



# UNMET TRANSIT NEEDS REPORT

May 17, 2018



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

# TABLE OF CONTENTS

About the Council of San Benito County Governments (COG)	2
Area Profile and Transit System Overview	3
Unmet Transit Needs Overview	5
Adopted Definitions and Procedures for Noticing and Conducting The Annual Unmet Transit Needs Hearing	6
Council of Governments Resolution	9
Unmet Transit Needs Public Hearing	12
COG Minutes, Relating to the Unmet Transit Needs Hearings	14
Public Comments Received and COG Response	16
Social Services Transportation Advisory Council Special Meeting Minutes March 29, 2018	15

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

### BOARD OF DIRECTORS

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

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

### COG BOARD OF DIRECTORS

**Jaime De La Cruz**, Chair, County of San Benito

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

**Jim Gillio**, City of Hollister

**Tony Boch**, City of San Juan Bautista

**Anthony Botelho**, County of San Benito

**Eileen Loe**, Caltrans District 5 (Ex-Officio)

### ALTERNATES, COG BOARD OF DIRECTORS:

**Mickie Solorio Luna**, City of Hollister

**Jim West**, City of San Juan Bautista

**Mark Medina**, San Benito County

### COG STAFF:

**Mary Gilbert**, Executive Director

**Kathy Postigo**, Administrative Services Specialist

**Veronica Lezama**, Transportation Planner

**Regina Valentine**, Transportation Planner

**Monica Gomez**, Secretary

**Griselda Arevalo**, Office Assistant

**Chris Thomson**, Mechanic

## Area Profile and Transit System Overview

### REGIONAL SETTING

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



### EXISTING TRANSIT SERVICES

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

### COUNTY EXPRESS TRANSIT SYSTEM

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



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

#### Fixed-Route

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

#### Dial-A-Ride

County Express transit system provides Dial-a-Ride service to parts of northern San Benito County, including Hollister, San Juan Bautista, and Tres Pinos, Monday through Friday from 6:00 a.m. to 6:00 p.m. where and when Fixed Route is not available and on weekends. Reservations for the Dial-A-Ride may be made up to 14 days in advance. Same-day service is available but is subject to availability and a convenience fee.

### Paratransit

Complementary Americans with Disabilities Act Paratransit service is available for residents and visitors who are eligible for the service as determined by the Authority. The service is for individuals who are not able to access Fixed Route due to a physical or cognitive disability and have trips that begin or end in a location less than ¼ mile from a Fixed Route bus stop. Reservations for the Paratransit service may be made up to 14 days in advance. Same-day service is available but is subject to availability and a convenience fee.



### Intercounty

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

### SPECIALIZED TRANSPORTATION SERVICES

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



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

Jovenes de Antaño also has a referral program that provides information about other social services within the community, coordination of home-based services, referral to legal assistance, and other local services to their clients. The coordination effort between Jovenes de Antaño and the Authority allows for efficient, affordable and reliable service for this critical need in the community of San Benito County.

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

---

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

## Unmet Transit Needs Overview

### TRANSPORTATION DEVELOPMENT ACT (TDA)

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### REASONABLE TO MEET CRITERIA

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

#### A. EQUITY

The proposed service would:

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

#### B. TIMING

The proposed service would:

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

#### C. COST EFFECTIVENESS

The proposed service would:

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

#### D. SYSTEM PERFORMANCE

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

**E. OPERATIONAL FEASIBILITY**

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

**F. COMMUNITY ACCEPTANCE**

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

**G. ADA CONFORMITY**

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

**H. OTHER FACTORS**

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

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

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

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

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

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

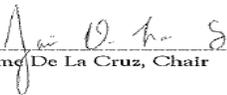
WHEREAS, COG identifies unmet transit needs within the San Benito County region and those needs that are reasonable to meet in accordance with Public utilities Code, Section 99401.5; and

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

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

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

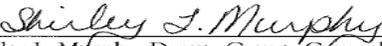
- AYES:
- NOES:
- ABSTAINING:
- ABSENT:

  
Jaime De La Cruz, Chair

ATTEST:  
Lisa Rheinheimer, Executive Director

APPROVED AS TO LEGAL FORM:  
San Benito County Counsel Office

By: 

By:   
Shirley L. Murphy, Deputy County Counsel

Dated: 4/26/11

Dated: April 13, 2011

## Exhibit A

### REASONABLE TO MEET CRITERIA

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

#### A. EQUITY

The proposed service would:

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

#### B. TIMING

The proposed service would:

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

#### C. COST EFFECTIVENESS

The proposed service would:

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

#### D. SYSTEM PERFORMANCE

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

#### E. OPERATIONAL FEASIBILITY

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

#### F. COMMUNITY ACCEPTANCE

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

#### G. ADA CONFORMITY

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

#### H. OTHER FACTORS

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

## Unmet Transit Needs Public Hearing

### HEARING PROCESS

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

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

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

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

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

### Public Transit Meetings 2017

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



**Unmet Transit Needs**

<p><b>Thus., March 16</b> 3:00 PM County Board Chambers 481 Fourth Street Hollister, CA</p>	<p><b>Tue., March 21</b> 1PM—2 PM Community Center 300 West Street Hollister, CA</p>
<p><b>Wed., March 22</b> 1:30—2:30 PM San Juan Bautista City Hall 311 Second Street San Juan Bautista, CA</p>	

Comments due: March 23, 2017

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

 Email Comments:  
veronica@sanbenitocog.org

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

 Fax Comments:  
(831) 636-4160



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

### Juntas Públicas Sobre el Tránsito 2017

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



**Necesidades de Tránsito**

<p><b>Jueves, 16 de marzo</b> 3:00 PM Edificio de el Condado 481 Fourth Street Hollister, CA</p>	<p><b>Martes, 21 de marzo</b> 1 PM—2 PM Centro Comunitario 300 West Street Hollister, CA</p>
<p><b>Miércoles, 22 de marzo</b> 1:30 PM—2:30 PM Municipalidad de la Ciudad de San Juan Bautista 311 Second Street San Juan Bautista, CA</p>	

Fecha de cierre para comentarios: 23 de marzo 2017

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

 Comentarios por correo electrónico:  
veronica@sanbenitocog.org

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

 Comentarios por fax:  
(831) 636-4160



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

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

JANUARY 12, 2018

ES

### 942 HOL - Public Notice

#### NOTICE OF PUBLIC HEARING UNMET TRANSIT NEEDS

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

#### AVISO-AUDIENCIA PÚBLICA NECESIDADES DE TRÁNSITO

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

**Publish: January 12, 2018**

COG Minutes, Relating to the Unmet Transit Needs Hearings

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

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

**DRAFT MINUTES**

**MEMBERS PRESENT:**

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

**MEMBERS ABSENT:**

Director Botelho

**STAFF PRESENT:**

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

**CALL TO ORDER:**

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

**A. PLEDGE OF ALLEGIANCE**

**B. CERTIFICATE OF POSTING**

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

**C. COMMITTEE APPOINTMENTS**

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

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

**D. PUBLIC COMMENT:**

Chair De La Cruz stated for the record that the COG Board received Joe Thompson's public comment correspondence dated January 28, 2018 through February 14, 2018. The correspondence was entered into the public record.

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

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

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

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

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

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

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

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

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

**G. BOARD OF DIRECTORS REPORTS:**

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

Ms. Gilbert stated that she would provide more detailed information under Item 9 as it relates to the discussion. She stated that staff would be working with the consultant and would like to also confer with them to schedule additional meetings. She mentioned that Aromas/ San Juan Bautista Rotary meets early in the morning and that might work for some members of the public. She also mentioned that the Aromas Grange meets on Sunday evenings.

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

**CONSENT AGENDA:**

1. **APPROVE** Council of Governments Draft Meeting Minutes Dated January 18, 2018 – Gomez

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

Director Boch asked to pull Item 1 from Consent.

There was no public comment on the Consent Agenda.

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

Item 1:

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

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

**REGULAR AGENDA**

**TRANSPORTATION ITEMS:**

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

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

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

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

**Public Comment:**

**Monica Quiroz-Rivera  
Hollister**

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

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

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

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

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

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

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

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

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

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

There was no public comment.

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

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

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

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

**9. Transportation Funding Strategy – Gilbert**

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

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

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

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

**Public Comment:**

**Ruth Erickson**

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

**Victor Gomez**

**Pinnacle Strategy**

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

## **Stephen Rosati**

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

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

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

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

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

Social Services Transportation Advisory Council Special Meeting Minutes March 29, 2018

## Public Comments Received and COG Response



## UNMET TRANSIT NEEDS 2018

## Public Comment and COG Responses



## COUNTY EXPRESS COMMENTS

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

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

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

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

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

8. The last bus to Hollister/Gilroy (Greyhound service) on weekends should leave later and leave earlier on weekends or have an extra route earlier and later one. This route should be implemented on Holidays also.

Unmet Transit Need, Not Reasonable to Meet based on the following criteria:

**G. OTHER FACTORS**

- Other specific, articulable factors that COG determines to affect the reasonableness of meeting an unmet transit need.

The weekend County Express service begins at 7:35 a.m. and ends at 6:05 p.m. Adding additional hours before and after the regularly scheduled times would require comprehensive analysis to ensure that there is a demand for the service.

Weekend Greyhound Schedule (North & South)

NORTHBOUND TO GILROY / HACIA EL NORTE A GILROY					
	Vet's Park	4th & San Benito	4th & Miller	Abbe Park	Greyhound Station
AM	7:35	7:40	7:41	7:55	8:15
	9:15	9:20	9:21	9:35	9:55
PM	12:20	12:25	12:26	12:40	1:00
	4:20	4:25	4:26	4:40	5:10

SOUTHBOUND TO HOLLISTER / HACIA EL SUR A HOLLISTER					
	Greyhound Station	Abbe Park	4th & Miller	Briggs Garage	Vet's Park
AM	8:25	8:45	9:04	9:05	9:10
	10:00	10:20	10:39	10:40	10:45
PM	1:05	1:25	1:44	1:45	1:50
	5:20	5:40	5:59	6:00	6:05

The LTA was recently awarded a grant to conduct an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. The Study will conduct an in-depth analysis identifying opportunities to expand the public transit network providing alternatives to driving along the corridor will be completed. The Study will commence during the summer of 2018 and updated will be provided to the Social Services Transportation Advisory Council, LTA and the Council of Governments' Board of Directors.

The County Express holiday schedule includes the following six dates: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

County Express drivers are covered under the SMART -UTU Local 23 union contract. According to the contract, the following days shall be designated as paid holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, subject to approved scheduling by management. Employee having to work on these days shall receive their regular rate of pay in addition to the holiday pay.

Accommodating holiday services would affect the existing operations agreement – requiring contract amendment negotiations. At this time, COG staff does not recommend additional holiday bus services.

\*\$45.78 (hourly rate) x (six hours/day) x (six days annually).

9. I know that the first and last bus doesn't get a lot of people, but I do feel that it's important to have the last and first bus always do the full ride to and from Hollister and Gilroy. I just feel that sometimes emergencies arise or people have to work in Hollister early or leave Hollister late to go to Gilroy. I notice the early bus does not do a route back. I am not sure about the late bus if it does the both routes.

Unmet Transit Need, Not Reasonable to Meet based on the following criteria:

**D. SYSTEM PERFORMANCE**

The efficiency of the new, expanded or revised transit service, excluding specialized transportation services, shall be measured on efficiency, such as:

- Cost per passenger trip,
- Cost per vehicle service hour,
- Passenger trips per vehicle service hour,
- Passenger trips per service mile,
- On-time performance.

The LTA was recently awarded a grant to conduct an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. The Study will conduct an in-depth analysis identifying opportunities to expand the public transit network providing alternatives to driving along the corridor will be completed.

The Study will commence during the summer of 2018 and updated will be provided to the Social Services Transportation Advisory Council, LTA and the Council of Governments' Board of Directors.

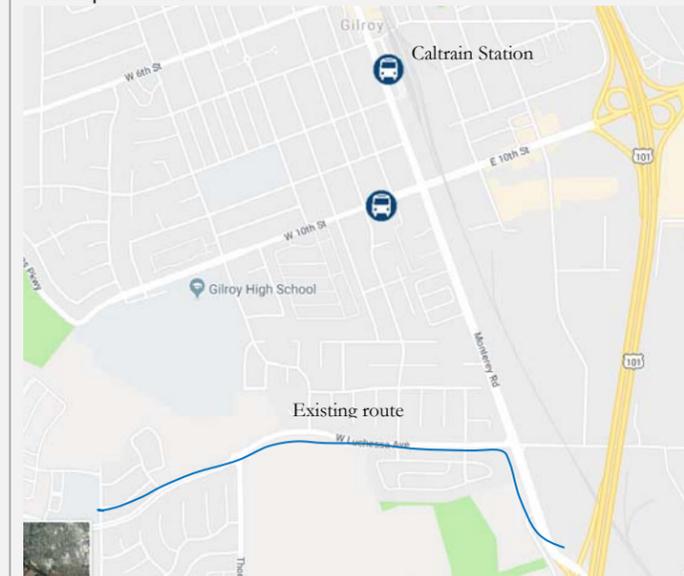
**Operational Comments**

10. I think that the buses should all go to Caltrain or close to Caltrain. For example, there is a bus stop on Monterey and 10th Street in Gilroy. It would be nice if the bus could stop there first and then head to Gavilan and then go back towards the San Benito route.

Not an Unmet Transit Need as the request is operational in nature. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.

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

Not an Unmet Need as the request is operational in nature and would require comprehensive analysis of the Gavilan College Service schedule. This request is not identified as a deficiency in the Short and Long Range Transit Plan or Regional Transportation Plan.



11. San Juan is really growing. I don't know how far the two new housing projects are but maybe once the homes are completed have more than one stop for SJB and Hollister. Reconfigure the route? Not sure.

Not an Unmet Transit Need request is a *future* rather than *current* need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.

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

COG serves on both the County and the City of Hollister’s Development Review Committee (DRC). The duties and responsibilities of the DRC are to review the site design of new development and improvements and provide applicants with appropriate design comments. Those comments include accommodations for public transit facilities and services. New development is required to accommodate public transit amenities, if warranted by the LTA.

The City of San Juan Bautista does not have a DRC; however, the LTA has contacted the San Juan Bautista City Manager to discuss public transit review opportunities for all new developments.

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

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



No.	Statement	Unmet Transit Needs Determination and Criteria	COG Response
<b>General Service Comments</b>			
20.	Sometimes I call Jovenes de Antaño/Specialized Transportation Services in the morning to schedule a ride and I am waiting to get picked up and they do not arrive. I will then call them to see why my bus didn't arrive and I will be told that they forgot to schedule my ride. This has happened three times to me.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• <b>The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</b></li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• <b>Request is not operational in nature</b> (i.e. minor route change, bus stop change, etc.)</li> </ul>	The Local Transportation Authority has addressed this comment with the contractor at its monthly check-in meetings to ensure responsiveness.
21.	When I call Jovenes de Antaño/Specialized Transportation Services to schedule trips to a doctor appointments both inside and outside the County, I am told that there has to be enough people going at the same time to schedule the trip, which is hard when I need to go to the doctor.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• <b>The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</b></li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• <b>Request is not operational in nature</b> (i.e. minor route change, bus stop change, etc.)</li> </ul>	The Local Transportation Authority has addressed this comment with the contractor at its monthly check-in meetings to ensure responsiveness.
22.	Happy with the services provided. The service is important as I am unable to drive and need to get to doctor's appointments.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• <b>The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</b></li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• <b>Request is not operational in nature</b> (i.e. minor route change, bus stop change, etc.)</li> </ul>	Thank you for your comment.
23.	Jovenes de Antaño/Specialized Transportation Services drivers are always helpful. I use the service every day.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ul style="list-style-type: none"> <li>• <b>The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</b></li> <li>• Sufficient <i>broad-based</i> community support exists.</li> <li>• Request is a <i>current</i> rather than <i>future</i> need.</li> <li>• <b>Request is not operational in nature</b> (i.e. minor route change, bus stop change, etc.)</li> </ul>	Thank you for your comment.

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

## Council of San Benito County Governments Resolution

To be inserted upon Board approval.