

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

February 19, 2013 1:00 P.M.

FINAL MINUTES

MEMBERS PRESENT:

Chair Botelho, Director Boch, and Director De La Cruz

STAFF PRESENT:

Deputy County Counsel, Shirley Murphy; Executive Director, Lisa Rheinheimer; Transportation Planner, Veronica Lezama; Transportation Planner, Betty LiOwen; Secretary, Monica Gomez; Intern, Natasha Pennix

OTHERS PRESENT:

Pauline Valdivia, Jovenes De Antaño

CALL TO ORDER:

Chair Botelho called the meeting to order at 1:00 P.M.

A. PLEDGE OF ALLEGIANCE

B. CERTIFICATE OF POSTING

Upon a motion duly made by Director De La Cruz, and seconded by Director Boch, the Directors unanimously approved the Certificate of Posting.

TRANSPORTATION ITEMS:

1. **Unmet Transit Needs Hearing** – Lezama
 - a. **RECEIVE** Presentation on Unmet Transit Needs Hearing
 - b. **OPEN** Public Hearing.
 - c. **CLOSE** Public Hearing.
 - d. **DIRECT** Staff to Return to the Council of Governments with Recommendation.

Ms. Lezama provided a presentation on the Unmet Transit Needs. Ms. LiOwen provided a brief overview of County Express and Jovenes De Antaño services.

Chair Botelho opened the Public Hearing at 1:06 p.m.

PUBLIC COMMENT:

**Adeline Bartlett
Hollister, CA**

Ms. Bartlett stated that approximately one month ago she scheduled a pick-up at 8:30 A.M. to take her from her home to San Juan Bautista. She didn't notice the bus arrive so she called dispatch. The dispatcher told her she was seven minutes late and that the bus had already left. Ms. Bartlett added that

on a different occasion her walker was not tied down causing it to tip over and drop her groceries out onto the floor. She also observed a broken windshield on the driver's side of one of the smaller buses that goes to San Juan Bautista.

Chair Botelho stated that staff would make note of her concerns and address them with the dispatch office.

**Joanne De La Cruz
Hollister, CA**

Ms. De La Cruz wanted to know why is it that when she calls for a ride she is told she must wait 15-20 minutes; however, when the bus arrives, it is empty. She also mentioned that she used the bus today and asked if she could be dropped off by noon, before the other 2 passengers on the bus. The driver proceeded to drop the other 2 passengers off first and had to circle around to drop her off.

Ms. LiOwen explained that she could not say for certain what causes delays. Often times they are due to traffic, railroad crossings, or when transporting passengers with wheelchairs. She also stated that although the bus may be empty, it could be that it just drove through its route dropping off passengers along the way. Ms. LiOwen stated that the good news is staff is in the process of receiving new software, which will help with tracking the buses and improving services.

Juan Francisco Perez Cristerna

Mr. Perez Cristerna inquired if it would be possible to dedicate one bus for seniors who need to get to Jovenes de Antaño at 12 p.m. in time for lunch.

Chair Botelho closed the Public Hearing at 1:16 p.m.

Chair Botelho stated that the Board is faced with a challenge due to State Budget cuts which cause implications to the services provided. However, they try to be as flexible as possible to meet the needs of the community. This is why it is very important that individuals voice their concerns or suggestions about the services so that they are able to provide the most needed services. He thanked everyone for their comments and encouraged them to call them or COG staff if they have additional comments.

The next Unmet Needs Hearing will be held February 21, 2013 at 2:00 P.M. at the Board of Supervisors Chambers. After the hearings process, the Social Services Transportation Advisory Council and staff review all the testimony received and provide a recommended determination of Unmet Transit Needs to the Council of Governments Board of Directors.

Upon a motion made by Director De La Cruz, and seconded by Director Boch, the Director's voted to adjourn the COG meeting.

ADJOURN TO COG MEETING FEBRUARY 21, 2013.