

**AGENDA
REGULAR MEETING
LOCAL TRANSPORTATION AUTHORITY**

DATE: Thursday, May 19, 2022
4:00 P.M.

LOCATION: Via-Zoom

Attendance at the LTA meeting is closed to the public per Executive Order N-29-30 and Assembly Bill 361 (AB 361). The public may join meeting by Zoom: <https://zoom.us/join> per the instructions provided at the end of the agenda:

Meeting ID: 818-0372-9583

DIRECTORS: Chair Ignacio Velazquez, Vice Chair Kollin Kosmicki
Mary Vazquez Edge, Rolan Resendiz, and Peter Hernandez
Alternates: San Benito County: Betsy Dirks;
City of San Juan Bautista: Scott Freels; City of Hollister: Rick Perez

*Persons who wish to address the Board of Directors must complete a Speaker Card and give it to the Clerk prior to addressing the Board. Those who wish to address the Board on an agenda item will be heard when the Chairperson calls for comments from the audience. Following recognition, persons desiring to speak are requested to advance to the podium and state their name and address. After hearing audience comments, the Public Comment portion of the agenda item will be closed. **The opportunity to address the Board of Directors on items of interest not appearing on the agenda will be provided during Section C. Public Comment.***

4:00 P.M. CALL TO ORDER:

A. ACKNOWLEDGE Certificate of Posting

B. NOTICE OF TEMPORARY PROCEDURES FOR LOCAL TRANSPORTATION AUTHORITY 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, and Assembly Bill 361 (AB 361), relating to the convening of public meetings in response to the COVID-19 pandemic, attendance at the LTA meeting is closed to the public. The public may join the meeting by Zoom: <https://zoom.us/join> per the instructions provided at the end of the agenda. Additionally, members of the Local Transportation Authority are allowed to attend the meeting via teleconference and to participate in the meeting to the same extent as if they were present.

C. PUBLIC COMMENT: (Opportunity to address the Board on items of interest not appearing on the agenda. No action may be taken unless provided by Govt. Code Sec. 54954.2. **Speakers are limited to 3 minutes.**)

CONSENT AGENDA:

(These matters shall be considered as a whole and without discussion unless a particular item is removed from the Consent Agenda. Members of the public who wish to speak on a Consent Agenda item must submit a Speaker Card to the Clerk and wait for recognition from the Chairperson. Approval of a consent item means approval as recommended on the Staff Report.

1. APPROVE Local Transportation Authority Draft Meeting Minutes Dated April 21, 2022 – Gomez

2. ADOPT Resolution 22-09 Authorizing Teleconferencing Options for the Local Transportation Authority meetings for the Period of May 23, 2022, through June 21, 2022 – Rivera

REGULAR AGENDA:

3. **RECEIVE** Presentation on FY 2022/23 Local Transportation Authority Draft Budget – Rivera
4. **2022 Short Range Transit Plan Update** – Valentine
 - a. **RECEIVE** Presentation on the Draft 2022 Short Range Transit Plan, and;
 - b. **AUTHORIZE** Release of the Draft 2022 Short Range Transit Plan for Public Review, beginning May 20, 2022, and closing June 8, 2022.

Adjourn to LTA Meeting on Thursday, June 16, 2022. Agenda deadline is May 31, 2022, at 12:00 p.m.

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 Local Transportation Authority 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 Board 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 5:00 PM. on the Wednesday prior to the Board meeting to the Secretary at monica@sanbenitocog.org. Regardless of whether the matter is on the agenda. Every effort will be made to provide Board Members with your comments before the agenda item is heard.

3. Local Transportation Authority meeting - Zoom Instructions for remote Participants:

Each meeting will have a meeting ID, which is a unique number associated with an instant or scheduled meeting. Three ways to attend zoom meetings:

1. Over the phone (Audio only):

- (669) 900-6833 or (408) 638-0968.

2. Open the 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, 818-0372-9583** 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/2022/05/LTA_Packet_051922.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. The participant will be prompted to enter **Meeting ID, 818-0372-9583** and name to join the meeting, 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/2022/05/LTA_Packet_051922.pdf
3. You can launch audio through your computer or set it up through the phone. Follow instructions provided by Zoom.
4. **Public Comment:** 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 Local Transportation Authority 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.

CERTIFICATE OF POSTING

Pursuant to Government Code Section #54954.2(a) the Meeting Agenda for the Local Transportation Authority on **May 19, 2022**, at **4:00 P.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 Rd., Ste. C7, Hollister, CA 95023 at the following date and time:

On the **16th day of May 2022**, on or before **4:00 P.M.**

The meeting agenda was also posted on the Council of San Benito County Governments website, www.sanbenitocog.org, under Meetings, LTA Board, 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

**San Benito County
LOCAL TRANSPORTATION AUTHORITY
REGULAR MEETING
(Zoom Platform)**

April 21, 2022 4:00 P.M.

MINUTES

MEMBERS PRESENT:

Chair Ignacio Velazquez, Vice Chair Kollin Kosmicki, Director Mary Vazquez Edge, Director Rolan Resendiz, and Director Peter Hernandez

STAFF PRESENT:

Executive Director, Mary Gilbert; Administrative Services Specialist, Norma Rivera; Transportation Planner, Regina Valentine; Transportation Planner, Veronica Lezama; Office Assistant, Griselda Arevalo; Secretary, Monica Gomez; Deputy County Counsel, Shirley Murphy

OTHERS PRESENT:

Daniel Levy, DanTec Associates; Leona Medearis-Peacher, MV Transportation

CALL TO ORDER:

Chair Velazquez called the meeting to order at 5:30 p.m.

A. CERTIFICATE OF POSTING

Motion made to acknowledge Certificate of Posting:

Motion: Kollin Kosmicki Second: Mary Vazquez Edge

Secretary Gomez called the roll call vote.

Director Vazquez Edge voted yes, Director Resendiz vote yes, Director Kosmicki voted yes, Director Hernandez voted yes, and Chair Velazquez voted yes.

Motion carried: 5/0
Yes: Velazquez, Vazquez Edge, Resendiz, Kosmicki, Hernandez
No: None
Recused: None
Abstention: None
Absent: None

B. NOTICE OF TEMPORARY PROCEDURES FOR LOCAL TRANSPORTATION AUTHORITY 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 LTA Board can attend the meeting via teleconference and to participate in the meeting to the same extent as if they were present.

Chair Velazquez reminded members of the public that an overview of temporary procedures (Zoom etiquette) for LTA meetings was attached to the agenda.

C. PUBLIC COMMENT: None

CONSENT AGENDA:

1. **Approve** Local Transportation Authority Draft Meeting Minutes Dated March 17, 2022 – Gomez
2. **Adopt** Resolution 22-07 Authorizing Teleconferencing Options for the Local Transportation Authority Meetings for the Period of April 23, 2022, through May 22, 2022 – Rivera
3. **Receive** Local Transportation Authority FY 2021-22 Third Quarter Budget Report - Rivera
4. **Adopt** Resolution 2022-08 Authorizing the Execution of the Low Carbon Transit Operations Program (LCTOP) Projects “Expansion of Intercounty Services: and “Fixed Route Redesign – Valentine
5. **Approve** Contact Amendment 1 Between the San Benito County Local Transportation Authority (LTA) and DanTec Associates for an Amount not to Exceed \$108,050 for the Preparation of a Short Range Transit Plan Update – Valentine

There was no public comment on the Consent Agenda.

Motion made to approve the Consent Agenda:

Motion: Mary Vazquez Edge Second: Kollin Kosmicki

Secretary Gomez called the roll call vote.

Director Vazquez Edge voted yes, Director Resendiz voted yes, Director Kosmicki voted yes, Director Hernandez voted yes, Chair Velazquez voted yes.

Motion carried: 5/0

Yes: Velazquez, Vazquez Edge, Resendiz, Kosmicki, Hernandez

No: None

Recused: None

Abstention: None

Absent: None

6. **Receive** Presentation on the Preparation of the 2022 Short Range Transit Plan and **Provide** Feedback on the Draft Service Design Recommendations – Valentine

Director Hernandez left the LTA meeting at 5:32 p.m.

Transportation Planner Regina Valentine introduced Daniel Levy with DanTec Associates. Mr. Levy provided a presentation on the preparation of the Short Range Transit Plan (SRTP) to date and requested feedback on the draft service design recommendations. Ms. Valentine provided an overview of the next steps for the Short Range Transit Plan.

The Board provided the following feedback:

- look into possibility of additional bus shelters, seating, shading, and schedule postings at bus stops
- look into possibility of providing later run to/from Gavilan College.

Staff will address the comments provided in the Short Range Transit Plan (SRTP). The Draft SRTP will be released for public comment in May 2022. The final SRTP will be presented for approval to the Board in June 2022.

There was no public comment.

ADJOURNMENT:

There being no further business to discuss, Director Kosmicki motioned to adjourn at 5:51 p.m.

Motion seconded by Director Vazquez Edge.

Secretary Gomez called the roll call vote.

Director Vazquez Edge voted yes, Director Resendiz voted yes, Director Kosmicki voted yes, Chair Velazquez voted yes.

Motion carried: 4/0

Yes: Velazquez, Vazquez Edge, Resendiz, Kosmicki

No: None

Recused: None

Abstention: None

Absent: None

ADJOURN TO LTA MEETING MAY 19, 2022 AT 4:00 P.M.

Staff Report

To: Local Transportation Authority
From: Norma Rivera, Administrative Services Specialist **Telephone:** (831) 637-7665
Date: May 19, 2022
Subject: Assembly Bill 361 Teleconferencing Options For LTA

Recommendation:

ADOPT Resolution 22-09 Authorizing Teleconferencing Options for the Local Transportation Authority meetings for the Period of May 23, 2022, through June 21, 2022.

Summary:

On September 16, 2021, the Governor signed Assembly Bill (AB) 361, a bill that codifies certain teleconference procedures that local agencies have adopted in response to the Governor's Brown Act-related Executive Orders. Specifically, AB 361 allows a local agency to continue to use teleconferencing under the same basic rules as provided in the Executive Orders under certain prescribed circumstances or when certain findings have been made and adopted by the local agency legislative body.

Financial Considerations:

None.

Discussion:

On June 11, 2021, Governor Newsom issued Executive Order N-08-21, amending his prior Executive Order N-29-20 and waiving certain provisions of the Brown Act relating to teleconferences/remote meetings by local agency legislative bodies. The Executive Order waived, among other things, the provisions of the Brown Act that otherwise required the physical presence of members of local agency legislative bodies or other personnel in a particular location as a condition of participation or as a quorum for a public meeting. These modifications remained in effect through September 30, 2021.

Under Assembly Bill (AB) 361, when the state of emergency lasts longer than 30 days, as is the case presently, the legislative body must make findings every 30 days to continue using the bill's exemption to the Brown Act teleconferencing rules. AB 361 mandates that the legislative body must find that there is a continuing need for teleconferencing due to dangers posed by the ongoing state of emergency. This means that local agencies will have to put an item on the public

meeting agenda at least every thirty days to make findings regarding the circumstances of the emergency and to vote to continue relying upon the law's teleconference provisions.

To continue to meet under those modified rules after June 21, 2022, the Board will again need to reconsider the circumstances of the state of emergency and again make one of the additional findings required by AB 361.

Reducing the circumstances under which people come into close contact remains a vital component of the San Benito County and LTA's COVID-19 response strategy. Local agency public meetings are an essential government function and the last 18 months have proven that the teleconferencing format protects public access while minimizing exposure to COVID-19.

The California Department of Public Health (CDPH) and the federal Centers for Disease Control and Prevention (CDC) caution that the Omicron variant of COVID-19 is spreading quickly throughout the country, is more transmissible than prior variants of the virus, may cause more severe illness, and that even fully vaccinated individuals can spread the virus to others resulting in rapid and alarming rates of COVID-19 cases and hospitalizations (<https://www.cdc.gov/coronavirus/2019-ncov/variants/omicron-variant.html>).

Staff Analysis:

Staff recommends that the Board adopt findings that conducting in-person meetings at the present time would present an imminent risk to the health and safety of attendees. A resolution to that effect and directing staff to return each 30 days to afford the Board the opportunity to reconsider such findings, is included herewith. If the Board adopts the proposed resolution, then it may continue to meet under the modified Brown Act teleconference rules of AB 361 through June 21, 2022.

Counsel Review: Yes

Attachment: 1. Resolution 22-09

2. Letter from San Benito County Health Officer

BEFORE THE SAN BENITO COUNTY LOCAL TRANSPORTATION AUTHORITY

A RESOLUTION OF THE SAN BENITO COUNTY)
LOCAL TRANSPORTATION AUTHORITY) Resolution No. 22-09
AUTHORIZING CONTINUED REMOTE)
TELECONFERENCE MEETINGS OF THE LOCAL)
TRANSPORTATION AUTHORITY PURSUANT TO)
AB 361)

WHEREAS, the San Benito County Local Transportation Authority is committed to preserving and nurturing public access and participation in meetings of the Board of Directors; and

WHEREAS, the Brown Act, Government Code section 54953(e), makes provisions for remote teleconferencing participation in meetings by members of a legislative body, without compliance with the requirements of Government Code section 54953(b)(3), subject to the existence of certain conditions; and

WHEREAS, on March 4, 2020, Governor Gavin Newsom issued a Proclamation of State of Emergency in response to the COVID-19 pandemic, pursuant to his authority under the California Emergency Services Act, California Government Code section 8625; and

WHEREAS, on March 17, 2020, Governor Newsom issued Executive Order N-29-20 that suspended the teleconferencing rules set forth in the California Open Meeting Law, Government Code section 54950 et seq. (the "Brown Act"), provided certain requirements were met and followed; and

WHEREAS, on June 4, 2021, Governor Newsom clarified that the "reopening" of California on June 15, 2021 did not include any change to the proclaimed state of emergency or the powers exercised thereunder; and

WHEREAS, on June 11, 2021, Governor Newsom issued Executive Order N-08-21, clarifying the suspension of the teleconferencing rules set forth in the Brown Act, and further provided that those provisions would remain suspended through September 30, 2021; and

WHEREAS, on September 16, 2021, Governor Newsom signed Assembly Bill 361 (AB 361), which provides that a legislative body subject to the Brown Act may continue

to meet without fully complying with the teleconferencing rules in the Brown Act, provided the legislative body determines that meeting in person would present imminent risks to the health or safety of attendees, and further requires that certain findings be made by the legislative body every thirty (30) days; and

WHEREAS, California Department of Public Health (“CDPH”) and the federal Centers for Disease Control and Prevention (“CDC”) caution that the Omicron variant of COVID-19 is spreading quickly throughout the country, is more transmissible than prior variants of the virus, may cause more severe illness, and that even fully vaccinated individuals can spread the virus to others resulting in rapid and alarming rates of COVID-19 cases and hospitalizations (<https://www.cdc.gov/coronavirus/2019-ncov/variants/omicron-variant.html>); and

WHEREAS, on September 30, 2021, Dr. Ghilarducci, Interim San Benito County Public Health Officer, issued a recommendation on Social Distancing at public meetings of legislative bodies within San Benito County; and

WHEREAS, on January 5, 2022, Dr. Gellert, San Benito County Public Health Officer, issued an updated recommendation on continued Social Distancing at public meetings of legislative bodies within San Benito County, attached hereto as Exhibit “A”, and incorporated herein by this reference; and

WHEREAS, the San Benito County Local Transportation Authority is a joint powers authority formed under the joint exercise of powers provisions of California Government Code Sections 6500-6522 and the California Code of Civil Procedure section 1240.140, among the County of San Benito, a political subdivision of the State of California, and the Cities of Hollister and San Juan Bautista, municipal corporations located in San Benito County; and

WHEREAS, the San Benito County Board of Supervisors is empowered by Article XI, section 7 of the California Constitution to take actions necessary to protect public, health, welfare, and safety within the County of San Benito; and

WHEREAS, at its regular meetings on October 12, 2021, November 9, 2021, November 23, 2021, December 14, 2021, January 25, 2022, February 22, 2022, March 22, 2022, and April 19, 2022, the San Benito County Board of Supervisors considered all information related to this matter, as presented at the public meetings of the Board of Supervisors identified herein, including any supporting reports by County Staff, and any information provided during public meetings, including but not limited to the current circumstances related to the state of emergency, and adopted Resolution Nos. 2021-128, 2021-140, 2021-148, 2021-160, 2022-04, 2202-21, 2202-38, and 2022-47, making the findings and determinations required by AB 361; and

WHEREAS, the San Benito County Local Transportation Authority has an important governmental interest in protecting the health, safety, and welfare of those who participate in meetings of the Local Transportation Authority; and

WHEREAS, in the interest of public health and safety, as affected by the emergency caused by the spread of COVID-19, the San Benito County Local Transportation Authority deems it necessary to find that a requirement to meet in person for meetings of the Local Transportation Authority would present imminent risks to the health or safety of attendees, and thus, intends to invoke the provisions of AB 361 related to teleconferencing; and

WHEREAS, at its regular meetings on October 21, 2021, November 18, 2021, and December 16, 2021, its special meeting on January 11, 2022, and regular meetings on January 20, 2022, February 17, 2022, March 17, 2022, and April 21, 2022, the San Benito County Local Transportation Authority considered all information related to this matter, as presented at the public meetings of the Board of Directors identified herein, including any supporting reports by Local Transportation Authority Staff, and any information provided during public meetings, including but not limited to the current circumstances related to the state of emergency, and adopted Resolution Nos. 2021-07, 2021-08, 2021-09, 2022-01, 2022-02, 2022-03, 2022-04, and 2022-07, making the findings and determinations required by AB 361; and

WHEREAS, the San Benito County Local Transportation Authority has further considered all information related to this matter, as presented at the public meetings of the Board of Directors identified herein as of the date of this Resolution, including any supporting reports by Local Transportation Authority's Staff, and any information provided during public meetings, including but not limited to the current circumstances related to the state of emergency, which continues to remain in effect; and

WHEREAS, as of the date of this Resolution, neither the Governor nor the California Legislature have exercised their respective powers, pursuant to California Government Code section 8629, to lift the state of emergency either by proclamation or by concurrent resolution in the state Legislature, and the proclaimed state of emergency remains in effect; and

WHEREAS, the continued local rates of transmission of the virus and variants causing COVID-19 are such that meeting in person would present imminent risks to the health or safety of attendees of public meetings; and

WHEREAS, the Board of Directors of the San Benito County Local Transportation Authority further finds that the state of emergency continues to directly impact the ability of the members to meet safely in person.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the San Benito County Local Transportation Authority as follows:

1. Recitals. The Board of Directors hereby finds that the facts set forth in the Recitals to this Resolution are true and correct and are incorporated into this Resolution by this reference.
2. Proclamation of Local Emergency. The Board of Directors hereby proclaims that a local emergency continues to exist throughout the County, and social distancing orders are currently in place and needed to protect the health and safety of the citizens.
3. Consideration of Future Extensions of Resolution. As long as the State Emergency remains in effect or until directed otherwise by the Board of Directors, staff shall present to the Board at every meeting an item necessary to continue the findings required by AB 361.
4. Effective Date of Resolution. This Resolution shall take effect immediately upon its adoption and shall be effective until the earlier of thirty (30) days from adoption of the Resolution or such time the Board of Directors adopts a subsequent Resolution in accordance with Government Code section 54953(e)(3) to extend the time during which the Local Transportation Authority may continue to teleconference without compliance with paragraph (3) of subdivision (b) of section 54953.
5. Remote Teleconference Meetings. The staff and Counsel for the Local Transportation Authority are hereby authorized and directed to take all actions necessary to carry out the intent and purpose of this Resolution including, conducting open and public meetings in accordance with Government Code section 54953(e) and other applicable provisions of the Brown Act.

PASSED AND ADOPTED BY THE SAN BENITO COUNTY LOCAL
TRANSPORTATION AUTHORITY THIS 19TH DAY OF MAY 2022 BY THE
FOLLOWING VOTE:

AYES:

NOES:

ABSTAINING:

ABSENT:

Ignacio Velazquez, Chair

APPROVED AS TO LEGAL FORM:
SAN BENITO COUNTY COUNSEL'S OFFICE

Dated: May 16, 2022

By: Shirley L. Murphy
Shirley L. Murphy, Deputy County Counsel

ATTEST:
Mary Gilbert, Executive Director

Dated: _____

By: _____

EXHIBIT A



SAN BENITO COUNTY

HEALTH & HUMAN SERVICES AGENCY

GEORGE GELLERT MD, MP, MPA
HEALTH OFFICER

TRACEY BELTON
AGENCY DIRECTOR

PUBLIC HEALTH SERVICES

Healthy People in Healthy Communities

January 5, 2022

CAO Ray Espinosa
San Benito County Administration

Re: Recommendation on Social Distancing and Hybrid Meetings

Given the considerable impact on our community from the COVID-19 virus and the Delta and more recently the Omicron variant, I strongly urge all legislative bodies, including but not limited to the County, cities, and special districts, local commissions and committees, and subsidiary bodies, continue social distancing measures for public meetings, including offering, at the legislative body's discretion, a remote or hybrid format for public meetings. Social distancing and masking remain crucial strategies in our fight to prevent contagion. The conduct of public meetings in a remote or hybrid manner enables members of the community to participate from the comfort of their homes without having to risk contracting these viruses by attending in-person meetings.

In addition, these measures help contain the spread of the disease and protect the community. All events public gatherings, including public meetings, create environments where these virus variants can potentially spread among attendees and participants. However, when combined with social distancing and effective masking practices, along with continued efforts to increase vaccination uptake within San Benito County, a remote or hybrid format for meetings maximizes avenues for public access and input and minimizes the risk of infection for the public, agency staff, meeting presenters, and legislative body members as well.

If you have any questions regarding this recommendation, please do not hesitate to contact me.

A handwritten signature in black ink, appearing to read "George Gellert", written over a light blue horizontal line.

George Gellert MD, MPH, MPA
Health Officer

PUBLIC HEALTH SERVICES
351 Tres Pinos Road, Suite A-202
Hollister CA 95023
831-637-5367

ENVIRONMENTAL HEALTH
351 Tres Pinos Road, Suite C-1
Hollister CA 95023
831-636-4035

MEDICAL THERAPY UNIT
761 South Street
Hollister CA 95023
831-637-1989

Staff Report

To: Local Transportation Authority
From: Norma Rivera, Administrative Services Specialist **Telephone:** (831) 637-7665
Date: May 19, 2022
Subject: Local Transportation Authority Draft Budget FY 2022/23

Staff Recommendation:

RECEIVE presentation on FY 2022/23 Local Transportation Authority Draft Budget.

Summary:

The Local Transportation Authority Draft Budget – FY 2022/23 has been prepared using funding assumptions that are consistent with information provided through State and Federal programs. Expenditures match anticipated funding. A second fiscal year is included to the draft Budget for financial planning purposes.

Financial Considerations:

The Local Transportation Authority's total Draft Budget – FY 2022/23 is \$3.03 million. This Draft Budget includes contracts for transit operations which includes County Express and Jovenes de Antano. The Draft Budget includes personnel and services to support transit operations. The Draft Budget also includes an account for Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA) funding.

Overall, the Draft Budget is 25% lower than the FY 2021/2022 Budget.

Background:

The San Benito County Local Transportation Authority (LTA) administers and operates public transportation services in the County. County Express provides local Fixed Route service, General Public Dial-a-Ride, On-Demand service, ADA Paratransit, and commuter services to the residents of San Benito County. Jovenes de Antaño provides transportation for the Medical & Shopping Assistance Program and Out of County Medical Transportation.

The most important component of the Draft Budget focuses on aligning spending with anticipated funding and financing transit operations. The Local Transportation Authority is funded through the Transportation Development Act, Federal Transit Act and various local grants.

Pending grant applications will be amended into the Budget at a future date if the funds become available. The personnel line item has seen a significant increase over last fiscal year due to County approved equity adjustments,

Staff Analysis:

The Local Transportation Authority Draft Budget includes 12 percent expenses towards personnel costs. The salaries line item has seen a 20% increase over the fiscal year 21/22 budget due to recently filling a vacant mechanic position, minimum wage increases, as well as increases related to the County labor agreements which included merit step increases, equity adjustments, and a one-time COVID-19 lump sum payment.

Services and Supplies represents 26 percent of the budget. This category is seeing a 57 percent decrease from the fiscal year 21/22 budget. The line item Special Department Expenses- Other is the primary reason for the decrease in LTA budget. In fiscal year 21/22, all pandemic related relief funds were budgeted as an expenditure to make the funds available to respond to the pandemic as needed. We are now beginning to see the LTA stabilize in the aftermath of the pandemic. As such, the funds will no longer need to be budgeted in full, and instead have been spread out a few years for the duration of the grant agreements. The Services and Supplies category includes large expenditures in fuel costs and vehicle maintenance. The fuel estimate is the largest unknown in the Authority's Draft Budget as it depends on ridership levels and fluctuations at the gas pump.

Contracts represent 64 percent of expenditures. This category includes contracts with MV Transportation for County Express and Jovenes de Antaño for Specialized Transportation. The draft budget includes an 11 percent increase for the MV Transportation contract. The proposed rate increase for MV Transportation will come before the Board for consideration at a future date. Contracts also includes \$45,000 to rebuild the County Express website, \$3,400 for the completion of the Short Range Transit Plan, and \$25,000 for annual Routematch support.

The Local Transportation Authority set up a separate account for the Public Transportation Moderation, Improvements and Service Enhancements Account (PTMISEA). The Draft Budget for this account is \$958,079. This funding is available for various transit capital needs, purchase of buses and customer services enhancements, transit maintenance and operational enhancements.

The Draft Budget is balanced with revenues matching expenditures.

In summary, the Local Transportation Authority meets the goals and objectives of the agency and matches anticipated funding with expenses.

Executive Director Review: NR

Counsel Review: N/A

Supporting Attachments: 1. LTA Draft Budget – FY 2022/23
2. PTMISEA Draft Budget – FY 2022/23

**LOCAL TRANSPORTATION AUTHORITY
DRAFT BUDGET - FY 2022/23
EXPENDITURES**

Attachment 1

EXPENDITURE DESCRIPTION		Adopted Budget FY 21/22	Estimated Actual to June 30, 2022	Proposed Budget FY 22/23	Budget Estimate for FY 23/24	Variance FY 21/22 FY 22/23
Personnel						
610.101	Salaries	289,055	258,610	344,768	372,349	55,713
610.101	Salaries	-	-	-	-	-
610.101	Salaries (5304 Bus Stop IT)	-	-	-	-	-
	Total	289,055	258,610	344,768	372,349	55,713
Services and Supplies						
619.126	Magazines and Subscriptions	-	-	-	-	-
619.130	Clothing and Safety	1,500	1,500	1,500	1,500	-
619.132	Communications	1,200	1,376	1,400	1,400	200
619.138	Computer Maintenance	1,127	300	1,200	1,200	73
619.140	Computer Supplies	325	100	325	325	-
619.142	Computer Hardware	1,050	1,044	1,050	1,050	-
645.701	General Insurance	9,503	8,851	10,309	10,500	806
619.152	Maintenance of Equipment	65,000	60,000	55,000	55,000	(10,000)
619.154	Maintenance of Equipment - Oil and Gas	80,000	80,000	220,000	250,000	140,000
619.158	Maintenance of Structures and Grounds	2,500	2,800	600	600	(1,900)
619.280	Marketing	13,820	20,000	4,400	4,400	(9,420)
619.166	Membership Dues	650	650	700	720	50
619.176	Special Project Supplies - Supplies	643	642	600	600	(43)
619.174	Supplies	250	-	250	250	-
619.172	Postage and Delivery	25	-	25	25	-
619.210	Professional Service - Legal	4,000	5,325	5,500	6,000	1,500
619.180	Public and Legal Notices	500	492	1,000	500	500
619.184	Rent Equipment	-	-	-	-	-
619.186	Rent Structures	-	-	-	-	-
619.190	Small Tools	100	60	100	100	-
619.268	Special Dept. Expense - Other (CARES Act)	698,019	147,049	202,850	202,850	(495,169)
619.268	Special Dept. Expense - Other (5311 CRRSAA)	918,436	-	229,609	229,609	(688,827)
619.268	Special Dept. Expense - Other (5310 CRRSAA)	32,929	-	32,929	32,929	-
619.196	Travel Lodging	-	-	550	800	550
619.198	Travel Meals	-	-	200	250	200
619.194	Training	2,000	1,145	2,000	2,000	-
619.200	Travel Transportation	-	-	200	200	200
619.306	Utilities	-	-	-	-	-
	Total	1,833,577	331,334	772,297	802,808	(1,061,280)
Contracts						
619.250	Special Dept. Expense - Contracts	1,810,061	106,194	74,711	26,313	(1,735,350)
619.250	Special Dept. Expense - MV Contract	-	1,237,196	1,500,029	1,543,694	1,500,029
619.250	Special Dept. Expense - JDA Contract	-	280,238	339,459	351,969	339,459
	Total	1,810,061	1,623,629	1,914,199	1,921,976	104,138
Capital						
650.301	Automobiles, Trucks, Vans	137,200	-	-	180,000	(137,200)
	Total	137,200	0	-	180,000	(137,200)
Other						
649.320	OPEB	-	-	-	-	-
	Total	-	-	-	-	-
TOTAL PROPOSED BUDGET		4,069,893	2,213,573	3,031,263	3,277,133	(1,038,630)

**LOCAL TRANSPORTATION AUTHORITY
DRAFT BUDGET - FY 2022/23
REVENUES AND EXPENDITURES VS REVENUES**

REVENUE DESCRIPTION	Adopted Budget FY 21/22	Estimated Actual to June 30, 2022	Proposed Budget FY 22/23	Budget Estimate for FY 23/24	Variance FY 21/22 FY 22/23
570.001 Advertisement Revenue	1,000	14,426	1,000	1,000	-
570.003 Sale of Fix Asset	3,000	2,349	-	2,000	(3,000)
551.113 Misc. (FTA 5311 Operating Assistance)	347,399	347,399	457,619	460,651	110,220
551.113 FTA 5310 (Out of County Medical)	55,000	58,012	-	-	(55,000)
551.113 FTA 5310 (Traditional)	137,200	-	-	-	(137,200)
551.113 FTA 5304 Sustainable Communities (SRTP)	80,000	76,602	3,398	-	(76,602)
551.113 Low Carbon Transit Operations Program	47,675	106,354	157,268	110,000	109,593
551.113 CARES	698,019	147,049	202,850	202,850	(495,169)
551.113 STA SB1	45,000	-	45,000	-	-
576.012 STA/LTF transfer	1,655,235	875,357	1,280,528	1,625,719	(374,707)
576.012 STA Transfer in	-	520,494	556,062	578,304	556,062
562.803 County Express Fares	50,000	65,531	65,000	67,000	15,000
556.301 FTA 5311 CRRSSA	918,436	-	229,609	229,609	(688,827)
556.301 FTA 5310 CRRSSA	32,929	-	32,929	-	-
TOTAL REVENUE	4,070,893	2,199,147	3,031,263	3,046,524	(1,039,630)

EXPENDITURES VS REVENUES <u>LTA</u>	Adopted Budget FY 21/22	Estimated Actual to June 30, 2022	Proposed Budget FY 22/23	Budget Estimate for FY 23/24	Variance FY 21/22 FY 22/23
EXPENDITURES					
Personnel	289,055	258,610	344,768	372,349	55,713
Services & Supplies	1,833,577	331,334	772,297	802,808	(1,061,280)
Contracts	1,810,061	1,623,629	1,914,199	1,921,976	104,138
Capital	137,200	0	-	180,000	(137,200)
Other	-	-	-	-	-
TOTAL EXPENDITURES	4,069,893	2,213,573	3,031,263	3,277,133	(1,038,630)
REVENUES					
Revenues	2,415,658	1,323,790	1,750,735	1,420,805	(664,923)
Operating Transfers (in)	1,655,235	875,357	1,280,528	1,625,719	(374,707)
TOTAL REVENUE	4,070,893	2,199,147	3,031,263	3,046,524	(1,039,630)
TOTAL PROPOSED BUDGET	4,069,893	2,213,573	3,031,263	3,277,133	(1,038,630)

FUND BALANCE	0
DESIGNATED FUND BALANCE	-
UNDESIGNATED FUND BALANCE	0

**LTA
BUDGET NOTES**

Personnel

Personnel includes salaries, administrative support, and professional services. These costs including regular staff salaries, executive director services and temporary help.

Total

Services and Supplies

Includes budget items to support transit operations. The largest expenses include fuel, maintenance, and general insurance. A total amount of \$465,388 has been budgeted in the Special Department Expense line to make available the pandemic relief funds, CARES ACT and CRSSA, as needed.

Total

Contracts

Historically, all Contracts have been lumped together in one line but will now be itemized. MV

Contract includes transit operations for fixed route, intercounty, dial-a-ride, and on demand services.

Jovenes de Antaño Contract includes out of county medical transportation. The Contract line includes \$3,400 for the SRTP, \$45,000 to rebuild the CE website, and \$25,061 for annual Routematch support.

Total

Capital

No Capital expenditures are proposed in this Budget.

Total

Other

The revenue for in line-item FTA 5310 (Traditional) 551.113 totaling \$137,000 budgeted in FY 21/22 was not received nor was the expenditure for Capitol-650.301 expended as Caltrans received the funding and did the procurement on LTA's behalf. The capitol was recognized in LTA.

TOTAL PROPOSED BUDGET

Proposed Budget FY 22/23
344,768
772,297
1,914,199
-
3,031,263

LOCAL TRANSPORTATION AUTHORITY - PTMISEA
DRAFT BUDGET - FY 2022/23
EXPENDITURES

EXPENDITURE DESCRIPTION	Adopted Budget FY 21/22	Estimated Actual to June 30, 2022	Proposed Budget FY 22/23	Budget Estimate for FY 23/24	Variance FY 21/22 FY 22/23
Personnel					
610.101 Salaries	-	-	-	-	-
623.510 Administrative Support	-	-	-	-	-
Total	-	-	-	-	-
Services and Supplies					
619.126 Magazines and Subscriptions	-	-	-	-	-
619.130 Clothing and Safety	-	-	-	-	-
619.132 Communications	-	-	-	-	-
619.138 Computer Maintenance	-	-	-	-	-
619.140 Computer Supplies	-	-	-	-	-
645.701 General Insurance	-	-	-	-	-
619.152 Maintenance of Equipment	-	-	-	-	-
619.154 Maintenance of Equipment - Oil and Gas	-	-	-	-	-
619.158 Maintenance of Structures and Grounds	-	-	-	-	-
619.280 Marketing	-	-	-	-	-
619.166 Membership Dues	-	-	-	-	-
619.176 Special Project Supplies - Supplies	-	-	-	-	-
619.174 Supplies	-	-	-	-	-
619.172 Postage and Delivery	-	-	-	-	-
619.210 Professional Service - Legal	-	-	-	-	-
619.180 Public and Legal Notices	-	-	-	-	-
619.184 Rent Equipment	-	-	-	-	-
619.186 Rent Structures	-	-	-	-	-
619.190 Small Tools	-	-	-	-	-
619.268 Special Dept. Expense - Other	1,135,227	142,184	958,079	-	(177,148)
619.196 Travel Lodging	-	-	-	-	-
619.198 Travel Meals	-	-	-	-	-
619.194 Training	-	-	-	-	-
619.200 Travel Transportation	-	-	-	-	-
619.306 Utilities	-	-	-	-	-
Total	1,135,227	142,184	958,079	-	(177,148)
Contracts					
619.250 Special Dept. Expense - Contracts	-	-	-	-	-
Total	-	-	-	-	-
Capital					
650.302 Equip other than Computer	-	-	-	-	-
650.303 Computer Hardware	-	-	-	-	-
650.301 Automobiles, Trucks, Vans	-	-	-	-	-
Total	-	-	-	-	-
Other					
649.320 Operating Transfers	-	-	-	-	-
Total	-	-	-	-	-
TOTAL PROPOSED BUDGET	1,135,227	142,184	958,079	-	(177,148)

**LOCAL TRANSPORTATION AUTHORITY - PTMISEA, ARRA, AND OES
DRAFT BUDGET - FY 2022/23
REVENUES AND EXPENDITURES VS REVENUES**

REVENUE DESCRIPTION	Adopted Budget FY 21/22	Estimated Actual to June 30, 2022	Proposed Budget FY 22/23	Budget Estimate for FY 23/24	Variance FY 21/22 FY 22/23
551.401 PTMISEA (Proposition B) (carryover PY)	884,008	842,426	842,426	-	(41,582)
551.401 OES (Carryover-Prop 1B Grants)	121,596	-	-	-	(121,596)
Fund Balance (carryover previous years)	117,623	113,453	114,653	-	(2,970)
541.001 Interest	12,000	1,200	1,000	-	(11,000)
	-	-	-	-	-
TOTAL REVENUE	1,135,227	957,079	958,079	-	(177,148)

EXPENDITURES VS REVENUES	Adopted Budget FY 21/22	Estimated Actual to June 30, 2022	Proposed Budget FY 22/23	Budget Estimate for FY 23/24	Variance FY 21/22 FY 22/23
EXPENDITURES					
Personnel	-	-	-	-	-
Services & Supplies	1,135,227	142,184	958,079	-	(177,148)
Contracts	-	-	-	-	-
Capital	-	-	-	-	-
Other	-	-	-	-	-
TOTAL EXPENDITURES	1,135,227	142,184	958,079	-	(177,148)
REVENUES					
Revenues	1,135,227	957,079	958,079	-	(177,148)
TOTAL REVENUES	1,135,227	957,079	958,079	-	(177,148)
TOTAL PROPOSED BUDGET	1,135,227	142,184	958,079	-	(177,148)
FUND BALANCE			-		
DESIGNATED FUND BALANCE			-		
UNDESIGNATED FUND BALANCE			-		

BUDGET NOTES	Proposed Budget FY 22/23
Personnel No Personnel expenditures are proposed in this Budget.	
Total	-
Services and Supplies Special projects includes purchase of buses to increase service, customer service enhancements, transit maintenance and operational enhancements. Purchase of buses will be capitalize in LTA.	
Total	958,079
Contracts No Contract expenditures are proposed in this Budget.	
Total	-
Capital No Capital expenditures are proposed in this Budget.	
Total	-
Other No Other expenditures are proposed in this Budget.	
Total	-
TOTAL PROPOSED BUDGET	958,079

PTMISEA: Public Transportation Modernization, Improvement and Service Enhancement Program
ARRA: American Recovery and Reinvestment Act
OES: Office of Emergency Services

Staff Report

To: Local Transportation Authority
From: Regina Valentine, Transportation Planner
Date: May 19, 2022
Subject: 2022 Short Range Transit Plan Update

Telephone: (831) 637-7665

Recommendation:

1. **RECEIVE** Presentation on the Draft 2022 Short Range Transit Plan, and;
2. **AUTHORIZE** Release of the Draft 2022 Short Range Transit Plan for Public Review, beginning May 20, 2022, and closing June 8, 2022.

Summary:

The San Benito County Local Transportation Authority (LTA) entered into contract with DanTec Associates to prepare the 2022 Short Range Transit Plan (SRTP) Update in March 2021. Staff and DanTec will provide a presentation on the draft SRTP and will request authorization from the LTA Board to release it for public review.

Financial Considerations:

The Council of San Benito County Governments (COG), on behalf of LTA, was awarded a Caltrans Sustainable Transportation Planning Grant Program Competitive Grant (\$100,000 with an 11.47% local in-kind or cash match) for the completion of a SRTP update. Time spent on the project by staff is considered by Caltrans as a cash match.

Background:

The purpose of the SRTP Update is to comprehensively evaluate LTA's public transportation services and to make recommendations regarding: program goals and objectives, service enhancement or reduction possibilities, capital improvement planning, management structure and partnership opportunities, marketing and related policy issues. The study addresses internal and external factors influencing the use of public transit, including fares, schedules, route design, amenities, etc. The plan includes a short range element (within 5 year window) and a longer 10 year element.

The overall tasks of the Short Range Transit Plan Update include:

- Update Goals and Objectives
- Identification of Issues
- Evaluation of Existing Services and Ridership

- Performance Indicators
- Development of a Capital Improvement Plan
- Marketing and Communications
- Financial Plan
- Review Organizational and Staffing Framework
- Meetings and Public Participation
- Final Plan Document

LTA entered into contract with DanTec Associates for the preparation of the SRTP in March 2021.

Staff Analysis:

In 2021, DanTec and LTA staff began work on the SRTP update with the first round of community outreach and surveying completed in Winter 2021 and second round in March 2022. During the April 2022 LTA Board meeting, staff and DanTec provided a presentation on the preparation of the SRTP to date and requested feedback on draft service design recommendations.

At the May 2022 LTA Board meeting, staff and DanTec will provide a presentation on the draft SRTP and request authorization from the LTA Board to release it for public review beginning May 20, 2022, and closing June 8, 2022. The final SRTP will be brought to the LTA Board at the June 2022 meeting for their recommended adoption.

Reviewed By: RV

Counsel Review: N/A

Attachment: 1. Draft 2022 Short Range Transit Plan
2. Board Presentation

2022

Short Range Transit Plan Update



**This Study Funded by a Caltrans
Transportation Planning Grant**

Prepared by
DanTec Associates
in association with
Circlepoint
May 2022



San Benito Short-Range Transit Plan



Hollister, CA

May 2022

Reverse inside Cover

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Executive Summary

Introduction

This Short Range Transit Plan (SRTP) Update follows the previous SRTP completed for the San Benito County Local Transportation Authority (LTA) in 2016. Work on the plan began in March 2021 during the COVID 19 pandemic. Many of the services provided by the Local Transportation Authority (LTA) were curtailed or reduced and fares collection was suspended during the early months of the pandemic. The Specialized Transportation Senior Lunch Transportation service was also suspended due to the pandemic.

This SRTP Update provides a detailed blueprint for service expansion in Hollister, San Juan Bautista, northern San Benito County, and to/from Gilroy for implementation over the next five years with a general concept for improvements for an additional five years. All of the improvements to services in the first five years, can be accommodated with existing revenue sources.

The community

San Benito County is primarily an agricultural area with two incorporated towns (Hollister and San Juan Bautista). San Benito County is within the commuter shed of major urban areas that put pressure on the roads and transit links. Hollister is about 45 miles from San Jose in the Silicon Valley, and San Juan Bautista is about 35 miles from Monterey. Almost half the workforce in San Benito County commutes to workplaces in other counties, primarily in Santa Clara County. One of the biggest transportation challenges for San Benito County is the rapidly increasing number of seniors. Although the percentage of persons over age 65 is now only about 10 percent, below the statewide average of about 15 percent, the percentage of persons over age 60 in the county is expected to increase by 220 percent between 2010 and 2060.

Existing Services

The transit system in San Benito County is branded as San Benito County Express. Prior to the pandemic three fixed-route services branded as local Fixed Route and three routes serving longer trips into Gilroy branded as Intercounty (Gilroy) operated. The pre-pandemic local Fixed Route service operated two large loop routes in opposite directions around a single municipal loop. During the pandemic the Fixed Route service was at first suspended then returned with a reduced two routes focused on Hollister schools and a new On Demand service for other areas in the City of Hollister. County Express provides a demand-based general public Dial-A-Ride service throughout a service area that includes Hollister, San Juan Bautista, and Tres Pinos. This service continued through the pandemic. Intercounty service connects Hollister and San Juan Bautista with key destinations in Gilroy with three services. For persons unable to use Fixed Route because of disability, County Express provides ADA paratransit service, a curb-to-curb service required by the Americans with Disabilities Act in any area operating fixed-route services. Service is available for trips needed during the same hours and within 3/4 mile of the County Express Fixed Route.

Figure ES 1 lists the key attributes of the existing service as it operated before the pandemic.

ES 1 - Key attributes of fixed-route and Dial-A-Ride services

Fixed route					Dial-A-Ride			ADA paratransit
Local		Intercounty			Local			Local
	Weekday	Weekend	Weekday	Weekend	During fixed-route Hours	Midday	Reservation Areas	Weekday and weekend
Eligibility	Everyone	N/A	Everyone	Everyone	Trip start/end is > ¼ mile from fixed route	Everyone	Trip start/end is in reservation area	ADA eligible within ¼ mile of fixed route
Hours	6:15–10:45 14:10–17:40	N/A	5:00–20:20	7:30–18:15	6:00–18:00	11:00–14:00	6:00–18:00	6:15–10:45 14:10–17:40
Base Adult Fare	\$1.00	N/A	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$1.25
Same-day booking premium	N/A	N/A	N/A	N/A	\$1.00	\$1.00	\$1.00	N/A
Max notice for request	N/A	N/A	N/A	N/A	2 weeks	2 weeks	2 weeks	2 weeks
Min notice for request	N/A	N/A	N/A	N/A	Same day	Same day	5:00 p.m. day before	Same Day

The routings of the pre-pandemic Fixed Route served approximately 65 percent of the Hollister community's developed land area within a walking distance of one-quarter mile during the limited hours it operated. This included segments where the service coverage was duplicated by two or more routes. The remaining 35 percent was served as part of the Dial-A-Ride service area including the reservation area but no transit service that can be used without prebooking.

The daily ridership on Fixed Route and Intercounty has shown a generally increasing trend from 2016 until the start of the pandemic with overall growth of 24 percent over the period. Summer ridership has been considerably lower than ridership through other months of the year, showing both the significant service that local transit provides for student travel as well as the potential to serve the same demographic groups for summer travel. Productivity on the Dial-a-Ride service before the pandemic was about three passengers per hour, which is close to industry norms.

Specialized Transportation is provided through a contract with Jovenes de Antaño (JDA). JDA is contractually obligated to provide meals on wheels, transportation to programs at the Hollister Community Center for seniors and persons with disabilities, and trips to medical appointments locally and neighboring jurisdictions. LTA provides funding and four vans and six cutaway buses. LTA maintains the vehicles and provides fuel, and JDA provides the operators.

Review of Peers

The performance of a transit agency may be evaluated by comparing it with its peers. For County Express, comparative data was compiled from 12 agencies in California. The agencies selected as peers serve communities with populations from 20,000 to 85,000 and total fleets ranging in size from six to 22 vehicles. The average population of the 12 peer communities is 54,000, and the average fleet size is 11 vehicles. San Benito County Express serves a population of about 40,000 with a fleet of 18 vehicles, generally in the middle of the range of peers.

Overall, County Express' performance compares well with that of its peers. Although the ridership per capita is below average, the system performs well on financial performance criteria given the low operating costs that were in place pre-COVID. These low operating costs, combined with an above average revenue per passenger on the fixed routes, resulted in a high cost-recovery ratio pre-pandemic for the fixed route services. County Express has more vehicles per capita to serve the community, although rides generated per capita fall below the average of that of the peers. On the demand-response side, the cost recovery is below average for the peer systems, and revenue per passenger is less than half that of the peers. Cost per boarding on both the fixed route services and demand response services is well below the peers primarily because of the low operating costs. County Express lags behind some other small agencies in adopting new technology such as GPS tracking.

First Round of Outreach

The first round of public outreach was held during the COVID-19 pandemic. The events associated with the activity were held in October 2021 after limited Fixed Route service, called Tripper, was restarted and the new On Demand service was initiated. The ongoing pandemic limited the amount of possible face-to-face contact with the public; however, a survey of the public and users was conducted, and two pop-up events were held, one in San Juan Bautista and one in Hollister.

Several themes emerged during the pop-up meetings including specific service requests for areas such as Rancho Larios on Rocks Road and San Andreas School. A preference for the former Fixed Route service to the new On Demand or Dial-A-Ride was clearly heard.

A survey was prepared and circulated to riders and nonriders in the County Express service area. The survey was administered in person at the two pop-up sites on October 15 and 16, 2021, in Hollister and San Juan Bautista and was made available on the County Express website. The findings of the survey generally supported the same information received from discussion at the pop-up meetings.

In 2021 and 2022 the County prepared an Unmet Transit Needs Assessment to comply with the Transportation Development Act (TDA). In 2021 a total of 29 comments were received from the public; however, all were determined to be unreasonable for meeting an unmet transit need. However, in 2022, 19 comments were received from the public. Of the 19 comments 26 percent requested the return of the pre-pandemic Fixed Route system and expressed dissatisfaction with the replacement On Demand and Tripper services. These comments were also consistent with what was heard at the pop-up meetings.

Mission and Vision

San Benito LTA does not currently have a formal vision and mission statement. Broad policy guidance is available from the San Benito Regional Transportation Plan (2018–2040); although it also does not explicitly state a vision for transportation in the County or articulate a mission statement, it provides a Policy Framework and associated goals.

Public transit serves two primary functions in communities. Transit for **coverage** provides basic service to ensure that most people in the community have access to some mobility. Transit for **ridership** is designed to create an alternative to driving. While many systems choose to provide both types of service it is useful to understand these roles when establishing a vision for the outcomes the transit

system is supporting and the roles the system will play in achieving those outcomes. San Benito County's public transportation system consists solely of coverage services.

With an understanding of the current level of investment, and with limited guidance from policy documents suggesting a desire for significant refocusing or expansion of transit. The proposed vision and mission statements for the system are:

Vision (the future that we want to see)

San Benito County residents have essential transportation services for access and mobility.

Mission (the specific role of public transit in achieving that goal)

San Benito LTA provides a coverage-based public transportation system both locally and to limited intercounty destinations, providing basic access and mobility. Key areas of the community are served during limited hours, with a service that is accessible, welcoming, reliable, safe, and secure.

These vision and mission statements reflect an understanding that the community direction anticipates sustaining current community values, including high reliance on personal mobility with an underlying transit system that provides basic mobility and within broadly similar development patterns.

In order to measure progress toward achieving the vision and mission will require performance indicators with outputs such as service coverage, and service delivery data. Performance measurement would include ridership, utilization, fare revenue and safety and security data. Customer satisfaction would be collected through surveys.

Tabulating that analysing this data will require acquisition of new performance monitoring software. There are a variety of products available off the shelf to assist in the process.

Concepts for Change

This section describes alternative concepts that were identified to improve the service quality and at the same time aligning it more closely with the new vision and mission. Changes were identified to address issues raised in the service evaluation and from the public input. Alternatives were developed that can work within existing resources and can be implemented within 2022 as well as future improvements that could be made with the support of additional resources. These alternatives were presented to stakeholders and to riders in the second round of engagement, in March 2022.

Several concepts were developed to improve local transit in the near term. All the concepts can be delivered within existing resources and could be implemented within a year, potentially within 2022. For local service these included addressing issues such as:

- Simplifying a complex system with multiple service types and multiple and overlapping service areas, especially for DAR and On-Demand services
- A limited midday, evening, and weekend service
- Absence of a focal point for the Fixed Route service
- To accommodate community growth and development of new destinations, a further concept has been developed for service expansion, with options for incremental growth in response to demand.

The specific selection of an alternative for a central transit hub, called the Hollister Exchange, may be affected by the LTA's weighting of the criteria below based on its priorities, experience, resources, and other factors. The evaluation of transit hub alternatives is shown in Figure ES 2.

Figure ES 2 - Evaluation of hub alternatives

Criteria	1 Some Bays on Shopping Center Property	2 Large EB Loop	3 Small EB Loop, Using Shopping Center Lane	4 Two-Way with Street Crossings
Legibility for customers	Some Hollister Exchange stops do not face direction of travel	Some Hollister Exchange stops do not face direction of travel	Some Hollister Exchange stops do not face direction of travel	Stops face direction of travel
Directness/customer journey speed	Minor detour to Hollister Exchange	Significant detour to Hollister Exchange	Minor detour to Hollister Exchange	Minor detour to Hollister Exchange
Shopping center access requirement	Stops and operation on shopping center property	No operation on shopping center property	Operation on shopping center property	No operation on shopping center property
Infrastructure required for pedestrian safety	No street crossings for customers	No street crossings for customers	Access lane crossings for customers	Crossing of wide street for customers
Transit hub stops adjacent residential properties	None	None	None	Southbound Hillock at shopping center entrance

■ Pro

■ Neutral or minor

■ Con

•

Changes to the Intercounty service are addressed in three segments. Service locally within Hollister is addressed in the local Fixed Route section above and includes potential extension south to a new transit hub called the Hollister Exchange, and introduction of more stops to support access to origins and destinations within Hollister. For Intercounty service, the issues addressed included the following:

- Indirect routings within Gilroy
- Limited access to the service by walking and by Park-and-Ride
- The wide spacing of stops in Hollister

Figure ES 3 - Change in trip time by direction to each concept

Concept	Routing	Minutes change to/from Gilroy Station		Minutes change to/from Gavilan College	
		To	From	To	From
Concept 1 (Existing)	College First	-	-	-	-
Concept 2	Station First	-9	+9	+5	-5
Concept 3 NOT ADVANCED	Loop via Station then College	-9	+5	+5	-5

Second Round of Stakeholder and Public Engagement

A second round of public engagement was held to solicit input on the proposed concepts for local and Intercounty service changes. This round of input included a virtual stakeholder and a virtual public meeting, a presentation to the Social Services Transportation Advisory Council (SSTAC) as well as a survey distributed onboard County Express services and available online.

The outreach found that the public and stakeholders favored expanding the On Demand service area and extending the Fixed Route service in the daytime and evening. The participants favored creating a loop via Gilroy Transit Center and Galivan College, increasing service to hourly and extending to the Target shopping center in Hollister.

Recommended Solutions

Local (Hollister) Service

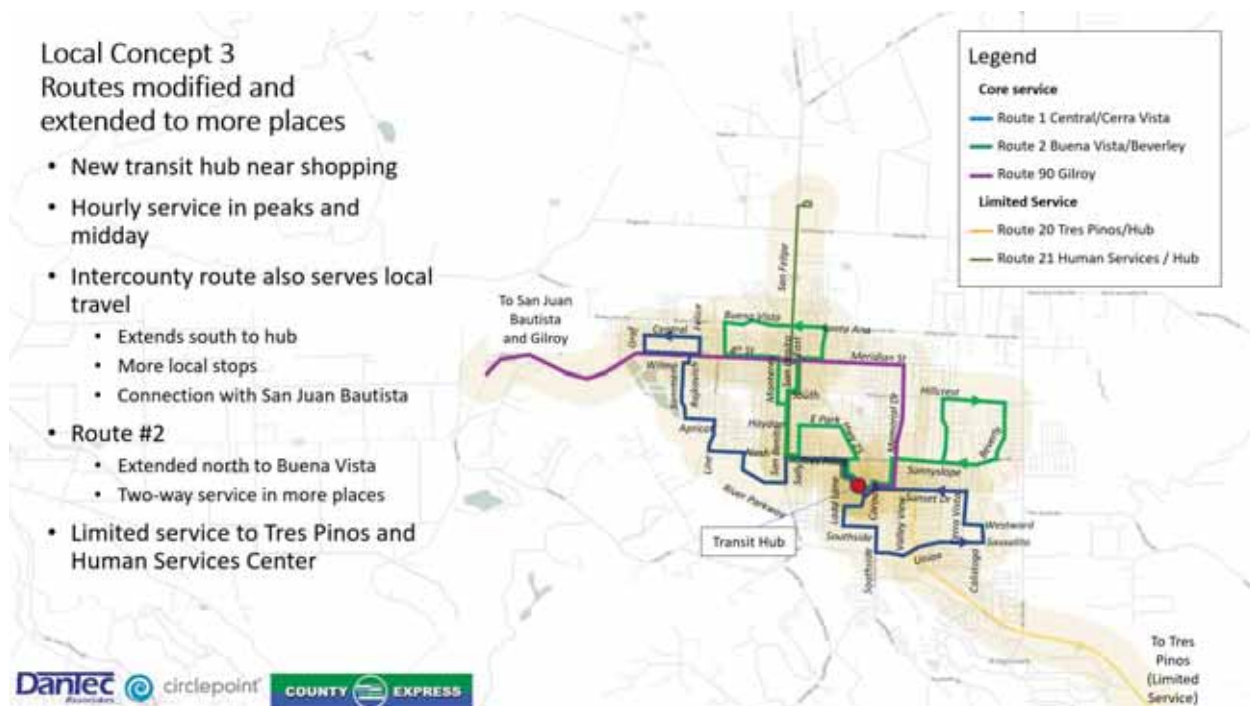
It is recommended that the LTA modify the Fixed Route service to serve more places and more times of day as shown in Figure 67 and expand CEOD, replacing all DAR service, as shown in Figure 68. This approach is expected to attract more customers to use the Fixed Route service and to improve the efficiency of On-Demand service. Changes to On-Demand would enable a larger share of county residents to have access to same-day, on-demand shared-ride transit. It is recommended to focus the On-Demand service to pick customers up and deliver them to destinations beyond a quarter mile of Fixed Route service when it is operating. On-Demand would serve the entire service area when the Fixed Route service does not operate. Expansion of coverage to Aromas is not recommended in this initial phase because of potential unbudgeted increases in costs.

The changes shown in Figure ES 4 and 5 would

- Streamline the local Fixed Route to provide two-way service in more places
- Establish a new transit hub called the Hollister Exchange, near shopping in the vicinity of Hillock and Sunset in the south of Hollister, where modified bus routes would meet, and customers could change buses

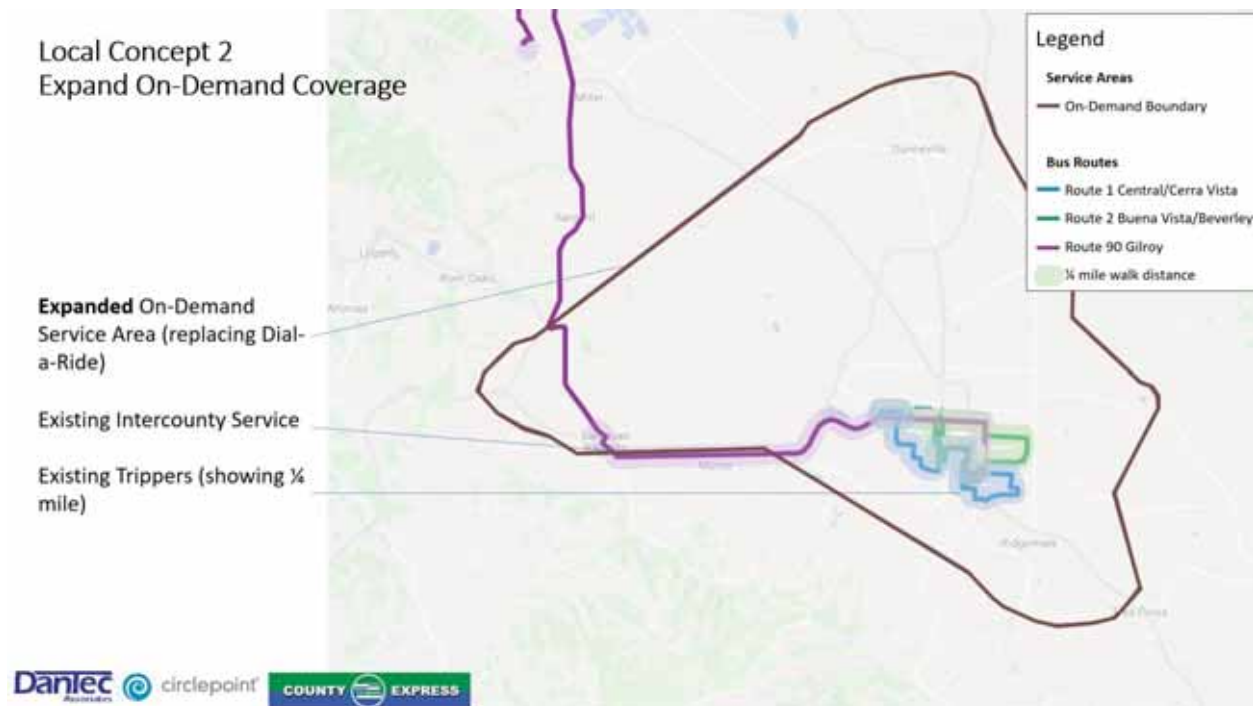
- Provide hourly service during peak periods and the midday period, with trips timed to connect at Hollister Exchange
- Add bus stops to the Intercounty route to provide better access and to serve local travel within Hollister and San Juan Bautista and extend the route south to the new transit hub
- Extend Tripper Route #2 (Green) north to Buena Vista
- Establish limited service to Tres Pinos and to the San Benito County Health and Human Services Center/Community Food Bank
- Eliminate DAR service
- Expand CEOD to encompass the area formerly served by DAR
- During the hours when Fixed Route service is operating, On-Demand service would connect to the routes at bus stops, reducing pressure on the On-Demand resources within areas close to the Fixed Route

Figure ES 4- Recommended Near-Term Local Fixed-Route Transit Service: more two-way service to more places



In the longer term (more than five years in the future) peak service could be increased to add capacity, service could be extended to operate on weekends and holidays and service expanded to serve the new campus of Galivan College in the south.

Figure ES 5- Local Service Recommended expansion of On-Demand service area to replace DAR



Intercounty Service

Changes to the Intercounty are recommended in the near term to improve its role within the local community and to enhance the quality of service within Gilroy. Additional resources should be pursued to improve the level of service between Hollister and Gilroy with associated improvements in directness and speed. In the near term it is recommended to retain the existing routing within Gilroy because opportunities for improvement are lacking. In Hollister the route is recommended to be extended to the Hollister Exchange and the entire route should operate hourly.

Over the long term, LTA Intercounty service should route via Hwy 25 and a new connection to Santa Teresa, providing a two-way service to Gavilan College terminating at Gilroy Station. To achieve these objectives the LTA should work closely with the VTA and other road authorities to ensure that transit service and transit priority are considered prominently in their plans.

Specialized Transportation

The LTA has awarded a contract to Jovenes de Antaño (JDA), a local nonprofit, to provide specialized transportation services for the San Benito County community that go above and beyond the ADA paratransit services provided by LTA. These services include out-of-county medical non-emergency transportation; senior lunch program transportation; and local and assisted transportation to local medical appointments, grocery stores, banks, and pharmacies. The senior lunch service is not currently being provided because of the pandemic.

Several alternative new programs were proposed for consideration if the Specialized Transportation service reaches capacity and new modes are needed. These include volunteer drivers, travel scrip, and driver reimbursement. These programs may be able to add capacity at lower cost than the conventional Specialized Transportation services now operated by JDA.

It was recommended that the vehicles operated by JDA on behalf of the LTA include branding for the LTA and that some policy and procedures of the LTA be updated to improve effectiveness and safety.

ADA Paratransit

County Express currently operates ADA Paratransit within 0.75 miles of the Fixed Route Tripper service whenever it is operating. This service has been reduced significantly from the pre-COVID period when the Fixed Route service operated longer hours and served more areas. ADA Paratransit passengers are commingled with the general public on DAR vehicles; however, ADA passengers who book the day before are guaranteed the service level provided by the Federal Transit Administration's guidance and regulations on ADA paratransit.

The review of the service found that the current policy framework for paratransit is not fully compliant with Federal Transit Administration guidance. Specifically, the No Show Policy, caregiver fare policy, Pregnancy Paratransit Program, eligibility evaluation process, service animal policy, and wheelchair definition all need to be updated as outlined. ,

Third Party Agreements

The LTA has two operating contracts covering public transit operations and Specialized Transportation. The public transit operations contract and the Specialized Transportation contract both became effective on January 1, 2019 and remained in force until December 31, 2021. Each contract has an option for up to five one-year extensions. Each contract is structured with an agreement for management and operations and a scope of work. There are also subsections on federal assurances and vehicle and equipment lists and include the proposal submitted by the contractor.

The review of the agreements found several clauses in each that should be updated or modified to improve the administration of the service. Possible changes to the Specialized Transportation agreement concern the ability to reduce payments during a service reduction, creation of on time performance standards, and elimination of language referring to standards for ADA paratransit. Other areas of improvement include reporting of complaints, improved record keeping and improved inspection record keeping.

Capital Plan

During the next five years, the capital plan for the LTA will include a program of bus replacements, creation of a central transit hub, called Hollister Exchange, bus stop improvements, redevelopment of the storage facility, installation of electric charging infrastructure, and improvements to technology. The bus replacement program takes on new significance because of the state mandate to switch to zero-emission vehicles beginning in 2029. Although the LTA could extend this date by delaying the purchase of new buses to 2030 or 2031, this is not a desirable option. The survey conducted as part of the first round of outreach found public support for the purchase of zero-emission buses, and this plan

recommends the early adoption of this technology. Early adoption will avoid a crush just before the mandate years and will enable the LTA to apply for generous grant programs available from the FTA for the next five years as authorized by the Infrastructure, Reinvestment, and Jobs Act. The estimated five-year cost for the capital program for infrastructure is \$3.7 million and is shown in Figure 76 6. The estimated five-year cost for buses is shown in Figure 77 7 and totals \$6.2 million. The combined total is \$9.6 million. It is estimated that grants would cover from 50 to 80 percent or more of each of the cost items, significantly reducing the cost to the LTA.

Figure ES 6 - 2022–2027 Capital Program Costing

Infrastructure Capital Projects	Cost Estimate (before Grants)
2022-23	
Develop transit hub/terminal	\$ 150,000
Technology	\$ 50,000
Bus stop improvement	\$ 100,000
New bus stop signage	\$ 65,000
Install 3 charging stations	\$ 250,000
2023-24	
Bus stop improvements	\$ 100,000
Technology	\$ 50,000
Redesign of maintenance/storage yard for EV	\$ 150,000
2024-25	
Bus stop improvements	\$ 100,000
Technology	\$ 50,000
2025-26	
Renovate maintenance/storage yard	\$ 2,000,000
Technology	\$ 50,000
Bus stop improvements	\$ 100,000
2026-27	
Bus stop improvements	\$ 100,000
Total 5 Year Cost	\$ 3,315,000

Figure ES 7 - 2022–2027 Estimated Vehicle Capital Costs (Before Grants)

Vehicle Estimated Capital Expenditures	Cost Estimate
2022-23	
2 - 27'-32' Transit bus (battery electric)	\$ 1,500,000
2 - Gasoline Vans	\$ 110,000
2023-24	
None	
2024-25	
2 - Gasoline 16 Pass+2 Wheelchair Cutaways	\$ 140,000
1 27'-32' Transit bus (battery Electric)	\$ 750,000
2025-26	
None	
2026-27	
Option A: 4 -16 pass + 2 WC Cutways (Battery Electric)	\$ 1,480,000
Option A: 2 - 27'-32' Transit Bus (Battery electric)	\$ 2,250,000
Option B: 6 - 27'-32' Transit Bus EV (Battery electric)	\$ 5,250,000
Total Option A	\$ 6,230,000
Total Option B	\$ 7,750,000

Fares and Financial Plan

Fares

Transit fares have both a strategic role and a revenue generating role. Although they generate revenue for a transit agency, they are also a tool to encourage ridership and influence demand by offering discount programs to attract riders or direct riders to underused services. The current fare structure at County Express uses fare differentials to promote the On-Demand service, which is priced lower than DAR. The lower price has been offered as an incentive for the public to try out the new service. This plan proposes to significantly increase the level of Fixed Route service within Hollister; therefore, a review of fares is appropriate. In the peer comparison section of this report, it was found that the fares at County Express are significantly lower than at the peer transit agencies.

This SRTP considered the options to raise fares, reduce or eliminate fares, or keep fares the same during the plan period. The analysis found that since fares are elastic each increase in price results in a loss of ridership. It was found that any fare increase proportional to the cost of living increase would have little benefit to the bottom line. As a result, the plan recommends deferring any fare increase to the later half of the five year plan. The recommendation is to create a fare free system for the next two years to promote the new Fixed Route service, expanded On Demand service and later the hourly Intercounty service to Gilroy. After two years it will be possible to further assess the potential to maintain the fare free operation or restore fare collection, potentially with an increase.

Other transit systems have found that implementing a free fare system raised ridership by up to 30 percent or more. Procedures may have to be adopted to avoid the unhoused or others from riding all day.

Financial Plan

This financial plan provides a budget forecast for the next five years and an outlook for major expenses after an additional five years. The forecast is structured somewhat differently from the annual budget of the LTA to have a better picture of the impact of the changes to particular services over the plan period. In this forecast, all dollar costs are in 2022 dollars. The plan contains forecasts for capital and operating costs and revenue from all sources including fares, the local tax initiative, state and local formula funds and grants.

The Capital Plan in Section 13 identified a total requirement of \$9.5 million in capital over the next five years. Figure 90 8 shows the year-by-year summary of capital expenditures. The dollar amount is before grants, which are accounted for in the revenue section of the financial forecast. Most of the cost will be funded by grants from senior levels of government. The LTA will be responsible for match money, which can vary anywhere from 50 to 90 percent and be made up of cash, or in some cases, in-kind contributions such as staff time.

Figure ES 8—Year-by-Year Capital Expenditures

Capital Budget					
	2022-23	2023-24	2024-25	2025-26	2026-27
Design Consultants	\$ -	\$ 150,000		\$ -	\$ -
Equipment/New Technology	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ -
New Bus Stop Signage	\$ 65,000				
Cutaway Bus	\$ -	\$ -	\$ 140,000	\$ -	\$ 1,480,000
Transit Bus	\$ 1,500,000	\$ -	\$ 750,000	\$ -	\$ 2,250,000
Vans	\$ 110,000	\$ -	\$ -	\$ -	\$ -
Bus Stop Improvements	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000
Central Transit Center (Hub)	\$ 150,000	\$ -	\$ -	\$ -	\$ -
Renovate Yard/Electrify	\$ 250,000	\$ -	\$ -	\$ 2,000,000	\$ -
Total Capital Expenditure	\$ 2,225,000	\$ 300,000	\$ 1,040,000	\$ 2,150,000	\$ 3,830,000

The operations budget includes the expenditures for the major contracts to operate public transit and Specialized Transportation and maintaining and fueling the fleet, paying staff salaries and benefits, covering marketing and communications, and providing other services and supplies needed for the agency. The budget is based on creating a new Fixed Route system in 2022-23 and extending On Demand into the rural area as well as making the Intercounty service hourly in 2023-24. The operating budget also reflect adding one person to the staff, expanding the marketing program and incorporates the recently proposed increase in the MV Transportation contract. The Operating Budget is shown in Figure 91.

Figure ES 9—Year-by-Year Operating Expenditures

	Consolidate On-Demand and Dial a Ride; Local Service Phase 1	Hourly Service via SR 25/101 Intercounty & San Juan Bautista Shuttle			
Operating Budget	2022-23	2023-24	2024-25	2025-26	2026-27
Salaries	\$ 400,000	\$ 432,000	\$ 466,560	\$ 503,885	\$ 544,196
Marketing & Communications*	\$ 75,000	\$ 50,000	\$ 25,000	\$ 25,000	\$ 20,000
Services and Supplies	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000
Local Fixed Route	\$ 670,585	\$ 684,030	\$ 697,606	\$ 711,721	\$ 726,025
Prorata Fixed Costs	\$ 13,002	\$ 13,295	\$ 13,456	\$ 13,889	\$ 14,236
Hours	13,500	13,500	13,500	13,500	13,500
Intercounty Fixed Route	\$ 223,528	\$ 460,225	\$ 563,252	\$ 574,649	\$ 586,198
Prorata Fixed Costs	\$ 4,334	\$ 8,945	\$ 10,865	\$ 11,214	\$ 11,494
Hours	4,500	9,083	10,900	10,900	10,900
On Demand (Dial A Ride) ADA	\$ 735,160	\$ 749,899	\$ 764,783	\$ 780,257	\$ 973,411
Prorata Fixed Costs	\$ 14,254	\$ 14,576	\$ 14,752	\$ 15,226	\$ 19,086
Hours	14,800	14,800	14,800	14,800	18,100
Transit Hourly Rate	\$ 48.71	\$ 49.68	\$ 50.68	\$ 51.69	\$ 52.73
Transit Fixed Monthly Rate	\$ 31,590	\$ 32,303	\$ 32,694	\$ 33,744	\$ 34,588
Specialized Transportation	\$ 323,460	\$ 342,453	\$ 358,476	\$ 380,364	\$ 399,372
Hours	6,000	6,300	6,600	6,900	7,200
Specialized Hourly Rate	\$ 22.86	\$ 23.79	\$ 24.18	\$ 25.36	\$ 26.14
Specialized Fixed Monthly Rate	\$ 15,528	\$ 16,048	\$ 16,574	\$ 17,115	\$ 17,600
Total Operations Expenditure	\$ 2,627,733	\$ 2,918,608	\$ 3,075,676	\$ 3,175,875	\$ 3,449,201

Revenue

Figure 92 10 shows the multiyear revenue estimates. The major sources of funding for County Express are the Transportation Development Act (TDA), including both a quarter-cent sales tax and a tax on diesel fuel; Measure G sales tax revenue; and competitive grant programs for capital, including vehicles and infrastructure. The grants include both state and federal programs. In the first year of the period, there is also almost \$500,000 in COVID-19 relief funding. There are also small amounts of revenue from Specialized Transportation and advertising. The 5311 formula funding will increase by 2.63 percent annually over the next five years as a result of the Infrastructure Investment and Jobs Act. The revenue budget assumes that there is a two-year period that includes the trial of fare-free operation.

Figure ES 101—Estimated Revenues by Year

Revenues					
	2022-23	2023-24	2024-25	2025-26	2026-27
Advertising	\$ 1,000.00	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
Sale of Assets	\$ 3,000	\$ -	\$ 3,000	\$ -	\$ 3,000
5311 Operating	\$ 451,619	\$ 463,497	\$ 475,687	\$ 488,197	\$ 501,037
5310 Out of County Medical	\$ 55,000.00	\$ -	\$ -	\$ -	\$ -
Low Carbon Transit Operations	\$ 47,675	\$ 47,675	\$ 47,675	\$ 47,675	\$ 47,675
COVID Relief	\$ 498,019		\$ -	\$ -	\$ -
STA SB1	\$ 45,000	\$ -	\$ -	\$ -	\$ -
STA LTF Transfer	\$ 1,655,235	\$ 1,721,444	\$ 1,790,302	\$ 1,844,011	\$ 1,899,332
Measure G	\$ 850,000	\$ 884,000.00	\$919,360.00	\$ 946,941	\$ 975,349.02
Transit Fares			\$ 135,000	\$ 140,000	\$ 145,000
Specialized Transportation Revenue	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
Grant for Vehicles	\$ 1,328,000	\$ -	\$ 752,000	\$ -	\$ 2,984,000
Grant for Infrastructure	\$ 200,000.00	\$ -	\$ -	\$ 1,000,000	\$ -
Total Revenue	\$ 5,135,548	\$ 3,118,616	\$ 4,125,024	\$ 4,468,824	\$ 6,557,392
Surplus/(Deficit)	\$ 282,815	\$ (99,992)	\$ 9,347	\$ (857,051)	\$ (721,809)

Reserve Account

Since Measure G was passed in 2018 and tax collection was initiated, about \$2.2 million earmarked for Tier III projects has been collected and held by the San Benito COG, for which transit is eligible. In 2022–23, it is expected that an additional \$850,000 will flow into this account. The amount will grow as sales tax revenue increases, and the tax revenue is expected to increase about 4 percent annually until 2024, when it will decrease to 3 percent annually. The purpose of a reserve account can vary, but the funds retained are typically used for covering the local share of capital costs or making up shortfalls in fare revenue or higher operating expenses until fares or other revenues can be adjusted. Budget surpluses, if they occur, would be placed in the reserve account. Figure 93 11 shows that in every year of the plan, recurring revenue (TDA, Measure G, fares, and FTA 5311) covers the full cost of the operation. By the last year of the period, the revenues and operating costs are about equal, and a fare increase may need to be considered for the following year. The reserve account is reduced to about \$1,000,000 by 2027.

Figure ES 11—Year-End Budget Status & Reserve Account Activity

Budget Summary	2022-23	2023-24	2024-25	2025-26	2026-27
Total Operations Expenditure	\$2,627,733	\$ 2,918,608	\$ 3,075,676	\$ 3,175,875	\$ 3,449,201
Recurring Revenue	\$2,956,854	\$ 3,068,941	\$ 3,320,349	\$ 3,419,149	\$ 3,520,717
Surplus/Deficit on Operations	\$ 329,121	\$ 150,333	\$ 244,672	\$ 243,274	\$ 71,516
Reserve Account Balance Year Start	\$2,400,000	\$ 2,682,815	\$ 2,582,824	\$ 2,592,171	\$ 1,735,120
Transfer to/(from Reserve)	\$ 282,815	\$ (99,992)	\$ 9,347	\$ (857,051)	\$ (721,809)
Reserve Account Balance Year End	\$2,682,815	\$ 2,582,824	\$ 2,592,171	\$ 1,735,120	\$ 1,013,311

In the five years beyond the 2026–27 detailed financial plan, the LTA will need to address the ongoing cost of replacing retiring gasoline and diesel buses with battery-electric buses. The conversion of the entire fleet to battery-electric may also generate some significant maintenance savings but introduce

the requirement to retrain the mechanic or hire a new electrical technician. The nonrevenue service vehicle will also need to be replaced during this period.

Staffing and Organization

Support for transit operations is provided by one full-time Transportation Planner and a share of the resources of the other staff in the organization, including the Executive Director. There is also a Transit Mechanic position dedicated to the transit operations and the contracted staff at MV Transportation and Jovenes de Antaño. Given the size of the operation, the scale of the annual budget, and the complexity of operating five different services under the County Express name (Intercounty, Fixed Route, DAR, ADA Paratransit and OOn Demand), as well as Specialized Transportation the operation is understaffed.

It is recommended that in FY 2022–23 a Transportation Contract Operations Manager should be hired. This position would be responsible for managing the oversight of the two transportation providers, equipment and facilities, a role now assumed by the Transportation Planner for transit. The Transportation Planner position would evolve into a Transit Development and Marketing position. This position would be responsible for the development of the system and marketing of the service, allowing more attention to system development, refining and expanding the On-Demand service, implementing the new Fixed Route service, updating policies for ADA Paratransit, and considering new initiatives. The change in title reflects the broader scope of responsibilities for this position than for the Transportation Planner.

Marketing and Communications

The Marketing Plan (Plan) will guide outreach, community engagement, and marketing activities from beginning to end of project implementation, helping the public understand how transit in San Benito County will look like in the short and long term. The Plan details goals, audiences, messaging, and tools to share project information clearly and efficiently, taking into consideration the National RTAP best practices and ongoing rebranding efforts at LTA.

1 Introduction

This Short Range Transit Plan (S RTP) Update follows the previous S RTP completed for the San Benito County Local Transportation Authority (LTA) in 2016. The LTA is also the designated Consolidated Transportation Services Agency (CTSA) for San Benito County. Public transit was first established in March 1975 under the name of San Tran, which was administered and operated by the City of Hollister until March 1990. In June 1990, LTA was created by the Cities of Hollister and San Juan Bautista and the County of San Benito to administer and operate a countywide public transit system. Fixed Route service was established in 1999 and branded under the name of San Benito County Express.

The LTA now administers five public transit operation services including Intercounty to Gilroy, local Fixed Route service in Hollister (now branded as the Tripper), general public Dial-a-Ride in Hollister, San Juan Bautista and surrounding areas, Americans with Disabilities Act (ADA) Paratransit and as of August 2021 an On Demand service in Hollister. The LTA also administers and funds a Specialized Transportation service operated by Jovenes de Antaño (JDA) providing Out-of-County Non-Emergency Medical Transportation, Senior Lunch Program Transportation, and a Medical-Shopping Assistance Program.

Work on the plan began in March 2021 during the COVID 19 pandemic. Many of the services provided by the Local Transportation Authority (LTA) were curtailed or reduced and fares collection was suspended during the early months of the pandemic. The Specialized Transportation Senior Lunch service was also suspended due to the pandemic. The scope of work for the S RTP was adjusted to eliminate the on board passenger counts due to the suspended service and reduced usage of the remaining routes. The scope of work was amended to add an inventory of vehicle engines and emissions equipment to satisfy a requirement of the California Air Resources Board. The scope of work was also adjusted to incorporate a task to design a reduced Fixed Route service known as the Tripper to meet the demand for student transportation when in person instruction resumed in August 2021. The Tripper began operation in August 2021 and is expected to run until June. The service is available to the general public and ADA Paratransit is provided within ¾ of mile of the route during the hours that it operates

The COVID-19 pandemic also had an impact on the public participation program as originally envisioned for the project. The outreach program was adjusted to account for a reduction in the degree of face to face contact with users and the public. The first round of outreach included two pop up meetings, in Hollister and San Juan Bautista and a survey of users and non users and information from the Council of San Benito County Governments (COG) Unmet Transit Needs hearing. The second round included a virtual stakeholder and public meetings, a presentation to the COG's Social Services Transportation Advisory Council (SSTAC) and a second survey of transit users and non users.

This S RTP Update provides a detailed blueprint for service expansion in Hollister, San Juan Baustista and to and from Gilroy for implementation over the next five years. All of the improvements to services, can be accommodated with existing revenue sources. New vehicles and infrastructure improvements will require grants from state or federal sources however sufficient financial resources are available to cover any likely match requirements. This plan also details a number of improvements for the ADA Paratransit service and the Specialized Transportation services provided by JDA.

2 The Community

San Benito County is primarily an agricultural area with two incorporated towns (Hollister and San Juan Bautista). San Benito County is within the commuter shed of major urban areas that put pressure on the roads and transit links. Hollister is about 45 miles from San Jose in the Silicon Valley, and San Juan Bautista is about 35 miles from Monterey. Almost half the workforce in San Benito County commutes to workplaces in other counties, primarily in Santa Clara County. Understanding the demographics of these new commuters will help shape plans for the Intercounty commute routes. San Benito County's popularity as a bedroom community for Santa Clara County, clearly shown in Figure 2, shows the strength of domestic in-migration to the county. The net migration to San Benito far exceeds the rate of migration to surrounding counties, including counties that are closer to the jobs in Santa Clara but where housing costs are higher.

Figure 2 - Net Domestic Migration Rate per 1,000 Population, 2019



shows the population for the portion of San Benito County where County Express and the other Specialized Transportation operates. The core of Hollister, particularly the area west of San Felipe Road, is the densest, followed by the eastern subdivisions in Hollister, San Juan Bautista, and the urban fringes.

Figure 3 - Population Density per Square Mile

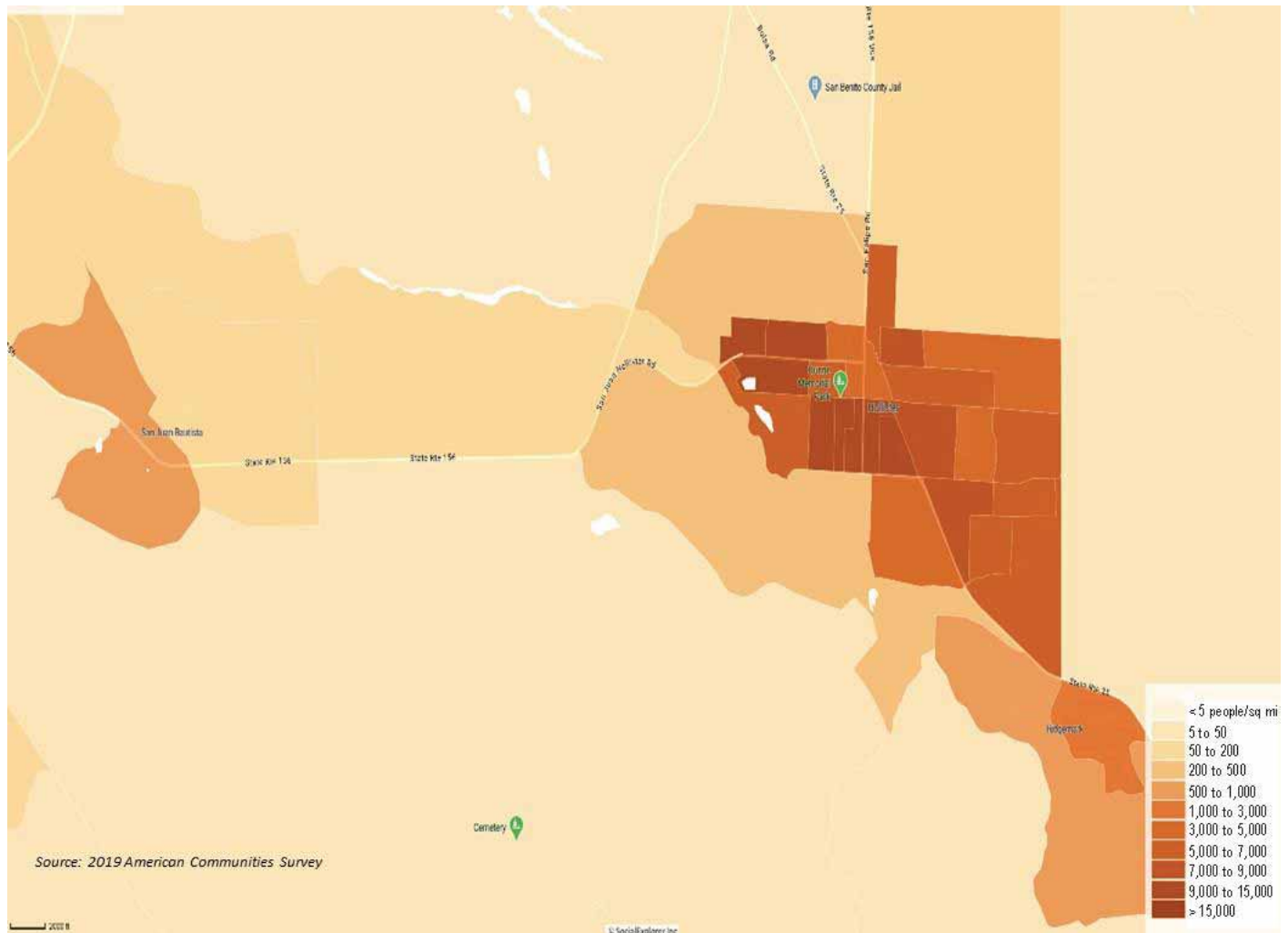


Figure 4 shows that the vast majority of the housing is composed of single-family dwellings, which are generally understood to generate less transit use than multifamily housing types. The areas with the greatest number of multifamily dwellings are three- or four-unit developments east of State Route 25 and larger developments of 10 to 19 units that are more concentrated west of Highway 25 along the southern portion of Hollister.

Households with low income are frequently significant users of transit services. The largest concentrations of lower income households are in Hollister, west of San Felipe Road, and in the rural northern part of the county. San Juan Bautista and the south end of Hollister have the least number of families below the poverty line, but there are still large areas of low income households.

Figure 4 - Single-Family Dwellings 2019

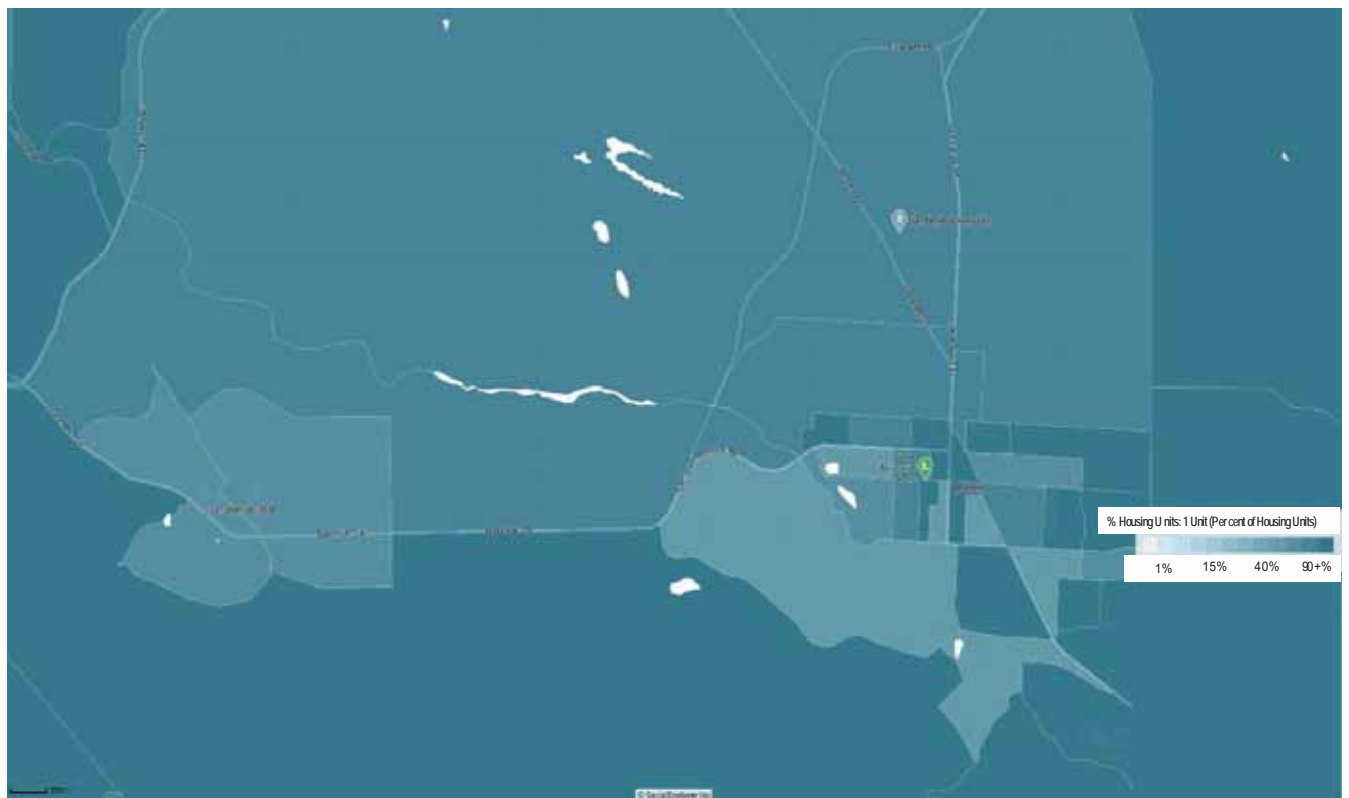


Figure 5 - Population Density

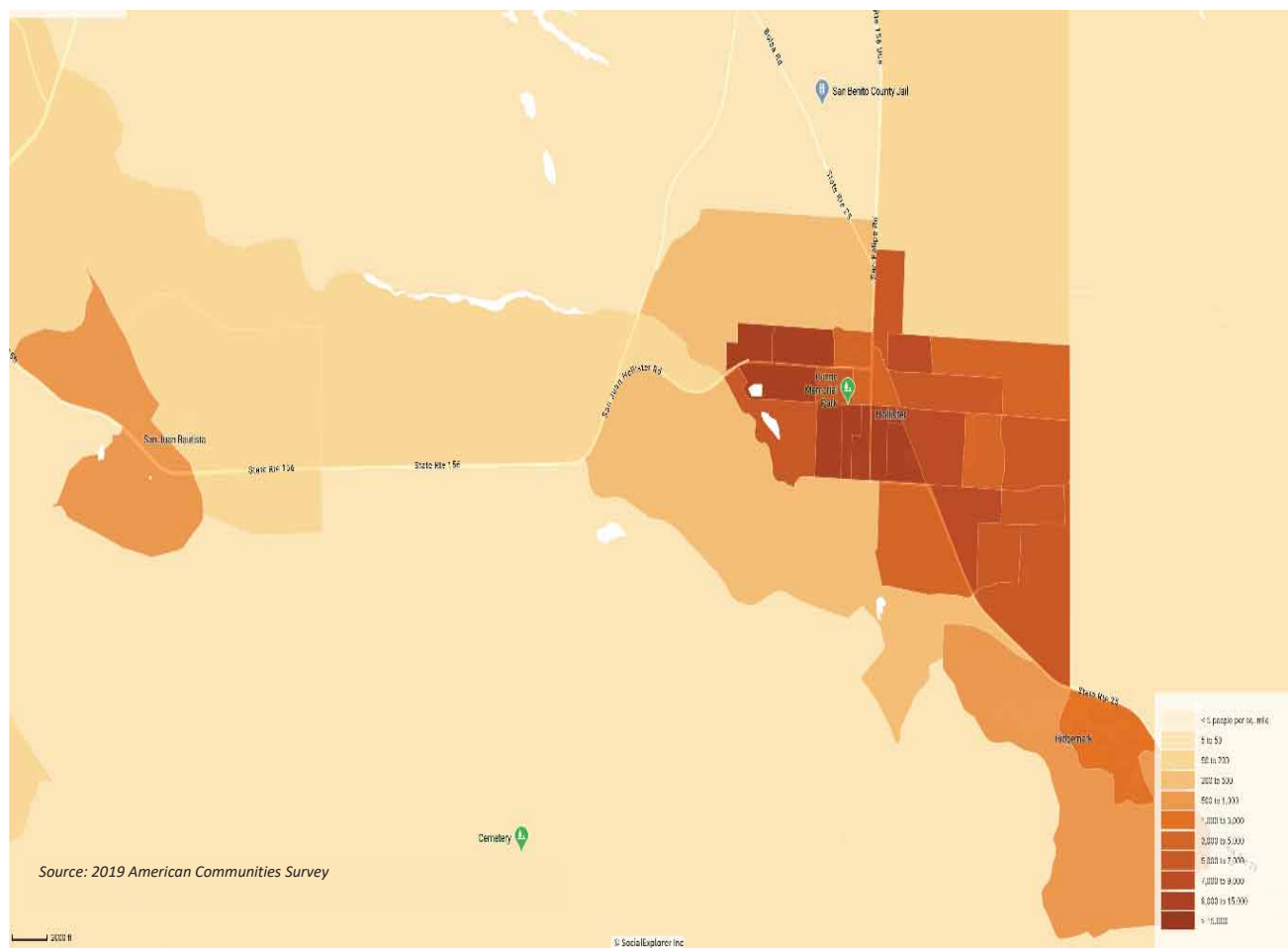
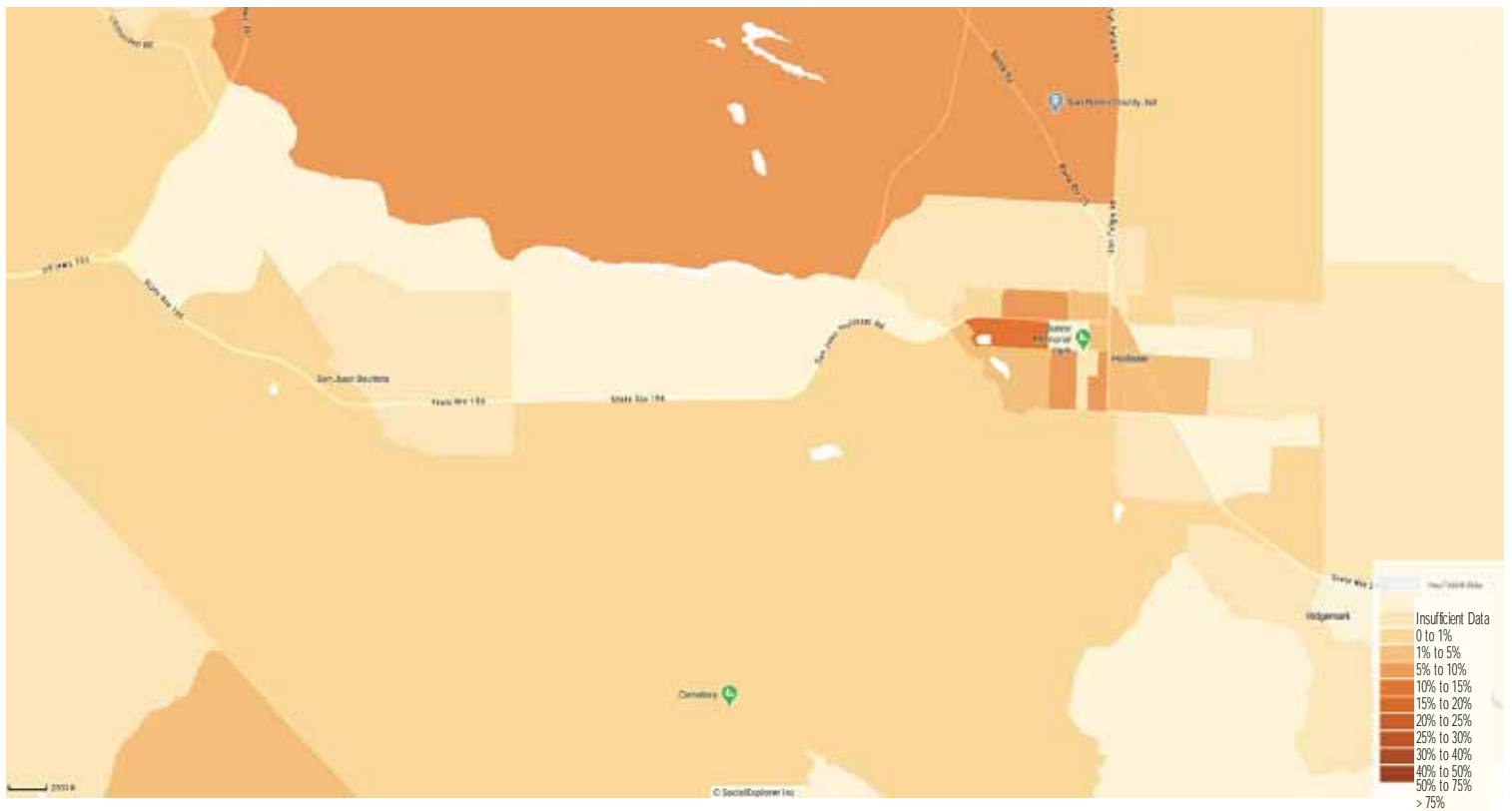


Figure 6 Families Below Federal Poverty Line



The American Communities Survey tracks transit use. Figure 7 - Change in Public Transit Use 2014–2019 shows how transit use has changed over the past five years. The map shows that in Hollister and Ridgemark use of public transit grew by up to 10 percent, while in the area immediately south of Hollister usage fell by between 40 and 50 percent. In San Juan Bautista use of transit increased by more than 50 percent.

The American Communities Survey also looks at where transit users who are over the age of 16 and employed live. Working transit users in 2019 lived predominantly in the area east of State Highway 25, and the data suggests that transit riders living west of San Felipe Rd and San Juan Bautista may be primarily students or people who are retired or unemployed.

The American Community Survey also publishes data on the average travel time to work by block group. There is a clear difference in travel time for people who live in the longer established areas of Hollister compared with the new subdivisions in the south, as shown in Figure 9. In the longer established areas a large percentage of the workers spend a relatively short time traveling to work, whereas in the south many workers are traveling more than 60 and even more than 90 minutes to reach their place of work.

The maps in Figure 12 shows the population in the service area overwhelmingly identifies as being Hispanic or Latino. West of San Felipe Road and north of San Juan Road the population is less than 5 percent non-Hispanic.

One of the biggest transportation challenges for San Benito County is the rapidly increasing number of seniors. Although the percentage of persons over age 65 is now only about 10 percent, below the statewide average of about 15 percent, the percentage of persons over age 60 in the county is expected to increase by 220 percent between 2010 and 2060. This is the second highest rate in the state, tied with San Joaquin. Over the same period the number of persons over age 85 will increase 640 percent, the fifth fastest rate in the state. From 2014 to 2019 the median age of most of the service area in the Hollister area has increased by about 7 percent, although in San Juan Bautista it has remain steady, and in western Hollister it has increased 15 percent. **Error! Reference source not found.** shows the median age in 2019 by block group, and **Error! Reference source not found.** shows how the median age has changed since 2014 by census tract.

Figure 7 - Change in Public Transit Use 2014–2019

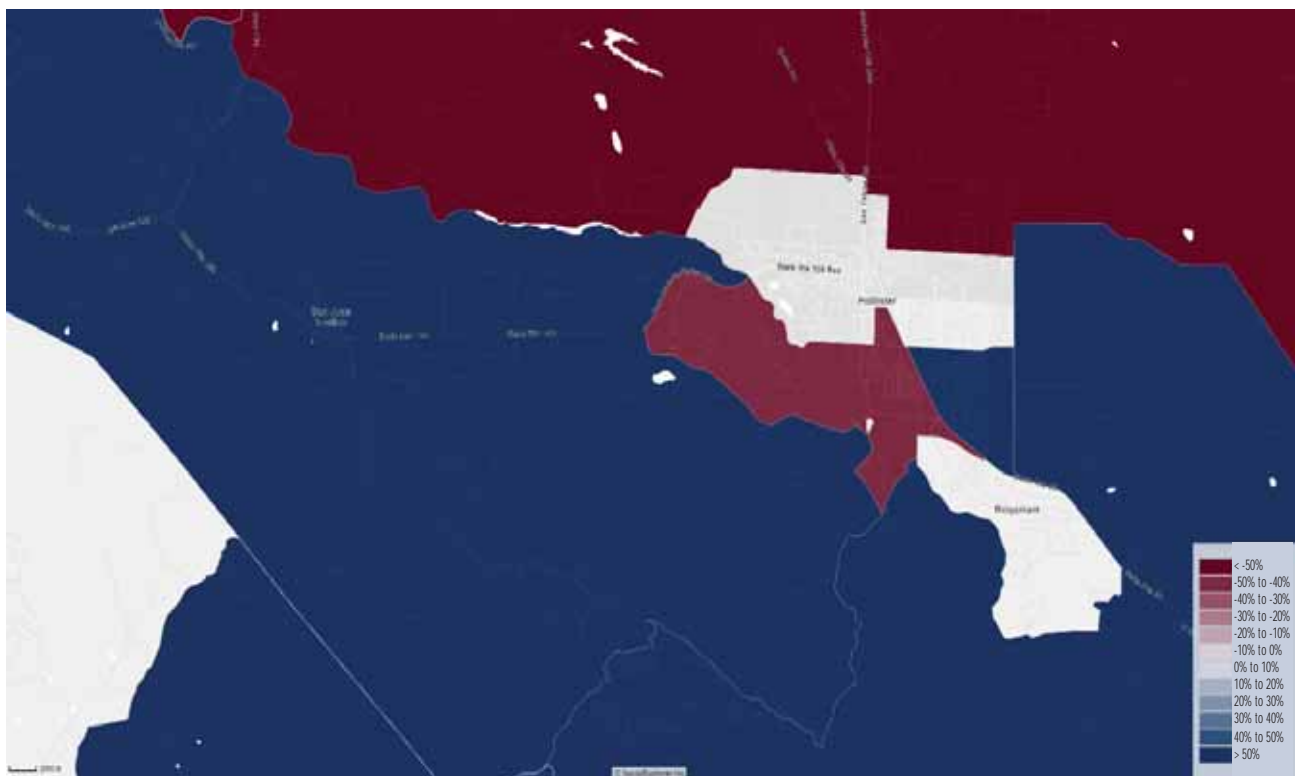
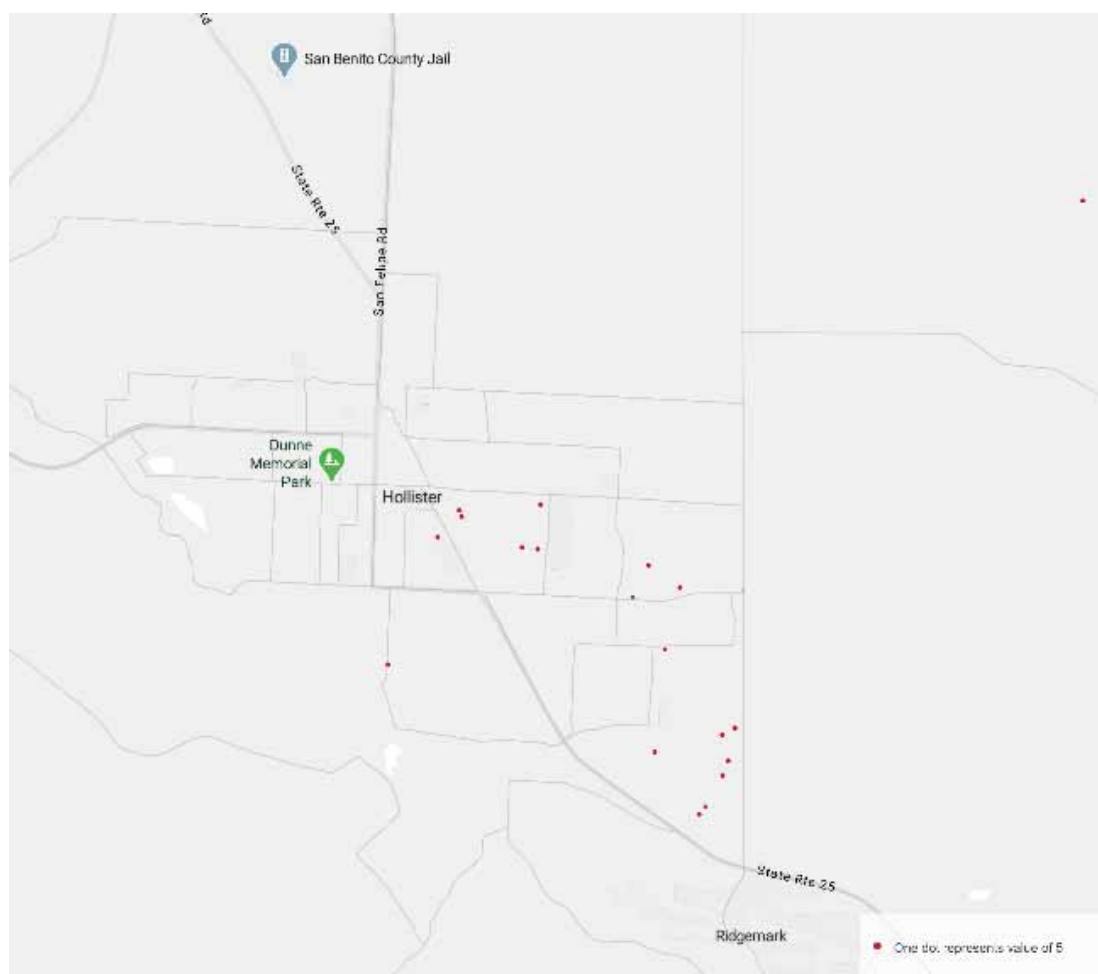


Figure 10 Location of Workers taking Transit 2019



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Figure 11 - Travel Time by Transit to Work 2019

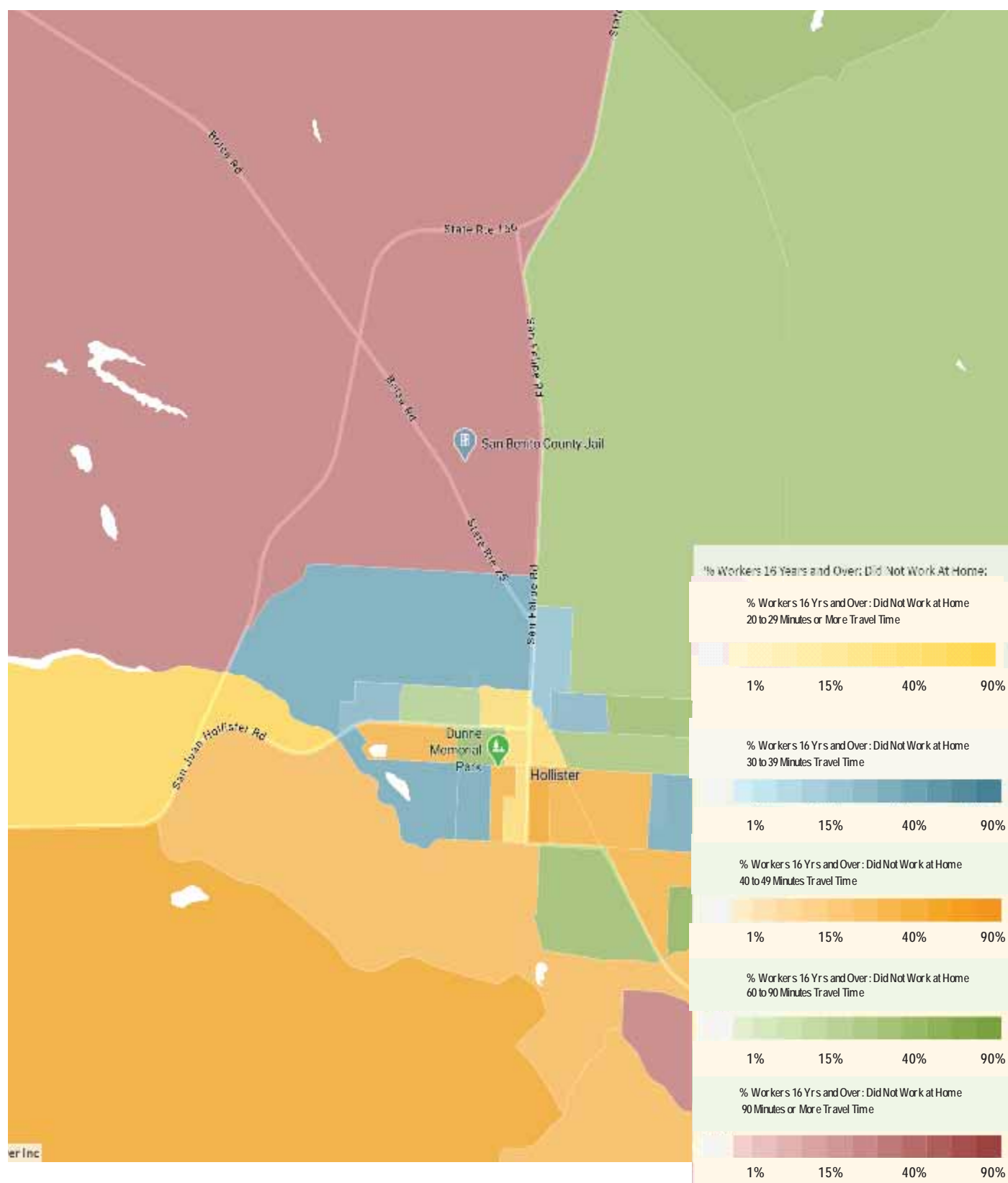


Figure 12 - Percentage Residents that are Hispanic or Latino 2019

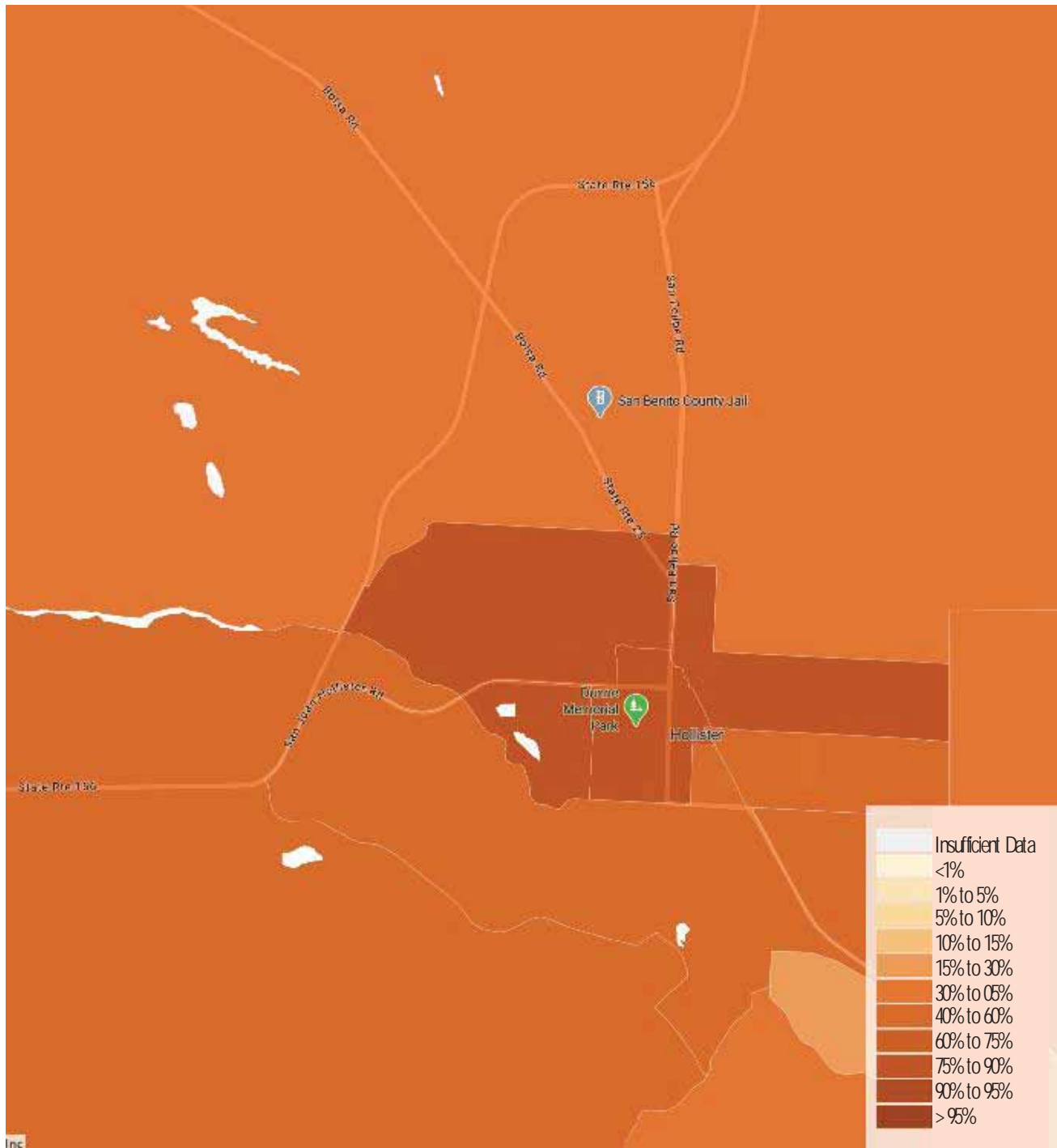


Figure 13 - Median Age 2019

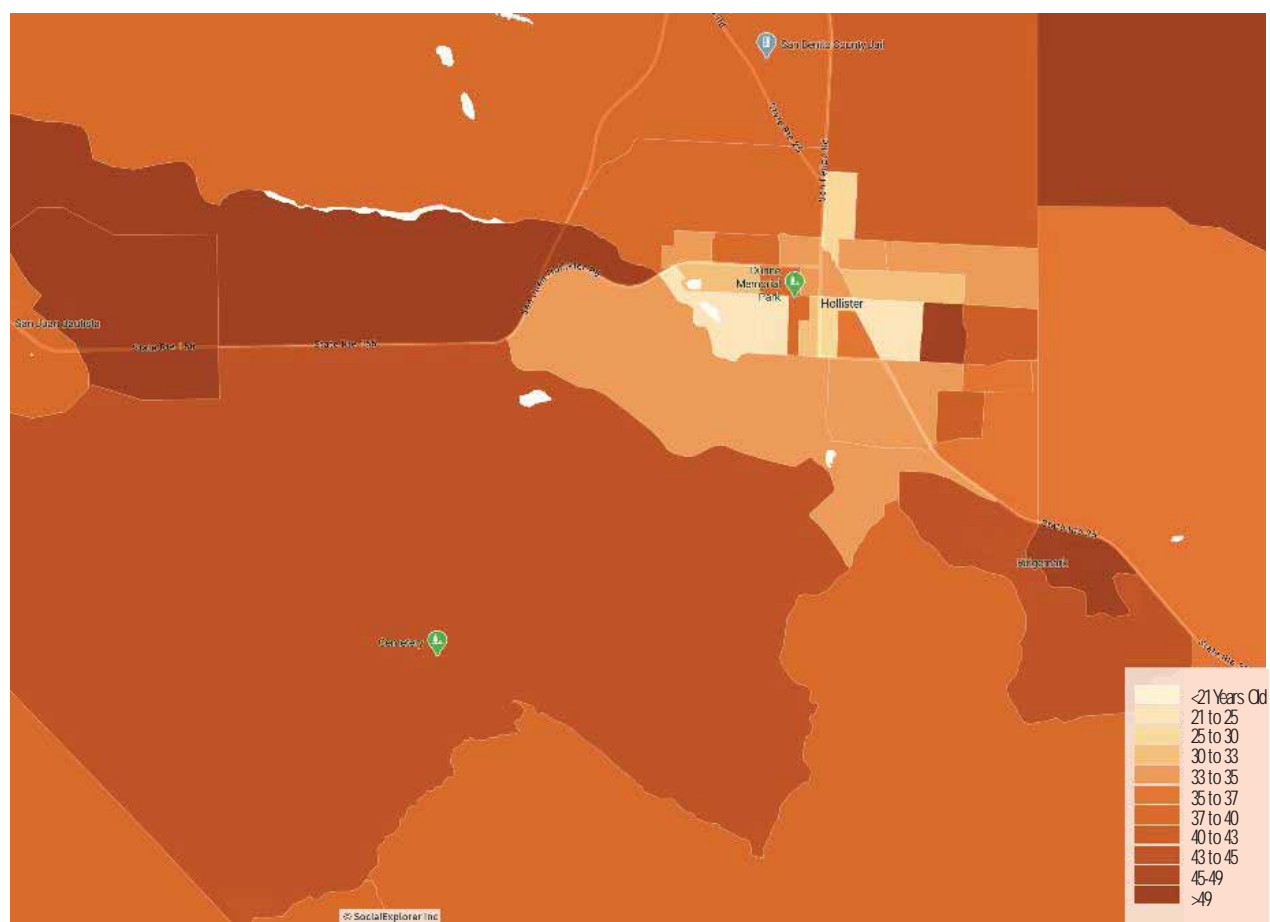
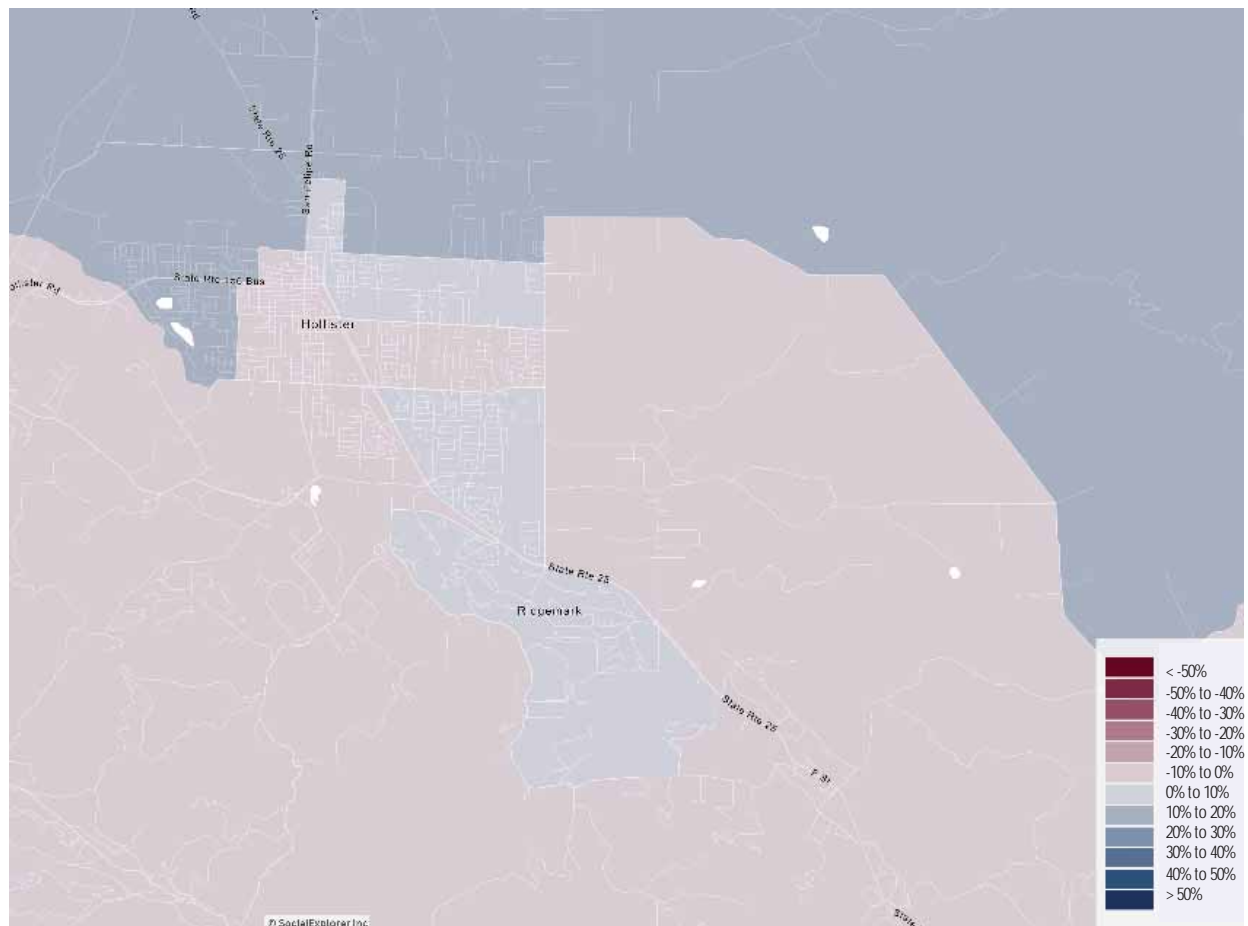


Figure 14 -Change in Median Age



3 Evaluation of Existing Service & Ridership

This section evaluates the existing transit service considering the system design and its performance. Evaluation is based on a broad set of information and data sources including reports, plans, and system information provided by the LTA, as well as site visits and online surveys of existing service.

3.1 Local and Regional Context

3.1.1 Fixed Route Local Service

The transit system in San Benito County is branded as San Benito County Express. Within the county are three Fixed Route services branded as Local Fixed Routes and three routes serving longer trips into Gilroy branded as Intercounty.

Before the 2020 pandemic, local Fixed Route service operated two large loop routes in opposite directions around a single municipal loop. They are the Blue Line and the Green Line. A third route, the Red Line, operated north–south through the middle of the loop, operating north to a business park on Apollo Way at Bert Drive. The Red Line also operated to the county government office at San Benito County One Stop Health and Human Services Center on Community Parkway and to the County Jail on Flynn Road.

The routes all originated at a node in the south, on Sunset Drive near Hazel Hawkins Memorial Hospital. All three served a common segment on Sunset Drive, Hillock Drive, Ladd Lane, and Tres Pinos Road (Blue and Green operated in opposite directions). Red also intersected the two loop routes in the city center where San Benito Street and Fourth Street intersect.

Service operated non-clockface headways during the morning and afternoon with trip headways (gaps between trips) during operating hours ranging from 13 minutes to 87 minutes (1 hour and 27 minutes)

Service operated during the morning and afternoon periods from approximately 6:15 a.m. to 5:50 p.m. Monday to Friday. There was no weekend service and no service on six holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

Service also did not operate midday on weekdays, and there was no evening service past approximately 5:50 p.m. During the midday service closure, Dial-A-Ride service was available for all trips within the service area. The regular fare for Fixed Route was \$1 per trip with a discount fare of \$0.75 for Youth (5-17), Seniors 65+ and individuals with disabilities. Children under 4 years old ride for free as do personal care attendants accompanying Americans with Disabilities Act (ADA)-eligible passengers. In addition, 10 regular fare tokens could be purchased for \$8 and a monthly pass for \$27, and 10 discount fare tokens could be purchased for \$5 and a monthly pass for \$18.50.

3.1.2 General Public Dial-A-Ride Service

County Express provides a demand-based general public Dial-A-Ride service throughout a service area that includes Hollister, San Juan Bautista, and Tres Pinos. Service continued through the pandemic.

During Fixed Route hours Dial-A-Ride service is available to all individuals for trips that started or ended beyond $\frac{3}{4}$ mile of the Fixed Route system. During the midday closure of the Fixed Route system, service was available anywhere in the service area. In addition, service is available at all times during the service day for trips that start and finish within the “reservation” areas.

The regular fare for Dial-A-Ride is \$2 per trip with a discount fare of \$1.25 for Youth (5-17), Seniors 65+ and individuals with disabilities. Children under 4 years old ride for free as do personal care attendants accompanying Americans with Disabilities Act (ADA)-eligible passengers. In addition, 10 regular fare tokens may be purchased for \$18, and 10 discount fare tokens may be purchased for \$11.

Weekday trips can be scheduled same day and up to two weeks in advance, with a \$1 convenience fee each way charged for same-day bookings. Weekend trips can only be booked Monday through Friday the week of the trip and must include the return trip booking at the same time. Trips in the reservation areas can be booked until 5:00 p.m. the day before.

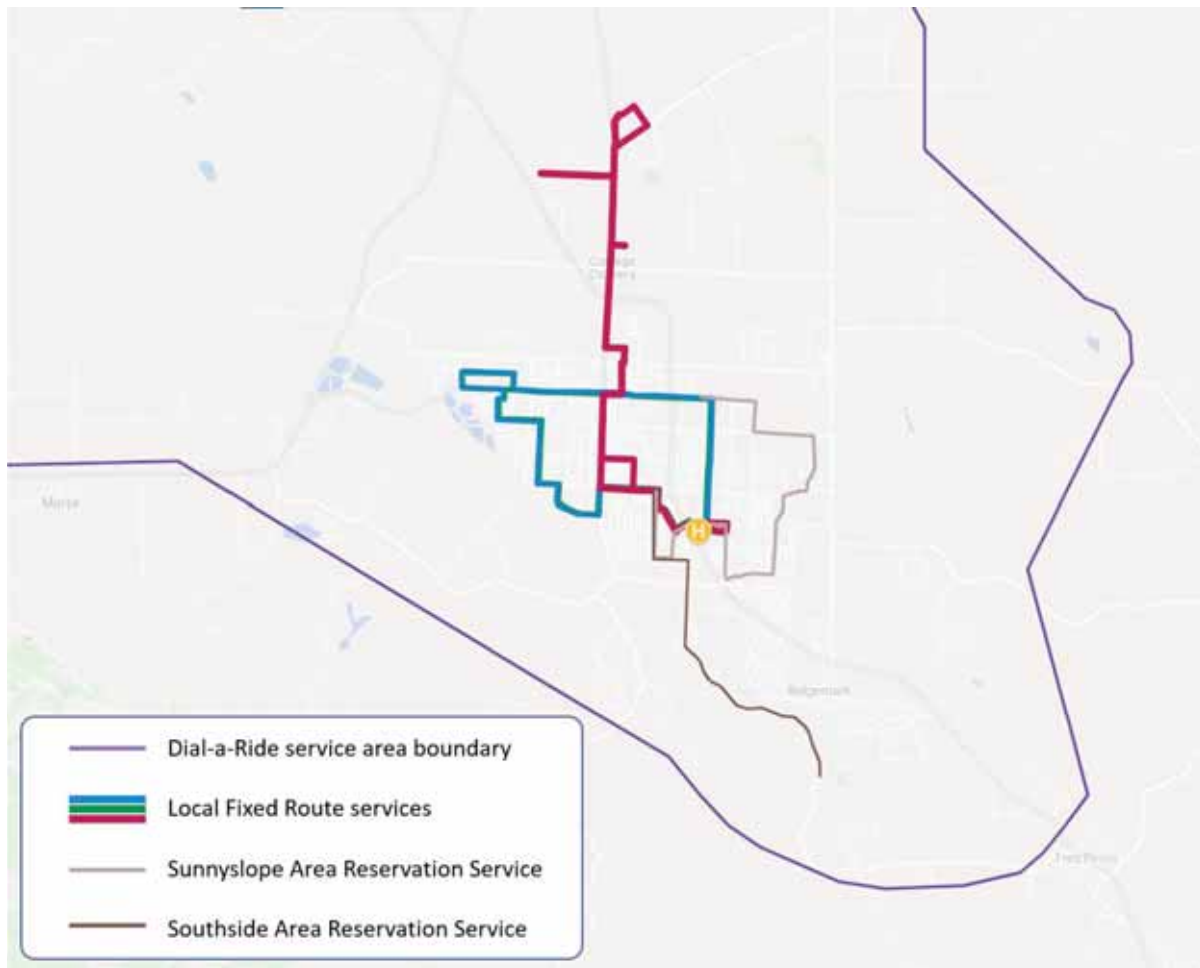
In addition, two (2) advanced reservation services (Southside & Sunnyslope Area Discount Reservation Services (SSARS) and the Sunnyslope Area Service) were provided before the pandemic. A small nonprofit organization (Jovenes de Antaño, contracted by LTA) also provides more Specialized Transportation services for older adults and individuals with disabilities.

Figure 15 shows the Dial-A-Ride service area and the two (2) advanced reservation service areas. Figure 16 shows in more detail the areas of Hollister and Tres Pinos that are within the Dial-A-Ride service area and the areas served by local Fixed Route and reservation area service.

Figure 15 Dial-A-Ride service area and Reservation Areas



Figure 16 Hollister and Tres Pinos Fixed Routes, Dial-A-Ride and Reservation Areas



3.1.3 Intercounty Service

Intercounty service connects Hollister and San Juan Bautista with key destinations in Gilroy with three services.

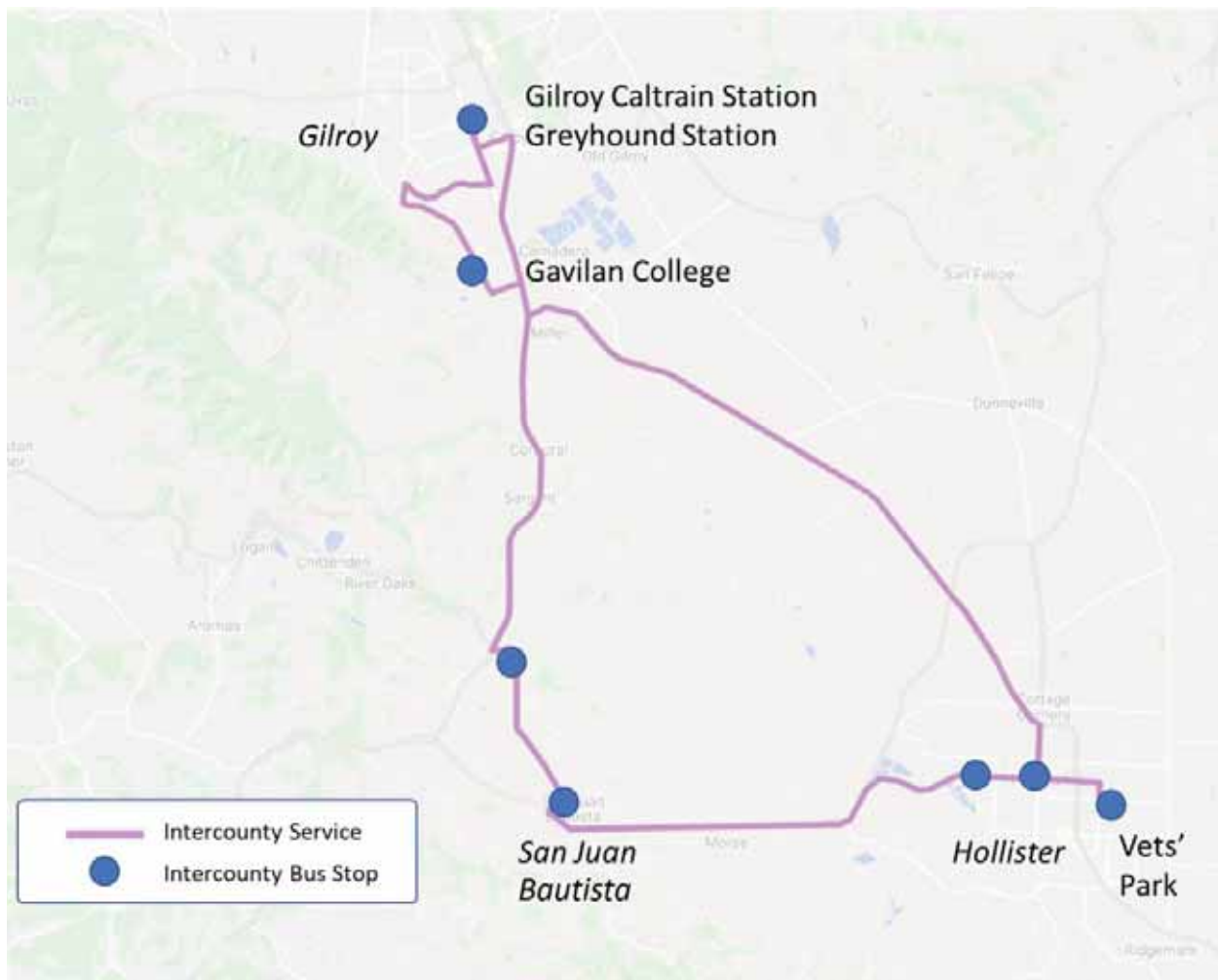
- Peak period commuter service operates as “Caltrain” service from Hollister to the Caltrain station in Gilroy on weekdays. One trip per direction in each peak period serves San Juan Bautista, while others operate direct from Hollister to Gilroy. Additionally, some PM trips also serve Gavilan College before the Caltrain as part of a one-way loop in Gilroy. Connections to Santa Clara County’s VTA transit service are available at the Caltrain Station in Gilroy.
- On Saturdays and Sundays, a similar service operates as “Greyhound” to the Greyhound bus depot in Gilroy, which also provides connections to VTA transit service. All trips serve both Hollister and San Juan Bautista.
- On weekdays, a service operates as “Gavilan College” to the Gilroy campus of Gavilan College with some trips serving San Juan Bautista and other trips operating direct via Highway 25. Service to the college is concentrated in the morning and afternoon peak periods with limited midday service.

Some Park-and-Ride opportunities exist. Most trips begin and end at Veterans Memorial Park on Memorial Drive in Hollister at a designated Park-and-Ride lot with capacity for 14 vehicles.

Although there does not appear to be designated Park-and-Ride at any other location, there are opportunities for on-street parking in downtown Hollister and San Juan Bautista. Figure 17 shows the routing and stop locations for the Intercounty service.

The regular fare for Intercounty is \$2 per trip with a discount fare of \$1.25 for Youth (5-17), Seniors 65+ and individuals with disabilities. Children under 4 years old ride for free as do personal care attendants accompanying Americans with Disabilities Act (ADA)-eligible passengers. In addition, 10 regular fare tokens could be purchased for \$18 and a monthly pass for \$60, and 10 discount fare tokens could be purchased for \$11 and a monthly pass for \$40.

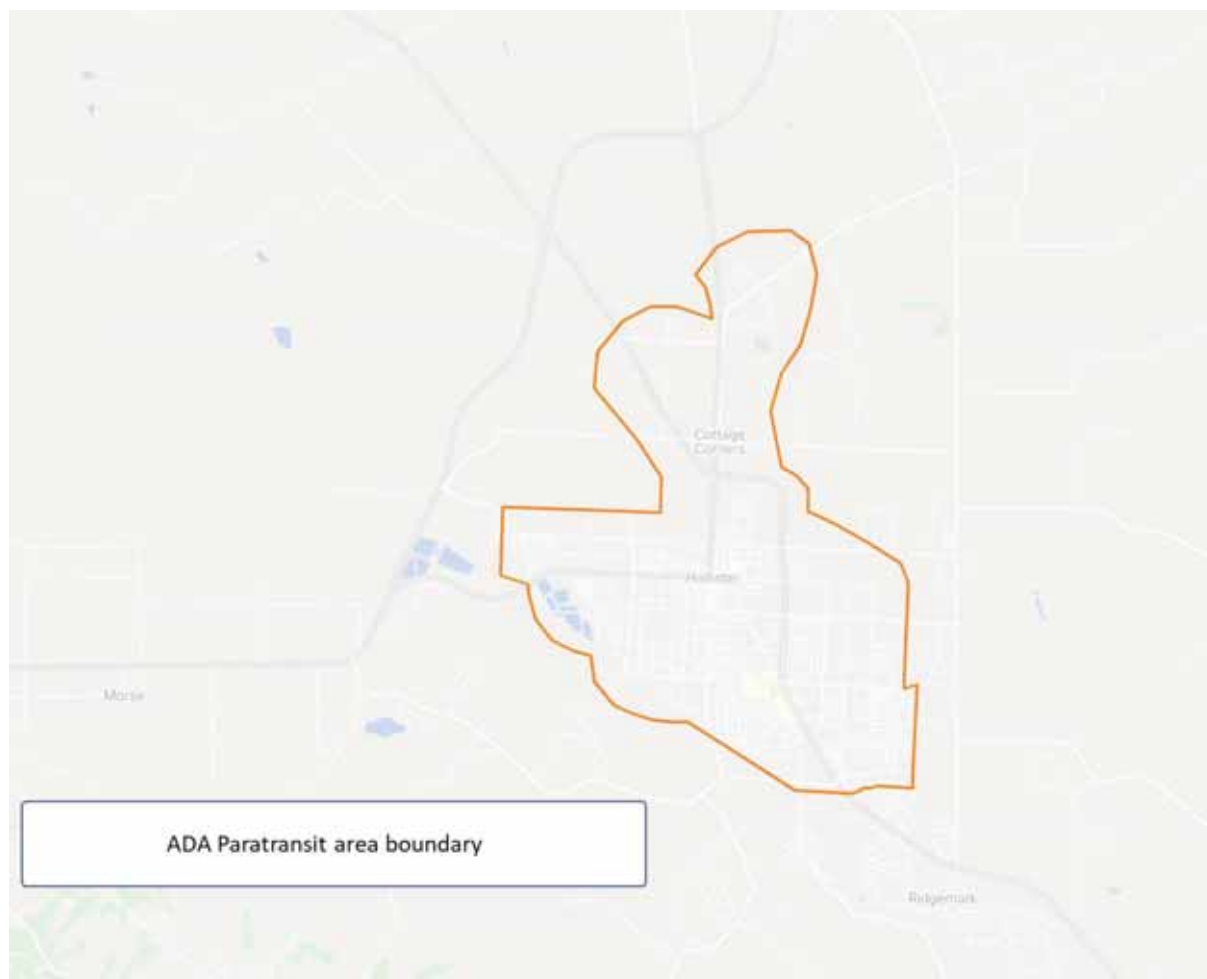
Figure 17 Route and Stops for Intercounty service



3.1.4 ADA Paratransit Service

For persons unable to use Fixed Route services because of disability, County Express provides ADA Paratransit service, a curb-to-curb service required by the Americans with Disabilities Act in any area operating Fixed Route services. Service is available for trips needed during the same hours and within 3/4 mile of the County Express Fixed Route services. Paratransit customers are certified to use the service by completing the Application for Paratransit Eligibility and are deemed unable to use Fixed Route bus services because of disability. Paratransit trips must be requested in advance (as early as two weeks in advance and same day) and are charged a fare of \$1.25 one-way and 10 discount fare tokens could be purchased for \$11. As required by the ADA, personal care attendants can accompany eligible customers at no charge. Figure 18 shows the pre-COVID service area for the ADA Paratransit.

Figure 18 ADA Paratransit Service Area



3.1.5 Transit Service Overview

Figure 19 is a map providing an overview of all the transit services provided by County Express pre-COVID, and Figure 20 lists the key attributes of the service provided.

Figure 19 Overview Map of Transit Service Routes and Boundaries

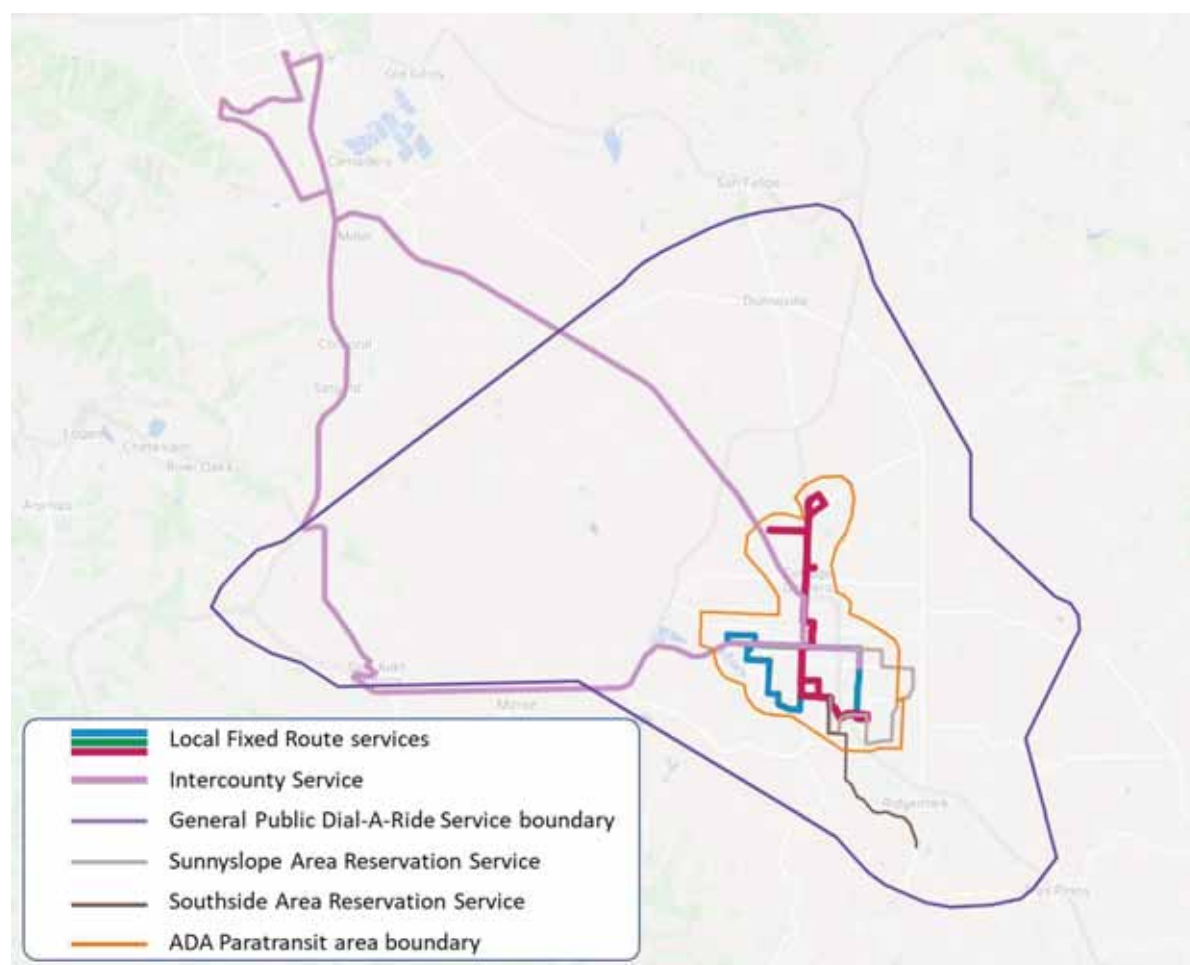


Figure 20 - Key attributes of Fixed Route and Dial-A-Ride services

Fixed Route					Dial-A-Ride			ADA Paratransit
Local		Intercounty			Local			Local
	Weekday	Weekend	Weekday	Weekend	During Fixed Route Hours	Midday	Reservation Areas	Weekday and weekend
Eligibility	Everyone	N/A	Everyone	Everyone	Trip start/end is > ¼ mile from Fixed Route	Everyone	Trip start/end is in reservation area	ADA eligible within ¼ mile of Fixed Route
Hours	6:15–10:45 14:10–17:40	N/A	5:00–20:20	7:30–18:15	6:00–18:00	11:00–14:00	6:00–18:00	6:15–10:45 14:10–17:40
Base Adult Fare	\$1.00	N/A	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$1.25
Same-day booking premium	N/A	N/A	N/A	N/A	\$1.00	\$1.00	\$1.00	N/A
Max notice for request	N/A	N/A	N/A	N/A	2 weeks	2 weeks	2 weeks	2 weeks
Min notice for request	N/A	N/A	N/A	N/A	Same day	Same day	5:00 p.m. day before	Same Day

3.1.6 Observations About Fixed Route Service

Service Frequency Is Uneven and Hard to Memorize

Without clockface headways, where trips leave at the same clock time on every trip (for example every hour at 15 minutes past the hour, or every half hour at 15 and 45 minutes past the hour), service departs at times that appear random to customers and are hard to memorize, reducing the attractiveness of transit.

On average, the Blue and Green Lines operated approximately every 40 minutes, while the Red Line operates approximately hourly; however, as shown in Figure 21, the wait time varies significantly from trip to trip.

Figure 21 Trip Headway Variations by Route and Trip Start Time

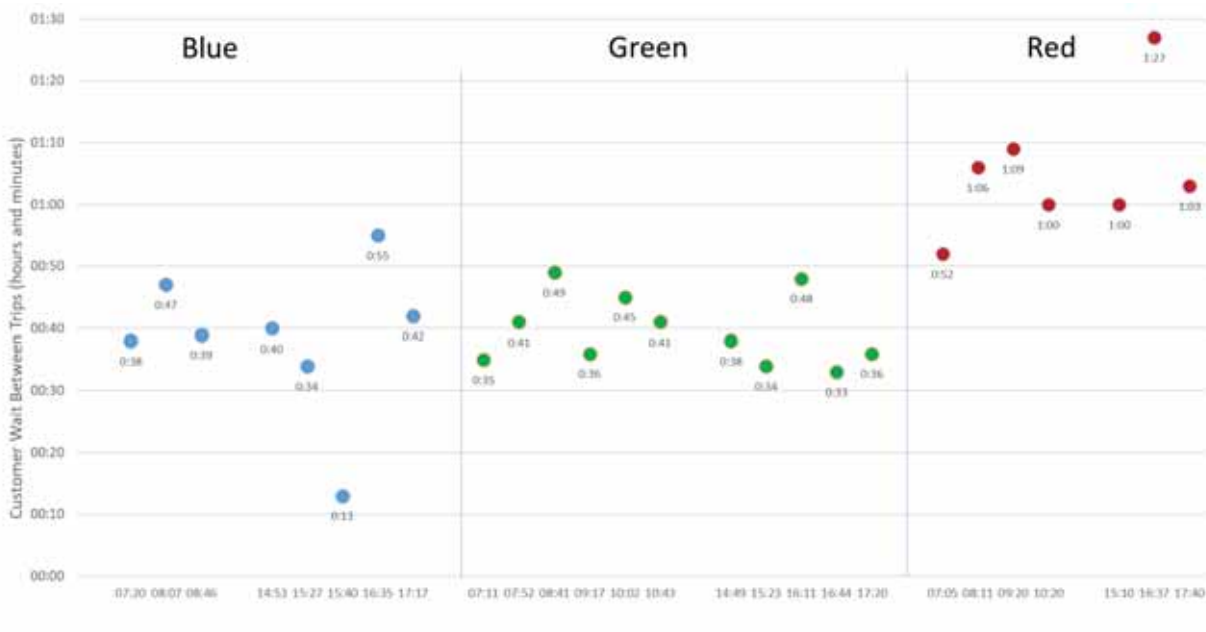


Figure 22 shows a list of weekday trips, revealing that there has been no memorable pattern of trip times from trip to trip or hour to hour. Similar characteristics apply to the Intercounty service as well.

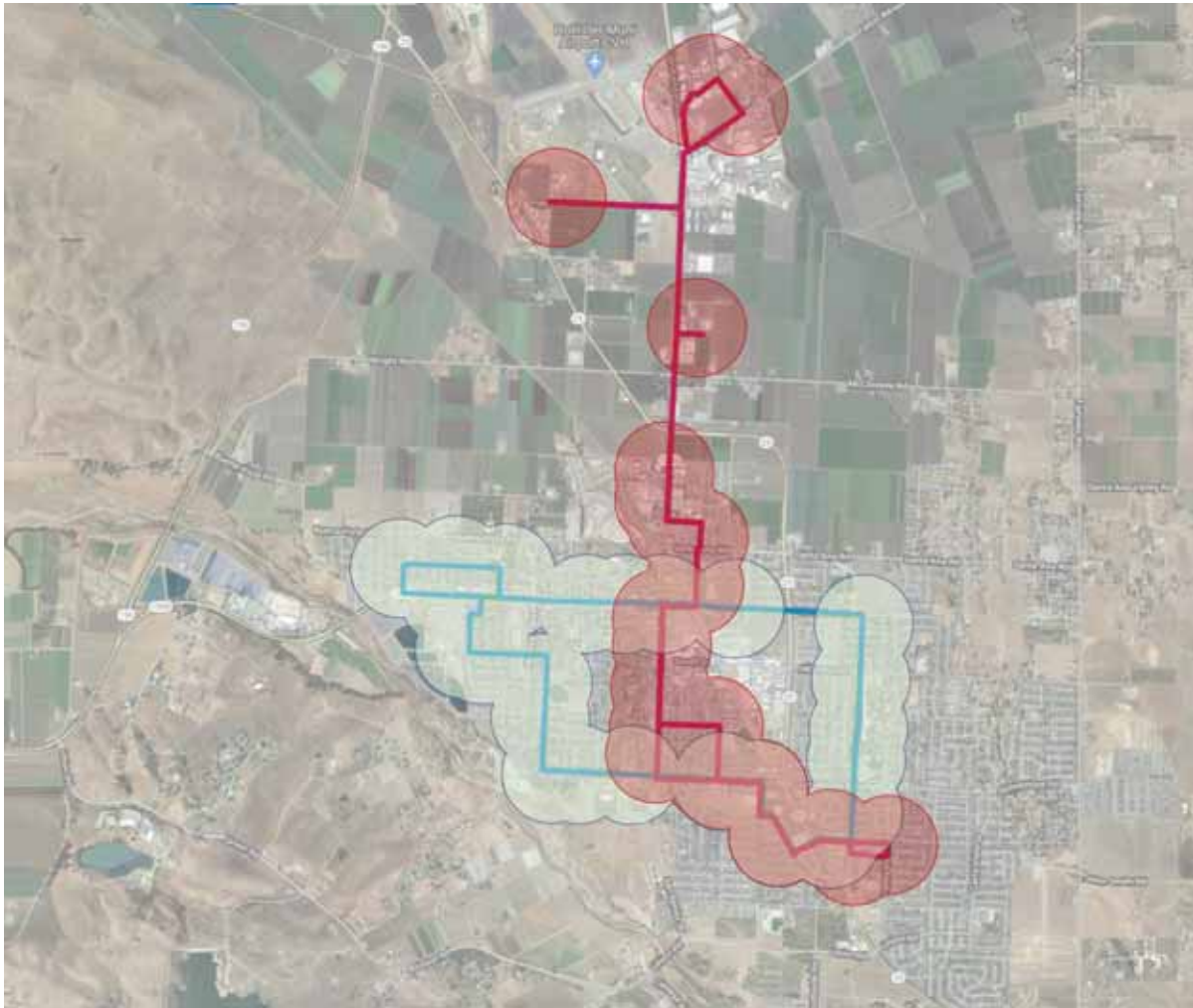
Figure 22 Clockface Times Experienced by Customers (leaving Hazel Hawkins Hospital/Mabie Northside)

BLUE	GREEN	RED
Morning		
6:42	6:36	
7:20	7:11	7:05
	7:52	
8:07		8:11
8:46	8:41	
	9:17	9:20
	10:02	10:20
	10:43	
Afternoon		
2:13	2:11	2:10
2:53	2:49	
3:27	3:23	3:10
3:40		
4:35	4:11	4:37
5:17		5:40

3.1.7 Fixed Route Service Coverage Does Not Serve the Entire Community

The routings of the Fixed Route lines serve approximately 65 percent of the Hollister community's developed land area within a walking distance of one-quarter mile. This included segments where the service coverage was duplicated by two or more routes. The remaining 35 percent was served as part of the Dial-A-Ride service area including the reservation area but no transit service that can be used without prebooking. Figure 23 shows the service coverage of transit based on the industry standard typical maximum walking distance to local transit of one-quarter mile.

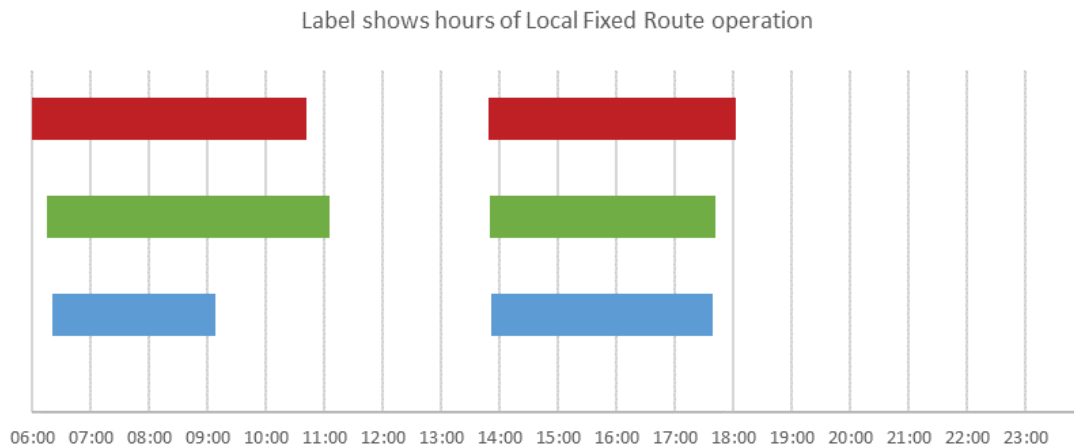
Figure 23 Service coverage of local Fixed Route transit (one-quarter mile radius from bus stops)



3.1.8 No Midday, Evening or Weekend Fixed Route Service

The routings of the Fixed Route services serve approximately 65 percent of the Hollister community's developed land area within a walking distance of one-quarter mile during the limited hours of operation. This included segments where the service coverage was duplicated by two or more routes. The remaining 35 percent was served as part of the Dial-A-Ride service area including the reservation area but no transit service that can be used without prebooking. Figure 24 shows the hours from 6:00 a.m. to midnight, indicating the span of hours when each of the local Fixed Route services operate.

Figure 24 Weekday Service Span by Route (select stop)



3.1.9 Bus Route Naming

The local Fixed Route lines are named by color, whereas the Intercounty routes are named according to the destination. While the color naming system is helpful in some formats, it has shortcomings for communicating the system.

For example, the routes do not state their destination, which is an important aid for customers. In addition, the maps list bus stops by the initial letter of the route color(s) serving them, but the same initials do not represent the colors in Spanish and may not be suitable for people with color blindness.

For Intercounty routes, the current system does not distinguish between routes that operate via San Juan Bautista and those that operate direct via Highway 25.

Most peer systems use a route naming and numbering system where each route has an identifying number as well as either a pair of key destinations (e.g., #1 Hazel Hawkins Hospital and #1 Bert) or the name of a major street (e.g., #1 San Benito Street). Colors may also be used but not as the sole identifier. Identifying of services that have variations may use a “via” indicator (e.g., #10 Caltrain via San Juan Bautista and #10 Caltrain via Hwy 25) or may use different route numbers (e.g., #101 Caltrain via San Juan Bautista and #25 Caltrain via Hwy 25).

3.1.10 Bus Stop Signage

Bus stops are a key system identifier for the service that announce the availability of transit to potential customers. Most stops also have a timetable posted. Current signs list the bus routes serving each stop and the service name; County Express and the curbs near most stops are clearly marked in red.

Unfortunately, the text on the signs is small and unreadable from a distance. They do not specifically state “Bus Stop.” Naming the agency is less important than identifying the stop. Although curbs are clearly painted red, stops do not have a sign clearly designating a bus zone, creating the potential for cars to block access to the stops and reduce accessibility for customers. The entire timetable is displayed at each stop, requiring customers to search for the information relevant to them.

Many peer systems use bus stop standards that include

- The designation “Bus Stop” in a large font.
- A listing of the routes serving the stop, also in a large font.
- A mark on the sign indicating if it is accessible.
- Timetable information listing departure times from that stop only.
- Separate signage designating the bus zone.
- Taller poles that may permit establishment of larger and more visible signs without impairing pedestrian movement.

Achieving these standards may require partnership with local road authorities.

3.1.11 Bus Stop Locations, Infrastructure, and Access

Some key intersections do not appear to have stops that would be convenient for customers walking to adjacent neighborhoods.

Many bus stops are on narrow sidewalks with little supporting infrastructure. Few stops appear to have shelter from sun and rain, benches or designated wheelchair waiting areas or landing pads, infrastructure that is typically provided by local municipalities. In some cases, customers appear to seek shelter in unofficial ways including in gravel or dirt under trees or in an adjacent parking shelter.

Access to the stops is also limited in some cases, with locations that do not have marked or protected crosswalks, convenient curb cuts, or paths to adjacent destinations.

3.1.12 There Is Little Designated Park-and-Ride

There is only one Park-and-Ride lot, at Veterans Memorial Softball Fields (Vets Park), for longer-distance trips. Because Intercounty service is regional and does not operate through the entire community, few customers can walk to its stops. The ideal place for Park-and-Ride is at a location with maximum Intercounty service frequency, in the direction of travel for the majority of customers and before a point of congestion. In the case of Hollister, this is hard to achieve because the current service pattern splits Intercounty service at Fourth and San Benito.

3.1.13 Intercounty Stops are Widely Spaced

The average distance between stops for Intercounty service is 1.2 miles within the urbanized area. This reduces the ability for people living within walking distance of its corridors on Memorial Drive and Meridian/Fourth St. to use the service despite the existence of local stops on the same road segments.

3.2 System Performance

Limited data is available for the system; however, some analysis has been prepared based on data provided by the LTA. No information appears to be available about Fixed Route transit reliability.

3.2.1 Fixed Route Local and Intercounty Service

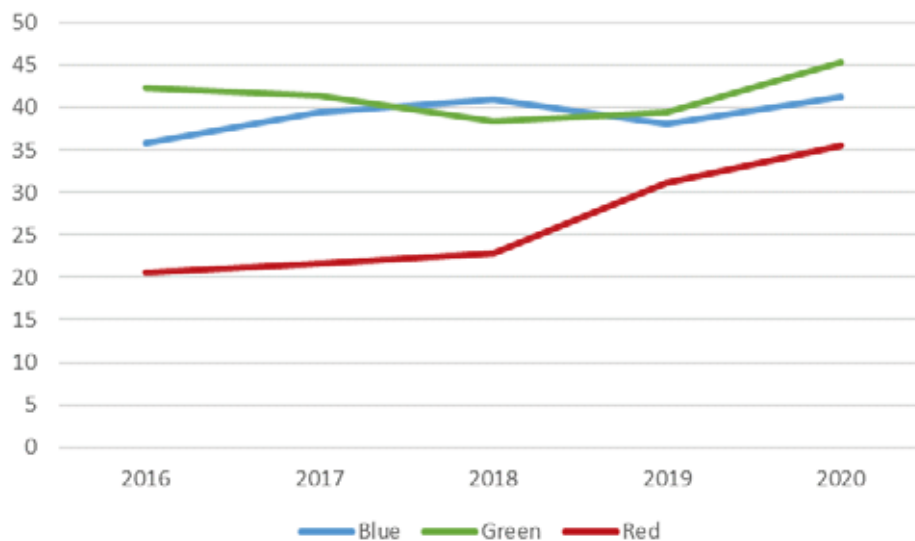
- Data from operator end-of-day counts. The data show only the ridership total for the day for each route. They do not include trip by trip data or stop by stop data.
- Quality or accuracy of the data or data entry has not been verified.
- Data is from July 2016 to March 2020 as service was stopped or reduced after March 19, 2020.
- The daily ridership has shown a generally increasing trend since 2016 with overall growth of 24 percent since.

Figure 25 Average Total Daily Boardings by Year

Year	Average Daily Boardings
2016	99
2017	103
2018	102
2019	109
2020	122

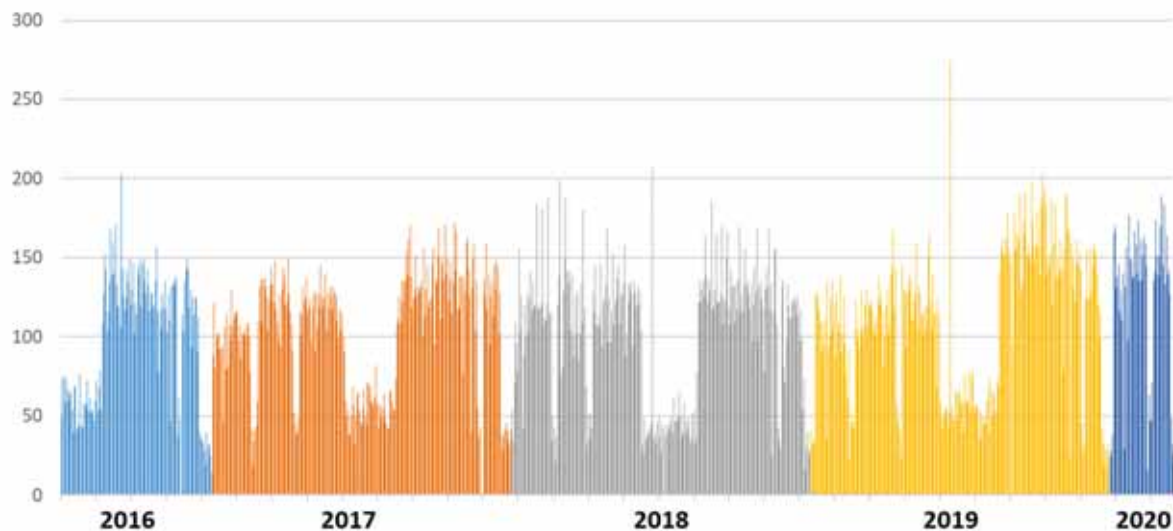
- There was a general trend of increasing daily ridership on all three local routes.

Figure 26 Fixed Route average daily ridership by year



- Daily Fixed Route ridership shows the overall trend of increasing ridership over time and strong patterns of seasonal ridership.
- Summer ridership has been considerably lower than ridership through other months of the year, suggesting both the significant service that local transit provides for student travel as well as the potential to serve the same demographic groups for summer travel.

Figure 27 Historic daily total Fixed Route ridership



3.3 ADA Paratransit

Ridership on ADA Paratransit is provided to areas within .75 miles of a local Fixed Route service. The passengers are commingled with regular Dial-A-Ride, and separate statistics are not available from the contract operator. Productivity on the service before the pandemic was about three passengers per hour, which is close to industry norms.

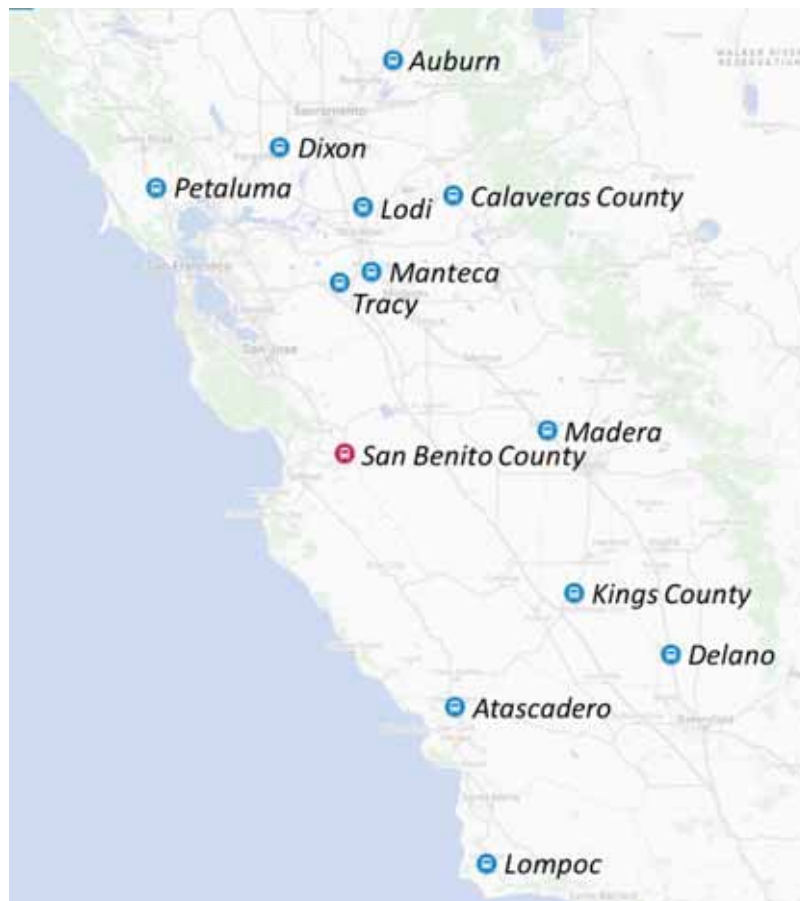
3.4 Specialized Transportation

Specialized Transportation is provided through a contract with Jovenes de Antaño (JDA). JDA is contractually obligated to provide meals on wheels, transportation to programs at the Hollister Community Center for seniors and persons with disabilities, and trips to medical appointments locally and to neighboring jurisdictions. LTA provides funding and four vans and six cutaway buses. LTA maintains the buses and provides fuel, and JDA provides the operators.

4 Review of Peers

The performance of a transit agency may also be measured by comparing it with its peers. For County Express, data was compiled from 12 agencies in California. The agencies selected as peers serve communities with populations from 20,000 to 85,000 and total fleets ranging in size from six to 22 vehicles. The average population of the 12 peer communities is 54,000, and the average fleet size is 11 vehicles. In comparison, San Benito County Expresses serves a population of about 40,000 with a fleet of 18 vehicles. A map showing the locations of the peer systems is provided in Figure 28.

Figure 28 - Map of peer transit systems



In selecting peer communities, the key characteristics that were considered in addition to population and fleet size were location, economic base, and proximity to a major center. All of the peer agencies are located in California and operate under the same state regulations and legislation (e.g., Transportation Develop Act or TDA) and generally have the same grant opportunities and funding streams available. Among the selected peer agencies, most met all the criteria, but some exceeded or fell below some of the desired thresholds. As a group, the peers provide a snapshot of how small communities in similar geography and climates meet the challenge of providing public transit. In some cases, the service areas (or populations) are much larger than the target; however, San Benito County,

and Hollister in particular, are growing rapidly and someday may reach the populations of the larger peers. The population density of the County Express service area is well below average because of the long intercity routes serving low density rural areas. The service area used for San Benito County is an estimation, given that the agency itself has not determined the official service area size.

In the detailed tables that follow, the data combines Fixed Route local service and Fixed Route commuter services because some communities do not distinguish between these types of services.

Figure 29 - Peer agency characteristics

Peer Transit Agency													San Benito	Peer Average
Characteristic	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Dixon	City of Alascadero	City of Delano	City of Madera	Kings County	County Express	
Population	45,000	55,666	85,182	61,917	67,121	81,345	20,000	20,100	30,418	54,372	66,225	70,408	40,000	53,673
Service Area (square miles)	75	40	20	12	16	21	6	7	25	50	16	13	35	26
Pop Density (pop/Sq. Mi)	600	1,392	4,259	5,160	4,195	3,874	3,333	2,871	1,217	1,087	4,139	5,416	1,143	2,976
Commuter Buses Peak	-	-	-	-	-	-	-	-	-	1	-	-	3	2
Demand Response Buses	-	2	4	6	8	2	-	9	3	5	9	5	11	6
Local Fixed Route Buses	6	8	9	9	8	3	5	-	-	4	8	17	4	7
Total Fleet	6	10	13	15	16	5	5	9	3	10	17	22	18	11
Organization	JPA	City	City	City	City	City	City	City	City	City	City	County	COG	

Numbers in orange indicate estimate calculated by DanTec.

Most of the peer agencies are municipally operated systems, with one that is a Joint Powers Agreement. San Benito County Express is operated by the San Benito County Local Transportation Authority sharing staff with the Council of San Benito County Governments (COG), and this is a not a common administrative arrangement for small transit systems in California. However, the structure is suited to the combination of local, rural, and interurban services that are operated by County Express.

4.1.1 Service Levels

Figure 30 - Peer Service Level Comparison provides the key service characteristics of each of the peer agencies. County Express has service levels that are less frequent than some peers and more frequent than others. The 39-minute headways offered by County Express are in the middle range of the peers, although only one other agency also offers non-clockface headways. A few services such as Tracy, Petaluma, Lodi, and Manteca have a longer span of service and are among the eight systems of 12 that provide service on Saturdays. Sunday service is operated by three systems.

County Express is among seven systems that provide a Dial-A-Ride service to the general public. Four of the peers offer some type of route deviation service to cover areas of low demand or low density.

Figure 30 - Peer Service Level Comparison

Characteristic	Peer Transit Agency												San Benito
	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Dixon	City of Atascadero	City of Delano	City of Madera	Kings County	County Express
Best Weekday Headway	90	60	30	30	30	60	60	n/a	n/a	30	35	30	39
Weekday Evening Service	-	-	8:00 PM	8:00 PM	7:20 PM	7:00 PM	-	-	-	-	-	6:30 PM	No
Saturday Service	-	Yes	Yes	Yes	Yes	Yes	Yes	-	-	Yes	-	Yes	No
Saturday Evening Service	-	-	12:00 AM	8:00 PM	9:00 PM	-	-	-	-	-	-	-	No
Sunday Service	-	-	Yes	Yes	Yes	-	-	-	-	-	DAR Sunday	-	No
Late Night	-	-	Sat/Sun	-	-	-	-	-	-	-	-	-	No
Holiday Service (Major)	-	-	No	Some	-	No	-	-	-	-	-	-	No
General Public Dial a Ride	Yes	-	-	-	Yes	-	-	Yes	Yes	Yes	Yes	Yes	Yes
Route Deviation Offered	Yes	Yes	-	-	-	-	Yes	-	-	-	-	Yes	No
Beyond ADA Minimum Service	-	-	-	-	Yes (area)	Yes (Sat Public)	-	-	-	-	Yes (+.75)	-	No
Commuter/Rural/InterCity Service	Yes	-	4 days/wk	Yes (Schools)	Express	Yes	-	-	-	Yes	Other Agency	Yes	Yes

One agency, Calaveras Connect, operates a general public Dial-A-Ride throughout its service area and is not required to operate a separate ADA Paratransit system. Three of the remaining 11 ADA Paratransit operations provide service levels in excess of the mandated minimum. Two services serve areas beyond the statutory 0.75 mile limit, and one service is open to the general public on Saturdays. Seven of the 12 peers and County Express operate some type of Fixed Route service that is beyond the typical local small community service. These services might be commuter (e.g., peak only), intercity, rural, or school-oriented services.

In general, the service level offered by County Express is similar to the typical offerings found in small communities in California, although the midday Fixed Route service gap is unusual. The following areas are where peer systems have superior services:

- Service frequency – five have service that is every 30 minutes
- Saturday service – seven systems
- Weekday evening service – four have service until at least 7:00 p.m., and one until 9:00 p.m.

County Express does not provide any element of service that exceeds the service offered by the peer agencies, although the system does have the second largest fleet (18 vehicles). The larger fleet is provided for a service area population is smaller than nine of the 12 peers.

4.1.2 Fare System

The COVID-19 pandemic has suspended fare collection in many transit systems for most of 2020. The fare system comparisons presented below are based on the fares that existed in 2019. Caltrans suspended the TDA farebox recovery targets for 2020 and also repeat the suspension for 2021. Reform of the recovery requirements are now also actively under consideration by Caltrans. County Express had the fourth highest farebox recovery level among the peers in 2019 and was one of four that met the 10 percent target stipulated in the Transportation Development Act.

A comparison of Fixed Route fare systems among the peer agencies is found in Figure 31. Four transit systems have a mobile fare payment system in place using smart phones and readers. Calavera Connect received a grant from Caltrans to implement a one-year pilot for a fare-free operation. The fare-free pilot was interrupted by the COVID-19 pandemic, which required that transit agencies suspend fare collection and enforce capacity limits. Calaveras Connect also had a program which provided free transit to any Columbia College student with an ID card. The program was successful in encouraging students to ride the system; however, with classes suspended for the pandemic, demand for transit has disappeared, and all customers are riding free. County Express implemented free fares during the pandemic to reduce passenger and operator interaction rather than a desire to test the impact of free fares. A downside experienced when County Express was fare-free was concern with passengers that appeared to be without a destination taking away capacity of those who needed rides. There is a growing interest in fare-free transit all across the country and in California, including at Los Angeles Metro. LA Metro is studying a permanent conversion to fare-free operation and a pilot program is expected in the coming year. Some small operators in Los Angeles County such as Commerce Transit have operated fare-free for many years.

County Express had the third lowest adult cash fare among the group of peer agencies. The \$1.00 cash adult fare was significantly less than the average of \$1.75. Ticket prices are also below the average of the peers at 10 tickets for \$8.00 compared with the average of the peers at 10 tickets for \$13.33. Five of the 13 systems have zone or premium fares, covering express, rural, or commuter services. Free transit is provided for children under age four; however, among the peers the typical age limit for free transit is under five, with some as high as under seven.

Day passes are available at two peer agencies, and monthly passes are provided at nine systems. The average price of the monthly pass is about \$42 compared with \$27 at County Express. Senior, Disabled, and Medicare monthly passes are provided at six of the 12 peers, and the average price is \$19.42 compared with \$18.50 at County Express. Youth monthly passes are provided at five agencies with an average price of \$23.40 compared with \$18.50 at County Express. Three systems follow the practice of County Express and charge a higher fare for intercity or commuter trips. The cost for a longer trip ranges from an extra charge of \$0.50 to \$3.00 per adult, compared with an additional cost of \$1.00 at County Express.

As with County Express, the peer agencies have few special discounts or program for schools and there are no quarterly, semiannual, or annual passes for the general public on any of the systems. The free transfer policy is consistent with the peer agencies.

The fare structures for public Dial-A-Ride (demand response service) and ADA Paratransit are shown in Figure 31 -Fixed Route Peer Fare System Comparison. The Federal Transit Administration permits ADA Paratransit to charge as much as double the fare as fixed services. County Express charges less than the maximum allowed, asking \$1.25 for ADA Paratransit, a 25 percent premium on the Fixed Route fare. The average ADA Paratransit fare among the peer systems is higher at \$2.13, but this is actually a slightly lower average premium of 23 percent.

Figure 31 -Fixed Route Peer Fare System Comparison

Peer Transit Agency														San Benito	
Characteristic	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Dixon	City of Atascadero	City of Delano	City of Madera	Kings County	County Express	Peer Average	
Smart Card/Mobile Payments	Yes	-	Yes	Yes	Yes	-	-	-	-	-	-	-	Yes	-	
Free	Student	-	-	-	-	-	-	-	-	-	-	-	-	-	
Zones	Yes	Yes	-	-	-	-	-	-	Yes	-	-	Yes	Yes	-	
Cash Adult Local	\$ 2.00	\$ 1.25	\$ 1.25	\$ 1.50	\$ 1.25	\$ 1.00	\$ 1.50	\$ 2.50	\$ 5.00	\$ 1.50	\$ 0.75	\$ 1.25	\$ 1.00	\$ 1.73	
Cash S/D/M	\$ 1.00	\$ 0.60	\$ 0.50	\$ 0.75	\$ 0.60	\$ 0.50	\$ 0.75	\$ 2.00	\$ 2.50	\$ 0.75	\$ 0.35	\$ 0.60	\$ 0.50	\$ 0.91	
Cash Student/Youth	\$ 0.50	\$ 1.25	\$ 1.00	\$ 1.00	\$ 1.25	\$ 0.75	\$ 0.75	\$ 2.00	\$ 5.00	\$ 1.50	\$ 0.75	\$ 0.60	0.75	\$ 1.36	
Cash Children	Free	Free	Free	Free	Free	Free	Free	\$ 1.00	Free	Free	Free	Free	Free		
Free Transfers	Yes	Yes	Yes	Yes	Yes	Yes (1 only)	Yes	-	-	Yes	-	Yes	Yes		
Adult ticket/Tokens	15/\$28	10/\$11.25	10/\$12.50	-	10/\$12.50	10/\$9.00	30/\$36.00	20/\$45.00	-	10/\$15.00	-	10/\$10.00	10/\$8.00	10/\$13.33	
Free Children Age	Under 7	Under 6	Under 6	Under 5	Under 5	Under 2	Under 5	Under 5	Under 5	Under 5	Under 3	Under 7	Under 4	Under 5	
Day Pass Adult	-	-	\$ 3.00	-	-	-	-	-	-	\$ 6.00	-	-	-		
Day Pass S/D/M	-	-	\$ 1.35	-	-	-	-	\$ 4.00	-	-	-	-	-		
Day Pass Student	-	-	\$ 2.50	-	-	-	-	-	-	-	-	-	-		
Monthly	\$ 60.00	\$ 40.00	-	\$ 30.00	\$ 44.00	\$ 35.00	\$ 60.00	-	-	\$ 40.00	\$ 26.00	\$ 40.00	\$ 27.00	\$ 41.67	
Monthly S/D/M	-	\$ 15.00	-	\$ 15.00	\$ 22.00	\$ 4.50	\$ 30.00	-	-	\$ 30.00	-	-	\$ 18.50	\$ 19.42	
Youth	-	\$ 30.00	-	\$ 20.00	-	\$ 7.00	\$ 30.00	-	-	-	-	\$ 30.00	\$ 18.50	\$ 23.40	
Public School Pass	-	-	-	-	-	-	-	-	-	-	-	-	-		
Student Semester Pass	Free	-	-	\$ 40.00	-	-	-	-	-	-	-	-	-		
Upass	-	-	-	-	-	-	-	-	-	-	-	-	-		
Adult 2 Zone Cash	-	\$ 2.00	-	-	-	-	-	-	\$ 8.00	-	-	\$ 1.75	2.00		
SDM 2 Zone Cash	-	\$ 1.00	-	-	-	-	-	-	\$ 5.00	-	-	\$ 0.85	1.25		
Adult Monthl Pass 2 Zone	-	\$ 60.00	-	-	-	-	-	-	-	-	-	\$ 50.00	\$ 60.00	\$ 55.00	
Student 2 Zone Monthly	-	\$ 45.00	-	-	-	-	-	-	-	-	-	\$ 50.00	\$ 40.00	\$ 47.50	
SDM 2 Zone Monthly	-	\$ 30.00	-	-	-	-	-	-	-	-	-	-	\$ 40.00		
2 Zone Tickets Adult	-	\$ -	-	-	-	-	-	-	-	-	-	-	10/\$18		
2 Zone Tickets Senior/Student	-	\$ -	-	-	-	-	-	-	-	-	-	-	10/\$11		

The overall fare structure at County Express is generally consistent with those of the peer agencies, although the fares do tend to be lower than the average at the peer systems; however, farebox recovery is well above average.

4.1.3 Funding

San Benito County is a self-help county, which means that it passed a sales tax referendum in 2018 for transportation. A portion of the funding raised from the sales tax is dedicated to Tier III project which could include funding County Express. Among the 12 peer agencies, five are also located in self-help counties with sales tax revenue dedicated to partly support transit. The amounts available for transit

vary from county to county and depend on the amount raised by the tax each year. The majority of the peer agencies

Figure 32 - Demand Response & ADA Paratransit Fares

Peer Transit Agency													San Benito	
Characteristic	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Dixon	City of Alascadero	City of Delano	City of Madera	Kings County	County Express	Peer Average
Demand Response Cash	-	-	\$ 1.00	-	\$ 7.00	-	-	-	-	-	\$ 2.00	-	\$ 2.00	\$ 3.33
Demand Response SDM	-	-	\$ 0.50	-	\$ 2.00	-	-	-	-	-	\$ 1.00	-	\$ 1.25	\$ 1.17
Demand Response Tickets/Tokens	-	-	-	-	10/\$66.50	-	-	-	-	-	\$ 1.00	-	\$ 1.25	\$ 3.82
Demand Response Tickets SDM	-	-	-	-	10/\$16	-	-	-	-	-	20/\$20	-	-	\$ 1.30
DR Same Day Premium	-	-	-	-	-	-	-	-	-	-	-	-	\$ 1.00	-
Outside city limits surcharge	-	-	-	-	\$ 1.50	-	-	-	-	-	10/\$9	-	-	\$ 1.20
Outside City Limits SDM	-	-	-	-	10/\$31.00	-	-	-	-	-	\$ 1.00	-	-	\$ 2.05
Demand Response Monthly	-	-	-	-	-	-	-	-	-	-	-	-	-	-
U-Pass	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ADA Cash	-	\$ 2.00	\$ 1.50	\$ 3.00	\$ 2.00	\$ 2.00	-	-	-	\$ 3.00	\$ 1.00	\$ 2.50	\$ 1.25	\$ 2.13
ADA Cash Fare Premium over Fixed Route	n/a	60%	20%	100%	60%	100%	n/a	n/a	n/a	100%	33%	100%	25%	23%
ADA Tickets/Tokens	-	-	-	-	10/\$16.00	10/\$20.00	-	-	-	10/\$30	10/\$9.00	10/\$25	10/11.00	10/\$20.00
ADA Monthly	-	-	-	-	-	\$ 60.00	-	-	-	-	-	-	-	-
ADA 2 Zone	-	\$ 4.00	-	-	-	-	-	-	-	-	-	-	-	-
Age 65 Passenger	-	-	\$ 1.50	-	-	-	-	-	-	-	\$ 2.00	-	-	-
Guest	-	-	\$ 1.75	-	-	-	-	-	-	-	-	-	\$ 1.25	-
General Public on ADA on Saturday	-	-	-	-	-	\$ 2.00	-	-	-	-	-	-	n/a	-
Same Day Surcharge	-	-	\$ 0.75	-	-	-	-	-	-	-	-	-	-	-
Same Day Reservation Change	-	-	\$ 0.75	-	-	-	-	-	-	-	-	-	-	-
InterCity	-	\$ 7.00	-	-	-	-	-	-	Others	Others	-	Yes	-	-

are owned and operated by municipal governments that have direct access to property taxes that provide some discretionary funding without the need to pass referenda. Transit systems in California also have access to state formula and discretionary grant transit funding programs as well as federal funding. Figure 33 shows the funding sources for 2019 for each of the peer systems.

County Express Fixed Route farebox recovery ratio of 10.5 percent is above the average of 7.3 percent. The overall farebox recovery rate for Fixed Route, commuter, and demand response/ADA Paratransit is 7.2 percent at County Express and averages 7.6 percent for the peer group. In 2019, County Express did not receive any operating funds from the local sales tax but received \$1.6 million from the state, compared with an average of \$723,000 for the peers. Federal operating funding at County Express was \$322,000 compared with almost \$900,000 at the peer agencies. County Express did not receive any state or federal capital funding in 2019.

Figure 33 - Funding Sources 2019

Peer Transit Agency													San Benito	
Characteristic	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Dixon	City of Atascadero	City of Delano	City of Madera	Kings County	County Express	Peer Average
Sales Tax	None													
Operating Fares	\$ 100,263	\$ 136,502	\$ 116,284	\$ 298,455	\$ 216,006	\$ 54,452	\$ 21,830	\$ 117,350	\$ 36,283	\$ 132,217	\$ 173,846	\$ 670,858	\$ 151,036	\$ 172,862
Operating Local funds	\$ 127,254	\$ 723,403	\$ -	\$ 495,145	\$ 1,147,234	\$ -	\$ 416,811	\$ 574,824	\$ 114,401	\$ 829,590	\$ -	\$ 121,255	\$ -	\$ 379,160
Operating State funds	\$ 430,618	\$ 155,433	\$ 2,072,029	\$ 1,873,088	\$ 792,997	\$ 1,259,066	\$ 101,256	\$ -	\$ 76,849	\$ -	\$ 813,957	\$ 1,104,483	\$ 1,620,741	\$ 723,315
Operating Federal funds	\$ 512,618	\$ 816,002	\$ 1,828,358	\$ 205,857	\$ 1,400,000	\$ 745,290	\$ 72,017	\$ 203,234	\$ 183,403	\$ 829,590	\$ 909,581	\$ 2,928,198	\$ 322,025	\$ 886,179
Other	\$ 17,102	\$ 10,670	\$ 61,744	\$ -	\$ 151,847	\$ 72,049	\$ -	\$ -	\$ 1,500	\$ 152,125	\$ 252,491	\$ -	\$ -	\$ 59,961
Total Farebox Funding	8.4%	7.4%	2.9%	10.4%	5.8%	2.6%	3.6%	13.1%	8.8%	6.8%	8.1%	13.9%	7.2%	7.6%
Fixed/Commuter Farebox	8.4%	7.7%	2.8%	11.1%	6.6%	2.0%	3.6%			5.3%	11.9%	13.5%	10.5%	7.3%
Percent Local Funding	10.7%	39.3%	0.0%	17.2%	30.9%	0.0%	68.1%	64.2%	27.7%	42.7%	0.0%	2.5%	0.0%	25.3%
Percent State Funding	36.3%	8.4%	50.8%	65.2%	21.4%	59.1%	16.5%	0.0%	18.6%	0.0%	37.9%	22.9%	77.2%	28.1%
Percent Federal Funding	1.4%	0.6%	1.5%	0.0%	4.1%	3.4%	0.0%	0.0%	0.4%	7.8%	11.7%	0.0%	0.3%	2.6%
Percent Other Funding	1.4%	0.6%	1.5%	0.0%	4.1%	3.4%	0.0%	0.0%	0.4%	7.8%	11.7%	0.0%	0.0%	2.6%
Total Operating	\$ 1,187,855	\$ 1,842,010	\$ 4,078,415	\$ 2,872,545	\$ 3,708,084	\$ 2,130,857	\$ 611,914	\$ 895,408	\$ 412,436	\$ 1,943,522	\$ 2,149,875	\$ 4,824,794	\$ 2,099,899	\$ 2,221,476
Capital Fares	\$ -	\$ -	\$ -	\$ 2,544	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 193	\$ -	\$ 228
Capital Local	\$ -	\$ -	\$ -	\$ 2,544	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 193	\$ -	\$ 228
Capital State	\$ -	\$ -	\$ -	\$ -	\$ 537,442	\$ -	\$ 14,830	\$ 51,591	\$ 46,677	\$ 23,003	\$ -	\$ 102,793	\$ -	\$ 64,695
Capital Federal	\$ 128,742	\$ -	\$ -	\$ 8,741	\$ 862,114	\$ 347,356	\$ -	\$ -	\$ -	\$ 80,138	\$ -	\$ 2,194,128	\$ -	\$ 301,768
Other	\$ -	\$ -	\$ -	\$ 49,635	\$ 214,891	\$ -	\$ -	\$ -	\$ 8,448	\$ 88,000	\$ -	\$ -	\$ 63,471.00	\$ 30,081
Percent Farebox Funding	0.0%	-	-	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.5%
Percent Local Funding	0.0%	-	-	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.5%
Percent State Funding	0.0%	-	-	0.0%	33.3%	0.0%	100.0%	100.0%	84.7%	12.0%	-	4.5%	0.0%	37.2%
Percent Federal Funding	100.0%	-	-	14.3%	53.4%	100.0%	0.0%	0.0%	0.0%	41.9%	-	95.5%	0.0%	45.0%
Percent Other Funding	0.0%	-	-	81.5%	13.3%	0.0%	0.0%	0.0%	15.3%	46.0%	-	0.0%	100.0%	17.4%
Total Capital	\$ 128,742	\$ -	\$ -	\$ 60,920	\$ 1,614,447	\$ 347,356	\$ 14,830	\$ 51,591	\$ 55,125	\$ 191,141	\$ -	\$ 2,297,114	\$ 63,471.00	\$ 396,772

4.1.4 Operating Statistics and Performance Indicators

Figure 34 summarizes operating statistics for each of the Fixed Route peer systems, and Figure 35 provides the statistics for peer ADA Paratransit services, whereas Figure 36 and Figure 37 calculate key performance indicators based on the statistics. The peer systems reflect a diverse mix of systems with different operating models, service levels, funding methodologies, and ridership. All but two of the systems are fully contracted, with private companies providing both Fixed Route and paratransit service. Fixed Route operating costs range from \$611,000 to more than \$4 million, with an average of \$1.8 million. The annual cost for Fixed Route service at County Express is below average with a 2019 cost of \$827,000. On the other hand, the costs for demand response service at County Express are higher than average, at \$1.2 million, compared to the average of \$770,000.

Figure 36 includes indicators based on the population per bus and per square mile of service area. These criteria show that County Express offers a high level of capital resources to provide service in the community with an average of one bus per 2,222 residents compared with an average of one bus per 6,000 residents. County Express is close to average when the fleet is compared with the size of the service area, with 0.5 buses per square mile and an average of 0.6 buses per square mile for the peers. However, the number of transit passengers generated per capita in San Benito County is below average when compared with the peer systems. In San Benito County there are 1.7 annual rides per capita compared with the average of 2.2 rides per capita in the peer agencies. The fixed and commuter routes at County Express generate 1.6 rides per capita, and the demand response services generate 1.4 rides

per capita. This contrasts with the peer systems that generate 2.8 rides per capita on the Fixed Route, but only 0.4 on their demand response services. The highest rides per capita (5.6) among the peers is found at the City of Petaluma (population 62,000), and strong results are also found at Lodi (population 67,000) and Delano (population 54,000).

Figure 34 - Fixed Route Peer Transit Statistics

Fixed Route Peer Transit Agency											San Benito	
Fixed Route Characteristic	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Delano	City of Madera	Kings County	County Express	Peer Average
Operating Model	Contracted	Contracted	Contracted	Contracted	Contracted	Contracted	Direct Ops	Direct Ops	Contracted	Contracted	Contracted	
Operating Cost \$	\$ 1,187,855	\$ 1,438,284	\$ 3,138,827	\$ 1,881,609	\$ 2,345,837	\$ 1,598,143	\$ 611,914	\$ 1,178,012	\$ 1,067,697	\$ 4,372,135	\$ 827,007	\$ 1,882,031
Fare Revenue \$	\$ 100,263	\$ 110,910	\$ 88,738	\$ 209,196	\$ 155,089	\$ 31,181	\$ 21,830	\$ 62,015	\$ 126,876	\$ 589,610	\$ 87,076	\$ 149,571
Passenger Miles	-	-	-	917,122	-	-	-	-	-	4,327,822	-	2,622,472
Unlinked Trips	38,789	79,304	150,129	332,293	255,652	51,197	37,363	72,289	89,650	682,282	63,330	178,895
Rte Revenue Miles/Annual	314,493	223,065	344,724	240,543	265,229	143,554	54,499	146,712	242,305	762,268	221,937	273,739
Rte Revenue Hours/Annual	11,924	15,797	25,885	19,639	22,415	11,275	4,301	11,192	19,119	45,772	12,275	18,732
Spares	-	-	-	36%	-	-	-	-	-	29%	-	32%
Average Vehicle Age	-	-	7	11	8	1	-	5	10	7	-	5

Revenue per boarding on Fixed Route and commuter lines at County Express is higher than the average of the peer agencies with similar services. Two systems have average revenue similar to County Express, and Calaveras Connect has much higher average revenue per boarding (\$2.58 compared with \$1.37). This higher-than-average revenue helps County Express achieve its higher farebox recovery level.

Figure 35 - Demand Response Peer Transit Agency Statistics

Demand Response Peer Transit Agency											San Benito	
Demand Responsive	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Dixon	City of Alascadero	City of Delano	City of Madera	Kings County	County Express	Peer Average
Operating Model	Contracted	Contracted	Contracted	Contracted	Contracted	Contracted	Direct Ops	Direct Ops	Contracted	Contracted	Contracted	
Operating Cost \$	\$ 403,726	\$ 715,311	\$ 985,391	\$ 1,362,247	\$ 532,714	\$ 895,408	\$ 412,436	\$ 765,510	\$ 1,082,178	\$ 542,451	\$ 1,272,892	\$ 769,737
Fare Revenue \$	\$ 25,592	\$ 27,546	\$ 43,865	\$ 60,917	\$ 23,271	\$ 117,350	\$ 36,283	\$ 70,202	\$ 46,970	\$ 23,256	\$ 63,960	\$ 47,525
Passenger Miles	-	-	57,456	-	-	-	-	-	-	62,897	-	60,177
Unlinked trips	9,757	19,346	16,987	28,617	11,869	62,188	12,864	12,528	20,981	20,146	56,914	21,528
Annual Miles	37,013	77,686	63,659	101,460	43,654	102,344	45,978	44,465	101,922	73,859	256,585	69,204
Annual Hours	4,469	9,292	7,954	11,332	3,821	9,525	4,454	6,236	10,313	5,919	20,010	7,332
Spares	-	-	36%	-	-	-	-	-	-	32%	-	32%
Average Vehicle Age	-	7	11	8	1	-	-	5	10	7	-	5

County Express generates fewer passengers per mile or hour of operation than other peer systems; however, given that the operating costs of County Express are much lower than the peers, the cost per boarding and expense per mile of operation are well below average.

Figure 36 - Fixed Route Peer Transit Agency Performance

Fixed Route Peer Transit Agency											San Benito	
Fixed/Commute Characteristic	Calaveras Connect	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Auburn	City of Delano	City of Madera	Kings County	County Express	Peer Average
Total Buses per Capita	7,500	5,567	6,552	4,128	4,195	16,269	4,000	5,437	3,896	3,200	2,222	6,074
Total Buses per Sq Mile	0.1	0.3	0.7	1.3	1.0	0.2	0.8	1.3	0.1	0.2	0.5	0.6
Total Rides per Capita	0.9	1.6	2.0	5.6	4.2	0.8	1.9	3.1	0.4	1.6	1.7	2.2
Rides per Capita	0.9	1.4	1.8	5.4	3.8	0.6	1.9	1.3	1.4	9.7	1.6	2.8
Rides per bus	6,465	7,930	11,548	22,153	15,978	10,239	7,473	7,229	5,274	31,013	3,518	12,530
Route Avg Rev/Boarding	\$ 2.58	\$ 1.40	\$ 0.59	\$ 0.63	\$ 0.61	\$ 0.61	\$ 0.58	\$ 0.86	\$ 1.42	\$ 0.86	\$ 1.37	\$ 1.01
Farebox Recovery	8.4%	7.7%	2.8%	11.1%	6.6%	2.0%	3.6%	5.3%	11.9%	13.5%	10.5%	7.3%
Average Boardings/Mile	0.1	0.4	0.4	1.4	1.0	0.4	0.7	0.5	0.4	0.9	0.3	0.6
Average Boardings/Hr	3.3	5.0	5.8	16.9	11.4	4.5	8.7	6.5	4.7	14.9	5.2	8
Route Avg Speed	26.4	14.1	13.3	12.2	11.8	12.7	12.7	13.1	12.7	16.7	18.1	14.6
Operating Expense Per hour	\$ 99.62	\$ 91.05	\$ 121.26	\$ 95.81	\$ 104.65	\$ 141.74	\$ 142.27	\$ 105.25	\$ 55.84	\$ 95.52	\$ 67.37	\$ 105.30
Cost per Boarding	\$ 30.62	\$ 18.14	\$ 20.91	\$ 5.66	\$ 9.18	\$ 31.22	\$ 16.38	\$ 16.30	\$ 11.91	\$ 6.41	\$ 13.06	\$ 16.67
Rte Expense Per Mile Bus	\$ 3.78	\$ 6.45	\$ 9.11	\$ 7.82	\$ 8.84	\$ 11.13	\$ 11.23	\$ 8.03	\$ 4.41	\$ 5.74	\$ 3.73	\$ 7.65

Figure 37 - Demand Response Peer Transit Agency Performance

Demand Response Peer Transit Agency											San Benito	
Demand Responsive	City of Lompoc	City of Tracy	City of Petaluma	City of Lodi	City of Manteca	City of Dixon	City of Alascadero	City of Delano	City of Madera	Kings County	County Express	Peer Average
Operating Model	Contracted	Contracted	Contracted	Contracted	Contracted	Contracted	Direct Ops	Direct Ops	Contracted	Contracted	Contracted	
Operating Cost \$	\$ 403,726	\$ 715,311	\$ 985,391	\$1,362,247	\$ 532,714	\$ 895,408	\$ 412,436	\$ 765,510	\$1,082,178	\$ 542,451	\$1,272,892	\$ 769,737
Fare Revenue \$	\$ 25,592	\$ 27,546	\$ 43,865	\$ 60,917	\$ 23,271	\$ 117,350	\$ 36,283	\$ 70,202	\$ 46,970	\$ 23,256	\$ 63,960	\$ 47,525
Passenger Miles	-	-	57,456	-	-	-	-	-	-	62,897	-	60,177
Unlinked trips	9,757	19,346	16,987	28,617	11,869	62,188	12,864	12,528	20,981	20,146	56,914	21,528
Annual Miles	37,013	77,686	63,659	101,460	43,654	102,344	45,978	44,465	101,922	73,859	256,585	69,204
Annual Hours	4,469	9,292	7,954	11,332	3,821	9,525	4,454	6,236	10,313	5,919	20,010	7,332
Spares	-	-	36%	-	-	-	-	-	-	32%	-	32%

County Express buses operate at an average speed of 18.1 miles per hour. This is the second fastest among the peers, which have an average speed of 14.6 miles per hour. Only Calaveras Connect, which primarily operates intercity and rural service, has a higher average speed.

The demand response service operated by County Express generates 2.8 rides per hour, which is in line with the 2.9 rides per hour generated by the peer agencies. The rides per mile at County Express are higher than those for the peers; however, the average revenue per boarding is less. The operating cost per hour of demand response service at County Express is similar to the operating cost of the Fixed Route service and is well below the average cost at the peer agencies. This means the cost per passenger at County Express is almost half the cost of the average of other systems. However, because of the lower revenue per passenger, the cost recovery at County Express is still lower than the average for demand response for the peers.

4.1.5 Innovative Programs at Peer Agencies

The peer systems are a diverse group of transit properties that have also implemented a diverse range of unique programs. Some programs appear in multiple agencies, whereas others are found only in a single system.

Four systems have tracking apps available for the public to provide information on when the next bus will arrive. The information is provided by text, smart phone app, or home computer. Four systems offer a mobile app that allow for the purchase of fare products on a mobile phone.

Taxi scrip is sold by Tracy Transit to expand the capacity of the ADA Paratransit system and is also available for senior citizens. The subsidized taxi service is to be used during the hours that the transit system is not operating. The taxi company does have cabs capable of transporting passengers with wheelchairs. Lodi Transit offers public Dial-A-Ride service late at night and in the early morning when the Fixed Route service is not operating.

Manteca Transit provides maps suitable for persons with visual impairments. Manteca also has a passenger shelter advertising program to help provide revenue to cover some of the costs associated with install and maintaining shelters. Delano Transit provides a commuter calculator to enable potential passengers to identify how much money they could save by riding transit instead of using their own cars.

Two peer systems offer travel training. Petaluma Transit has several instructional videos available on their website to provide information on how to use their service. Calaveras Connect initiated a service for grocery delivery because of the COVID-19 pandemic.

The KART system in Kings County prepared a document identifying all ADA requirements for transit and transit facilities, including stops. These standards are used to ensure that the system is fully compliant with ADA requirements. Although not as customer friendly as the guide prepared for KART, the FTA does provide similar information to all transit systems in Circular 4710.1 published in 2015.

California has mandated that all public transit buses be converted to zero-emission technology by 2040. In anticipation of the requirement, many of the larger systems in California are now testing electric buses and infrastructure. For systems that use heavy-duty transit coaches with a life of 15 or more years, the requirement for new battery-electric purchases will begin in 2025. For systems such as County

Express that use light duty vehicles, the conversion deadline will be further in the future. However, note that that none of the peer systems are testing battery-powered vehicles at this time.

4.1.6 Summary

Overall, County Express Transit performance compares well with that of its peers. Although the ridership per capita is below average, the system performs well on financial performance criteria given the low operating costs in place pre-COVID. These low operating costs, combined with an above average revenue per passenger on the Fixed Route, result in a high cost-recovery ratio for the Fixed Route system. County Express has more vehicles per capita to serve the community, although rides generated per capita fall below the average of that of the peers. On the demand-response side, the cost recovery is below average for the peer systems, and revenue per passenger is less than half that of the peers. Cost per boarding on both the Fixed Route and demand response service is well below the peers primarily because of the low operating costs. County Express lags behind some other small agencies in adopting new technology such as GPS tracking.

5 First Round of Public Outreach

The first round of public outreach was held during the COVID-19 pandemic. The events associated with the activity were held in October 2021 after limited Fixed Route service, called Tripper, was restarted and the new On-Demand services were initiated. The ongoing pandemic limited the amount of possible public face-to-face contact; however, a survey of the public and users was conducted, and two pop-up events were held, one in San Juan Batista and one in Hollister. A total of 58 survey responses were received in English and Spanish from the pop-up events and the County Express website. Although this is not a statistically significant sample, it does provide a snapshot of attitudes toward and awareness of transit in San Benito County.

Shortly after the first round of outreach meetings and the circulation of the survey, the Council of San Benito County Governments prepared a summary of unmet transit needs, as is done annual as directed by the Transportation Development Act, which also included a survey and public meeting.

5.1 Pop-up Meeting Comments

Several themes emerged during the pop-up meetings. This was the first opportunity people had to comment on the service restoration of the Fixed Route as a tripper service and the first time the public was consulted on the new on-demand service.

Specific service requests for gated community Rancho Larios on Rocks Road and San Andreas School were due to earlier bell times in afternoon. It was felt that those interviewed that the Intercounty service was generally good, including that in San Juan Bautista, but that there were not enough stops or coverage in Hollister. Inter County service was noted as sometimes subject to crowding, but service was seen as reliable and comfortable.

Some comments indicated that people preferred the former Fixed Route scheduled service to on-demand or Dial-A-Ride because it enabled them to travel spontaneously.

Some comments indicated that some members of the public were not aware that the Tripper service was offered in town; however, when the service was explained, they felt it was too limited. Some confusion arose surrounding the difference between Dial-A-Ride and Mobility On Demand. It was felt that better marketing is needed to explain all the services, including on-demand, Dial-A-Ride, paratransit, and the Tripper and Intercounty services.

A comment was also received that fare increments should be in even \$0.25 increments to reduce the hassle for operators and passengers and that better coordination with Hazel Hawkins Hospital might be necessary.

5.2 Survey Results

A survey was prepared and circulated to riders and nonriders in the County Express service area. The survey was administered in person at two pop-up sites on October 15 and 16, 2021, in Hollister and San Juan Batista and was made available on the County Express website. The survey was available in English and Spanish, and bilingual surveyors were available at the pop-up locations. Fifty-eight responses were received. The survey forms in English and Spanish are provided in Appendix 1.

As shown in **Error! Reference source not found.**, 31 respondents (53 percent) stated they had used County Express regularly, either now or before the COVID-19 pandemic. However, among the 46 percent of respondents who said they do not regularly use County Express now, about 38 percent said they had used County Express at some point. Figure 39—Use Before COVID-19 Service Reductions

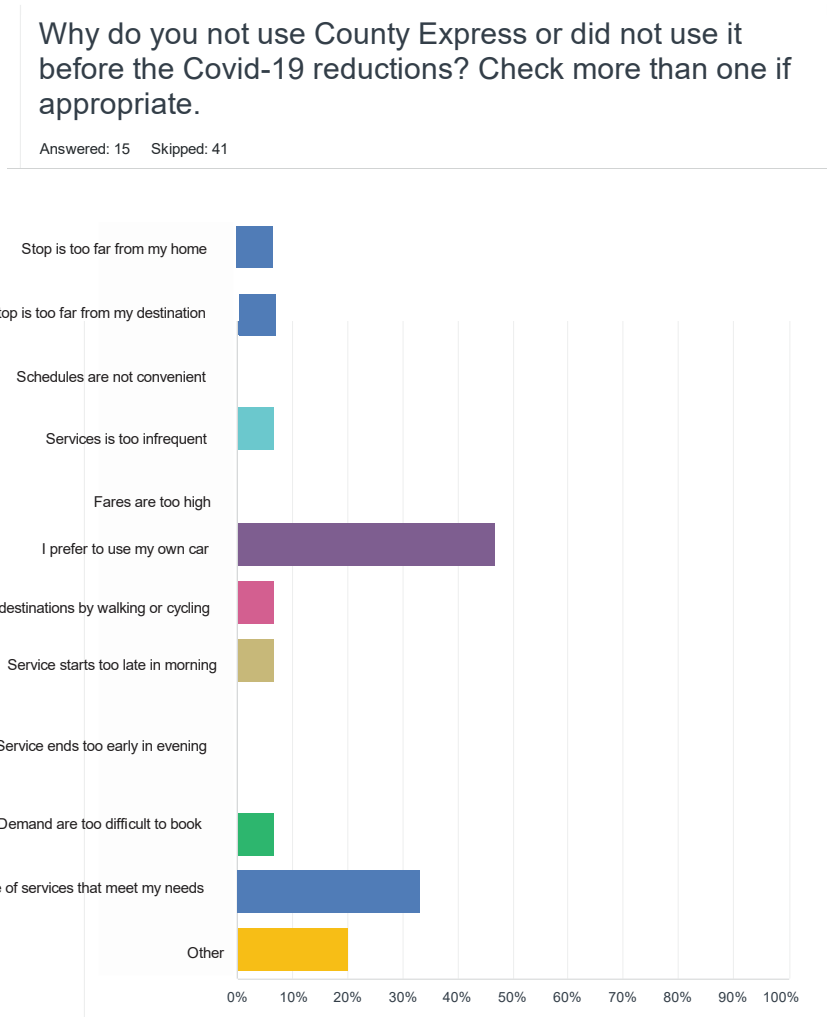
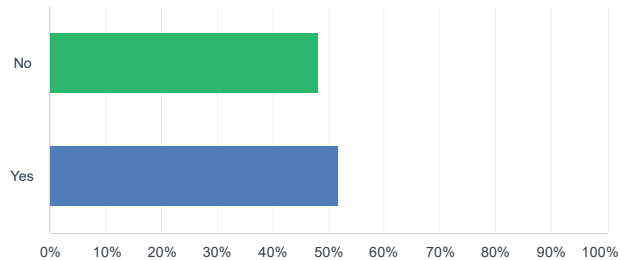


Figure 40 shows that among those who said they have never used County Express, 47 percent said the reason was that they prefer their own car. The only other reason cited by multiple respondents was that they were unaware of any County Express Services that meet their needs. No one stated that they did not ride because fares were too high or schedules were inconvenient, although one person did note that service did not start early enough in the morning. No one provided an explanation as to why they stopped using County Express.

Figure 38 - Use of County Express Prior to COVID 19

Did you use any County Express transit service regularly prior to the COVID-19 service interruption or do you currently use it?

Answered: 56 Skipped: 0



As shown among riders who currently use County Express, the most popular service was the Intercounty route to Gilroy, cited by about 52 percent of respondents. (Please see Figure 40.) Twenty-nine percent said they use the current tripper, about 10 percent said they use paratransit, and 38 percent said they use Dial-A-Ride. About 29 percent of respondents use the new on-demand service, the same percentage as the existing tripper.

Figure 39—Use Before COVID-19 Service Reductions

Why do you not use County Express or did not use it before the Covid-19 reductions? Check more than one if appropriate.

Answered: 15 Skipped: 41

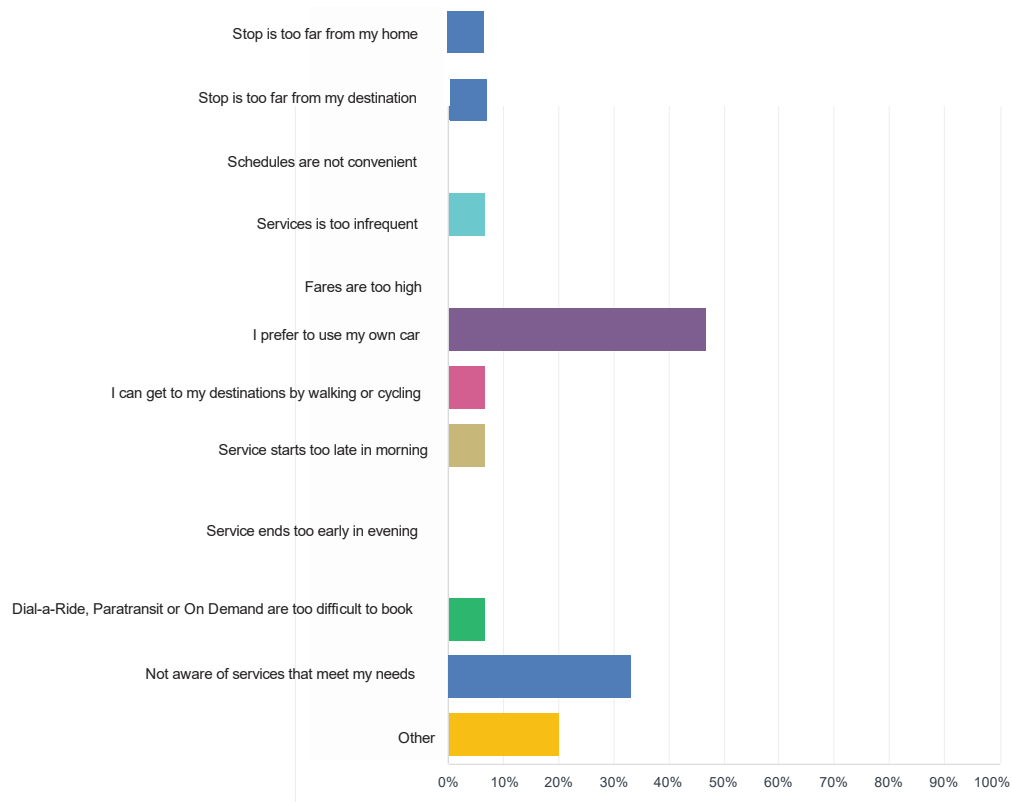
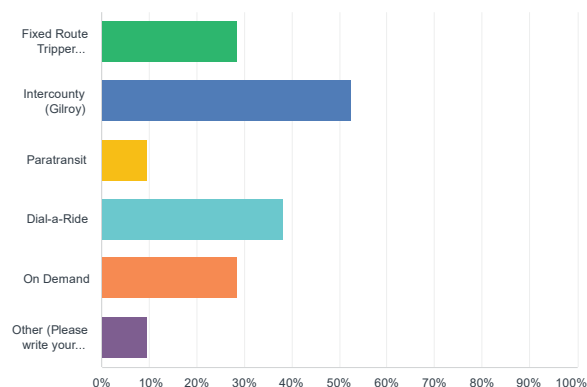


Figure 40 – Service Typically Used

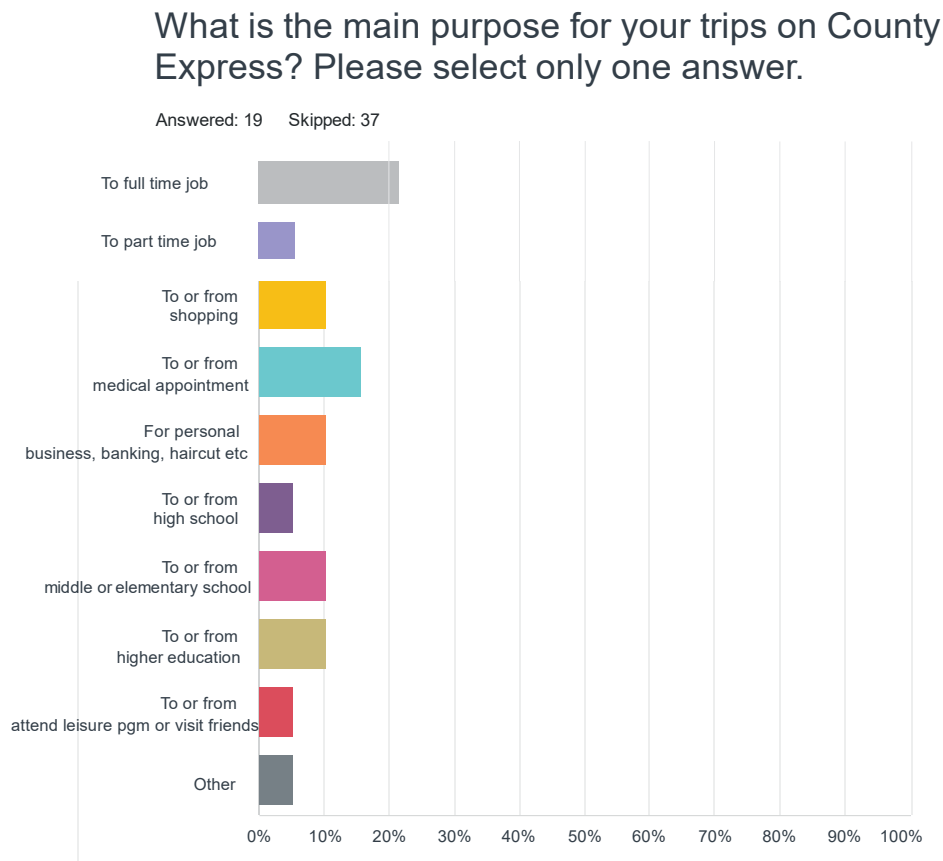
Which County Express services do you typically use? Check more than one if appropriate.

Answered: 21 Skipped: 35



The most popular trip purpose is travel to a full- or part-time job, which was what 26 percent of respondents selected. (Please see Figure 41.) Medical appointments are the next most popular purpose (16 percent of respondents). About 11 percent of trips were taken to middle and high school, and 11 percent were trips for higher education. About 21 percent of respondents reported shopping and personal business as their trip purpose.

Figure 41—Main Purpose for Using County Express

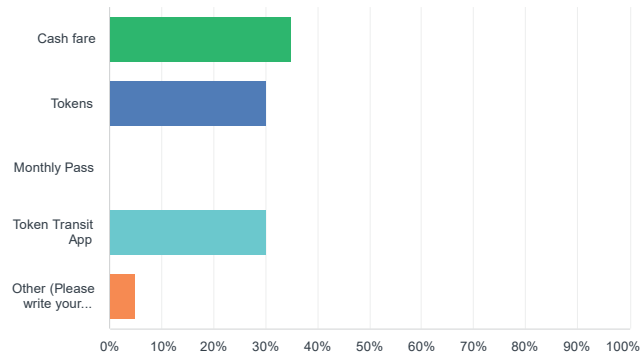


As shown in Figure 42, 35 percent of respondents preferred cash as a fare payment type, with token and transit token app each used by 30 percent of users. None of the survey respondents used a monthly pass. Given that 21 percent of users travel for a full-time job, this may indicate that the fare pricing may need to be adjusted to create a better incentive for purchase of a monthly pass. Ten percent of respondents use a Courtesy Card to receive a discount on County Express fares, which is consistent with the number of respondents using paratransit.

Figure 42—Usual Fare Type

Which type of fare do you usually pay when you board the bus? Please select only one answer.

Answered: 20 Skipped: 36

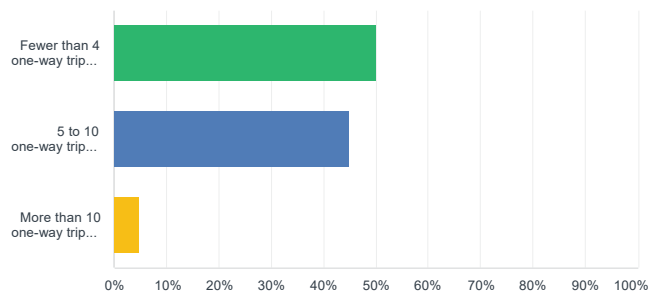


The frequency of County Express use for respondents is shown in Figure 43. Half of respondents use the service fewer than four round trips per week, and half use the service more than five one-way trips per week. Among those who use the service frequently, about 10 percent use it more than ten trips per week.

Figure 43 - Frequency of Use

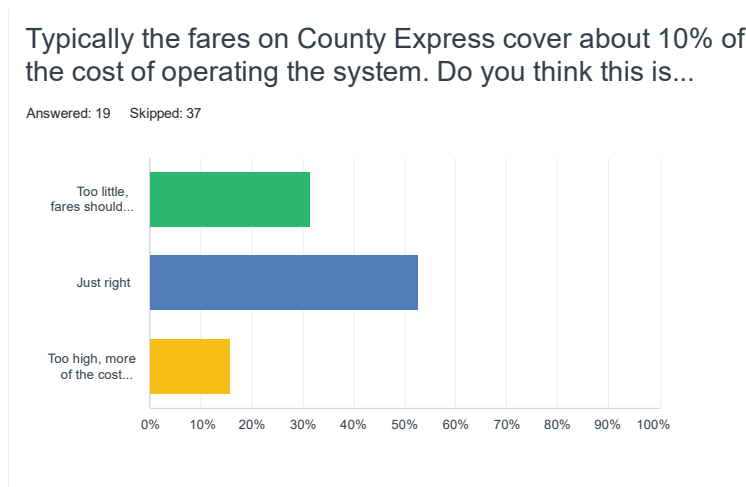
How many one-way trips do you take on County Express in a typical week (Monday to Friday)? A one-way trip is to a destination. A trip back home is a second one-way trip.

Answered: 20 Skipped: 36



The survey asked if respondents believe the share of revenue generated by taxes and fares is appropriate. The results are shown in **Error! Reference source not found..** The majority, just over 52 percent, believe the current mix is just right, and just over 31 percent believe fares should be higher and taxes lower. In contrast, about 16 percent believe that fares are too high and that taxpayers should bear the cost.

Figure 44 - Is Cost Recovery Rate Appropriate?



In Figure 45, respondents were asked to consider how changes to fares or services would influence their use of County Express. An increase in fares and decrease in tax support for the system would cause 20 percent of respondents to ride less often and would have no impact on 70 percent of respondents' use of the system. Conversely, decreasing fares would cause 25 percent to ride more and have no impact on usage for 65 percent of respondents. Switching to low-floor buses would increase use of the system by 25 percent of riders but have no effect on 75 percent. Replacing buses with zero-emission vehicles would cause 25 percent of respondents to increase their use of the system and have no effect on 70 percent.

Respondents were asked how service changes to the on-demand service would influence their use of the service. From 58 to 63 percent of respondents stated that later service on weekdays, service on Saturdays, and service on Sundays would cause them to use the service more often. Holiday service and early morning service were less popular suggestions, scoring 37 and 42 percent, respectively.

The only potential change to Dial-A-Ride that would cause more than 50 percent of respondents to ride more frequently would be later service on Saturday evenings. Later service on weekdays garnered support from 44 percent of respondents. Earlier service on Saturdays and Sundays scored 42 percent, whereas other improvements attracted fewer than 32 percent of respondents.

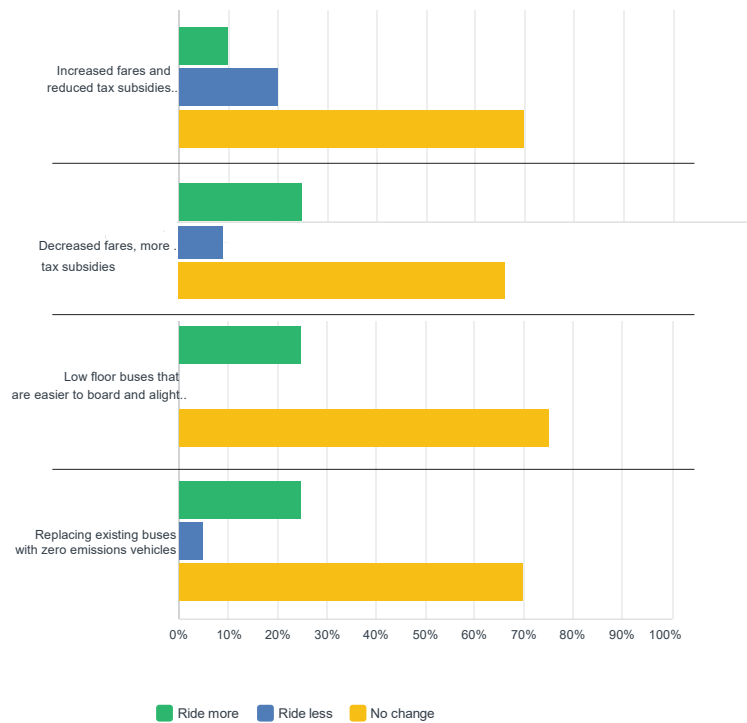
Several additional questions were asked on the impact of specific service changes on respondents' use of the system. Fifty percent of those who responded said that better coordination with school times would increase their use of the tripper, whereas 44 percent said that later service in the afternoon, a closer bus stop, at their destination would increase their use of the service.

Later service on the Intercounty route and service to other locations in San Benito County would generate additional use for about 33 percent of Intercounty riders. Other changes to the route in Gilroy or earlier and later service garnered support from between 17 and 22 percent of users.

Figure 45 - Impact of Changes on Use of County Express

How would these changes influence your use of County Express?

Answered: 20 Skipped: 36



A question was asked if replacing one (or two) type of service in Hollister with a different type of service would affect respondents' use of the local service. The results are shown in **Error! Reference source not found.** In general, the preference was to continue the current three types of service. The most popular replacement would be to substitute On-Demand service for Dial-A-Ride; however, that change would cause only 18 percent of respondents to ride more often, compared with 75 percent who said their use of the service would not change. Seven percent preferred replacement of all services with Fixed Routes, and 11 percent preferred replacement with Dial-A-Ride. The strength of support for On-Demand service is noteworthy because the service was only started in August 2021.

Respondents were asked how they would have made the trip if County Express were unavailable. The results, shown in Figure 47, indicate that driving a car or not making the trip at all were the most popular choices, followed by getting a ride in a car driven by another person. This question confirms that about 25 percent of users are captive to transit and have no other means of making their trips.

Figure 46 - Replacing Services

County Express now operates several local services including On-Demand service, Dial-A-Ride and Local Tripper Service. Please indicate how potential changes to these services would change how often you use them.

Answered: 27 Skipped: 29

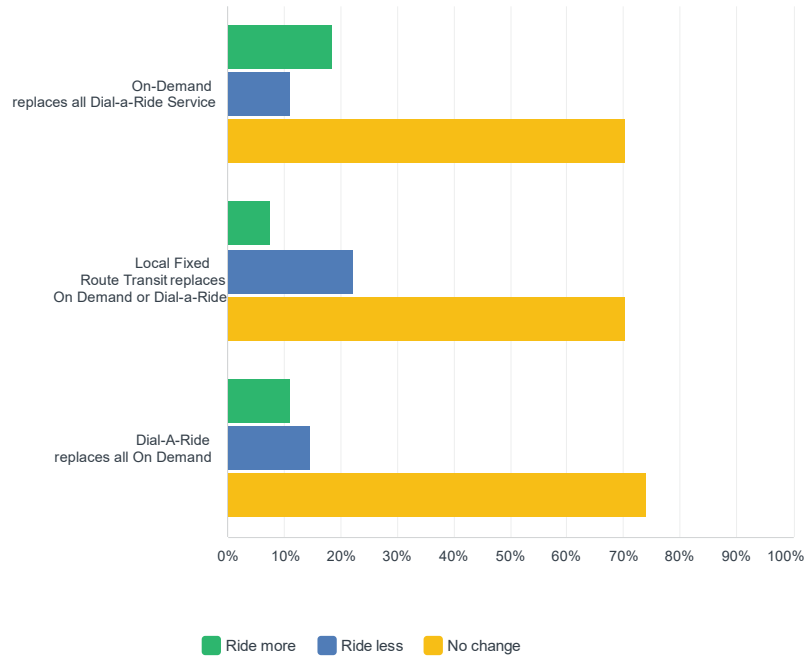
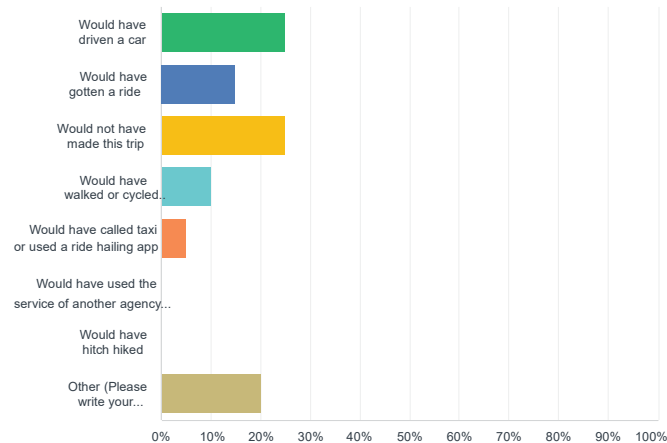


Figure 47 - Alternatives to County Express

If County Express was not available for this trip, what would you have done? Check the most likely option.

Answered: 20 Skipped: 36



Respondents were asked to identify which aspects of County Express services they were least or most satisfied with. In general, most respondents were somewhat or very satisfied with all aspects of the service. The areas receiving the highest approvals included the assistance received (51 percent satisfied), cleanliness of vehicles (66 percent satisfied), reliability (50 percent satisfied for local service, 52 percent satisfied for Intercounty), and Intercounty service generally (54 percent satisfied).

In terms of demographics, 42 percent of respondents were female, 50 percent were male, and 8 percent declined to indicate their ages. About 4 percent were under 18 years of age, 8 percent were between the ages of 19 and 29, 31 percent were between the ages of 30 and 49, and 38 percent were between the ages of 50 and 64. Adults 65 and over comprised about 15 percent of respondents, and about 4 percent declined to indicate their age.

Twenty-four percent of respondents do not have an automobile registered to their address and would be classified as transit dependent. This is consistent with the results shown in Figure 47 that about 25 percent of users are captive to transit. Sixteen percent of respondents live in a household that has one car registered, and 24 percent of respondents live in a household with two cars. Thirty-six percent of respondents' households have three or more cars registered.

The respondents were asked to identify the total household income and the number of people residing in the household. Using this information, it is possible to determine whether any the respondents live in household have income below the federal poverty line. About half of respondents provided both the number of household members and the total household income. None of the 15 respondents are below the federal poverty line. However, if the Federal Housing and Urban Development guidelines for Low-Income Level are used, 60 percent of respondents have a low income level. The HUD low-income level is about five times higher than the federal poverty line income level.

5.3 Unmet Transit Needs

In 2021 and 2022 the County prepared an Unmet Transit Needs Assessment to comply with the Transportation Development Act (TDA). In 2021 a total of 29 comments were received from the public; however, all were determined to be unreasonable for meeting an unmet transit need. However, in 2022, only 19 comments were received from the public. Of the 19 comments, 26 percent requested the return of the pre-pandemic Fixed Route system and expressed dissatisfaction with the replacement On Demand and Tripper replacement services. These comments were consistent with what was heard at the pop-up meetings held for this project.

The other significant issue raised at the meeting was the reduction of service to South Side School from the Hollister Migrant Worker Center. This reduction resulted from the post-pandemic bus operator shortage and will be resolved by staffing adjustments until service changes can be implemented or additional operators hired.

5.4 Overall Takeaways

The survey, outreach popups, and Unmet Transit Needs assessment reveal an appetite in the community for improved transit service and a relatively high level of dissatisfaction with the current level of services that have resulted from the COVID-19 response service adjustments. A realignment of services to simplify service choices and reduce overlapping options and reinstatement of Fixed Route

services appears warranted. The comments suggest that a clear mission and vision should be adopted for County Express to confirm the service's role in the community.

6 County Express Mission and Vision

6.1 Roles of Public Transit in Communities

Public transit serves two primary functions in communities. Transit for **coverage** provides basic service to ensure that most people in the community have access to some mobility. Transit for **ridership** is designed to create an alternative to driving. While many systems choose to provide both types of service it is useful to understand these roles when establishing a vision for the outcomes the transit system is supporting and the roles the system will play in achieving those outcomes. Figure 49 summarizes key characteristics for coverage and ridership transit functions.

Figure 48 - Coverage and Ridership Roles for Transit Systems

	Coverage	Ridership
Recipients	People who <ul style="list-style-type: none"> • Cannot drive • Cannot afford to drive • Do not have access to a vehicle • Have mobility impairments • Often: children, teens, seniors 	People who have access to a car for their trip
User benefits	Access Community involvement Social engagement Mental health	Alternative to driving May be faster than driving for some trips Less stress Lower cost
Community benefits	Freedom from driving friends and family Public health Mental health	Reduces pressure on roads May support climate objectives Lower overall transportation costs
Measures of success	Distance to transit stops/pickup Accessibility Cost of delivery	Mode share/trips shifted to transit Trip time Productivity (e.g., boardings per hour)
Service characteristics	Low frequency Hours and days set by policy Routes may be winding and indirect Does not compete with driving speed or directness	Frequent service All day, every day Serves major activity centers Direct routes on major roads Investments for reliability and speed High-capacity vehicles Competitive with driving Supports development of compact communities

6.2 San Benito LTA Policy Guidance

San Benito LTA does not currently have a formal vision and mission statement.

Some broad policy guidance is available from the San Benito Regional Transportation Plan (2018–2040); although it also does not explicitly state a vision for transportation in the County or articulate a mission statement, it provides a Policy Framework and associated goals as shown in Figure 49.

Figure 49 - San Benito Regional Transportation Plan (2018-2040), Policy Framework

1. **Accessibility and Mobility** – Provide convenient, accessible, and reliable travel options for local residents and visitors alike;
2. **System Preservation and Safety** – Preserve the existing system with ongoing maintenance and rehabilitation;
3. **Economic Vitality** – Support investments in transportation that have a direct impact on retail spending and job growth;
4. **Social Equity** – Provide an equitable level of transportation services to all segments of the population;
5. **Healthy Communities** – Encourage active transportation projects and programs; and
6. **Environment** – Promote environmental sustainability and protect the natural environment of the region

Transit's ability to support these implied values varies depending on the specific objectives and the type of transit service provided. For example,

- Coverage transit can address **Accessibility and Mobility** values of accessibility and reliability. It may also address some aspects of convenience (such as walking distance to transit) but not others (such as spontaneity).
- Focused **System Preservation and Safety** investments in maintenance and rehabilitation are essential to ensure that any transit service enjoys public support and can support community objectives.
- Elements of **Economic Vitality** may be supported by coverage transit by providing mobility, including access to jobs for people with other access to alternatives, which is often a benefit to employers who may otherwise be unable to find employees.
- **Social Equity** objectives are a primary objective of coverage transit, though more limited service offerings (such as shorter daily span and weekends or holidays without any service) may limit the benefit to smaller shares of the population.
- Coverage transit can support **Healthy Communities** objectives, including mental health benefits from socialization and access to health care; however, broader benefits may be achieved in communities that achieve a high share of trips made by walking, cycling, and transit.
- Coverage transit provides few benefits for **Environment** objectives because it typically does not achieve reductions in automobile use or vehicle miles traveled. Significant investments in ridership transit combined with supportive land use and demand management measures may provide alternatives that result in less pressure on valuable land resources, GHG reductions, or other outcomes, though achieving such benefits requires broad systemic and sustained commitments.

Further clarification of the framework elements may be helpful if the LTA wishes to modify its approach to transit.

6.3 San Benito's Public Transportation System

San Benito County's public transportation system consists solely of coverage services.

Local service is provided with County Express On-Demand (CEOD) and Dial-A-Ride (DAR), which provide shared-ride transit on request either curb to curb or from designated stops. Customers must call ahead

(DAR) or use an app (CEOD). To provide this level of service, buses do not have predefined routes but make unique trips based on multiple current requests. As such, customers cannot make trips spontaneously and customer trip times are not predictable in advance. Flexible route services such as these are also incapable of providing high-capacity service because of their inherent designs.

Tripper routes operate near school times, providing focused trips on routings optimized for coverage that connects neighborhoods and schools. Most schools have access to one or two trips in each peak period, and some have early arrival times or late leave times because of the limited resources available to provide more frequent service.

Intercounty service operates on routings designed to provide coverage to key destinations only within Hollister and (for most but not all trips) San Juan Bautista. The Intercounty service provides a connection to Caltrain, Greyhound, and VTA to provide a link to service beyond Gilroy. Some trips also serve Gavilan College, a popular destination for San Benito County residents. Because the trips do not follow consistent routings, times for customers vary significantly from trip to trip.

6.4 Vision and Mission Statement

With an understanding of the current level of investment, and with limited guidance from policy documents suggesting a desire for significant refocusing or expansion of transit, a proposed vision statement for the system is provided below.

This vision and mission statement reflects an understanding that the community direction anticipates sustaining current community values, including high reliance on personal mobility with an underlying transit system that provides basic mobility and within broadly similar development patterns.

As such, the system would be expected to maintain coverage transit service, primarily for those unable to own or operate their own private vehicles. Service investments would be expected to ensure basic transportation service with limited expectation to increase ridership or to attract trips by people who have access to an automobile. Although the Fixed Route Tripper service started in 2021 focuses on school travel, the vision and mission statements are broader, allowing for future adjustments in response to evolving community needs.

Vision (the future that we want to see)

San Benito County residents have essential transportation services for access and mobility.

Mission (the specific role of public transit in achieving that goal)

San Benito LTA provides a coverage-based public transportation system both locally and to limited intercounty destinations, providing basic access and mobility. Key areas of the community are served during limited hours, with a service that is accessible, welcoming, reliable, safe, and secure.

6.5 Performance Indicators

Outputs

- Service coverage (share of population served)
- Service delivered (fleet, hours, and miles per capita)

Performance

- Ridership (daily, annual, and per capita)
- Utilization (rides per hour by mode, crowding)
- Fare revenue (total and per boarding)
- Safety and security (collisions, injuries, etc.)

Satisfaction

- Customer satisfaction (ratings from surveys)

6.6 Performance Monitoring Software and Systems

A variety of software services and packages are available for transit reporting. Most of the available packages incorporate features that exceed the needs of County Express. The following section describes the features and functions of some of the most popular systems. To obtain a price a specific quotation usually requires specifying how many users, vehicles, and modules are to be included. Many systems include a scheduling module for fixed routes or demand response and reservation management. This would duplicate the service purchased from Route Match for the demand response services. Alternatively, an Excel or Access database could be custom developed for County Express that incorporates just the data, reports, and presentations the County Express desires to track.

Any implementation of tools or development of in-house reporting would require a mechanism to understand the key business processes, reporting requirements, and subsequent data requirements. As such, success in implementation will require this investment of time by the LTA to ensure the tools are enabled to achieve their desired objective.

6.6.1 TransTrack Manager

This is one of the most comprehensive software packages for managing key performance indicators. Their website describes their product as a web-based business analytics and data management system to aggregate data from multiple sources for enhanced performance monitoring and reporting.

The system was originally developed for small transit agencies in California. The system prepares reports for the National Transit Database and can work with various automatic passenger-counting providers.

The package has 14 different modules that can be mixed and matched. The software tracks 16 key performance indicators and has more than 250 preformatted reports ready for presentation to staff or decision makers. It does not include paratransit scheduling or routing modules and is not public facing.

The system's modules perform the following functions:

- Dispatch management
- Driver logs
- Driver management
- Fixed Route management
- Mileage tracking
- Multiple route support
- Paratransit management
- Preformatted reporting for KPIs

Contact information for Transit Track is as follows:

TransTrack
5265 Rockwell Drive NE
Cedar Rapids, IA 52402
+1 (319) 318-2400

6.6.2 Trackit

Trackit offers a solution for back-office activities, including incident management, analytics, attendance, and compliance management. The system does include integrate with automatic passenger counting and is primarily operations oriented. This system is likely to be too limited for the applications desired at County Express. It is a web-based service.

Their limited range of modules include:

- Dispatch management
- Driver logs
- Driver management
- Paratransit management
- Routing
- Scheduling

Sales information is as follows:

Telephone: 619-450-1990
Toll Free: 855-274-5550
Email: sales@trackittransit.com

6.6.3 TripMaster

TripMaster serves public and private non-emergency medical transport (NEMT), paratransit, demand-response, and Fixed Route transportation providers of all sizes. It is a web-based solution and handles all paratransit booking functions. The scheduling features can include an onboard tablet for dispatch. The company offers a free trial.

The system's modules cover the most functional areas:

- Billing and invoicing
- Dispatch management
- Driver logs
- Driver management
- Fixed Route management
- Mileage tracking
- Multiple route support
- Paratransit management
- Routing
- Scheduling

6.6.4 Ecolane Evolution

Ecolane Evolution is demand-response scheduling software for paratransit, NEMT, and microtransit industries in the US and internationally. It is a web-based service. The company serves transit agencies that manage anywhere between 5 and 250+ vehicles but are geared entirely to paratransit operations. As such, this system would not offer sufficient functionality for the LTA's system.

Modules include the following:

- Billing and invoicing
- Dispatch management
- Driver logs
- Driver management
- Mileage tracking
- Multiple route support
- Paratransit management
- Routing
- Scheduling

6.6.5 Hastus and Trapeze Public Transit

Hastus (by Giro) and Trapeze Public Transit are separate complete software suites for managing transit systems developed by competing companies. They both have multiple modules and provides excellent reports and graphics and integrates with passenger counting and other systems found at transit operations. These packages can be scaled for the size of system but are likely much too large and complex for a smaller system like County Express.

6.6.6 Self-Developed Reporting System

For a smaller system with a limited amount of data and defined reporting requirements, it may be possible to develop a basic set of databases and reports using commonly available office tools such as Microsoft Office. While these are likely not as comprehensive as off-the-shelf tools, they may offer the

ability to develop databases and reports quickly and maintain in-house ownership of data, something that is not always possible with proprietary systems. This approach is common in smaller systems.

Most of the proprietary products are full-featured systems that are useful in operations and reporting, and many offer scheduling and booking modules. Performance reporting to the Board is not operational, so a small set of in-house databases with associated reports may meet its needs.

At the most basic, current office tools such as Excel offer database management features and reporting that are well suited to simpler reporting. With web-based features such as input forms, it is possible for operators and others to enter data directly into the LTA's databases without transferring files or risking the security of its data.

The tools are on most professionals' computers, and basic skills in database structure and report development are widely available, locally taught, and transferable. If the LTA chooses to follow this route, it would need to ensure that its staff are appropriately trained to manage their tools. Some staff may be able to develop the databases and reports in-house, but if not, the LTA may wish to secure consulting expertise with these skills.

More sophisticated development is possible with richer, integrated tools such as Microsoft's Power BI, the formula language DAX, and full programming with Excel VBA or full development with Microsoft Access, though this level of development is unlikely to be required for most reporting if there is a core level of analytical experience on staff as described above.

7 Concepts for Change: Local and Intercounty Service

This section describes alternative concepts that were identified to improve the service quality, aligning it more closely with the vision and mission. Alternatives were developed that can work within existing resources and can be implemented within 2022 as well as future improvements that could be made with the support of additional resources. These alternatives were presented to stakeholders and to riders in the second round of engagement, in March 2022.

Changes were identified to address issues from the evaluation. For local service these included the following:

- Simplifying a complex system with multiple service types and multiple and overlapping service areas, especially for DAR and On-Demand services
- A limited midday, evening, and weekend service
- No focal point for the Fixed Route service

For Intercounty transit, the issues addressed included the following:

- Indirect routings within Gilroy
- Limited access to the service by walking and by Park-and-Ride
- The wide spacing of stops in Hollister

7.1 Local Transit Service Concepts, Near Term

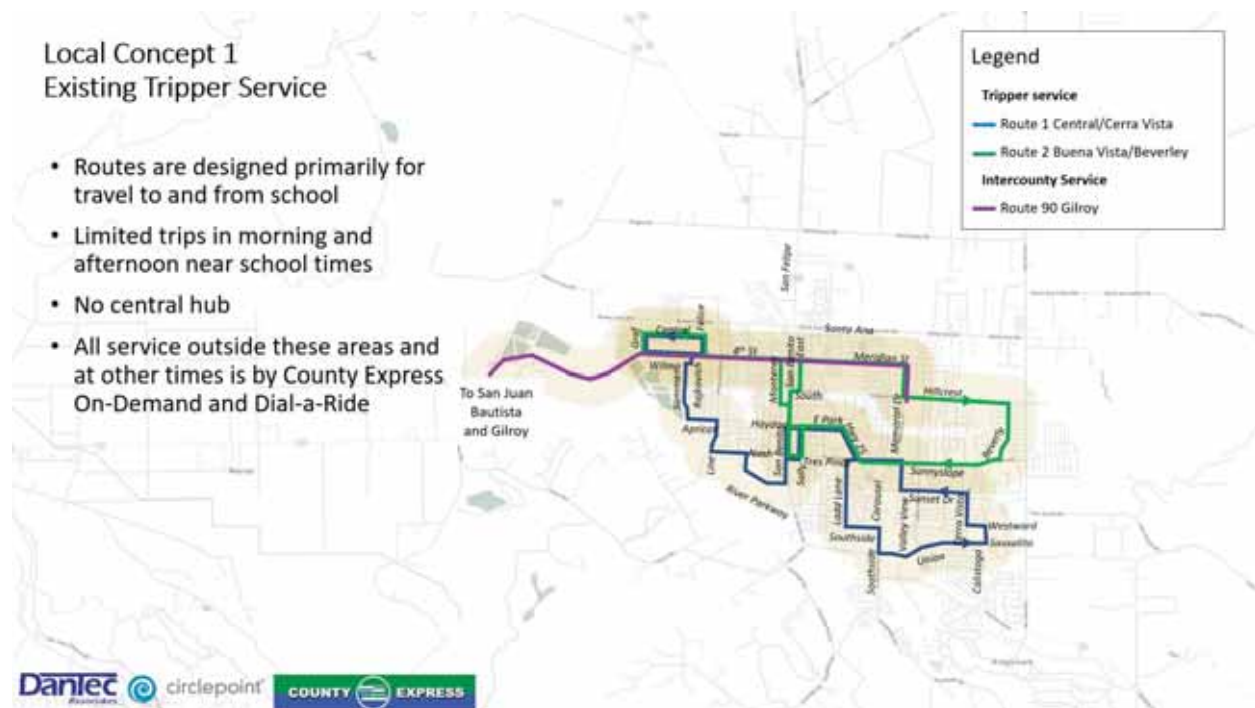
Three concepts were developed to improve local transit in the near term. All the concepts can be delivered within existing resources and could be implemented within a year, potentially within 2022.

7.1.1 Concept 1: Retain the Existing Service

In this concept existing service would remain unchanged. Tripper, DAR, and CEOD would continue. This approach, as shown in Figure 50, would

- Retain routes that are designed primarily for travel to and from school
- Continue providing limited trips in morning and afternoon near school times
- Have no central hub
- Retain limited local coverage with Intercounty service
- Retain service outside these areas and at other times by CEOD and DAR

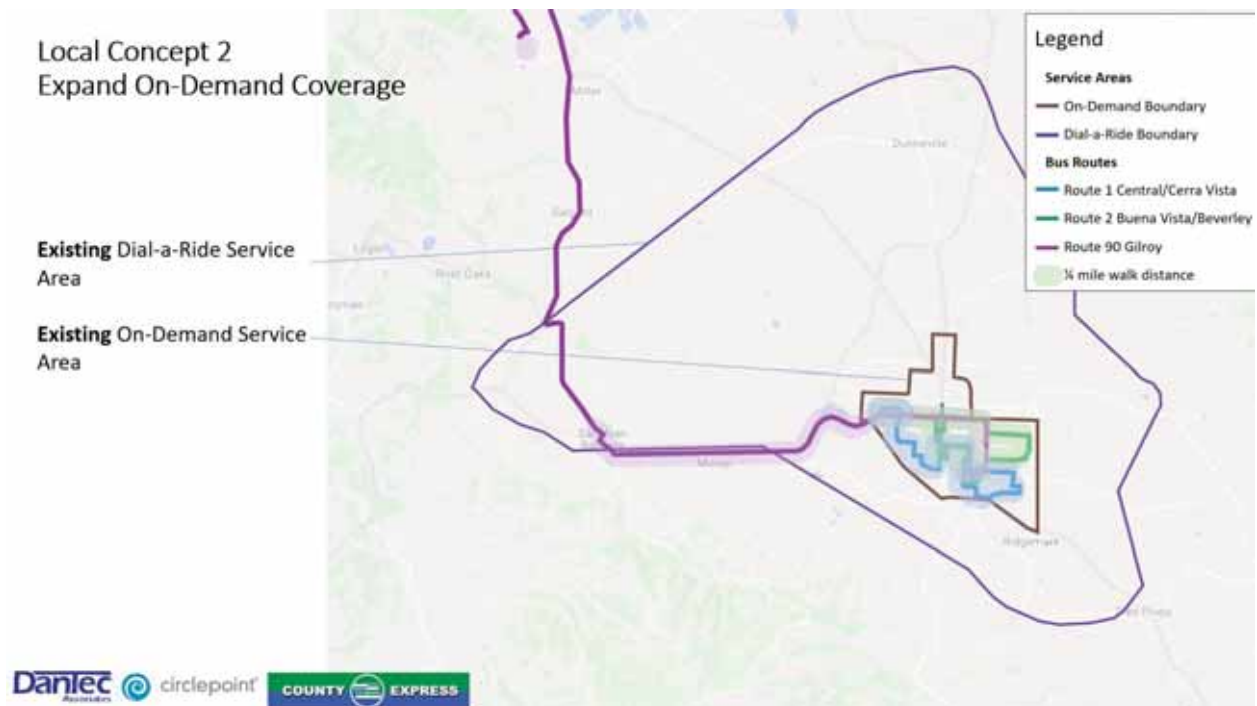
Figure 50 - Local Service Concept 1, Retain Existing Fixed Route Service



7.1.2 Concept 2: Expand CEOD to Replace DAR

Currently CEOD serves a limited area in the vicinity of Hollister for same-day bookings using an app and providing shared-ride service. DAR requires a call to a booking agent the preferably day before with same day service subject to availability and serves a larger area. Both are shown in Figure 51.

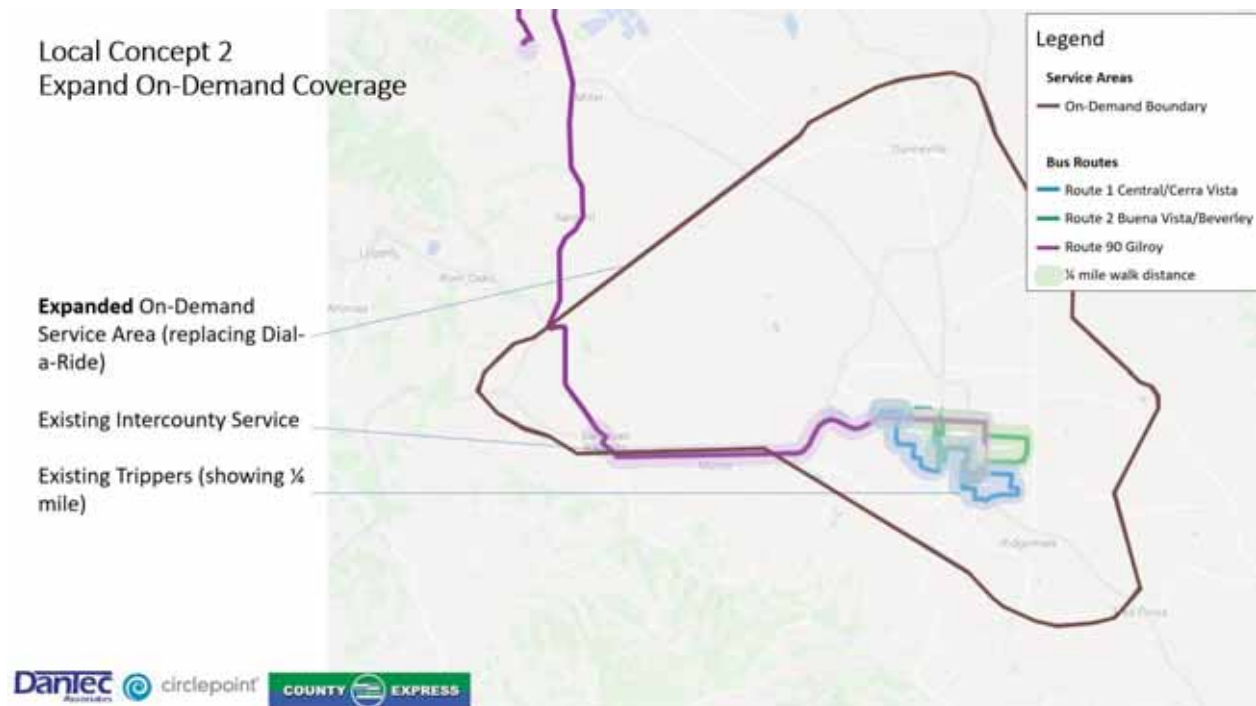
Figure 51 - Existing DAR and On-Demand service areas



In this concept, local Fixed Route Tripper service would remain unchanged. DAR service would be eliminated, and CEOD would be expanded to cover the area formerly served by DAR. This approach, as shown in Figure 51, would:

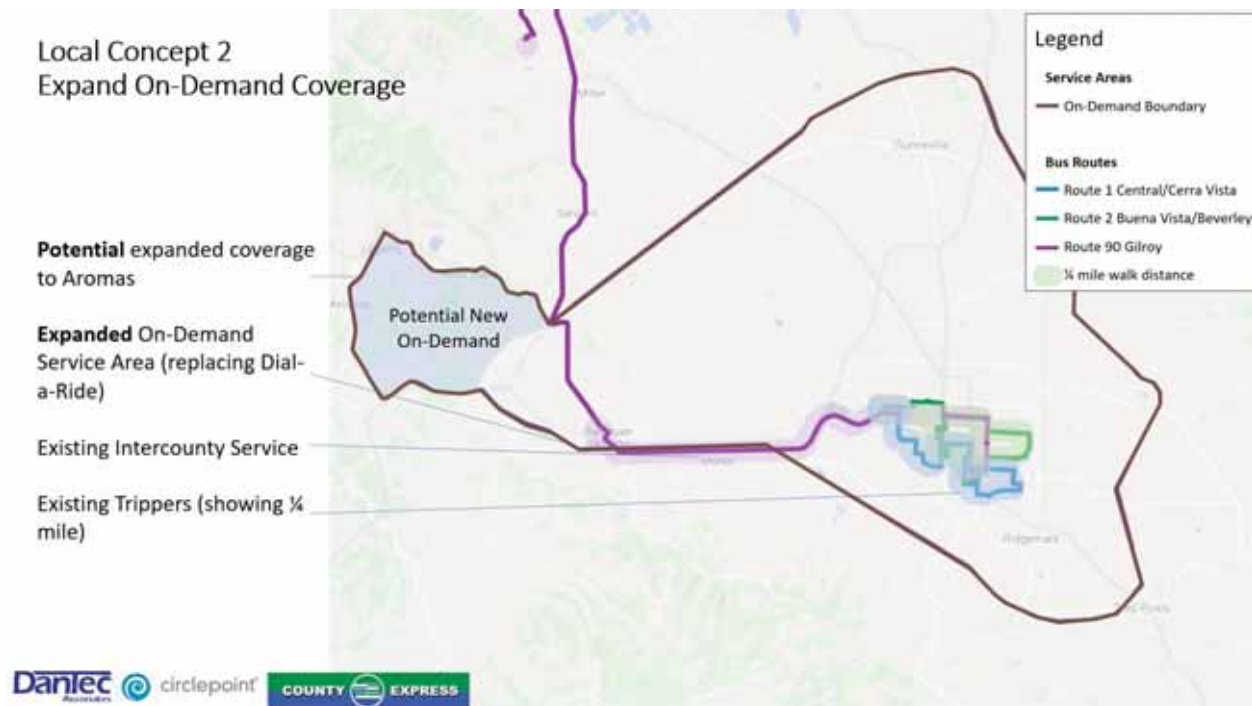
- Eliminate DAR service.
- Expand CEOD to encompass the area formerly served by DAR.
- Continue providing Fixed Route Tripper and Intercounty service as described above.

Figure 52 - Local Service Concept 2 expansion of On-Demand service area to replace DAR



A further expansion of the On-Demand service may also be considered, expanding coverage to the Aromas area at the eastern boundary of the region as shown in Figure 53. This part of the county does not currently have access to any LTA public transit services, just Specialized Transportation operated by Jovenes de Antaño. There could be some incremental cost to serve this area since the trip times would be longer on average than to the other areas already served.

Figure 53 - Local Service Concept 2 expansion of On-Demand service area to replace DAR, including Aromas

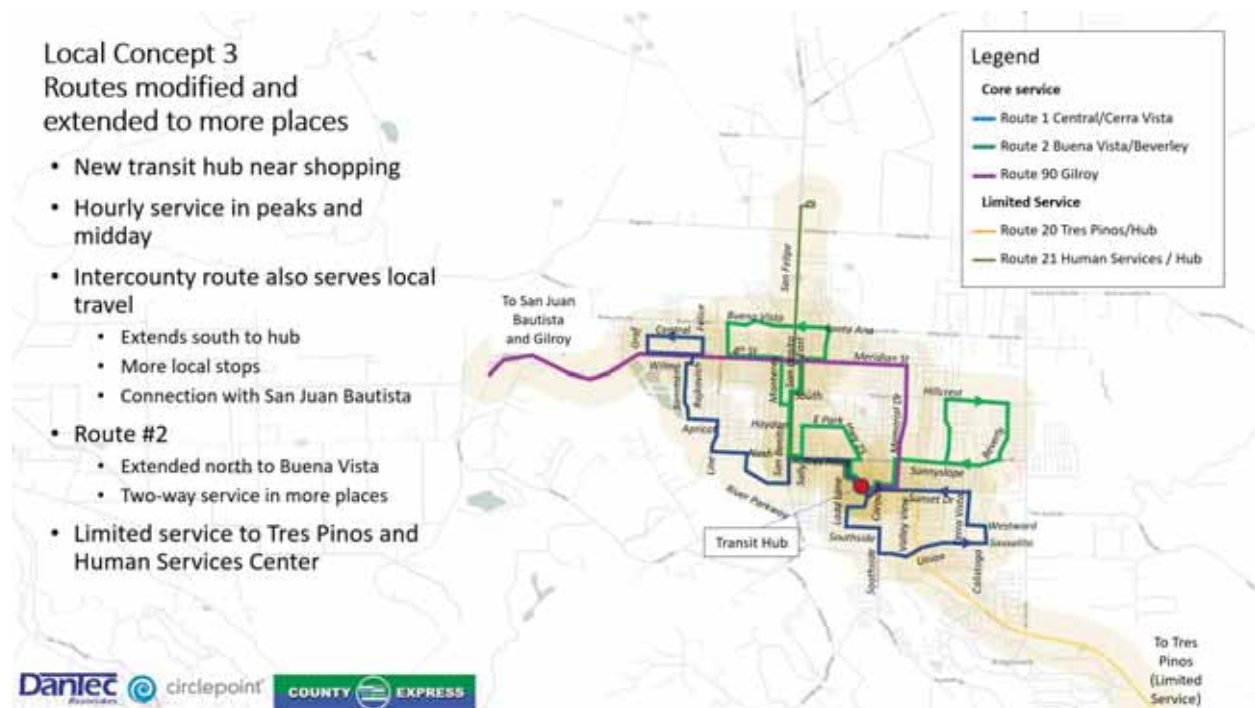


7.1.3 Concept 3 – Modify and Expand Fixed Route and CEOD

In this concept, the Fixed Route service would be modified to serve more places and more times of day as shown in Figure 54. The concept would incorporate the expansion to CEOD, replacing DAR as described in Concept 2. It has also been identified that the system does not have a central place where bus services meet, making it difficult for customers to change buses to travel through the entire service area. The changes would

- Streamline the local routes to provide two-way service in more places
- Establish a new transit hub in the vicinity of Hillock and Sunset in the south of Hollister where modified bus routes would meet and customers could change buses
- Provide hourly service in peak periods and at midday, with trips timed to connect at the transit hub
- Add bus stops to the Intercounty route to provide better access, serve local travel within Hollister and San Juan Bautista, and extend the route south to the new transit hub
- Extend Tripper Route #2 (Green) north to Buena Vista
- Establish limited service to Tres Pinos and to the San Benito County Health and Human Services Center/Community Food Bank
- Eliminate DAR service
- Expand CEOD to encompass the area formerly served by DAR
- During the hours when Fixed Route transit service is operating, On-Demand service would connect to the routes at bus stops, reducing pressure on the On-Demand resources within areas close to the Fixed Routes.

Figure 54 - Local Service Concept 3 modifying local routes for more two-way service and to serve more places



7.1.4 Supporting Evaluation for Concepts

Extending CEOD

Some of the alternatives include expanding the On-Demand system to replace DAR. High-level evaluation was undertaken to identify the implications of serving a larger area on booking windows and trip times. Integration of demand-based transit with Fixed Route services was also considered.

County Express uses RouteMatch software, which is optimized for systems like this. It includes features to schedule demand-based trips to connect with Fixed Route services for both pick up and drop off. The system also allows overnight bookings so customers used to the convenience of DAR can book trips in advance.

Modification to the booking windows may be required in areas outside the Hollister community where deadhead times to and from customer requests may be longer than within the City. These are not expected to have a significant effect on resources overall.

Establishing a Transit Hub

The transit hub potentially called the Hollister Exchange, identified in Concept 3, would provide a focal point for transit, enabling customers to exchange between routes, thus improving the transit system's usefulness.

Four options have been developed to establish the Hollister Exchange in the vicinity of Hillock and Sunset near the Target shopping center, as shown in Figure 55. In all concepts, improvements are recommended for bus landings and waiting areas, crosswalks, and sidewalk access. Additionally, the

concepts are illustrated with three bus stops assuming some sharing by routes to the extent that schedules permit. During detailed planning, it is recommended to consider the anticipated bus stop utilization based on the schedule design, as well as the efficiency and customer service choices for separated stops or stops accommodating two or more buses simultaneously.

Bus Hub Concept 1: Some stops are on street, and others are in the shopping center parking lot. Some infrastructure cost is anticipated to develop a bus stop with bus landing area in the parking lot. Approval from shopping center management would be required.

Bus Hub Concept 2: All stops, and bus routings are on street. Extra routing distance and time are required to turn buses. Shopping center approval is not required.

Bus Hub Concept 3: All stops are on street, and some buses use the shopping center parking lot to turn around. Shopping center management approval would be required. This concept also requires confirmation that buses can turn right from the shopping center into southbound Hwy 25 immediately entering the southbound to eastbound left turn lane.

Bus Hub Concept 4: Buses loop in two directions, so no shopping center access is required. Some Hollister Exchange bus stops are southbound on Hillock adjacent to residential properties and requiring customers to cross Hillock to change buses. In addition to the other improvements, a marked pedestrian crossing with curb cuts is recommended to enable safe movement of pedestrians transferring across Hillock Dr. It is recommended to consider measures to shorten the walking distance and enhance pedestrian safety, such as bus bulges/bulbs to shorten crossings and pedestrian signals.

Figure 55- Concepts for a transit hub showing routings and stop locations.

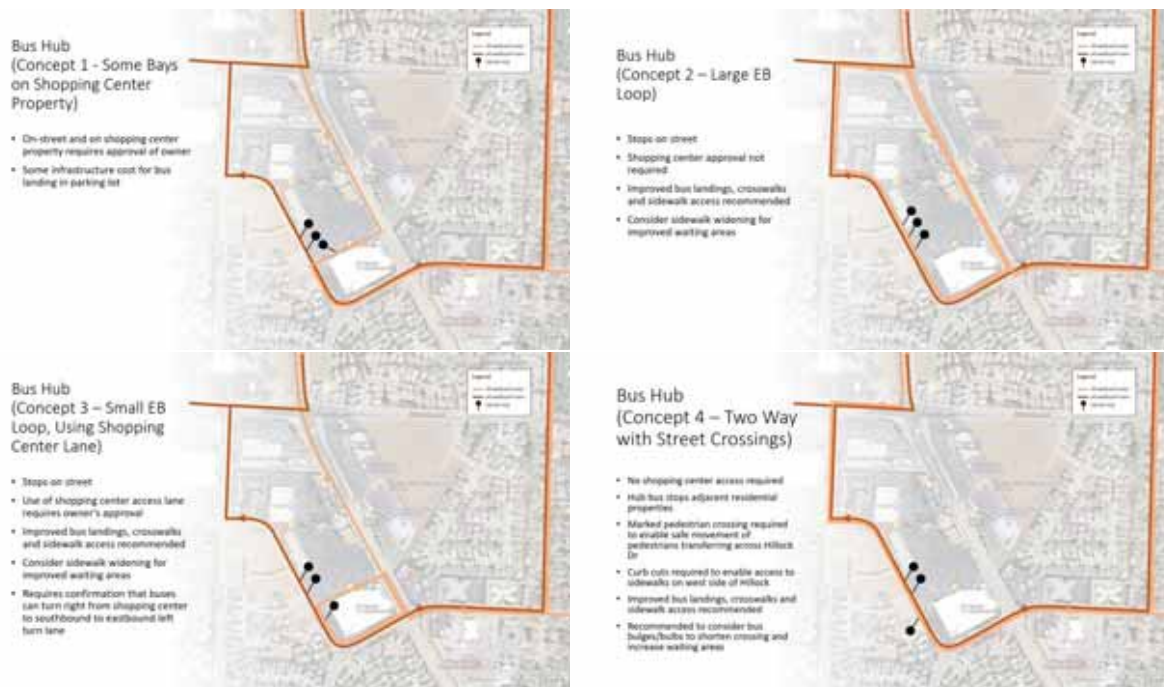


Figure 56 contains an evaluation of the Hollister Exchange concepts identified according to a set of criteria that include factors related to customer service and experience, community impact, and access

requirements. The specific selection of an alternative may be affected by the LTA's weighting of these criteria based on its priorities, experience, resources, and other factors.

Figure 56 - Evaluation of hub alternatives

Criteria	1 Some Bays on Shopping Center Property	2 Large EB Loop	3 Small EB Loop, Using Shopping Center Lane	4 Two-Way with Street Crossings
Legibility for customers	Some Hollister Exchange stops do not face direction of travel	Some Hollister Exchange stops do not face direction of travel	Some Hollister Exchange stops do not face direction of travel	Stops face direction of travel
Directness/customer journey speed	Minor detour to Hollister Exchange	Significant detour to Hollister Exchange	Minor detour to Hollister Exchange	Minor detour to Hollister Exchange
Shopping center access requirement	Stops and operation on shopping center property	No operation on shopping center property	Operation on shopping center property	No operation on shopping center property
Infrastructure required for pedestrian safety	No street crossings for customers	No street crossings for customers	Access lane crossings for customers	Crossing of wide street for customers
Transit hub stops adjacent residential properties	None	None	None	Southbound Hillock at shopping center entrance

■ Pro
■ Neutral or minor
■ Con

7.2 Local Transit Service Concepts, Longer Term

To accommodate community growth and development of new destinations, a further concept has been developed for service expansion, with options for incremental growth in response to demand.

This concept would incorporate the core features of Concept 3 above and would extend them in key areas.

Tripper Route #2 (Green) would be extended north to the San Benito County Health and Human Services/Community Food Bank. A new regular service would be established to the planned Gavilan College Campus when it opens with a limited-service extension to Tres Pinos.

The concept also considers potential expansion into evenings and weekends with the incremental costs identified. A summary of resources and costs is in Figure 58 as shown during the consultation phase.

Figure 57 - Concept for service expansion

Local Fixed Route Service Expansion Concept

- New transit hub near shopping in south
- Hourly Intercounty route also serves local travel
 - Extends south to hub
 - More local stops
 - Connection with San Juan Bautista
- Route #2 Green
 - Extended north to Buena Vista
 - More direct to San Benito High School
 - Serves hub in both directions
- Routes timed to connect at hub
- Bus stops added to fill gaps in coverage
- Limited service to Tres Pinos

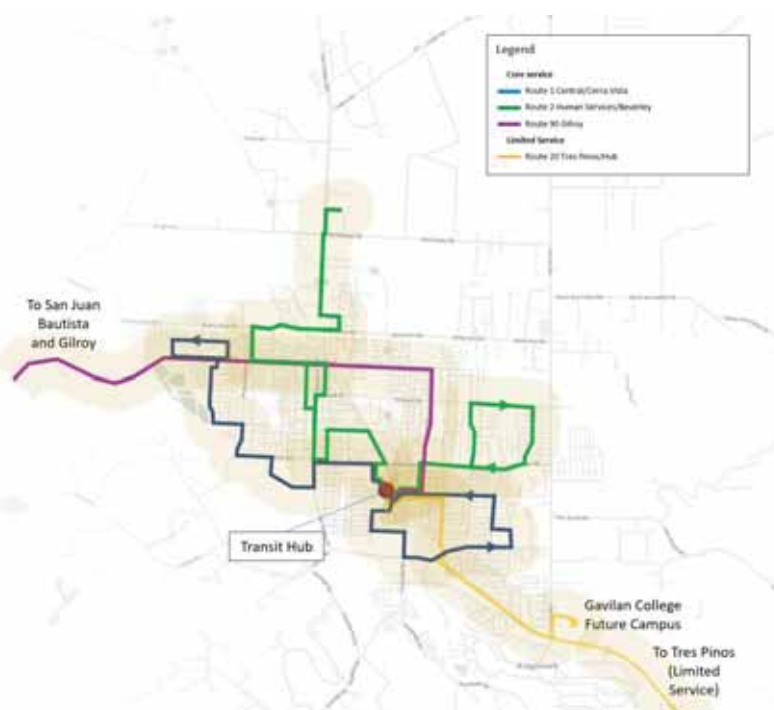


Figure 58 - Summary and costs of local transit expansion options

Expansion Scenario	Annual			Additional Cost
	Buses	Service Hours	Total Cost	
Existing	8	18,700	\$1.2m	-
Service Expansion Phase 1				
Service expansion daytime	8	22,500	\$1.4m	\$0.2M
Service expansion daytime and evening	8	26,100	\$1.7m	\$0.5m
Service Expansion Phase 2				
Service expansion peak, daytime, and weekend	11	33,400	\$2.5m	\$1.3m

Note: Costs based on 2021 hourly rates

7.3 Intercounty Transit Service Concepts, Near Term

Changes to the Intercounty transit are addressed in three segments. Service locally within Hollister is addressed in the local Fixed Route transit section above and includes potential extension south to a new transit hub called the Hollister Exchange, and introduction of more stops to support access to origins and destinations within Hollister. This section addresses service to destinations within Gilroy and, over the longer term, the routing between Hollister and Gilroy. The section does not directly address the potential for a new major employment center at Strata Verde in northern San Benito County.

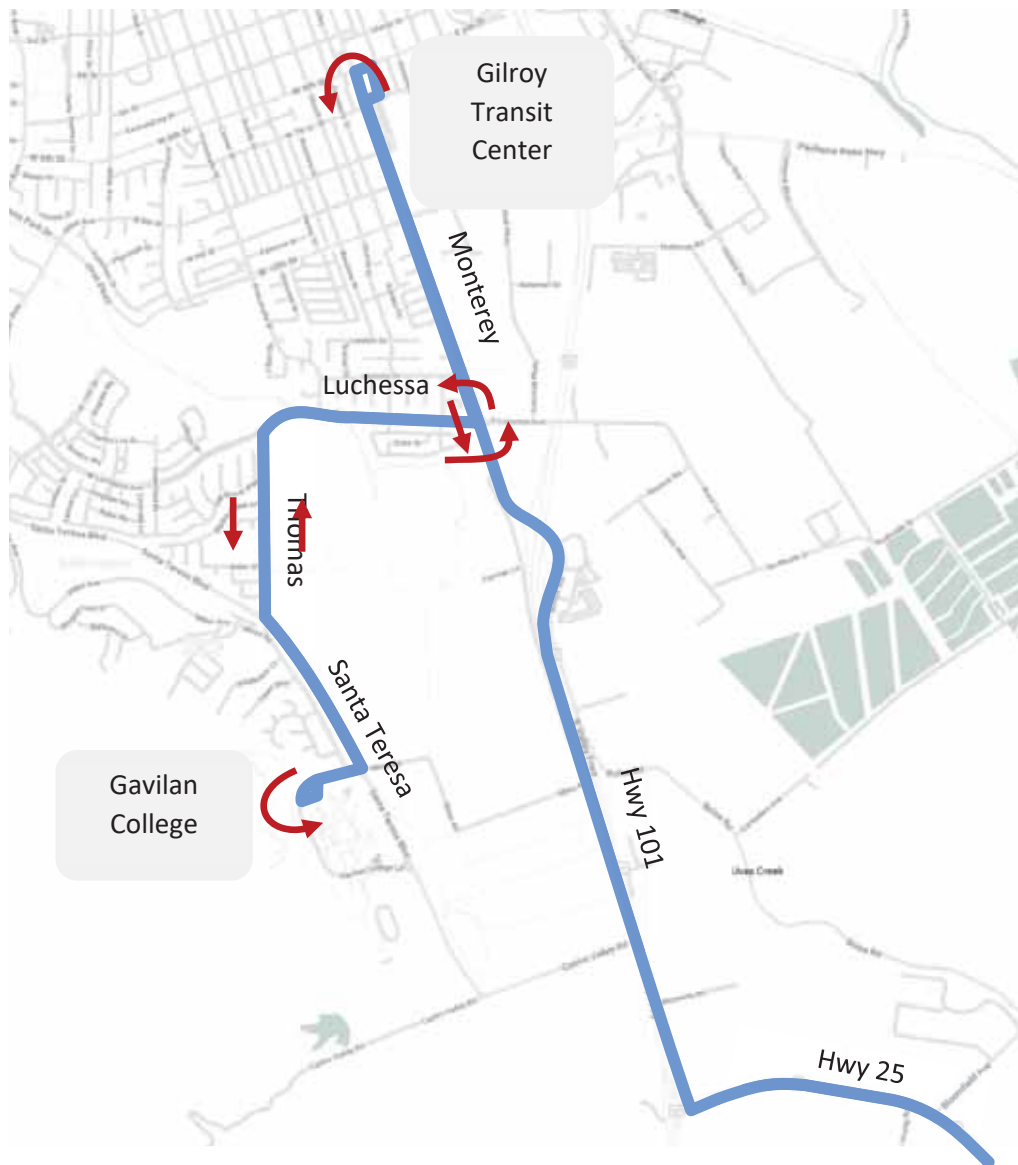
7.3.1 Intercounty Transit Routing within Gilroy

Intercounty transit provides direct service to Gilroy Transit Center for connections to Caltrain, VTA transit and Greyhound intercity bus service, and Gavilan College.

Gilroy routing Concept 1: This concept is the current service design, shown in Figure 59. Most trips operate to Gavilan College, then to Gilroy Transit Center before returning to Hollister. In this pattern,

- Customer trips to the Gavilan College are fast and direct, while trips returning from the college would route through the Gilroy Transit Center and take five minutes longer.
- Customer trips to the station detour past Gavilan College and take nine minutes more than a direct trip. Trips returning from the college are direct.
- Customer round-trip times are balanced for trips to and trips from destinations in Gilroy, and there would be no change from today.

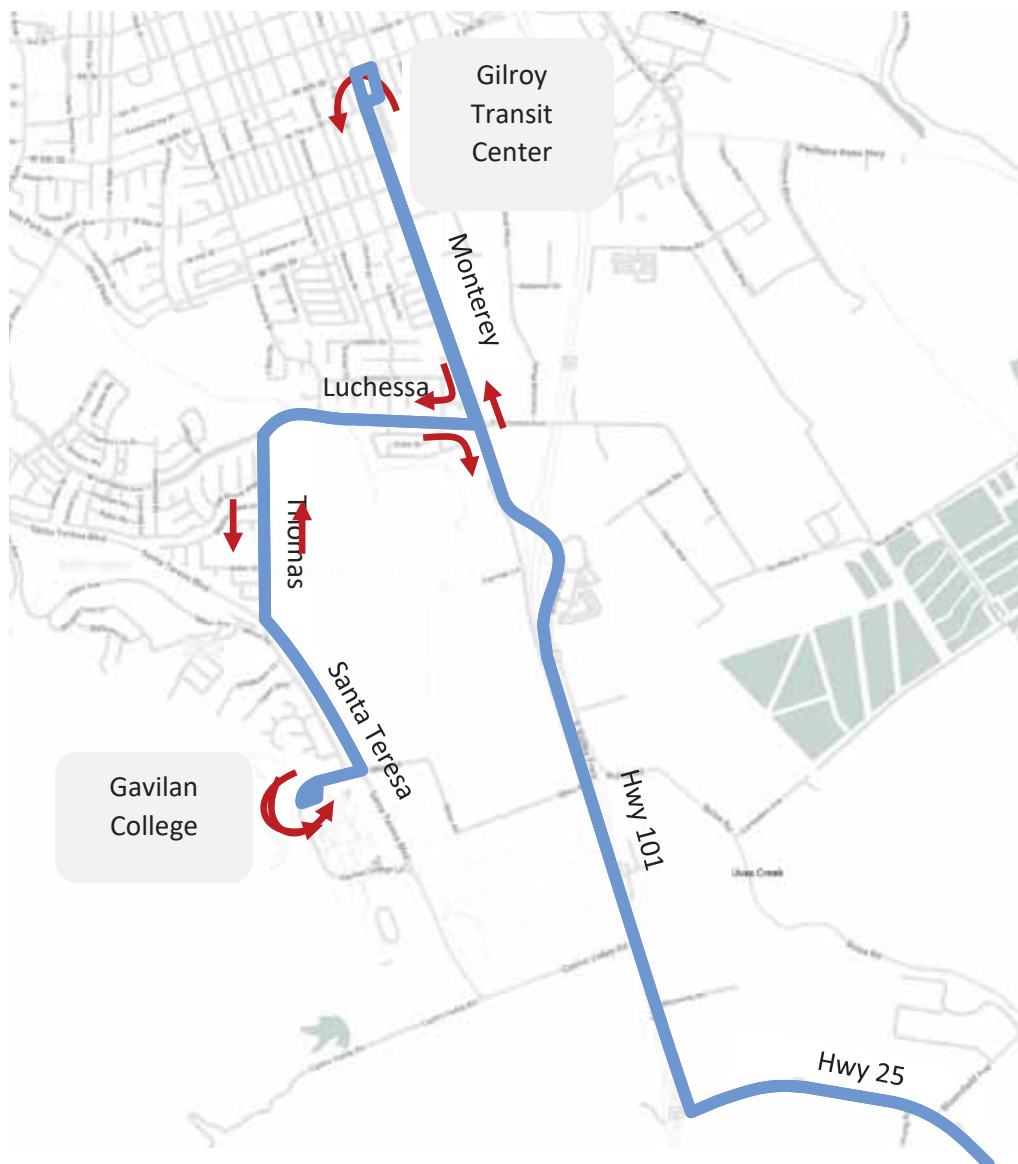
Figure 59 Concept 1 Intercounty routing in Gilroy, College first (existing design)



Gilroy routing Concept 2: This concept, shown in Figure 60, would reverse the sequence within Gilroy. Most trips would operate to Gilroy Station first, then to Gavilan College before returning to Hollister. In this pattern,

- Customer trips to the Gilroy Transit Center would be fast and direct (nine minutes faster than today), while trips returning from the Gilroy Transit Center would route through the college (nine minutes longer).
- Customer trips to the Gavilan College would route to the Gilroy Transit Center (five minutes longer than today). Trips returning from the Gavilan College could be direct (five minutes less than today).
- Customer round-trip times would continue to be balanced for trips to and trips from destinations in Gilroy.

Figure 60 - Concept 2 Intercounty routing in Gilroy, Transit Center first



Gilroy routing Concept 3: This concept, shown in Figure 61, was explored and discussed with VTA. It would establish a one-way circulation within Gilroy. Trips would operate to Gilroy Transit Center first, then to Gavilan College before continuing south on Santa Teresa and Castro Valley Road and returning to Hollister. In this pattern,

- Customer trips to Gilroy Transit Center would be fast and direct (nine minutes faster than today) while trips returning from Gilroy Transit Center would route through the college and continue south (five minutes longer). Customers would save four minutes overall.
- Customer trips to Galivan College would route to the Gilroy Transit Center (five minutes longer than today). Trips returning from the Gavilan College could be direct (five or more minutes less than today).

Implementing this routing in the near term would require addressing safety concerns that are indicated by both the LTA and VTA under the existing configuration. VTA is planning a new ramp from Hwy 101 requiring the closure of the Castro Valley Road access to Hwy 101. In discussions with VTA it was explained that project plans for Phase 1 are advanced and could not be adapted to accommodate a bus-only access in the southbound direction. For these reasons, this concept has not been advanced.

Figure 61 - Concept 3 Intercounty routing in Gilroy, One-way circulation

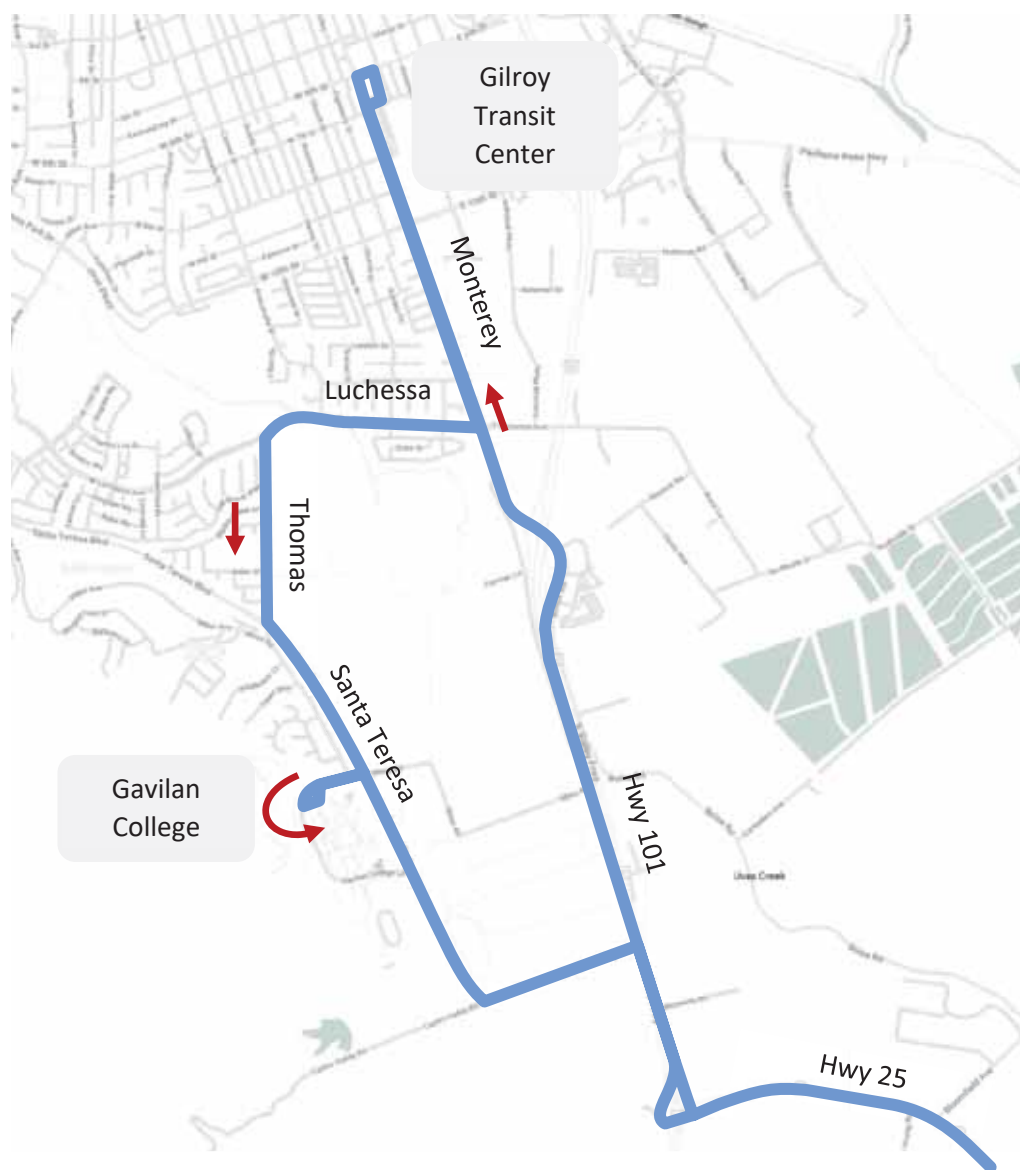


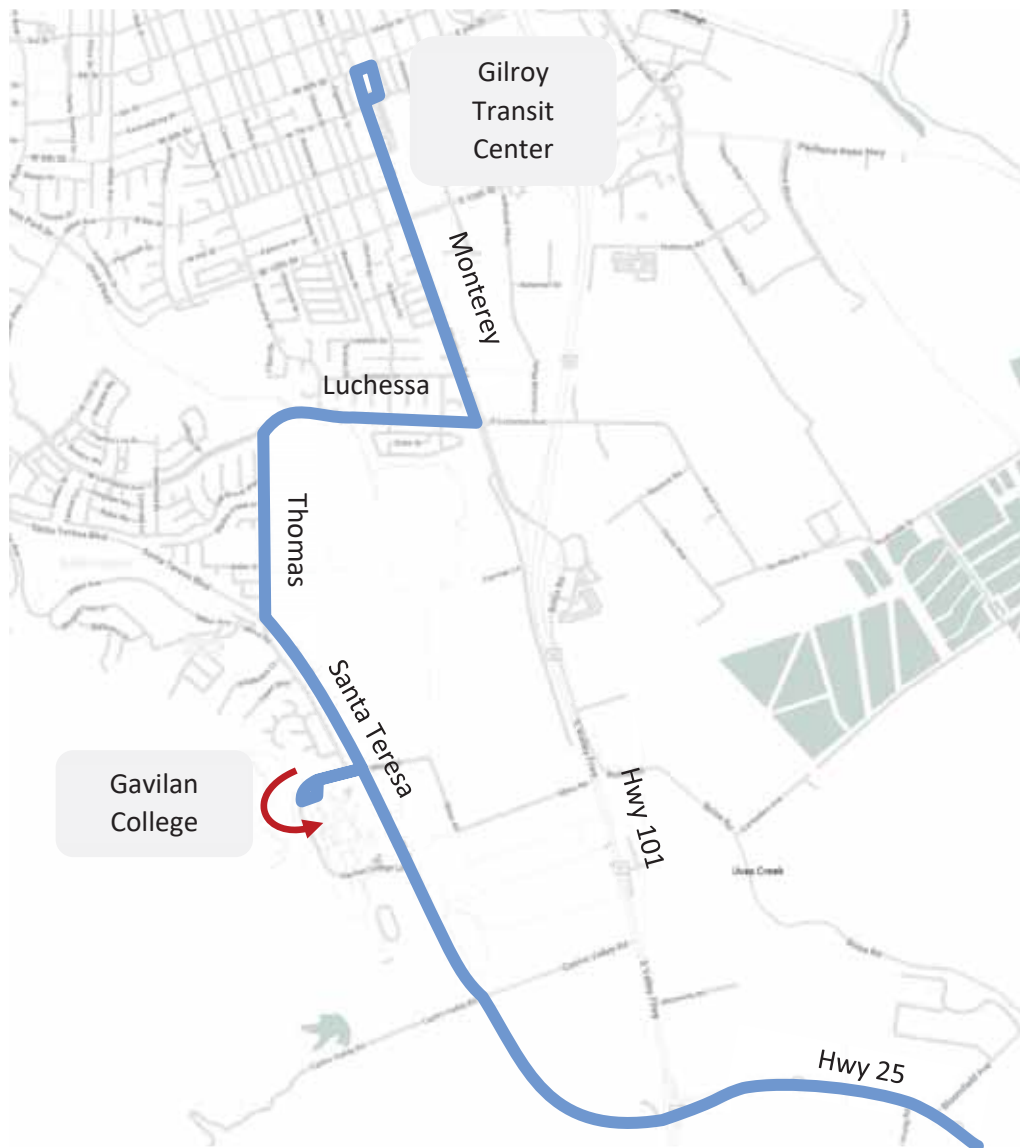
Figure 62 summarizes the changes in trip time for the concepts.

Figure 62 - Change in trip time by direction to each concept

Concept	Routing	Minutes change to/from Gilroy Station		Minutes change to/from Gavilan College	
		To	From	To	From
Concept 1 (Existing)	College First	-	-	-	-
Concept 2	Station First	-9	+9	+5	-5
Concept 3 NOT ADVANCED	Loop via Station then College	-9	+5	+5	-5

Figure 63 shows a potential future routing in Gilroy providing two-way service, assuming completion of the Santa Teresa to Hwy 25 connection.

Figure 63 - Potential future two-way routing via Santa Teresa - Hwy 25 connection



7.3.2 Intercounty Transit between Hollister and Gilroy, Longer Term

Three concepts were developed for routing the Intercounty service between Hollister and Gilroy.

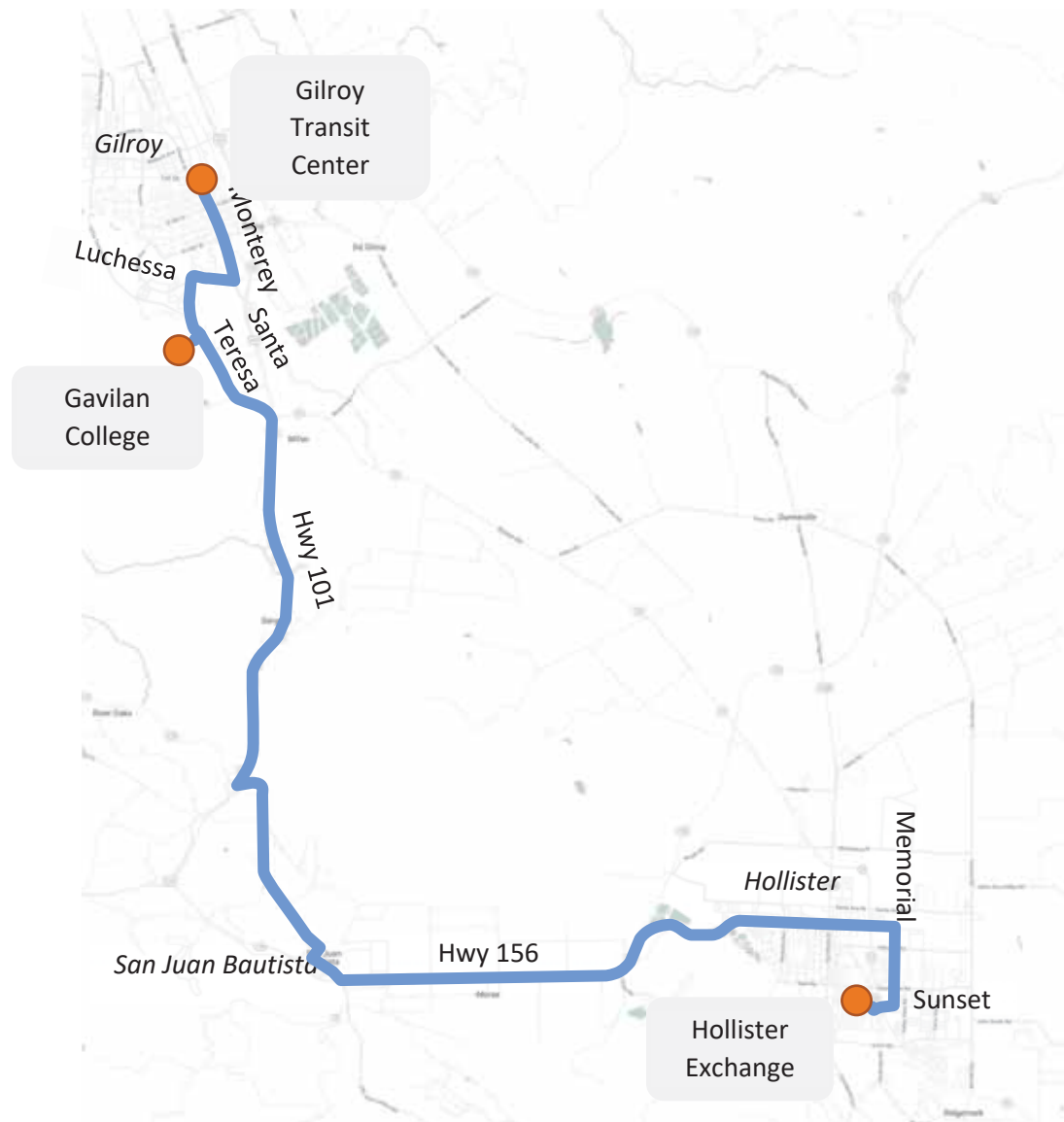
Intercounty Routing Concept 1 (no change): This concept follows the existing Intercounty routing and maintains existing service levels. Between Hollister and Gilroy, service currently operates via Hwy 156 through San Juan Bautista and then Hwy 101, as shown in Figure 64. The routing through San Juan Bautista for coverage results in long trip times for most customers, whose trips originate in Hollister. In this concept, service levels would remain unchanged with irregularly spaced trips in peak periods and a limited number of trips during the midday period every day of the week.

Intercounty Routing Concept 2: This concept follows the existing routing between Hollister and Gilroy service currently operating via Hwy 156 through San Juan Bautista and then Hwy 101, as shown in Figure

64. Trip times are longer for most customers, whose trips originate in Hollister, despite highway congestion on Hwy 25.

In this concept service frequency would be increased to provide trips every hour through peak periods and during the midday period every day of the week.

Figure 64- Intercounty Routing Concept 2 via Hwy 156 and Hwy 101



Intercounty Routing Concept 3: This concept provides service on Hwy 25 between Hollister and Gilroy as shown in Figure 65, providing significantly faster service for the majority of customers. A shuttle service would connect San Juan Bautista to the Intercounty service in Hollister. It is noted that customer times for Intercounty trips between San Juan Bautista and Gilroy would be longer under this concept.

In this concept, service frequency would be increased to provide trips on the Intercounty route every hour through peak periods and during the midday period every day of the week. The new shuttle would operate hourly during peak periods. Midday service would be provided by CEOD service and, potentially, limited-service shuttle trips where demand warrants.

Figure 65 - Intercounty Routing Concept 2 via Hwy 25 and Hwy 101, with shuttle connecting to San Juan Bautista



Figure 66 shows a comparison of the resource requirements, including vehicles and cost for the three concepts. Note that the concept for hourly Intercounty service via 156 and Hwy 101 requires more hours and cost because the routing is longer. The concept via Hwy 25 is less costly because trips are shorter, and it is assumed that the shuttle between San Juan Bautista and Hollister operates in peak periods with limited midday service. The table is as shown during the consultation phase.

Figure 66 - Comparison of resources and costs for Intercounty Concepts

Scenario	Buses	Annual Service Hours	Annual Cost
Route via Hwy 156 and Hwy 101, existing service	2	4,500	\$0.3m
Route via Hwy 156 and Hwy 101, hourly service	3	13,400	\$0.9m
Route via Hwy 25 and 101, hourly service	3	9,700	\$0.6m

Note: Rates based on 2021 hourly rates

7.4 Note on Fares

Currently, fares on the Intercounty route are twice the price of fares on local Hollister routes. The proposed new routing for the Intercounty route within Hollister will make it more useful for intra-Hollister travel. Persons boarding the Intercounty route southbound within the city limits of Hollister should be allowed to pay the local Hollister fare. Northbound passengers boarding between Target and the Hollister boundary should be issued a transfer slip to indicate that they paid the Intercounty fare. Passengers who are traveling locally within Hollister would not receive a transfer slip and would be requested to alight at the city boundary.

8 Stakeholder and Public Engagement Round 2

A second round of public engagement was held to solicit input on the proposed concepts for local and Intercounty transit service changes. This round of input included a virtual stakeholders and a virtual public meeting, a presentation to the Social Services Transportation Advisory Council (SSTAC) as well as a survey distributed onboard County Express services and available online.

At all of the meetings a presentation was given on the project background and the alternatives under consideration. The project team then asked participants for their feedback on the draft alternatives and provided an overview of the next steps in the project. There were two participants at the stakeholder meeting and four attendees at the public meeting. A series of polls were offered throughout the presentation at the public meeting to gain attendee feedback on proposed alternatives.

- When asked which concept was favored for modifying local transit as early as 2022, most participants preferred Concept 4, which includes the potential expansion of On-Demand area to include Aromas.
- When asked which concept was preferred for expanding local transit in 2023 or later, most participants preferred Concept 3, which involves a service expansion in the daytime and evening, with cost increases by \$0.5 million to \$1.7 million annually.
- When asked which concept was preferred for modifying Intercounty transit as early as 2022, all participants preferred Concept 3, which involves creating a loop via Gilroy Transit Center and Gavilan College.
- When asked which concept was preferred for modifying Intercounty transit in 2023 or later, all participants preferred Concept 3, which involves an increase to hourly midday service with a route via Highway 25.

The members of the SSTAC were also supportive of the proposed changes.

The survey garnered 13 responses that generally paralleled the opinions expressed at the stakeholder and public meetings. Notably there was little support for serving Aromas. Some additional questions were asked about fare policy and demographics. The results indicated a view that fares should be lower and that fare integration with Valley Transportation Authority (VTA) or Caltrain was not a major issue. Complete results of the survey are provided in Appendix 2.

9 Recommended Solutions

Based on the analysis and the engagement, several recommendations have been developed, first to enhance the quality of service in the near term and with existing resources. Further changes are recommended that require additional resources and should be pursued as soon as practical to address the system's lower than peer levels of investment and service. The solutions address key criteria identified in the review.

9.1 Local Transit Service Concepts, Near Term

It is recommended that the LTA modify the Fixed Route transit service to serve more places and more times of day as shown in Figure 67 and expand CEOD, replacing all DAR service, as shown in Figure 68. This approach is expected to attract more customers to use the Fixed Route service and to improve the efficiency of On-Demand service. Changes to On-Demand would enable a larger share of county residents to have access to same-day, on-demand shared-ride transit. It is recommended to focus the On-Demand service to pick customers up and deliver them to destinations beyond a quarter mile of Fixed Route service when it is operating. On-Demand would serve the entire service area when the Fixed Route service does not operate. Expansion of coverage to Aromas is not recommended in this initial phase because of potential unbudgeted increases in costs.

The changes would

- Streamline the local Fixed Routes to provide two-way service in more places
- Establish a new transit called the Hollister Exchange, near shopping in the vicinity of Hillock and Sunset in the south of Hollister, where modified bus routes would meet and customers could change buses
- Provide hourly service during peak periods and the midday period, with trips timed to connect at the Hollister Exchange
- Add bus stops to the Intercounty route to provide better access and to serve local travel within Hollister and San Juan Bautista and extend the route south to the new transit hub
- Extend Tripper Route #2 (Green) north to Buena Vista
- Establish limited service to Tres Pinos and to the San Benito County Health and Human Services Center/Community Food Bank
- Eliminate DAR service
- Expand CEOD to encompass the area formerly served by DAR
- During the hours when Fixed Route transit service is operating, On-Demand service would connect to the routes at bus stops, reducing pressure on the On-Demand resources within areas close to the Fixed Routes

Figure 67- Recommended Near-Term Local Fixed Route Transit Service: more two-way service to more places

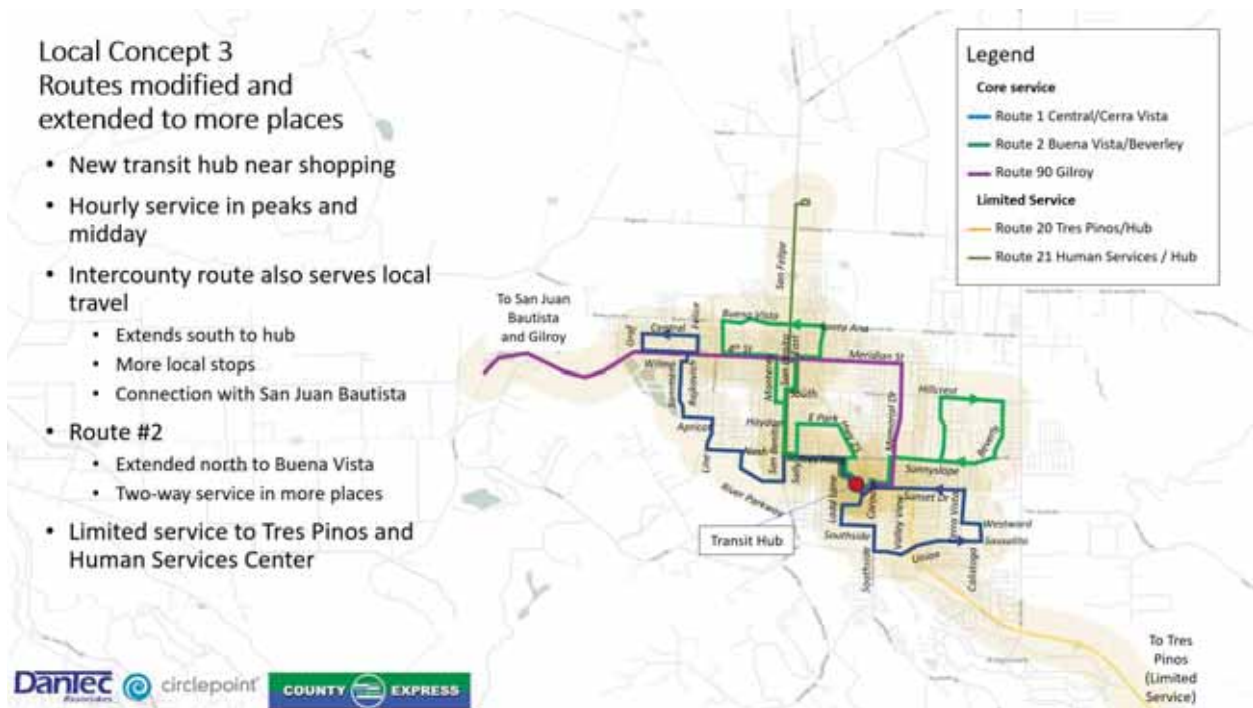
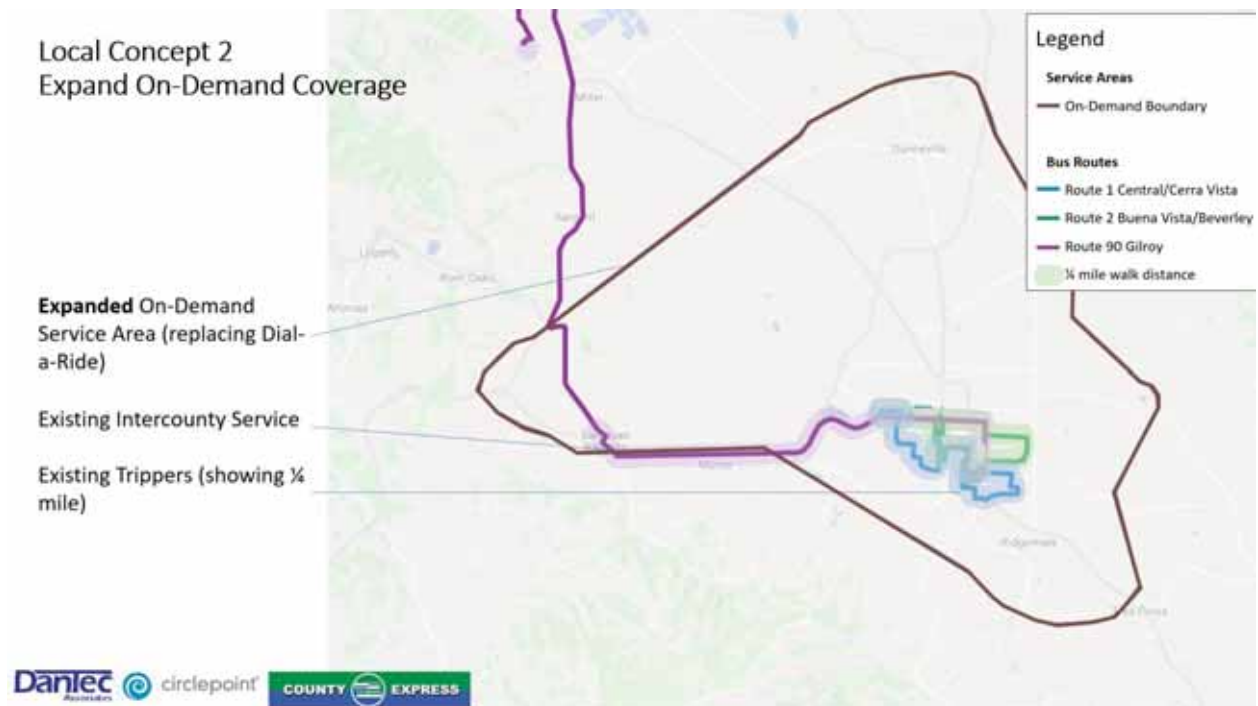


Figure 68 - Local Service Recommended expansion of On-Demand service area to replace DAR



During detailed implementation it is recommended to consider modifications to the On-Demand booking windows in areas outside the Hollister community where deadhead times to and from customer requests may be longer than within the City.

It is recommended to establish a new transit hub at the shopping center near Hillock and Sunset in the south of Hollister where customers can transfer between buses. The hub should be named Hollister Exchange to give it local prominence. To establish the Hollister Exchange, it is recommended to seek opportunities to optimize both trip distance and customer convenience and safety. Development will require establishing bus landings and waiting areas either on public sidewalks or, by agreement, on private property. To the extent possible, the Hollister Exchange should avoid requiring customers to cross a public road except at a protected location such as a signalized intersection or with pedestrian aids. Customer experience and safety are both affected by factors that include the width and visibility of street crossings.

The recommended configuration is shown in Figure 69. This configuration minimizes the transit operating cost from looping of buses while providing a short off-street transfer path for customers. A design should be considered that eliminates the need for vehicles to cross the paths of customers within the Hollister Exchange. Some infrastructure cost is anticipated to develop a bus stop with bus landing area in the parking lot, so business approval would be required. Each of the other concepts shown above could be developed as a solution but requires careful consideration of the operating costs and the customer safety and experience factors as well as neighborhood impacts.

A key means to encourage use is the practice of using clockface headways for Fixed Route bus services. This reduces the knowledge requirement to use transit, making it more attractive for more people and their loved ones. In this approach, trips typically leave the same place at the same time each hour. It is recommended that Fixed Route bus services be scheduled with clockface headways (trips leave at the same time each hour) and that they be scheduled to meet to exchange customers at the Hollister Exchange.

Figure 69 - Hollister Exchange Recommended Configuration



9.2 Local Transit Service, Longer Term

To accommodate community growth the following recommendations have been made for service expansion, built on the recommended near-term changes described above. The routing changes are shown in Figure 70.

Phase 1

- Extend Route #2 north to the San Benito County Health and Human Services Center/Community Food Bank.
- Extend service to operate during evenings until at least 9 p.m. on weekdays.

Phase 2

- Increase peak period service to add capacity and frequency.
- Extend service to operate daytime on weekends and holidays.
- Over the longer term, when Gavilan College Campus opens, establish a new regular service with a limited-service extension to Tres Pinos.

Costs for the two phases are shown in Figure 71.

Figure 70 - Recommended Local Fixed Route Transit Service expansion

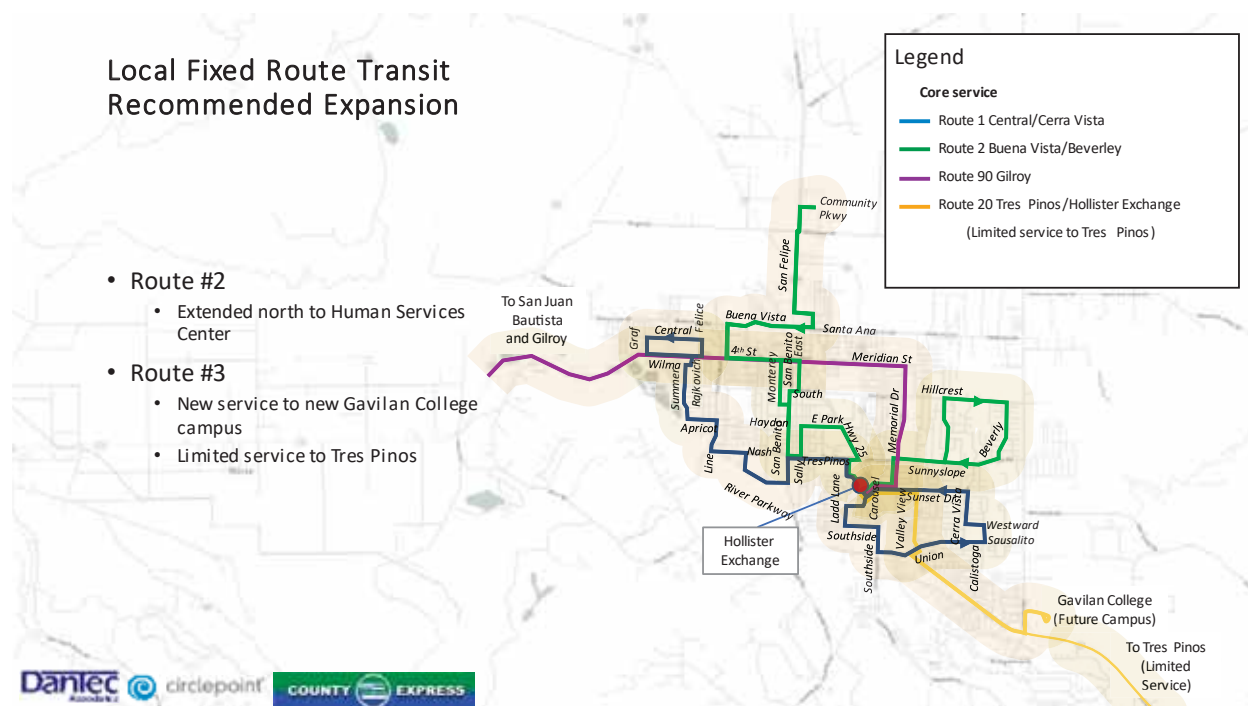


Figure 71 - Summary and costs of local transit expansion options including Fixed Route, On Demand and Specialized

Expansion Scenario	Annual			
	Buses	Service Hours	Total Cost	Additional Cost from Existing
Existing	8	34,300	\$2.0m	-
Service Expansion Phase 1				
Service expansion daytime and evening	8	34,900	\$2.4m	\$0.4m
Service Expansion Phase 2				
Service expansion peak and weekends	11	38,800	\$2.6m	\$0.6m

Note: Costs based on 2022 hourly rates

9.3 Intercounty Transit Service Concepts, Near Term

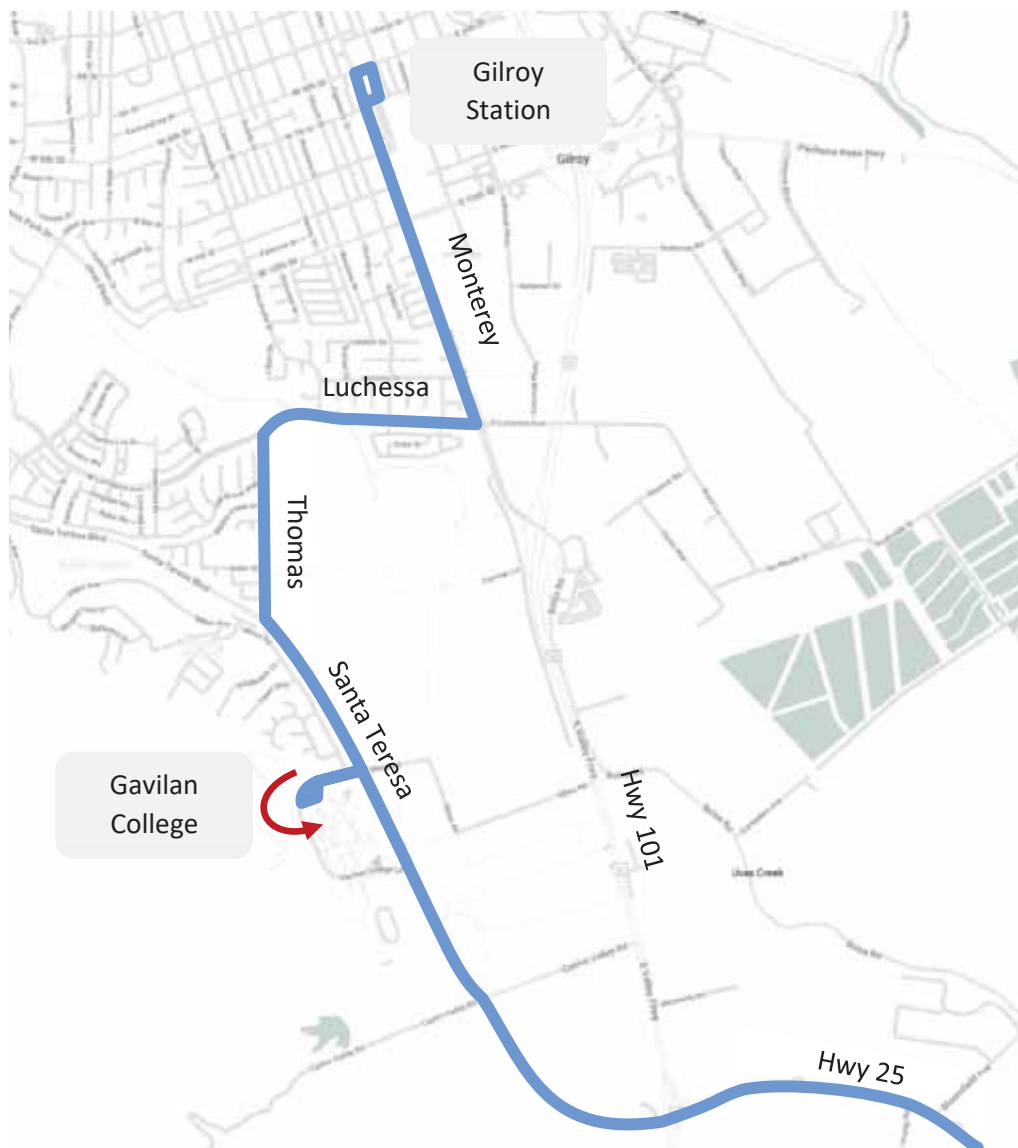
Changes to the Intercounty transit are recommended in the near term to improve its role within the local community and to enhance the quality of service within Hollister. Additional resources should be pursued to improve the level of service between Hollister and Gilroy with associated improvements in directness and speed.

9.3.1 Intercounty Transit Routing within Gilroy

In the near term it is recommended to retain the existing routing within Gilroy because opportunities for improvement are lacking. It is recommended to rename the Intercounty service to use a route number and destinations as with the local services: for example, 90 Gilroy Station / Hollister Exchange.

Over the long term, LTA Intercounty service should route via Hwy 25 and a new connection to Santa Teresa, providing a two-way service to Gavilan College terminating at Gilroy Station as shown in Figure 72. To achieve these objectives the LTA should work closely with the VTA and other road authorities to ensure that transit service and transit priority are considered prominently in their plans.

Figure 72 - Recommended long-term two-way routing via Santa Teresa - Hwy 25 connection



Over the longer term it is recommended to pursue additional resources to improve transit service between Hollister and Gilroy.

Service should be expanded to operate hourly during peak periods and the midday period every day. The routing of route 90 should be modified to operate on Hwy 25 between Hollister and Gilroy as shown in Figure 73, providing significantly faster service for most customers. A shuttle service should be implemented to connect San Juan Bautista to the Intercounty service in Hollister. It is noted that customer times for Intercounty trips between San Juan Bautista and Gilroy would become longer, although there would be more service overall. Shuttle service should be provided hourly during peak periods, and the midday service levels should be adapted based On Demand experienced from On-Demand requests as warranted.

Figure 73 - Recommended Future Intercounty Routing with shuttle connecting to San Juan Bautista



This service expansion is projected to require one additional bus and 9,700 annual service hours, an increase of 9,700 annual service hours, at an annual incremental cost of \$0.7 million.

It is also noted that a new major employment center development is in early stages of planning at Strata Verde in northern San Benito County, but is not confirmed and has not been addressed within this plan. If the development advances within the time horizons of this plan, additional funding would be required to establish new services. It is also recommended that the LTA pursue transportation Demand management (TDM) solutions as part of the plan and a condition of any approvals. TDM measures could include employer-funded shuttle services to Gilroy Transit Center and Hollister or to connect with existing LTA services, parking management, and bus-only access connecting to established transit routes and the like.

9.4 Further Design and Communication Recommendations

The following are further recommendations to enhance the quality of transit service.

1. Incorporate Intercounty service as part of one integrated transit system, including route numbers, naming convention, bus stop information, mapping, timetables, website information, branding, and other components.
2. Develop a public timetable listing all the routes and their timetables.
3. Develop an integrated local map showing the routings of all routes serving the area and use the same mapping standard on the web, bus stops, and other printed materials.
4. Include a map inset or similar solution using the same mapping standard to show the Fixed Route segments outside the local area, including 90 Gilroy Station / Hollister Exchange within Gilroy.
5. Name the routes with a number and destinations, for example:
 - 1 Felice
 - 1 Union
 - 2 Buena Vista
 - 2 San Filipe North
 - 2 Beverly
 - 90 Gilroy Transit Center
 - 90 Hollister Exchange
 - 20 Tres Pinos
 - 20 Hollister Exchange
6. Use destination signs on the buses to show the route number and destination.
7. Improve access, including ADA access to sidewalks and bus stops, waiting areas, and shelters. This may require partnership with the Cities of Hollister and San Juan Bautista.
8. Simplify and clarify the bus stop signs:
 - a. State “Bus Stop” clearly and in a large font
 - b. Name each route number and destination
 - c. Provide a web address and phone number for transit information

There is no need to state County Express on the signs

10 Specialized Transportation

The LTA has awarded a contract to Jovenes de Antaño (JDA), a local nonprofit, to provide Specialized Transportation services for the San Benito County community that go above and beyond the ADA Paratransit services provided by LTA. These services include out-of-county medical non-emergency transportation; senior lunch program transportation; and local and assisted transportation to local medical appointments, grocery stores, banks, and pharmacies. The senior lunch service is not currently being provided because of the pandemic.

These services are provided based on a contract with the LTA that came into effect on January 1, 2019, although the actual services have been operated by JDA for more than 30 years. JDA also provides a range of other services for the elderly, disabled, and disenfranchised living in San Benito County.

There is a \$1.25 charge (one-way) for these trips and planned trips to the grocery store, bank, or pharmacy. Out-of-county medical transportation is transportation to medical appointments outside of San Benito County. Charges are based on a four-zone system with one-way fares ranging from \$2.00 to Gilroy in Zone 1 to \$5.00 to Palo Alto in Zone 4. Out-of-county services are provided to Palo Alto, San Jose, Salinas, Monterey, Watsonville, Santa Cruz, and Gilroy. Service within the county requires a reservation to be made two days in advance, and out-of-county transportation requires a seven-day advance reservation. Before 2000, fares could not be charged for services funded by the Older Americans Act. Donations were accepted in lieu of fares, and this arrangement has continued up to 2020, even though in 2000 the act was amended to allow fares to be charged to individuals with incomes above the federal poverty line.

The LTA provides four cutaway buses and two vans to JDA to provide Specialized Transportation. Eligibility for the services is decided by JDA. Maintenance on the vehicles is provided by the LTA; repairs caused by accidents or abuse are the responsibility of JDA.

For local services users must be at least 60 years old and/or

- Have a disability
- Be unable to drive
- Live within a specified service radius



Figure 74 - LTA Provided Cutaway Operated by Jovenes de Antaño

Rides are scheduled on a first-come, first-served basis. All vehicles operated by JDA are wheelchair-accessible. Escort assistance to and from the vehicle and into and out of an appointment or home is also available for those requiring this assistance.

Additional funding and support for these rides is provided by the Seniors Council Area Agency on Aging for Santa Cruz and San Benito Counties and volunteers and employees at JDA.

To qualify for rides using the out-of-county service, a person must be at least 60 years old or have a disability and

- Live in San Benito County
- Require a medical service that cannot be provided in Hollister
- Have no other transportation available

Before the pandemic, JDA also operated a congregate meal service and provided transportation to and from their center using LTA-provided buses.

The contract with JDA includes a flat rate plus an hourly rate for each vehicle revenue hour. This arrangement produces an average cost per revenue hour of just under \$60. This is a competitive rate for operating cutaway and van vehicles; however, some approaches could increase service by reducing the number of LTA vehicles and revenue vehicle hours and miles and introducing low-cost options.

Currently, JDA is reporting that all trip requests are being met. About 20 percent of trips on JDA buses and vans require a wheelchair-accessible service. The remaining 80 percent of trips could potentially be accommodated through services that are less costly to operate. Alternative transportation programs such as vouchers, taxi scrips, volunteer driver programs, and driver reimbursements are often found at similar organizations that provide similar transportation services. These alternatives should be considered if full capacity is reached and trips are turned down by JDA. The current fleet of wheelchair vehicles cannot be replaced entirely because the alternative services rarely or never have accommodation for wheelchairs or certain disabilities that have mobility limitations.

Some nonprofit and faith-based organizations offer local transportation on these types of alternative services for the type of trips provided by JDA. This might include “door-to-door” or “door-through-door” service for passengers who need someone to help them get in and out of cars and buildings or stay with them throughout a trip.

10.1.1 Volunteer Drivers

Volunteer drivers provide rides in their own cars. In some cases, the drivers might use cars owned by a nonprofit agency. In such a case, the agency would need to also have a wheelchair-capable vehicle with similar on-call availability to comply with the ADA. An agency could not turn down a trip because a volunteer refuses to accept a service dog. This type of trip would have to be accommodated using an agency vehicle with a paid driver. Volunteer drivers require training and a background check, and their vehicles must be inspected, and their insurance confirmed. Volunteer drivers are usually reimbursed on a mileage basis. Volunteer driver programs can lower costs, as the agency usually does not need to purchase a vehicle and there are no driver wages paid; however, the administrative costs for volunteer driver programs can be high, and there can be turnover issues and reliability issues that make it difficult to guarantee the availability of such a service.

10.1.2 Driver Reimbursement

An alternative to a full volunteer driver program is a driver reimbursement program. These programs rely on clients to identify a friend or family member who can provide transportation. The program reimburses the driver on a mileage basis or at a flat rate. Because the driver is a friend, caretaker, or family member of the client, there is likely to be better assistance provided and greater flexibility in scheduling. The ADA is not an issue for this type of program as there is no obligation for the agency to

provide ADA-accessible vehicles in a ride reimbursement scheme. Ride reimbursements can be used for persons with disabilities, seniors, and medical trips.

If a person is determined to be eligible for a ride reimbursement program, they must provide their own driver. The agency does not need to train or qualify the driver or inspect the vehicle. Typically, the client records the distance traveled to the furthest point each day and the records are submitted monthly electronically or on paper. Reimbursements are made directly to the rider, who is then responsible for making payments to the driver. This makes it easier to have multiple drivers for one client.

A transportation reimbursement program is a self-directed mileage reimbursement transportation service that complements other Specialized Transportation services by encouraging volunteer friends and neighbors to transport older adults and people with disabilities to access medical services and for other purposes where no other affordable option exists or when the individual is too frail, ill, or unable to use conventional services for other reasons.

10.1.3 Scrip

Programs for taxi scrip or developing a relationship to allow ride hail (e.g., Uber or Lyft) trips to be paid may also be a means of reducing trip costs for Specialized Transportation. Clients would be allowed to purchase a certain amount of scrip each month. For example, they could be allowed to purchase \$25 per month, but that \$25 could also be used to pay for double (\$50) or triple (\$75) the value shown on the taxi meter. A similar arrangement could be possible to purchase a certain amount of credit on ride hail services; however, because this type of service is using a common carrier, an alternative with similar booking times and availability would have to be offered for passengers requiring a wheelchair-accessible vehicle. A challenge with taxi scrip is compared with the ride reimbursement program is that it is often difficult to ensure a uniform level of service among taxi drivers or to be sure that service with door-to-door or door-through-door assistance will be provided.

10.1.4 Operations

It was observed that the LTA-owned buses and vans operated by JDA do not include any identification showing they are owned and funded by the LTA, even though the contract notes that the services shall be branded as LTA services.

The “Pre-driving Safety Check” (inspection of vehicles) required for operators is missing key accessibility features. It is recommended that the pre-driving safety check process include wheelchair lifts/ramps and wheelchair securement equipment (securement mechanisms/straps and lap/shoulder belts). Seat belts should also be checked for proper functioning. There is no mention in the provided documentation of any hands-on operator wheelchair securement instruction or ongoing practice, although it is required in section 2.4.12 of the contract. It is recommended that at least two hours of hands-on wheelchair securement instruction be provided (using a variety of devices) to operators during initial training and at least two hours of annual refresher training thereafter. The class could be jointly held for drivers at JDA and County Express. JDA’s seat belt policy currently does not require the use of shoulder belts; however, any vehicle that requires seatbelts for all riders also requires the use of lap and shoulder belts for riders with disabilities using wheelchairs.

JDA uses a manual routing and dispatching system. The use of reservations, routing, and dispatching software would benefit JDA significantly. Multiple systems are available on the market to meet this

need. An enhanced communication system (between dispatch/management and operators) is also recommended. Ideally, the same system could be used by both JDA and the LTA's Dial-A-Ride/ADA Paratransit operations. JDA is contractually obligated to provide operating data and key performance indicators to the LTA. This data is currently manually generated and is not well organized or complete. For example, the bus wash logs are incomplete, without details on wash type or inspections, and interior washes in particular appear to be skipped regularly. On Page 47, the contract specifies that wait time and ride time should be reported, however, both appear to be missing from the monthly reports. Ideally, JDA should also be reporting on telephone wait times and lost calls to provide some information on the booking process for clients. The contract also requires JDA to develop a methodology to measure on-time performance and report monthly. However no on-time performance monthly reports are being made by JDA to LTA.

JDA has an operator handbook detailing policies to be followed by operators; however, it appears to be outdated. The copy provided along with the contract includes illegible pictures and diagrams, refers to outdated federal regulations (e.g., the Older Americans Act), and uses language that is derogatory toward persons with disabilities or with cognitive impairments (e.g., using terms such as "handicapped" or "mentally challenged"). A comprehensive set of operating policies would allow operators to provide services more independently and not require such a high number of calls into dispatch/management during normal operating hours.

Although there is a section in the handbook that shows different types of wheelchairs, the pictures are outdated and there is no explanation of the methods, issues, and challenges associated with wheelchair securement. The handbook contains no information on the requirements for handling service animals. The handbook also does not include any information regarding the operating features and characteristics of the current cutaway and van vehicles or the lift equipment on them.

JDA explicitly requires drivers to sign a notice that prohibits them from using cell phones for work purposes while operating a motor vehicle but does not provide a prohibition or penalty for personal cell phone use while driving a company vehicle.

The contract requires that buses have their interiors thoroughly washed at least twice per week. A review of the wash logs shows that on many weeks the washes are not completed, and the record is not fully completed in terms of dates and who completed the cleaning.

The actual performance is difficult to assess as there are no benchmarks for direct comparison because the programs offered by JDA are unique to the community it serves, and the locations is must link. In general, DAR services are judged to be effective if they reach about three rides per hour. JDA's performance is less than half of this industry target, but this could be owing to the number of trip requests and the distances that must be traveled. The past two years of service have also been negatively impacted by the COVID-19 pandemic. The adoption of paratransit software would improve the booking experience, increase dispatch efficiency, and generate many more performance indicators that would allow for a better evaluation of the program.

JDA monitors the service through a comment card process. However, it appears that many of the comment cards are completed by the drivers on behalf of the clients. This methodology is unlikely to record many critiques of the service. A system of truly anonymous comments or surveys not viewed by the drivers would be a better means of soliciting client feedback.

11 ADA Paratransit

11.1 Overview

County Express currently operates ADA Paratransit within 0.75 miles of the Fixed Route Tripper service whenever it is operating. This service has been reduced significantly from the pre-COVID period when the Fixed Route service operated longer hours and served more areas. ADA Paratransit passengers are commingled with the general public on DAR vehicles; however, ADA passengers who book the day before are guaranteed the service level provided by the Federal Transit Administration's guidance and regulations on ADA Paratransit. In the spring of 2022, County Express operated a maximum of four cutaway buses for DAR, which included ADA Paratransit during the times that the Tripper was also operating. Upon an extra payment of one dollar, bookings for ADA Paratransit are accepted on the same day on a space-available basis.

In 2019, before the pandemic, the DAR service averaged 2.8 rides per hour, which is close to the ideal productivity of about three rides per hour expected from similar services. The number of rides per mile of service being provided (4.5) is about a third higher than that of similar systems, and the number of trips per capita is more than double the level of those in the peer communities that were examined. The better performance is likely a result of commingling ADA passengers and the general public, which maximizes vehicle utilization.



Figure 75 - County Express DAR Cutaway Bus

The operating cost of the paratransit service is low because of the current contract costs with MV Transportation. The downside of the low costs is that hiring and retaining operators has been difficult, and a contract amendment that will increase the hourly rate is currently being considered. The average

cost per boarding of \$22.37 is the lowest observed among the peer agencies examined. However, cost recovery was just 5 percent, below the target of 10 percent established by the TDA for paratransit systems. Because operating costs are low, the low-cost recovery can likely be attributed to low fares.

11.2 Policy Issues

Complementary ADA Paratransit service is currently defined as “curb-to-curb” in LTA policy. However, as a result of changes made to ADA regulations more than five years ago, the policy wording should be updated to “The service is curb-to-curb but will provide services ‘beyond the curb’ for those that need additional assistance due to a disability.” In addition, the following language is recommended for inclusion in the LTA’s policy for ADA Paratransit:

LTA provides curb-to-curb service for a majority of its riders. This means that the rider is expected to be waiting at the curb of their origin for pickup, and the operator will drop the rider off at the curb of their destination.

For those riders who, because of their disability, need assistance beyond the curb, LTA offers door-to-door services (beyond the curb). Operators will assist passengers to the door of their origin and/or destination.

Note: Operators should never lose sight of their vehicle, enter a building or residence, walk up stairs, or otherwise place themselves or the rider in an unsafe situation.

ADA regulations require that passengers be able to book their trip up to 5:00 p.m. on the previous day. Booking after that time is permitted under the regulations; however, the usual ADA protections would not apply to the trip. The LTA permits same-day reservations on a space-available basis and charges a convenience fee of \$1.00. Best practice would suggest that the ability to book same day be referred to as a *premium service* and the convenience fee be renamed as a *premium fare* to reinforce that this is beyond the ADA-required service.

In LTA policy, the vehicle wait time at a pickup location is described as a vehicle waiting no more than three minutes. There is no ADA requirement for wait time in ADA Paratransit; however, the national best practice is a wait time of five minutes. It is recommended that the LTA change their wait time requirement to five minutes. This may cause a slight delay in the service but will significantly reduce the stress put on ADA passengers. The wait time for general public passengers could remain at three minutes, as they can likely get ready to leave and walk out the front door more quickly than someone with a disability.

The LTA No-Show Policy is not in compliance with FTA guidance on ADA Paratransit. The policy should distinguish between valid and nonvalid reasons for no-shows. The policy should note that there are times when a rider’s no-show will not be considered valid if they experience a medical or family emergency (or some other issue out of their control). No-shows that are deemed to be accurate and not the result of an experience out of the rider’s control will be considered as nonvalid (or true) no-shows.

County Express currently demands a \$5.00 charge for all no-shows following the second no-show. There is no guidance or regulation in the ADA that allows for financial penalties to be charged to ADA Paratransit-eligible riders. The only fee that can be charged is the fare, which is limited to two times the

Fixed Route adult fare. It is recommended that this no-show charge be eliminated from use for ADA Paratransit no-shows.

The LTA's overall no-show policy is not compliant with the ADA based on a number of recent FTA triennial review findings at other systems for insufficient or overly strict no-show policies. Its current policy begins imposing penalties after a second no-show, which may be considered overly strict. The following policy is recommended for ADA Paratransit, including new/enhanced definitions for "missed trips," "late cancellations," "circumstances beyond a rider's control," and the "no-show appeals process." A proposed new No-Show Policy draft is included in Appendix 1 of this report.

The policy currently includes a section called the Pregnancy Paratransit Program. There is no indication in the ADA regulations that pregnancy is considered a disability. It is recommended that this program be made part of the regular DAR or On Demand services rather than being included as a part of the ADA Paratransit service.

During a site visit eligibility determination staff shared that they make observations of the disabilities of applicants that submit their application in person. This practice means that those that are seen in person are being evaluated differently than those that mail in the application. The correct practice should be to use the submitted information only, and not use any observations or opinions drawn by seeing the applicant in person. The current practice could result in a valid discrimination complaint.

Section V.3 of the policy details the ADA Paratransit application process. It is recommended that a separate professional medical verification questionnaire be used and that County Express require the verification for all applicants. The current language states that it is up to the applicant to request a professional verification form if they wish. A completed application form from the applicants plus a completed professional verification form would provide staff the greatest opportunity to make an accurate and consistent determination of ADA Paratransit eligibility. In addition, the Operational and Enforcement Policies detail an in-person eligibility element for the appeal process.

The policy contains language requiring that personal care attendants (PCAs) shall be certified by County Express. There is no requirement in the ADA requiring such certification or allowing agencies to require certification. It is recommended that this practice be eliminated. However, it is allowed for the paratransit eligibility process to identify when a rider needs use of a PCA. All riders must be allowed to bring a PCA with them when they determine the need to do so. Current LTA policy also limits the number of PCAs to one free PCA per passenger. ADA regulations do not limit the number of PCAs that may be used on paratransit, and none can be charged a fare.

Section VII.1 has a bullet point stating that service animals must be, "trained to behave properly in places of public accommodation." It is recommended that this be replaced with "are kept 'under control' at all times (on a leash unless the leash prevents the service animal from completing the task(s) it was trained to perform) and not acting in an unsafe manner that threatens the health and safety of the operator or other riders."

Section VIII includes outdated language from the ADA regarding the definition of a wheelchair. It is recommended that the following language be removed: "as defined by the ADA, these devices are not to exceed 48 inches in length, 30 inches in width, and 600 pounds in total weight while occupied." It is recommended that this be replaced with "as defined by the ADA, a wheelchair has three or more

wheels, is usable indoors, is designed/modified for and used by an individual with a mobility disability, and is propelled either manually or powered.”

The FTA introduced reasonable modification for all paratransit and fixed route services to the regulations in 2015. The current ADA policy does not have a section dealing with reasonable modification. It is recommended that a reasonable modification section be added to this document and that training be provided for all operating personnel, including drivers and dispatchers. The following policy language is recommended, along with the creation and publishing of a reasonable modification of the policy request form:

LTA shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide transit service accessibility. LTA will make every attempt to provide transportation services that meet our customer needs as long as the request

- Does not fundamentally alter the service
- Does not create a direct threat to the health and safety of others
- Is not necessary to permit the customer to use the services for their intended purpose

It is recommended that the LTA create and publish an ADA Paratransit services rider’s guide for eligible ADA Paratransit riders, prospective riders, family members, and care attendants. This document would clearly explain how to use paratransit services (the reservation process, negotiating a trip, pickup windows, canceling trips, no-shows, code of conduct, operator assistance policies, subscription services, safely traveling on County Express, denial of service, customer comments/complaints filing, etc.).

It is also recommended that the LTA create and implement a contractor oversight policy to ensure that contractors are providing safe and compliant transportation services. This has been a long-standing finding during the FTA triennial review process.

12 Third Party Agreements

The LTA has two operating contracts covering public transit operations and Specialized Transportation. The public transit operations contract and the Specialized Transportation contract both became effective on January 1, 2019, and remained in force until December 31, 2021. Each contract has an option for up to five one-year extensions. Each contract is structured with an agreement for management and operations and a scope of work. There are also subsections on federal assurances and vehicle and equipment lists and include the proposal submitted by the contractor.

12.1 Specialized Transportation Agreement (Jovenes de Antaño)

Contract

1.8.1 Base Compensation

The base compensation clause provides for a fixed amount per month, with an annual escalation plus a marginal rate per revenue hour of service. Although this structure would have seemed reasonable before the pandemic, it now appears that a more reasonable structure would have allowed the base monthly rate to be rolled back if services are reduced or eliminated through a force majeure. For example, during the pandemic the congregate lunch program was suspended, transportation was not required, and the number of vehicles in operation was reduced. The contract wording would appear to allow the contractor to continue to bill the full fixed amount each month with the reduced fleet and overhead. A reduction in fixed payments would not be mandatory, but the option should be identified.

1.10.4 Liquidated Damages

This clause includes a penalty for failing to call major bus stops as required by ADA. This FTA requirement is not applicable to Specialized Transportation and only applies to fixed route transit operations.

1.10.4 Service Standards

h) This clause includes penalties for failure to meet on-time performance targets that are supposed to be provided in the scope of work section 2.2.10. However, there is no section 2.2.10 in the scope of work.

2.4.7 Service Standards

Section 3 of the scope of work specifies that the contractor shall develop a methodology for measuring on-time performance to be approved by the LTA with monthly reports to be submitted. It appears that no methodology has been provided.

Scope of Work

2.4.7 B Out-of-County Non-Emergency Medical Transportation Standards

3) Service Refusals. This clause states *that, consistent with federal law, there shall be no pattern of refusals with respect to reservation requests from individuals possessing valid ADA Paratransit eligibility*

identification cards. There are no federal laws requiring ADA Paratransit eligibility card holders to have any preferential treatment on any service that is not ADA-complementary paratransit.

2.4.7 C Senior Lunch Program Standards

4) Service Refusals. This clause states *that, consistent, with federal law there shall be no pattern of refusals with respect to reservation requests from individuals possessing valid ADA Paratransit eligibility identification cards.* There are no federal laws requiring ADA Paratransit eligibility card holders to have any preferential treatment on any service that is not ADA-complementary paratransit. Seniors are not automatically ADA-paratransit-eligible.

2.4.7 D Medical Shopping Assistance Program Standards

5) Service Refusals. This clause states *that, consistent with federal law, there shall be no pattern of refusals with respect to reservation requests from individuals possessing valid ADA Paratransit eligibility identification cards.* There are no federal laws requiring ADA Paratransit eligibility card holders to have any preferential treatment on any service that is not ADA-complementary paratransit.

8. Customer Service

A good practice would be to require the contractor to report any complaints concerning allegations of discrimination to the LTA. The service being provided receives some federal funding, and standard practice is to maintain separate records of discrimination complaints for federally funded services.

2.4.12 Training of Drivers and Operations Personnel

The scope requires a driver's manual to be furnished to the LTA for approval. The document provided with the contract was old at the time of contract signing and will be even older after seven years of operation. There should be a requirement for periodic updates. The existing manual includes inappropriate language (e.g., handicapped, mentally challenged) and lacks information on how to secure wheelchairs.

The scope of work refers to ADA regulations regarding trip reservations. There are no specific ADA regulations for trip reservations for Specialized Transportation. ADA regulations may cover website accessibility and telephone (TTY) access generally and require that similar service levels are provided for persons who have disabilities and persons without any disabilities.

2.4.24 Books, Records, Report and Inspection

This clause includes provision for JDA to provide a monthly report on ride time and wait time. This report was not found in the records provided.

2.5.2 Daily Vehicle Inspection and Servicing

The daily inspection check list does not include inspection of the wheelchair securement devices. The devices must be checked each morning to confirm they are in good working order and clean. The vehicle should not leave the bus yard if the devices fail inspection.

12.2 Public Transit Agreement (MV Transportation)

Contract

1.8.1 Base Compensation

The base compensation clause provides for a fixed amount per month, with an annual escalation plus a marginal rate per revenue hour of service. Although this structure would have seemed reasonable before the pandemic, it now appears that a more reasonable structure would have allowed the base monthly rate to be rolled back if services were reduced or eliminated because of a force majeure. For example, during the pandemic the Fixed Route service was suspended, and the number of buses and operators were reduced, which may have reduced overhead costs for the operator. The contract wording appears to allow the contractor to continue to bill the full fixed amount each month even if expenses have declined. A reduction in fixed payments would not be mandatory, but the option should be identified.

1.10.4 Liquidated Damages

Many requirements are imposed on public transit operators by the FTA ADA regulations and guidance. The liquidated damages section only calls out financial penalties for failing to call major bus stops. Similar penalties should be imposed for failure to meet any of the applicable ADA regulations, including inaccessible use of the lift when requested, not accommodating service animals, or failing to secure (if that is the policy of the LTA) or improperly securing a wheelchair.

1.28 Equal Employment Opportunity

Contract language should be updated to refer to persons with disabilities rather than with a *handicap*.

Scope of Work

2.4.5 ADA Operations

In the first paragraph, the ADA service area is defined in terms of the City of Hollister. The city boundaries are not relevant to determining the service area for ADA Paratransit. The service area is .75 miles of any Fixed Route service plus a core service area. A core service area is a “donut hole” that is beyond .75 miles from a Fixed Route but completely surrounded by ADA service areas. The Intercounty service is not required to have paratransit service, as it meets the definition of a commuter route. The second paragraph should be clarified to explain that it applies when public DAR and ADA Paratransit passengers are commingled on the same bus. FTA ADA Paratransit rules do not permit prioritization of ADA Paratransit trips; all ADA Paratransit trips must receive the same priority.

2.4.23 Accident, Incident and Complaint Procedures

D) Complaints

It is recommended that complaints involving discrimination (e.g., involving, but not limited to Title VI or ADA) be included on the list of complaints that are immediately reported to LTA.

2.4.26 Telephone Reservation and Information System

The contractor should be obligated to provide LTA with statistics on average wait times for ADA reservation calls and the number of dropped calls. If reservation calls cannot be made by ADA-eligible persons that may count as a pattern and practice of capacity constraints that is prohibited.

13 Capital Plan

During the next five years, the capital plan for the LTA will include a program of bus replacements, creation of a central transit hub, called Hollister Exchange, bus stop improvements, redevelopment of the storage facility, installation of electric charging infrastructure, and improvements to technology. The bus replacement program takes on new significance because of the state mandate to switch to zero-emission vehicles beginning in 2029. Although the LTA could extend this date by delaying the purchase of new buses to 2030 or 2031, this is not a desirable option. The survey conducted as part of the first round of outreach found public support for the purchase of zero-emission buses, and this plan recommends the early adoption of this technology. Early adoption will avoid a crush just before the mandate years and will enable the LTA to apply for grant programs available from the FTA for the next five years as authorized by the Infrastructure, Reinvestment, and Jobs Act. The estimated five-year cost for the capital program for infrastructure is \$3.7 million and is shown in Figure 76. The estimated five-year cost for buses is shown in Figure 77 and totals \$6.2 million. The combined total is \$9.6 million. It is estimated that grants would cover from 50 to 80 percent or more of each of the cost items, significantly reducing the cost to the LTA.

Figure 76 - 2022–2027 Capital Program Costing

Infrastructure Capital Projects	Cost Estimate (before Grants)
2022-23	
Develop transit hub/terminal	\$ 150,000
Technology	\$ 50,000
Bus stop improvement	\$ 100,000
New bus stop signage	\$ 65,000
Install 3 charging stations	\$ 250,000
2023-24	
Bus stop improvements	\$ 100,000
Technology	\$ 50,000
Redesign of maintenance/storage yard for EV	\$ 150,000
2024-25	
Bus stop improvements	\$ 100,000
Technology	\$ 50,000
2025-26	
Renovate maintenance/storage yard	\$ 2,000,000
Technology	\$ 50,000
Bus stop improvements	\$ 100,000
2026-27	
Bus stop improvements	\$ 100,000
Total 5 Year Cost	\$ 3,315,000

Figure 77 - 2022–2027 Estimated Vehicle Capital Costs (Before Grants)

Vehicle Estimated Capital Expenditures	Cost Estimate
2022-23	
2 - 27'-32' Transit bus (battery electric)	\$ 1,500,000
2 - Gasoline Vans	\$ 110,000
2023-24	
None	
2024-25	
2 - Gasoline 16 Pass+2 Wheelchair Cutaways	\$ 140,000
1 27'-32' Transit bus (battery Electric)	\$ 750,000
2025-26	
None	
2026-27	
Option A: 4 - 16 pass + 2 WC Cutways (Battery Electric)	\$ 1,480,000
Option A: 2 - 27'-32' Transit Bus (Battery electric)	\$ 2,250,000
Option B: 6 - 27'-32' Transit Bus EV (Battery electric)	\$ 5,250,000
Total Option A	\$ 6,230,000
Total Option B	\$ 7,750,000

13.1 Buses

The County Express fleet is made up of 23 cutaway buses ranging in size from 12 passengers (21' long) to 16 passengers (each with two wheelchair positions) plus one Blue Bird 30' transit bus. There are also four van conversion vehicles used by Jovenes de Antaño for Specialized Transportation. The buses used for Intercounty service are diesel powered, whereas the vans and local cutaways are gasoline powered. The types of buses in use are summarized in Figure 78. All the buses are high-floor buses with wheelchair lifts.

Figure 78 - Buses in Service

	Types of Vehicles in Use				
	12-16 Pass + 2 WC Cutaway	23-32 Passenger Cutaway + 2 WC	30' Transit Bus	Van	Total
Fixed Route Service	2				2
On Demand/ADA Paratransit/Dial-A-Ride	6				6
Intercounty Service		3			3
Specialized Transportation	6			2	8
Spares	5	1	1	2	9
Total	19	4	1	4	28

The vehicles were purchased from a variety of funding sources, including FTA 5310, State Transit Improvement Program (STIP); Public Transportation Modernization, Improvement, and Service

Enhancement Account Program (PTMISEA); Senate Bill 1; FTA State of Good Repair (SGR); American Recovery & Reinvestment Act (ARRA); and Assembly Bill 2766/State Air Resources Agency.

The California Air Resources Board, which sets state policy on air pollution, mandated in 2018 that California transit bus fleets be zero emissions by 2040. All bus purchases beginning in 2029 must be zero emissions, which means battery-electric, fuel-cell electric, or electric trolley based on today's available clean technologies.

During the next five years, 2022–2027, replacement buses can continue to be either diesel or gasoline; however, beyond 2028, the mandate for zero-emission buses will begin to affect purchases. As of 2022, there appear to be several suppliers of battery-powered cutaway-style buses. The CalACT purchasing cooperative contract for cutaway buses is now being rebid, and the new schedule for the buying group will include battery-powered cutaway and transit buses. The estimated cost of a 16-seat, two-wheelchair position battery-electric bus on the CalACT contract will be about \$370,000, and a 30' electric transit bus will be about \$750,000. In contrast, the estimated cost for a new gasoline-powered 16-passenger cutaway is about \$75,000, and a 30' standard transit bus would cost about \$450,000. Although these prices are a significant increase from the current diesel and gasoline vehicles, there are numerous state and federal incentive programs that will cover a large percentage of the cost.

The new higher cost of a battery cutaway makes the investment in a transit coach with almost twice the life an attractive choice. Gasoline cutaways have a life expectancy of about seven years, whereas battery-powered transit coaches have a minimum life of 12 years. Not enough experience has been gained with battery-powered buses to determine the actual life expectancy. Currently, most diesel transit buses exceed the 12-year life.

An initial installation of one or two charging stations likely would not trigger the need for additional electrical capacity at the storage yard. Accommodating an entire fleet would likely involve upgrading the facility's electrical capacity. For the next five years, there are significant federal grants available as a result of the Infrastructure and Jobs Investment Act (bipartisan infrastructure bill) that passed Congress in 2021. The FTA is in the process of finalizing the requirements for new funding programs, but there are provisions for upgrading transit fleets and infrastructure to accommodate new battery-electric transit buses.

The Infrastructure and Jobs Act passed in 2021 and authorized significant new funding for battery-powered transit buses under several new and reauthorized FTA programs. If the LTA can obtain funding under these new programs, the cost of switching to battery-powered vehicles will be largely mitigated. California may also subsidize battery-electric vehicle purchases through the Air Resources Board.

The acquisition of battery-electric buses will eliminate expenditures on fuel and introduce new costs for electricity, which will be significantly more affordable based on 2022 fuel prices. Battery-electric vehicles will also reduce the amount spent on powertrain maintenance but may require the retraining of maintenance staff. Battery-electric vehicles also make low-floor cutaway buses more feasible with the potential elimination of driveshafts and other underfloor components.

The recommended service plans will not require additional buses during the plan period. County Express currently has a high spare ratio, and as buses are replaced and the peak hour requirement increases, the spare ratio will decline. Currently, the spare ratio is 60 percent for Intercounty buses and 47 percent for

the smaller cutaways. As shown in Figure 79, all five of the larger buses used on the Intercounty route will need to be replaced during the plan period. Two additional smaller cutaways are shared with the local Hollister services and will also need to be replaced.

Figure 79 Bus Fleet Inventory (June 2021)

Fleet #	Service	Make, Model	In Service Date	Number of Seats	Funding Source	Estimated Replacement Date	Fuel	LTA Condition
55	Intercounty	2007 Bluebird Xcel	Apr-08	23A/2WC	AB2766	2022	Diesel	Poor
61	Dial-A-Ride	2013 Glaval Universal	Jul-13	12A/2WC	STIP	2024	Gas	Fair
64	Intercounty	2013 Glaval Freightliner	Jul-13	28A/3WC	STIP	2024	Diesel	Fair
65	Dial-A-Ride	2016 Glaval Universal	Jul-16	16A/2WC	PTMISEA	2027	Gas	Good
66	Intercounty/Dial-a-Ride	2016 Glaval Universal	Jul-16	16A/2WC	PTMISEA	2027	Gas	Good
67	Intercounty/Dial-a-Ride	2016 Glaval Universal	Jul-16	16A/2WC	PTMISEA	2027	Gas	Good
68	Dial-A-Ride	2016 Glaval Universal	Aug-16	12A/2WC	PTMISEA	2027	Gas	Good
69	Intercounty	2016 Glaval Legacy	Sep-16	32A/2WC	PTMISEA	2027	Diesel	Good
70	Intercounty	2016 Glaval Legacy	Sep-16	32A/2WC	PTMISEA	2027	Diesel	Good
71	Dial-A-Ride	2018 Starcraft Allstar	Feb-18	12A/2WC	5310	2029	Gas	Good
72	Dial-A-Ride	2018 Starcraft Allstar	Feb-18	12A/2WC	5310	2029	Gas	Good
73	Dial-A-Ride	2018 Starcraft Allstar	Feb-18	12A/2WC	5310	2029	Gas	Good
74	Dial-A-Ride	2020 Glaval Universal	Apr-20	16A/2WC	PTMISEA	2031	Gas	New
75	Intercounty	2020 Glaval Legacy	Sep-20	28A/2WC	PTMISEA	2031	Diesel	New
76	Dial-A-Ride	2020 Glaval Universal	Apr-20	16A/2WC	PTMISEA	2031	Gas	New
77	Dial-A-Ride	2020 Glaval Universal	Apr-20	16A/2WC	SB1 SGR	2031	Gas	New
78	Dial-A-Ride	2020 Glaval Universal	Apr-20	16A/2WC	SB1 SGR/PTMISEA	2031	Gas	New
79	Dial-A-Ride	2021 Glaval Universal	May-21	16A/2WC	SB1 SGR/PTMISEA	2032	Gas	New
80	Dial-A-Ride	2021 Glaval Universal	May-21	16A/2WC	SB1 SGR/PTMISEA	2032	Gas	New
737	Dial-A-Ride	2013 Dodge El Dorado	Aug-13	5A/1WC	5310	2022	Gas	Fair
735	Senior Lunch	2010 Glaval Universal	2010	16A/2WC	ARRA	2021	Gas	Fair
736	Out of County Medical	2010 Braun Entervan	2010	5A/1WC	ARRA	2019	Gas	Fair
738	Out of County Medical	2013 Starcraft Allstar	2013	16A/2WC	5310	2024	Gas	Fair
739	Out of County Medical	2019 Starcraft Allstar	Feb-19	12A/2WC	5310	2030	Gas	Good
740	Out of County Medical	2020 Glaval Universal	Apr-20	16A/2WC	PTMISEA	2031	Gas	New
741	Out of County Medical	2019 Braun Entervan	Apr-21	5A/1WC	5310	2028	Gas	New
742	Out of County Medical	2021 Starcraft Allstar	May-21	16A/2WC	5310	2032	Gas	New
63	Medical Shopping	2013 Braun Entervan	May-13	5A/1WC	5310	2022	Gas	Fair

Ideally, as the larger cutaways are retired, they should be replaced with standard transit buses rather than cutaways. This will allow LTA to begin to shift to low-floor accessible service and increased rider comfort, particularly on the longer-haul Intercounty trips. The public outreach for this plan also showed some support in the community for switching to clean battery-powered buses. Transit-style buses are available in 27, 30, 32, and 35' lengths, which would be suitable for the Intercounty service. A 27'-long bus will typically seat 23 and carry up to 13 standee passengers, whereas a 32'-long bus could seat 29

passengers, and a 35'-long bus would seat 33 passengers. With less noise and no emissions, there may be some change in traditional community perception of the impacts of bus service in neighborhoods. Battery-electric transit buses are already being welcomed into transit fleets across California, and with the new rebate and incentives, the higher acquisition costs are mitigated.

The recommended Short-Range Transit Plan includes recreating a Fixed Route system. Passenger service could be improved by converting the Fixed Route service to conventional transit buses from cutaways. A 27'-long transit bus would offer 23 seats and two wheelchair positions and additional space for standees, whereas the existing cutaways used on the Hollister Fixed Routes offer 16 seats and two wheelchair positions. Conventional transit buses would also offer low-floor access, eliminating the need for a wheelchair lift, improving service access for all, and reducing delay at bus stops. The low-floor bus offers superior accessibility for wheelchairs, baby strollers, grocery carts, and anyone with mobility challenges. However, it will not be possible to transition to more battery-powered transit buses until the maintenance yard is redesigned and rebuilt toward the end of the plan period.

The number of peak buses required to fulfill the service in this plan is shown in Figure 80. The figure shows that no additional buses are necessary during the plan period; however, the percentage of spare buses does decline for both large and small vehicles. Figure 81 shows the expected retirement schedule for the fleet, and Figure 82 shows the proposed acquisitions of new buses. Figure 82 assumes that new buses purchased from FY 2026–27 forward will be battery-electric. Two potential acquisition options are presented for 2026–27. Option A shows purchasing battery-electric 16-passenger/two-wheelchair buses, whereas option B is based on replacing the retired cutaways with larger urban transit buses. The larger buses will have a longer life cycle, provide more space and comfort for passengers, provide low-floor accessibility, and increase system capacity without having to increase frequency and the fleet size, but will come at a higher cost. Purchasing the transit buses may depend on the availability of grant funding.

Figure 80 - 2022–2027 Peak Bus Requirements

	Peak Number of Buses Required					
	Existing	2022-23	2023-24	2024-25	2025-26	2026-27
Fixed Route Service	3	3	3	4	6	6
On Demand/ADA Paratransit/Dial-A-Ride	6	6	6	6	6	6
Intercounty Service	2	2	3	3	3	3
Subtotal	11	11	12	13	15	15
Spares Small Cutaway	8	8	8	7	5	5
Spares Small Cutaway Percentage	47%	47%	47%	41%	29%	29%
Spares Large Cutaway/Transit	3	3	2	2	2	2
Spares Large Cutaway/Transit Percentage	60%	60%	40%	40%	40%	40%
Subtotal	22	22	22	22	22	22
Specialized Transportation	6	6	6	6	6	6
Total	28	28	28	28	28	28

The spares ratio for both small and large buses is higher than industry norms. Generally, a spare ratio of 20 percent is considered a reasonable target. The rate of 29 percent for small cutaways at the end of this plan period is high but reasonable given any issues that may arise from the transition to battery-electric vehicles. The spares ratio for large buses is very high at 40 percent at the end of the plan period. However, with the small fleet size (five buses), past difficulties with filling the heavy-duty mechanic position and the upcoming transition to battery-electric vehicles, the recommendation is to maintain the 40 percent spares ratio during the plan. Beyond the five-year horizon of this plan, the spares ratio should continue its slow decline toward an ultimate goal of 20 percent. The FTA does not have a spares requirement for systems with less than 50 buses. The FTA does require fleets with more than 50 buses to maintain a maximum of 20 percent spares to remain eligible for grants.

Figure 81 - 2022–2027 Bus Retirements

	Retirements			
	12-16 Pass + 2 WC Cutaway	23-32 Passenger Cutaway + 2 WC	29' Transit Bus	Van
2022-23		1	1	2
2023-24				
2024-25	2	1		
2025-26				
2026-27	4	2		
Total	6	4	1	2

Figure 82 - 2022–2027 Proposed Bus Purchases

	Proposed Bus Purchases				
	Gasoline 16 Pass + 2 WC Cutaway	Diesel 23-32 Passenger Cutaway + 2 WC	EV 16 Pass + 2 WC Cutaway	EV 27'-32' Transit Bus	Gasoline Van
2022-23				2	2
2023-24					
2024-25	2			1	
2025-26					
2026-27			4 (0)*	2(6)	
Total	2	0	4 (0)*	5(9)	2

13.2 Storage Yard and Maintenance Shops

The County Express maintenance facility and yard are on a site shared with the San Benito County Public Works Division. County Express has its own maintenance shop, which also houses the MV Transportation, the operations contractor, which provides the dispatch and operators. The County Express portion of the site is partially delineated by a fence, but in some areas the separation of the San Benito County Public Works yard from the bus storage is not obvious. A fuel island is located in the

center of the storage yard. Circulation around the island is not easy for larger vehicles, and buses being refueled may block parked buses from exiting. The current four-bay facility should be adequate to handle a fleet of up to 50 buses, although there may not be sufficient space to park them all. The shift to a battery-electric fleet should reduce the demand for bays in the shop because electric motors require less regular maintenance than internal combustion engines. Because the facility was not being used given the lack of maintenance personnel during the site visit, it was not possible to discern how the bays were assigned to major rehabilitations, preventive maintenance, or running repairs. All buses are stored and cleaned outside. The outside storage area is currently organized informally with a surface of asphalt and gravel or dirt along the perimeter. A more organized arrangement will be needed in the future to accommodate fixed charging stations for battery-electric vehicles. Painting lines on the surface to direct traffic flow and identify parking stalls would improve efficiency and safety. Removal of the landscaped area that currently divides the parking area will be needed. In addition, each battery bus will likely need a dedicated charging station. The estimated cost of each charging station is \$50,000, with a range of \$26,000 to \$58,000. Installing underground electrical lines and upgrading the electrical capacity of the maintenance and storage facilities will incur additional costs. A cost of \$250,000 has been estimated for the first installations.

Funds are also available to cover the cost of garage modifications and new charging infrastructure. The funding provided by the Infrastructure and Investment Act is only for five years, so there may be a strong incentive to move to early electrification so that federal grants can be obtained for buses and infrastructure ahead of the California mandate.

It is recommended that a design be initiated during the plan period for conversion of the facility to handle battery-electric vehicles. The estimated cost of preparing a functional plan for the renovation is \$150,000. A preliminary estimate of \$2,000,000 was included for construction in 2025–26.

Figure 83 - County Express Storage Yard from Southside Road



Figure 84 - County Express Yard Aerial View



Nonrevenue Vehicles

The LTA currently owns one shop truck with an estimated remaining life of 10 years. Replacement will occur beyond the time frame of the five-year capital budget.

13.3 Terminal or Hub

County Express does not currently have a central transit hub or terminal where buses meet and passengers can make connections to other bus routes. This plan recommends developing a transit hub called Hollister Exchange near the Target shopping center. The initial development is recommended to consist of on-street stops and will require the installation of passenger waiting shelters for each stop, benches, improved lighting, transit information signage, and trash cans. This represents the minimum level of passenger amenities that would be expected at a central transit hub. As the community and transit system grows, an off-street terminal could be developed, but this would likely require property acquisition or an access agreement and significant construction costs.

The cost to develop a basic on-street terminal with four bus stops (three local and one intercounty) would be about \$150,000 for the installation of shelters, bus stop signage, schedules and maps, and upgraded lighting.

13.4 Bus Stop Improvements

In 2016, a Bus Stop Improvement Plan was prepared for the LTA. The plan prepared an inventory of all stops and identified the amenities at each location, their condition, and the ADA accessibility of the stop and estimated the cost to make the necessary improvements. The report identified 87 stops in Hollister

and four Intercounty stops outside of Hollister. The new recommended Fixed Route service will serve most of the existing stops and bring the total number of stops in San Benito County to approximately 70.

The study found that an expenditure of \$1.12 million was required to cover the cost of providing all stops with the same level of amenities, including shelters, benches, trash bins, and schedules. Although all stops should be ADA compliant, not all stops require the same level of amenities. For example, the new Fixed Route system includes more route miles of two-directional service, and shelters, benches, and trash bins would not be required at stops that are primarily for drop-offs.

The Bus Stop Improvement Plan proposed a scoring system for ranking the stops to prioritize improvements. The scoring system was based on housing, density, median household income, population over 60, and points of interest. A major factor missing from the evaluation was actual usage per day and whether buses are boarding or alighting. A stop could score highly in the prioritization system but have low usage. Installing a shelter or other amenity, or even upgrading for ADA compliance, would be better spent at a stop with the same score but more ridership.

It is proposed that five shelters be installed per year over the plan period based on a scoring system incorporating actual stop usage as well as the factors used in the report. Benches should also be installed at 10 different stops each year, based on the same ranking system. Benches are not required at stops with shelters because shelters incorporate benches. Stops receiving shelters and benches should also be equipped with trash bins.

There should be a program to install new bus stop signs at all stops as part of any rebranding of the bus system. Maps and schedules should be provided at the busiest stops based on the priority system. The budget for bus stop improvements should be \$100,000 per year to cover the cost of benches, shelters, and trash bins. New bus stop signs systemwide are estimated to cost about \$65,000 based on 80 stops at about \$800 each.

The 2016 Bus Stop Improvement Plan estimated that the cost to improve all the stops to be ADA compliant would be \$1.63 million dollars in 2016 dollars. These costs for ADA compliance deal with municipal infrastructure, and negotiations with the City of Hollister will be needed to determine how these costs will be covered. Grants are sometimes available from the state and federal governments to cover the cost associated with bringing stops into compliance with the ADA.

13.5 New Technology

There are several new technologies that should be investigated further to determine whether they are appropriate for County Express. The first is smart card fare systems that would allow fare integration with neighboring transit systems, and the second is automated vehicle location (AVL) using the Global Positioning System (GPS) that would allow the dispatch office and customers to track the location of each bus in operation. The next technology is automatic passenger counting, and the final technology would be software for the tracking of maintenance orders and for inventory and performance management. An allowance of \$50,000 per year has been included for each year to cover the cost of acquiring new technologies.

13.5.1 Fare Collection

County Express currently has a cell phone app for mobile ticketing and the purchase of passes. The adoption of smart card technology, which requires onboard readers and point-of-sale devices, is itself a significant and likely unnecessary complication for a small agency. A smart card system introduces new hardware and software that cannot be maintained locally and is expected to produce few new benefits for passengers locally. However, if the system that was installed allowed fare integration or single-trip ticketing for travel between County Express and either Caltrain or VTA, there could be benefits for some passengers.

The Cal-ITP initiative is designed to bring smart card technology to transit systems across California and is geared to smaller agencies like County Express. The key decision factor for County Express should be whether the system will allow fare integration or through-ticketing with connecting agencies like Caltrain and VTA. If Cal-ITP cannot provide such interoperability, the use of Token Transit may provide the modern fare system features needed by County Express.

13.5.2 GPS Tracking

GPS Tracking hardware, software, and apps have been widely adopted by large and small transit agencies and are now considered a standard feature in transit. The systems are useful for operational control of transit and for informing dispatchers of early and late buses. They allow office-based dispatchers to perform some of the duties of road supervisors to keep buses on schedule. In a system like County Express, this could be a major benefit because road supervision is only provided on an exception basis, such as for an incident or accident.

The second major benefit is customer service, allowing passengers to track their bus and be confident about when it will arrive at their bus stop. In systems like County Express, where buses have wide headways (one hour), it is helpful for passengers who do not want to miss their bus and also do not want to wait a long time at a bus stop.

The ongoing cost of GPS tracking would be about \$50 per bus per month or about \$16,700 per year. The cost of GPS tracking units varies from \$25 to \$200 per bus, plus installation. Some systems include the hardware with the monthly fee. The tracking apps can be purchased as stand-alone systems, or County Express could let a third party provide the tracking service. Overall, the costs are modest, and the potential benefits are positive.

13.5.3 Automatic Passenger Counters

Automatic passenger counters are now a mature technology for public transit. As regular transit coaches are accepted into the fleet, they should be equipped with passenger counters to provide the statistical data on passenger boarding and alighting. Daily, weekly, and monthly tabulations will provide staff with information on how well the routes are performing and provide data to make better decisions on service and schedule adjustments. The technology can also be installed in the cutaway buses; however, with its smaller passenger capacity and shorter vehicle life, the technology may not be feasible. Buses with the equipment can be rotated through the system to collect data on all the routes, including any that are operated with the cutaways.

13.5.4 Performance and Maintenance Software

County Express tracks maintenance records and performance indicators using a labor-intensive process. Many software packages are available off the shelf to automate the process and provide a variety of preset or custom reports. The cost of these systems is usually scalable based on the number vehicles in the fleet, which makes it affordable for the LTA. Packages should be available from \$50,000 and up, depending on the modules required or customization. Yearly license fees would be required after the initial capital expense of acquiring the system.

14 Fares and Financial Plan

14.1 Fares

Transit fares have both a strategic role and a revenue generating role. Although they generate revenue for a transit agency, they are also a tool to encourage ridership and influence demand by offering discount programs to attract riders or direct riders to underused services. The current fare structure at County Express uses fare differentials to promote the On-Demand service, which is priced lower than DAR. The lower price has been offered as an incentive for the public to try out the new service. This plan proposes to significantly increase the level of Fixed Route service within Hollister; therefore, a review of fares is appropriate.

In the peer comparison section of this report it was found that the fares at County Express are significantly lower than at the peer transit agencies. The comparison shows that the average adult cash among the peers for local service is \$1.73, whereas at County Express it is \$1.00. Since the comparison was conducted, the child fare has been reduced from \$0.75 to \$0.50, compared with the peers, where it is \$1.36. Similar differences are found in ticket prices and the cost of monthly passes, with County Express fares being less expensive than at the peer agencies.

Federal regulations require transit systems receiving Section 5307 Operating Assistance funds to provide half-price cash transit fares on Fixed Route services for seniors, persons with disabilities, and persons holding Medicare cards. County Express is not a recipient of 5307 funds and is not required to meet this regulation. Currently, County Express offers a 37.5 percent cash discount to seniors and persons with disabilities on the intercounty service and a 50 percent discount on the Tripper. County Express complies with federal regulations that require that ADA Paratransit fares not exceed twice the price of Fixed Route fares. There are no federal fare regulations for public demand responsive service such as DAR or On-Demand.

14.1.1 Fare Elasticity

County Express has options to raise fares, reduce or eliminate fares, or keep fares the same during the plan period. The following analysis evaluates these options.

Each County Express transit bus that operates eight hours day, 200 days per year incurs about \$80,000 in operating costs based on the operations contract (2022 rates). In total, the system-wide operating budget for 2021–22 is \$4.0 million. In 2019, the most recent full year of regular service before the pandemic, County Express generated about \$87,076 in Fixed Route fare revenue (Intercounty and local). These numbers indicate that fare revenue has a limited ability to fund system expansion. For example, if fare revenue could be increased by 25 percent, it would add about \$22,000 in revenue, which is insufficient to cover the marginal cost (\$95,000) of adding one Fixed Route bus to the service.

Transit fares are elastic, meaning that changes in fares have a noticeable effect on ridership. Elasticities vary according to a wide range of factors; however, the purpose of illustrating the scale of impacts that

could be expected for this project is to apply a single standard factor based on generally accepted ranges for small transit systems. In the literature, a range of -0.20 to -0.50 is considered appropriate for all-day transit service. The lower end of the range (-0.20) would be appropriate for systems with little or no discretionary use, and the higher end of the scale would be more appropriate for systems with more choice riders. For County Express, an elasticity of -0.25 was selected to reflect the significant number of transit-dependent persons using the system.

This elasticity means that when transit fares are increased by 1 percent, the result is a decrease in ridership of 0.25 percent. A 10 percent increase in fares would result in a decrease in ridership of about 2.5 percent, and a 50 percent increase in fares would result in a 12.5 percent loss of ridership. The inverse relationship can be used to assess the impact of fare reductions. A 10 percent fare reduction would result in an estimated 2.5 percent increase in ridership based on the same -0.25 elasticity. Similarly, the elimination of all fares would result in an increase in ridership of about 25 percent. This projected increase in ridership is consistent with results observed in other small cities such as Corvallis, OR, and Olympia, WA, when fares were eliminated (30 percent increase). A pre-pandemic experiment with free fares at County Express also found similar results.

Usually, to conduct fare elasticity studies, detailed information is needed about number of persons paying each type of fare. This level of detail is not available for County Express services, so the average fare for each category of service was used in the elasticity calculations, and only an impact on total ridership, rather than impact by fare category, is possible. Ridership data was used from 2019 the last full year before the pandemic; however, the ridership and the local fares in effect today are lower, and the On-Demand service did not exist then. Figure 85 shows the revenue, ridership, and average fare for each of the three services offered in 2019. The average fare for Intercounty is the actual average fare in 2019, but the average fares for local are estimated. The average fare for On Demand is estimated based on both DAR and On-Demand fares, although the ridership in 2019 is only from DAR. The end result is that the fare elasticity model can only provide a general indication of what the likely impacts of different fare changes will be.

Figure 85 - 2019 Unlinked Trips, Revenue and Average Fare

Revenue, Trips & Estimated Avg Fare			
	Revenue	Unlinked Trips in 2019	Estimated Average Fare in 2022
Intercounty Bus	\$ 47,600	34,483	\$ 1.38
Local Bus	\$ 21,635	28,847	\$ 0.75
On Demand	\$ 52,125	59,914	\$ 0.87

14.1.2 Fare Change Options

Figure 86 shows the current County Express fares, together with three options for fare changes. In Options 2 and 3, the fares have been rounded up or down to minimize the number of coins needed. It is

noted that fares involving multiple coins can be awkward for customers. The fares are based on monthly passes being priced at 30 round trips, and senior/disabled/youth fares are discounted by one-third on the Intercounty route and 50 percent on the local service. In option 1, Intercounty and local Fixed Route fares are raised 7.5 percent, rounded to nearest nickel. In option 2, Intercounty fares and local Fixed Route fares are raised by 12.5 percent. On-Demand service has the same increase in options 2 and 3. The increase is 100 percent, rising from \$1.00 to \$2.00; however, it was an introductory fare, and it replaces the DAR, where the fare is already \$2.00. The percentage increase is assumed to be 25 percent. In option 3 the fare is increased by the 12.5 percent for the Intercounty service; but all services, including On-Demand, within San Benito County are free. In option 4, all services are free.

Figure 86- Existing Fares and Future Options

County Express Transit Fares Existing and Options					
	Existing 2022	Option 1 7.5% Increase	Option 2 12.5% Increase	Option 3 Partial 12.5% Increase	Option 4 Free for All
Intercounty					
Adult	\$ 2.00	\$ 2.15	\$ 2.25	\$ 2.25	Free
Senior/Disabled/Youth	\$ 1.25	\$ 1.35	\$ 1.50	\$ 1.10	Free
Monthly Pass	\$ 60.00	\$ 64.50	\$ 67.50	\$ 70.00	Free
Senior/Disabled/Youth Monthly Pass	\$ 40.00	\$ 43.00	\$ 44.55	\$ 44.00	Free
Average fare Estimate	\$ 1.40	\$ 1.51	\$ 1.69	\$ 1.69	
Tripper/Local Fixed Route					
Adult	\$ 1.00	\$ 1.10	\$ 1.25	Free	Free
Senior/Disabled/Youth	\$ 0.50	\$ 0.55	\$ 0.60	Free	Free
Monthly Pass	n/a		\$ 37.50	Free	Free
Senior/Disabled/Youth Monthly Pass	\$ 20.00	\$ 21.50	\$ 24.75	Free	Free
Average fare Estimate	\$ 0.75	\$ 0.81	\$ 0.84	Free	
Dial-a-Ride					
Adult	\$ 2.00	discontinued	-----	discontinued	-----
Senior/Disabled/Youth	\$ 1.25	discontinued	-----	discontinued	-----
Tokens (Minimum of 10)	\$ 1.80	discontinued	-----	discontinued	-----
On Demand					
Adult	\$ 1.00	\$ 2.00	\$ 2.00	Free	Free
Senior/Disabled/Youth	\$ 0.75	\$ 1.25	\$ 1.25	Free	Free
Tokens (Minimum of 10)	\$ 0.80	\$ 0.80	\$ 0.80	Free	Free
Average fare Estimate	\$ 0.87	\$ 0.94	\$ 0.98	Free	
ADA Paratransit					
Adults	\$ 2.00	\$ 2.00	\$ 2.50	Free	Free
Youth	\$ 1.00	\$ 1.00	\$ 1.20	Free	Free
Care Attendant	1 - free	Free	Free	Free	Free

The following analysis discusses a range of fare levels to examine the implications for ridership and revenue. In the current pandemic environment, fare recovery level is low (about 8 percent of costs), and options that increase fares have a minimal effect on revenue. All options that increase fares are expected to reduce demand, whereas options that decrease or eliminate fares are expected to result in increased ridership.

The impacts on ridership, with a fare elasticity of -0.25, are shown in Figure 102 for each of the four fare options discussed. The results show that applying the fare elasticity of -0.25 to the elimination of fares results in a significant increase in ridership, with a loss of revenue. Options that increase fares result in a small increase in revenue and a noticeable decline in riders. These results are very generalized based on the lack of specific ridership and fare data for County Express; nonetheless, they provide an overview of the impact of fare changes on ridership and revenue.

Figure 87 - Fare Change Percentages by Service Type

Fare Increase Percentages				
	Option 1	Option 2	Option 3	Option 4
Intercounty	7.5%	12.5%	12.5%	Free
Local	7.5%	25.0%	Free	Free
On Demand	25.0%	25.0%	Free	Free

14.1.3 Existing: Maintain Existing Fares

In this option, the existing fares are maintained, although the DAR fare category would be eliminated if the service is discontinued as proposed. The current farebox cost recovery at County Express is about 8 percent; however, the system is also funded from other sources, including the state and federal sources and a local tax measure. The current fares establish a value for rides taken on the transit service without creating an undue burden as a result of higher fares.

Keeping fares at the current rates would not put any new financial burdens on users. Keeping fares at the current rates, without an increase, would assist somewhat in winning back riders who left the system during the pandemic.

14.1.4 Options 1 and 2

Options 1 and 2 would increase fares by 7.5 percent and 12.5 percent, respectively. Overall, 7.5 and 12.5 percent are modest increases, noting that there has not been a fare increase since 2009. The 7.5 percent rate is approximately equal to the current annual inflation rate but below the annualized increase since the last fare increase. However total revenue increases by less than these increases because there are fewer riders because of the fare increase.

Figure 88 - Estimated Impact on Revenue from Fare Changes

Estimated % Revenue Change Based on FY 2019				
	Option 1	Option 2	Option 3	Option 4
Intercounty Bus	6.9%	10.5%	10.5%	-100%
Local Bus	5.5%	8.8%	-100.3%	-100%
On Demand	1.5%	5.4%	-100.1%	-100%
Total	4.4%	8.1%	-56.7%	-100%

Under Option 1, ridership, would drop 3.6 percent, and revenue would increase 4.4 percent or about \$5,400. This amount of additional revenue would have little impact on the ability of County Express to make significant service improvements.

Option 2 generates more revenue but loses more ridership. Revenue would increase 8.1 percent, and ridership would fall 4.7 percent.

Figure 89 - Estimated Percentage Change in Ridership

% Change in Ridership				
	Option 1	Option 2	Option 3	Option 4
Intercounty Bus	-1.9%	-3.1%	-3.1%	30%
Local Bus	-1.9%	-3.1%	30.0%	30%
On Demand	-6.3%	-6.3%	30.0%	30%
Total	-3.6%	-4.7%	20.7%	30%

14.1.5 Option 3

In Option 3, the Intercounty fares are increased the same amount as in Option 2, but the local services are free to ride. The Intercounty fares are continued in this option because of the longer distances traveled. All local services in Hollister and its surrounding area are free to ride. On routes with two-way service, it may be necessary to establish a rule that prohibits riding through the end of the route to prevent people from riding all day on vehicles. On the large one-way loops it may be necessary to implement some other rule to ensure that the buses do not become shelters for the unhoused.

Option 3 is a hybrid. Fares increase on the Intercounty and become free within Hollister. Ridership would increase by about 20 percent, and revenue would fall by about 56 percent.

14.1.6 Option 4: Fare-Free Transit for All

This option would eliminate all fare collections for Fixed Route, Intercounty, On-Demand and ADA Paratransit services. This would eliminate the need for fareboxes and fare handling procedures, pass sales, and printing; and the contract with Token Transit could be terminated. In this option, fare revenue drops to zero, and ridership increases 30 percent, as shown in Figure 88 and Figure 89.

Fare-free public transit is offered in a growing number of communities in North America. Most examples are on circulator routes or in limited geographic areas; however, some are systemwide. During the pandemic most transit systems were able to experiment with fare-free operation (however, because of the pandemic, ridership actually decreased). In California, free transit is provided on several small transit systems in the Los Angeles region and is being studied by LA Metro. In San Diego, all students under 18 can now ride free, and in March of 2022, Governor Newsom proposed free transit for everyone in the state for a three-month period as relief for high gasoline prices.

Elsewhere, Mason County, WA, and Corvallis, OR, offer year-round free fares on their urban routes. This includes all services in Corvallis and all local (noncommuter) routes in Mason County. Ridership in Mason County is 8.2 rides per capita, and in Corvallis the ridership is 20 rides per capita, both significantly higher than the 1.6 rides per capita on County Express Fixed Route. Island County Transit in Washington generates about nine rides per capita, and, like County Express, the service area population includes the entire county, with many of the residents located in rural areas. Commerce City is a suburb of Los Angeles, California, with a population of 13,000 within a metropolitan area of over 12 million. The transit service in Commerce carries about 35 passengers per capita annually. A local casino provides some of the tax revenue to support the service. Atomic Transit, serving the small, isolated city of Los Alamos in New Mexico, generates about 25 rides per capita. In contrast, among the peer cities in California described in Chapter 4, none of which had free transit, the average number of rides per capita was 2.8.

Fare-free transit clearly appears to increase ridership on public transit. Early in 2020, Intercity Transit in Olympia began a five-year experiment with systemwide free fares. In the first month, ridership grew 20 percent, but later results were affected by the pandemic. In December 2019, Kansas City also announced it was taking the first steps toward the elimination of all fares. The first stage involved the elimination of fares on about 25 percent of their service, but the pandemic has made analysis of the results impossible at this time.

In three earlier fare-free experiments in the United States (Denver CO, Trenton NJ, and Austin TX), ridership grew between 10 and 36 percent. Using generally accepted elasticity factors, one would have expected ridership to increase about 30 percent. Where free fares have been attempted in large urban areas, there have sometimes been accompanying issues with increased vandalism, homeless riders, and rowdy behavior onboard the vehicles. Seattle and Portland eliminated their downtown fare-free zones to increase revenue and address issues with rowdiness and violations of the passenger code of conduct.

Best practices would suggest that fare-free transit is viable for small systems where rowdy passengers and overcrowding would be minor issues and where there is a stable outside source of funding. Anecdotal comments during operator engagement in systems during free transit experiments mentioned that there may be more customer behavior concerns during the fare-free periods. This could result in some extra costs for security or because of vandalism.

It is forecast that ridership would increase by about 30 percent or more and fare revenue would be completely eliminated. Based on 2019 ridership and 2022 fares, this loss would be about \$121,000,

which is enough to cover the cost of operating about one and a quarter bus, 8 hours a day, for about 250 days per year. This is not insignificant, but the dramatic increase in ridership would be a major benefit for the community, increasing access and mobility for residents while reducing the burden on friends and family to provide chauffeur support. It will be particularly beneficial to residents with limited incomes and the migrant community that do not own private vehicles.

These projections are based on the 2019 base year ridership pre-pandemic. A 30 percent increase in passengers from free fares is likely a greater increase than could be realized through service improvements alone. However, when the ridership impacts of the service improvements are added to the increases stimulated by the free fares, the total ridership increase over the plan period is expected to be even greater. Adding the increase from the service improvements, plus the ridership from the fare-free service, could likely bring the annual unlinked trips to about 160,000. However, it is likely the increase will be less than the sum of the increase brought by the service changes plus the increase resulting from the fare-free service, given that some of the new riders would be attracted to the system by better service or free fares.

The overall impact of the service improvements and fare-free regime would be a reversal in the decline of ridership and an increase in the per capita ridership from less than two rides per capita to up to four rides per capita. This is above the California peers but well below other systems with fare-free transit.

14.1.7 Other Potential Fare Changes

If the LTA decides to retain fares, it would be desirable to introduce some new fare products to encourage ridership. Day passes and a summer student pass are two products that would support the goal of increasing ridership. A day pass for local Hollister service could sell for \$3.00 per day and allow unlimited use of the transit system. It would allow persons who cannot afford a monthly pass a less expensive way to get unlimited rides on days when they need to make multiple trips.

14.1.8 Recommendations

Nationally, transit ridership has fallen significantly as a result of the COVID-19 pandemic, and a return to full transit capacity and ridership demand is unlikely while uncertainty about public health issues remains. Many sources have forecast that the post COVID-19 recovery for transit will be slow. This County Express Short-Range Transit Plan Update recommends service changes that will make the service more attractive to existing and potential passengers. Combining these changes with an extension of the free-fare program should improve the potential for County Express to win back former riders and attract new riders. Increasing fares or eliminating fare-free transit would discourage riders from returning to the system or attracting new riders in the immediate post COVID-19 period.

A two-year free-fare program, coinciding with the introduction of major local and Intercounty service changes from this plan, would combine to provide a suitable environment for attracting new ridership and reversing the loss-of-ridership trend. A two-year fare-free pilot would also provide time to collect more data to enable an assessment of possible permanent changes to the fare system.

Maintaining the existing fares would be preferable to an incremental fare increase but would not be as effective for bringing more riders onto the system as a free-fare period. Consideration of fare increases should be deferred until after the ridership recovery is well underway.

It is recommended to

- Implement a two-year fare-free period from the start of the new local Fixed Route system, lasting until after one year of improved Intercounty service. If the ridership targets are met or appear likely to be met by the end of the trial period, there would be time for the LTA to seek additional funding to extend the free-fare period.
- Monitor demand, revenue, and other success criteria during the post-pandemic period as input to a decision on continuing fare-free transit on an ongoing basis.
- Test public attitudes toward making the fare-free service permanent and seeking a funding source to replace lost revenue and boost services to accommodate increased demand.
- Defer consideration of any fare increases.

14.2 Financial Plan

This financial plan provides a budget forecast for the next five years and an outlook for major expenses after an additional five years. The forecast is structured somewhat differently from the annual budget of the LTA to have a better picture of the impact of the changes to particular services over the plan period. In this forecast, all dollar costs are in 2022 dollars.

14.2.1 Capital Budget Forecast

The LTA faces significant capital costs over the next five years. These costs are largely a result of the mandate that requires switching from fossil fuel to a zero-emission fleet by 2040 and purchasing only zero-emissions vehicles beginning in 2029. This switch will mean that LTA will face higher bus prices and costs to incorporate electric charging infrastructure. The good news is that there will be new and possibly higher grants available from the state and FTA to cover the higher-cost vehicles and infrastructure improvements.

The cost of a 16-passenger, two wheelchair position cutaway is expected to increase fivefold from about \$70,000 for a diesel version to \$375,000 for a battery version in the CalACT cooperative purchase agreement program. Small battery-electric transit buses (27–32 feet) are expected to cost about \$750,000 each, which is almost double the cost of a diesel unit. In addition, a charging station will be required at a cost of about \$50,000 for each purchased bus. Grants are anticipated to cover 80 to 90 percent of the cost of this equipment and at least 50 percent of the infrastructure. The criteria, eligibility, and match requirements for some of the new FTA funding programs have not yet been announced.

The Capital Plan in Section 13 identified a total requirement of \$9.5 million in capital over the next five years. Figure 90 shows the year-by-year summary of capital expenditures. The dollar amount is before

grants, which are accounted for in the revenue section of the financial forecast. Most of the cost will be funded by grants from senior levels of government. The LTA will be responsible for match money, which can vary anywhere from 50 to 90 percent and be made up of cash, or in some cases, in-kind contributions such as staff time.

Figure 90—Year-by-Year Capital Expenditures

Capital Budget					
	2022-23	2023-24	2024-25	2025-26	2026-27
Design Consultants	\$ -	\$ 150,000		\$ -	\$ -
Equipment/New Technology	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ -
New Bus Stop Signage	\$ 65,000				
Cutaway Bus	\$ -	\$ -	\$ 140,000	\$ -	\$ 1,480,000
Transit Bus	\$ 1,500,000	\$ -	\$ 750,000	\$ -	\$ 2,250,000
Vans	\$ 110,000	\$ -	\$ -	\$ -	\$ -
Bus Stop Improvements	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000
Central Transit Center (Hub)	\$ 150,000	\$ -	\$ -	\$ -	\$ -
Renovate Yard/Electrify	\$ 250,000	\$ -	\$ -	\$ 2,000,000	\$ -
Total Capital Expenditure	\$ 2,225,000	\$ 300,000	\$ 1,040,000	\$ 2,150,000	\$ 3,830,000

14.2.2 Operations Budget Forecast

The operations budget includes the expenditures for the major contracts to operate public transit and Specialized Transportation and maintaining and fueling the fleet, paying staff salaries and benefits, covering marketing and communications, and providing other services and supplies needed for the agency.

The operating contracts with MV Transportation and Jovenes de Antaño include a base term that ended on December 1, 2021. The contracts can be extended for a maximum of five years based on one-year options. It has been assumed that these contracts will be in force for the length of this plan. The contracts include a base rate per month plus an hourly rate per service hour operated by the buses. The hourly rate for MV Transportation is currently under review, and the rate shown in Figure 91 is an estimate of the rate for the remainder of this year, which was increased over the remaining life of the contract at the same rate as is currently provided. No adjustments were made to the rates in the existing Jovenes de Antaño agreement.

The salaries budget includes provisions for the current staff and one additional position, which is estimated to cost \$100,000 in 2022–33. Salaries increase about eight percent annually. Figure 91 shows the total annual operating cost by year. The costs rise from \$2.6 million in 2022–23 to \$3.4 million in 2026–27. In 2022–23, the DAR service will be replaced with an expanded On-Demand service, and a new Fixed Route system will be implemented in Hollister. Additional marketing costs are expected in the first year to cover the introduction of these significant service improvements. In 2023–24, the Intercounty service is expanded to run hourly, with change to SR 25 and 101 beginning in September 2023. Improving the local service to operate on weekends and evenings is deferred until after the five-year horizon of this plan. It is assumed that the improved service would start in September 2023, resulting in slightly lower costs in 2023–24 than in subsequent years. The Intercounty hours also include the cost of a shuttle that must added to serve San Juan Bautista as a replacement for the Intercounty service.

Adding the evening and weekend services will increase the operating expenses by about \$500,000. Figure 91 shows the year-by-year expenditure budget for operating costs.

14.2.3 Revenues

Figure 92 shows the multiyear revenue estimates. The major sources of funding for County Express are the TDA, including both a quarter-cent sales tax and a tax on diesel fuel; Measure G sales tax revenue; and competitive grant programs for capital, including vehicles and infrastructure. The grants include both state and federal programs. In the first year of the period, there is also almost \$500,000 in COVID-19 relief funding. There are also small amounts of revenue from Specialized Transportation and advertising. The 5311 formula funding will increase by 2.63 percent annually over the next five years as a result of the Infrastructure Investment and Jobs Act. The revenue budget assumes that there is a two-year period that includes the trial of fare-free operation.

Figure 91—Year-by-Year Operating Expenditures

	Consolidate On-Demand and Dial a Ride; Local Service Phase 1	Hourly Service via SR 25/101 Intercounty & San Juan Bautista Shuttle			
Operating Budget	2022-23	2023-24	2024-25	2025-26	2026-27
Salaries	\$ 400,000	\$ 432,000	\$ 466,560	\$ 503,885	\$ 544,196
Marketing & Communications*	\$ 75,000	\$ 50,000	\$ 25,000	\$ 25,000	\$ 20,000
Services and Supplies	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000	\$ 200,000
Local Fixed Route	\$ 670,585	\$ 684,030	\$ 697,606	\$ 711,721	\$ 726,025
Prorata Fixed Costs	\$ 13,002	\$ 13,295	\$ 13,456	\$ 13,889	\$ 14,236
Hours	13,500	13,500	13,500	13,500	13,500
Intercounty Fixed Route	\$ 223,528	\$ 460,225	\$ 563,252	\$ 574,649	\$ 586,198
Prorata Fixed Costs	\$ 4,334	\$ 8,945	\$ 10,865	\$ 11,214	\$ 11,494
Hours	4,500	9,083	10,900	10,900	10,900
On Demand (Dial A Ride) ADA	\$ 735,160	\$ 749,899	\$ 764,783	\$ 780,257	\$ 973,411
Prorata Fixed Costs	\$ 14,254	\$ 14,576	\$ 14,752	\$ 15,226	\$ 19,086
Hours	14,800	14,800	14,800	14,800	18,100
Transit Hourly Rate	\$ 48.71	\$ 49.68	\$ 50.68	\$ 51.69	\$ 52.73
Transit Fixed Monthly Rate	\$ 31,590	\$ 32,303	\$ 32,694	\$ 33,744	\$ 34,588
Specialized Transportation	\$ 323,460	\$ 342,453	\$ 358,476	\$ 380,364	\$ 399,372
Hours	6,000	6,300	6,600	6,900	7,200
Specialized Hourly Rate	\$ 22.86	\$ 23.79	\$ 24.18	\$ 25.36	\$ 26.14
Specialized Fixed Monthly Rate	\$ 15,528	\$ 16,048	\$ 16,574	\$ 17,115	\$ 17,600
Total Operations Expenditure	\$ 2,627,733	\$ 2,918,608	\$ 3,075,676	\$ 3,175,875	\$ 3,449,201

The new infrastructure law also increases funding for existing programs (e.g. 5311) or funds new programs, for which County Express may be eligible to apply in upcoming years. In some cases, the FTA

has not yet announced the details of eligibility for the grants; however, it appears likely that the LTA could compete in many of the programs. The four key priorities for new funding include the following:

- Programs that improve transit safety
- Modernizing bus fleets and facilities
- Low or no vehicle emissions competitive program (\$5.6 billion available)
- Improving equity, including accessibility and access for persons with limited incomes

There are also new funding programs at the Department of Transportation that also will support new demand responsive transit programs. Every year, the ongoing revenue sources are sufficient to cover all the operating costs, including the two fare-free years. The reserve account provides a hedge against unforeseen expenses, including reductions in fare revenue to higher capital costs.

Figure 92—Estimated Revenues by Year

Revenues					
	2022-23	2023-24	2024-25	2025-26	2026-27
Advertising	\$ 1,000.00	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
Sale of Assets	\$ 3,000	\$ -	\$ 3,000	\$ -	\$ 3,000
5311 Operating	\$ 451,619	\$ 463,497	\$ 475,687	\$ 488,197	\$ 501,037
5310 Out of County Medical	\$ 55,000.00	\$ -	\$ -	\$ -	\$ -
Low Carbon Transit Operations	\$ 47,675	\$ 47,675	\$ 47,675	\$ 47,675	\$ 47,675
COVID Relief	\$ 498,019		\$ -	\$ -	\$ -
STA SB1	\$ 45,000	\$ -	\$ -	\$ -	\$ -
STA LTF Transfer	\$ 1,655,235	\$ 1,721,444	\$ 1,790,302	\$ 1,844,011	\$ 1,899,332
Measure G	\$ 850,000	\$ 884,000.00	\$ 919,360.00	\$ 946,941	\$ 975,349.02
Transit Fares			\$ 135,000	\$ 140,000	\$ 145,000
Specialized Transportation Revenue	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000
Grant for Vehicles	\$ 1,328,000	\$ -	\$ 752,000	\$ -	\$ 2,984,000
Grant for Infrastructure	\$ 200,000.00	\$ -	\$ -	\$ 1,000,000	\$ -
Total Revenue	\$ 5,135,548	\$ 3,118,616	\$ 4,125,024	\$ 4,468,824	\$ 6,557,392
Surplus/(Deficit)	\$ 282,815	\$ (99,992)	\$ 9,347	\$ (857,051)	\$ (721,809)

14.3 Sustainability, Reserve Account, and Measure G

Since Measure G was passed in 2018 and tax collection was initiated, about \$2.2 million earmarked for Tier III projects has been collected and held by the San Benito COG since 2019, for which transit is eligible. In 2022–23, it is expected that an additional \$850,000 will flow into this account. The amount will grow as sales tax revenue increases, and the tax revenue is expected to increase about 4 percent annually until 2024, when it will decrease to 3 percent. The purpose of a reserve account can vary, but the funds retained are typically used for covering the local share of capital costs or making up shortfalls in fare revenue or higher operating expenses until fares or other revenues can be adjusted. Budget surpluses, if they occur, would be placed in the reserve account.

Figure 93 shows that in every year of the plan, recurring revenue (TDA, Measure G, fares, and FTA 5311) covers the full cost of the operation. By the last year of the period, the revenues and operating costs are about equal, and a fare increase may need to be considered for the following year. The reserve account is reduced to about \$1,000,000 by 2027. The receipt of capital grants with lower-than-expected match

requirements, choosing cutaways rather than transit buses, or deferring purchases of battery-electric buses, could stretch the capital funds. Purchasing cutaway-style buses rather than the recommended small transit buses during the plan period could also reduce capital requirements.

Figure 93—Year-End Budget Status & Reserve Account Activity

Budget Summary	2022-23	2023-24	2024-25	2025-26	2026-27
Total Operations Expenditure	\$2,627,733	\$ 2,918,608	\$ 3,075,676	\$ 3,175,875	\$ 3,449,201
Recurring Revenue	\$2,956,854	\$ 3,068,941	\$ 3,320,349	\$ 3,419,149	\$ 3,520,717
Surplus/Deficit on Operations	\$ 329,121	\$ 150,333	\$ 244,672	\$ 243,274	\$ 71,516
Reserve Account Balance Year Start	\$2,400,000	\$ 2,682,815	\$ 2,582,824	\$ 2,592,171	\$ 1,735,120
Transfer to/(from Reserve)	\$ 282,815	\$ (99,992)	\$ 9,347	\$ (857,051)	\$ (721,809)
Reserve Account Balance Year End	\$2,682,815	\$ 2,582,824	\$ 2,592,171	\$ 1,735,120	\$ 1,013,311

14.4 Outlook to 2032

In the five years beyond the 2026–27 detailed financial plan, the LTA will need to address the ongoing cost of replacing retiring gasoline and diesel buses with battery-electric buses. The conversion of the entire fleet to battery-electric may also generate some significant maintenance savings but introduce the requirement to retrain the mechanic or hire a new electrical technician. The nonrevenue service vehicle will also need to be replaced during this period.

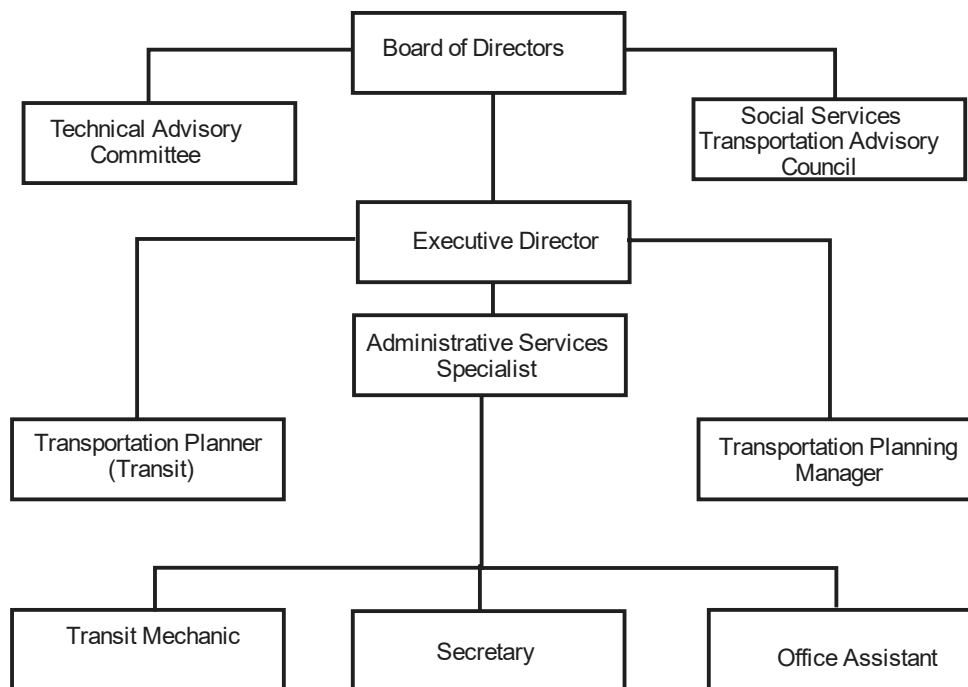
On the operating side, no major changes are anticipated; however, if ridership growth is strong, it may be necessary to add service. The existing fleet size can accommodate some passenger growth, so no additional vehicles should be necessary. Ongoing programs, such as the bus stop improvement program, should continue. Upgrades to the Target shopping center transit hub, called the Hollister Exchange, could also be considered if ridership grows.

15 Staffing & Organization

The current LTA Organization chart is shown in Figure 94. Support for transit operations is provided by one full-time Transportation Planner and a share of the resources of the other staff in the organization, including the Executive Director. There is also a Transit Mechanic position dedicated to the transit operations and the contracted staff at MV Transportation and Jovenes de Antaño.

Given the size of the operation, the scale of the annual budget, and the complexity of operating five different services under the County Express name (Intercounty, Fixed Route, DAR, ADA Paratransit and On Demand), as well as Specialized Transportation the operation is understaffed. This is also consistent with the level of effort committed in peer organizations. Many of the tasks being managed and undertaken by the Transportation Planner are operations and administration in nature. In the future, as County Express expands service and begins the transition from gasoline and diesel to battery-powered vehicles, there will be an increased workload for planning and designing new facilities. Implementation of this plan and closer oversight of Specialized Transportation will also require more time.

Figure 94 - LTA Organization Chart 2022

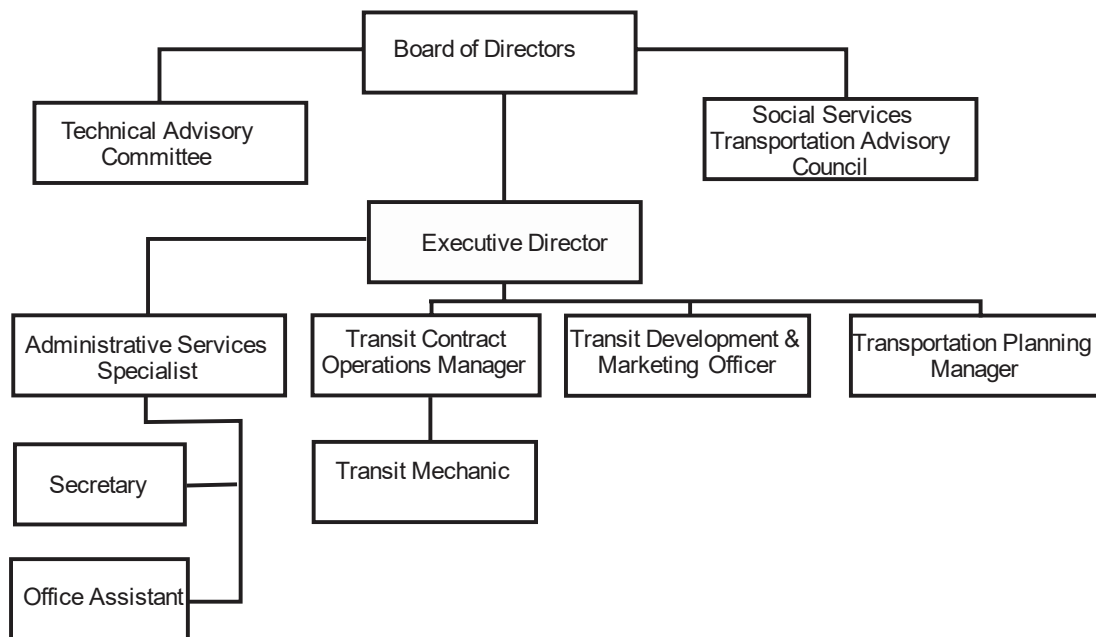


The transition to a battery-electric fleet will also create some challenges for the Transit Mechanic position. As internal combustion engines are replaced with battery-electric motors, this position will need to have greater expertise in electrical systems and electronics. The complete transition to battery-electric buses will take place beyond the horizon of this plan; however, the arrival of the first vehicles could occur by the end of the plan. This will likely require upgrading the position or providing additional training to keep the maintenance work in house.

Currently, there is no position that is dedicated to marketing the system, and although a marketing consultant has been hired, there are not adequate resources in house to implement an expanded marketing and information function. The Transit Development and Marketing position would be responsible for ensuring that all services are ADA compliant and for overseeing compliance by the operators. The current planning position is responsible for administrative and operations tasks, leaving little time for actual planning. There is minimal marketing and information activity at present.

It is recommended that in FY 2022–23 a Transportation Contract Operations Manager should be hired. This position would be responsible for managing the oversight of the two transportation providers, equipment and facilities, a role now assumed by the Transportation Planner for transit. The Transportation Planner position would evolve into a Transit Development and Marketing position. This position would be responsible for the development of the system and marketing of the service, allowing more attention to system development, refining and expanding the On-Demand service, implementing the new Fixed Route service, updating policies for ADA Paratransit, and considering new initiatives such as integrated fares with VTA and Caltrain. The change in title reflects the broader scope of responsibilities for this position than for the Transportation Planner.

Figure 95 - Proposed New Organization Chart



The Transportation Contract Operations Manager would supervise the Transit Mechanic positions and would be the person at the LTA responsible for ensuring the service is operated reliably every day. The new position would be responsible for managing the fleet, overseeing retirements, purchasing new buses and ensuring that the storage yard and maintenance shop are operated and adequate for the needs of the system. The transition to battery-electric vehicles will need management support. Although the public transit contractor is responsible for stop maintenance, the role of this position would be to

implement the Bus Stop Improvement Plan. The manager would be responsible for ensuring that all facilities and equipment are ADA compliant and overseeing development and marketing. A proposed new organization chart is shown in Figure 95. The fully loaded annual cost for an operations manager would be about \$120,000.

These recommendations are also aligned with the 2022 TDA Audit. The audit included a functional finding that an additional staff person would be required to effectively manage the transit function at the LTA. The TDA Audit suggested that this position was required to deal with grants, procurements, program administration, and reporting activities.

Sometime beyond the five-year scope of this plan, it will likely be necessary to add a manager of finance administration and grants position to lead all of the financial and administrative aspects of the system.

The proposed responsibilities by position are listed below:

Development and Marketing Officer	Transportation Contract Operations Manager	Transit Mechanic
<ul style="list-style-type: none"> • Design, planning and refinement of Fixed Routes and On-Demand services • Development and operation of marketing programs • Allocation of shelters and amenities • Handling of service complaints • Longer range fleet and facilities planning • Title VI and service-related ADA issues • Service performance monitoring • Public outreach • Overseeing transit information • Other tasks as assigned 	<ul style="list-style-type: none"> • Managing contractual arrangements, buses and specialized operators • Managing contracts with suppliers of systems such as scheduling or on-demand software • Managing transition to battery-electric fleet • Managing design and construction of yard and terminals • Vehicle-related ADA issues • Writing specifications and overseeing purchasing of new vehicles • Performance monitoring of contractors • Ensuring contractors' compliance with FTA drug and alcohol testing and other requirements • Other tasks as assigned 	<ul style="list-style-type: none"> • Maintenance of diesel, gasoline and battery-powered fleet • Responding to road calls for breakdowns • Assisting manager in writing technical specifications for new vehicles • Ordering and stocking of parts for fleet • Commissioning and accepting new vehicles • Other tasks as assigned

The TDA Audit noted that adding an additional staff member could increase the cost base of the transit operation and negatively affect the farebox recovery ratio, which in turn could jeopardize TDA funding. This will not be an issue if Measure G funding is added to the budget because the inclusion of local tax revenue removes the TDA farebox recovery targets (PUC 99268.19, and 6633.2).

16 Marketing and Communications

Marketing Plan

This Marketing Plan (Plan) will serve as the guiding document for marketing activities throughout the implementation phase of the project. Marketing efforts described here will help the public understand the proposed service changes in San Benito County. The plan will be a living document that delineates goals, audiences, messaging, and tools for information sharing.

To the greatest extent possible, LTA will follow recommendations from the [National RTAP best practices](#) and will also incorporate content and graphic adjustments proposed by our ongoing rebranding efforts.

16.1 Marketing Goals

The project team will work collaboratively to identify and track goals for the plan including:

- **Increase public awareness of San Benito County transit options**
- **Increase ridership**

16.2 Audiences

To ensure project planning and implementation are widely understood, the marketing strategy will target the following audiences:

- Current bus riders
- Commuters seeking alternatives to driving alone
- Potential/future bus riders
- Local elected officials
- Seniors
- Youth & Students
- Latino community
- Community members with disabilities
- Low-income community members
- Hollister residents attending Gavilan College
- Local Media

16.3 Messaging

Given the nuances and complexity of the upcoming transit service changes, marketing activities will require the project team to develop the following kinds of content:

- Clear boilerplate messaging about the role and purpose of transit in the County that is aligned with the vision and mission statement
- Clear explanations about:
 - How intercounty and countywide transportation studies and public input helped the project team recommend service changes
 - How the recommended service changes will take place in phases, not all at once

- How transit's primary role in San Benito County relates to basic mobility, providing coverage so people who do not have other options have access to transportation
- How transit provides benefits to customers including:
 - Basic access to schools, jobs, and services
 - Affordable mobility
 - Accessible transportation
 - Reliability
 - A safe form of mobility
- How transit provides benefits to residents including:
 - Basic mobility for employers whose employees cannot get to work
 - A community that provides access for its residents that would not have other choices
 - Relief from having to drive loved ones everywhere, including seniors and children

Messaging Best Practices

Use jargon-free terminology, translate materials (Spanish), and ADA-compliant materials to allow the widest possible variety of people to read and comprehend all project information.

Avoid creating messages or expectations about benefits that the current system that it is not designed to deliver and that are beyond its mandate.

Messaging should not suggest that the LTA system changes address traffic congestion, speed, frequency, climate change, air pollution or that it is designed to or is capable of attracting people to switch from driving.

16.4 Marketing Materials and Tools

The project team will use a variety of materials to share project information in accessible formats that reach people where they are, including:

Print

Updated hard copies of materials that explain service changes and benefits of the new transit system will be shared with transit riders at bus stops, key destinations, and community resource centers.

Materials should feature Spanish translations and ADA compliant design in the following formats:

- Brochures – 8.5" by 11" trifold that are easy to handle
- Maps – pocket-size foldable maps that show new transit system services with well-known landmarks and translated legend
- Flyers – postcard sized announcements that inform the public about upcoming system changes
- Posters on buses and bus stops – larger announcements and explanatory diagrams that clarify why, when, and how the transit system is changing in San Benito County

Digital

New transit system information will be distributed digitally to offer the public the latest project details just a click away. Digital tools will include:

- Website (<http://gocountyexpress.org>) – revise the project website as needed to clarify service updates, fares, schedules, events, and the project team’s contact information. Features should include:
 - One map with all fixed routes
 - One set of timetables for all the fixed route services
 - Content cross referencing of On-Demand service with fixed route service because more customers will use both
- Email to stakeholders – keep in touch with project stakeholders to give them the latest and greatest information and make them feel included throughout the implementation of transit system changes
- Social Media Posts – share project updates where people will have the easiest time finding them and get a snapshot of the public sentiment about the system changes

Advertisements

- Local Newspapers – use newspapers to bridge the digital divide and reach community members that traditionally prefer to receive their information in this traditional format
- Social Media – leverage Facebook and Instagram Ads to get people’s attention where they spend most of their time online

In-Person

- Pop up events – show up at heavily trafficked locations in San Benito County with informational materials and fun giveaways to help people become more familiarized with the project and the upcoming transit system changes
- Partner with community resources and events – attend local markets, meetings, and gatherings to make sure you reach people where they usually go and offer them an opportunity to consider the new transit system as a way of getting there

Earned Media

- Partner with local entities – coordinate with stakeholders and key local entities to share San Benito LTA’s posts to spread the word even further
- Share project resources with local news media agencies, magazines, and publications that may be willing and able to distribute information for LTA free of charge

Appendix 1—Sample No-Show Policy for ADA Paratransit

16.4.1 Missed Trips

A missed trip results from trips that are requested, confirmed, and scheduled but do not take place because

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that they no longer want to make the trip. Note that a rider is not obligated to board until the start of the pickup window or until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window; there is no contact with the rider, and the vehicle departs without the rider. Note that if during the wait time the rider indicates they no longer want to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the customer (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

If a rider misses a scheduled trip, they must immediately call Customer Service at (831) 636-4161 or TDD at 711. County Express will attempt to identify an available vehicle for pickup. This may mean that a vehicle will arrive later than the original pickup time.

If a missed trip originated from the rider’s home, County Express will not send a replacement vehicle. If a rider has other rides scheduled that day, they must call to confirm that the rides are still needed or should be canceled.

16.4.2 No-Shows

ADA regulations allow for a paratransit service to be suspended for a rider who establishes a “pattern or practice” of missing scheduled trips. County Express understands that because trips must be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Riders may also miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service.

Excessive cancellations and no-shows will result in suspension of service.

16.4.3 Criteria for “No-Show” or Same-day Cancellation

A no-show or same-day cancellation will be recorded if the customer

- Cancels a trip less than one hour before it is scheduled to begin
- Is not at the agreed upon pickup location during the 30-minute pickup window
- Does not board within five minutes from when the County Express vehicle arrives during the 30-minute pickup window

Note: A letter detailing a rider's no-show will be sent by County Express within seven to 10 business days. Riders may appeal all reported no-shows. See the no-show appeals process section below.

“No-Show” Consequences

A rider will be suspended from County Express service for three days if they have three or more valid no-shows within a 30-day period AND more than 10 percent of their trips have been no-shows or were canceled late. If the rider continues to demonstrate a pattern and practice of late cancellations or no-shows, they may be suspended for up to nine consecutive days.

- First occurrence: Three consecutive days' suspension
- Second occurrence: Six consecutive days' suspension
- Third and all additional occurrences: Nine consecutive days' suspension

Late Cancellation

A late cancellation is defined as either a cancellation made less than one hour before the scheduled pickup time, a cancellation made at the door, or a refusal to board a vehicle that has arrived within the pickup window. A late cancellation will be considered a no-show.

Circumstances Beyond the Rider's Control

At the discretion of County Express, no-shows or late cancellations may not be counted when there are situations beyond the rider's control that prevent the rider from notifying County Express that the trip cannot be taken, such as:

- Medical emergency/hospitalization;
- Family emergency;
- Sudden illness or change in condition; or
- Appointment that runs unexpectedly late without sufficient notice.

No-shows or late cancellations are not counted when the missed trip is due to County Express's error.

No-Show Appeals Process

A rider may appeal any of the above actions if they feel that a no-show occurred because of unexpected circumstances beyond their control (e.g., a medical or family emergency). Appeals can be made by calling County Express at (831) 636-4161 or TDD at 711 within five business days of receiving notification of the offense.

17 Appendix 1 First Round Outreach Survey



County Express Short Term Transit Plan Update Survey



County Express is conducting a review of the public transit system in San Benito County and we need your input!

We want to learn more about your use of the system as well as your ideas about possible improvements. Please take a few minutes to complete this anonymous survey. Your feedback will be used to help us design a better public transit system in San Benito County.

1. Have you ever used any County Express transit service?	
No <input type="radio"/>	Yes <input type="radio"/>

↓

Branching Instructions

If No, go to question #2

↓

If Yes, go to question #6.
This branch continues in the back.

2. Did you use any County Express transit service regularly prior to the COVID-19 service interruption or do you currently use it?	
No <input type="radio"/>	Yes <input type="radio"/>

3. Why do you not use any County Express or did not use it before the Covid-19 reductions?
<input type="checkbox"/> Stop is too far from my home
<input type="checkbox"/> Stop is too far from my destination
<input type="checkbox"/> Schedules are not convenient
<input type="checkbox"/> Service is too infrequent
<input type="checkbox"/> Fares are too high
<input type="checkbox"/> I prefer to use my own car
<input type="checkbox"/> I can get to my destinations by walking or cycling
<input type="checkbox"/> Service starts too late in the morning
<input type="checkbox"/> Service ends too early
<input type="checkbox"/> No midday service
<input type="checkbox"/> Dial-a-Ride, Paratransit or On-Demand services are too difficult to book
<input type="checkbox"/> Not aware of services that meet my needs
<input type="checkbox"/> Other (Please write your answer below)

4. Did you ride County Express regularly in the past?	
No <input type="radio"/>	Yes <input type="radio"/>

5. Why did you stop riding County Express?
<input type="checkbox"/> Fares are too high
<input type="checkbox"/> I bought a vehicle
<input type="checkbox"/> I changed residences and the bus was no longer convenient
<input type="checkbox"/> I changed job or school and the bus was no longer convenient
<input type="checkbox"/> Local Fixed Route worked for me but On Demand and Dial-a-Ride are not convenient
<input type="checkbox"/> Service is too slow or infrequent
<input type="checkbox"/> Stop is too far from home or destination
<input type="checkbox"/> Bus is provided by employer
<input type="checkbox"/> I got a driver's license
<input type="checkbox"/> Other (Please write your answer below)

6. Which County Express services do you typically use? (Check more than one if appropriate)
<input type="checkbox"/> Fixed Route Tripper Service
<input type="checkbox"/> Intercounty (Gilroy)
<input type="checkbox"/> Paratransit
<input type="checkbox"/> Dial-a-Ride
<input type="checkbox"/> On Demand
<input type="checkbox"/> Other (Please write your answer below)

7. When you ride County Express where is the stop or the nearest intersection where you usually board the first time you use the service each day? Please provide the intersection or nearby landmark.
Intersection on _____
Intersection at _____
Or
Nearby landmark _____

8. When you ride County Express where is the stop or the nearest intersection where you usually leave the bus on your first trip of the day? Please provide the intersection or nearby landmark.
Intersection on _____
Intersection at _____
Or
Nearby landmark _____

9. If County Express was not available for this trip, what would you have done? Check the most likely option.
<input type="checkbox"/> Would have driven a car
<input type="checkbox"/> Would have gotten a ride with friends or family
<input type="checkbox"/> Would not have made this trip
<input type="checkbox"/> Would have walked or cycled
<input type="checkbox"/> Would have called a taxi/used a ride hail app (e.g. Uber or Lyft)
<input type="checkbox"/> Would have used the service of another agency (e.g. Jovenes de Antano)
<input type="checkbox"/> Would have hitch hiked
<input type="checkbox"/> Other (Please write your answer below)

End of branch. Please skip to question #20.

Go to Question 10(?)

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10. What is the main purpose for your trips on County Express? Please select only one answer.

<input type="checkbox"/> To or from full time job
<input type="checkbox"/> To or from part time job
<input type="checkbox"/> To or from shopping
<input type="checkbox"/> To or from medical appointment
<input type="checkbox"/> For personal business, e.g. banking, laundry, haircut, etc.
<input type="checkbox"/> To or from high school
<input type="checkbox"/> To or from middle or elementary school
<input type="checkbox"/> To or from higher education or adult education
<input type="checkbox"/> To or from attend leisure program or visit friends
<input type="checkbox"/> Other (Please write your answer below)

11. Which type of fare do you usually pay when you board the bus? Please select only one answer.

<input type="checkbox"/> Cash fare
<input type="checkbox"/> Tokens
<input type="checkbox"/> Monthly Pass
<input type="checkbox"/> Token Transit App
<input type="checkbox"/> Other (Please write your answer below)

12. Do you use a County Express Courtesy Card (entitles the cardholder to receive a discount on County Express bus passes and tokens)?

No	Yes
<input type="radio"/>	<input type="radio"/>

13. How many one-way trips do you take on County Express in a typical week (Monday to Friday). A one-way trip is to a destination. A trip back home is a second one-way trip.

<input type="checkbox"/> Fewer than 4 one-way trips per week
<input type="checkbox"/> 5 to 10 one-way trips per week
<input type="checkbox"/> More than 10 one-way trips per week

14. How would these changes influence your use of County Express?

	Ride more	Ride less	No change
Increased fares and reduced tax subsidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decreased fares, more tax subsidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low floor buses that are easier to board and alight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Replacing existing bus with zero-emission vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Typically the fares on County Express cover about 10% of the cost of operating the system. Do you think this is...

<input type="checkbox"/> Too little; fares should cover more of the cost
<input type="checkbox"/> Just right
<input type="checkbox"/> Too high, more of the cost should be paid from local taxes

16. County Express now operates the COUNTY EXPRESS ON-DEMAND transit service.

Through this service, riders can use our app or call dispatch to book a trip at a fraction of the cost of traditional rideshare apps.

Our vehicles are operated by trained drivers and are ADA-accessible. Service is available Monday through Friday 6:00 am to 6:00 p.m.

Please indicate how potential changes to COUNTY EXPRESS ON-DEMAND would change how often you use it.

	Ride more	Ride less	No change
Earlier service on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later service on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service on Saturdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service on Sundays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service on Holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service to other places or bus stops (Please specify the name of the location or nearest intersection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. County Express provides DIAL-A-RIDE service

- General Public DIAL-A-RIDE service is provided in areas outside the City of Hollister, according to the DIAL-A-RIDE service area map.
- Weekday rides may be scheduled up to 2 weeks in advance (standard fare) or on the same day (add \$1 convenience fee) at an agreed pick-up time and designated pick-up location. Service is available: Monday – Friday 6:00 a.m. to 6:00 p.m.
- Weekend rides must be requested on weekdays of the same week with round trips booked at the same time, for an agreed pick-up time and designated pick-up location. Service is available: Saturday – Sunday 9:00 a.m. to 3:00 p.m.
- There is no service on designated holidays.

Please indicate how potential changes to DIAL-A-RIDE would change how often you use it.

	Ride more	Ride less	No change
Earlier DIAL-A-RIDE service on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later DIAL-A-RIDE service on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earlier DIAL-A-RIDE service on Saturdays and Sundays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later DIAL-A-RIDE service on Saturdays and Sundays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service on Holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DIAL-A-RIDE service to other places or bus stops (Please specify the name of the location or nearest intersection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. County Express now operates limited fixed route TRIPPER service on new routes during the times before and after school on weekdays. Please indicate how potential changes to TRIPPER would change how often you use it.

	Ride more	Ride less	No change
Earlier service on weekday mornings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later service on weekday mornings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earlier service on weekday afternoons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later service on weekday afternoons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better coordination with times at my school/destination (Please specify school, destination or nearest intersection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A bus stop closer to my school/destination (Please specify school, destination or nearest intersection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service on Saturdays, Sundays or holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. County Express now operates the INTERCOUNTY SERVICE to Gilroy Monday to Friday 4:55 am to 8:20 pm and weekends from 7:30 am to 8:35 pm. Please indicate how potential changes to the INTERCOUNTY SERVICE would change how often you use it.

	Ride more	Ride less	No change
Earlier service on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later service on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earlier service on Saturdays and Sundays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Later service on Saturdays and Sundays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service on all holidays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service to other places or bus stops in Hollister and San Juan Bautista (Please specify the destinations or nearest intersections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service to additional destinations in Gilroy (Please specify the destinations or nearest intersections)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. County Express now operates several local services including On-Demand service, Dial-A-Ride and Local Tripper Service. Please indicate how potential changes to these services would change how often you use them.

	Ride more	Ride less	No change
On-Demand replaces all Dial-A-Ride service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Fixed Route Transit (or modified, all-day, Tripper service) replaces County Express On-Demand and/or Dial-A-Ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dial-A-Ride replaces all On-Demand service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Thinking about your most recent trip using a County Express service, how satisfied were you with:

	Not at all satisfied	Somewhat dissatisfied	Somewhat Satisfied	Very Satisfied	Does not apply
Any County Express Service					
The amount the trip cost you (the fare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The courtesy and helpfulness of the driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any assistance you received boarding and lighting the vehicle (if required or requested)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of the vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The level of overcrowding on the vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The on-board comfort in the vehicle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The duration of the trip (minutes spent in the bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DIAL-A-RIDE and/or COUNTY EXPRESS ON-DEMAND					
The ease of booking a Dial-A-Ride trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of booking a County Express On-Demand trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The courtesy and efficiency of the person taking your call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The distance you need to walk to the pickup point for a County Express On-Demand or Dial-A-Ride trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The distance you have to walk from the dropoff point for a County Express On-Demand or Dial-A-Ride trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The punctuality of the trip arrival at your destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The punctuality of the trip pickup compared with the estimated time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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21. Thinking about your most recent trip using a County Express service, how satisfied were you with: (continued from previous page)					
	Not at all satisfied	Somewhat dissatisfied	Somewhat Satisfied	Very Satisfied	Does not apply
TRIPPER service					
The distance you need to walk to the pickup point or bus stop for TRIPPER service before and after school times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The distance you have to walk from the dropoff point or bus stop for TRIPPER service before and after school times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reliability/on-time performance of the trip departure from your bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LOCAL FIXED ROUTE TRANSIT UNTIL MARCH 2020					
The distance you had to walk to the pickup point or bus stop for Local Fixed Route transit that used to operate until March 2020	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The distance you had to walk from the dropoff point or bus stop for Local Fixed Route transit that used to operate until March 2020	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reliability/on-time performance of the trip departure from your bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
INTERCOUNTY SERVICE					
The distance you had to walk to the pickup point or bus stop for Intercounty service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The distance you had to walk from the dropoff point or bus stop for Intercounty service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reliability/on-time performance of the trip departure from your bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide answers to the following questions to help us understand more when we analyze the responses. Responses to this survey are anonymous.

22. How many vehicles are registered to your household?
<input type="checkbox"/> None
<input type="checkbox"/> 1
<input type="checkbox"/> 2
<input type="checkbox"/> 3
<input type="checkbox"/> 4 or more

23. Which gender do you identify with?
<input type="checkbox"/> Female
<input type="checkbox"/> Male
<input type="checkbox"/> Non-binary
<input type="checkbox"/> Prefer not to answer

24. Which is your age group?
<input type="checkbox"/> 18 or under
<input type="checkbox"/> 19 - 29
<input type="checkbox"/> 30 - 49
<input type="checkbox"/> 50 - 64
<input type="checkbox"/> Over 65
<input type="checkbox"/> Prefer not to answer

25. How many people live in your household, including you?
<input type="checkbox"/> 1 (Just me)
<input type="checkbox"/> 2
<input type="checkbox"/> 3
<input type="checkbox"/> 4
<input type="checkbox"/> 5
<input type="checkbox"/> 6
<input type="checkbox"/> 7 or more
<input type="checkbox"/> Prefer not to answer

26. Please identify your approximate household income.
<input type="checkbox"/> Under \$20,000
<input type="checkbox"/> \$20,000 to \$39,999
<input type="checkbox"/> \$40,000 to \$59,999
<input type="checkbox"/> \$60,000 - \$80,999
<input type="checkbox"/> More than \$80,999
<input type="checkbox"/> Prefer not to answer

Thank you for taking a few minutes to complete this survey. Your answers will provide essential information for the County Express Short Term Transit Plan Update.



Encuesta para la actualización del Plan de transporte a corto alcance de County Express



County Express está haciendo una revisión del sistema de transporte público en el condado de San Benito, y necesitamos su opinión.

Queremos saber más sobre su uso del sistema y sobre sus ideas sobre posibles mejoras. Tómese unos minutos para completar esta encuesta anónima. Sus comentarios se usarán para ayudarnos a diseñar un mejor sistema de transporte público en el condado de San Benito.

1. ¿Usó algún servicio de transporte de County Express con frecuencia antes de la interrupción del servicio por el COVID-19, o lo usa actualmente?

No	Sí
<input type="radio"/>	<input type="radio"/>

Instrucciones

Si la respuesta es "No", vaya a la pregunta n.º 2 abajo.

2. ¿Usó alguna vez algún servicio de transporte de County Express?

No	Sí
<input type="radio"/>	<input type="radio"/>

3. ¿Por qué no usa County Express o no lo usaba antes de las reducciones por el COVID-19?

- ☐ La parada está demasiado lejos de casa.
- ☐ La parada está demasiado lejos de mi destino.
- ☐ Los horarios no son convenientes.
- ☐ El servicio es muy poco frecuente.
- ☐ Los pasajes son demasiado caros.
- ☐ Prefiero usar mi propio auto.
- ☐ Puedo llegar a mis destinos caminando o en bicicleta.
- ☐ El servicio comienza demasiado tarde a la mañana.
- ☐ El servicio termina demasiado temprano.
- ☐ No hay servicio al mediodía.
- ☐ Los servicios Dial-A-Ride, a pedido (On-Demand) o Paratransito son muy difíciles de reservar.
- ☐ No sé si tiene servicios que cubran mis necesidades.
- ☐ Otro (escriba su respuesta abajo)

4. ¿Viajaba en County Express con frecuencia antes?

No	Sí
<input type="radio"/>	<input type="radio"/>

5. ¿Por qué dejó de viajar en County Express?

- ☐ Los pasajes son demasiado caros.
- ☐ Me compré un vehículo.
- ☐ Me mudé, y el autobús ya no era conveniente.
- ☐ Cambié de trabajo o de escuela, y el autobús ya no era conveniente.
- ☐ La ruta fija local era útil para mí, pero los servicios a pedido y Dial-A-Ride no son convenientes.
- ☐ El servicio es demasiado lento o poco frecuente.
- ☐ La parada está demasiado lejos de casa o de mi destino.
- ☐ Mi empleador me da un autobús.
- ☐ Obtuve una licencia de conducir.
- ☐ Otro (escriba su respuesta abajo)

Pase a la pregunta n.º 20 en la página 3.

Si la respuesta es "Sí", vaya a la pregunta n.º 6 abajo.

6. ¿Qué servicios de County Express usa habitualmente? Marque más de uno, si corresponde.

- ☐ Servicio de ruta fija de Tripper
- ☐ Intercondado (Gilroy)
- ☐ Paratransito
- ☐ Dial-a-Ride
- ☐ A pedido
- ☐ Otro (escriba su respuesta abajo)

7. Cuando viaja en County Express, ¿dónde está la parada o la intersección más cercana donde suele subirse al autobús la primera vez que usa el servicio cada día? Indique la intersección o el punto de referencia cercano.

Intersección en _____
 Intersección en _____
☐ Punto de referencia cercano _____

8. Cuando viaja en County Express, ¿dónde está la parada o la intersección más cercana donde suele bajarse del autobús en su primer viaje del día? Indique la intersección o el punto de referencia cercano.

Intersección en _____
 Intersección en _____
☐ Punto de referencia cercano _____

9. Si County Express no hubiera estado disponible para ese viaje, ¿qué habría hecho? Marque la opción más probable.

- ☐ Habría ido en auto.
- ☐ Habría conseguido un viaje con amigos o familiares.
- ☐ No habría hecho ese viaje.
- ☐ Habría caminado o ido en bicicleta.
- ☐ Habría llamado un taxi/usado una aplicación para pedir transporte (p. ej., Uber o Lyft).
- ☐ Habría usado el servicio de otra agencia (p. ej., Jóvenes de Antaño).
- ☐ Habría hecho autostop.
- ☐ Otro (escriba su respuesta abajo)

Continue a la pregunta n.º 10 en la página 2.

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10. ¿Cuál es el objetivo principal de sus viajes en County Express? Elija una sola respuesta.

☐ Hacia o desde un trabajo de tiempo completo

☐ Hacia o desde un trabajo a tiempo parcial

☐ Hacia o desde una tienda

☐ Hacia o desde una cita médica

☐ Para asuntos personales, p. ej., ir al banco, la lavandería, a cortarme el pelo, etc.

☐ Hacia o desde high school

☐ Hacia o desde la escuela media o primaria

☐ Hacia o desde la educación superior o para adultos

☐ Hacia o desde un programa de recreación o una visita a amigos

☐ Otro (escriba su respuesta abajo)

11. ¿Qué tipo de pasaje paga habitualmente cuando sube al autobús? Elija una sola respuesta.

☐ Pasaje en efectivo

☐ Fichas

☐ Pase mensual

☐ Aplicación Token Transit

☐ Otro (escriba su respuesta abajo)

12. ¿Usa una tarjeta de cortesía de County Express (que le da derecho al titular de la tarjeta a recibir un descuento en pasajes y fichas de autobús de County Express)?

No	Sí
<input type="radio"/>	<input type="radio"/>

13. ¿Cuántos viajes de ida hace en County Express en una semana típica (de lunes a viernes)? Un viaje de ida es a un destino. Un viaje de vuelta a casa es un segundo viaje de ida.

☐ Menos de 4 viajes de ida a la semana.

☐ De 5 a 10 viajes de ida a la semana.

☐ Más de 10 viajes de ida a la semana.

14. ¿Cómo estos cambios influirían su uso de County Express?

	Viajaría más	Viajaría menos	No habría cambios
Aumento de los pasajes y reducción de la subvención fiscal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reducción de los pasajes, mayor subvención fiscal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Autobuses de piso bajo que son más fáciles para subir y bajar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reemplazo de autobuses actuales por vehículos de cero emisiones.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. En general, los pasajes de County Express cubren aproximadamente el 10 % del costo de funcionamiento del sistema. ¿Cree que esto es...

☐ muy poco? Los pasajes deberían cubrir una mayor parte del costo

☐ correcto?

☐ mucho? Una mayor parte del costo debería pagarse con impuestos locales.

16. County Express ahora opera el servicio de transporte A PEDIDO DE COUNTY EXPRESS.

Mediante este servicio, los pasajeros pueden usar nuestra aplicación o llamar a la central para reservar un viaje por una fracción del costo de aplicaciones tradicionales de viajes compartidos.

Conductores capacitados conducen nuestros vehículos, y nuestros vehículos son accesibles según la Ley de Americanos con Discapacidades (ADA). El servicio está disponible de lunes a viernes, de 6:00 a. m. a 6:00 p. m.

Indique cómo los posibles cambios en el servicio A PEDIDO DE COUNTY EXPRESS cambiarían la frecuencia con la que lo usa.

	Viajaría más	Viajaría menos	No habría cambios
Servicio más temprano los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio los sábados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio los domingos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio los feriados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio a otros lugares o paradas de autobús (especifique el nombre del lugar o la intersección más cercana)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. County Express presta el servicio DIAL-A-RIDE

- El servicio DIAL-A-RIDE para el público general se presta en zonas fuera de la ciudad de Hollister, de acuerdo con el mapa de la zona de servicio de DIAL-A-RIDE.
- Los viajes de días entre semana se pueden programar con hasta 2 semanas de anticipación (pasaje estándar) o el mismo día (más un recargo de \$1) a una hora de recogida acordada y un lugar de recogida designado. El servicio está disponible de lunes a viernes, de 6:00 a. m. a 6:00 p. m.
- Los viajes de fines de semana deben solicitarse los días entre semana de la misma semana, con viajes de ida y vuelta reservados a la misma hora, para una hora de recogida acordada y un lugar de recogida designado. El servicio está disponible de sábados a domingos, de 9:00 a. m. a 3:00 p. m.
- No hay servicios los feriados oficiales.

Indique cómo los posibles cambios en DIAL-A-RIDE cambiarían la frecuencia con la que lo usa.

	Viajaría más	Viajaría menos	No habría cambios
Servicio más temprano de DIAL-A-RIDE los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde de DIAL-A-RIDE los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más temprano de DIAL-A-RIDE los sábados y domingos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde de DIAL-A-RIDE los sábados y domingos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio los feriados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio DIAL-A-RIDE a otros lugares o paradas de autobús (especifique el nombre del lugar o la intersección más cercana)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. County Express ahora opera el servicio TRIPPER de ruta fija limitada en rutas nuevas en horarios antes y después de la escuela, los días entre semana. Indique cómo los posibles cambios en TRIPPER cambiarían la frecuencia con la que lo usa.			
	Viajaría más	Viajaría menos	No habría cambios
Servicio más temprano a la mañana, los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde a la mañana, los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más temprano a la tarde, los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde a la tarde, los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mejor coordinación con los horarios en mi escuela/destino (especifique la escuela, el destino o la intersección más cercana)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Una parada de autobús más cercana a mi escuela/destino (especifique la escuela, el destino o la intersección más cercana)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio los sábados, domingos y feriados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. County Express ahora opera el SERVICIO INTERCONDADO a Gilroy, de lunes a viernes, de 4:50 a. m. a 6:20 p. m., y los fines de semana, de 7:30 a. m. a 6:35 p. m. Indique cómo los posibles cambios en el SERVICIO INTERCONDADO cambiarían la frecuencia con la que lo usa.			
	Viajaría más	Viajaría menos	No habría cambios
Servicio más temprano los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde los días entre semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más temprano los sábados y domingos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio más tarde los sábados y domingos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio todos los feriados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio a otros lugares o paradas de autobús en Hollister y San Juan Bautista (especifique los destinos o las intersecciones más cercanas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio a otros destinos en Gilroy (especifique los destinos o las intersecciones más cercanas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. County Express ahora opera varios servicios locales, incluyendo los servicios a pedido, Dial-A-Ride y el servicio local Tripper. Indique cómo los posibles cambios en estos servicios cambiarían la frecuencia con la que los usa.			
	Viajaría más	Viajaría menos	No habría cambios
El servicio a pedido reemplaza todos los servicios Dial-A-Ride.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El transporte de ruta fija local (o el servicio modificado de todo el día de Tripper) reemplaza los servicios a pedido o Dial-A-Ride de County Express.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dial-A-Ride reemplaza todos los servicios a pedido.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Si piensa en su viaje más reciente con un servicio de County Express, indique qué tan satisfecho estuvo con:					
	Nada satisfecho	Algo insatisfecho	Algo satisfecho	Muy satisfecho	No corresponde
Cualquier servicio de County Express					
La cantidad que le costó el viaje (el pasaje).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La cortesía y la disposición del conductor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cualquier ayuda que recibió para subir y bajar del vehículo (si fue necesaria o la solicitó).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La limpieza del vehículo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El nivel de aglomeración en el vehículo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El nivel de comodidad en el vehículo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La duración del viaje (cuántos minutos estuvo en el autobús).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DIAL-A-RIDE o servicio A PEDIDO de COUNTY EXPRESS					
La facilidad para reservar un viaje Dial-A-Ride.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La facilidad para reservar un viaje a pedido de County Express.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La cortesía y eficacia de la persona que atendió su llamada.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La distancia que debe caminar hasta el punto de recogida para un viaje a pedido o Dial-A-Ride de County Express.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La distancia que debe caminar desde el punto de destino en un viaje a pedido o Dial-A-Ride de County Express.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La puntualidad de llegada del viaje a su destino.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La puntualidad de recogida del viaje comparada con el tiempo calculado.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Si piensa en su viaje más reciente con un servicio de County Express, indique qué tan satisfecho estuvo con la continuación de la página anterior.

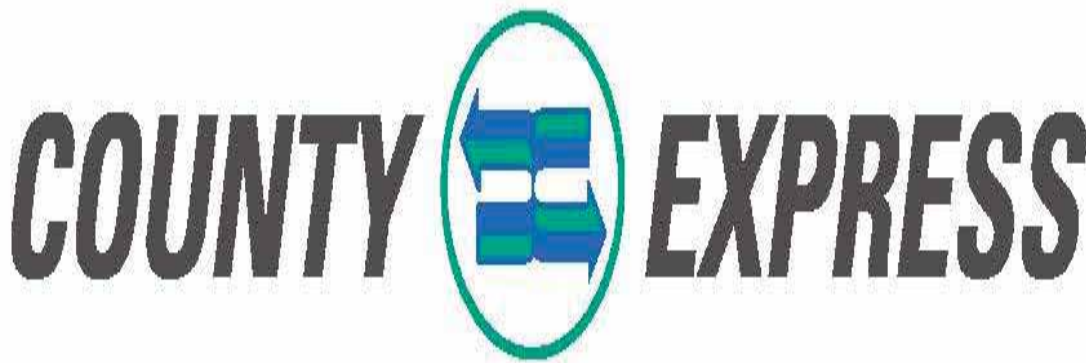
	Nada satisfecho	Algo insatisfecho	Algo satisfecho	Muy satisfecho	No corresponde
Servicio TRIPPER					
La distancia que debe caminar hasta el punto de recogida o la parada de autobús del servicio TRIPPER antes y después del horario de escuela.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La distancia que debe caminar desde el punto de destino o la parada de autobús del servicio TRIPPER antes y después del horario de escuela.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La confiabilidad/puntualidad de la salida del viaje desde su parada de autobús.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TRANSPORTE DE RUTA FIJA LOCAL HASTA MARZO DE 2020					
La distancia que debía caminar hasta el punto de recogida o la parada de autobús del transporte de ruta fija local que funcionaba hasta marzo de 2020.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La distancia que debía caminar desde el punto de destino o la parada de autobús del transporte de ruta fija local que funcionaba hasta marzo de 2020.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La confiabilidad/puntualidad de la salida del viaje desde su parada de autobús.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SERVICIO INTERCONDADO					
La distancia que debía caminar hasta el punto de recogida o la parada de autobús del servicio intercondado.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La distancia que debía caminar desde el punto de destino o la parada de autobús del servicio intercondado.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
La confiabilidad/puntualidad de la salida del viaje desde su parada de autobús.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Responda las siguientes preguntas para ayudarnos a entender más cuando analicemos las respuestas. Las respuestas de esta encuesta son anónimas.

<p>22. ¿Cuántos vehículos tiene registrados su grupo familiar?</p> <p><input type="checkbox"/> Ninguno</p> <p><input type="checkbox"/> 1</p> <p><input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3</p> <p><input type="checkbox"/> 4 o más</p>	<p>25. ¿Cuántas personas viven en su casa, incluyéndose usted?</p> <p><input type="checkbox"/> 1 (solo yo)</p> <p><input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3</p> <p><input type="checkbox"/> 4</p> <p><input type="checkbox"/> 5</p> <p><input type="checkbox"/> 6</p> <p><input type="checkbox"/> 7 o más</p> <p><input type="checkbox"/> Prefiero no responder.</p>
<p>23. ¿Con qué género se identifica?</p> <p><input type="checkbox"/> Mujer.</p> <p><input type="checkbox"/> Hombre.</p> <p><input type="checkbox"/> No binario.</p> <p><input type="checkbox"/> Prefiero no responder.</p>	<p>26. Identifique el ingreso aproximado de su grupo familiar.</p> <p><input type="checkbox"/> Menos de \$20,000</p> <p><input type="checkbox"/> \$20,000 a \$39,999</p> <p><input type="checkbox"/> \$40,000 a \$59,999</p> <p><input type="checkbox"/> \$60,000 a \$80,999</p> <p><input type="checkbox"/> Más de \$80,999</p> <p><input type="checkbox"/> Prefiero no responder.</p>
<p>24. ¿Cuál es su grupo de edad?</p> <p><input type="checkbox"/> Menor de 18 años</p> <p><input type="checkbox"/> 19 a 29</p> <p><input type="checkbox"/> 30 a 49</p> <p><input type="checkbox"/> 50 a 64</p> <p><input type="checkbox"/> Mayor de 65</p> <p><input type="checkbox"/> Prefiero no responder.</p>	

Gracias por tomarse unos minutos para completar esta encuesta. Sus respuestas darán información esencial para la actualización del Plan de transporte a corto plazo de County Express.

18 Appendix 2 Public Outreach Round 2 Survey and Results



County Express is conducting a review of the public transit system in San Benito County. It is critical for us to hear from you about possible improvements to the transit system. Please take a few moments to answer these questions today. Please complete the survey just once.

1. Which County Express Service are you riding today?

- ☐ Not riding today
- ☐ Intercounty service
- ☐ Tripper
- ☐ Dial-A-Ride
- ☐ On-Demand
- ☐ ADA Paratransit

How often do you ride each of the services provided by County Express?

2. Intercounty Service

How Often?

(a) Never Use Service ☐

(b) 3 or more days per week ☐

(c) 1 - 2 days per week ☐

(d) A few times per month ☐

(e) Rarely ☐

3. Tripper

How Often?

(a) Never Use Service ☐

(b) 3 or more days per week ☐

(c) 1 - 2 days per week ☐

(d) A few times per month ☐

(e) Rarely ☐

4. Dial A Ride

How Often?

(a) Never Use Service ☐

(b) 3 or more days per week ☐

(c) 1 - 2 days per week ☐

(d) A few times per month ☐

(e) Rarely ☐

5. On-Demand

How Often?

(a) Never Use Service	<input type="radio"/>
(b) 3 or more days per week	<input type="radio"/>
(c) 1 - 2 days per week	<input type="radio"/>
(d) A few times per month	<input type="radio"/>
(e) Rarely	<input type="radio"/>

6. ADA Paratransit**How Often?**

(a) Never Use Service	<input type="radio"/>
(b) 3 or more days per week	<input type="radio"/>
(c) 1 - 2 days per week	<input type="radio"/>
(d) A few times per month	<input type="radio"/>
(e) Rarely	<input type="radio"/>

How would your riding patterns change if these changes were made to local bus service?

7. Would you...

	Ride more Often	No Change	Ride Less
(a) The fixed route/fixed schedule service served more locations and you could connect between buses near Target	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) The fixed route/fixed schedule service were available through the daytime on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) The fixed route/fixed schedule service were available during the evening on weekdays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) The fixed route/fixed schedule service were available on weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) County Express On-Demand (which allows same-day booking using an app) replaced the Dial-A-Ride (which can be booked up to the day before by phone) and connected with fixed-route buses when they are operating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) The County Express On-Demand were extended to include Aromas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) The local fares were reduced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would your riding patterns change if these changes were made to Intercounty bus service?

8. Would you...

	Ride more often	No Change	Ride less often
(a) Service between Hollister and Gilroy operated hourly in the peak periods and daytime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Service was changed to operate to Gilroy via Highway 25 with a shuttle bus connecting San Juan Bautista and Hollister	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) The Intercounty route in Hollister were extended south to the Target shopping center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) The Intercounty fares were reduced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Fares on Caltrain were integrated with County Express (one through fare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Fares on VTA were integrated with County Express (one through fare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please provide your gender:

- ☐ Male
- ☐ Female
- ☐ Other/Do not wish to disclose

10. Please identify your ethnicity:

- ☐ Hispanic
- ☐ Not Hispanic
- ☐ Prefer not to disclose

11. Please identify your race:

- ☐ White; Caucasian
- ☐ African-American or Black
- ☐ Native American or Native Alaskan
- ☐ Pacific Islander or Hawaiian
- ☐ Asian
- ☐ Mixed
- ☐ Prefer not to disclose

12. Please indicate your age range:

- ☐ Under 18
- ☐ 18-25

☐ 26 - 44

☐ 45-65

☐ 66-74

☐ 75 and over

☐ Prefer not to disclose



County Express está llevando a cabo una revisión del sistema de transporte público en el condado de San Benito. Es fundamental para nosotros escuchar de usted acerca de las posibles mejoras en el sistema de tránsito. Por favor, tómese unos momentos para responder a estas preguntas hoy. Por favor, complete la encuesta una sola vez.

1. ¿En qué servicio expreso del condado viaja hoy?

- ☐ No usaré el servicio hoy
- ☐ Servicio intercondado
- ☐ Servicio Tripper
- ☐ Acera-A-Acera / Dial-A-Ride
- ☐ Bajo demanda
- ☐ Paratransito ADA

¿Con qué frecuencia viaja en cada uno de los servicios proporcionados por County Express?

2. Servicio Intercondado

¿Con qué frecuencia?

- | | |
|------------------------------|-----------------------|
| (a) Nunca use el servicio | <input type="radio"/> |
| (b) 3 o más días a la semana | <input type="radio"/> |
| (c) 1 - 2 días por semana | <input type="radio"/> |
| (d) Algunas veces al mes | <input type="radio"/> |
| (e) Raramente | <input type="radio"/> |

3. Servicio Tripper

¿Con qué frecuencia?

- | | |
|------------------------------|-----------------------|
| (a) Nunca use el servicio | <input type="radio"/> |
| (b) 3 o más días a la semana | <input type="radio"/> |
| (c) 1 - 2 días por semana | <input type="radio"/> |
| (d) Algunas veces al mes | <input type="radio"/> |
| (e) Raramente | <input type="radio"/> |

4. Acera-A-Acera / Dial-A-Ride

¿Con qué frecuencia?

- | | |
|------------------------------|-----------------------|
| (a) Nunca use el servicio | <input type="radio"/> |
| (b) 3 o más días a la semana | <input type="radio"/> |
| (c) 1 - 2 días por semana | <input type="radio"/> |
| (d) Algunas veces al mes | <input type="radio"/> |
| (e) Raramente | <input type="radio"/> |

5. Bajo demanda

¿Con qué frecuencia?

- (a) Nunca use el servicio ☐
- (b) 3 o más días a la semana ☐
- (c) 1 - 2 días por semana ☐
- (d) Algunas veces al mes ☐
- (e) Raramente ☐

6. Paratransito ADA**¿Con qué frecuencia?**

- (a) Nunca use el servicio ☐
- (b) 3 o más días a la semana ☐
- (c) 1 - 2 días por semana ☐
- (d) Algunas veces al mes ☐
- (e) Raramente ☐

¿Cómo cambiarían sus patrones de conducción si estos cambios se hicieran en el servicio de autobuses locales?

7. ¿Podrías...

	Viaja con más frecuencia	Sin cambios	Viaja menos
(a) El servicio de ruta fija / horario fijo servía a más ubicaciones y podía conectarse entre autobuses cerca de Target	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) El servicio de ruta fija / horario fijo estaba disponible durante el día de lunes a viernes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) El servicio de ruta fija / horario fijo estaba disponible durante la noche entre semana.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) El servicio de ruta fija / horario fijo estaba disponible los fines de semana	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) County Express On-Demand (que le permite reservar el mismo día con una aplicación) reemplaza el Dial-A-Ride (que se puede reservar hasta el día anterior por teléfono) y se conecta con los autobuses de ruta fija cuando están operando	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) County Express On-Demand se ampliaría para incluir Aromas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Se reducirían las tarifas locales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¿Cómo cambiarían sus patrones de conducción si estos cambios se hicieran en el servicio de autobuses Intercounty?

8. ¿Podrías...

	Viaja con más frecuencia	Sin cambios	Viaja con menos frecuencia
(a) El servicio entre Hollister y Gilroy operaba cada hora en los períodos pico y durante el día	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Cambio de servicio para operar a Gilroy a través de la autopista 25 con un autobús lanzadera que conecta San Juan Bautista y Hollister	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) La ruta entre condados en Hollister se extendía hacia el sur hasta el centro comercial Target	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Se reducirían las tarifas de entre condados	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) Las tarifas de Caltrain se integraron con County Express (una tarifa a través)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Las tarifas de VTA se integraron con County Express (una tarifa a través)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Por favor, proporcione su género:

- ☐ Masculino
- ☐ Hembra
- ☐ Otro/No desea divulgar

10. Por favor, identifique su origen étnico:

- ☐ Hispánico
- ☐ No hispano
- ☐ Prefiere no revelar

11. Por favor, identifique su raza:

- ☐ Blanco; Caucásico
- ☐ Afroamericano o negro
- ☐ Nativo americano o nativo de Alaska
- ☐ Isleño del Pacífico o hawaiano
- ☐ Asiático
- ☐ Mixto
- ☐ Prefiere no revelar

12. Por favor, indique su rango de edad:

☐ Menores de 18 años

☐ 18-25

☐ 26 - 44

☐ 45-65

☐ 66-74

☐ 75 años o más

☐ Prefiere no revelar

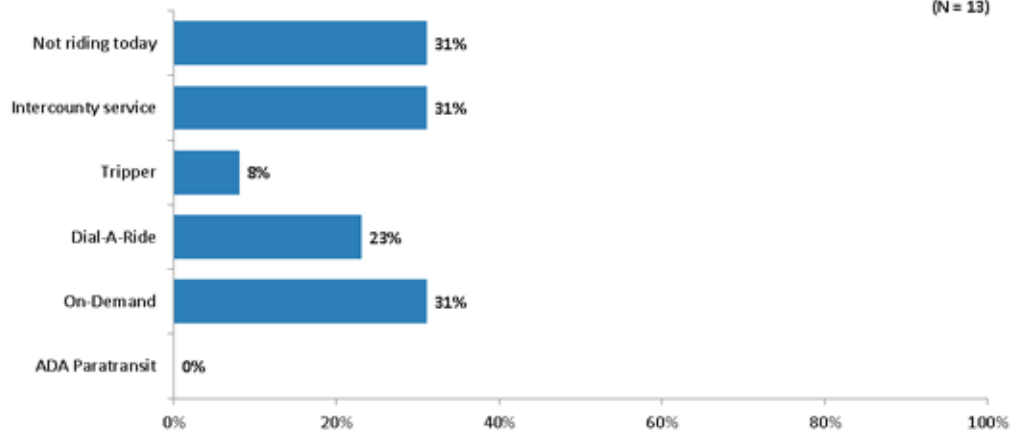
San Benito On Board Survey

Results and Analysis

1

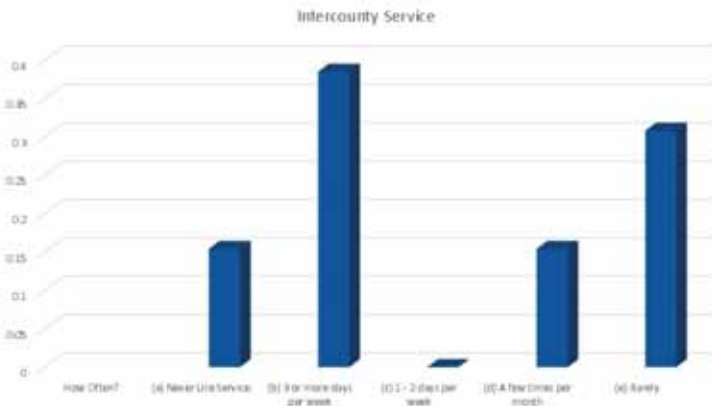
Which County Express Service are you riding today?

(N = 13)



2

How often do you ride each of the services provided by County Express?: Intercounty

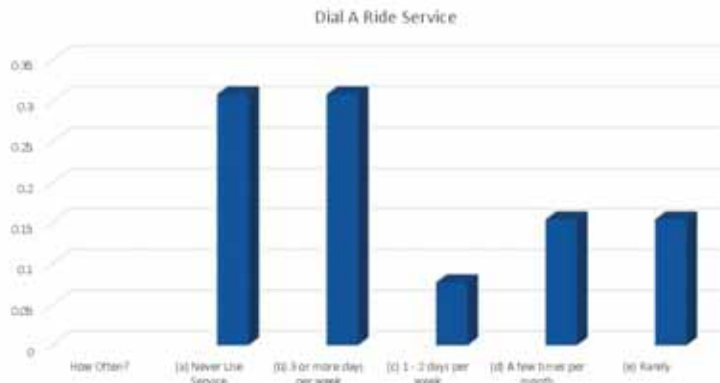


3

How often do you ride each of the services provided by County Express?: Tripper



How often do you ride each of the services provided by County Express?: Dial A Ride



5

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5

How often do you ride each of the services provided by County Express?: On Demand Service

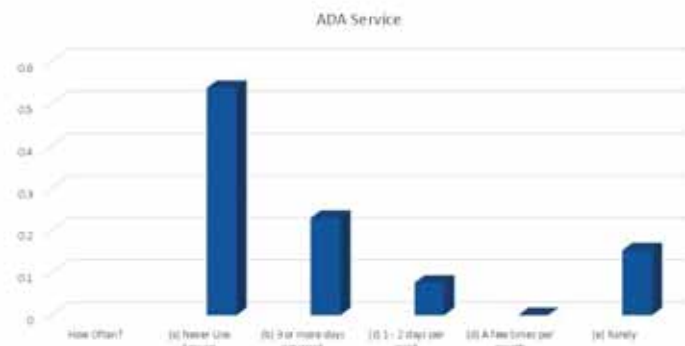


6

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2

How often do you ride each of the services provided by County Express?: On Demand Service



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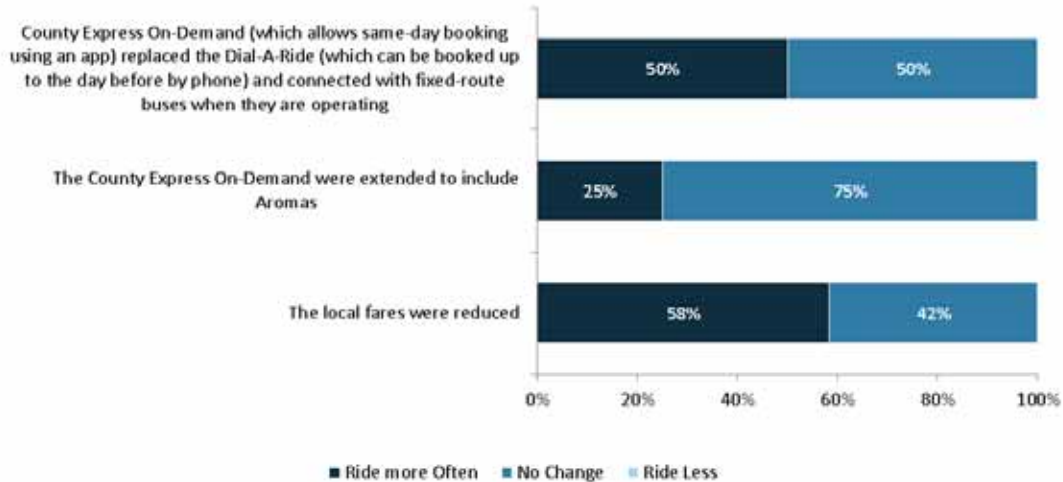
7

How would your riding patterns change if these changes were made to local bus service?: Would you...



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How would your riding patterns change if these changes were made to local bus service?: Would you... (Continued)

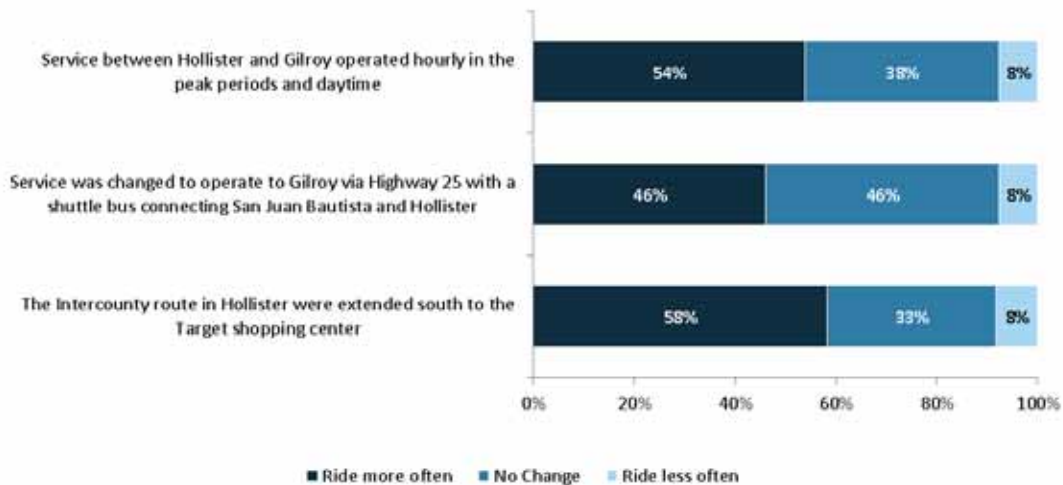


9

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9

How would your riding patterns change if these changes were made to intercounty bus service? : Would you...

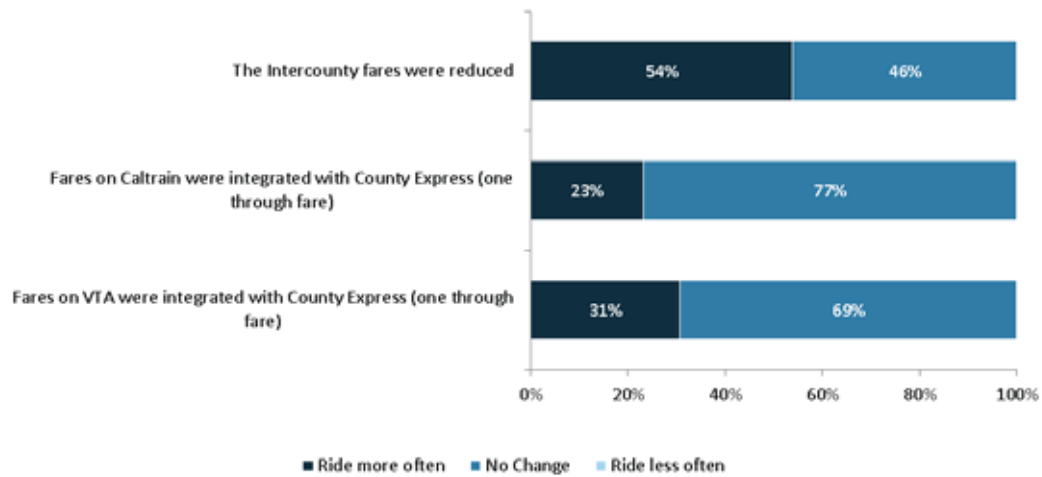


10

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10

How would your riding patterns change if these changes were made to Intercounty bus service? : Would you... (Continued)

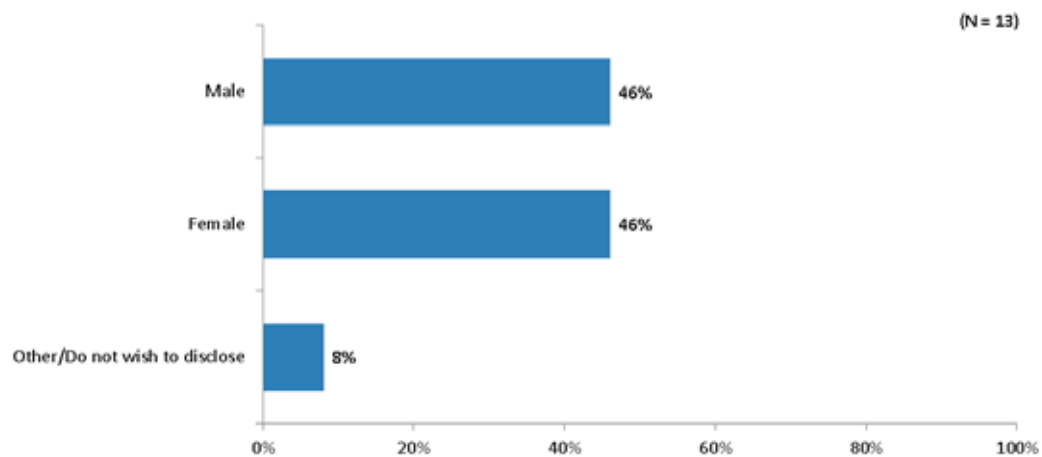


11

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11

Please provide your gender:

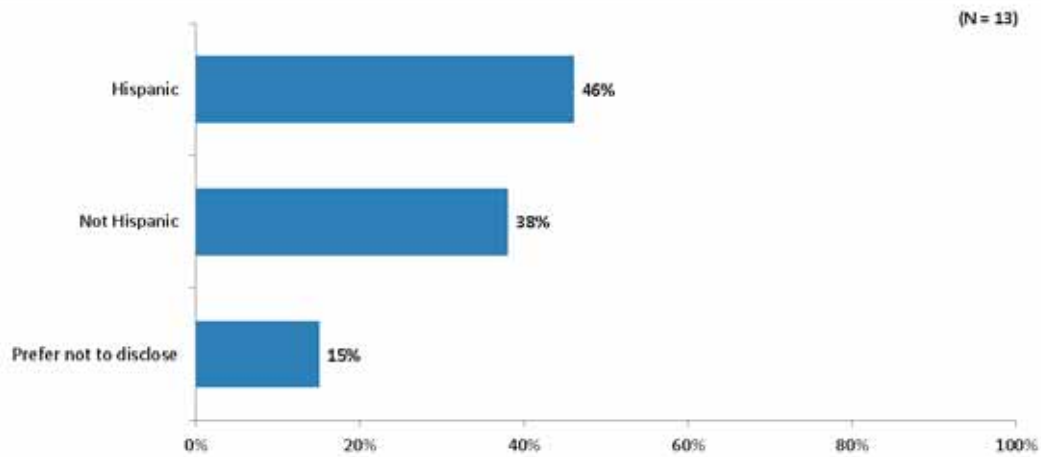


12

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12

Please identify your ethnicity:

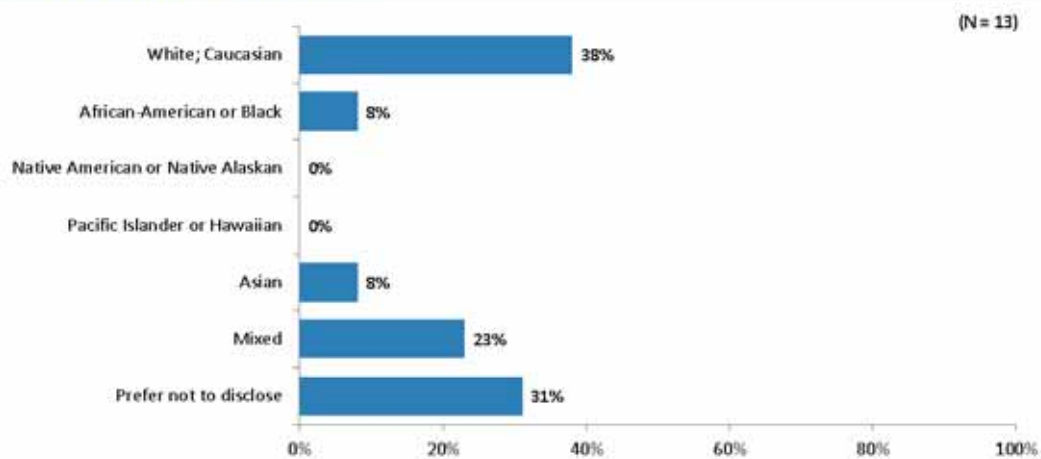


13

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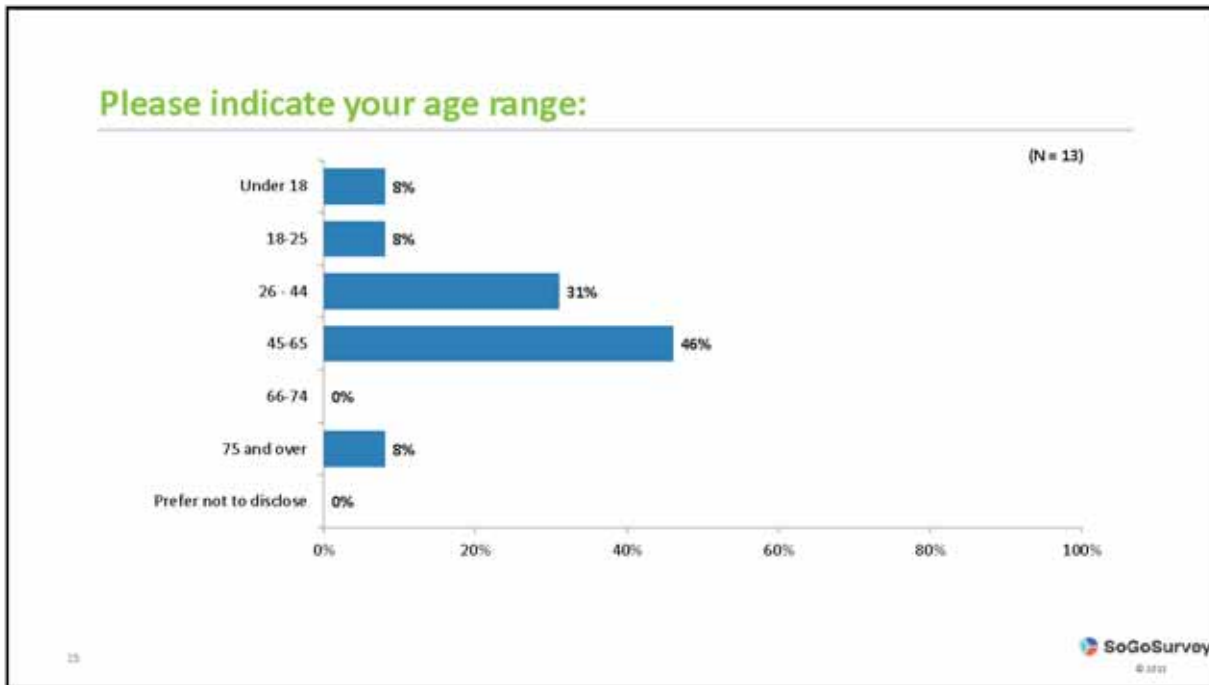
13

Please identify your race:



14

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15

19 Appendix 3, Sample No-Show Policy for ADA Paratransit

19.1 Missed Trips

A missed trip results from trips that are requested, confirmed, and scheduled but do not take place because

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without any indication from the rider that they no longer want to make the trip. Note that a rider is not obligated to board until the start of the pickup window or until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window, there is no contact with the rider, and the vehicle departs without the rider. Note that if during the wait time the rider indicates they no longer want to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the customer (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

If a rider misses a scheduled trip, they must immediately call Customer Service at (831) 636-4161 or TDD at 711. County Express will attempt to identify an available vehicle for pickup. This may mean that a vehicle will arrive later than the original pickup time.

If a missed trip originated from the rider’s home, County Express will not send a replacement vehicle. If a rider has other rides scheduled that day, they must call to confirm that the rides are still needed or should be canceled.

19.2 No-Shows

ADA regulations allow for a paratransit service to be suspended for a rider who establishes a “pattern or practice” of missing scheduled trips. County Express understands that because trips must be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Riders may also miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service.

Excessive cancellations and no-shows will result in suspension of service.

19.3 Criteria for “No-Show” or Same-day Cancellation

A no-show or same-day cancellation will be recorded if the customer

- Cancels a trip less than the one hour before it is scheduled to begin
- Is not at the agreed upon pickup location during the 30-minute pickup window
- Does not board within five minutes from when the County Express vehicle arrives during the 30-minute pickup window

Note: A letter detailing a rider’s no-show will be sent by County Express within seven to 10 business days. Riders may appeal all reported no-shows. See the no-show appeals process section below.

19.4 “No-Show” Consequences

A rider will be suspended from County Express service for three days if they have three or more valid no-shows within a 30-day period AND more than 10 percent of their trips have been no-shows or were canceled late. If the rider continues to demonstrate a pattern and practice of late cancellations or no-shows, they may be suspended for up to nine consecutive days.

- First occurrence: Three consecutive days’ suspension
- Second occurrence: Six consecutive days’ suspension
- Third and all additional occurrences: Nine consecutive days’ suspension

19.5 Late Cancellation

A late cancellation is defined as either a cancellation made less than one hour before the scheduled pickup time, a cancellation made at the door, or a refusal to board a vehicle that has arrived within the pickup window. A late cancellation will be considered a no-show.

19.6 Circumstances Beyond the Rider’s Control

At the discretion of County Express, no-shows or late cancellations may not be counted when there are situations beyond the rider’s control that prevent the rider from notifying County Express that the trip cannot be taken, such as:

- Medical emergency/hospitalization;
- Family emergency;
- Sudden illness or change in condition; or
- Appointment that runs unexpectedly late without sufficient notice.

No-shows or late cancellations are not counted when the missed trip is due to County Express’s error.

19.7 No-Show Appeals Process

A rider may appeal any of the above actions if they feel that a no-show occurred because of unexpected circumstances beyond their control (e.g., a medical or family emergency). Appeals can be made by calling County Express at (831) 636-4161 or TDD at 711 within five business days of receiving notification of the offense.



Attachment 2

Short Range Transit Plan Update

Draft Final Report



LTA Board of Directors

May 2022

Dantec
Associates



Introduction

- **Short Range Transit Plan Update**
- **Initiated 2021**
- **Draft final report today**
- **Primary goal**
 - **Comprehensively evaluate LTA public transportation services and make recommendations for improvements**
- **5 -year period with outlook for next 10 years**





Major Tasks

- Two rounds of public participation with surveys
- Update goals and objectives
- Identify issues
- Evaluate existing services and ridership
- Develop performance indicators
- Review organization and staffing framework
- Develop service and capital plans
- Develop financial plan





Draft Report

- Community
- Review of Peers
- Consultations & Survey 1
- Mission and Vision
- Concepts for Change
- Consultations & Survey 2
- Local Service Solutions
- Intercounty Service Solutions
- Specialized Transportation
- ADA Paratransit
- 3rd Party Agreements





Plan Implementation

- Plan includes year by year capital and operating expenses and revenue estimates
- Addresses staff and organizational challenges
- Provides guidance for marketing and communication of renewed system





Capital Plan

- **Grants are anticipated to cover majority of \$9.5 million in costs and items include:**
 - **Bus replacements over 5 years:**
 - 2 Gasoline 16 pax Cutaways
 - 2 EV 30' Transit Buses
 - 4 EV 16 LF Pax Cutaway
 - 2 Gasoline Vans
 - **Creation of a transit hub (Hollister Exchange) \$150,000**
 - **Bus stop improvements, \$500,000 over 5 years**
 - **Bus yard & electric charging infrastructure \$2,000,000**
 - **Improvements to technology \$150,000**





Financial Plan

- 5-year financial plan assumes using funds from Measure G Tier III as approved by the voters for transit for grant local match
- Operating costs are covered by recurring revenues
- At end of 5 year period reserve account balance is about \$1.0 million

Budget Summary	2022-23	2023-24	2024-25	2025-26	2026-27
Total Operations Expenditure	\$2,627,733	\$ 2,918,608	\$ 3,075,676	\$ 3,175,875	\$ 3,449,201
Recurring Revenue	\$2,956,854	\$ 3,068,941	\$ 3,320,349	\$ 3,419,149	\$ 3,520,717
Surplus/Deficit on Operations	\$ 329,121	\$ 150,333	\$ 244,672	\$ 243,274	\$ 71,516
Reserve Account Balance Year Start	\$2,400,000	\$ 2,682,815	\$ 2,582,824	\$ 2,592,171	\$ 1,735,120
Transfer to/(from Reserve)	\$ 282,815	\$ (99,992)	\$ 9,347	\$ (857,051)	\$ (721,809)
Reserve Account Balance Year End	\$2,682,815	\$ 2,582,824	\$ 2,592,171	\$ 1,735,120	\$ 1,013,311



Fare Plan

- **Recommend a two-year free fare pilot**
 - Help to introduce new routes and services
 - Smooths transition to new on demand service
 - Expected to boost ridership
 - Affordable with existing funding streams
 - Two years to determine if it can and should be made permanent
 - Loss of fare revenue has minor impact on overall transit budget





Staffing & Organization

- Transit function at LTA understaffed given size and complexity of operation
- Recommended that a Transportation Contract Manager (TCM) be added
 - Primary role to manage administration of contracts/oversight of contractors
- Transportation Planner position would change focus to Development and Marketing Officer (DMO)
- TCM would generally look after facilities, equipment and contractors, DMO would generally look after services and marketing





Marketing & Communications

- **Provides guide for marketing activities for implementation of service improvements**
 - Increase public awareness of transit options
 - Increase ridership
- **Emphasize messaging about improving accessibility and mobility for the community**
- **Recommends a variety of materials and tools including print, advertising, in person, earned media and digital media**



Next Steps

- **Short Range Transit Plan Update**
 - May 2022: Draft plan released for public comment
 - June 2022: Final plan for Board action
- **Implementation**
 - Rebranding to “San Benito Transit”
 - MV Contract Amendment
 - Additional staff support
 - Request from Measure G Tier III

Questions?

Regina Valentine
Transportation Planner
San Benito County LTA
regina@Sanbenitocog.org
(831) 637-7665