



**COUNCIL OF SAN BENITO COUNTY GOVERNMENTS
SOCIAL SERVICES TRANSPORTATION
ADVISORY COUNCIL
SPECIAL MEETING AGENDA**

DATE: Friday, April 23, 2021
10:00 a.m.

LOCATION: Via Zoom

MEMBERS: Chair Jim Parker, Vice Chair Leona Medearis-Peacher, Clay Kempf
Pauline Valdivia, Joshua Mercier, Stacy Romo, Paulette Cobb, and Regina
Valentine

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:

Meeting ID: 811-7959-9171

Meeting Passcode: 381442

10:00 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) Member Announcements

D) 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 Regular Meeting Minutes dated January 22, 2021 – Gomez

REGULAR AGENDA:

2. 2020 and 2021 Unmet Transit Needs Report – Lezama

- a. **COMMENT** on the Public Feedback Received During the 2020 and 2021 Unmet Transit Needs Process.
- b. **RECOMMEND** to the COG Board the 2020 and 2021 Unmet Transit Needs Found Reasonable to Meet for Implementation in Fiscal Year 2021/2022.

Adjourn to Regular Meeting of June 25, 2021

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:

- Apple App store: <https://apps.apple.com/us/app/id546505307>
- Android App store: <https://play.google.com/store/apps/details?id=u.s.zoom.videomeetings> +

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 **Meeting ID, 811-7959-9171**, followed by the **"#" key**, then enter Meeting **Passcode: 381442**, which can be found at the top of the agenda. The meeting agenda can be found at: http://www.sanbenitocog.org/wp-content/uploads/2021/04/SSTAC_Packet_042321.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> or launch the Zoom app on your Tablet or Smartphone

1. Select “JOIN A MEETING”
2. You will be prompted to enter **Meeting ID, 811-7959-9171** then enter Meeting **Passcode: 381442** and include a name to join the meeting. The meeting agenda can be found at: http://www.sanbenitocog.org/wp-content/uploads/2021/04/SSTAC_Packet_042321.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 Special Meeting Agenda for the Council of San Benito County Governments Social Services Transportation Advisory Council on **April 23, 2021, at 10:00 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 16th day of April 2021, on or before 5:00 p.m.

The meeting agenda was also posted on the Council of San Benito County Governments website, www.sanbenitoco.gov, under Meetings, SSTAC, 2021 Meeting Schedule.

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

BY: 

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, January 22, 2021
9:30 AM

LOCATION: Zoom Webinar

CALL TO ORDER

SSTAC Chair, Jim Parker called the meeting to order at 10:02 A.M.

SSTAC Members 2021	Jan. 22	Mar. 26	June 25	Sept. 24	Dec. 24
Jim Parker <i>Chair</i>	P				
Leona Medearis-Peacher <i>Vice Chair</i>	P				
Clay Kempf	P				
Pauline Valdivia	P 10:00a.m.				
Joshua Mercier	A				
Paulette Cobb	P				
Stacy Romo	A				
Regina Valentine	P				

*** Meeting Cancelled**

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

STAFF PRESENT:

Mary Gilbert, Executive Director; Veronica Lezama, Transportation Planner; Griselda Arevalo, Office Assistant; Monica Gomez, Secretary II

A. CERTIFICATE OF POSTING

Motion made to acknowledge Certificate of Posting:

Motion: Pauline Valdivia Second: Clay Kempf

Motion carried: 6/0

Yes: Parker, Medearis-Peacher, Kempf, Valdivia, Cobb, Valentine

No: None
Abstention: None
Absent: Mercier, Romo

B. NOTICE OF TEMPORARY PROCEDURES FOR SSTAC MEETINGS

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

Chair Parker briefly went over the Notice of Temporary Procedures for SSTAC Meetings.

C. ELECT SSTAC Chairperson for 2021

D. ELECT SSTAC Vice Chairperson for 2021

Motion made for Items C&D to Elect Jim Parker as SSTAC Chairperson for 2021 and Leona Medearis-Peacher as Vice Chairperson for 2021:

Motion: Regina Valentine Second: Pauline Valdivia

Motion carried: 6/0

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

E. PUBLIC COMMENT – None

F. MEMBER ANNOUNCEMENTS:

Member Kempf announced that the Governors Master Plan for Aging was released a couple weeks ago. He reported out on the Stakeholder Advisory Committee goals and recommendations.

Member Valdivia announced that Jovenes de Antaño (JDA) is working with the San Benito Health Foundation to get vaccinations to all JDA drivers and employees.

Chair Parker stated that Member Valdivia may consider providing a formal letter to the Health Department to help obtain vaccinations for JDA.

G. EXECUTIVE DIRECTOR’S REPORT:

Executive Director Mary Gilbert welcomed new SSTAC members Paulette Cobb and Regina Valentine to SSTAC as well as everyone else in attendance.

CONSENT AGENDA

- 1) **APPROVE** Social Services Transportation Advisory Council Special Meeting Minutes dated July 24, 2020 – Gomez
- 2) **RECEIVE** Specialized Transportation/Jovenes de Antaño January, February, March, April, May, and June 2020 Monthly Service Reports – Valentine
- 3) **RECEIVE** County Express/MV Transportation January, February, March, April, May, and June 2020 Monthly Reports - Valentine

There was no public comment on the Consent Agenda as recommended by staff.

Motion made to approve the Consent Agenda:

Motion: Regina Valentine Second: Clay Kempf

Motion carried: 5/0/1

Yes: Parker, Medearis-Peacher, Kempf, Cobb, Valentine
No: None
Abstention: Valdivia - Item 2
Absent: Mercier, Romo

REGULAR AGENDA

- 4) **APPROVE** Amended Bylaws of the Social Services Transportation Advisory Council Adjusting Meeting Frequency – Valentine

There was no public comment on Item 4.

Motion made to approve Staff recommendation with additional request from Council to have staff verify with Legal Counsel about amending Quorum for vacancies to include those appointed only:

Motion: Pauline Valdivia Second: Regina Valentine

Motion carried: 6/0

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

- 5) **RECEIVE** Update on COVID-19 Preliminary Impacts to Local Transportation Authority’s Public Transportation Services and Implementation of a Responsive Dispatch Software Project – Valentine

Receive update from Transportation Planner Regina Valentine on COVID-19 Preliminary Impacts to Local Transportation Services and Implementation of a Responsive Dispatch Software Project. Staff provided information on new software that the Local Transportation Authority (LTA) will purchase to implement service changes in response.

There was brief discussion about ensuring community access to the service software with concerns with technology disadvantages.

Staff will continue to provide updates to the Council as the project moves forward.

There was no public comment.

Chair Jim Parker adjourned the SSTAC meeting at 10:27 a.m.

The next regularly scheduled meeting date is March 26, 2021.

Staff Report

To: Social Services Transportation Advisory Council
From: Veronica Lezama, Transportation Planner **Telephone:** (831) 637-7665
Date: April 23, 2021
Subject: **2020 and 2021 Unmet Transit Needs Report**

Recommendation:

1. **COMMENT** on the Public Feedback Received During the 2020 and 2021 Unmet Transit Needs Process.
2. **RECOMMEND** to the COG Board the 2020 and 2021 Unmet Transit Needs Found Reasonable to Meet for Implementation in Fiscal Year 2021/2022.

Summary:

The Council of Governments (COG) is responsible for conducting an Unmet Transit Needs Hearing every year to provide a forum for residents, transit users, and community members to comment on the local bus service. COG staff follows a comprehensive public outreach program and holds a series of public meetings throughout the county to obtain comments.

Financial Considerations:

The primary funding source for transit services operated by the LTA comes from Transportation Development Act (TDA) funds that are administered by the California Department of Transportation (Caltrans).

Background:

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 reviews public input to identify any "Unmet Transit Needs" and reviews several criteria (Attachment 1, page 2-3) to determine if the need is "Reasonable to Meet". If an Unmet Transit Need is found “Reasonable to Meet,” COG must allocate funding and make operational changes to meet those needs. If staff determines that the identified need is “Not Reasonable to Meet”, COG must specify the reason. All findings are documented in an annual Unmet Needs Report that COG submits to Caltrans.

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. Includes SSTAC feedback and recommendations.
3. Adopt findings regarding 2021 Unmet Transit Needs, found Reasonable to Meet, which may exist for implementation by the Local Transportation Authority (LTA) in the upcoming 2021/2022 Fiscal Year. In addition to reviewing this year's unmet transit needs, COG is considering the comments received in 2020, which were postponed last year because of the COVID-19 pandemic.

COG completed step one of the process and is currently analyzing the comments received. COG received a total of 1 comment in 2021 and 29 in 2020. COG staff has prepared responses to all comments received (Attachment 2 and 3).

The draft Unmet Transit Needs Report will be presented to the COG Board at their May 20, 2021 meeting for comment, while the final report will be considered at their June 17, 2021 meeting. The final report is then submitted to Caltrans by the August 2021 deadline.

Executive Director Review: mg

Counsel Review: N/A

Supporting Attachment(s):

1. "Unmet Transit Needs" and "Reasonable to Meet" criteria
2. 2021 Public Comments and COG Responses
3. 2020 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			
No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
1.	thank you and keep providing us with this service, I use the bus to travel to and from San Francisco and San Juan Bautista.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	Thank you for your comment.



COUNTY EXPRESS COMMENTS

Customer Service Comments			
No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
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.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> 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			
No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
2.	The Fixed Route’s Red line frequency needs to increase, especially to 1111 San Felipe Road. It is a very busy bus stop.	<p>Unmet Transit Need, Not Reasonable to Meet.</p> <p>H. OTHER FACTORS</p> <p>Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.</p>	This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.
3.	Restore midday Fixed Route service. There is a gap in service between 10 AM and 2 PM.	<p>Unmet Transit Need, Not Reasonable to Meet.</p> <p>H. OTHER FACTORS</p> <p>Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.</p>	This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.
4.	Restore midday Fixed Route service, especially the Red line.	<p>Unmet Transit Need, Not Reasonable to Meet.</p> <p>H. OTHER FACTORS</p> <p>Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.</p>	This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.
5.	Need Saturday and Sunday buses.	<p>Unmet Transit Need, Not Reasonable to Meet.</p> <p>H. OTHER FACTORS</p>	<p>Prior to COVID-19, the Local Transportation Authority (LTA) provided the following weekend transit services.</p> <ul style="list-style-type: none"> • 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.

		Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.	However, due to COVID-19 impacts the LTA reduced transit services, and is only operating Intercounty Greyhound service on the weekends. The LTA will continue to monitor the impacts of COVID-19 on transit services to determine upcoming service levels.
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 qualifies as a system change that will be studied in greater detail in the Short-Range Transit Plan. The LTA was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021.
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 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. <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> 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.) 	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.
8.	Would like later service for movies or other activities.	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 will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.
Operational Comments			
No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
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. <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> 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: <ul style="list-style-type: none"> • 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. <p>This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible</p>

			public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.
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. H. OTHER FACTORS Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.	This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021.
11.	Dial-a-Ride buses pick up “regular” riders first, then “non-regular riders” do not get picked-up until 9 AM. 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.	Unmet Transit Need, Not Reasonable to Meet. H. OTHER FACTORS 1. Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.	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 other trips. The Local Transportation Authority cannot operate as a <i>School Bus Operation</i> 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 will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.
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. <ul style="list-style-type: none"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	The LTA will be implementing an On-Demand service to replace the Fixed Route service. On-Demand is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores. This request will be studied in greater detail during the update to the Short-Range Transit Plan. The LTA was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021.
13.	For the Intercounty Service to Gilroy, please add a stop at the San Juan Bautista Library.	Unmet Transit Need, Reasonable to Meet.	The LTA accommodated this request as a flag stop, which 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.

Infrastructure Comments

No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
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. <ul style="list-style-type: none"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	Infrastructure is not considered an Unmet Transit Need; nonetheless, the LTA 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.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>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.</p> <p>This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.</p>
16.	Dial-A-Ride. She also stated that more benches are needed at bus stops near grocery stores.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>Infrastructure is not considered an Unmet Need, but we will be implementing Mobility on Demand provides riders with the opportunity to select their designated pick location.</p> <p>This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021.</p>

General Comments

No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
17.	Lower music volume for people with sensory issues (i.e. migraines).	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	The Local Transportation Authority staff has communicated this concern to the General Manager at MV Transportation and the music has been discontinued.
18.	Lower music volume.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	The Local Transportation Authority staff has communicated this concern to the General Manager at MV Transportation and the music has been discontinued.
19.	Coordinate future bus services for the new Hollister dialysis center.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 	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.

		<ul style="list-style-type: none"> • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>*For persons unable to ride the Fixed-Route service due to a physical or cognitive disability, the ADA Paratransit service is available for trips within 3/4 mile of the fixed-route service.</p> <p>** Jovenes de Antaño provides Specialized Transportation to the elderly and disabled.</p>
20.	<p>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 do not have to work 12-hours a day. Consider split days 6 AM to 2 PM, 1-7 PM.</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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>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.</p>
21.	<p>Do more outreach at the Windmill Market in San Juan Bautista.</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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>Once Covid-19 restrictions have been lifted, Local Transportation Authority (LTA) staff will plan transit outreach at the Windmill Market in San Juan Bautista.</p>



Specialized Transportation Services Comments

Customer Service Comments			
No.	Comment	Unmet Transit Needs Determination and Criteria	COG Response
22.	Bus rides to the Gilroy dialysis center are very helpful, thank you.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> 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.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> 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.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> 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.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>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.</p> <p>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.</p>

Gap in Service Comments			
26.	There is only one bus for in-town Medical Shopping Assistance. Maybe make bus services available later in the day.	<p>Unmet Transit Need, Not Reasonable to Meet.</p> <p>H. Other Factors</p> <p>Other specific, formulated components that COG determines to affect the reasonableness of meeting an unmet transit need.</p>	<p>They were informed that the County Express' ADA Paratransit services is available to them. ADA Paratransit services are flexible in their scheduling and routing, allowing them to accommodate the specific needs of their riders.</p> <p>This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.</p>
27.	Need transportation to San Francisco doctor.	<p>Unmet Transit Need, Not Reasonable to Meet.</p> <p>D. SYSTEM PERFORMANCE</p> <p>1. 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"> • Cost per passenger trip, • Cost per vehicle service hour, • Passenger trips per vehicle service hour, • Passenger trips per service mile, • On-time performance. <p>2. The proposed service would have a reasonable expectation of future increase in ridership.</p>	<p>This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.</p>
28.	More bus services.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>This request will be studied in greater detail during the update to the Short-Range Transit Plan. The Local Transportation Authority (LTA) was awarded a transportation planning grant to update the Short-Range Transit Plan and work will commence in the spring 2021. The LTA will be implementing the Mobility on Demand to replace the Fixed Route service, which is a flexible public transit service designed to improve connections to transit hubs and popular destinations like shopping centers, doctor appointments and grocery stores.</p>
29.	Service is needed to go to the casino.	<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"> • The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. • Sufficient <i>broad-based</i> community support exists. • Request is a <i>current</i> rather than <i>future</i> need. • Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>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.</p>