



County Express Service Changes

San Benito County Local Transportation Authority – September 16, 2021

San Benito County Local Transportation Authority

SPECIALIZED TRANSPORTATION

Operator: Jovenes de Antaño

SAN BENITO COUNTY EXPRESS

Operator: MV Transportation

COVID Impacts on County Express Service Types

August 2019

- Fixed Route
- Paratransit
- Dial-a-Ride
- Intercounty Gavilan
- Intercounty Caltrain
- Intercounty Greyhound

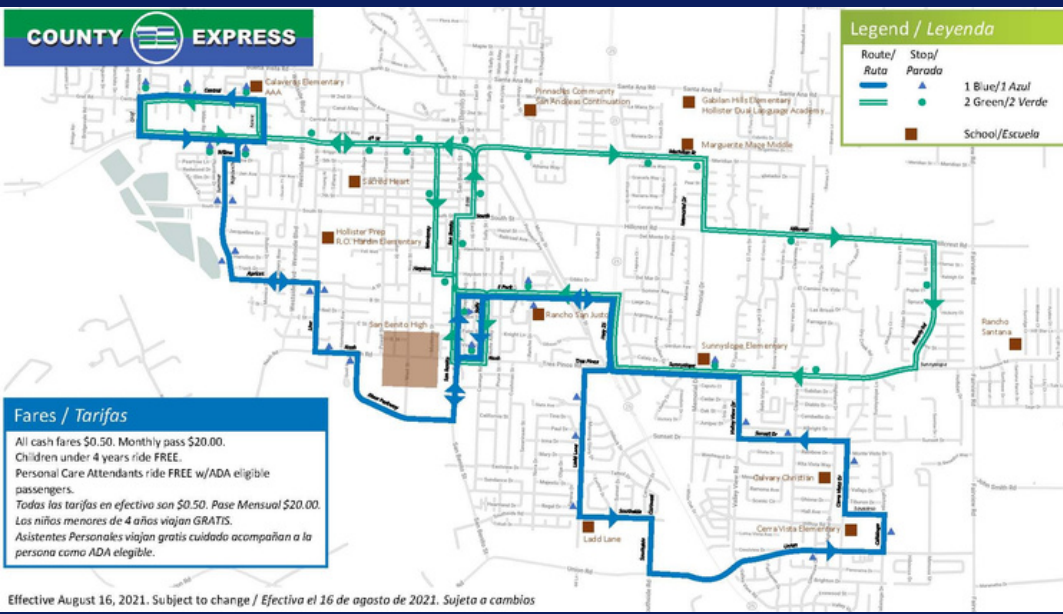
August 2020

- ~~Fixed Route~~
- ~~Paratransit~~
- Dial-a-Ride
- ~~Intercounty Gavilan~~
- Intercounty Caltrain
- Intercounty Greyhound

August 2021

- Tripper 
- Paratransit
- On-Demand 
- Dial-a-Ride
- Intercounty Gavilan
- Intercounty Caltrain
- Intercounty Greyhound

County Express Tripper



→ Description

fixed route service in the City of Hollister during peak school travel times, open to students and the general public

→ Service Hours

6:40am – 8:42am, 2:28pm – 4:59pm (M, T, W, F)
6:40am – 8:42am, 1:51pm – 4:59pm (Th)

→ Fares

Adult: \$1.00 one-way
Youth, Disability: \$0.50 one-way, \$20.00 monthly pass

Paratransit

Description

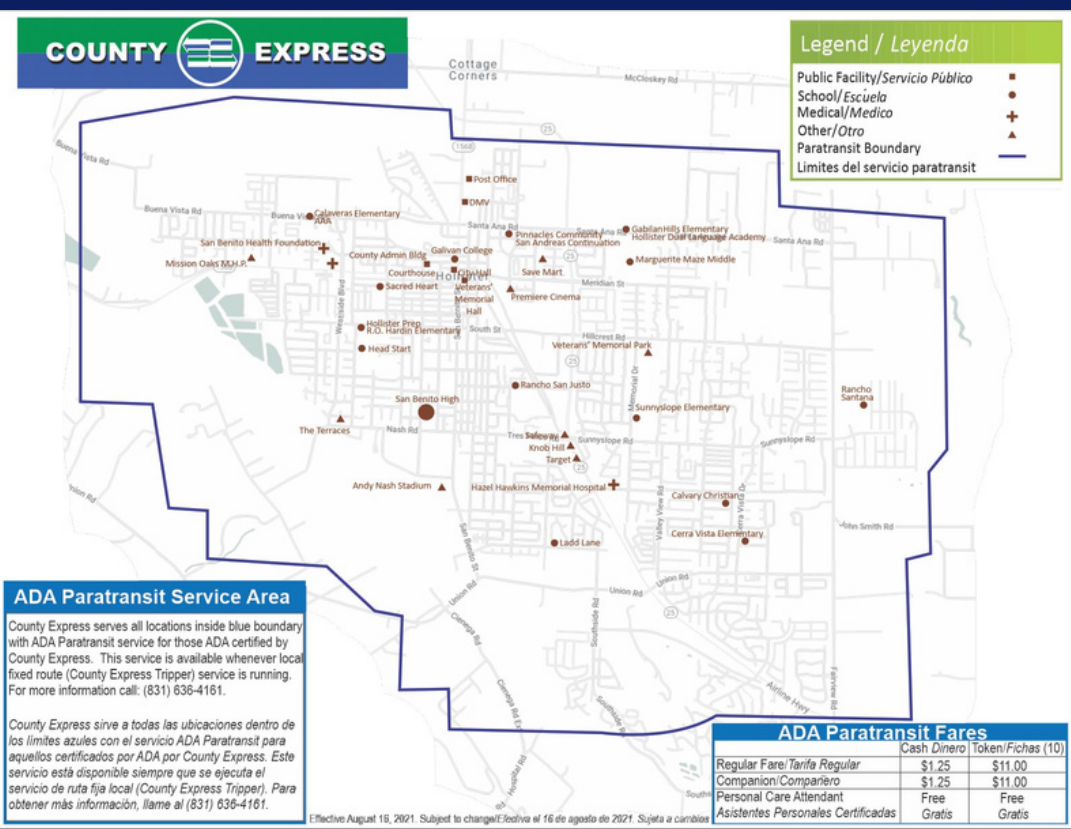
trips scheduled through dispatch within the Paratransit service area when County Express Tripper is in service for ADA-certified riders

Service Hours

6:40am – 8:42am, 2:28pm – 4:59pm (M, T, W, F)
6:40am – 8:42am, 1:51pm – 4:59pm (Th)

Fares

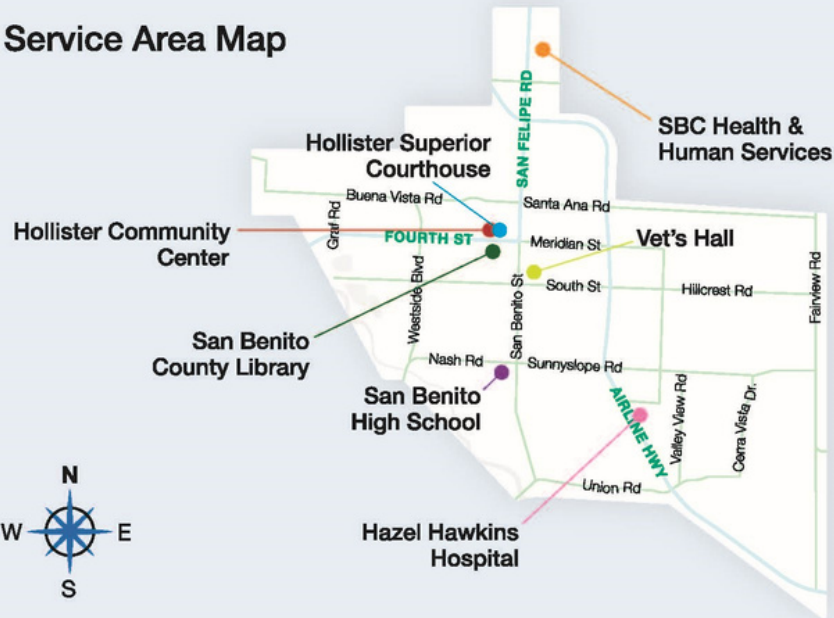
ADA-certified: \$1.25 one-way, \$11.00 ten-tokens
Companion: \$1.25 one-way, \$11.00 ten-tokens
Personal Care Attendant: free





County Express On-Demand

Service Area Map



→ Description

on-demand, shared-ride, public transit service within the City of Hollister; riders can book a trip through our app or call dispatch

→ Service Hours

6am – 6pm, M – F

→ Fares

Adult: \$1.00 one-way, \$10.00 ten-tokens
Youth, Senior, Disability: \$0.75 one-way, \$7.50 ten-tokens

→ Innovative for Rural Operator

Urban: SacRT, San Joaquin RTD, OCTA
Small Urban: Porterville Transit

Dial-a-Ride

→ Description

trips scheduled through dispatch outside the City of Hollister but within the Dial-a-Ride service area, open to the general public

→ Service Hours

6am – 6pm, M – F

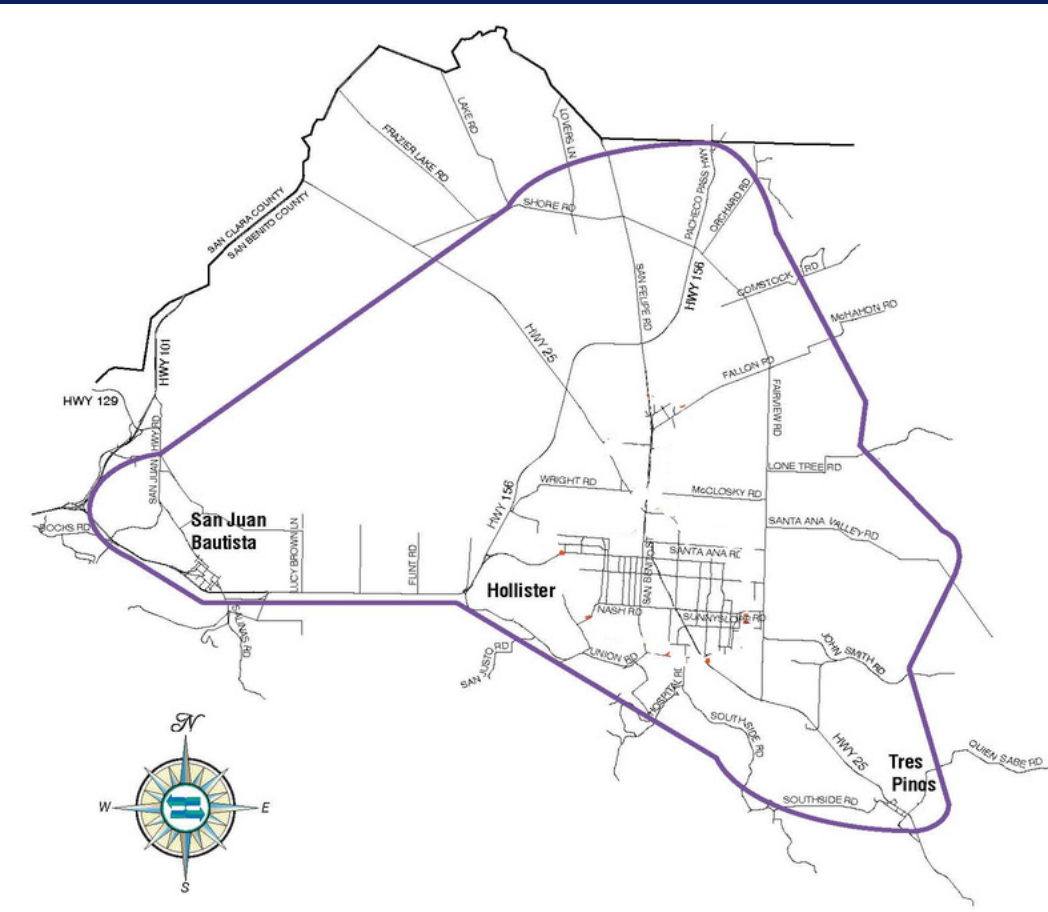
9am – 3pm, Sat – Sun

→ Fares

Adult: \$2.00 one-way, \$18.00 ten-tokens

Youth, Senior, Disability: \$1.25 one-way, \$11.00 ten-tokens

Same Day Convenience Fee: \$1.00 one-way



Intercounty: Gavilan Caltrain Greyhound

→ Description

shuttle service from Hollister and San Juan Bautista to Gavilan College and the Gilroy Transit Center, open to the general public

→ Service Hours

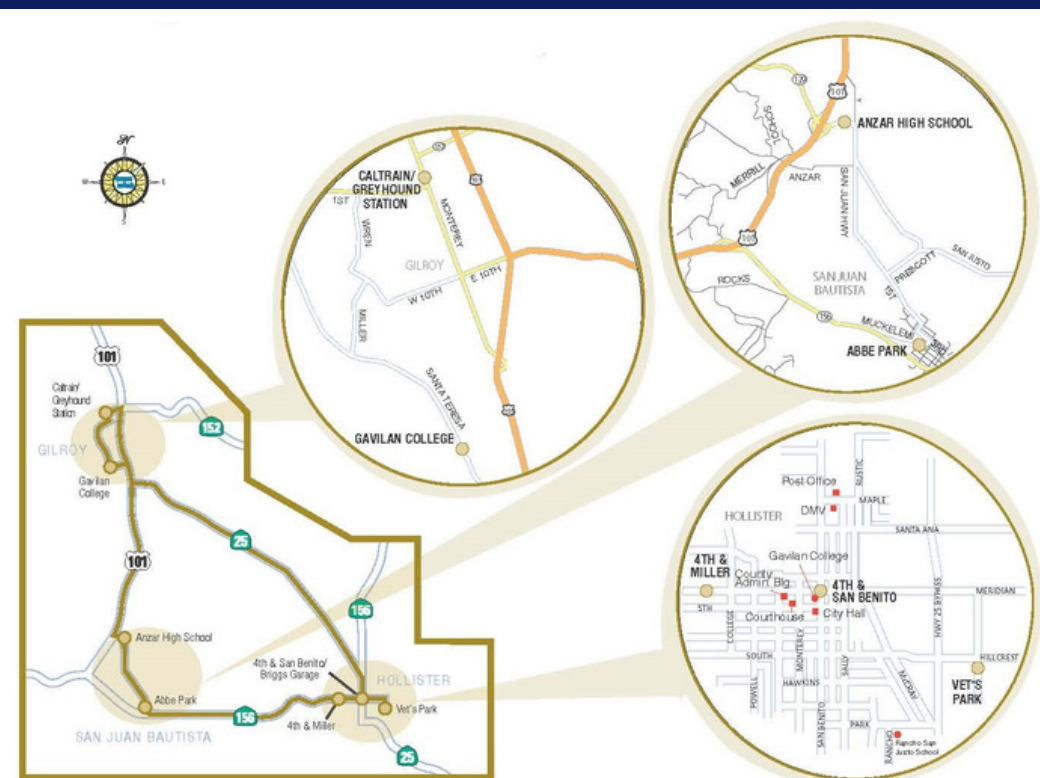
4:55am – 8:20pm, M – F

7:30am – 6:35pm, Sat – Sun

→ Fares

Adult: \$2.00 one-way, \$18.00 ten-tokens, \$60.00 monthly pass

Youth, Senior, Disability: \$1.25 one-way, \$11.00 ten-tokens, \$40.00 monthly pass



**County Express
Tripper**

**County Express
On-Demand**



New Service Marketing



To Date:

1

Tripper Brochure
On-Demand Rackcard

2

Websites
Social Media

3

Press Releases
Measure G Mailer

4

Stakeholder Emails
and Meetings

SanBenitoCountyExpress.org
GoCountyExpress.org

Next Steps

Service Monitoring and Adjustments

Short Range Transit Plan Update

October 2021: Community Survey and Outreach
Summer 2022: Final Plan



Questions?

REGINA VALENTINE
TRANSPORTATION PLANNER
SAN BENITO COUNTY LTA
REGINA@SANBENITOCOG.ORG
(831) 637-7665 X 205