DATE: Friday, July 24, 2020
9:30 a.m.

LOCATION: Council of San Benito County Governments - Via Zoom
Conference Room
330 Tres Pinos Road, Suite C-7
Hollister, CA 95023

MEMBERS: Vice Chair Jim Parker, Clay Kempf, Leona Medearis-Peacher,
Pauline Valdivia, and Joshua Mercier

Attendance at the SSTAC meeting is closed to the public per Executive Order N-29-20.
The public may join the meeting by Zoom: https://zoom.us/join per the instructions provided at the end of the agenda:

Webinar ID: 889-3617-8622

9:30 A.M. CALL TO ORDER

A) ACKNOWLEDGE Certificate of Posting

B) NOTICE OF TEMPORARY PROCEDURES FOR SSTAC MEETINGS

*(Please see Zoom instructions at the end of the agenda)

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

C) ELECT SSTAC Chairperson for 2020

D) ELECT SSTAC Vice Chairperson for 2020

E) Public Comment (Opportunity to address the committee on items of interest not appearing on the agenda. No action may be taken unless provided by Govt. Code Sec. 56954.2. Speakers are limited to 3 minutes.)

F) Member Announcements

G) Executive Director’s Report

CONSENT AGENDA:
(These matters shall be considered as a whole and without discussion unless a particular item is removed from the consent agenda. A member of the public should seek recognition by the Chair if comment is desired. Approval of a consent item means approval of recommended as specified on the Staff Report.)

1) APPROVE Social Services Transportation Advisory Council Special Meeting Minutes dated May 24, 2019 – Gomez
REGULAR AGENDA:

2) RECEIVE Update on Local Transportation Authority’s COVID-19 Response and Preliminary Impacts to Public Transportation Services – Valentine

3) 2020 Unmet Transit Needs Report – Lezama
   b. RECOMMEND to the COG Board to Postpone Review of the 2020/2021 Unmet Transit Needs Found Not Reasonable to Meet to the Fiscal Year 2021/2022.


Adjourn to Regular Meeting of September 25, 2020

In compliance with the Americans with Disabilities Act (ADA), if requested, the Agenda can be made available in appropriate alternative formats to persons with a disability. If an individual wishes to request an alternative agenda format, please contact the Clerk of the Council four (4) days prior to the meeting at (831) 637-7665. The Council of Governments Board of Directors meeting facility is accessible to persons with disabilities. If you need special assistance to participate in this meeting, please contact the Clerk of the Board’s office at (831) 637-7665 at least 48 hours before the meeting to enable the Council of Governments to make reasonable arrangements to ensure accessibility.

ZOOM INSTRUCTIONS:

Members of the public are encouraged to participate in SSTAC meetings in the following ways:

1. Remote Viewing
   Members of the public who wish to watch the meeting can view the meeting online through Zoom. Instructions for participating via Zoom are included below.

2. Written Comments & Email Public Comment
   Members of the public may submit comments via email by 4:00 PM. on the Thursday prior to the SSTAC meeting to: monica@sanbenitocog.org. Regardless of whether the matter is on the agenda. Every effort will be made to provide Council Members with your comments before the agenda item is heard.

3. Council of Governments SSTAC meeting Zoom Instructions for remote Participants:
   Three ways to attend zoom meetings: 1) over the phone, 2) on a web browser, or 3) through the Zoom Smart Device Application. Each meeting will have a meeting ID, which is a unique number associated with an instant or scheduled meeting.
   1. Over the phone (Audio only):
      - (669) 900-6833 or (408) 638-0968.
   2. On a Web-browser:
      - https://zoom.us/join
   3. Smart device Application:

Zoom Audio Only (phone)

If you are calling in as audio-only, please dial (669) 900-6833 or (408) 638-0968.

1. It will ask you to enter the Webinar ID, 889-3617-8622, followed by the “#” key, which can be found at the top page of the agenda. The meeting agenda can be found at: http://www.sanbenitocog.org/wp-content/uploads/2020/07/SSTAC_Packet_072420.pdf
2. It will then ask for a **Participant ID**, press the “#” key to continue.
3. Once you enter the zoom meeting, you will automatically be placed on mute.
4. **Public Comment**: If you are using a phone, please press the “*9” to raise your hand, zoom facilitator will unmute you when your turn arrives.

**Zoom On Web-browser or Zoom app on Tablet or Smartphone**

If joining through web-browser launch: [https://zoom.us/join](https://zoom.us/join) or launch the Zoom app on your Tablet or Smartphone

1. Select **“JOIN A MEETING”**
2. You will be prompted to enter **Webinar ID, 889-3617-8622**, and include a name to join the meeting. The meeting agenda can be found at: [http://www.sanbenitocog.org/wp-content/uploads/2020/07/SSTAC_Packet_072420.pdf](http://www.sanbenitocog.org/wp-content/uploads/2020/07/SSTAC_Packet_072420.pdf)
3. You can launch audio through your computer or set it up through the phone. Follow instructions provided by Zoom.
4. **Public Comment:** select **“Participants Tab” and click “Raise hand” icon, the zoom facilitator will unmute you when your turn arrives.**

**Public Comment Guidelines**

- If participating on Zoom: Once you are selected, you will hear that you have been unmuted: State your first name, last name, and county you reside in for the record.
- The Social Services Transportation Advisory Council welcomes your comments.
- Each individual speaker will be limited to a presentation total of **three (3) minutes**.
- Please keep your comments, brief, to the point, and do not repeat prior testimony, so that as many people as possible can be heard. Your cooperation is appreciated.
If you have questions, contact the Council of Governments and leave a message at (831) 637-7665 x. 201, or email **monica@sanbenitocog.org**.
CERTIFICATE OF POSTING

Pursuant to Government Code Section #54954.2(a) the Regular Meeting Agenda for the Council of San Benito County Governments Social Services Transportation Advisory Council on July 24, 2020, at 9:30 a.m. was posted at the following locations freely accessible to the public:

The front entrance of the Old San Benito County Courthouse, Monterey Street, Hollister, CA 95023, and the Council of Governments Office, 330 Tres Pinos Road, Suite C-7, Hollister, CA 95023, at the following date and time:

On the 17th day of July 2020, on or before 5:00 p.m.

The meeting agenda was also posted on the Council of San Benito County Governments website, www.sanbenitocog.org, under Meetings, SSTAC, 2020 Meeting Schedule.

I, Monica Gomez, swear under penalty of perjury that the foregoing is true and correct.

BY: [Signature]

Monica Gomez, Secretary II
Council of San Benito County Governments
COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL  
REGULAR MEETING  

DRAFT MINUTES  

DATE:  
Friday, May 24, 2019  
9:30 AM  

LOCATION:  
Council of San Benito County Governments  
Conference Room  
330 Tres Pinos Road, Suite C-7  
Hollister, CA 95023  

CALL TO ORDER  

SSTAC Chair, Maggie Bilich called the meeting to order at 9:34 A.M.  

<table>
<thead>
<tr>
<th>SSTAC Members 2019</th>
<th>*Jan. 25</th>
<th>Feb. 1 Special</th>
<th>*Mar. 22</th>
<th>May 24</th>
<th>July 26</th>
<th>Sept. 27</th>
<th>Nov. 22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maggie Bilich</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chair</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Esther Alva</td>
<td>P</td>
<td>P</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clay Kempf</td>
<td>P</td>
<td></td>
<td>P 9:40 a.m.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leona Medearis-Peacher</td>
<td>P</td>
<td></td>
<td>P</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jim Parker</td>
<td>P</td>
<td></td>
<td>P Via-Teleconf.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vice-Chair</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ann Ross</td>
<td>E</td>
<td></td>
<td>P</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pauline Valdivia</td>
<td>P</td>
<td></td>
<td>P</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

STAFF PRESENT:  
Mary Gilbert, Executive Director; Veronica Lezama, Transportation Planner; Regina Valentine, Transportation Planner; Monica Gomez, Secretary II  

A. CERTIFICATE OF POSTING  

Upon a motion duly made by Pauline Valdivia, and seconded by Ann Ross, the Committee unanimously acknowledged the Certificate of Posting. Vote: 7/0 motion passes.
B. Public Comment – None

C. MEMBER ANNOUNCEMENTS:

Ann Ross inquired about the complaint process. It was in regards to an incident she witnessed which involved County Express Dial-a-Ride service and an elderly person in a wheelchair. Staff explained that complaints should first be directed to MV’s General Manager, Leona Medearis-Peacher.

D. EXECUTIVE DIRECTOR’S REPORT:

Executive Director, Mary Gilbert was pleased to report that the LTA received additional state funding which will allow them to extend the Jovenes de Antaño’s Dialysis service adding three additional runs to Morgan Hill. She also reported that there will be another Dialysis satellite facility coming in behind Rancho San Justo Middle School in the new commercial development area. Lastly, Ms. Gilbert introduced Leona Medearis-Peacher General Manager with MV Transportation who reported on an incident that occurred earlier in the month. She stated that an MV driver, Lorraine Castro, helped save a toddler who was walking into the intersection without any adult supervision. She said that the incident occurred on her route at the intersection of Graf Road and Ortiz Court. The driver radioed in to the dispatch office and the dispatcher called 911. Ms. Castro picked up the child and waited for the police to show up. She helped knock on doors to try to locate which home the child came from. Eventually, the police were able to locate the parents and the child was returned safely and unharmed thanks to Ms. Castro.

The SSTAC members commended Ms. Castro for her heroic actions.

CONSENT AGENDA

1) APPROVE Social Services Transportation Advisory Council Special Meeting Minutes dated February 1, 2019 – Gomez

Upon a motion duly made by Pauline Valdivia, and seconded by Jim Parker, the Committee approved Item 1 from the Consent Agenda. Vote: 7/0 motion passes.

REGULAR AGENDA

2) RECEIVE and COMMENT on the Draft 2019 Unmet Transit Needs Report – Lezama

Veronica Lezama provided an overview of the Draft 2019 Unmet Transit Needs Report. She went over all comments received as well as staff’s responses to all comments and asked SSTAC members to provide feedback and recommendations on the report, which will be submitted to the COG Board of Directors for consideration.

The following were identified as Unmet Transit Needs, Found Reasonable to Meet for implementation in the 2019/20 Fiscal Year.

<table>
<thead>
<tr>
<th>Request</th>
<th>COG Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Restore the Fixed Route mid-day service (Comment received 2x)</td>
<td>Fixed Route will be restored between the current gap in service, 11 AM and 2 PM</td>
</tr>
</tbody>
</table>
2. Provide additional weekend Dial-A-Ride services.  
   One additional vehicle available on Saturday and Sunday.

3. More intercounty Gavilan College service in the afternoon. (Comment received 5x)  
   One additional run will be implemented.

4. More out-of-county medical transportation  
   One additional bus, three days/week.

Ms. Lezama stated that for those Unmet Transit Needs found “Not Reasonable to Meet,” or not unmet transit needs, the Local Transportation Authority makes an effort to accommodate the request or responds as to the reason the request cannot be accommodated.

Ms. Lezama noted that once the COG Board adopts the 2019 Unmet Transit Needs Report, staff will submit the adopted Unmet Transit Needs Report to Caltrans in August.

There was no public comment on the item.

3) RECEIVE Report on the Low Carbon Transit Operations Program (LCTOP) projects “Expansion of Intercounty Services,” “Token Transit Agency Fees,” and “Free Fixed Route and Intercounty Days” – Valentine

Regina Valentine reported that the Low Carbon Transit Operation Program (LCTOP) provides funding for transit services that reduce greenhouse gas emissions. For Fiscal Year 2019/20, LTA submitted allocation requests to Caltrans to use the funds for additional trips for the County Express Intercounty service, to cover the agency costs of operating the Token Transit mobile ticketing app pilot program, and to offer free Fixed Route trips during the first week of the month and free Intercounty trips during the low-ridership months of December, January, and June, in an effort to spark a ridership increase system-wide.

SSTAC members expressed interest in the results and asked staff to report back once the results are in.

There was no public comment on the item.

4) RECEIVE Update on the Preparation of an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study – Valentine

Regina Valentine reported that the Council of San Benito County Governments, on behalf of the Local Transportation Authority, was awarded a Caltrans Sustainable Transportation Planning Grant Program Competitive Grant for the completion of an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. In March 2019, LTA entered into contract with Kimley-Horn and Associates, Inc. to prepare the study and a kick-off meeting was held in April 22, 2019.

At this time, the firm is reviewing relevant previous studies and is beginning to develop the list of potential public transit projects to be evaluated. SSTAC can anticipate to have the draft report presented before the Council in early 2020.

There was no public comment on the item.
An urgency item came to the attention of the SSTAC after the agenda was distributed, a motion was made by Clay Kempf, and seconded by Pauline Valdivia, the Committee unanimously voted to add the item to the agenda and take action on the item. Vote: 7/0 motion passes.

5) State Budget for Senior and Disabled Services.

Clay Kempf stated that there was a need to advocate for funding for Senior/Disabled Services in the State Budget. Clay Kempf will forward a sample letter to Executive Director, Mary Gilbert for signature, as soon as he receives it and a copy will be forwarded to the SSTAC. He asked that the Executive Director send a letter to the State Legislature Budget Conference Committee advocating for additional funding in the 2019/2020 Budget. A motion was made by Ann Ross, and seconded by Pauline Valdivia, the Committee unanimously approved the urgency item as noted above. Vote: 7/0 motion passes.

Upon a motion duly made by Clay Kempf, and seconded by Pauline Valdivia, the Committee unanimously adjourned the SSTAC meeting. The meeting was adjourned at 11:08 a.m. Vote: 7/0 motion passes.

Adjourn to Regular Meeting of July 26, 2019
Staff Report

To: Social Services Transportation Advisory Committee
From: Regina Valentine, Transportation Planner Telephone: (831) 637-7665 x 205
Date: July 24, 2020
Subject: Update on LTA’s COVID-19 Response and Service Impacts

Recommendation:

RECEIVE update on Local Transportation Authority’s COVID-19 response and preliminary impacts to public transportation services.

Summary:

Staff prepared an update for SSTAC related to the response from the agency and its public transportation service contractors, MV Transportation and Jovenes de Antaño, to the COVID-19 pandemic. The update includes information about preliminary impacts to the San Benito County Express and Specialized Transportation services.

Financial Considerations:

Due to the nature of emergencies, the total financial impacts to respond to the COVID-19 pandemic and total eligible revenue sources are currently unknown. LTA will receive federal financial support of approximately $900,000 through the passing of the Coronavirus Aid, Relief, and Economic Security (CARES) Act with funds distributed through the Federal Transit Administration Section 5311 Formula Grants for Rural Areas Program administered by Caltrans.

No local match is required for the CARES Act funds, which are available until expended or until the federal emergency declaration has been lifted. Reimbursable expenses include operating costs to maintain service and lost revenue due to the public health emergency, including the purchase of personal protective equipment, and paying for administrative leave of operations personnel due to reductions in service. Staff is working closely with Caltrans as program details are established, to ensure that LTA meets program requirements and can receive reimbursements.

Background:

A novel coronavirus (named COVID-19) was first detected in Wuhan City, Hubei Province, China, in December 2019. The Centers for Disease Control and Prevention (CDC) considers the virus to be a very serious public health threat, based on current information. In part, the virus is considered a serious public threat because much is unknown and there is no vaccine or specific antiviral treatment.
In response to COVID-19, California Governor Newsom issued a Proclamation of a State of Emergency on March 4, 2020 and has released various guidance to help reduce the spread of the virus. Beginning February 17, 2020, LTA and its public transportation service contractors, MV Transportation and Jovenes de Antaño, began to make operational modifications to keep the community safe when riding its San Benito County Express and Specialized Transportation services. Service changes included the following:

- Increasing the frequency of vehicle interior cleaning and personal hygiene of staff
- Public noticing of the public health threat and essential travel only
- Limiting the number of passengers per vehicle to allow for physical distancing
- Suspending fare collection as a source of viral spread
- Providing additional Personal Protective Equipment (PPE) and cleaning supplies
- Encouraging telecommute and staggered shifts for administrative staff

Staff Analysis:

Immediately following the emergency declaration and shelter in place orders, staff placed a priority on obtaining cleaning supplies and personal protective equipment for the transit system. LTA received shipment of personal protective equipment for front-line staff in early May. LTA received PPE through the California Association for Coordinated Transportation (CalACT) and Governor’s Office of Emergency Services and ensured that surgical masks and hand sanitizer have been distributed to front line staff. LTA staff has also participated in multiple webinars hosted by CalACT to review CDC and California Department of Public Health COVID-19 industry guidance for public transportation providers, which is later distributed to contract management for discussion.

Additionally, LTA worked with the San Benito County Office of Emergency Services, Seniors Council of Santa Cruz and San Benito Counties, and United Way of San Benito County to launch the “Great Plates Delivered” program. The purpose of the Great Plates Delivered program was to: help seniors (65+) and other adults (60-64) at high risk from COVID-19 to stay home and healthy by delivering nutritious meals, and provide economic stimulus to local restaurants during the crisis. County Express assisted with the delivery of the meals. The program flyer is attached.

Beyond this initial response, staff is considering future operations changes as the economy adjusts while ensuring public safety and compliance with guidance from the State. To begin the process, staff prepared a summary of preliminary impacts to LTA’s County Express and Specialized Transportation services to date (Attachment 2).

Next Steps:

In the short term, staff is working with the County Express and Specialized Transportation contractors to determine what contract amendments may be needed to support them and expend a portion of the CARES Act funding for items, which may include:

- One-time bonuses for front-line staff
- Paid administrative leave that does not jeopardize current unemployment benefits
- Capital safety improvements, such as barriers to partition the drivers from passengers
• Additional PPE for the drivers and possibly passengers
• Cleaning supplies and equipment such as vehicle foggers

Additionally, LTA participated in advocacy to encourage the State legislature to include language in the budget to offer financial penalty exemptions for not maintaining the required 10% farebox recovery ratio during Fiscal Years 2019/20 and 2020/21. This effort was successful with the passing of the 2020/21 State Budget in June 2020, which will provide significant regulatory relief to LTA.

Longer term, staff has been looking to the CDC and State public transportation COVID-19 guidelines to determine how to safely operate service as the county reopening expands and contracts.

Staff anticipates more service changes and a redesigned system in response to changing ridership. For example, the student population previously accounted for most of the County Express system’s Fixed Route and Intercounty ridership.

LTA will provide demand-response Dial-a-Ride service for trips as the reservations process helps ensure physical distancing by regulating the number of passengers per vehicle. For the limited Intercounty services that LTA offers, the largest vehicles in the fleet will continue to be used to allow spacing between passengers. Additionally, MV Transportation has been assisting Jovenes de Antaño and will continue to do so for the Out of County Medical Transportation dialysis runs to reduce the number of passengers per vehicle.

Staff is also researching opportunities to use CARES Act funds to procure staff assistance to prepare a more thorough service plan as the agency transitions to the new normal post-COVID-19.

Executive Director Review: ___MG___
Counsel Review: ___N/A___

Attachments: 1. Great Plates Delivered Program Flyer
2. Operations Impacts Summary: January – June
Great Plates Delivered

DELIVERY OF PREPARED MEALS FROM LOCAL RESTAURANTS TO HOME-BOUND SENIORS AND HIGH-RISK INDIVIDUALS DURING THE COVID-19 PANDEMIC

ELIGIBILITY:

Age 65+ or Age 60-64 at High Risk (documented exposure to COVID-19 or underlying health condition)

AND;

* Must not currently be receiving Federal/State meal assistance such as CalFresh, Meals on Wheels, or WIC
* Live alone or with 1 other eligible adult
* Do not have a current support system
* Annual income does not exceed $74,940 (single) or $101,460 (2-person)

TO CHECK ELIGIBILITY OR INQUIRE ABOUT THE PROGRAM, CONTACT:

Cielo Lopez, Program Coordinator, at 831-205-1371 or email greatplatessanbenito@gmail.com

RESTAURANTS INTERESTED IN PARTICIPATING APPLY ONLINE:
https://covid19.ca.gov/restaurants-deliver-home-meals-for-seniors/
Platillos De Comida A Domicilio

ENTREGA DE COMIDAS PREPARADAS A PERSONAS DE LA TERCERA EDAD Y PERSONAS DE ALTO RIESGO DURANTE LA PANDEMIA DE COVID-19

ELEGIBILIDAD:
Las personas de 65 años o más, o edades 60-64 con alto riesgo (exposición documentada a COVID-19 o condición de salud subyacente) Y

- Actualmente no recibe comidas de otro programa federal, como (CalFresh, Meals on Wheel, WIC)
- Vivir solo o con otro adulto elegible
- Ingresos anuales no exceden $74,940 (1 persona) o $101,460 (2-personas);
- No tiene un sistema de soporte

PARA VERTIFICAR LA ELEGIBILIDAD O CONSULTAR SOBRE EL PROGRAMA CONTACTE

Cielo Lopez at greatplatessanbenito@gmail.com

APLICAR AQUÍ:
https://covid19.ca.gov/restaurants-deliver-home-meals-for-seniors/
Preliminary COVID Impacts to LTA’s County Express and Specialized Transportation Services

Significant Service Changes

- March 13, 2020: ST Senior Lunch Transportation suspended
- March 20, 2020: CE Fixed Route, Intercounty Gavilan, and weekend Dial-a-Ride suspended; CE contractor assisted ST contractor to provide Out of County Medical Transportation; fare collection suspended
- May 20, 2020: CE initiated Great Plates meal delivery

![Service Hour Percent Change from 2019 to 2020](chart)
Preliminary COVID Impacts to LTA’s County Express and Specialized Transportation Services

Significant Service Changes

- March 13, 2020: ST Senior Lunch Transportation suspended
- March 20, 2020: CE Fixed Route, Intercounty Gavilan, and weekend Dial-a-Ride suspended; CE contractor assisted ST contractor to provide Out of County Medical Transportation; fare collection suspended
- May 20, 2020: CE initiated Great Plates meal delivery
Preliminary COVID Impacts to LTA’s County Express and Specialized Transportation Services

Significant Service Changes

- March 13, 2020: ST Senior Lunch Transportation suspended
- March 20, 2020: CE Fixed Route, Intercounty Gavilan, and weekend Dial-a-Ride suspended; CE contractor assisted ST contractor to provide Out of County Medical Transportation; fare collection suspended
- May 20, 2020: CE initiated Great Plates meal delivery
Staff Report

To: Social Services Transportation Advisory Council
From: Veronica Lezama, Transportation Planner
Date: July 24, 2020
Subject: 2020 Unmet Transit Needs Report

Recommendation:


Summary:

Each year, the Council of Governments (COG) is responsible for conducting an Unmet Transit Needs Hearing to provide a forum for residents, transit users, and community members to comment on the local bus service provided by County Express and Specialized Transportation. The process is done annually and entails a comprehensive public outreach program and a series of public meetings throughout the county to obtain comments on unmet transit needs that may be reasonable to meet.

Financial Considerations:

The primary funding source for transit services operated by County Express and Specialized Transportation is provided by Transportation Development Act (TDA) funds. TDA funds are administered by the California Department of Transportation (Caltrans). Unmet Transit Needs that can be met are paid for with TDA funds.

Background:

The Council of Governments (COG) holds an annual Unmet Transit Needs hearing and public meetings to provide a forum for residents, transit users, and community members to express service needs provided by County Express and Specialized Transportation – a service operated by Jovenes de Antaño. 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” (Attachment 1, Page 1).

Each year, COG identifies any "Unmet Transit Need" that may exist in the San Benito County region. If an "unmet transit need" is identified, a further determination is needed to establish whether or not that need is "Reasonable to Meet" in accordance with COG adopted criteria (Attachment 1, Page 2-3). If an Unmet Transit Need is found “Reasonable to Meet,” COG is
responsible for ensuring that funds are expended to meet those needs. However, if those needs are determined as “Not Reasonable to Meet” then that determination then COG must specify the reasoning for not being able to meet the need.

**Staff Analysis:**

The Unmet Transit Need process consists of the following three key steps:

1. Solicit testimony from the public on the Unmet Transit Needs of the community;

2. Analyze the Unmet Transit Needs expressed by the public, in accordance with COG adopted definition of an Unmet Transit Need and Reasonable to Meet criterion; and

3. Adopt findings regarding Unmet Transit Needs, found Reasonable to Meet, which may exist for implementation by the Local Transportation Authority (LTA) in the upcoming 2020/2021 Fiscal Year.

The Council of Governments (COG) completed step one and two of the above-mentioned process and is currently in the process of analyzing the comments received. COG received a total of 29 comments at the Unmet Transit Needs Hearing, three public meetings, and on-board buses. COG staff has prepared responses to all comments received (Attachment 2).

Typically, COG staff evaluates the comments received and recommends those unmet transit needs found reasonable to meet for implementation in the upcoming fiscal year. However, in light of the of the COVID-19 health epidemic, staff consulted with Caltrans regarding the implementation uncertainty of those unmet needs for the upcoming fiscal year. Staff determined, with Caltrans approval, that at this time any Unmet Transit Needs typically found Reasonable to Meet be found Not Reasonable to Meet due to COVID-19’s financial and system wide impacts in the upcoming fiscal year. Alternatively, any Unmet Need found Not Reasonable to Meet will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process. Any funds that would have been available for implementation of transit needs will be reserved for the 2021/2022 Fiscal Year with no penalty from Caltrans. Staff will continue monitor the impacts of COVID-19 on transit services over the next year(s).

As part of the process, the Social Services Transportation Advisory Council (SSTAC) provides feedback and makes recommendations on the Unmet Transit Needs Report (Attachment 2). At this time, based on the COVID-19 impacts, COG staff is requesting that the Social Services Transportation Advisory Council recommend to the COG Board to Postpone Review of the 2020/2021 Unmet Transit Needs Found Not Reasonable to Meet to the Fiscal Year 2021/2022.

The draft Unmet Transit Needs Report will be presented to the COG Board at their August 20, 2020 meeting for comment. The final Unmet Transit Needs Report will be considered by the COG Board at their September 17, 2020 meeting. The final report is then submitted to Caltrans by the October 2020 extended deadline.
Supporting Attachment(s):

1. “Unmet Transit Needs” and “Reasonable to Meet” criteria
2. Public Comments and COG Responses
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.
## County Express Comments

### Customer Service Comments

<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
<th>Unmet Transit Needs Determination and Criteria</th>
<th>COG Response</th>
</tr>
</thead>
</table>
| 1.  | I am happy with the transit services, thank you and keep providing us with this service. I use the bus to go to the doctor. | Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.  
- 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.) | Thank you for your comment. |

### Gap in Service Comments

<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
<th>Unmet Transit Needs Determination and Criteria</th>
<th>COG Response</th>
</tr>
</thead>
</table>
| 2.  | The Fixed Route’s Red line frequency needs to increase, especially to 1111 San Felipe Road. It is a very busy bus stop. | Unmet Transit Need, Not Reasonable to Meet.  
H. OTHER FACTORS  
Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need. | This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The LTA had planned to implement the restoration of the midday (11 AM -2PM) Fixed Route, which would have allowed for more frequent service to 1111 San Felipe Road. However, in light of the COVID-19 pandemic, the San Benito Local Transportation Authority discontinued the Fixed Route service for the meantime. The Fixed Route operates three routes within the City of Hollister, the Blue, Green, and Red routes.  
During the COVID-19 pandemic, all passengers are eligible for Dial-a-Ride services, which is being provided at no cost for essential trips. Dial-a-Ride is an on-demand service that allows County Express dispatch to monitor the number of passengers that board the bus. Riders are required to book their trips in advance.  
The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process. |
| 3.  | Restore midday Fixed Route service. There is a gap in service between 10 AM and 2 PM. | Unmet Transit Need, Not Reasonable to Meet.  
H. OTHER FACTORS  
Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need. | This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The LTA had planned to implement the restoration of the midday (11 AM -2PM) Fixed Route. However, in light of the COVID-19 pandemic, the San Benito Local Transportation Authority discontinued the Fixed Route service for the meantime. The Fixed Route operates three routes within the City of Hollister, the Blue, Green, and Red routes.  
During the COVID-19 pandemic, all passengers are eligible for Dial-a-Ride services, which is being provided at no cost for essential trips. Dial-a-Ride is an on-demand service that allows County Express dispatch to monitor the number of passengers that board the bus. Riders are required to book their trips in advance.  
The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process. |
Express dispatch to monitor the number of passengers that board the bus. Riders are required to book their trips in advance.

The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process.

4. **Restore midday Fixed Route service, especially the Red line.**

   **Unmet Transit Need, Not Reasonable to Meet.**
   
   **H. OTHER FACTORS**
   
   Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.

   **This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The LTA had planned to implement the restoration of the midday (11 AM -2PM) Fixed Route. However, in light of the COVID-19 pandemic, the San Benito Local Transportation Authority discontinued the Fixed Route service for the meantime. The Fixed Route operates three routes within the City of Hollister, the Blue, Green, and Red routes.**

   During the COVID-19 pandemic, all passengers are eligible for Dial-a-Ride services, which is being provided at no cost for essential trips. Dial-a-Ride is an on-demand service that allows County Express dispatch to monitor the number of passengers that board the bus. Riders are required to book their trips in advance.

   The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process.

5. **Need Saturday and Sunday buses.**

   **Unmet Transit Need, Not Reasonable to Meet.**
   
   **H. OTHER FACTORS**
   
   Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.

   **Prior to COVID-19, the Local Transportation Authority provided weekend transit services. In particular, the following services were operated on the weekend:**
   
   - County Express service Saturdays and Sundays to the Greyhound Bus Terminal in Gilroy.
   - General Public Dial-A-Ride on weekends from 10:00 a.m. - 2:00 p.m.

   **However, due to COVID-19 impacts the Local Transportation Authority has reduced transit services, and is only operating Intercounty Greyhound service on the weekends The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process.**

6. **Provide Dial-a-Ride vehicle in San Juan Bautista for in-town bus services.**

   **Unmet Transit Need, Not Reasonable to Meet.**
   
   **H. OTHER FACTORS**
   
   Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.

   **This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process.**

   **This request is also a system change that will be studied in greater detail during the update to the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the Fall 2020.**

7. **Provide additional service to new housing developments in San Juan Bautista.**

   **Not an Unmet Transit Need**
   
   II. The "unmet needs" threshold criteria adopted by the Council of San Benito County Governments:

   The Local Transportation Authority coordinates new transit infrastructure improvements for high density developments with the City of San Juan Bautista. Additionally, because this is a future rather than a current need, this request will be studied in greater detail during the update to the Short Range Transit Plan. The Local Transportation Authority was recently awarded a
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.)

transportation planning grant to update the Short Range Transit Plan and work will commence in the Fall 2020.

This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process.

This request classifies as a significant modification to the transit service, as such it will be studied in greater detail during the update on the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the Fall 2020.

Operational Comments

<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
<th>Unmet Transit Needs Determination and Criteria</th>
<th>COG Response</th>
</tr>
</thead>
</table>
| 9.  | Fixed routes schedule does not provide enough time for drivers to board the bus that have mobility needs, instead of using the lift, people using walkers have to board like other riders. Drivers seem rushed. Redo time schedule. | 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.  
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.) | As an option, bus riders may use the following services offered for persons with limited mobility:  
• County Express’ ADA Paratransit services are meant to provide a transportation option for those individuals who are unable to use the fixed-route bus service. Paratransit services are flexible in their scheduling and routing, allowing them to accommodate the specific needs of their riders.  
• Specialized Transportation Services’ Medical and Shopping Assistance Program provides personalized assistance to San Benito county residents, 60 years old or disabled, for medical appointments, shopping, and other essential trips.  
This request is a system modification that would need to be studied in greater detail during the update of the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the Fall 2020. |
| 10. | If you request same day Dial-a-Ride service by 1 PM, the buses are already booked. | Unmet Transit Need, Not Reasonable to Meet. | This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process. |
| 11. | Dial-a-Ride buses pick up “regular” riders first, then “non-regular riders” don’t get picked-up until 9 AM. | Unmet Transit Need, Not Reasonable to Meet. | County Express does not differentiate between “regular” and “non-regular” riders. Dial-a-Ride services are provided on a first come basis. In addition, school trips cannot be separated from... |
For example, during the school year, they do a lot of the school drop off and pick-ups and there are no buses for everyone else. Consider having a dedicated for Dial-a-Ride for everyone else.

H. OTHER FACTORS

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

other trips. The Local Transportation Authority cannot operate as a School Bus Operation pursuant to 49 USC Section 5323(f) and 49 CFR Part 605. School transportation services have their own specific regulatory laws to abide by.

This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The request for additional Dial-a-Ride services will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process. The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year.

12. Combine the Fixed Route Blue and Green service lines and have one that extend out more coverage area.

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.

- 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.)

Fixed-Route - Service operates three Fixed Routes within the City of Hollister. Individuals with trips that begin or end beyond 3/4 mile of the Hollister fixed-route (orange shape in map) bus service area are eligible for the expanded Dial-a-Ride service (purple shape in map). Dial-a-Ride service is provided to parts of northern San Benito County, including Hollister, San Juan Bautista, and Tres Pinos. Fares between the two services differ.

This request is classified as a major system change and will need to be studied in greater detail during the update on the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the fall 2020.

13. For the Intercounty Service to Gilroy, please add a stop at the San Juan Bautista Library.

Unmet Transit Need, Reasonable to Meet.

The County Express Intercountry bus travels adjacent to the San Juan Bautista Library prior to heading to Gavilan College and the Gilroy Caltrain Station. During the preparation of the Short Range Transit Plan update, the Local Transportation Authority will review its passengers policies and develop a flag stop policy to accommodate this and other similar requests. A Flag Stop is a request stop at which buses stop only on request; that is, only if there are passengers to be picked up or dropped off. This request can be accommodated as the modification would not have significant impacts on the transit system.

For the Intercounty Service to Gilroy, please add a stop at the San Juan Bautista Library.

Infrastructure Comments

<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
<th>Unmet Transit Needs Determination and Criteria</th>
<th>COG Response</th>
</tr>
</thead>
</table>
| 14  | Add bus bench at 1111 San Felipe Road.    | 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.  
  - 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.) | The Local Transportation Authority has contacted the Department of Behavioral Health for the installation of a bus stop at their new facility to be located near 1111 San Felipe Road |
15. **Add clipper card fare and/or advertise Token Transit more.**

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.

- 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.)

The Local Transportation Authority is part of a statewide effort in the California Integrated Travel (CAL-ITP) partnership, which is a group of agencies and partners interested in making public transit easier to use, easier to access, and more cost-effective statewide. One of their focuses is streamlining the fare across transit systems.

In addition, this request will be studied in greater detail during the update on the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the fall 2020.

16. **Dial-A-Ride. She also stated that more benches are needed at bus stops near grocery stores.**

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.

- 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.)

The LTA developed a Bus Stop Improvement Plan, which evaluates each County Express bus stops for its accessibility and amenities and makes recommendations for priority improvements. The LTA has identified funding for the procurement of bus stop improvements, which are scheduled for implementation.

**General Comments**

<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
<th>Unmet Transit Needs Determination and Criteria</th>
<th>COG Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.</td>
<td>Lower music volume for people with sensory issues (i.e. migraines).</td>
<td>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.</td>
<td>The Local Transportation Authority staff has communicated this concern to the General Manager at MV Transportation and the music will be discontinued.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Sufficient broad-based community support exists.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Request is a current rather than future need.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td>Lower music volume.</td>
<td>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.</td>
<td>The Local Transportation Authority staff has communicated this concern to the General Manager at MV Transportation and the music will be discontinued.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Sufficient broad-based community support exists.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Request is a current rather than future need.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Request is not operational in nature (i.e. minor route change, bus stop change, etc.)</td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td>Coordinate future bus services for the new Hollister dialysis center.</td>
<td>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.</td>
<td>The Local Transportation Authority staff will coordinate future ADA Paratransit* and/or Specialized Transportation** services to the dialysis center prior to opening. Currently, Specialized Transportation Services provides bus services to the Gilroy and Morgan Hill dialysis centers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Sufficient broad-based community support exists.</td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td><strong>Drivers work 12 hours days and have to be at the yard by 6 PM. Two drivers in the evening or split days so drivers don’t have to work 12-hours a day. Consider split days 6 AM to 2 PM.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>——</td>
<td>——</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| | 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.
- 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.)

The Local Transportation Authority (LTA) contracts with MV Transportation for operations of the County Express transit service. MV Transportation abides by all labor laws relating to driver work schedules.

| 21. | **Do more outreach at the Windmill Market in San Juan Bautista.** |
|——|——|
| | 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.
- 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.)

Once Covid-19 restrictions have been lifted, Local Transportation Authority (LTA) staff will plan transit outreach at the Windmill Market in San Juan Bautista.
<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
<th>Unmet Transit Needs Determination and Criteria</th>
<th>COG Response</th>
</tr>
</thead>
</table>
| 22. | Bus rides to the Gilroy dialysis center are very helpful, thank you.  | 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.  
  - 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.)  | Thank you for your comment.                                                                                           |
| 23. | Specialized Transportation is doing a great job, Lourdes is a very helpful driver. | 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.  
  - 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.)  | Thank you for your comment.                                                                                           |
| 24. | I need Specialized Transportation, I don't know what I would do without it. | 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.  
  - 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.)  | Thank you for your comment.                                                                                           |
| 25. | Very good bus service for grocery and appointments. However, the service is restricted for hair or nail appointments. We need transportation for other recreational services. | 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.  
  - 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.)  | The commenter currently uses Specialized Transportation Services’ Medical and Shopping Assistance Program, which provides personalized assistance to San Benito county residents, 60 years old or disabled, for medical appointments, shopping, and other essential trips.  
  They were informed that the County Express’ ADA Paratransit services is available to them as it provides a transportation option for those individuals who are wanting to use the bus service for non-essential trips, such as hair appointments, etc. ADA Paratransit services are flexible in their scheduling and routing, allowing them to accommodate the specific needs of their riders. |
<table>
<thead>
<tr>
<th></th>
<th>Gap in Service Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.</td>
<td>There is only one bus for in-town Medical Shopping Assistance. Maybe make bus services available later in the day.</td>
</tr>
</tbody>
</table>
|     | Unmet Transit Need, Not Reasonable to Meet.  
|     | **H. Other Factors**  
|     | Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.  
|     | The in-town Medical Shopping Assistance program currently operated between 7 AM and 4:30 PM, but vary depending on rider appointment needs. This request is not reasonable to meet at this time as COVID-19 financial and system wide impacts for the upcoming 2020/2021 fiscal year are unknown. The San Benito Local Transportation Authority will continue to monitor the impacts of COVID-19 on transit services over the next year. This request will be reevaluated during the next cycle, FY 2021/2022, of the Unmet Transit Needs process.  
|     | This request is also a system change that will be studied in greater detail during the update on the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the fall 2020. |
| 27. | Need transportation to San Francisco doctor. |
|     | Unmet Transit Need, Not Reasonable to Meet.  
|     | **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.  
|     | This request will be studied in greater detail during the update on the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the fall 2020. |
| 28. | More bus services. |
|     | 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.  
|     | - 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.)  
|     | This request will be studied in greater detail during the update on the Short Range Transit Plan. The Local Transportation Authority was recently awarded a transportation planning grant to update the Short Range Transit Plan and work will commence in the fall 2020. |
| 29. | Service is needed to go to the casino. |
|     | 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.  
|     | - 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.)  
|     | Transportation Development Act funds cannot be used for charter purposes. Please contact Jovenes de Antaño as they periodically schedule trips to the casinos, independent of the Specialized Transportation program. |
Staff Report

To: Social Services Transportation Advisory Committee
From: Regina Valentine, Transportation Planner Telephone: (831) 637-7665 x 205
Date: July 24, 2020
Subject: Public Transit for Congestion Relief of Hwy 25 Corridor Study Final Report

Recommendation:


Summary:

The Council of San Benito County Governments (COG), on behalf of the Local Transportation Authority (LTA), was awarded a Caltrans Sustainable Transportation Planning Grant Program Competitive Grant for the completion of a study of public transit projects to reduce congestion on Highway 25, called the Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study.

In March 2019, LTA contracted with Kimley-Horn and Associates, Inc. to prepare the study. The project team completed background research in the Summer and community engagement in the Fall 2019. Three public transit projects were evaluated: Bus-on-Shoulder, Bus-Beside-Rail, and Passenger Rail. The final report was due to Caltrans June 2020.

Financial Considerations:

The grant award was $150,000 with an 11.47% local in-kind or cash match. Time spent on the project by staff was considered by Caltrans as a cash match.

Background:

Census information indicates that 48.9% of employed San Benito County residents commute outside of the county for employment. As the population of the county continues to increase at a rate higher than the employment opportunities, current congestion issues for personal automobiles will continue to increase, including along Highway 25.

During the August 2016 meeting, the LTA Board requested that staff conduct preliminary research on the possibility of creating a County Express commuter rail service to Gilroy to relieve congestion. Staff provided a related report to the Board in October 2016 regarding possible County Express commuter services to the Silicon Valley, and further reported the information to the Technical Advisory Committee (TAC) and SSTAC.
Upon further direction by the Board, staff incorporated comments received by the TAC and SSTAC on a draft Scope of Work for a Caltrans Sustainable Transportation Planning Grant. After, staff requested authorization from the Board at the September 2017 meeting to submit for the application for an Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study. In January 2018, Caltrans awarded COG, on behalf of LTA, $150,000, with an 11.47% local in-kind or cash match, for the completion of the project. In March 2019, at the Board’s direction LTA contracted Kimley-Horn and Associates, Inc. to prepare the Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor Study.

**Staff Analysis:**

The project kick-off meeting with LTA and Kimley-Horn and Associates, Inc. staff was held April 22, 2019 with overall project objectives of:

- Encouraging stakeholder participation
- Determining the feasibility of proposed projects
- Preparing high-level implementation strategies for each of the feasible projects
- Calculating project costs estimates, and
- Identifying funding strategies and sources for project implementation

During Summer 2019, the firm conducted background research and developed the list of feasible public transit projects to be evaluated: Bus-on-Shoulder, Bus-Beside-Rail, and Passenger Rail. To incorporate community input, the project team hosted targeted stakeholder meetings with local business interests and agencies. The team prepared and conducted on-board passenger surveys on San Benito County Express buses. In addition, pop-up events were held at Target and the Hollister Super grocery store, where team members held one-on-one conversations with shoppers to get their feedback. The LTA also hosted a public workshop in December 2019.

Below is a summary of the benefits and costs calculations of the projects completed for the study:

### Transit Projects Benefits and Costs

<table>
<thead>
<tr>
<th>Project:</th>
<th>Bus-on-Shoulder</th>
<th>Bus-Beside-Rail</th>
<th>Passenger Rail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description:</strong></td>
<td>Hollister and SR 25 Corridor BOS Improvements</td>
<td>Hollister and BBR Corridor Improvements</td>
<td>Track Improvement and Station Development</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2040 Annual Ridership</td>
<td>87,362</td>
<td>107,619</td>
<td>142,980</td>
</tr>
<tr>
<td>Travel Time Savings</td>
<td>$1.9 M</td>
<td>$4.0 M</td>
<td>$8.7 M</td>
</tr>
<tr>
<td>Crash Cost Savings</td>
<td>$0.4 M</td>
<td>$0.8 M</td>
<td>$2.4 M</td>
</tr>
<tr>
<td>CO2 Emissions Saved</td>
<td>4,247 T</td>
<td>8,651 T</td>
<td>20,652 T</td>
</tr>
<tr>
<td><strong>Costs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction Cost</td>
<td>$32,270,000</td>
<td>$29,810,000</td>
<td>$74,120,000</td>
</tr>
<tr>
<td>Soft Cost</td>
<td>$8,370,000</td>
<td>$10,440,000</td>
<td>$25,950,000</td>
</tr>
<tr>
<td><strong>Total Capital Costs</strong></td>
<td>$40,640,000</td>
<td>$40,250,000</td>
<td>$100,070,000</td>
</tr>
<tr>
<td>Annual Operations &amp; Maintenance Cost</td>
<td>$1,219,000</td>
<td>$1,126,000</td>
<td>$3,206,000</td>
</tr>
</tbody>
</table>

*All values in 2019 dollars*
Implementation of improvements is expected to take from 7-10 years. Staff will develop strategies to implement feasible alternatives for transit on the rail corridor as part of the LTA and COG planning program, including Regional Transportation Plan development and Highway 25 Widening project development.

Staff submitted the final report to Caltrans as required by the grant award in June 2020.

Executive Director Review: ___MG___  Counsel Review: ___N/A___


Full Final Report – [Click Here]
Analysis of Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor

June, 2020

Study was funded by a Caltrans Transportation Planning Grant
# Table of Contents

**Executive Summary** ................................................................................................................................................................................. 3

**Background** ......................................................................................................................................................................................... 4

**Goals and Performance Measures** .......................................................................................................................................................... 4

**Baseline Conditions** ............................................................................................................................................................................... 8

  - Optimize Ridership .................................................................................................................................................................................. 8
  - Reliability and Efficiency ......................................................................................................................................................................... 12
  - Safety ......................................................................................................................................................................................................... 16
  - Reduce GHG and Criteria Pollutants ...................................................................................................................................................... 19
  - Equitable Mobility and System Investment ........................................................................................................................................ 20
  - Economic Vitality ................................................................................................................................................................................ 22

**Project Scenarios** .................................................................................................................................................................................... 24

  - Multi-Agency Coordination ..................................................................................................................................................................... 24
  - No Project .................................................................................................................................................................................................. 24
  - Ridership Forecasting ............................................................................................................................................................................. 24
  - Bus-on-Shoulder .................................................................................................................................................................................. 25
  - Bus-Beside-Rail .................................................................................................................................................................................... 39
  - New Passenger Rail – Gilroy to Hollister ........................................................................................................................................... 46
  - Passenger Rail – Caltrain Extension to Hollister .............................................................................................................................. 51
  - Fare Integration ................................................................................................................................................................................... 51
  - State Rail Plan Integration ................................................................................................................................................................... 51

**Project Scenarios Evaluation** ................................................................................................................................................................. 52

  - Accessibility ............................................................................................................................................................................................ 52
  - Reliability ............................................................................................................................................................................................. 55
  - Environmental Justice ............................................................................................................................................................................ 56
  - Ridership .................................................................................................................................................................................................. 58
  - Safety ..................................................................................................................................................................................................... 58
  - Benefits and Costs ............................................................................................................................................................................... 59

**Outreach** ................................................................................................................................................................................................................. 60

  - Stakeholder Input .................................................................................................................................................................................. 60
  - Gavilan College ..................................................................................................................................................................................... 60
  - Hollister Business .................................................................................................................................................................................. 60
  - Local Jurisdictions .................................................................................................................................................................................. 60
  - TAMC .................................................................................................................................................................................................... 61
  - Caltrans .................................................................................................................................................................................................. 61
  - Public Involvement ................................................................................................................................................................................. 61
Table of Tables

Table 1 - Transit Scenarios Benefits and Costs ................................................................. 3
Table 2 - Highway-25 Corridor Transit Study Goals and Performance Measures ......................... 6
Table 3 - Highway-25 Corridor Transit Study Performance Measures and Data Source ...................... 6
Table 4 - Number of Jobs Within ½ Mile of San Benito County Express Intercounty Transit Stops 8
Table 5 - Number of Households Within ½ Mile of a San Benito County Express Intercounty Transit Stop 10
Table 6 - Peak Period Transit Travel Time for Highway-25 ..................................................... 14
Table 7 - Highway-25 Corridor Transit Study Baseline GHG and Criteria Pollutant Estimates ........ 19
Table 8 - San Benito County Express Annual Ridership ....................................................... 22
Table 9 - Caltrain Average Daily Ridership to and from Gilroy Station .................................... 22
Table 10 - Transit Scenarios Benefits and Costs ................................................................... 59
Table 11 - Auto Travel Time and Speed for Highway-25 .......................................................... 69
Table 12 - Highway-25 Travel Time Reliability for Passenger Cars .......................................... 70

Table of Figures

Figure 1 - Highway-25 Corridor Transit Study Location .......................................................... 5
Figure 2 - Jobs Within Half-Mile of San Benito County Express Intercounty Transit Stops .......... 9
Figure 3 - Households Within Half-Mile of San Benito County Express Intercounty Transit Stops 11
Figure 4 - Existing and Proposed Mobility Hub Locations ..................................................... 13
Figure 5 - AM Congestion and Bottlenecks for Highway-25 ...................................................... 15
Figure 6 - PM Congestion and Bottlenecks for Highway-25 ..................................................... 16
Figure 7 - Major Collision Trends for Highway-25 (2013-2017) .................................................. 17
Figure 8 - Injury and Fatal Crashes on Highway-25 (2013-2017) .............................................. 18
Figure 9 - Highway-25 Corridor Transit Study Environmental Justice Areas .......................... 21
Figure 10 - Existing San Benito County Express Intercounty Route Along Highway-25 ......... 23
Figure 11 - Bus-on-Shoulder Map Along Highway-25 ............................................................ 27
Figure 12 - UPRR Train Crossing on Highway-25 ................................................................. 29
Figure 13 - Bus-on-Shoulder Queue Jump Left Turn Treatment ........................................... 31
Figure 14 - Bus-on-Shoulder Queue Jump Thru Treatment .................................................... 32
Figure 15 - Proposed Roundabout at Highway-25/SR 156 ........................................................ 33
Figure 16 - Bus-on-Shoulder Optional Improvement at Highway-25/SR 156 ............................ 34
Figure 17 - Bus-on-Shoulder Typical Unsignalized Intersection ............................................. 35
Figure 18 - Bus-on-Shoulder Bridge Layout ........................................................................ 36
Figure 19 - Bus-on-Shoulder Typical Cross Section ............................................................... 37
Figure 20 - Bus-on-Shoulder Bridge Layout ........................................................................... 38
Figure 21 - Bus-Beside-Rail Along Highway-25 .................................................................... 41
Figure 22 - Bus-Beside-Rail Hollister to Highway-25 Typical Cross Section .......................... 42
Figure 23 - Bus-Beside-Rail Highway-25 to Bloomfield Avenue Typical Cross Section ........ 43
Figure 24 - Bus-Beside-Rail Rail Grade Crossing, Configuration 1 ......................................... 44
Figure 25 - Bus-Beside-Rail Rail Grade Crossing, Configuration 2 ......................................... 45
Figure 26 - Passenger Rail Along Highway-25.................................................................48
Figure 27 - Proposed Hollister Passenger Rail Station (North End).................................49
Figure 28 - Proposed Hollister Passenger Rail Station (South End) ..................................50
Figure 29 - Intended Northern California Rail Improvements ........................................52
Figure 30 - Population Within Half-Mile Radius of Existing and New San Benito County Express Intercounty Transit Stops..................................................................................53
Figure 31 - Jobs Within Half-Mile Radius of Existing and New San Benito County Express Intercounty Transit Stops .................................................................54
Figure 32 - Travel Times Along Highway-25..................................................................55
Figure 33 - Environmental Justice Community Within Half-Mile Radius of Existing and New San Benito County Express Intercounty Transit Stops ..................................................57
Figure 34 - Existing Daily Ridership and Future Daily Ridership Projections ..................58
Figure 35 - On-Board Survey Results for Final Destination.............................................62
Figure 36 - On-Board Survey Results for Start of Journey Location .................................63
Figure 37 - On-Board Survey Results; Reasons to not Ride the San Benito County Express Bus 63
Figure 38 - List of Potential Funding Sources: 2018-2035 .................................................65
Executive Summary
This study evaluated three scenarios to improve transit options for those traveling between Hollister and areas to the north including Gilroy and the Bay Area using the Highway-25/rail corridor. The scenarios were:

- Bus-On-Shoulder
- Bus-Beside-Rail
- Passenger Rail

Bus-On-Shoulder would improve Highway-25 to enhance the shoulders to accommodate buses, allowing them to by-pass traffic congestion, making the service more convenient for commuters looking for a faster, less stressful trip. Bus-Beside-Rail would provide a new facility exclusive for buses beside the rail corridor. Passenger rail service would include a new rail station in the City of Hollister with train service to the Gilroy station, directly connecting with Caltrain.

The study evaluated a number of benefits and the costs of each scenario to determine which investment would provide the most cost-effective opportunities. Table 1 summarizes the benefit / cost for each scenario.

### Table 1 - Transit Scenarios Benefits and Costs

<table>
<thead>
<tr>
<th>Scenario: Description</th>
<th>Bus-on-Shoulder (BOS)</th>
<th>Bus-Beside-Rail (BBR)</th>
<th>Passenger Rail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>Hollister and Highway-25 Corridor BOS Improvements</td>
<td>Hollister and BBR Corridor Improvements</td>
<td>Track Improvement and Station Development</td>
</tr>
<tr>
<td>Benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2040 Annual Ridership</td>
<td>87,362</td>
<td>107,619</td>
<td>142,980</td>
</tr>
<tr>
<td>Travel Time Savings</td>
<td>$1.9 M</td>
<td>$4.0 M</td>
<td>$8.7 M</td>
</tr>
<tr>
<td>Crash Cost Savings</td>
<td>$0.4 M</td>
<td>$0.8 M</td>
<td>$2.4 M</td>
</tr>
<tr>
<td>CO2 Emissions Saved</td>
<td>4,247 T</td>
<td>8,651 T</td>
<td>20,652 T</td>
</tr>
<tr>
<td>Costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction Cost</td>
<td>$32,270,000</td>
<td>$29,810,000</td>
<td>$74,120,000</td>
</tr>
<tr>
<td>Soft Cost</td>
<td>$8,370,000</td>
<td>$10,440,000</td>
<td>$25,950,000</td>
</tr>
<tr>
<td>Total Capital Costs</td>
<td>$40,640,000</td>
<td>$40,250,000</td>
<td>$100,070,000</td>
</tr>
<tr>
<td>Annual Operations &amp; Maintenance Cost</td>
<td>$1,219,000</td>
<td>$1,126,000</td>
<td>$3,206,000</td>
</tr>
</tbody>
</table>

*All values in 2019 dollars*