County
San Benito County Office of Education	Human Services Transportation	Leadership, support, and service to the county's districts, charter schools as well as direct student programs	No	Not Applicable	https://www.sbcoe.org/	831-637-5393	San Benito County

San Benito County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
San Benito RideShare	Public Transportation	Provides information about carpool rematching services, low cost vanpool, transit solutions, pedestrian and bicyclist support, Safe Routes to Schools, and work from home	Yes	No	www.sanbenitorideshare.org	831-637-7665	San Benito County
Seniors Council's Foster Grandparent Program/Senior Companion Program	Information and Referral Program	Senior volunteer and companion programs	No	Not Applicable	https://seniorscouncil.org/	831-688-0400	Monterey, San Benito, and Santa Cruz counties
Specialized Transportation Medical-Shopping Assistance Program (MSAP)	Public Transportation	Transportation, escort, and minor Spanish interpretation for seniors and persons with disabilities at medical appointments, banks, grocery stores, and pharmacies	Yes	No	Not Available	831-637-7665	San Benito County
Specialized Transportation Out-of-County Nonemergency Medical Transportation (OOCMT)	Public Transportation	Transportation outside of the county for medical services that are not available in the county for seniors and persons with disabilities	Yes	No	Not Available	831-637-7665	San Benito County, Salinas, and Palo Alto

San Benito County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Specialized Transportation Senior Lunch Program Transportation (SLPT)	Public Transportation	Transportation for participants of the Senior Lunch Program at the City Hollister Community Center	No	Not Applicable	Not Available	831-637-7665	Hollister
Transdev North America, Inc. (Transdev)	Private Transportation	County Express and Specialized Transportation operator	Yes	Yes	https://transdevna.com/	831-636-4161	San Benito County
Uber and Lyft	Private Transportation	App-based rideshare	Yes	No	https://www.uber.com/ , https://www.lyft.com/	Using smartphone apps	Monterey, San Benito, and Santa Cruz counties
Wheelchair Getaways	Private Transportation	Accessible van rentals	Yes	No	https://www.wheelchairgetaways.com/	866-224-1750	Monterey, San Benito, and Santa Cruz counties
Yellow Cab Company	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes, 10% seniors and persons with disabilities	www.yellowcab1234.com	831-635-1234	Monterey and Santa Cruz counties, and Hollister Area

Santa Cruz County

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
211 Santa Cruz County	Information and Referral Program	Health and human services information and referral service	No	Not Applicable	https://211santacruzcounty.org/	211 or 831-713-4111	Santa Cruz County
Access Options Inc.	Private Transportation	Accessible van rentals, sales, and modifications	Yes	No	https://www.accessoptions.com/	831-722-6804	Santa Cruz County
Aided Mobility	Private Transportation	Non-emergency medical transportation	Yes	No	https://aidedmobility.com/	831-393-1234	Monterey, San Benito, and Santa Cruz counties
American Cancer Society Road to Recovery	Human Services Transportation	Free transportation for cancer patients to doctor appointments	No	Not Applicable	www.cancer.org	800-227-2345	Monterey, San Benito, and Santa Cruz counties
Amtrak	Public Transportation	Nationwide intercity train and bus service	Yes	Yes, disabled and 65+ 10% discount	www.amtrak.com	800-872-7245	Monterey and Santa Cruz counties
Cabrillo College Accessibility Support Center Mobility Cart	Public Transportation	Class to class transportation for students with disabilities	No	Not Applicable	https://www.cabrillo.edu/accessibility-support-center/policies-and-procedures/	831-479-6379	Cabrillo College Campus
CalVans	Public Transportation	Shared van/vanpool service	Yes	No	https://calvans.gov/	866-655-5444	Monterey and Santa Cruz counties
Central Coast Alliance for Health	Human Services Transportation	Nonprofit health plan for low income patients, members who use wheelchairs may qualify for rides	No	Not Applicable	https://thealliance.health/	800-700-3874	Monterey, San Benito, and Santa Cruz counties

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Central Coast Center for Independent Living (CCCIL)	Information and Referral Program	Provides advocacy, education, and support for persons with disabilities and their families	No	Not Applicable	www.cccil.org	831-757-2968	Monterey, San Benito, and Santa Cruz counties
Central Coast Ambulance	Private Transportation	Emergency transportation for the public to skilled nursing facilities and hospitals	Yes	No	https://centralcoastambulance.com/	831-685-3200	San Benito and Santa Cruz counties, and part of Monterey County
City of Capitola Shuttle Bus Service	Public Transportation	Weekend and holiday shuttle bus to the village and the beach in Capitola (Memorial Day weekend through September); wheelchairs accommodated	No	Not Applicable	https://www.cityofcapitola.org/community/page/shuttle-bus-service-parking-information	831-475-7300	From shuttle lot No.2 at 426 Capitola Avenue to the beach/ Capitola Village
Community Bridge Lift Line Elderday Adult Day Health Care Transportation	Public Transportation	Door-to-door transportation to and from Elderday	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County
Community Bridge Lift Line Extended Services	Public Transportation	Transportation to essential services	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County
Community Bridge Lift Line Meals on Wheels Dining Center Transportation	Public Transportation	Transportation to Meals on Wheels dining sites	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Community Bridge Lift Line Out of County Medical Transportation	Public Transportation	Transportation to out-of-county medical appointments	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County
Community Bridge Lift Line Regional Medical Transportation	Public Transportation	Transportation to medical appointments	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County
Community Bridge Lift Line Taxi Scrip Coupons	Public Transportation	Taxi scrip fare coupons for participating taxi companies	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County
Community Bridge Lift Line Veterans Medical Transportation	Public Transportation	Transportation for veterans	No	Not Applicable	https://communitybridges.org/liftline/	831-688-9663	Santa Cruz County
Courtesy Cab/Watsonville Taxi	Private Transportation	Taxi service serving Watsonville	Yes	10% discount seniors, accepts Lift Line Taxi Scrip	http://www.courtesycab.com/	831-761-3122	Watsonville
Cruz511	Information and Referral Program	Commute Solutions provides information on alternative transportation modes to interested commuters through an instant, online database, or phone assistance	No	Not Applicable	https://cruz511.org/	831-429-POOL	Santa Cruz County

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Deluxe Cab of Santa Cruz	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Senior discounts.	Yes	Yes, accepts Lift Line Taxi Scrip	Not Available	831-475-3232	Santa Cruz County
First Elite Medical Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://firstelitemed.com/	831-383-1204	Monterey, San Benito, and Santa Cruz counties
Google Transit	Information and Referral Program	Public transit fixed route trip planning	No	Not Applicable	https://www.google.com/maps	Not Applicable	Monterey, San Benito, and Santa Cruz counties
Greyhound Lines	Public Transportation	Nationwide Bus service. If disabled, personal aide travels free with verifying letter from a doctor.	Yes	Yes, 62+ 5% discount	www.greyhound.com	800-231-2222	Monterey and Santa Cruz counties
Hope Services	Human Services Transportation	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services, and independent living services to persons with disabilities	No	Not Applicable	https://www.hopeservices.org/	831-421-9900	Monterey, San Benito, and Santa Cruz counties

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Meals on Wheels for Santa Cruz County Highlands Park Senior Center (Ben Lomond) Senior Dining Site	Information and Referral Program	Seniors (60+) who are meal site participants can apply at their local site to use transportation services	No	Not Applicable	https://communitybridges.org/mealsonwheels/	831-336-5366	Ben Lomond
Meals on Wheels for Santa Cruz County Live Oak Senior Center Senior Dining Site	Information and Referral Program	Seniors (60+) who are meal site participants can apply at their local site to use transportation services	No	Not Applicable	https://communitybridges.org/mealsonwheels/	831-464-3180	Live Oak
Meals on Wheels for Santa Cruz County London Nelson Community Center (Santa Cruz) Senior Dining Site	Information and Referral Program	Seniors (60+) who are meal site participants can apply at their local site to use transportation services	No	Not Applicable	https://communitybridges.org/mealsonwheels/	831-427-0901	City of Santa Cruz
Meals on Wheels for Santa Cruz County Watsonville Senior Center Senior Dining Site	Information and Referral Program	Seniors (60+) who are meal site participants can apply at their local site to use transportation services	No	Not Applicable	https://communitybridges.org/mealsonwheels/	831-724-2024	Watsonville
Partnership for Children	Human Services Transportation	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	Not Applicable	https://www.partnerforkids.org/services#transportation	831-422-3002	Monterey, San Benito, and Santa Cruz counties

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Peninsula Transportation	Private Transportation	Non-emergency medical transportation	Yes	No	https://www.peninsulamedicaltransportation.com/	831-887-8363	Monterey and Santa Cruz counties
San Andreas Regional Center	Human Services Transportation	Diagnostic and prevention services to help ameliorate developmental disabilities	Not	Not Applicable	https://www.sanandreasregional.org/	831-900-3636, 408-374-9960, 831-900-3737	Monterey, San Benito, and Santa Cruz counties
Santa Cruz County Human Services Department	Information and Referral Program	Financial aid, employment and training, food, medical coverage, and housing	No	Not Applicable	https://www.santacruzhumanservices.org/	888-421-8080	Santa Cruz County
Santa Cruz County Office of Education	Human Services Transportation	Leadership, support, and service to the county's districts, charter schools as well as direct student programs	No	Not Applicable	https://santacruzcoe.org	831-466-5600	Santa Cruz County
Santa Cruz County Veterans Services Office	Human Services Transportation	Van service for veterans to the VA Medical Center in Palo Alto	No	Not Applicable	www.santacruzvets.com	831-454-7276	Santa Cruz County
Santa Cruz Metropolitan Transit District (METRO) Fixed Route	Public Transportation	Fixed route bus service	Yes	Yes	www.scmtd.com	831-425-8600	Santa Cruz County and on Highway 17 to San Jose
Santa Cruz Metropolitan Transit District (METRO) ParaCruz	Public Transportation	Paratransit transportation for individuals with disabilities	Yes	No	https://scmtd.com/en/metro-paracruz/general-info	831-425-4664	Santa Cruz County within 3/4 mi. of fixed route

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Santa Cruz Metropolitan Transit District (METRO) Mobility Training	Public Transportation	Mobility training to use METRO service	No	Not Applicable	https://www.scmtd.com/en/metro-paracruz/accessible-services	831-420-2576	Santa Cruz County
Santa Cruz Volunteer Center Transportation Program	Human Services Transportation	Volunteers use their personal vehicles to take seniors and persons with disabilities to medical appointments, grocery shopping and other essential errands	No	Not Applicable	https://scvolunteercenter.org/programs/empowered-aging/transportation-program/	831-427-3435	Santa Cruz County
Scotts Valley Senior Center	Human Services Transportation	Scotts Valley seniors 50+ picked up by volunteer driver and taken to medical appointments, grocery shopping, and other essential errands	Yes	No	https://www.scottsvalley.gov/569/Senior-Center	831-438-8666	Scotts Valley
Second Harvest Food Bank of Santa Cruz County	Information and Referral Program	Provider of emergency supplemental food	Not	Not Applicable	https://www.thefoodbank.org/	831-722-7110	Santa Cruz County
Seniors Council's Foster Grandparent Program/Senior Companion Program	Information and Referral Program	Senior volunteer and companion programs	No	Not Applicable	https://seniorscouncil.org/	831-688-0400	Monterey, San Benito, and Santa Cruz counties
Transdev North America, Inc. (Transdev)	Private Transportation	Operator of services for persons with disabilities	Yes	No	https://transdevna.com/	831-460-9911	Santa Cruz County

Santa Cruz County Organization	Service Type	Services	Charge	Senior Discount	Website	Contact	Coverage
Uber and Lyft	Private Transportation	App-based rideshare	Yes	No	https://www.uber.com/ , https://www.lyft.com/	Using smartphone apps	Monterey, San Benito, and Santa Cruz counties
UC Santa Cruz Transportation and Parking Services (TAPS) Disability Van Service	Public Transportation	Shared-ride, curb-to-curb van/shuttle service to specified on campus stops for UCSC students, staff, faculty, and campus visitors with mobility impairment	No	Not Applicable	https://taps.ucsc.edu/buses-shuttles/d-vs.html	831-459-2829	UCSC campus
Wheelchair Getaways	Private Transportation	Accessible van rentals	Yes	No	https://www.wheelchairgetaways.com/	866-224-1750	Monterey, San Benito, and Santa Cruz counties
Yellow Cab Company	Private Transportation	General Taxi Service. Various low cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts.	Yes	Yes, 10% seniors and persons with disabilities, accepts Lift Line Taxi Scrip	www.yellowcab1234.com	831-333-1234	Monterey and Santa Cruz counties, and Hollister Area

Appendix C – 2025 Unmet Transit Needs Public Comment Summaries for Monterey, San Benito, and Santa Cruz Counties

Below are the 2025 California Transportation Development Act Unmet Transit Needs public comment summaries for Monterey, San Benito, and Santa Cruz Counties. This public input was used to create the *2025 Monterey Bay Area Coordinated Public Transit – Human Services Transportation Plan*.

Monterey County

Transportation Agency for Monterey County 2025 Monterey County Unmet Transit Needs

Unmet transit needs are placed into the following categories:

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

Transit Needs Timeline

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

Unmet Need Comment	Year Identified	Category	Timeline	Status in 2025
Service to San Juan Grade Road and Russell Road in Salinas	2014	Category #2: new service, fills a gap	Long-term improvement.	Through implementation of the Better Bus Network in December 2022, MST began service on Line 49 (Salinas-Santa Rita) which serves Russell Road and San Juan Grade Road. To serve the intersection of Russell Road and San Juan Grade Rd, major infrastructure improvements are required to place a bus stop at that intersection.
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 seasonal shuttle service to visitors utilizing their parking lots. The on-site shuttle service only runs on the east side of the park. MST originally provided service to Fort Hunter Liggett, however, due to lack of ridership, the service was terminated.

**Transportation Agency for Monterey County
2025 Monterey County Unmet Transit Needs**

Unmet Need Comment	Year Identified	Category	Timeline	Status in 2025
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. MST has secured a federal grant award to begin Line 59 (Salinas-Gilroy). Riders would connect services in Gilroy to San Juan Bautista. Line 59 (Salinas-Gilroy) began service in October 2023. Line 59 connects with San Benito County Express which runs through San Juan Bautista and eventually connecting to Hollister. There is currently no connections to Los Banos.
Increase Line 59 (Salinas-Gilroy) service to 7 days a week including holidays or operate the emergency ride home program from Salinas to Gilroy 7 days a week.	2024	Category #1 improves an existing service Category #2 new service, fills a gap	Long-term improvement	Because of the funding that serves Line 59 (Salinas-Gilroy) and the partnership with Santa Clara Valley Transportation Authority, MST only has funds to cover weekday operating expenses. TAMC manages the emergency ride home program. The program is open to Monterey County commuters who use an alternative transportation mode at least once week. Additional eligibility requirements can be found on the TAMC website.
7 days a week, every 2 hours, including holidays on line 59 from 7:00am to 6:00pm	2024	Category #1 improves an existing service	Long-term improvement	Because of the funding that serves Line 59 (Salinas-Gilroy) and the partnership with Santa Clara Valley Transportation Authority, MST only has funds to cover a limited number of round trips on weekdays.
7 days a week, every 30 minutes on Line 34	2024	Category #1 improves an existing service	Long-term improvement	Line 34 (King City) currently runs from 6:45am – 7:00pm every 30 minutes on weekdays. MST

Transportation Agency for Monterey County
2025 Monterey County Unmet Transit Needs

Unmet Need Comment	Year Identified	Category	Timeline	Status in 2025
(King City) from 7:00am to 6:00pm				currently does not have funds in its operating budget to provide weekend service.
Add 7 day a week service to Line 48 (Salinas-Northridge)	2024	Category #1 improves an existing service	Long-term improvement	MST currently does not have funds in its operating budget to provide weekend service.
Add more frequent service on Line 49 (Salinas-Santa Rita) on Sundays to connect to N Main shopping centers.	2024	Category #1 improves an existing service	Long-term improvement	MST currently does not have funds in its operating budget to increase frequency on Sundays. Alternatively, riders can use Line 41 (Salinas-Alisal-Northridge) to connect between Northridge Mall and Salinas Transit Center. Line 49 has increased night service to 8:00pm on weekends.

**Transportation Agency for Monterey County
2025 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 in the fall of 2018. As of 2023, MST offers a Special Medical Trips service to hospitals in the Bay Area for \$20 round trip.
CSUMB enhanced paratransit service on campus; more accessible vehicles are needed for student mobility on-campus	2015/2016	2022	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 January 2022, CSUMB launched their shuttle service to enhance paratransit service on campus. MST also provides taxi vouchers to students who need para transit 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. After implementation of the Better Bus Network, South County riders can get to the Superior Court by connecting to Lines 23X (Salinas-King City EXPRESS), 20 (Monterey-Salinas), and 7 (Monterey-Ryan Ranch) in under 2 hours.
Increased frequency on Line 18 (Sand City-Marina via Monterey Road)	2014	2023	Through implementation of the Better Bus Network, the CSUMB shuttle service overlaps with Line 17 (Sand City-Marina via Gen Jim Moore) and 18 (Sand City-Marina via Monterey Road) and three bus

**Transportation Agency for Monterey County
2025 Monterey County Unmet Transit Needs**

			stops which increased frequency to every 30 minutes.
More frequent service to Gonzales and Soledad	2014	2023	The King City bus yard was completed in Fall of 2021. MST has implemented an express service in 2022, Line 23X (Salinas-King City EXPRESS), which stops at selected bus stops throughout the route. Under the Comprehensive Operational Analysis, Line 23 (Salinas-King City) operates every hour with multiple buses running less than an hour during rush hour periods. As of 2023, the Better Bus Network has increased frequencies to Gonzales and Soledad by at least every hour to half hour at commute peak times.
Better access to Salinas Chinatown by adding (or move an existing) bus stop to Tom O. Wong Way And Rossi St	2023	2023	Service to Sherwood Drive and Rossi Street was reinstated under the Better Bus Network. There are no plans to add service.
Route 46 (Salinas Natividad) bus stop at Sherwood and Rossi St (stop #2994) has no bus stop signal.	2023	2023	Bus stop #2994, Sherwood Drive/Rossi, has appropriate bus stop signage with a flag and pole
Improve the connection between Castroville and Prunedale for access to Gavilan College in Gilroy	2018	2024	MST and Santa Clara Valley Transportation Authority re-established service to Gilroy. Began Line 59 (Salinas-Gilroy) service to Gilroy in October 2023 with bus stops in Salinas, Prunedale and Gilroy. Riders from Castroville can connect to Line 59 (Salinas-Gilroy) by riding Line 28 (Watsonville via Castroville) to the Salinas Transit Center.
Improve the connection between Castroville and Prunedale for access to Gavilan College in Gilroy	2018	2025	MST and Santa Clara Valley Transportation Authority re-established service to Gilroy. Line 59 (Salinas-Gilroy)

**Transportation Agency for Monterey County
2025 Monterey County Unmet Transit Needs**

			began service to Gilroy in October 2023 with bus stops in Salinas, Prunedale and Gilroy. Riders from Castroville can connect to Line 59 (Salinas-Gilroy) by riding Line 28 (Wastonville via Castroville) to the Salinas Transit Center. Line 59 stops at the Gilroy Transit Center and riders can connect with VTA Line 86 to Gavilan College.
Add more night service (frequent service) on Line 41 (Salinas-Alisal-Northridge) after 6:30pm and improve the connection to the Salinas Walmart	2024	2025	MST does not have plans to restore the bus stop outside the Walmart Supercenter. Riders can connect to Line 49 (Salinas-Santa Rita) near Boronda Rd and San Juan Rd and transfer to Line 41 (Salinas-Alisal-Northridge) . The Westridge Walmart is served by Line 44 (Salinas-Westridge) which has a closer bus stop on Westridge Pwky. Line 41 now has night service going into 10:00pm on weekdays and 9:00pm on weekends.

San Benito County

2025 Unmet Transit Needs Report Feedback

No.	Media	Language	Service	Comment Category	Public Comment	Translation (when applicable)	Contact Info	Determination	Reasonable To Meet Criteria	SBCOG Response
1	Online Form	English	CE	Gap in Service	We need more frequent bus service everywhere in town connecting to out of town. Most developed countries will have bus frequency under five minutes for every single stop 24 hours a day. I know that's not sustainable for a small agency like ours where we have difficulty of accessing greater funding and hiring drivers, etc. That is the goal.	N/A	8315373303	Unmet Transit Need: Not Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTTP may be implemented dependent on available drivers and funding.
2	Online Form	English	CE	Gap in Service	RED LINE end of route to gavilan college	N/A	n/a	Unmet Transit Need: Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
3	Online Form	English	CE	Gap in Service	RED LINE end of route to gavilan college	N/A	n/a	Unmet Transit Need: Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
4	Online Form	English	CE	Gap in service	Service to Gavilan College and along Fairview road.	N/A	n/a	Unmet Transit Need: Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
5	Online Form	English	CE	Gap in Service /Customer Service	Red line the dial ride is always full and your operators are mean. One of them is always mean	N/A	n/a	Unmet Transit Need: Not Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTTP may be implemented dependent on available drivers and funding. With the second part of the comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
6	Online Form	English	CE	Gap in Service/Customer Service	Need to get to the grocery store and sometimes to the hospital but dial ride is difficult to schedule. I'm old I don't want to argue for a pick up time that is convenient for them. The bus that once stopped downtown and took to target and the post office needs to be put back!	N/A	n/a	Unmet Transit Need: Not Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
7	Online Form	English	CE	Gap in Service	I need reliable transport to the food bank, and social services. Having to call for a ride and scheduling is not always easy. Calling days ahead and sometimes still can't get the time slot needed. I used to be able to use the red tokens but now I'm stuck with them because that bus service is no longer available. You need to bring that service back	N/A	n/a	Unmet Transit Need: Not Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTTP may be implemented dependent on available drivers and funding.
8	Online Form	English	CE	Operational	Need bigger bike racks. I get stuck waiting when the racks are full. I live in San Juan bautista. And why can I not take my bike when I use dial a ride. It doesn't seem fair. I can when I come into hollister but not when I'm in town?	N/A	n/a	Not a Unmet Transit Need	Not applicable	Being an operational request, this is not an unmet transit need. Thank you for your comment.

9	Online Form	English	CE	Gap in Service /Customer Service	Service to the new gavlilan on fairview dial a ride fills up to fast and they are downright rude.	N/A	n/a	Unmet Transit Need: Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
10	Online Form	English	CE	Other	Hi, im just interested in becoming a county express driver. Im not sure if the county is hiring for that, i thought id give it a try.	N/A	831664668	Not a Unmet Transit Need	Not Applicable	Thank you for your comment!
11	Online Form	English	CE	Other	Not sure.	N/A	n/a	Not a Unmet Transit Need	Not Applicable	Thank you for your comment!
12	Comment Card	English	CE	Gap in Service	Service to the new Gavilan Campus off fairview rd.	N/A	8312651652	Unmet Transit Need: Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
13	Comment Card	English	CE	Gap in Service	Gavilan- Hollister, now.	N/A	n/a	Unmet Transit Need: Reasonable To Meet	Not applicable	Being identified as a longer term improvement to County Express service, extended service miles/hours will not be financially feasible to implement at this time.
14	Comment Card	English	CE	Gaps in Service/Operational	What is needed in Hollister to start, Gavilan would be a great start. Reliable service within town. Timed routes that are dependable, or perhaps better leadership since they don't seem to know what they are doing.	N/A	n/a	Unmet Transit Need: Not Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTP may be implemented dependent on available drivers and funding. With the second part of the comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
15	Online Form	Spanish	CE	Gap in Service /Customer Service	Ya tengo año diciéndoles que la línea roja se necesita. Pero no hacen caso. Para que sirven si no implementan nada que la comunidad les pide.		n/a	Unmet Transit Need: Not Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTP may be implemented dependent on available drivers and funding. With the second part of the comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
16	Online Form	Spanish	CE	Operational	Venta de fichas en lugares más accesibles. Están demasiado lejos y tengo que gastar más fichas solo para comprarlos.		n/a	Not a Unmet Transit Need	Not applicable	The comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
17	Online Form	Spanish	ST	Operational	mas choferes para los jovenes de antano. es dificil para citas		n/a	Not a Unmet Transit Need	Not applicable	The comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
18	Online Form	Spanish	CE	Gaps in Service/Operational	De west marine asta safeway o la Target. Trabajando en West marine y vivo detrás de Safeway. My paseo al trabajo o casa no es garantizado. Se llena el bus y tengo que buscar quien me lleve o pagar taxi o Uber sale caro.		n/a	Unmet Transit Need: Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTP may be implemented dependent on available drivers and funding.

19	Online Form	Spanish	ST	Operational	Jóvenes se ocupa mucho. Mas choferes son necesarios Tengo citas afuera de Hollister. Me resulta difícil el horario limitado que tienen	Jóvenes are very busy. More drivers are needed. I have appointments outside of Hollister. The limited schedule they have is difficult for me.	n/a	Not a Unmet Transit Need	Not applicable	The comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
20	Online Form	Spanish	CE	Gap in Service	Devuelvan las rutas que antes tenían. Lo que tienen hoy no sirve.	Return the routes they used to have. What they have today is useless.	n/a	Unmet Transit Need: Not Reasonable To Meet	Not applicable	The Short Range Transit Plan identifies the restoration of the Hollister Fixed Route service. Future services outlined in the SRTP may be implemented dependent on available drivers and funding.
21	Online Form	Spanish	CE	Customer Service	Si tuviera mi burro sería más eficiente que su servicio. No me respondía cuando tuviera que ir a lugares como su operadora. (No quiero llamar! ¿Porque no tienen servicio como otras ciudades? ¡Se ven los autobuses por el pueblo!	If I had my donkey, it would be more efficient than their service. They wouldn't respond to me when I had to go to places like their operator. I don't want to call! Why don't they have service like other cities? You can see the buses around town!	n/a	Not a Unmet Transit Need	Not applicable	Thank you for your comment!
22	Email	English	ST	Operational	I recently read that my only form of transportation to medical appointments is in peril. I am a 73 year old Hollister resident who must go to Stanford for all my medical needs including getting Kytruda treatments. I have NO way to get there except through Jóvenes De Antano transportation. They are in desperate need of a second wheel chair access vehicle. Which I need. In all please help with the funding of this wonderful organization. They do so much for the community. As residents like me grow older they too need this. And as our population grows many more handicapped will also need it. Please help support it!!	N/a	8316309454	Not a Unmet Transit Need	Not applicable	The comment being operational in nature, it does not meet the criteria to be considered an unmet transit need.
23	Public Comment Forum pdf	English	CE	Operational	PDF comment	N/a	n/a	Not a Unmet Transit Need	Not applicable	Thank you for your comment!

Santa Cruz County

2025 Unmet Transit and Paratransit Needs List																	
 Need and Opportunity Weight	Access and Mobility		Equity		Safety		Health		Economic Viability		Cost versus Benefit		Environment (Reduce Emissions)		Priority Rank	Potential Strategies	Agency Status Update: (2024-2025)
	30%	20%	20%	10%	10%	5%	5%	Score									
1.0 General																	
NEED: Safe Travel Paths and Accessibility Improvements																	
Improve Accessibility for Seniors, People with Disabilities, and Low-Income Individuals	5	5	5	5	5	5	5	4.90	High	Safe bicycle and pedestrian travel paths between senior/disabled living areas, medical facilities, employment locations, retail centers, entertainment venues, bus stops, and potential future transit stations. Improve accessibility at and to bus stops (EC sidewalk, curb cuts, and crosswalk improvements connecting frequently visited destinations). Secure funding for Safe Paths of Travel Improvements (e.g. RTC Safe Paths of Travel Final Report). Possible loan program, incentives, or penalties for property owners to make repairs. Expand publicity regarding sidewalk maintenance.	SCCRTC - Complete Streets Enhancements (Felton/SLV) - Countywide pedestrian signal updates - Safe routes to school programs - Rail Trail - Transit oriented development grant program - Hazard Reports METRO: - Rapid Corridors project studied and recommended accessibility improvements at over 100 bus stops; funding secured for a portion of the project Volunteer Center: - provides safe travel paths for vulnerable users						
Coordination with Construction Events and Companies	5	5	5	5	1	5	1	4.40	High	Enforce policies to ensure objects and construction materials are not blocking the ROW. Better messaging alerting the community of big construction events and how transit will be affected - especially Paratransit services and medical appointments.	SCCRTC - Cruz511 Services						

									Potential Strategies	Agency Status Update (2024-2025)
	Access and Mobility	Equity	Safety	Health	Economic Viability	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank		
Need and Opportunity Weight	30%	20%	20%	10%	10%	5%	5%	Score		
NEED: Transportation Services for Seniors, Disabled, and Low-income Individuals										
Transportation to Areas with High Concentrations of Seniors, Disabled, and Low-income Individuals	5	5	5	5	5	5	4	4.95	High	Support alternative transportation programs (e.g., vanpool programs for housing areas outside of the transit service area). Explore pilot projects (e.g., regularly scheduled paratransit trips, 2-3 times per week). Increase bus service near senior living facilities. Evaluate on-demand transit services. Senior grocery delivery services within a mile of a bus stop (the senior orders at local grocery & on-demand picks up & delivers). SCCRTC: - TNC Access for All - On demand wheelchair accessible vehicle program - Senior employment ride reimbursement - Transit oriented development grant program - Vanpool incentive program METRO: - Reimagine METRO service improvements have resulted in a 30% increase in service, including increased frequency near senior living facilities (e.g. Garfield Park, La Posada, Aegis Living Aptos, Paloma Del Mar). Volunteer Center: - Free door to door service - Grocery Shopper program shops and delivers groceries to the homes of vulnerable seniors. - Offer carpool options to program participants and rides to those with mobility devices.
Incentivize Development Near Transit										Incentivize affordable housing for seniors and low-income individuals within the transit service areas. Offer incentives for senior, social services, and medical providers to be located in transit service areas. METRO: - METRO is pursuing a goal to develop over 175 affordable housing units at METRO transit centers across the county in conjunction with local not-for-profit housing partners.
Transportation for Caregivers of Seniors and Disabled Clients	5	5	2	4	5	4	1	4.05	High	Support programs providing transportation for caregivers to clients. Reinstating ride-to-work programs for caregivers. Volunteer Center: - Regularly provide rides to caregivers who support disabled clients with shopping and medical appointments.
Taxi Voucher Programs	4	3	1	5	4	4	1	3.15	Medium	Secure funding for taxi vouchers for seniors, low-income individuals, and caregivers. Provide taxi vouchers to low-income families. Community Bridges LTR Lines: - Taxi Scrip Coupons

											
Need and Opportunity	Access and Mobility	Equity	Safety	Health	Economic Viability	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank	Potential Strategies	Agency Status Update (2024-2025)	
Weight	30%	20%	20%	10%	10%	5%	5%	Score			
NEED: Transportation Services for Low-income Families and Vulnerable Individuals											
Transportation Services for Low-Income Families with Children	5	5	3	5	5	5	5	4.60	High	Support welfare-to-work programs and training initiatives. Provide transportation services to government facilities, critical services, and youth-serving destinations.	
Affordable or Free Transit Programs	5	5	3	5	5	5	5	4.60	High	Support programs providing free or reduced transit fares for seniors, disabled, unhoused, youth, and low-income individuals. Free fare for all county residents or employees. Offer free transit rides for jurors, veterans, and on election days.	Community Bridges Lift Lines: - Veterans Medical Transportation - Extended Services METRO: - Youth Cruz Free - Free Fare Program for Legally Blind Riders - Discounted fares for older adults and people with disabilities - Partnered with County to pilot new route (78) to new County of Santa Cruz Human Services Department in Watsonville Volunteer Center: - Ongoing campaigns to recruit volunteer drivers - Provides free transportation to educational opportunities for low-income and disabled individuals.
Transportation for Justice-Impacted Individuals and Families	5	3	3	5	5	4	1	3.95	Medium	Provide transportation for individuals and families to juvenile halls, detention centers, courts, and diversion programs. Explore volunteer driver programs, TNC (Transportation Network Companies), and taxi vouchers for family visits to detention facilities.	

										Potential Strategies	Agency Status Update (2024-2025)
Need and Opportunity	Access and Mobility	Equity	Safety	Health	Economic Vitality	Cost versus Benefit	Environment (Reduce Emissions)	Priority	Risk		
Weight	30%	20%	20%	10%	10%	5%	5%	Score			
Improve Access to Information, Publicity, and Outreach	5	5	4	5	3	3	1	4.30	High	Streamline communication with a central point of contact within health providers for specialized transportation services. Support funding for continuous communication and outreach to seniors, people living with disabilities, and transportation providers. Publicize existing specialized transportation options (e.g., ADA paratransit, non-ADA paratransit, taxi services, TNC Access for All, Medi-Cal rides, mobility training). Provide annual updates to transportation service providers about paratransit options within Santa Cruz County and neighboring counties. Staff Accessible Services Coordinator to assist Santa Cruz Metro riders, older adults, and disabled community utilize Santa Cruz METRO transit services.	SCCRTC: - Guide to Specialized Transportation Services Community Bridges Lift Lines: - Advertise with Lift Line METRO: - Accessible Services Coordinator currently vacant
2.0 Paratransit/Specialized Transportation Services											
NEED: Coordinated Transportation Systems and Centralized Mobility Information											
Implement a Mobility Management Center	5	3	3	5	4	5	3	4.00	High	Develop a coordinated, seamless-to-the-public system for specialized transportation with a centralized Mobility Management Center. Assess feasibility and seek funding for center development and assess existing information/referral services Utilize information technology to provide accessible transit information for all users.	Volunteer Center: - refer callers whose requests cannot be accommodated to other programs such as Lifeline and Metro.
UCSC On-Campus Paratransit Service	5	3	3	5	3	4	1	3.75	Medium	Provide increased UCSC on-campus paratransit services between campus destinations to accommodate demand.	Community Bridges Lift Lines: - On-demand WAV service to UCSC and Cabrillo through the TNC Lift Line program

 Need and Opportunity	Access and Mobility Equity Safety Health Economic Viability Cost versus Benefit Environment (Reduce Emissions) Priority Rank								Potential Strategies	Agency Status Update (2024-2025)	
	30%	20%	20%	10%	10%	5%	5%	Score			
NEED: Accessibility and Specialized Vehicle Services											
Accessible Vehicles for Taxi Service and Rideshare	5	5	3	5	5	5	3	4.50	High	Provide wheelchair-accessible vehicles for taxis and rideshare services. Ensure accessible on-demand ride services for those using mobility devices. Support multi-person ride access for on-demand TNC services to reduce costs and carbon footprint. Maintain continuous funding for the TNC Access for All Program. Expand and support funding for taxi voucher programs to cover various demographics, especially for low-income individuals. Secure funding for vouchers for special care trips and medically necessary trips.	SCCRTC: - TNC Access for All - On demand wheelchair accessible vehicle program Community Bridges Lift Line: - Advertise with Lift Line - Measure D - TDA Funding - Taxi Strip Coupons - Group rides
Specialized Care Trips and Gurney Transportation	5	5	3	5	1	4	1	3.95	Medium	Provide affordable specialized care trips for medically fragile individuals needing "bed-to-bed" transport. Identify a service provider for gurney trips and assist in vehicle procurement. Partner with assisted living and hospice care to provide specialized care services. Publicize availability of services for medically fragile individuals.	

									Potential Strategies	Agency Status Update (2024-2025)
	Access and Mobility	Equity	Safety	Health	Economic Viability	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank		
Need and Opportunity	30%	20%	20%	10%	10%	5%	5%	Score		
Weight										
NEED: Paratransit and ADA-Compliant Services										
ADA Paratransit Service Expansion and Access	5	4	2	5	5	5	2	4.05	High	Support policies to expand the ADA-mandated paratransit service area. Provide paratransit services on holidays. Expand programs providing specialized transportation to areas outside the ADA service area for a fee or free. Continue ADA Paratransit certification services at group facilities to reach more individuals. SCCRTC: - TNC Access for All - On demand wheel chair accessible vehicle program METRO: - Planned increase in ParaCruz service hours Community Bridges LIFT Lines: - Extended Services - Access for All Program Volunteer Center: - Provide transportation services from areas not served by transit or ADA paratransit service. - Provide services majority of holidays
Inter-County and Regional Paratransit Connections	5	4	2	5	5	5	2	4.05	High	Establish direct, accessible transit routes connecting neighboring counties (Monterey, San Benito, Santa Clara). Develop a coordination plan between regional specialized transportation agencies that supports inter-regional specialized transportation programs, either free or fee-based. Establish feeder services to connect with inter-regional transit and light rail stations. SCCRTC: - Zero Emission Passenger Rail & Trail Project (ZEPRT) - Monterey Bay Sanctuary Scenic Trail Community Bridges LIFT Lines: - Out of County Medical Transportation
NEED: Voucher Programs and Subsidized Transportation										
Free or Low-Cost Paratransit Options	5	5	3	5	5	5	2	4.45	High	Continue providing funding to expand discounted and free paratransit rides, ADA-accessible on-demand rides, and options to access educational/work opportunities for low-income and disabled individuals. SCCRTC: - TNC Access for All Community Bridges LIFT Lines: - Extended Services - Access for All program

										
Need and Opportunity	Access and Mobility		Equity		Safety		Health		Economic Viability	
Weight	30%	20%	20%	10%	10%	5%	5%	Score	Priority Rank	Potential Strategies
Same-Day Medical and Non-Medical Trips	5	5	3	5	5	5	2	4.45	High	Support funding for same-day transportation to medical, non-medical, and essential services. Increase capacity of transportation services for dialysis and other medical appointments. Fund transportation services to meal sites, senior activity centers, stroke centers, and medical facilities. Provide transportation services to support seniors' health, safety, and independence. Provide free or low cost 24/7 on-demand rides for medical emergencies.
NEED: Volunteer Driver Programs and Community Partnerships										
Volunteer Driver Recruitment and Support	5	5	3	5	3	5	5	4.40	High	Expand recruitment for "on-call" drivers and promote services in underserved areas (south-county and San Lorenzo Valley). Support the Volunteer Center Transportation Program. Seek volunteer drivers for transportation from areas not served by transit or ADA paratransit. Support "on-call" volunteer driver programs for specialized transportation needs.
NEED: Specialized Services for Mental Health and Cognitive Needs										
Transportation for Cognitive and Mental Health Needs	5	5	1	5	3	5	1	3.80	Medium	Provide on-demand services for individuals with mental health conditions. Offer services to help those with mental illnesses navigate transit and paratransit eligibility requirements.

										Potential Strategies	Agency Status Update (2024-2025)
	Access and Mobility	Equity	Safety	Health	Economic Vitality	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank			
Need and Opportunity	30%	20%	20%	10%	10%	5%	5%	Score			
Weight											
NEED: Projected Needs and Funding for Future Transportation Demand											
Long-Term Paratransit and Specialized Service Planning	5	5	1	3	5	5	1	3.00	Medium	Project funding needs for fixed-route, ADA, and non-ADA paratransit services over a 15-30 year horizon. Establish designated funding sources to support future paratransit demands due to the growing senior population (ex: Silver Tsunami).	SCCRTC: - TDA Administration
3.0 Paratransit/Specialized Transportation Capital											
NEED: Paratransit Operating and Maintenance Facilities											
ParaCruz Operating Facilities	3	3	2	3	3	5	5	3.00	Medium	Acquire and develop a permanent operations and maintenance facility for ParaCruz to reduce operating costs. Increase funding opportunities for paratransit capital projects, specifically supporting ParaCruz facilities.	METRO: - Initiated Facilities Master Plan process to locate permanent home for ParaCruz operations - Continue to seek funding for design and construction
Consolidated Transportation Services Agency (CTSA) Facilities	3	3	2	3	3	5	5	3.00	Medium	Increase funding opportunities for capital projects related to CTSA paratransit operating facilities.	
NEED: Paratransit Vehicle Replacement and Electric Vehicles											
Paratransit Vehicle Replacement Funding	4	4	3	3	4	5	5	3.00	Medium	Increase funding opportunities for paratransit capital projects, including electric vehicle and zero-emission vehicle replacements. Take measures to include electric vehicles as a purchase option in the Section 5310 grant program, supporting environmentally friendly paratransit upgrades.	SCCRTC: - Transportation System Electrification Community Bridges Lift Lines - Continues to replace fossil fuel burning vehicles with electric vehicles. Currently Lift Line operates 5 EV vehicles and plans to add 2 more EV vehicles to their fleet. - Purchasing DC Fast Charger for electric fleet METRO: - METRO has developed a comprehensive fleet electrification plan that outlines the steps that they will take to reach their goal of 100% electrification by 2037.
NEED: Electric Vehicle Charging and Emergency Preparedness											
Electric Vehicle Charging Infrastructure	4	4	3	3	4	5	5	3.00	Medium	Support funding for electric vehicle (EV) charging stations and infrastructure to accommodate paratransit electric and zero-emission vehicles.	SCCRTC: Transportation System Electrification

											
Need and Opportunity	Access and Mobility		Equity	Safety	Health	Economic Vitality	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank	Potential Strategies	Agency Status Update (2024-2025)
Weight	30%	20%	20%	10%	10%	5%	5%	Score			
Electric Vehicle Emergency Preparedness	4	4	3	3	4	5	5	3.80	Medium	Develop an EV emergency preparedness plan that includes battery storage solutions, emergency-use vehicles, and facility support.	SCCRTC Transportation System Electrification
4.0 Transit Services											
NEED: Increased Frequency and Span of Transit Service											
High-Density and Mixed-Use Areas	5	5	5	5	5	4	5	4.95	High	Increase frequency and extend service hours in densely populated areas and mixed-use zones, including: - Downtown Santa Cruz to Capitola Mall Transit Center via Live Oak corridor - Mission Street, Soquel, Old San Jose Road, Scotts Valley Drive, Aptos, Corralitos, and Santas Village Road - Pacific Ave, connecting the boardwalk to the Town Clock and Beach Flats in Santa Cruz - Creation of a "Beach Loop" in summer for low-income families from Watsonville - Countywide service connecting to the boardwalk Enhance service specifically for major employment centers, especially areas with high concentrations of low-income jobs. Increase weekend service.	METRO: - Reimagine METRO Phase 1: Simpler and more direct service between Santa Cruz and Watsonville. - Reimagine METRO Phase 2: Expansion to routes 1, 2, 38 16, 17, 18, 19, 35, 40, 41, 73, 78, 90x - Saturday and Sunday frequencies that match weekdays on most routes, including Routes 1, 2, 3, 17, 20, 35, 75. - All-day express service between Watsonville and Santa Cruz on Route 90X, every 30 minutes on weekdays and every 60 minutes on weekends.
Expand Coverage and Evening Services	5	3	3	5	5	5	5	4.20	High	Extend evening service coverage on Route 35 in San Lorenzo Valley, including Mt. Soke and Country Club routes. More stops on Hwy 9, Graham Hill Road, in Lompico, Green Valley Road, and Bonny Doon. Increase evening service for Watsonville, La Selva Beach, Capitola Esplanade (Route 55 weekend). Establish a county-wide "All Nighter" 24-hour circular bus network connecting downtown areas and all four transit stations.	METRO: - Reimagine METRO Phase 2: Increased weekend service on Route 35 that matches weekday service levels. More direct service between the San Lorenzo Valley and Santa Cruz. - Route 73: New routing and service increase in Capitola Village. - Route 55: New routing and service increase in Aptos/Seaside/Rio Del Mar
University of California, Santa Cruz (UCSC) Transit Service	5	3	3	5	5	5	5	4.20	High	Increase weekend and weekday service to UCSC and its employment center in Scotts Valley. Add service from UCSC to the east side of Santa Cruz. Increase frequency on priority routes to a 15-minute interval.	METRO: - Reimagine METRO Phase 1: Higher frequency at UCSC.

											
Need and Opportunity	Access and Mobility		Equity	Safety	Health	Economic Vitality		Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank	
Weight	30%	20%	20%	10%	10%	5%	5%	Score		Potential Strategies	Agency Status Update (2024-2025)
Interregional and Cross-County Services	5	3	3	5	5	5	5	4.20	High	Increase weekend service on Highway 17 Provide direct services to: Los Gatos, San Jose Airport, Monterey County, Salinas Intermodal Transportation Center, Live Oak to San Jose Diridon Station, and Gilroy VTA. Support an integrated transit network Allow local paratransit, school, and charter busses to access bus on shoulder lane Coordinate with MTC to connect transit service.	SCCRTC - Bus on Shoulder METRO: - Final Reimagine METRO Phase 2 Improvements- Highway 17: Additional weekday and weekend service.
Passenger Rail Service	5	3	3	5	5	5	5	4.20	High	Passenger rail connecting Santa Cruz County to other jurisdictions Support integrated transit network and multimodal transfer stations along the Santa Cruz Branch Rail Line for BRT or rail service (per Unified Corridor Investment Study and Transit Corridor Alternatives Analysis).	SCCRTC - Zero Emission Passenger Rail and Trail project (ZEPRT)
NEED: Enhanced Connectivity between Key Destinations											
Primary Destinations within Santa Cruz County	5	3	3	5	5	5	5	4.20	High	Increase service county-wide to Capitola Mall, Capitola Village, and Cabrillo College. Expand service to new residential and commercial areas in Watsonville. Improve north-south transit connections, such as Sequel Ave/Drive to coastal communities. Provide service to libraries, public venues, public agencies, and sheriff offices. Investment Study and Transit Corridor Alternatives Analysis. Develop express routes, such as from Watsonville to Scotts Valley	METRO: - Reimagine METRO Phase 2: New Route 78. New all-day service on West Beach Street, Ohlone Parkway, and to the new County Social Service offices at Westridge. This route will also serve Watsonville Community Hospital and Freedom Centre. - Route 55: New routing and service increase in Aptos/Seacliff/Rio Del Mar: Route 55 service now starts at Cabrillo College and runs to Aptos/Seacliff/Rio Del Mar - Route 73: New routing and service increase in Capitola Village.

										Potential Strategies	Agency Status Update (2024-2025)
Need and Opportunity	30%	20%	20%	10%	10%	5%	5%	Score	Priority Rank		
Weight	Access and Mobility	Equity	Safety	Health	Economic Viability	Cost versus Benefit	Environment (Reduce Emissions)				
Tourist Destinations and Special Events	5	2	3	5	5	5	5	4.00	High	Provide service to major tourist areas, including Wilder Ranch, Waddell Creek, North Coast, DeLaveaga Park, and weekend service to the Boardwalk via Highway 17. Establish partnerships with the Santa Cruz Visitor Center to provide special event services.	SCCRTC: - Rail Trail
NEED: Faster and Easier Transit System-Wide											
System-Wide Efficiency	5	3	3	5	5	5	5	4.20	High	Enhance connections by increasing frequency and service span to reduce transfer wait times. Investigate opportunities for transit priority lanes, signal priority, and direct service routes to minimize transfers.	METRO: - Reimagine METRO - All projects intend to increase service by over 40 percent through the Reimagine METRO service restoration and expansion plan
Commuter Service	5	3	3	5	5	5	5	4.20	High	Improve commuter transit, including options for Highway 17 service extensions to Watsonville and faster routes between San Lorenzo Valley and Santa Cruz (EX: express busses).	
Signal Priority and Corridor Efficiency	5	2	2	5	4	5	4	3.65	Medium	Install transponders for signal priority on major corridors to improve traffic flow, reduce travel time, and enhance on-time performance. Increase service frequency to 15-minute intervals on the East Side of Santa Cruz.	SCCRTC: - Countywide Pedestrian Signal Upgrades METRO: - Reimagine METRO implemented 15-minute service on three corridors, including Route 1 traveling from Santa Cruz to Watsonville via Sequel - Rapid Corridors project studied and recommended transit signal improvements at 60+ intersections on routes 1 and 2.
NEED: Intra-Community and Micro-Transit Options											
Intra-Community Services	4	3	4	4	5	3	4	3.85	Medium	Develop neighborhood-focused transit options, such as: Circulators in San Lorenzo Valley and Scotts Valley and micro-Transit programs in San Lorenzo Valley, Scotts Valley, Soquel, Aptos, and Watsonville. Explore partnerships with ride-hail and taxi services for first/last-mile connections.	

											
	Access and Mobility	Equity	Safety	Health	Economic Vitality	Cost versus Benefit	Environment (Reduce Emissions)	Priority Rank			
Need and Opportunity Weight	30%	20%	20%	10%	10%	5%	5%	Score		Potential Strategies	
Agency Status Update (2024-2025)											
5.0 Transit Capital											
NEED: Transit Stops, Bus, and Accessibility Improvements											
ADA and Accessibility Enhancements	5	3	5	5	3	5	1	4.20	High	Ensure all bus stops are ADA-compliant. Prioritize bus stop improvements, focusing on high usage by seniors and individuals with disabilities. Add braille, raised numbers, and technology-based wayfinding for bus routes at stops, with adjustable height for wheelchair access.	METRO: - Rapid Corridors project studied and recommended accessibility improvements at over 100 bus stops; funding secured for a portion of the project
Safety and Comfort Features	5	2	5	5	3	5	2	4.05	High	Install shelters, benches, and lighting at all bus stops, with solar LED lights, in-pavement lighting, and in-road warning lights. Add bus stop amenities, such as digital bus tracking, USB charging, and Wi-Fi. Partner with private companies to enhance Wi-Fi availability.	METRO: - Purchased and installed 30 new bus shelters with solar lighting and big belly trash cans - Seeking funding through Rapid Corridors project for bus stop upgrades at 100+ stops on Route 1, 2, 73 and 90X. - All METRO buses are now equipped with Wi-Fi
Committee Oversight	3	2	4	4	1	4	1	2.85	Low	Reinstate and fund a bus stop committee to assess and monitor accessibility and make recommendations.	
Language Accessibility	5	2	3	5	2	5	1	3.50	Medium	Multi-lingual wayfinding, signage, and bus materials. Hire bilingual staff for customer support.	
NEED: Transit Station and Facility Improvements											
Transit Station Upgrades	5	2	5	5	5	4	3	4.25	High	Coordinate improvements for Capitola Transit Center with Capitola Mall ownership. Install bike lockers at all transit stations	METRO: - Pacific Station/METRO Center being redeveloped into 125 affordable housing units and new transit center - Planned Watsonville Transit Center redevelopment into 65 affordable housing units and new transit center. - Both Pacific Station and Watsonville Transit Center redevelopment projects include secure bike parking for hundreds of bikes.
Facility Maintenance	5	2	3	3	3	4	3	3.45	Medium	Ensure funding for ongoing maintenance of bus stops, parking lots transit centers and related transit facilities. Add multi-fuel electricity generators at transit centers county-wide	METRO: - METRO's operating and capital reserves ensure ongoing maintenance of bus stops and transit centers
NEED: Bus Replacement and Maintenance											

										
Need and Opportunity	Access and Mobility		Equity	Safety	Health	Economic Vitality		Cost versus Benefit		Priority Rank
Weight	30%	20%	20%	10%	10%	5%	5%	Score		Potential Strategies
Replacement of Aging Buses and Equipment	5	2	3	3	3	4	5	3.55	Medium	Replace buses that are beyond their useful life, including those serving rural areas. Prioritize funding for electric vehicle replacements and electric charging infrastructure.
Agency Status Update (2024-2025)										
METRO: - Has 9 battery electric buses (BEBs) and 53 fuel cell electric buses (FCEB) - 60% of total fleet - and has committed to only purchasing zero emission buses going forward.										
NEED: Multimodal Connections										
Park-and-Ride and Multimodal Access	4	2	2	3	4	5	3	3.10	Medium	Construct park-and-ride lots along inter-city routes with limited feeder service. Add bike lockers and bike-sharing stations at key transit access points and micro-transit centers (EX: Water and Ocean) to facilitate first/last mile of travel. Expand the Pasatiempo park-and-ride lot and create a park-and-ride near Hwy 1 in Watsonville for transit connection.
SCCRTC: - Park and ride lot development										
NEED: Real-Time Operations, Safety, and Modernization										
Operational Monitoring and Passenger Data	5	3	2	5	4	4	4	3.80	Medium	METRO: - Completed implementation of AVL and APC systems in 2024
Security Enhancements	3	1	5	3	1	3	1	2.70	Low	METRO: - All METRO buses are equipped with audio and video surveillance safety systems
Fare and Service Planning Modernization	5	2	2	5	3	4	2	3.40	Medium	Introduce electronic fare payment options for faster boarding and convenience. Upgrade planning and scheduling software for optimized service planning and community outreach.
METRO: - Splash pass - Santa Cruz METRO Real-Time - METRO has received state funding to implement a contactless payment system										