



AGENDA  
REGULAR MEETING  
COUNCIL OF SAN BENITO COUNTY GOVERNMENTS

**DATE:** Thursday, September 18, 2025  
4:00 p.m.

**LOCATIONS:** County Board of Supervisors Chambers  
481 Fourth Street  
Hollister, CA 95023

**DIRECTORS:** Ignacio Velazquez, Chair (County of San Benito)  
Roxanne Stephens, Vice-Chair (City of Hollister)  
Jackie Morris-Lopez (City of San Juan Bautista)  
Rolan Resendiz (City of Hollister)  
Kollin Kosmicki (County of San Benito)  
Ex Officio: Caltrans District 5

**ALTERNATES:** San Benito County: Dom Zanger  
City of San Juan Bautista: Scott Freels  
City of Hollister: Rudy Picha

**NOTICE OF PROCEDURES FOR COUNCIL OF GOVERNMENTS BOARD MEETINGS**

The meeting will be available through Zoom, for those who wish to join or require accommodations.

**Members of the public may participate remotely via Zoom at the following link: <https://zoom.us/join> with the following: Webinar ID: 860-5663-0988 and Webinar Passcode: 954048**

*Those participating by phone who would like to make a comment can use the “raise hand” feature by dialing “\*9” (star-nine). In order to receive full Zoom experience, please make sure your application is up to date.*

*Remote Zoom participation for members of the public is provided for convenience only. In the event that the Zoom connection malfunctions for any reason, the COG Board of Directors reserves the right to conduct the meeting without remote access.*

*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. 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 5. Public Comment.***

1. CALL TO ORDER 4:00 P.M.
2. Pledge of Allegiance
3. Roll Call
4. Verification of Certificate of Posting

5. **Public Comment:** (Opportunity to address the Board on items of interest on a subject matter within the jurisdiction of the Council of Governments and 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.)*

6. APPROVE Council of Governments Regular Meeting Action Minutes Dated August 21, 2025 – Gomez
7. APPOINTMENTS to the Social Services Transportation Advisory Council – Borick
8. APPROVE a Five-Year Extension of the Memorandum of Understanding (MOU) with the Santa Clara Valley Transportation Authority to Continue the Mobility Partnership to Provide Direction on Mobility Improvements in the Southern Santa Clara and Northern San Benito County Area – Arreola

#### ACTION ITEMS:

9. AUTHORIZE the Executive Director to Execute a Task Order with the Selected Consultant(s) from the On-Call Transportation Planning Bench with a Not-to-Exceed Amount of \$150,000 – Arreola

#### INFORMATION ITEMS:

10. RECEIVE Presentation on Assembly Bill 1466 (AB 1466) - *Removal of Unlawful, Discriminatory, and Restrictive Covenant Provisions from Recorded Documents* – San Benito County Clerk-Recorders/ Registrar of Voters – Diaz
11. RECEIVE Council of San Benito County Governments and San Benito County Local Transportation Authority Reports on Transportation Development Act (TDA) Triennial Performance Audit for Fiscal Years 2021/2022, 2022/2023, and 2023/2024 – Arreola
12. RECEIVE Monthly Caltrans District 5 Construction Projects Report/Correspondence – Caltrans Ex-Officio
  - a. Highway 25 Update
  - b. Construction Projects
  - c. Correspondence
13. Executive Director's Report (Verbal Report) – Abraham
14. Board of Directors' Reports – (Verbal Report)

Adjourn to SBCOG Meeting on October 16, 2025. Agenda Deadline is September 30, 2025, 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 Council of Governments Board of Directors meeting facility is accessible to persons with disabilities. If you need special assistance to participate in this meeting, please contact the Clerk of the Council'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.*

**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](mailto: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.

**Public Comment Guidelines**

1. If participating on Zoom: once you are selected, you will hear that you have been unmuted. At this time, state your first name, last name, and county you reside in for the record.
2. The Council of Governments Board welcomes your comments.
3. Each individual speaker will be limited to a presentation total of three (3) minutes.
4. Please keep your comments brief, to the point, and do not repeat prior testimony, so that as many people as possible can be heard. Your cooperation is appreciated.

If you have questions, contact the Council of Governments, and leave a message at (831) 637-7665 x. 201, or email [monica@sanbenitocog.org](mailto:monica@sanbenitocog.org).

CERTIFICATE OF POSTING

Pursuant to Government Code Section #54954.2(a) the Meeting Agenda for the Council of San Benito County Governments on September 18, 2025, at 4:00 P.M. was posted at the following locations freely accessible to the public:

The front entrance of the San Benito County Administration Building, 481 Fourth Street, Hollister, CA 95023, and the Council of Governments Office, 650 San Benito St., Ste. 120, Hollister, CA 95023 at the following date and time:

On the 12<sup>th</sup> day of September 2025, on or before 5:00 P.M.

The meeting agenda was also posted on the Council of San Benito County Governments website, [www.sanbenitocog.org](http://www.sanbenitocog.org), under Meetings, COG Board, Meeting Schedule

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

*Monica Gomez*  
BY: \_\_\_\_\_  
Monica Gomez, Secretary II  
Council of San Benito County Governments

COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
REGULAR MEETING  
Board of Supervisors Chambers, 481 Fourth Street, Hollister, CA 95023, Zoom Platform  
August 21, 2025, at 4:00 P.M.

ACTION MINUTES

**MEMBERS PRESENT:**

Chair Ignacio Velazquez, Director Kollin Kosmicki, Alt. Director Rudy Picha, Director Jackie Morris-Lopez (arrived at 4:04 p.m.), Director Rolan Resendiz (arrived at 4:30 p.m.), and Ex Officio Brandy Rider; Caltrans District 5(via-Zoom).

**MEMBERS ABSENT:**

Vice-Chair Roxanne Stephens.

**STAFF PRESENT:**

Executive Director; Binu Abraham, Office Assistant; Griselda Arevalo, Secretary II; Monica Gomez, SBCOG Legal Counsel; Osman Mufti (via-Zoom).

**OTHERS PRESENT:**

Terry Thompson, Jill Leal-Andrade; Caltrans D5 (via-Zoom), Heather Adamson; AMBAG (via-Zoom).

**1. CALL TO ORDER:**

Chair Velazquez called the meeting to order at 4:00 P.M.

**2. PLEDGE OF ALLEGIANCE**

Director Kosmicki led the pledge of allegiance.

**3. ROLL CALL**

Secretary Gomez called the roll call and confirmed a quorum of Directors were present.

**4. CERTIFICATE OF POSTING**

**Motion made to acknowledge Certificate of Posting:**

Motion: Director Kosmicki      Second: Director Picha

Motion carried:    3/0

Yes:                      Velazquez, Kosmicki, Alt. Picha

No:                        None

Recused:                None

Abstention:            None

Absent:                   Morris-Lopez, Resendiz, Stephens

5. **PUBLIC COMMENT:** (Opportunity to address the Board on items of interest on a subject matter within the jurisdiction of the Council of Governments and not appearing on the agenda. No action may be taken unless provided by Govt. Code Sec. 54954.2)

Chair Velazquez stated for the record that SBCOG received Mr. Joe Thompson's public comment correspondence. The correspondence was entered into public record.

**CONSENT AGENDA:**

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6. APPROVE Council of Governments Regular Meeting Action Minutes Dated June 19, 2025
7. ADOPT Resolution 2025-05 Authorizing the Annual Claim for Transportation Development Act Funds for Fiscal Year 2025/2026 - Aceves
8. ADOPT Resolution 2025-06 First Amendment to Social Services Transportation Advisory Council (SSTAC) Bylaws – Aceves
9. ADOPT Resolution 2025-07 Second Amendment to Technical Advisory Committee Bylaws – Aceves
10. ADOPT Resolution 2025-08 Amending to the Council of San Benito County Governments Rules and Regulations – Aceves

Executive Director Abraham informed the Board of a typo in Item 8, Attachment 1. The error has been corrected, and the Chair will be signing the revised version. The corrected document was also made available to the public.

There was no public comment on the Consent Agenda.

**Motion made to Approve Consent Agenda Item 6-10 as recommended:**

Motion: Director Kosmicki      Second: Director Picha

Motion carried:    3/0

Yes:                    Velazquez, Kosmicki, Alt. Picha

No:                    None

Recused:            None

Abstention:        None

Absent:               Morris-Lopez, Resendiz, Stephens

**ACTION ITEMS:**

11. ADOPT Resolution 2025-04 Approving Projects for Funding and Authorizing the Application and Acceptance of FY 2025-2026 California State of Good Repair Program Funds Totaling \$118,552 – Borick

Transportation Planner Samuel Borrick presented Resolution 2025-04, which approves project funding and authorizes the application for and acceptance of \$118,552 in FY 2025-2026 California State of Good Repair (SGR) Program funds. A Board resolution is required for SBCOG to receive and allocate these funds.

There was no public comment.

**Motion made to Approve Item 11.**

Motion: Director Picha                      Second: Director Kosmicki  
Motion carried:    3/0  
Yes:                      Velazquez, Kosmicki, Alt. Picha  
No:                      None  
Recused:              None  
Abstention:          None  
Absent:                Morris-Lopez, Resendiz, Stephens

Director Morris-Lopez joined the meeting at 4:04 p.m.

**12. Traffic Impact Mitigation Fee (TIMF) Nexus Study Update – Arreola**

- a. APPROVE the TIMF Nexus Study Memorandum of Understanding.
- b. AUTHORIZE Staff to Release a Scope of Work and Procure a Consultant for the Study.

Transportation Planner Myranda Arreola provided an update on the Traffic Impact Mitigation Fee (TIMF) Nexus Study. Staff sought approval of the TIMF MOU and authorization to release the Scope of Work and begin the consultant procurement process for the study.

The SBCOG Board provided several comments regarding the TIMF Nexus Study. Board members emphasized the importance of ensuring that developers are paying the full and appropriate impact fees. They requested that consultants utilize a population methodology that aligns with the County’s recent approach to calculating impact fees. Additionally, the Board encouraged maximizing fees to the highest appropriate level and stressed the need for close coordination with County planning staff, who recently completed a similar process, as well as with technical experts from all three jurisdictions. Members also recommended using a population growth forecast that preserves the integrity of the fee structure and avoids diluting it. The study should accurately reflect the full costs of City and County road projects and specifically address the impact of growth on key roadways, including Airline Highway (from Sunset to Fairview), Union Road (from Airline to Highway 156), and Fairview Road, all of which require widening. Finally, the Board requested regular updates on communications with the TAC group to support oversight and informed decision-making.

Executive Director Abraham stated that regular updates to the Board could be arranged. She noted that SBCOG’s Technical Advisory Committee (TAC) includes representatives from all three jurisdictions, as well as members from AMBAG and Caltrans. The TAC group will serve as the primary point of coordination to ensure that community priorities and projects are consistently reflected and supported.

There was public comment received from Robert Gibson.

**Motion made to Approve Item 12 a, b, as recommended, with recommendations provided to staff.**

Motion: Director Kosmicki                  Second: Director Picha  
Motion carried:    4/0  
Yes:                      Velazquez, Kosmicki, Morris-Lopez, Alt. Picha  
No:                      None  
Recused:              None  
Abstention:          None

Absent: Stephens, Resendiz

## **INFORMATION ITEMS:**

### **13. RECEIVE Monthly Caltrans District 5 Construction Projects Report/Correspondence – Caltrans Ex-Officio**

Director Resendiz joined the meeting at 4:30 p.m.

Caltrans Deputy District Director for Transportation Planning, Brandy Rider provided an update on major construction projects on the Caltrans State Highway System in San Benito County and answered questions from the Board. Highway 156 Project: All four lanes are now open. Landscaping and final punch list items are expected to be completed by the end of September. San Benito 101 Pavement Rehabilitation Project: A public engagement meeting is scheduled for September 11, 2025, at 6:00 p.m. More details will be shared with the Board and community. SR 25 Safety Improvement Projects: A community engagement meeting will be held on September 3, 2025, at 5:30 p.m. at Paine's Restaurant. This project is a joint effort between Caltrans Districts 4 and 5 to address ongoing safety concerns along SR 25. A press release with more information will be issued soon. The safety team has approved three projects: 1. Installation of a median barrier from north of Shore Rd. to Bloomfield Ave. 2. Safety Improvement Intersection at Shore Rd. 3. Installation of a median barrier from south of Wright Rd. to Shore Rd.

The Board emphasized the importance of continuing to advocate for the expedited delivery of SR 25 Safety Improvement Projects, particularly the installation of median barriers.

Ms. Rider stated that the projects may qualify for a CEQA categorical exemption, which could expedite delivery, however further evaluation is needed. She referenced the Hwy 25/156 Roundabout as an example and noted that efforts to minimize project footprints aim to both accelerate timelines and enhance safety, which remains a top priority.

The Board inquired about the status of the SR 156 Tree Trimming project. Ms. Rider confirmed the project was complete, trees were evaluated, and high-risk ones were removed.

The Board requested a timeline for the Mission Vineyard and Cagney Road intersection opening and asked Caltrans staff to reevaluate safety concerns related to left turns into oncoming traffic. Ms. Rider stated Caltrans completed its initial evaluation, any further analysis would require SBCOG funding as it falls outside the SR 156 project scope.

The Board requested additional signage at the Bixby roundabout for better driver navigation. Ms. Rider noted Caltrans will monitor the area and consult with the team to explore short-term solutions post-construction.

The Board requested weed removal and debris clean-up along Airline Hwy (Santa Ana to Sunset-median) and at the SR 25/156 Roundabout. Ms. Rider stated that Caltrans would clarify exact locations and if confirmed, submit a customer service request with a tracking number for follow-up.

There was no public comment.

### **14. Executive Director's Report (Verbal Report) – Abraham**



Executive Director Abraham provided an update on the following two items: Highway 25 and the Metropolitan Transportation Plan (MTP)/Regional Transportation Plan (RTP) work:

**Hwy 25 update:** The Environmental Impact Report (EIR) process began in December 2024. In January 2025, outreach meetings were conducted with landowners along the adopted alignment. During the outreach, stakeholders expressed a strong interest in revisiting the current alternatives and requested consideration of additional options for analysis in the EIR.

In response, at the May Board meeting, the Board directed SBCOG staff and Caltrans to make a strategic pivot. That meant two things: first, to pause and evaluate other possible alternatives that could be added into the EIR for evaluation, and second, to continue moving forward on the technical work that's time sensitive. The Board also directed staff to expand outreach and engagement efforts.

Caltrans had originally planned to hold public engagement in July, but at the Board's direction it was postponed so staff could focus on developing and testing new options. As part of that effort, Caltrans and SBCOG staff also scheduled meetings with all Board members individually to better understand their priorities and community perspectives. All meetings were scheduled prior to today's Board meeting, and staff were able to meet with 4 of the 5 board members. Those conversations provided valuable insight into the community's current needs and values.

Based on what staff heard, Caltrans is now looking at some additional alternatives and will be conducting feasibility analysis on them. If they prove viable, staff will present them to the Board at a future meeting for potential inclusion in the EIR. No action is required from the Board at this time.

Looking ahead: In September, Caltrans will finalize a date for the public outreach to review all the possible options. Input from that outreach will help refine the list of alternatives, and the feasibility results will determine which ones come back to the Board for formal inclusion in the EIR. Caltrans and SBCOG staff are also preparing a draft project timeline, which they plan to bring to the Board next month.

**MTP/RTP update:** Critical technical work on the update of our 25-year-long transportation plan is underway. SBCOG staff are working closely with AMBAG to get the plan going and meet all deadlines. SBCOG staff are continuously in contact with each of the jurisdiction's technical staff to make sure the Boards interests and priorities are reflected in our next plan.

The Board inquired about the timeline for bringing the Highway 25 feasibility studies back for discussion and thanked Caltrans for its responsiveness. They emphasized the importance of the issue, noting that public input has strongly supported the need to explore alternative options.

Executive Director Abraham stated that Caltrans was in the process of developing the timeline, with the anticipated return to the Board in September.

There was no public comment.

## 15. Board of Directors' Reports – (Verbal Report)

Director Morris-Lopez reported on the meeting with Caltrans and Executive Director Abraham regarding Highway 25. She noted Caltrans' plans to enhance public engagement and encouraged board members to do the same. She expressed appreciation for the productive discussion.

Chair Velazquez reported that there is ongoing construction for next month on Frazier Lake Road, and the public is advised to avoid the area to ensure safety and reduce traffic congestion. He provided an update on the Mobility Partnership meeting – a major milestone was reached with the start of a study for an express lane from Cochrane to Highway 25, which could significantly reduce travel times for residents. Additionally, funding appears to be moving forward for the punch-through of Santa Teresa, completing the road connection near Gavilan College, improving access and reducing dependence on Highway 101. It was also clarified that the new bridge currently under construction is designed to allow for future expansion, up to three southbound lanes and four northbound. Chair Velazquez thanked regional partners and staff for their collaboration in advancing these projects.

There was no public comment.

**ADJOURNMENT:**

There being no further business to discuss, Director Morris-Lopez motioned to adjourn at 4:50 p.m.

Motion seconded by Director Picha.

Motion carried: 5/0

Yes: Velazquez, Kosmicki, Morris-Lopez, Resendiz, Alt. Picha

No: None

Recused: None

Abstention: None

Absent: Stephens

**ADJOURN TO SBCOG MEETING SEPTEMBER 18, 2025, AT 4:00 P.M.**



## STAFF REPORT

### Consent

**Prepared By:** Samuel Borick, Transportation Planner

**Subject:** Appointments to Social Services Transportation Advisory Council

### Agenda Item No. 7

**Approved By:** Binu Abraham, Executive Director

**Meeting Date:** September 18, 2025

### Recommendation:

APPOINT Greshawn Miles, Dr. Paulette Cobb, Zuleima Gonzalez, and Wayne Norton to the Social Services Transportation Advisory Council.

### Summary:

Staff is recommending that the Board appoint Greshawn Miles, Dr. Paulette Cobb, Zuleima Gonzalez, and Wayne Norton to the Social Service Transportation Advisory Council (SSTAC) to fill the current vacancy for a representative of the Consolidated Transportation Services Agency.

### Background/ Discussion:

SSTAC members are appointed by the Council of San Benito County Governments (SBCOG) Board of Directors. In accordance with Public Utilities Code (PUC) Article 3, Section 99238, members are recruited from social service agencies and transit providers that represent the elderly, individuals with disabilities, and persons of limited means. Each member of SSTAC has a term of three years and is eligible for reappointment at the end of their term.

SBCOG strives to achieve a balanced representation when appointing committee members. This committee consists of 10 members, including:

- One representative of potential transit users who are 60 years of age or older;
- One representative of potential transit users who are disabled;
- Two representatives of the local social service providers for seniors, including one representative of a social service transportation provider, if one exists;
- Two representatives of a local social service for persons with disabilities, including one representative of a social service transportation provider, if one exists;
- One representative of a local social service provider for persons of limited means;
- Two representatives for the Consolidated Transportation Services Agency, if one exists, including one representative from an operator, if one exists; and
- One concerned citizen who has expressed interest in social service transportation.

Greshawn, as the general manager of County Express services, is being appointed as a representative of the Consolidated Transportation Services Agency.

Dr. Cobb, as the Director of Special Education at San Benito High School, is being reappointed as a representative of potential transit users who are handicapped/disabled. Dr. Cobb has served on the SSTAC since 2020, including a term as Vice Chair.

Wayne, as a board member of the Seniors Council for Santa Cruz and San Benito Counties, is being appointed as a representative of a local social service provider for seniors.

Zuleima, as the Operations Manager of the San Benito Local Transportation Authority's Specialized Transportation services, is being appointed as a representative of a local social service transportation provider for persons with disabilities.

**Financial Impact:**

There is no financial impact.

**Attachments:**

1. SSTAC Application - Greshawn Miles
2. SSTAC Application - Dr. Paulette Cobb
3. SSTAC Application – Wayne Norton
4. SSTAC Application – Zuleima Gonzalez



**COUNCIL OF SAN BENITO COUNTY GOVERNMENTS**  
**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**  
**APPLICATION FOR APPOINTMENT**

The San Benito County Social Service Transportation Advisory Council (SSTAC) advises the Council of San Benito County Governments (COG) on matters related to transportation accessibility for the elderly, the disabled, and persons of limited means. Members are recruited and appointed by the COG Board to provide a broad representation of social services and transit providers in San Benito County. COG strives to achieve a balanced geographic and minority representation with its members.

If you are interested in serving on SSTAC, please complete this application and include any additional information in the section provided at the end and return it to: Council of San Benito County Governments, Attention: SSTAC Membership, 330 Tres Pinos Road, Suite C7, Hollister, CA 95023.

Name: Firehawk Miles

Address: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED] Length of Residence in San Benito County: 0

Occupation: Transportation Manager Company: Transdev Services

Do you currently, or have you ever, used County Express services? If yes, please indicate which services (i.e. Fixed Route, Caltrain Service, Dial-a-Ride, etc.)

☒ Yes ☐ No

How did you hear about SSTAC?

Samuel Borick

Please list past and present membership in community organizations, beginning with the most recent:

<u>Dates</u>	<u>Organization</u>	<u>Position</u>	<u>Address</u>
N/A			

To help us better understand your interests and qualifications, please answer the following questions. You may attach additional pages, if necessary.

Why are you interested in participating on SSTAC for San Benito County?

The needs of the community will better help with understand how to provide transport

What concerns and/or interests do you feel you represent for the San Benito County community?



COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)  
APPLICATION FOR APPOINTMENT

As the current General Manager at County Express, I am interested in the community needs

What expertise do you feel you can offer to SSTAC?

I have been in transportation for 26 years, and the past 8 yrs have been in a Supervisor or Management position.

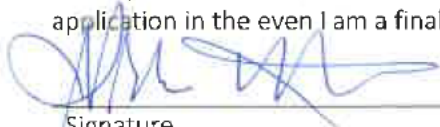
Please describe any experience you have had serving on an advisory committee.

I have served on a Safety Advisory Committee within my company

Select the group you will be representing. Please select only one.

- ☐ Representative of potential transit users sixty years of age or older
- ☐ Representative of potential transit users who are disabled
- ☐ Representative of concerned citizens from the community
- ☐ Representative of the local social service providers for seniors  
Agency Name: \_\_\_\_\_
- ☐ Representative of the local social service providers for disabled  
Agency Name: Hope Services
- ☐ Representative of the local social service providers for persons of limited means  
Agency Name: \_\_\_\_\_
- ☒ Representative of the local consolidated transportation service agency  
Agency Name: \_\_\_\_\_

I certify that the above information is true and correct and I authorize the verification of the information in the application in the event I am a finalist for the appointment.

  
Signature

4/23/2025  
Date

Appointments will be considered at a Council of San Benito County Governments Board of Directors meeting. Any information you submit on your application will become a matter of public record.

Submit application to:

Council of San Benito County Governments  
Attention: SSTAC Membership  
330 Tres Pinos Road, Suite C7  
Hollister, CA 95023  
FAX: 831-636-4160 or [info@sanbenitocog.org](mailto:info@sanbenitocog.org)



COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**  
 APPLICATION FOR APPOINTMENT

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If you are interested in serving on SSTAC, please complete this application and include any additional information in the section provided at the end and return it to: Council of San Benito County Governments, Attention: SSTAC Membership, 650 San Benito Street, Suite 120, Hollister, CA 95023.

Name: Dr. Paulette Cobb

Address: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED] Length of Residence in San Benito County: 17 years

Occupation: Director of Student Services Company: SBHSD

Do you currently, or have you ever, used County Express services? If yes, please indicate which services (i.e. Fixed Route, Caltrain Service, Dial-a-Ride, etc.)

☐ Yes ☐ No

How did you hear about SSTAC?

I have been a part of the board since 2020

Please list past and present membership in community organizations, beginning with the most recent:

<u>Dates</u>	<u>Organization</u>	<u>Position</u>	<u>Address</u>
2023-2025	SSTAC	Vice Chair	

To help us better understand your interests and qualifications, please answer the following questions. You may attach additional pages, if necessary.

Why are you interested in participating on SSTAC for San Benito County?

My interest stems from my commitment to community members with disabilities

What concerns and/or interests do you feel you represent for the San Benito County community?

I would like to see systems grow so non-driving people have options for work, shopping or social occasions





COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
**S**Ocial **S**ervices **T**ransportation **A**dvisory **C**ouncil (SSTAC)  
APPLICATION FOR APPOINTMENT

What expertise do you feel you can offer to SSTAC?

I have worked in the school system and specifically with those with disabilities for 25 years. I am well versed in leadership and system thinking. I have a deep understanding of the San Benito County culture.

Please describe any experience you have had serving on an advisory committee.

Select the group you will be representing. Please select only one.

- ☐ Representative of potential transit users sixty years of age or older  
☒ Representative of potential transit users who are disabled  
☐ Representative of concerned citizens from the community  
☐ Representative of the local social service providers for seniors

Agency Name: \_\_\_\_\_

- ☐ Representative of the local social service providers for disabled

Agency Name: \_\_\_\_\_

- ☐ Representative of the local social service providers for persons of limited means

Agency Name: \_\_\_\_\_

- ☐ Representative of the local consolidated transportation service agency

Agency Name: \_\_\_\_\_

\*All members will be required to file a Form 700, Statement of Economic Interests, with the Fair Political Practices Commission upon membership start and annually thereafter.

I certify that the above information is true and correct, and I authorize the verification of the information in the application in the event I am a finalist for the appointment.

Paulette C. Cobb

Signature

3/27/25  
Date

Appointments will be considered at a Council of San Benito County Governments Board of Directors meeting. Any information you submit on your application will become a matter of public record.

Submit application to:

Council of San Benito County Governments  
Attention: SSTAC Membership  
650 San Benito Street, Suite 120  
Hollister, CA 95023  
FAX: 831-636-4160 or [info@sanbenitocog.org](mailto:info@sanbenitocog.org)





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 APPLICATION FOR APPOINTMENT

The San Benito County Social Service Transportation Advisory Council (SSTAC) advises the Council of San Benito County Governments (SBCOG) on matters related to transportation accessibility for the elderly, the disabled, and persons of limited means. Members are recruited and appointed by the COG Board to provide a broad representation of social services and transit providers in San Benito County. COG strives to achieve a balanced geographic and minority representation with its members.

If you are interested in serving on SSTAC, please complete this application and include any additional information in the section provided at the end and return it to: Council of San Benito County Governments, Attention: SSTAC Membership, 650 San Benito Street, Suite 120, Hollister, CA 95023.

Name: Wayne Norton  
 Address: [REDACTED]  
 Phone Number: [REDACTED]  
 Email: [REDACTED] Length of Residence in San Benito County: 40 years  
 Occupation: Retired Company:

Do you currently, or have you ever, used County Express services? If yes, please indicate which services (i.e. Fixed Route, Caltrain Service, Dial-a-Ride, etc.)

☐ Yes ☒ No

How did you hear about SSTAC?

During my work with The Seniors Council

Please list past and present membership in community organizations, beginning with the most recent:

<u>Dates</u>	<u>Organization</u>	<u>Position</u>	<u>Address</u>
2018 - Present	Seniors Council	Bd of directors President / Vice President	
1996 - Present	Rotary Club San Juan Bautista	Past President Board of Directors	

To help us better understand your interests and qualifications, please answer the following questions. You may attach additional pages, if necessary.

Why are you interested in participating on SSTAC for San Benito County?

Transportation is essential to serve vulnerable population - Older Adults including

What concerns and/or interests do you feel you represent for the San Benito County community? Active ly

Involved in Older Adult issues including Seniors Council, Congregate meal Programs, and ADHC. All these programs that rely on public transportation to provide access to critical services.



COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)  
APPLICATION FOR APPOINTMENT

What expertise do you feel you can offer to SSTAC?

I have been actively involved in providing services to older adults and other vulnerable populations. I am a long time county resident.

Please describe any experience you have had serving on an advisory committee.

I have served on a wide variety of committees and commissions. I have a broad understanding of challenges in our rural county.

Select the group you will be representing. Please select only one.

- ☒ Representative of potential transit users sixty years of age or older  
☐ Representative of potential transit users who are disabled  
☐ Representative of concerned citizens from the community  
☐ Representative of the local social service providers for seniors  
Agency Name: \_\_\_\_\_  
☐ Representative of the local social service providers for disabled  
Agency Name: \_\_\_\_\_  
☐ Representative of the local social service providers for persons of limited means  
Agency Name: \_\_\_\_\_  
☐ Representative of the local consolidated transportation service agency  
Agency Name: \_\_\_\_\_

Note: Wayne is being recommend for this position per his role with the Seniors Council

\*All members will be required to file a Form 700, Statement of Economic Interests, with the Fair Political Practices Commission upon membership start and annually thereafter.

I certify that the above information is true and correct, and I authorize the verification of the information in the application in the event I am a finalist for the appointment.

Wayne North  
Signature

9-9-2025  
Date

Appointments will be considered at a Council of San Benito County Governments Board of Directors meeting. Any information you submit on your application will become a matter of public record.

Submit application to:

Council of San Benito County Governments  
Attention: SSTAC Membership  
650 San Benito Street, Suite 120  
Hollister, CA 95023  
FAX: 831-636-4160 or info@sanbenitocog.org



**COUNCIL OF SAN BENITO COUNTY GOVERNMENTS**  
**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**  
**APPLICATION FOR APPOINTMENT**

The San Benito County Social Service Transportation Advisory Council (SSTAC) advises the Council of San Benito County Governments (SBCOG) on matters related to transportation accessibility for the elderly, the disabled, and persons of limited means. Members are recruited and appointed by the COG Board to provide a broad representation of social services and transit providers in San Benito County. COG strives to achieve a balanced geographic and minority representation with its members.

If you are interested in serving on SSTAC, please complete this application and include any additional information in the section provided at the end and return it to: Council of San Benito County Governments, Attention: SSTAC Membership, 650 San Benito Street, Suite 120, Hollister, CA 95023.

Name: Zuleima Gonzalez

Address: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED] Length of Residence in San Benito County: 9 years

Occupation: Operations and Safety Manager Company: Transdev Services Inc

Do you currently, or have you ever, used County Express services? If yes, please indicate which services (i.e. Fixed Route, Caltrain Service, Dial-a-Ride, etc.)

☒ Yes ☐ No

How did you hear about SSTAC?

Please list past and present membership in community organizations, beginning with the most recent:

<u>Dates</u>	<u>Organization</u>	<u>Position</u>	<u>Address</u>
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To help us better understand your interests and qualifications, please answer the following questions. You may attach additional pages, if necessary.

Why are you interested in participating on SSTAC for San Benito County?

I am interested in providing an ongoing education to the community regarding resources available to our senior disabled population.

What concerns and/or interests do you feel you represent for the San Benito County community?

I would represent the need to expand access for the community, the development of improved transportation options that connect residents more efficiently within the community and neighboring area.





COUNCIL OF SAN BENITO COUNTY GOVERNMENTS  
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)  
APPLICATION FOR APPOINTMENT

What expertise do you feel you can offer to SSTAC?  
Managing County Express and specialized transportation services, has allowed me to work directly with senior and disabled communities. Through this experience, I've developed a strong understanding of their unique mobility needs and the barriers they face. I bring knowledge in service coordination, community outreach, and educating riders about available modes of transportation. My goal is to help promote equitable access and bridge mobility gaps so that all members of our community can rely on safe and reliable transportation.

Please describe any experience you have had serving on an advisory committee.

N/A

Select the group you will be representing. Please select only one.

- ☐ Representative of potential transit users sixty years of age or older
- ☐ Representative of potential transit users who are disabled
- ☐ Representative of concerned citizens from the community
- ☐ Representative of the local social service providers for seniors

Agency Name: \_\_\_\_\_

- ☒ Representative of the local social service providers for disabled

Agency Name: LTA (ST)

- ☐ Representative of the local social service providers for persons of limited means

Agency Name: \_\_\_\_\_

- ☐ Representative of the local consolidated transportation service agency

Agency Name: \_\_\_\_\_

\*All members will be required to file a Form 700, Statement of Economic Interests, with the Fair Political Practices Commission upon membership start and annually thereafter.

I certify that the above information is true and correct, and I authorize the verification of the information in the application in the event I am a finalist for the appointment.

Signature

Date

09/11/2025

Appointments will be considered at a Council of San Benito County Governments Board of Directors meeting. Any information you submit on your application will become a matter of public record.

Submit application to:

Council of San Benito County Governments  
Attention: SSTAC Membership  
650 San Benito Street, Suite 120  
Hollister, CA 95023  
FAX: 831-636-4160 or [info@sanbenitocog.org](mailto:info@sanbenitocog.org)



## STAFF REPORT

### Consent

**Prepared By:** Myranda Arreola,  
Transportation Planner  
**Subject:** SCVTA/SBCOG Mobility Partnership  
MOU Extension

### Agenda Item No. 8

**Approved By:** Binu Abraham, Executive  
Director  
**Meeting Date:** September 18, 2025

### Recommendation:

APPROVE a five-year extension of the Memorandum of Understanding (MOU) with the Santa Clara Valley Transportation Authority to continue the Mobility Partnership to Provide Direction on Mobility Improvements in the Southern Santa Clara and Northern San Benito County Area.

### Summary:

The five-year period covered by the existing MOU that details and role and responsibilities of the Mobility Partnership is set to expire December 2025. The Mobility Partnership has been successful in guiding the development of the US 101/SR 25 Phase 1 interchange improvements and visioning future mobility improvements for the area. Extending the MOU provides a forum for the Mobility Partnership to jointly address projects and transportation issues affecting both counties, while also pursuing funding for future improvements.

### Background/ Discussion:

In 2006, Santa Clara Valley Transportation Authority (VTA) in coordination with the Council of San Benito County Governments (SBCOG) began the study of a new alignment of SR 152 between US 101 and SR 156. The partnership between the two counties has provided a forum for elected officials in the two counties to provide direction on transportation improvements that affect both counties.

The attached MOU to be extended, with updated signatories, maintains the original focus on SR 152 realignment and specifies advocacy for mobility related improvements in northern San Benito and Southern Santa Clara counties. Staff is seeking Board approval to amend the Memorandum of Understanding for an additional five years, commencing January 2026 and ending on December 31, 2030.

### Financial Impact:

None.

### Attachments:

1. Memorandum of Understanding

Memorandum of Understanding  
between the  
Council of San Benito County Governments  
and the  
Santa Clara Valley Transportation Authority  
to create the  
Mobility Partnership  
and complete  
Preliminary Engineering and Environmental Documentation  
for Improvements between US101 and I-5

The Council of San Benito County Governments (SBCOG) and the Santa Clara Valley Transportation Authority (VTA) jointly propose to conduct preliminary engineering studies and complete state and federal environmental reviews on improvements between State Route 101 (US 101) and Interstate 5, including the establishment of a new alignment for the portion of State Route 152 (SR 152) between US 101 and the interchange of SR 152 and State Route 156 (SR 156). The SBCOG, the San Benito County Board of Supervisors, the City Councils of Hollister and San Juan Bautista, through adopted resolutions, all support the realignment of SR 152.

The SBCOG and VTA understand that technical work for improvements will comply with local, state and federal guidelines and focus on accommodating traffic demands forecasted for a 20-year period into the

future and evaluate including one lane in each direction designated as the preferred regional truck route.

The SBCOG and VTA understand and acknowledge that the California Transportation Commission (CTC) previously programmed \$5 million in Interregional Transportation Improvement Program (ITIP) funds to match the \$5 million contribution made available by the VTA. The agencies further understand and acknowledge that this initial funding was used to perform initial engineering and environmental review of the corridor; to evaluate alternatives relative to realignment of the corridor between US 101 and SR 156 ; to identify and evaluate options for financing completion of the overall project, including consideration of a public private partnership and to initiate state and federal environmental studies for the project in accordance with California Department of Transportation (Caltrans) and Federal Highway Administration (FHWA) standards. The parties understand that there are limited funds remaining from the above amounts that may or may not be used for development efforts depending on the results of any future discussions between VTA and Caltrans.

In addition to the efforts related to the realignment of SR 152, the parties jointly propose to identify and be proponents for mobility related improvements in northern San Benito and southern Santa Clara Counties that are beneficial to both communities.

It is mutually understood that neither party is obligated to provide any funding for the studies or improvements. The parties agree to jointly and collectively seek additional funding to complete the required state and federal environmental documents on the project and to cooperate in evaluating options to fund the completion of the project.

The SR 152 studies and identified mobility improvements will receive policy oversight/direction by the six-member Mobility Partnership (PARTNERSHIP). Three members shall be from San Benito County, and three members shall be from Santa Clara County. For the San Benito County membership, with approval by the SBCOG Board, the SBCOG Chair will appoint two members. One member shall be from the SBCOG directors representing the San Benito County of Supervisors and one member shall be from the SBCOG directors representing the Cities. The third San Benito County member shall be a San Benito County Supervisor appointed by the San Benito County Board of Supervisors. The Santa Clara County members shall be appointed by VTA.

VTA shall provide the appropriate professional staff and consultant services, as reasonably determined by VTA, to conduct and manage the studies in consultation with the SBCOG staff. It is understood that

Caltrans may appoint one non-voting (ex-officio) member to the Mobility Partnership and provide appropriate staff representatives from Districts 4 or 5 to assist with the studies.

The PARTNERSHIP will continue to explore creating a Joint Powers Authority (JPA) or other appropriate governance/oversight entity to progress the SR 152 realignment or other mobility improvements as may warrant such consideration into future development phases.

The parties agree that the goal is to complete SR 152 and other mobility related studies within the term of this Memorandum of Understanding (MOU).

Any member party may terminate this MOU, with or without cause, at any time. In order to terminate this MOU, the terminating party shall give advance written notice to the other party. The termination shall be effective no earlier than 30 days from the date of the written termination notice. This MOU, which is an extension of the previous MOU set to expire on December 31, 2025, will commence in January, 2026 and end on December 31, 2030, unless sooner terminated as specified herein.

NOW, THEREFORE, the parties have MOU as follows:

COUNCIL OF SAN BENITO COUNTY  
GOVERNMENTS

SANTA CLARA VALLEY  
TRANSPORTATION AUTHORITY

By: \_\_\_\_\_

Ignacio Velazquez, Chair

By: \_\_\_\_\_

Carolyn Gonot, General Manager/Chief

Executive Officer

APPROVED AS TO LEGAL FORM

SBCOG Legal Counsel

APPROVED AS TO LEGAL FORM

VTAGeneral Counsel

By:  \_\_\_\_\_

Osman I. Mufti, SBCOG Legal Counsel

By: \_\_\_\_\_

Evelynn Tran, General Counsel





## STAFF REPORT

### Action

**Prepared By:** Myranda Arreola,  
Transportation Planner

**Subject:** Travel Behavior Analysis Task Order  
Execution

### Agenda Item No. 9

**Approved By:** Binu Abraham, Executive  
Director

**Meeting Date:** September 18, 2025

### Recommendation:

AUTHORIZE the Executive Director to execute a Task Order with the selected consultant(s) from the on-call transportation planning bench with a not-to-exceed amount of \$150,000.

### Summary:

SBCOG received a \$120,000 Caltrans Rural Planning Assistance (RPA) grant to complete a San Benito County Travel Behavior Analysis. The awarded funding is time sensitive, expiring June 30, 2026. Staff solicited proposals to the pre-qualified on-call consultants in the Transportation Data Analysis and Modeling service category. Proposals will be scored and SBCOG will execute a Task Order with the highest scoring consultant(s) and initiate the project.

### Background/ Discussion:

In April 2024, SBCOG received a \$120,000 Caltrans RPA grant to complete a San Benito County Travel Behavior Analysis, which will provide a better understanding of travel within San Benito County and between adjoining counties, such as Monterey and Santa Clara. The RPA funding for this project expires June 30, 2026.

The travel behavior analysis project will address the limitations of existing data sources and provide a more comprehensive profile of the travel patterns. The countywide analysis will help guide future transportation planning efforts undertaken by SBCOG and its three local member agencies.

On September 8, 2025, SBCOG solicited proposals to the pre-qualified on-call consultants in the Transportation Data Analysis and Modeling service category for the San Benito County Travel Behavior Analysis. SBCOG will execute a Task Order with the highest scoring consultant(s).

Staff is recommending that the SBCOG Board authorize the Executive Director to execute a Task Order, as defined in the Master On-Call Services Agreement, with the selected consultant(s) from the on-call transportation planning bench.

**Financial Impact:**

The project cost was incorporated into the FY 2025–2026 budget, with \$120,000 funded through the RPA Grant.

**Attachments:**

1. Mini-RFP: On-Call RFP #2025-01
2. Task Order Form



## **Council of San Benito County Governments (SBCOG)**

**Mini-Request for Proposals: On-Call RFP #2025-01**

**San Benito County Travel Behavior Study**

**Proposals Due September 23, 2025, at 3:00 PM (PDT)**

**Prepared By:**

**Council of San Benito County Governments  
650 San Benito Street, Suite 120  
Hollister, California 95023  
(831) 637-7665**

## SAN BENITO COUNTY TRAVEL BEHAVIOR STUDY

### On-Call RFP #2025-01

The Council of San Benito County Governments (SBCOG) is issuing a mini-RFP under category A (Transportation Data Analysis and Modeling) of the SBCOG on-call bench established in 2025.

Your firm was qualified under this category, and this mini-RFP is to solicit proposals to conduct a San Benito countywide Travel Behavior Study. This project aims to better understand local and regional travel patterns to inform future transportation planning and policy.

Depending on the approach and scope proposed, we may phase the study into multiple stages. Funding for Phase 1 is secured through a Caltrans Regional Planning Assistance (RPA) grant, with an available budget of \$120,000. We welcome proposals that outline a scalable scope of work, including recommendations for phasing and priorities if a multi-phase approach is proposed.

All inquiries pertaining to this mini-RFP should be emailed to [projects@sanbenitocog.org](mailto:projects@sanbenitocog.org).  
**Proposals must be received no later than September 23, 2025, at 3:00 PM (PDT)**

Proposals will be accepted by means of electronic mail (email) addressed as follows:  
[projects@sanbenitocog.org](mailto:projects@sanbenitocog.org) Proposals shall be submitted with the subject titled: **Proposal for On-Call RFP #2025-01**.

We look forward to receiving your proposal.

## SAN BENITO COUNTY TRAVEL BEHAVIOR STUDY UPDATE

### On-Call RFP #2025-01

#### PROCUREMENT SCHEDULE

Issue Date	September 8, 2025
<b>Deadline for Proposal Submittal</b>	September 23, 2025
Anticipated Contract Award Date	October 3, 2025

## SECTION I - INSTRUCTIONS TO PROPOSERS

### A. Proposal Submission

All proposal submittals shall be transmitted with a cover letter. The person authorized by the proposer/team to negotiate a contract with SBCOG shall sign the cover letter and the letter shall include the name, title, address, email address and the telephone number of the individual to whom correspondence and other contacts should be directed during the proposer selection process. Address the cover letter as follows:

The Proposer must submit one (1) electronic proposal in PDF format via electronic mail (email). If the proposal is too large to attach to the email, please provide a file transfer link in your email submission. The proposal should be emailed to SBCOG prior to 3:00 PM (PDT).

Submittals received after the time and date specified above will be considered nonresponsive and returned.

A Proposer may object to a provision of the mini-RFP on the grounds that it is biased, unduly restrictive or arbitrary or to the selection of a particular proposer on the grounds that SBCOG procedures, the provisions of the mini-RFP or applicable provisions of federal, state, or local law have been violated or inaccurately or inappropriately applied by submitting to the Procurement Officer a written explanation of the basis for the protest:

1. Any protest alleging improprieties in a solicitation process or in solicitation documents must be filed in accordance with the timelines established by the SBCOG Procurement Policy prior to the scheduled bid opening or deadline for submittal or proposals, as appropriate, in order to be considered by SBCOG.

Any protest based on such grounds not timely filed will not be considered by SBCOG.

2. Any protests regarding the evaluation of bids or proposals by SBCOG, or improprieties involving the approval or award or proposed approval or award of a contract must be filed with SBCOG in accordance with the timelines established by the SBCOG Procurement Policy written notice of its decision or intended decision to award a contract. Any protest filed after such a date which raises issues regarding the bid proposal evaluation, or the contract approval or award will not be considered by SBCOG.

All documents submitted as part of the proposal will be deemed confidential during the evaluation process. After the award of a contract, any material submitted by a proposer in response to this mini-RFP is subject to public inspection under the California Public Records Act (Government Code Sections 6250 et seq.) unless exempt by law. The proposer must identify in writing all copyrighted material, trade secrets, or other proprietary information that it claims is exempt from disclosure.

#### **B. Rights of SBCOG**

This mini-RFP does not commit SBCOG to enter into a contract, nor does it obligate SBCOG to pay for any costs incurred in preparation and submission of the proposal or in anticipation of a contract.

SBCOG may investigate the qualifications of any proposer under consideration, require confirmation of information furnished by the proposer, and require additional evidence or qualifications to perform the Services described in this RFP.

SBCOG, in its sole discretion, reserves the right to:

1. Reject any or all proposal submittals.
2. Issue one (1) or more subsequent mini-RFPs.
3. Postpone opening for its own convenience.
4. Remedy technical errors in the mini-RFP process.
5. Approve or disapprove of the use of particular sub proposers.
6. Negotiate with any, all, or none of the proposers responding to this mini-RFP.
7. Award a contract to one or more proposers.
8. Waive for informalities and irregularities in any proposal.

The above factors will be taken into account during contract negotiations.

Substantial exceptions to the Agreement may be determined by SBCOG, at its sole discretion, to be unacceptable, and SBCOG will proceed with negotiations with the next highest-ranking firm.

### C. Mini-RFP Schedule

Activity	Date
Issue Date	September 8, 2025
<b>Deadline for Proposal Submittal</b>	September 23, 2025
Anticipated Contract Award Date	October 3, 2025

## SECTION II - SCOPE OF SERVICES TO BE PROVIDED

The work to be performed under contract based on this RFP is described in the attached Scope of Work, Exhibit A, which is incorporated herein by reference.

## SECTION III - FORMAT AND CONTENT OF PROPOSAL

### A. FORMAT

#### Technical Proposal

Technical Proposals shall be: 1) as brief as possible, and 2) not include any irrelevant promotional material; one (1) electronic proposal in PDF format of your mini-RFP submittal.

A responsive mini-RFP shall include the information listed in Section B below.

### B. CONTENT OF PROPOSAL

- TITLE PAGE
- TRANSMITTAL LETTER
- SCOPE OF SERVICES
- FEE & COST PROPOSAL
- SCHEDULE
- PROJECT TEAM

#### 1. TITLE PAGE

The title page should show the RFP title, the name of the proposer, name of a contact person, a local address, telephone number, and the date.

#### 2. TRANSMITTAL LETTER

A transmittal letter signed by an official authorized to contractually bind the proposer is required. The transmittal letter shall state that the proposal shall be valid for a 90-day period and should include the name, title, address, telephone number and email address of the individual to whom correspondence and other contacts should be directed during the proposer selection process.

3. SCOPE OF SERVICES

The scope of services should contain a detailed description of the services to be performed.

4. FEE & COST PROPOSAL

The fee should include the rates of compensation, fees, expenses and a not-to-exceed amount for performance of the attached scope of work.

The Cost Proposal should include a written estimate of the number of hours and hourly rates per staff person, any reimbursable expenses, and total dollar amount for performance of the attached scope of work. The cost proposal shall utilize the hourly rates in Exhibit 10-H – Master Agreement Fee Schedule and Cost Proposal (“Cost Proposal”).

5. SCHEDULE

The schedule of performance should enumerate a timeline for completion of tasks including a deadline for deliverables.

6. PROJECT TEAM

This section should identify key personnel who will be assigned to work with the SBCOG and their experience. List any present activities and job commitments and potential or real conflicts of interest.

## SECTION IV - EVALUATION AND QUALIFICATIONS

### A. Evaluation Method

A selection committee will review and evaluate all proposals deemed responsive to this request. Each of the proposers will be scored and ranked based on the criteria listed in this section. The following criteria and point system will be used to evaluate the mini-RFP:

CRITERIA	WEIGHT %
<i>Understanding of Work to be Done / Project Approach</i>	40
<i>Firm, Entity/Individual Background, and Experience on Similar Projects</i>	25
<i>Qualifications of Proposer and Project Staffing</i>	25
<i>Cost Rates Value</i>	10
<b>TOTAL</b>	<b>100</b>

### B. Final Selection Determination

Following the analysis of the written proposals and possible follow-up discussions, SBCOG will enter into negotiations with the highest ranked firm. If negotiations with



this firm are ultimately unsuccessful, or if the firm declines the work offered, then negotiations will proceed with the second highest ranked firm from the proposal list, and so forth until a firm is selected.

## **EXHIBIT A**

### **SAN BENITO COUNTY TRAVEL BEHAVIOR ANALYSIS PROJECT**

#### **SCOPE OF WORK**

The Council of San Benito County Governments (SBCOG) seeks a highly qualified consultant team to collaborate with SBCOG on the launch of a travel behavior analysis effort. The objective is to better understand the changing travel behavior characteristics of an urbanizing rural county that is among the fastest growing in the state. A better understanding of travel within San Benito County and between adjoining counties, such as Monterey and Santa Clara, will help guide future transportation planning efforts undertaken by SBCOG and its three local member agencies.

The travel behavior analysis project will address the limitations of existing data sources and provide a more comprehensive profile. Many of the existing data sources are largely outdated because they were completed before the pandemic and also have geographic limitations that complicate analysis. For example, SBCOG is within the Central Coast Caltrans District 5 region and the Association of Monterey Bay Area Governments (AMBAG) region for federal metropolitan planning purposes, but most of San Benito's inter-county travel is between Santa Clara County, which is within a different Caltrans district and a different federal metropolitan planning region.

A tailored travel behavior analysis approach will allow SBCOG to identify mobility and accessibility gaps and improvement needs for San Benito County residents and visitors. The ideal consultant team will be resourceful in integrating traditional and new data sources to provide a more comprehensive analysis of travel in the region. Additionally, the consultant team should be talented at data visualization tools that can communicate technical information to the general public and elected officials on public policy boards.

SBCOG has not previously conducted a travel behavior study; however, county-specific data are available from various sources, including AMBAG's regional travel survey that was completed in 2012. The study focused on work and non-work trips throughout the three-county region (Monterey, San Benito, and Santa Cruz counties). It also sought to identify the types of trips and the number of trips per day associated with visitors, employees, and residents. The study identified trip origins and destinations, the predominant modes and travel purposes, vehicle occupancies, and times of day/week that are most traveled. Although AMBAG's travel survey offers insights into San Benito County travel behavior characteristics, there are limitations to its use, as described previously.

The San Benito County Travel Behavior Study is expected to provide the analysis basis for multiple planning efforts by SBCOG and its member jurisdictions anticipated over the next five years. For example, SBCOG may use results to help refine San Benito County data in the new AMBAG activity-based travel model, plan new transit routes, improve accessibility to support more tourism, and inform road investment priorities for SBCOG or the local member agencies in the City of Hollister, City of San Juan Bautista, and County of San Benito.

Depending on the approach and scope proposed, SBCOG might phase the study into multiple stages. Funding for Phase 1 is secured through a Caltrans Regional Planning Assistance (RPA)

grant, with an available budget of \$120,000. We welcome proposals that outline a scalable scope of work, including recommendations for phasing and priorities if a multi-phase approach is proposed. If phasing is proposed, all phase 1 activities will need to be completed by April/May 2026. The timing and budget requirements for future phases of the project are yet to be established but will be informed by the proposal from the hired consultant team.

### **TASK 1: Project Kick-off and Understanding**

Meet with SBCOG staff to finalize the scope for phased activities and solidify a schedule for completing phase 1 efforts by April 2026. Project elements must be completed on a timely basis, and data must be captured during specific intervals in order to understand seasonal travel patterns and impacts. With input from SBCOG staff, design a data approach for obtaining desired outcomes for the travel behavior study. Primary Phase 1 objectives include:

- Data to increase the competitiveness of SBCOG's federal and state transportation grant applications for
- Data that informs near-term corridor planning efforts, including the significant efforts to plan improvements for SR 25
- Data to guide future transit service planning efforts, including potential pilot services to medical or educational opportunities that address unmet transit needs
- Data to identify transportation improvements that will support improved mobility to public schools and post-secondary schools
- Data to support economic development opportunities, such as tourism and new businesses

### **TASK 2: Collection of New and Existing Data**

The proposal should provide a clear and strategic approach to collecting the data needed. The proposer is encouraged to identify multiple methods to be used. Although the estimated Phase 1 budget of \$120,000 may limit the data collection sources available for the initial study, the proposal should assume a multi-phased effort that will be more comprehensive. The proposal should offer a strategic, cost-effective, and sequenced data collection approach that analyzes all the travel behavior characteristics sought in this scope of work.

Timely and relevant existing transportation data can be collected from various sources. Although these sources can help provide a solid baseline of existing San Benito travel behavior, additional new data sources will likely be needed to address data gaps and complete a comprehensive analysis of travel behavior. SBCOG staff will be available to work in-kind with the consultant team to collect existing data and information from the following public sources.

- AMBAG: 2012 Household Travel Survey
- Santa Clara Valley Transportation Authority (VTA): Select link analysis for 2040 OD pair on SR 25.
- Caltrans/California Highway Patrol (CHP): Safety data on San Benito County segments of SR25, SR156, and US 101
- Local City & County Transportation Safety Data for Local Jurisdictions in San Benito County
- 2020 US Census Data and related American Community Survey (ACS) data for years between 2020-2025
- San Benito County Local Transportation Authority (LTA) data on transit ridership and unmet transit needs
- National Transit Database profile of the San Benito County Local Transportation Authority and connecting transit services in Monterey and Santa Clara counties
- Public and private school district data, including students in the Hollister School District and the Aromas-San Juan Unified School District (ASJUSD). Data of interest includes demographics,

travel to school patterns, including the distribution of school of residence vs school of attendance, and number of students walking/biking to school; average and median trip distances)

- Gavilan Community College profile of San Benito County students (demographics, travel to school patterns, etc.)
- Downtown Hollister Association information on visitors to San Benito County.

The consultant team may recommend the purchase of new digital data sets that augment what is readily available from existing sources. The proposal should identify the new digital data sets recommended and an estimated cost for purchase. The proposal should prioritize new data sources that address key travel behavior characteristics that can be purchased within the estimated Phase 1 budget but also include recommendations for later data purchases that assume a multi-phased travel behavior analysis effort that is more comprehensive.

New data collection sources to include in the proposal may include, but not be limited to, the following

- Mobile Source data
- Vehicle/Bike/Ped counts
- License Plate Scanning on state highway segments in San Benito County
- Commercial Trucking Data
- Video Detection
- Surveys of Specific Populations (e.g. employers, commuters, students, tourists, etc.)
  - if a survey tool is used, it should include demographic information (gender, race, income);
  - if surveys are conducted, it should include questions on the monthly cost of the current transportation mode for the traveler (e.g. vehicle loan payment, parking, fuel, vehicle maintenance);
  - if surveys are conducted, it should include questions about willingness to use alternative modes for work and non-work trips (e.g. transit, vanpool, carpool, etc.);
  - if surveys are used, it should include questions as to why drivers have not shifted to alternate modes, and what would incentivize them to use transit, vanpool/carpool, biking, or other options;
  - if surveys are used, it should include questions about work and live locations, and query the reasons for commuting to/from an adjacent county (housing cost, housing affordability, housing availability, housing stock type, other costs, community, commuter options, etc.)

### **TASK 3: Data Analysis**

Upon completion of the data collection phase, the selected consultant team will work with SBCOG staff to confirm the priorities for data analysis. The objective is to complete the necessary analysis to prepare an insightful and compelling Phase 1 report that utilizes data visualization tools and only limited text. The proposal should offer a strategic, cost-effective, and sequenced data analysis of all the travel behavior characteristics sought in this scope of work.

- **Demographic Profile of San Benito County residents:** age, gender, race/ethnicity, household income, educational attainment, primary language spoken at home, employment status, employment location, employment type (e.g., agriculture, service industry, trade/manufacturing, etc.). Note that a baseline demographic profile of county residents may be readily available from the US Census and American Community Survey (ACS) data.
- **Travel Performance Measures for State Highway Travel in San Benito County.** Key metrics sought include travel mode, traffic volumes (peak/off-peak), speed, safety, freight, congestion/reliability (peak/off-peak). Corridor-level and San Benito County segment data

sought on SR 25, SR 156, and US 101.

- **Trip Characteristics.** The data sought should include, but not be limited to, the following characteristics. Proposers are encouraged to include a recommendation on the trip characteristics to profile in the Phase 1 study, and any subsequent phases of work that would be completed later with an additional budget.
  - number of trips by mode in San Benito County;
  - percentage of trips in San Benito County that are pass-through ;
  - percentage of trips in San Benito County that are work trips ;
  - percentage of trips in San Benito County that are visitor trips;
  - percentage of trips in San Benito County that are school trips;
  - percentage of commercial (truck and delivery) trips in San Benito County and pass-through trips ;
  - number of trips per day, origins and destinations, and travel mode that are associated with visitors and workers to and from San Benito County;
  - number of trips per day, origins and destinations, that are associated with employers in San Benito County and San Benito residents who commute to employment in Monterey and Santa Clara Counties.
  - Number of vehicle trips associated with work versus visitors versus other trip types in each weekday and weekend day;
  - Number of trips by mode for San Benito County residents
  - percentage of trips along SR 25 and SR156 and the origins and destinations of those trips by time period; e.g., how many trips start in the City of Hollister and end in Hollister/Gilroy/Morgan Hill/San Jose etc.
  - The number of trips that align with the LTA transit system (that begin/end within 1 mile of an LTA stop at both the origin and destination of the trip)
- **Detailed Profile of Travel Characteristics for Specific Populations of Interest:** Proposers are encouraged to include a recommendation on the populations to profile in the Phase 1 study, and any subsequent phases of work that could be completed later with an additional budget.
  - Travel characteristics of San Benito County residents seeking regional retail or specialized services (e.g, hospitals) that are unavailable in the county. Data sought on destinations, trip frequency, mode, and unmet transit access needs
  - Travel characteristics of commuters: where do residents of San Benito commute to and what counties are San Benito County workers commuting to, including more detailed profiles for commuters into Santa Clara County job centers.
  - The travel characteristics associated with tourism travel in San Benito County, including the number of trips per day, origins and destinations, that are associated with lodging, restaurants, and retail employees;
  - travel characteristics of travelers for post-secondary educational opportunities: the number of trips per day, origins and destinations that are associated with Gavilan College, and colleges or trade schools to be identified; the predominant modes of travel, vehicle occupancies, and peak times of day/week;
  - The travel characteristics of existing LTA transit riders and County residents most likely to try new LTA transit services: commuters, seniors, low-income, and students. Data sought on unmet origins/destinations, price sensitivities, service frequency/span sensitivities, etc.

#### **TASK 4: Draft Study Report**

Upon completion of the data analysis task, the selected consultant team will work with SBCOG staff to outline an insightful and compelling Phase 1 report that utilizes data visualization tools (e.g. charts, graphs, infographics, etc) and only limited text. SBCOG staff will make available examples of successful recent travel behavior reports completed by other public agencies in California that demonstrate effective data visualization products.

#### **TASK 5: Final Study Report and Board of Directors Presentation**

The Phase 1 draft travel behavior report should be provided to SBCOG staff by April 2026. The administrative draft and any technical appendices will be reviewed by SBCOG staff, the agency's technical advisory committee, and potentially a sub-committee of the policy board. Once all edits and refinements are made, a final draft and PowerPoint presentation will be made by the consultant team to the SBCOG board in April or May 2026. The consultant team will complete the responsibilities for Phase 1 once all raw data and technical documentation is provided to SBCOG staff. If additional funding is secured for the project during the active work on Phase 1, a contract amendment may be brought forward to the SBCOG Board of Directors that expands the scope of work for the consultant team to complete a later phase of work.

**ATTACHMENT A**  
**Sample Task Order**  
**Form Task Order No.**

\_\_\_\_\_  
**To The**  
**Master On-Call Services Agreement**  
**Between the Council of San Benito County Governments**  
**and [INSERT FULL LEGAL NAME OF CONTRACTOR]**

This Task Order No. \_\_\_\_ is entered into on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ ("Effective Date") by and between the Council of San Benito County Government ("SBCOG") and [Insert full legal name of Contractor] ("Contractor"), a California [Insert entity status (Corporation, Partnership, Limited Liability Company etc.)].

WHEREAS, SBCOG and Contractor entered into a Master On-Call Services Agreement on [Insert date of Master On-Call Services Agreement] (the "Agreement"); and

WHEREAS, the Contractor now agrees to perform the following scope of services for this Task Order No. \_\_\_\_.

NOW, THEREFORE, the parties agree to the following:

1. Scope of Services

a. Task 1

[Insert detailed description of each task to be performed]

b. Task 2

[Insert detailed description of each task to be performed]

2. Fee

[Insert rates of compensation, fees, expenses, and a not-to-exceed amount]

3. Schedule of Performance

[Insert timeline for completion of tasks, including deadlines for deliverables]

All work under this task order shall be completed on or before \_\_\_\_\_, 20\_\_, unless otherwise authorized in writing by SBCOG.

4. Deliverables

[List Deliverables to be provided]

5. Assumptions and Exclusions

[List assumptions and exclusions, if any]

6. This Task Order No. \_\_\_\_ is subject to the terms and conditions of the Agreement. This Task Order No. \_\_\_\_\_ may be executed in multiple counterparts, each of which shall

constitute an original, and all of which taken together shall constitute on and the same instrument. Documents executed, scanned and transmitted electronically and electronic signatures shall be deemed original signatures for purposes of this Task Order No. \_\_ and all matters related thereto, with such scanned and electronic signatures having the same legal effect as original signatures.

IN WITNESS WHEREOF, THE PARTIES HAVE ENTERED INTO THIS TASK ORDER NO. \_\_AS OF THE DATE HEREIN ABOVE APPEARING:

COUNCIL OF SAN BENITO COUNTY GOVERNMENTS

---

BINU ABRAHAM, Executive Director

[CONTRACTOR]

---

Name and Title

~ END ATTACHMENT A ~





## STAFF REPORT

### Information

**Subject:** Assembly Bill 1466 Presentation

### Agenda Item No. 10

**Approved By:** Binu Abraham, Executive Director

**Meeting Date:** September 18, 2025

### Recommendation:

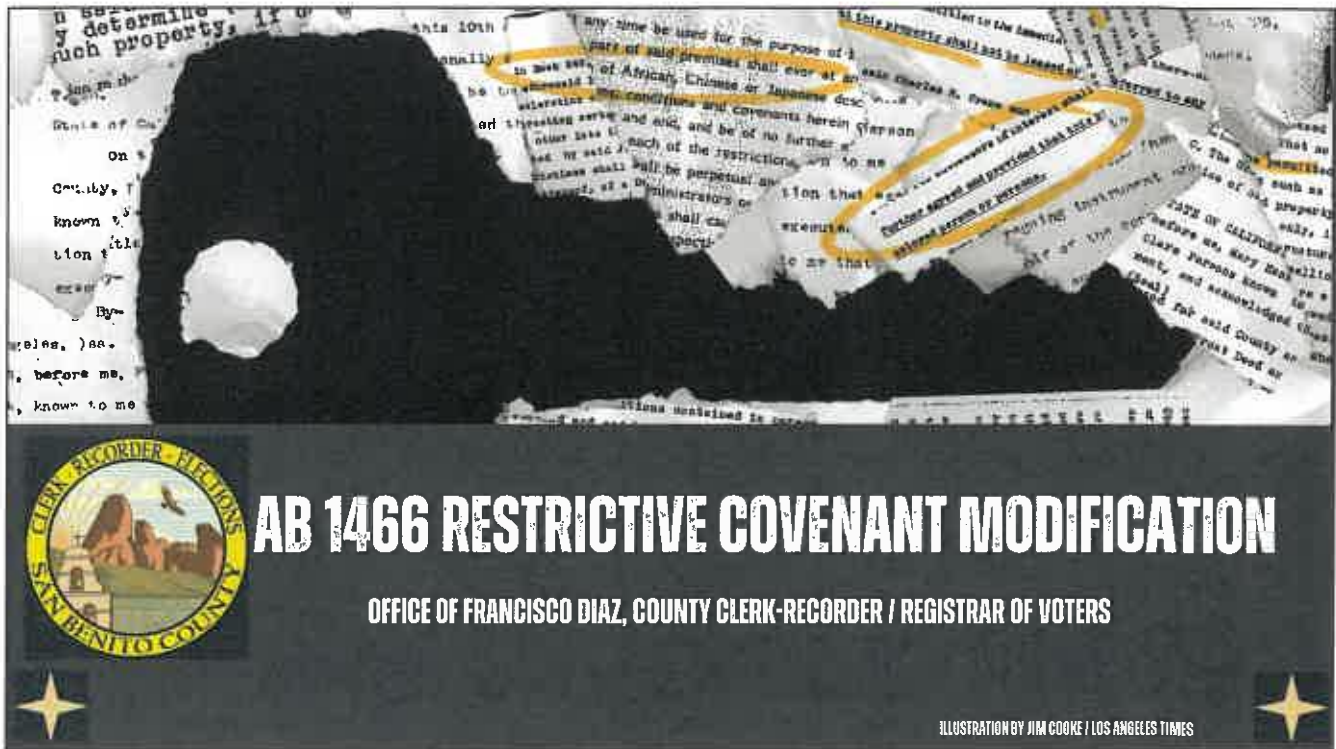
RECEIVE Presentation on Assembly Bill 1466 (AB 1466) - *Removal of Unlawful, Discriminatory, and Restrictive Covenant Provisions from Recorded Documents* from the San Benito County Clerk-Recorders/Registrar of Voters Office.

### Financial Impact:

None.

### Attachments:

1. San Benito County Clerk-Recorders- AB 1466 PowerPoint Presentation



1

## HISTORY

- In the U.S., including California, many property deeds dating back to 1934 still contain racially restrictive language.
- The Federal Housing Authority encouraged adding racially restrictive language to property deeds, claiming it would help “protect” property values.
- The racially restrictive covenants made it illegal for people of color to purchase, lease, or rent homes in white communities.



2

## HISTORY CONTINUED

- It wasn't until The 1948 (Shelley v. Kraemer, 334 U.S. 1, 1948) Supreme Court ruling that all racial restrictive covenants became unenforceable and illegal.
- The 1968 Civil Rights Act, reinforced protections by prohibiting discrimination in the sale, rental and financing of housing on the basis of **race, color, national origin, religion, sex, disability or marital status**.
- However, many of these restrictive covenants are still found in property deeds across San Benito County.



3

## EXAMPLE FROM SAN BENITO COUNTY :

## 346 HAYDON STREET

Subject to the certain deed of trust executed by the above named grantors to Bank of America National Trust and Savings Association, a national banking association, as Trustee and A.E. Rummells and Florence D. Rummells, as Beneficiaries, dated December 2, 1946 and recorded December 2, 1946 in the office of the County Recorder of San Benito County, California, in Volume 135 of Official Records, page 419, San Benito County Records, which said deed of trust and the indebtedness secured thereby the above named grantors hereby assume and agree to pay.

It is hereby covenanted and agreed by and between the parties hereto and it is a part of the consideration of this deed, and this deed is executed upon the condition subsequent that the above described real property shall not be occupied by any person not of the Caucasian race, and shall further not be occupied by any person of the Mexican race or any person of the American Indian race.

A breach of any of the foregoing covenants and conditions shall cause said real property to revert to the above named grantors, their heirs, representatives and assigns, each of whom respectively shall have the right to terminate occupancy upon said real property.

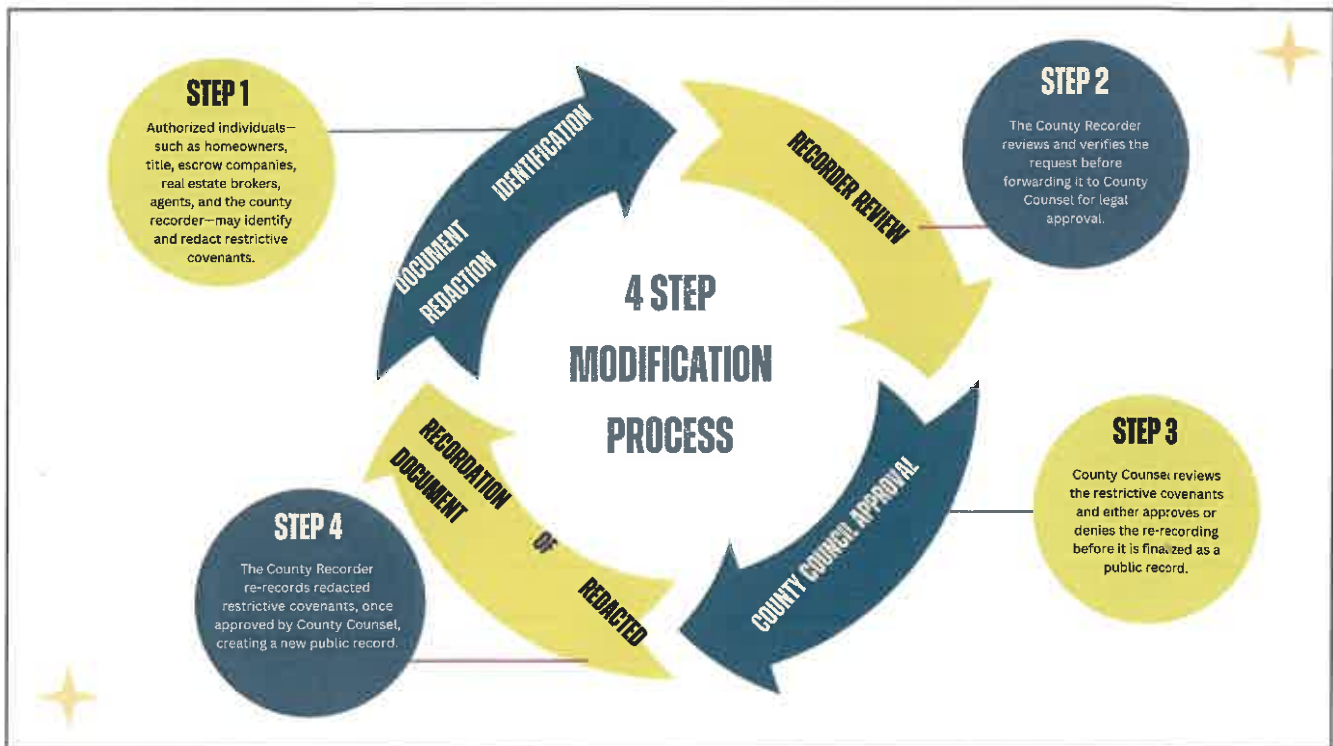
“Shall not be occupied by any person **not of the Caucasian race**, and shall not be occupied by any person of the **Mexican** race or any person of the **American Indian** race.”

4

## ASSEMBLY BILL 1466- RESTRICTIVE COVENANT MODIFICATIONS LAW

- AB 1466 is a California law enacted in 2021 aimed at addressing racially and otherwise discriminatory restrictive covenants found in historic property records. The law requires county recorders to identify, redact, and re-record such unlawful language to remove discriminatory restrictions from public property documents.
- Homeowners, title companies, real estate professionals, and county recorders can request modifications through a formal process reviewed by county counsel. The law allows counties to charge a small fee for this service, though many have waived it.
- Counties were mandated to implement these programs by mid-2022 and report progress to the state. The goal is to eliminate the legacy of discriminatory language in property records and promote fair housing.

5



6

## VISION FOR ADDRESSING RESTRICTIVE COVENANTS IN SAN BENITO COUNTY

The vision for San Benito County is to proactively identify areas affected by discriminatory or unlawful restrictive covenants and take decisive action to remove such language from official property records.

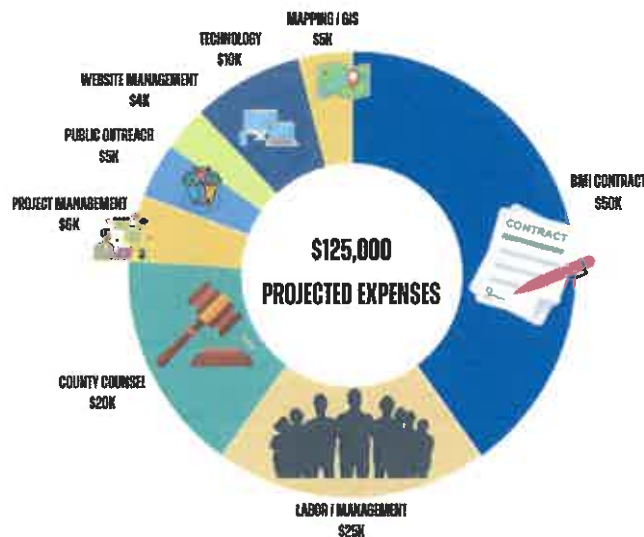
As part of this initiative, the County will also develop an interactive map that allows residents and stakeholders to visualize the impacted areas and observe demographic changes over time.

By implementing this program, San Benito County aims to promote equitable property ownership and ensure all residents have equal access to housing opportunities, free from the burden of historical biases embedded in property records. This effort not only addresses past injustices but also helps build a more inclusive and just community for future generations.



7

## SAN BENITO COUNTY RECORDER RESTRICTIVE COVENANT PROGRAM



8





# THANK YOU

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## STAFF REPORT

### Information

**Prepared By:** Myranda Arreola,  
Transportation Planner

**Subject:** Transportation Development Act  
(TDA) Triennial Performance Audit

### Agenda Item No. 11

**Approved By:** Binu Abraham, Executive  
Director

**Meeting Date:** September 18, 2025

### Recommendation:

RECEIVE Council of San Benito County Governments and San Benito County Local Transportation Authority Reports on Transportation Development Act (TDA) Triennial Performance Audit for Fiscal Years 2021/2022, 2022/2023, and 2023/2024.

### Summary:

The Triennial Performance Audit covers a three-year period ending June 30, 2024. The California Public Utilities Code requires all Regional Transportation Planning Agencies (RTPAs) and all recipients of TDA Article 4 funding to undergo an independent performance audit on a three-year cycle to maintain funding eligibility. The audits for SBCOG and the LTA resulted in no reportable findings.

### Background/ Discussion:

In 2025, SBCOG awarded a contract to Moore & Associates, Inc., to prepare Triennial Performance Audit Reports for SBCOG and the LTA as the single transit operator in San Benito County. SBCOG allocates TDA funding to the LTA for transit operational purposes on an annual basis. Both reports will be submitted to Caltrans.

The Triennial Performance Audit is designed to be an independent and objective evaluation of the SBCOG as the designated RTPA for San Benito County and of the LTA as a public transit operator, providing operator management with information on the economy, efficiency, and effectiveness of its programs across the prior three fiscal years.

Based on the review of RTPA, the auditors did not have any findings and stated that SBCOG adheres to TDA regulations in an efficient and effective manner (see Attachment 1).

Based on the review of the LTA, the auditors submitted one potential TDA compliance finding (see Attachment 2):

1. Amend the new audit fiscal contract to include an eligibility assessment under CCR 6634 as part of the compliance component for the LTA.

**Financial Impact:**

The cost of preparing the SBCOG and LTA Triennial Performance Audits is \$20,569. This amount was included in the FY 2025-2026 budget and funded using Transportation Development Act (TDA) funds.

**Attachments:**

1. Triennial Performance Audit for FY 2022 – FY 2024 of the Council of San Benito County Governments
2. Triennial Performance Audit for FY 2022 – FY 2024 of the San Benito County Local Transportation Authority



# Council of San Benito County Governments

Triennial Performance Audit  
of the Council of San Benito  
County Governments as the  
RTPA for FY 2022 - FY 2024

Final Report | September 2025





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## Chapter 1 | Executive Summary

The Triennial Performance Audit of the Council of San Benito County Governments (SBCOG) covers a three-year period ending June 30, 2024. The California Public Utilities Code requires all Regional Transportation Planning Agencies conduct an independent Triennial Performance Audit in order to be eligible for Transportation Development Act (TDA) funding.

In 2025, the Council of San Benito County Governments selected Moore & Associates, Inc., to prepare Triennial Performance Audits of itself as the RTPA and the transit operator to which it allocates TDA funding. Moore & Associates is a consulting firm specializing in public transportation. Selection of the consultant followed a competitive procurement process.

This chapter summarizes key findings and recommendations developed during the Triennial Performance Audit (TPA) of the SBCOG's programs for the period:

- Fiscal Year 2021/22,
- Fiscal Year 2022/23, and
- Fiscal Year 2023/24.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our review objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The review was also conducted in accordance with the processes established by the California Department of Transportation, as outlined in the *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities*.

The Triennial Performance Audit includes five elements:

1. Compliance requirements,
2. Follow-up of prior recommendations,
3. Analysis of internal goal setting and strategic planning efforts,
4. Review of the RTPA's functions and activities, and
5. Findings and recommendations.

### Test of Compliance

The Council of San Benito County Governments adheres to Transportation Development Act (TDA) regulations in an efficient and effective manner.

### Status of Prior Recommendations

The prior Triennial Performance Audit – completed in 2022 by Moore & Associates, Inc. for the three fiscal years ending June 30, 2021 – included the following recommendations:

1. Revise the STA eligibility section of the TDA claim form to include an Excel worksheet detailing the calculation methodology and clearly indicating eligibility.  
**Status:** Implemented.
2. Levy the penalty for farebox non-compliance on the LTA during FY 2022/23.  
**Status:** Implemented.
3. Ensure all TDA claims are submitted according to the RTPA’s established guidelines and inclusive of all required information and documentation.  
**Status:** Implemented.
4. Prepare an updated Short Range Transit Plan with a five-year planning horizon.  
**Status:** Implemented.
5. Begin including the farebox recovery ratio calculation in the annual TDA fiscal audit.  
**Status:** Implemented.

### Goal Setting and Strategic Planning

The Council of San Benito County Governments is the regional transportation planning agency for the County of San Benito and the cities of Hollister and San Juan Bautista. The Council of San Benito County of Governments was formed and designated as the Regional Transportation Planning Agency (RTPA) for San Benito County in 1973.

The Regional Transportation Plan (RTP) is SBCOG’s primary planning tool. The RTP is a long-range (2020-2045) transportation plan providing a vision for regional transportation investments. The RTP considers the potential impacts of projected housing, population, and employment growth on the transportation network and identifies solutions to meet the increased demand on all modes, including highways, local roads, bicycle, pedestrian, public transit, among others. The most recent RTP was adopted on June 16, 2022, and the next update is currently underway.

Other planning activities conducted during or just prior to the audit period included:

- Overall Work Programs (FY 2023, FY 2024, FY 2025),
- Regional Transportation Improvement Program (RTIP) (2024),
- 6<sup>th</sup> Cycle San Benito County Regional Housing Needs Allocation (RHNA) Plan (2022),
- Monterey Bay Region Metropolitan Transportation Improvement Plan (MTIP) (FFY 2022/23 to FFY 2025/26) (in collaboration with the Association of Monterey Bay Area Governments),
- Regional Transportation Plan (2022),
- Short Range Transit Plan Update (2022), and
- SR-156 Multimodal Enhancement Study (2022).



### Findings and Recommendations

Based on discussions with Council of San Benito County Governments staff, analysis of program performance, and an audit of program compliance and function, the audit team presents no compliance findings or recommendations.

There is one observation regarding the function of the RTPA to be addressed through recommendations:

1. The TDA Handbook and Claim Forms were adopted in 2008 and are in need of updating.

#### Exhibit 1.1 Summary of Audit Recommendations

Additional Recommendations		Importance	Timeline
1	SBCOG should consider revising its TDA Handbook and Claim Forms to reflect all recent legislative changes.	Medium	FY 2026/27

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## Chapter 2 | Audit Scope and Methodology

The Triennial Performance Audit (TPA) of the Council of San Benito County Governments (SBCOG) covers the three-year period ending June 30, 2024. The California Public Utilities Code requires all Regional Transportation Planning Agencies conduct an independent Triennial Performance Audit in order to be eligible for Transportation Development Act (TDA) funding.

In 2025, SBCOG selected Moore & Associates, Inc., to prepare Triennial Performance Audits of itself as the RTPA and the transit operator to which it allocates funding. Moore & Associates is a consulting firm specializing in public transportation. Selection of Moore & Associates followed a competitive procurement process.

The Triennial Performance Audit is designed to be an independent and objective evaluation of the Council of San Benito County Governments as the designated RTPA for San Benito County. Direct benefits of a triennial performance audit include providing RTPA management with information on the economy, efficiency, and effectiveness of their programs across the prior three years; helpful insight for use in future planning; and assuring legislative and governing bodies (as well as the public) that resources are being economically and efficiently utilized. Finally, the Triennial Performance Audit fulfills the requirement of PUC 99246(a) that the RTPA designate an independent entity other than itself to conduct a performance audit of its activities as well as those of each operator to whom it allocates TDA funding.

This performance audit was conducted in accordance with generally accepted government auditing standards. Those standards require that the audit team plans and performs the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for its findings and conclusions based on the audit objectives. We believe the evidence obtained provides a reasonable basis for our findings and conclusions.

The audit was also conducted in accordance with the processes established by the California Department of Transportation (Caltrans), as outlined in the *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities*, as well as *Government Auditing Standards* published by the U.S. Comptroller General.

### Objectives

A Triennial Performance Audit has four primary objectives:

1. Assess compliance with TDA regulations,
2. Review actions taken by the RTPA to implement prior recommendations,
3. Evaluate the efficiency and effectiveness of the RTPA through a review of its functions, and
4. Provide sound, constructive recommendations for improving the efficiency and functionality of the RTPA.

## Scope

The TPA is a systematic review of performance evaluating the efficiency, economy, and effectiveness of the regional transportation planning agency. The audit of SBCOG included five tasks:

1. Review of compliance with TDA requirements and regulations.
2. Assessment of the implementation status of recommendations included in the prior Triennial Performance Audit.
3. Analysis of SBCOG’s internal goal setting and strategic planning functions.
4. Examination of the following functions:
  - Administration and Management,
  - Transportation Planning and Regional Coordination,
  - Claimant Relationships and Oversight,
  - Marketing and Transportation Alternatives, and
  - Grant Applications and Management.
5. Recommendations to address opportunities for improvement based on analysis of the information collected and the review of the RTPA’s core functions.

## Methodology

The methodology for the Triennial Performance Audit of the Council of San Benito County Governments as the RTPA included thorough review of documents relevant to the scope of the review, as well as information contained on SBCOG’s website. The documents reviewed included the following (spanning the full three-year period):

- Triennial Performance Audit reports for the prior review period;
- Annual budgets;
- Audited financial statements;
- State Controller Reports;
- Agency organizational chart;
- Board meeting minutes and agendas;
- Policies and procedures manuals;
- Regional planning documents;
- Overall work programs;
- Article 8 Unmet Transit Needs documentation;
- TDA claims manual; and
- TDA and transit funding allocations to operators.

The methodology for this audit included a virtual site visit with Council of San Benito County Governments representatives on July 31, 2025. The audit team met with Dr. Binu Abraham (Executive Director), Norma Aceves (Administrative Services Specialist), Samuel Borick (Transportation Planner), and Myranda Arreola (Transportation Planner), and reviewed materials germane to the triennial audit.

The report is comprised of seven chapters divided into three sections:

1. Executive Summary: A summary of the key findings and recommendations developed during the Triennial Performance Audit process.
2. TPA Scope and Methodology: Methodology of the audit and pertinent background information.
3. TPA Results: In-depth discussion of findings surrounding each of the subsequent elements of the audit:
  - Regional goal setting and strategic planning,
  - Compliance with statutory and regulatory requirements,
  - Progress in implementing prior recommendations,
  - Functional review, and
  - Findings and recommendations.

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## Chapter 3 | Overview of Council of San Benito County Governments

The Council of San Benito County Governments is the regional transportation planning agency for San Benito County. SBCOG was formed and designated as the Regional Transportation Planning Agency (RTPA) for County of San Benito and the cities of Hollister and San Juan Bautista in 1973.

The Council of San Benito County Governments’ mission is to improve “the mobility of San Benito County travelers by planning for and investing in a multi-modal transportation system that is safe, economically viable, and environmentally friendly.”

### Board of Directors

The Council of San Benito County Governments’ Board of Directors meets the third Thursday of each month at 4:00 p.m. in the Board of Supervisors Chambers (481 4<sup>th</sup> Street, Hollister). The Board is comprised of two representatives from the City of Hollister, two representatives from the County Board of Supervisors, and one representative from the City of San Juan Bautista. A representative of Caltrans District 5 serves in an ex-officio capacity. Members of the SBCOG Board during the audit period included:

- Ignacio Velazquez, City of Hollister (2021 – 2023)
- Rolan Resendiz, City of Hollister (2021 – 2023)
- Mia Casey, City of Hollister (2023 – 2024)
- Dolores Morales, City of Hollister (2023 – 2024)
- Mary Vazquez Edge, City of San Juan Bautista (2021 – 2023)
- Scott Freels, City of San Juan Bautista (2023 – 2024)
- Peter Hernandez, San Benito County Board of Supervisors (2021 – 2023)
- Bob Tiffany, San Benito County Board of Supervisors (2021 – 2022)
- Kollin Kosmicki, San Benito County Board of Supervisors (2022 – 2023)
- Mindy Sotelo, San Benito County Board of Supervisors (2023 – 2024)
- Bea Gonzales, San Benito County Board of Supervisors (2023 – 2024)
- Angela Curro, San Benito County Board of Supervisors (2024)

Board meetings are conducted in person, with an option for the public to participate remotely via Zoom. All directors attend the meetings, unless they are eligible to exercise one of the exceptions under AB 2499 and the Brown Act. The Board has not had any issues achieving a quorum.

The SBCOG Board has four primary roles within San Benito County: the Council of Governments, Local Transportation Authority, Measure A Authority, Service Authority for Freeways and Expressways, and Airport Land Use Commission.

As the *Council of San Benito County Governments*, SBCOG serves as the county’s regional transportation planning agency (RTPA). It oversees long- and short-term transportation planning, financing and constructing highway projects, funding bus transit, and promoting ridesharing and active transportation.

The *Local Transportation Authority* is responsible for administering and operating public transportation services in San Benito County. The Authority was established in October 1990 through a Joint Powers Agreement to transfer the operation, maintenance and administration of County Express from the City of Hollister to the Local Transportation Authority. County Express provides local fixed-route service, general public Dial-a-Ride, ADA Paratransit, and commuter services to the residents of San Benito County.

The *Service Authority for Freeways and Expressways (SAFE)* maintains the emergency call box program for San Benito County. The San Benito County Board of Supervisors designated the Council of San Benito County Governments as the agency to act as the SAFE, responsible for management and administration of the emergency call box programs.

The *Airport Land-Use Commission (ALUC)* makes recommendations to the City of Hollister City Council and the San Benito County Board of Supervisors as to commercial and/or residential development around public use airports in San Benito County. The Commission ensures orderly growth around the airport and protects the general welfare of the local inhabitants and the general public.

During the audit period, the Board also fulfilled the role of the Measure A Authority (MEA), which was the governing body for the ½-cent sales tax established in 1989 to raise money for specific transportation projects in San Benito County. It was made up of the chief administrative official from each member agency. The MEA was dissolved by the Board via resolution in June 2024.

The SBCOG Board has four standing committees: Technical Advisory Committee, Social Service Transportation Advisory Council, Bicycle and Pedestrian Advisory Committee, and Measure G Transportation Safety and Investment Plan Oversight Committee.

The *Technical Advisory Committee (TAC)* was established to provide technical assistance, advice, and recommendations to the Council of Governments on transportation planning studies and related transportation projects. The committee is composed of a minimum of eight members. Meetings are held at 2:00 p.m. on the first Thursday of every month and are open to the public to participate in person or via Zoom.

The *Social Services Transportation Advisory Council (SSTAC)* advises the Council of Governments and the Local Transportation Authority on matters related to transportation accessibility for the elderly, disabled, and persons of limited means. Transit issues that may require the Advisory Council to look into are specialized transportation services, planning, and studies. The SSTAC meets quarterly on the fourth Friday of the month at 10:00 a.m., with meeting open to the public to participate in person or via Zoom.

The *Bicycle/Pedestrian Advisory Committee (BPAC)* was established to advise the Council of Governments on bicycle and pedestrian needs and concerns in the San Benito County area. It is comprised of nine members who are bicyclists, pedestrians, and/or interested parties. Members hold three-year terms. Meetings are typically held quarterly at 10:00 a.m. on the first Friday of the month.

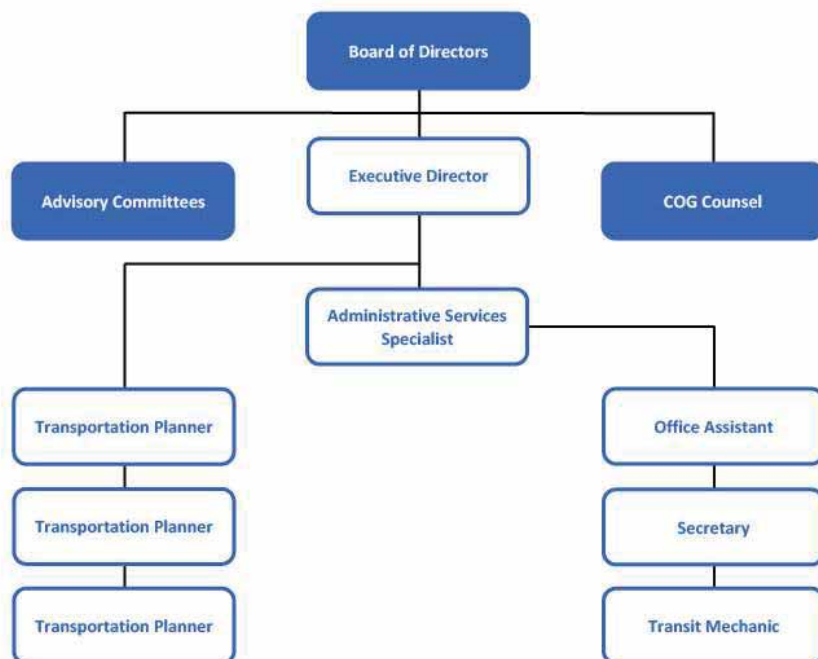


The *Measure G Transportation Safety and Investment Plan Oversight Committee* is the governing body for the one-cent sales tax to raise money for specific transportation projects to improve local streets and roads, improve connectivity, and reduce congestion in San Benito County. The committee consists of 11 San Benito County residents that represent the geographical, social, cultural, and economic diversity of the county to ensure maximum benefits for users of the transportation system. Committee members serve staggered two-year terms. Meetings are held on the last Wednesday of October, January, and April at the Council of San Benito County Governments conference room (650 San Benito St., Ste 120, Hollister).

## Organization

An organizational chart is presented as Exhibit 3.1.

Exhibit 3.1 SBCOG Organizational Chart



## Goal setting and strategic planning

The Regional Transportation Plan (RTP) is the Council of San Benito County Governments’ primary planning tool. The RTP is a long-range (2020 - 2045) transportation plan providing a vision for regional transportation investments. The most recent update, which was adopted on June 16, 2022, considers the potential impacts of projected housing, population, and employment growth on the transportation network and identifies solutions to meet the increased demand on all modes, including highways, local roads, bicycle, pedestrian, public transit, among others. Preparation of the RTP included coordination by Council of San Benito County Governments with entities throughout San Benito County, including the City of Hollister, City of San Juan Bautista, County of San Benito, Association of Monterey Bay Area Governments (AMBAG), and California Department of Transportation (Caltrans).

Public engagement for the RTP update was conducted in collaboration with the Monterey Bay Area Public Participation Plan. A majority of RTP announcements, surveys, and general information were provided in both English and Spanish. Bilingual staff attended all public and project meetings. Public engagement activities included the following:

- Association of Monterey Bay Area Governments’ (AMBAG) Metropolitan Transportation Plan/Sustainable Community Strategy and Regional Transportation Plan Public Open House,
- Staff meeting with Congressman Jimmy Panetta,
- Bilingual community mailer,
- Safe Kids Coalition of San Benito County virtual meeting,
- Public hearing on the draft RTP,
- AMBAG MTP/SCS public workshop virtual meeting,
- Coordination with the Technical Advisory Committee (TAC) and Social Services Transportation Advisory Council (SSTAC), and
- Distribution of physical and digital copies of the RTP throughout San Benito County.

Opportunities for public participation were promoted via a community mailer and posting on Facebook. Regular updates were also provided during the Council of San Benito County Governments’ Board meetings and the Association of Monterey Bay Area Governments (AMBAG) meetings.

As a rural RTPA, the Council of San Benito County Governments is not required to complete modeling for a Sustainable Communities Strategy. The 2022 RTP utilized assistance from the Association of Monterey Bay Area Governments (AMBAG), which serves as the Metropolitan Planning Organization (MPO) for the region.

The 2022 Regional Transportation Plan includes goals, objectives, and policies in six planning categories: accessibility and mobility; system preservation and safety; economic vitality; social equity; healthy communities; and environment. Each category contains at least one goal, several short range strategies, and several long range strategies. The 2022 RTP goals are detailed in Exhibit 3.2.

Planning for the 2026 Regional Transportation Plan was initiated in 2023 and is currently underway. The update is on track for completion in 2026.



Exhibit 3.2 2022 RTP Goals, Objectives, Strategies, and Performance Measures

Policy Objective	Short-Range Strategies	Long-Range Strategies	Performance Measures
<b>Goal: Accessibility and Mobility</b>			
Provide convenient, accessible, and reliable travel options for local residents and visitors alike.	<ul style="list-style-type: none"> <li>Improve pavement conditions by investing in local roads.</li> <li>Provide safe, attractive, and affordable modes of travel (e.g., walking, bicycling, etc.) that improve access to key destinations.</li> <li>Improve transportation system efficiency by pursuing traditional and non-traditional funding sources.</li> <li>Improve public transit mobility and access to other transit connections. Encourage transit-oriented development.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor local roadway Pavement Conditions Index.</li> <li>Monitor and address safety accident data related to bicycle and pedestrian injuries.</li> <li>Improve travel time reliability of the transportation system between key origins and destinations.</li> </ul>	<ul style="list-style-type: none"> <li>Work trips within 30 minutes by mode (percent)</li> <li>Commute travel time (minutes)</li> </ul>
<b>Goal: System Preservation and Safety</b>			
Preserve the existing system with ongoing maintenance and rehabilitation.	<ul style="list-style-type: none"> <li>Prioritize rehabilitation and maintenance of the existing roadways.</li> <li>Support “good” or higher Pavement Condition Index.</li> <li>Decrease fatalities and injuries for all travel modes.</li> <li>Improve transit options by linking residents to new employment.</li> <li>Implement roundabouts as a proven countermeasure to reduce crashes that result in serious injury.</li> </ul>	<ul style="list-style-type: none"> <li>Implement projects that reduce the severity of traffic incidents.</li> <li>Increase the pavement condition index of the roadway system.</li> <li>Encourage transportation projects that shorten the disconnect between jobs and housing.</li> </ul>	<ul style="list-style-type: none"> <li>Number of fatalities and injuries (per capita)</li> <li>Peak period congested vehicle miles of travel (miles)</li> <li>Maintain the transportation system (percent of funding)</li> </ul>

Policy Objective	Short-Range Strategies	Long-Range Strategies	Performance Measures
<b>Goal: Economic Vitality</b>			
Support investments in transportation that have a direct impact on retail spending and job growth.	<ul style="list-style-type: none"> <li>Support Surface Transportation Assistance Act (STAA) truck routes that bolster economies, while minimizing impacts to local traffic.</li> <li>Use Transportation System Management strategies such as Intelligent Transportation System technologies.</li> <li>Improve freight access to key strategic economic centers.</li> </ul>	<ul style="list-style-type: none"> <li>Improve accessibility for freight and reduce truck hours of delay.</li> <li>Promote safe and efficient strategies to improve the movement of goods by air, rail, and truck.</li> <li>Support transportation improvements that improve economic revitalization of commercial corridors.</li> </ul>	<ul style="list-style-type: none"> <li>Jobs near high-quality transit (percent)</li> <li>Daily truck delay (hours)</li> </ul>
<b>Goal: Social Equity</b>			
Provide an equitable level of transportation services to all segments of the population.	<ul style="list-style-type: none"> <li>Demonstrate that planned investments reduce or eliminate disparities in access and mobility, economic benefit, and safety and health objectives between transportation-disadvantaged populations.</li> <li>Use a variety of methods to engage the public, encouraging representation from persons of color.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate that transportation-disadvantaged communities do not experience disproportionate impacts from transportation construction or operations.</li> </ul>	<ul style="list-style-type: none"> <li>Distribution of investments for traditionally disadvantaged populations (percent)</li> <li>Access to transit within ½ mile of a transit stop for low-income populations (percent)</li> <li>Translated documents and provide interpretation at public meetings for Limited English-Proficient individuals</li> </ul>
<b>Goal: Healthy Communities</b>			
Encourage active transportation projects and programs.	<ul style="list-style-type: none"> <li>Improve health by encouraging trips made through active transportation modes, such as by bicycle, on foot, and by transit.</li> <li>Attend health-related meetings to ensure collaboration between transportation and health advocates.</li> <li>Encourage Complete Streets implementation by local jurisdictions.</li> </ul>	<ul style="list-style-type: none"> <li>Promote bicycle and pedestrian activities to generate long-term healthy habits for school-age children.</li> <li>Promote Context Sensitive Solutions, which improve the quality of life, including health, for all who have a stake in the system.</li> </ul>	<ul style="list-style-type: none"> <li>Harmful airborne pollutants – all vehicles (tons/day)</li> <li>Bicycle, pedestrian, and transit mode share (percent)</li> </ul>



Policy Objective	Short-Range Strategies	Long-Range Strategies	Performance Measures
<b>Goal: Environment</b>			
Promote environmental sustainability and protect the natural environment of the region.	<ul style="list-style-type: none"><li>• Avoid or minimize impacts to local, state, and federally environmentally defined sensitive areas.</li><li>• Encourage efficient development patterns that maintain agricultural viability and natural resources.</li></ul>	<ul style="list-style-type: none"><li>• Invest in transportation projects that reduce greenhouse gas emissions.</li><li>• Support infrastructure that encourages electrification of the transportation system.</li></ul>	<ul style="list-style-type: none"><li>• Projected greenhouse gas emissions (tons)</li><li>• Open space consumed (acres)</li><li>• Farmland converted (acres)</li></ul>

In addition to the RTP, the Council of San Benito County Governments also provides funding for preparation of a Short- and Long-Range Transit Plan (S/LRTP) for public transit service in San Benito County.

Most recently, SBCOG initiated planning for a State Route 25 four-lane widening project. With the majority of the county’s workforce commuting to Santa Clara County, improvements to highway capacity are desperately needed. This project is a top priority within the county, spurring a sales tax measure. It is expected to take a minimum of 10 years to complete, with the actual timeline dependent upon community support.

Other planning activities conducted during or just prior to the audit period included the following:

- Overall Work Programs (FY 2023, FY 2024, FY 2025),
- Regional Transportation Improvement Program (RTIP) (2024),
- 6<sup>th</sup> Cycle San Benito County Regional Housing Needs Allocation (RHNA) Plan (2022),
- Monterey Bay Region Metropolitan Transportation Improvement Plan (MTIP) (FFY 2022/23 to FFY 2025/26) (in collaboration with the Association of Monterey Bay Area Governments),
- Short Range Transit Plan Update (2022), and
- SR-156 Multimodal Enhancement Study (2022).

## Chapter 4 | Program Compliance

This section examines the Council of San Benito County Governments’ compliance with the State of California’s Transportation Development Act as well as relevant sections of California’s Public Utilities Commission code. An annual certified fiscal audit confirms TDA funds were apportioned in conformance with applicable laws, rules, and regulations. Although compliance verification is not a Triennial Performance Audit function, several specific requirements concern issues relevant to the performance audit. The Triennial Performance Audit findings and related comments are delineated in Exhibit 4.1.

Compliance was determined through discussions with SBCOG staff as well as an inspection of relevant documents, including the fiscal audits for each year of the triennium. Also reviewed were planning documents, Board actions, and other related documentation.

No compliance items were identified for the Council of San Benito County Governments.

### Developments Occurring During the Audit Period

For many operators, the FY 2022/23 – FY 2024/25 audit period reflected continued recovery from the COVID-19 pandemic. Some operators have successfully achieved a return to or exceeded pre-pandemic ridership. Many operators, however, even more than five years after the onset of the pandemic, still struggle with ridership that has yet to recover to pre-pandemic levels as well as ongoing industry-wide driver shortages. Penalties for non-compliance with farebox recovery ratios continued to be waived during the audit period as the state focused on TDA reform.

Assembly Bill 90, signed into law on June 29, 2020, provided temporary regulatory relief for transit operators required to conform with Transportation Development Act (TDA) farebox recovery ratio thresholds in FY 2019/20 and FY 2020/21. Assembly Bill 149, signed into law on July 16, 2021, provided additional regulatory relief by extending the provisions of AB 90 through FY 2022/23 and adjusting definitions of eligible revenues and operating costs. Most recently, Senate Bill 125, signed into law on July 10, 2023, extended protections provided via earlier legislation through FY 2025/26. While this means the audit period covered by this audit is fully exempt from penalties for non-compliance with the farebox recovery ratio, for example, it also means that transit operators will likely need to be in compliance by the last year of the next audit period.

While the ability to maintain state mandates and performance measures is important, these measures enabled transit operators to address the impacts of the pandemic on transit operations while continuing to receive their full allocations of funding under the TDA.

Together, these three pieces of legislation include the following provisions specific to transit operator TDA funding under Article 4 and Article 8:

1. Prohibits the imposition of the TDA revenue penalty on an operator that did not maintain the required ratio of fare revenues to operating cost from FY 2019/20 through FY 2025/26.
2. Expands the definition of “local funds” to enable the use of federal funding to supplement fare revenues and allows operators to calculate free and reduced fares at their actual value.



3. Adjusts the definition of operating cost to exclude the cost of ADA paratransit services, demand-response and microtransit services designed to extend access to service, ticketing/payment systems, security, some pension costs, and some planning costs.
4. Allows operators to use STA funds as needed to keep transit service levels from being reduced or eliminated through FY 2025/26.

SB 125 also called for the establishment of the Transit Transformation Task Force to develop policy recommendations to grow transit ridership and improve the transit experience for all users. In the 50-plus years since introduction of the Transportation Development Act, there have been many changes to public transportation in California. Many operators have faced significant challenges in meeting the farebox recovery ratio requirement, calling into question whether it remains the best measure for TDA compliance. In 2018, the chairs of California’s state legislative transportation committees requested the California Transit Association spearhead a policy task force to examine the TDA, which resulted in a draft framework for TDA reform released in early 2020. The Transit Transformation Task Force is required to submit a report of its findings and policy recommendations to the State Legislature by October 31, 2025. This report is expected to include recommendations for TDA reform, which may impact the next Triennial Performance Audit period.



Exhibit 4.1 Transit Development Act Compliance Requirements

Compliance Element	Reference	Compliance	Comments
All transportation operators and city or county governments which have responsibility for serving a given area, in total, claim no more than those Local Transportation Fund monies apportioned to that area.	PUC 99231	In compliance	
The RTPA has adopted rules and regulations delineating procedures for the submission of claims for facilities provided for the exclusive use of pedestrians and bicycles (Article 3).	PUC 99233, 99234	In compliance	
The RTPA has established a social services transportation advisory council. The RTPA must ensure that there is a citizen participation process that includes at least an annual public hearing.	PUC 99238, 99238.5	In compliance	Unmet Transit Needs hearings:  February 18, 2021 – in Hollister February 19, 2021 – Zoom February 17, 2022 - Zoom February 21, 2022 – during COG Board meeting February 16, 2023 – during Board meeting and Zoom
The RTPA has annually identified, analyzed, and recommended potential productivity improvements which could lower operating cost of those operators, which operate at least 50 percent of their vehicle service miles within the RTPA’s jurisdiction. Recommendations include, but are not being limited to, those made in the performance audit. <ul style="list-style-type: none"> <li>A committee for the purpose of providing advice on productivity improvements may be formed.</li> </ul> The operator has made a reasonable effort to implement improvements recommended by the RTPA as determined by the RTPA, or else the operator has not received an allocation that exceeds its prior year allocation.	PUC 99244	In compliance	Recommendations (and status) from the prior Triennial Performance Audit are reviewed as part of the TDA claims process.
The RTPA has ensured that all claimants to whom it allocated TDA funds submit to it and to the state controller an annual certified fiscal and compliance audit within 180 days after the end of the fiscal year.	PUC 99245	In compliance	FY 2021/22: March 22, 2023 FY 2022/23: December 18, 2023 FY 2023/24: December 11, 2024
The RTPA has submitted to the state controller an annual certified fiscal audit within 12 months of the end of the fiscal year.	CCR 6662	In compliance	FY 2021/22: March 22, 2023 FY 2022/23: December 18, 2023 FY 2023/24: December 11, 2025
The RTPA has submitted within seven months after the end of the fiscal year an annual financial transactions report to the state controller.	CCR 6660	In compliance	FY 2021/22: January 26, 2023 FY 2022/23: January 28, 2024 FY 2023/24: January 31, 2025

Compliance Element	Reference	Compliance	Comments
The RTPA has designated an independent entity to conduct a performance audit of operators and itself (for the current and previous triennia). For operators, the audit was made and calculated the required performance indicators, and the audit report was transmitted to the entity that allocates the operator's TDA money, and to the RTPA within 12 months after the end of the triennium. If an operators audit was not transmitted by the start of the second fiscal year following the last fiscal year of the triennium, TDA funds were not allocated to that operator for that or subsequent fiscal years until the audit was transmitted.	PUC 99246, 99248	In compliance	Moore & Associates prepared the prior TDA audits and they were completed on time.  Moore & Associates was also selected to prepare the current TDA audit. However, the process was started late and reports will be completed in September 2025.
The RTPA has submitted a copy of its performance audit to the Director of the California Department of Transportation. In addition, the RTPA has certified in writing to the Director that the performance audits of operators located in the area under its jurisdiction have been completed.	PUC 99246(c)	In compliance	SBCOG submitted its performance audit to Josh Pulverman with Caltrans in a letter dated June 20, 2022 (which also certifies completion of LTA's audit).
The performance audit of the operator providing public transportation services shall include a verification of the operator's cost per passenger, operating cost per vehicle service hour, passenger per vehicle service mile, and vehicle service hours per employee, as defined in Section 99247. The performance audit shall include consideration of the needs and types of passengers being served and the employment of part-time drivers and the contracting with common carriers of persons operating under a franchise or license to provide services during peak hours, as defined in subdivision (a) of section 99260.2.	PUC 99246(d)	In compliance	
For Article 8(c) claimants, the RTPA may adopt performance criteria, local match requirements, or fare recovery ratios. In such cases, the rules and regulations of the RTPA will apply.	PUC 99405	Not applicable	
The RTPA has established rules and regulations regarding revenue ratios for transportation operators providing services in urbanized and newly urbanized areas.	PUC 99270.1, 99270.2	Not applicable	
The RTPA has adopted criteria, rules, and regulations for the evaluation of claims filed under Article 4.5 of the TDA and the determination of the cost effectiveness of the proposed community transit services.	PUC 99275.5	In compliance	Line items for Article 4.5 are included within TDA Handbook; evaluation criteria is the same as Article 4.
State transit assistance funds received by the RTPA are allocated only for transportation planning and mass transportation purposes.	PUC 99310.5, 99313.3, Proposition 116	In compliance	

Compliance Element	Reference	Compliance	Comments
Transit operators must meet one of two efficiency standards in order to use their full allocation of state transit assistance funds for operating purposes. If an operator does not meet either efficiency standard, the portion of the allocation that the operator may use for operations shall be the total allocation to the operator reduced by the lowest percentage by which the operator's total operating cost per revenue vehicle hour exceeded the target amount necessary to meet the applicable efficiency standard. The remaining portion of the operator's allocation shall be used only for capital purposes.	PUC 99314.6	In compliance	SBCOG has updated its claims process to include a worksheet assessing compliance with the efficiency tests.
The amount received pursuant to the Public Utilities Code, Section 99314.3, by each RTPA for state transit assistance is allocated to the operators in the area of its jurisdiction as allocated by the State Controller's Office.	PUC 99314.3	In compliance	
<p>If TDA funds are allocated to purposes not directly related to public or specialized transportation services, or facilities for exclusive use of pedestrians and bicycles, the transit planning agency has annually:</p> <ul style="list-style-type: none"> <li>• Consulted with the Social Services Transportation Advisory Council (SSTAC) established pursuant to PUC Section 99238;</li> <li>• Identified transit needs, including: <ul style="list-style-type: none"> <li>○ Groups that are transit-dependent or transit-disadvantaged,</li> <li>○ Adequacy of existing transit services to meet the needs of groups identified,</li> <li>○ Analysis of potential alternatives to provide transportation services;</li> </ul> </li> <li>• Adopted or reaffirmed definitions of "unmet transit needs" and "reasonable to meet"; and</li> <li>• Identified the unmet transit needs or there are no unmet transit needs that are reasonable to meet.</li> </ul> <p>If a finding is adopted that there are unmet transit needs, these needs must have been funded before an allocation was made for streets and roads.</p>	PUC 99401.5	In compliance	SBCOG, in conjunction with its SSTAC, conducts an annual Unmet Transit Needs process that meets the requirements of PUC 99401.5. An Unmet Transit Needs Report is prepared detailing each year's process and findings.

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## Chapter 5 | Prior Recommendations

This section reviews and evaluates the implementation of prior Triennial Performance Audit recommendations. This objective assessment provides assurance the Council of San Benito County Governments has made quantifiable progress toward improving both the efficiency and effectiveness of its programs.

The prior audit – completed in June 2022 by Moore & Associates, Inc. for the three fiscal years ending June 30, 2021 – included five recommendations:

1. [Revise the STA eligibility section of the TDA claim form to include an Excel worksheet detailing the calculation methodology and clearly indicating eligibility.](#)

**Discussion:** The prior auditor recommended SBCOG conduct the STA efficiency tests annually as part of the TDA claims process or, alternately, as part of the TDA fiscal audit. SBCOG should ensure the tests have been conducted and the operator is eligible prior to authorizing any claims for STA operating funds. If the operator is not eligible to claim all available STA funds for operating, it should determine how much STA funding must be reserved for capital purposes only. If included within the fiscal audit, the auditor must be familiar with relevant portions of the TDA legislation, including PUC 99314.6, AB 90, and AB 149. A sample STA eligibility worksheet was provided as a working Excel file.

**Progress:** The STA worksheet has been included in recent claim forms provided by SBCOG. The updated forms will also be added to the new Guidebook when it is updated.

**Status:** Implemented.

2. [Levy the penalty for farebox non-compliance on the LTA during FY 2022/23.](#)

**Discussion:** In FY 2018/19, the LTA did not meet its farebox recovery ratio requirement and had already utilized its grace year. As a result, it should have been penalized (by withholding a portion of TDA funding) during FY 2020/21. However, as a result of the COVID-19 pandemic, penalties for non-compliance during FY 2019/20 through FY 2022/23 were waived. The language of the legislation was somewhat confusing in this specific instance, so the auditors consulted with Joshua Pulverman at Caltrans. He confirmed the interpretation that the waiver was for penalties that would have been incurred by not meeting the farebox recovery ratio requirement during the specified years, not that penalties incurred during prior years should be waived. As such, the COG was still responsible for imposing a penalty on LTA for not meeting the farebox recovery ratio requirement in FY 2018/19.

**Progress:** SBCOG's Board of Directors voted to not penalize the San Benito Local Transportation Authority given there is no reserve or other funding from which to recoup the penalty funds. As a result, especially given the ongoing impacts of the COVID-19 pandemic, this recommendation was determined to be implemented.

**Status:** Implemented.

3. Ensure all TDA claims are submitted according to the RTPA's established guidelines and inclusive of all required information and documentation.

**Discussion:** RTPAs generally develop their own internal processes for TDA claims, including the development of a TDA Handbook, claim forms, and internal schedule. In the past, there have been some challenges with claim forms being incomplete, either with questions left unanswered or documentation not being provided. For example, the TDA Handbook provided during the prior audit included detailed budget worksheets that were not included in the submitted claims.

The prior auditor recommended COG staff, when preparing TDA claims, complete the forms as if they are going to be reviewed by an outside entity. This means ensuring all information detailed in the TDA Handbook is provided within a single claim packet. It suggested a staffer outside of those who prepare the claims should be tasked with reviewing them, and that reviewer should look for completeness and compliance with the RTPA's own processes in addition to verifying the accuracy of what is submitted.

The prior auditor noted the COG may also wish to collect additional information within the TDA claims, such as a productivity evaluation. This can take the form of a worksheet where the operator documents the implementation status of each recommendation from the prior Triennial Performance Audit and may also require the operator to provide key performance metrics for evaluation.

**Progress:** During the document review process for the current audit, TDA claims prepared for LTA appeared to be fully complete.

**Status:** Implemented.

4. Prepare an updated Short Range Transit Plan with a five-year planning horizon.

**Discussion:** While the prior S/LRTP included an up to 25-year planning horizon, a five-year planning horizon was recommended due to the dynamic conditions surrounding the COVID-19 pandemic. At the time of the prior audit, an update to the Plan was in the works, with an anticipated adoption date of June 2022. Depending on the stability of conditions upon the expiration of that plan, a longer planning horizon could be utilized moving forward.

**Progress:** The Short Range Transit Plan update was completed in August 2022.

**Status:** Implemented.

5. Begin including the farebox recovery ratio calculation in the annual TDA fiscal audit.

**Discussion:** The prior auditor suggested SBCOG work with its fiscal auditor to incorporate the farebox recovery ratio calculation into the annual fiscal audit. The auditor should be familiar with

TDA legislation regarding allowable exclusions and the calculation of operating cost (including, but not limited to, PUC 99268.4, 99268.5, 99268.8, 99268.9, 99268.17, and 99268.19; AB 90; and AB 149). Consideration of additional guidance regarding allowable “local supplementation” (including federal revenues) and exclusions from operating cost for the purpose of the farebox recovery ratio calculation have the potential to offer additional relief from recent challenges with the farebox recovery ratio.

**Progress:** SBCOG included this requirement in its new fiscal audit contract that went into effect for FY 2024/25. The new contract requires the auditor to include the farebox recovery ratio calculation in the annual fiscal audit. While this is considered implemented, given inclusion of the calculation in the audit will not occur until FY 2024/25 is audited, verification of implementation should take place at the time of the next TDA Triennial Performance Audit.

**Status:** Implemented.

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## Chapter 6 | Functional Review

A functional review of the Council of San Benito County Governments determines the extent and efficiency of the following functional activities:

- Administration and Management;
- Transportation Planning and Regional Coordination;
- Claimant Relationships and Oversight;
- Marketing and Transportation Alternatives; and
- Grant Applications and Management.

### Administration and Management

SBCOG staff process TDA claims in an accurate and timely manner. RTPA staff monitor project and program performance against budgeted time and costs by monitoring invoice amounts and project hours throughout the duration of the projects. More in-depth reviews are conducted quarterly in conjunction with Caltrans reporting. Staff balance work elements from the Overall Work Plan (OWP) and make amendments to the budget or OWP if a project lags or accelerates.

As the RTPA, SBCOG establishes and updates clear, comprehensive, and realistic goals and objectives for regional coordination, operator's performance, and any transportation alternatives that develop over time. These goals and objectives are presented in the agency's Overall Work Program, Regional Transportation Plan, and the TDA Claim Process.

Reporting directly to the SBCOG Board is the Executive Director. The RTPA executive director is also the Executive Director of the Local Transportation Authority (LTA). This staffing level is adequate to meet all responsibilities at this time; however, as the agency and community's needs continue to grow with the passing of the local sales tax Measure G, more staff support will be required. Once the vacant Transportation Planner position is filled, SBCOG will re-evaluate its staffing needs to ensure it can achieve its goals.

There has been significant staff turnover during the audit period. The current Executive Director was hired in January 2023, with three transportation planning positions also turning over during that time. Two of those positions are currently filled, while there are plans to reopen the application process for the third later in the year. Administrative staffing has been stable during this time. Employees receive an annual performance evaluation and receive training through webinars and training workshops. All employees receive benefits which include health and retirement through CalPERS.

SBCOG is governed by a five-member Board of Directors comprised of two representatives from the City of Hollister, two representatives from the County Board of Supervisors, and one representative from the City of San Juan Bautista. The Board meets on the third Thursday of each month at 4:00 p.m. Regular meetings are held in the Board of Supervisors Chambers, located at 481 4<sup>th</sup> Street in Hollister. The public and legal counsel may utilize the virtual option. Some Directors may attend remotely per exceptions under AB 2499 and the Brown Act. All meetings are open to the public.

The State Route (SR) 25 Corridor Improvement Project has been an area of interest for the Board. SR 25 is an arterial lifeline for the community, connecting San Benito County to the Bay Area. Much of the workforce already commutes to Santa Clara County, and there will be greater need for additional capacity as the population continues to grow. This project is expected to take a minimum of ten years to complete.

#### Transportation Planning and Regional Coordination

The primary regional planning document is the Regional Transportation Plan (RTP), which is prepared in-house. The RTP is a long-range plan providing a vision for enhancing the regional transportation infrastructure. The document comprehensively identifies, documents, and assesses transportation needs within the RTPA's jurisdiction, while noting any major weaknesses in the transportation system. The RTP addresses air quality and the environment, public transportation, alternative transportation, streets and roads, highways, and capital planning. The current RTP was adopted on June 16, 2022. Preparation for the next RTP is already underway.

Goals, actions, milestones, and timelines for transportation in the region are clearly defined in the RTP (see Chapter 3 for further discussion). The RTP clearly defines responsibilities for implementing necessary actions, including funding sources.

SBCOG works with the Association of Monterey Bay Area Governments (as the designated MPO) to model and project transportation demand levels and characteristics. SBCOG staff is actively involved in state, regional, and local affiliations where information is shared between partner organizations.

#### Claimant Relationships and Oversight

SBCOG does not have a formal productivity committee to review services and recommend improvements for lower transit costs, although the Social Services Transportation Advisory Council (SSTAC) does provide some oversight. Transit operator productivity is reviewed as part of the TDA claims process. RTPA staff oversee transit productivity, which is reported to the LTA Board of Directors.

SBCOG staff also manage the San Benito Local Transit Authority (LTA). Staff have been very proactive in obtaining and managing planning grants for specific transit studies. These responsibilities are shared across SBCOG staff and transportation planners. The RTPA makes technical and managerial assistance (in the form of planning assistance and financial analysis) available through the RTP process.

#### Marketing and Transportation Alternatives

SBCOG staff conduct marketing on behalf of the LTA as part of their management of the transit program. Through the Unmet Transit Needs process, the RTPA receives feedback on effective marketing. Ridership and comments are recorded through performance tracking software as a means of measuring the effectiveness of the marketing strategies used.

RTPA staff actively participate as a local jurisdictional Developmental Review Committee. The RTPA and LTA share an administrative office where information such as routes, schedules, type of services, and fares are made available to the public. In the event of significant service changes, SBCOG and the LTA will prepare and distribute press releases. SBCOG also has regional Vanpool and Rideshare programs and promotes biking and walking as alternatives to driving. The vans were funded in the past through a

Caltrans clean air grant. The RTPA owns the vans outright and has two available for lease. It usually partners with local agencies who wish to operate vanpools.

#### Grant Applications and Management

SBCOG/LTA staff applies for federal capital and operating funds (Section 5310, 5311, 5339(b)) as well as other grants for Rural Planning Assistance. They apply for state non-TDA grants such as LCTOP, STIP, and State of Good Repair.

Historically SBCOG and the LTA have not applied for discretionary transit funding due to a lack of staffing to handle the application and grant administration process. They have had to pass up opportunities, especially for capital, due to this issue. SBCOG and LTA have an on-call grant writing contractor available.

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## Chapter 7 | Findings and Recommendations

### Conclusions

Moore & Associates finds the Council of San Benito County Governments to be in compliance with the requirements of the Transportation Development Act. In addition, the entity generally functions in an efficient, effective, and economical manner.

### Findings and Recommendations

Based on discussions with Council of San Benito County Governments staff, analysis of program performance, and an audit of program compliance and function, the audit team presents no compliance findings or recommendations.

There is one observation regarding the function of the RTPA to be addressed through recommendations:

1. The TDA Handbook and Claim Forms were adopted in 2008 and are in need of updating.

### Program Recommendations

In completing this Triennial Performance Audit, the auditors submit the following recommendations for the Council of San Benito County Governments. TDA Compliance Recommendations are designed to remedy findings of non-compliance with the TDA as identified in Chapter 4. Additional recommendations are based on functional observations and are not considered compliance findings. Each finding or observation reflects elements identified within the 2011 *Government Auditing Standards* as well as one or more recommendations.

Given there are no compliance findings, only a functional recommendation is provided below.

### Functional Observation: The TDA Handbook and Claim Forms were adopted in 2008 and are in need of updating.

**Criteria:** Under CCR 6680, the RTPA has the authority to establish rules and regulations for filing TDA claims by transit operators or other claimants in its jurisdiction. While there is no specific guidance, the claims process must be sufficient for the RTPA to effectively determine the eligibility of claimants.

**Condition:** SBCOG's current TDA Handbook and claim forms were formally adopted in 2008. While there have been some changes to the claim forms since then, the TDA Handbook has not been formally updated to reflect legislative changes occurring after 2008 (including those arising from the COVID-19 pandemic).

**Cause:** It is common for an agency to make incremental changes in its forms and processes without formally updating its TDA Handbook, especially when legislative changes occur frequently.

**Effect:** When incremental changes to forms are made, at some point they become inconsistent with the TDA Handbook and a formal update is needed.

**Recommendation:** SBCOG should consider revising its TDA Handbook and Claim Forms to reflect all recent legislative changes.

**Recommended Action:** While an update to the TDA Handbook and Claim Forms is recommended, it should not be rushed. AB 149 calls for the Transit Transformation Task Force to submit a report of its findings and policy recommendations for changes to the TDA by October 31, 2025. Consequently, it is not reasonable to update SBCOG’s TDA Handbook or Claim Forms prior to that time. Once additional legislation has been passed and TDA guidance is sufficiently settled, SBCOG should move forward with the update. This may or may not occur before the next Triennial Performance Audit.

**Timeline:** FY 2026/27 or later.

**Anticipated Cost:** Variable.

Exhibit 7.1 Audit Recommendations

Additional Recommendations		Importance	Timeline
1	SBCOG should consider revising its TDA Handbook and Claim Forms to reflect all recent legislative changes.	Medium	FY 2026/27



# Council of San Benito County Governments

Triennial Performance Audit of  
the San Benito County Local  
Transportation Authority  
for FY 2022 - FY 2024

Final Report | September 2025







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## Chapter 1 | Executive Summary

In 2025, the Council of San Benito County Governments (SBCOG) selected Moore & Associates, Inc., to prepare Triennial Performance Audits of itself as the RTPA and the single transit operator to which it allocates TDA funding.

The California Public Utilities Code requires all recipients of Transit Development Act (TDA) Article 4 funding to undergo an independent performance audit on a three-year cycle in order to maintain funding eligibility. Audits of Article 8 recipients are encouraged.

The Triennial Performance Audit is designed to be an independent and objective evaluation of San Benito Local Transportation Authority (LTA) as a public transit operator, providing operator management with information on the economy, efficiency, and effectiveness of its programs across the prior three fiscal years. In addition to assuring legislative and governing bodies (as well as the public) that resources are being economically and efficiently utilized, the Triennial Performance Audit fulfills the requirement of PUC Section 99246(a) that the RTPA designate an entity other than itself to conduct a performance audit of the activities of each operator to which it allocates TDA funds.

This chapter summarizes key findings and recommendations developed during the Triennial Performance Audit (TPA) of San Benito LTA's public transit program for the period:

- Fiscal Year 2021/22,
- Fiscal Year 2022/23, and
- Fiscal Year 2023/24.

The San Benito Local Transportation Authority (LTA), operating as County Express, provides a range of public transit services in San Benito County, including local fixed-route service in Hollister, intercounty shuttles to Gilroy and San Juan Bautista, ADA complementary paratransit, general public Dial-A-Ride for areas outside Hollister, and on-demand service within Hollister.

During the audit period, LTA also contracted with the local nonprofit Jovenes de Antaño (JDA) to offer specialized transportation for seniors and individuals with disabilities, including medical shopping assistance, out-of-county medical trips, and transportation to senior lunch programs.

This performance audit was conducted in accordance with generally accepted government auditing standards. Those standards require that the audit team plans and performs the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for its findings and conclusions based on the audit objectives. Moore & Associates believes the evidence obtained provides a reasonable basis for our findings and conclusions.

This audit was also conducted in accordance with the processes established by the California Department of Transportation (Caltrans), as outlined in the *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities*.

The Triennial Performance Audit includes five elements:

- Compliance requirements,
- Prior recommendations,
- Analysis of program data reporting,
- Performance Audit, and
- Functional review.

### Test of Compliance

Based on discussions with San Benito LTA staff, analysis of program performance, and an audit of program compliance and function, the audit team presents one potential compliance finding:

1. Compliance with CCR 6634, which pertains to the amount of LTF funding an operator is eligible to receive, could not be determined as part of this audit.

### Status of Prior Recommendations

The prior Triennial Performance Audit – completed in 2022 by Moore & Associates, Inc. for the three fiscal years ending June 30, 2021 – included the following recommendations:

1. Ensure the TDA definition of full-time equivalent (FTE) employee is used for reporting to the State Controller.  
**Status:** Implemented.
2. Include a comprehensive farebox recovery ratio calculation (with the allowed revenue inclusions and cost exclusions detailed in AB 149) in the LTA's annual TDA fiscal audit.  
**Status:** Implemented.
3. Consider adding a full-time planning position to provide additional support for planning, program administration, and reporting activities.  
**Status:** Implemented.

### Findings and Recommendations

Based on discussions with San Benito LTA staff, analysis of program performance, and a review of program compliance and function, the audit team submits the aforementioned compliance findings for the San Benito LTA.

In completing this Triennial Performance Audit, the auditors submit the following recommendations for the San Benito LTA's public transit program. They have been divided into two categories: TDA Program compliance recommendations and functional recommendations. TDA program compliance recommendations are intended to assist in bringing the operator into compliance with the requirements and standards of the TDA, while Functional Recommendations address issues identified during the triennial audit that are not specific to TDA compliance.

Exhibit 1.1 Summary of Audit Recommendations

TDA Compliance Recommendations		Importance	Timeline
1	Amend the new audit fiscal contract to include an eligibility assessment under CCR 6634 as part of the compliance component for LTA.	High	ASAP

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## Chapter 2 | Audit Scope and Methodology

The Triennial Performance Audit (TPA) of the San Benito Local Transportation Authority's public transit program covers the three-year period ending June 30, 2024. The California Public Utilities Code requires all recipients of Transit Development Act (TDA) funding to complete an independent review on a three-year cycle in order to maintain funding eligibility.

In 2025, the Council of San Benito County Governments (SBCOG) selected Moore & Associates, Inc., to prepare Triennial Performance Audits of itself as the RTPA and the transit operator to which it allocates TDA funding. Moore & Associates is a consulting firm specializing in public transportation, including audits of non-TDA Article 4 recipients. Selection of Moore & Associates followed a competitive procurement process.

The Triennial Performance Audit is designed to be an independent and objective evaluation of San Benito Local Transportation Authority as a public transit operator. Direct benefits of a Triennial Performance Audit include providing operator management with information on the economy, efficiency, and effectiveness of its programs across the prior three years; helpful insight for use in future planning; and assuring legislative and governing bodies (as well as the public) that resources are being economically and efficiently utilized. Finally, the Triennial Performance Audit fulfills the requirement of PUC Section 99246(a) that the RTPA designate an entity other than itself to conduct a performance audit of the activities of each operator to whom it allocates funds.

This performance audit was conducted in accordance with generally accepted government auditing standards. Those standards require that the audit team plans and performs the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for its findings and conclusions based on the audit objectives. The auditors believe the evidence obtained provides a reasonable basis for our findings and conclusions.

The audit was also conducted in accordance with the processes established by the California Department of Transportation (Caltrans), as outlined in the *Performance Audit Guidebook for Transit Operators and Regional Transportation Planning Entities*, as well as *Government Auditing Standards* published by the U.S. Comptroller General.

### Objectives

A Triennial Performance Audit (TPA) has four primary objectives:

1. Assess compliance with TDA regulations;
2. Review improvements subsequently implemented as well as progress toward adopted goals;
3. Evaluate the efficiency and effectiveness of the transit operator; and
4. Provide sound, constructive recommendations for improving the efficiency and functionality of the transit operator.

## Scope

The TPA is a systematic review of performance evaluating the efficiency, economy, and effectiveness of the transit operator. The audit of San Benito LTA included five tasks:

1. A review of compliance with TDA requirements and regulations.
2. A review of the status of recommendations included in the prior Triennial Performance Audit.
3. A verification of the methodology for calculating performance indicators including the following activities:
  - Assessment of internal controls,
  - Test of data collection methods,
  - Calculation of performance indicators, and
  - Evaluation of performance.
4. Comparison of data reporting practices:
  - Internal reports,
  - TDA fiscal audits,
  - State Controller Reports, and
  - National Transit Database.
5. Examination of the following functions:
  - General management and organization;
  - Service planning;
  - Administration;
  - Marketing and public information;
  - Scheduling, dispatching, and operations;
  - Personnel management and training; and
  - Maintenance.
6. Conclusions and recommendations to address opportunities for improvement based upon analysis of the information collected and the audit of the transit operator's major functions.

## Methodology

The methodology for the Triennial Performance Audit of San Benito Local Transportation Authority included thorough review of documents relevant to the scope of the audit, as well as information contained on San Benito LTA's website. The documents reviewed included the following (spanning the full three-year period):

- Monthly performance reports;
- State Controller Reports;
- Annual budgets;
- TDA fiscal audits;
- Transit marketing collateral;
- TDA claims;
- Fleet inventory;
- Preventive maintenance schedules and forms;

- California Highway Patrol Terminal Inspection reports;
- National Transit Database reports; and
- Organizational chart.

The methodology for this audit included a virtual site visit with San Benito LTA representatives on July 30, 2025. The audit team met with Norma Aceves (Administrative Services Specialist), Samuel Borick (Transportation Planner), Myranda Arreola (Transportation Planner), and Greshawn Miles (TransDev General Manager), and reviewed materials germane to the triennial audit.

This report is comprised of eight chapters divided into three sections:

1. Executive Summary: A summary of the key findings and recommendations developed during the Triennial Performance Audit process.
2. TPA Scope and Methodology: Methodology of the review and pertinent background information.
3. TPA Results: In-depth discussion of findings surrounding each of the subsequent elements of the audit:
  - Compliance with statutory and regulatory requirements,
  - Status of prior recommendations,
  - Consistency among reported data,
  - Performance measures and trends,
  - Functional audit, and
  - Findings and recommendations.

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## Chapter 3 | Program Compliance

This section examines San Benito LTA's compliance with the Transportation Development Act as well as relevant sections of the California Code of Regulations. An annual certified fiscal audit confirms TDA funds were apportioned in conformance with applicable laws, rules, and regulations. San Benito LTA considers full use of funds under California Code of Regulations (CCR) 6754(a) as referring to operating funds but not capital funds. The TPA findings and related comments are delineated in Exhibit 3.1.

Status of compliance items was determined through discussions with San Benito Local Transportation Authority staff as well as an inspection of relevant documents including the fiscal audits for each year of the triennium, State Controller annual filings, California Highway Patrol terminal inspections, National Transit Database reports, monthly performance reports, and other compliance-related documentation.

One potential compliance issue was identified for the San Benito Local Transportation Authority:

1. Compliance with CCR 6634, which pertains to the amount of LTF funding an operator is eligible to receive, could not be determined as part of this audit.

### Developments Occurring During the Audit Period

For many operators, the FY 2022/23 – FY 2024/25 audit period reflected continued recovery from the COVID-19 pandemic. Some operators have successfully achieved a return to or exceeded pre-pandemic ridership. Many operators, however, even more than five years after the onset of the pandemic, still struggle with ridership that has yet to recover to pre-pandemic levels as well as ongoing industry-wide driver shortages. Penalties for non-compliance with farebox recovery ratios continued to be waived during the audit period as the state focused on TDA reform.

Assembly Bill 90, signed into law on June 29, 2020, provided temporary regulatory relief for transit operators required to conform with Transportation Development Act (TDA) farebox recovery ratio thresholds in FY 2019/20 and FY 2020/21. Assembly Bill 149, signed into law on July 16, 2021, provided additional regulatory relief by extending the provisions of AB 90 through FY 2022/23 and adjusting definitions of eligible revenues and operating costs. Most recently, Senate Bill 125, signed into law on July 10, 2023, extended protections provided via earlier legislation through FY 2025/26. While this means the audit period covered by this audit is fully exempt from penalties for non-compliance with the farebox recovery ratio, for example, it also means that transit operators will likely need to be in compliance by the last year of the next audit period.

While the ability to maintain state mandates and performance measures is important, these measures enabled transit operators to address the impacts of the pandemic on transit operations while continuing to receive their full allocations of funding under the TDA.

Together, these three pieces of legislation include the following provisions specific to transit operator TDA funding under Article 4 and Article 8:

1. Prohibits the imposition of the TDA revenue penalty on an operator that did not maintain the required ratio of fare revenues to operating cost from FY 2019/20 through FY 2025/26.
2. Expands the definition of “local funds” to enable the use of federal funding to supplement fare revenues and allows operators to calculate free and reduced fares at their actual value.
3. Adjusts the definition of operating cost to exclude the cost of ADA paratransit services, demand-response and microtransit services designed to extend access to service, ticketing/payment systems, security, some pension costs, and some planning costs.
4. Allows operators to use STA funds as needed to keep transit service levels from being reduced or eliminated through FY 2025/26.

SB 125 also called for the establishment of the Transit Transformation Task Force to develop policy recommendations to grow transit ridership and improve the transit experience for all users. In the 50-plus years since introduction of the Transportation Development Act, there have been many changes to public transportation in California. Many operators have faced significant challenges in meeting the farebox recovery ratio requirement, calling into question whether it remains the best measure for TDA compliance. In 2018, the chairs of California’s state legislative transportation committees requested the California Transit Association spearhead a policy task force to examine the TDA, which resulted in a draft framework for TDA reform released in early 2020.

Exhibit 3.1 Transit Development Act Compliance Requirements

Compliance Element	Reference	Compliance	Comments
State Controller Reports submitted within seven months of the end of the fiscal year.	PUC 99243	In compliance	FY 2021/22: January 31, 2023 FY 2022/23: January 30, 2024 FY 2023/24: January 31, 2025
Fiscal and compliance audits submitted within 180 days following the end of the fiscal year (or with up to 90-day extension).	PUC 99245	In compliance	FY 2021/22: March 22, 2023 FY 2022/23: December 18, 2023 FY 2023/24: December 11, 2024
Operator's terminal rated as satisfactory by CHP within the 13 months prior to each TDA claim.	PUC 99251 B	In compliance	11/6/2024 7/25/2024 - Unsatisfactory 7/20/2023 3/23/2023 – Unsatisfactory 3/23/2022 3/24/2021
Operator's claim for TDA funds submitted in compliance with rules and regulations adopted by the RTPA.	PUC 99261	In compliance	
If operator serves urbanized and non-urbanized areas, it has maintained a ratio of fare revenues to operating costs at least equal to the ratio determined by the rules and regulations adopted by the RTPA.	PUC 99270.1	Not applicable	
Except as otherwise provided, the allocation for any purpose specified under Article 8 may in no year exceed 50% of the amount required to meet the total planning expenditures for that purpose.	PUC 99405	Not applicable	
An operator receiving allocations under Article 8(c) may be subject to regional, countywide, or subarea performance criteria, local match requirements, or fare recovery ratios adopted by resolution of the RTPA.	PUC 99405	Not applicable	
The operator's definitions of performance measures are consistent with the Public Utilities Code Section 99247.	PUC 99247	In compliance	
The operator does not routinely staff with two or more persons a vehicle for public transportation purposes designed to be operated by one person.	PUC 99264	In compliance	
The operator's operating budget has not increased by more than 15% over the preceding year, nor is there a substantial increase or decrease in the scope of operations or capital budget provisions for major new fixed facilities unless the operator has reasonably supported and substantiated the change(s).	PUC 99266	In compliance	FY 2021/22: +15.32% FY 2022/23: -29.57% FY 2023/24: +0.08%  Increase greater than 15 percent in FY 2022 due to pilot programs introduced that year.

Compliance Element	Reference	Compliance	Comments
The expenditure of funds received under Article 4 may not exceed 50 percent of the amount required to meet operating, maintenance, and capital and debt service requirements after the deduction of federal funds and amounts allocated under PUC 99314.5 (STA).	PUC 99268	In compliance	
If the operator serves an urbanized area, it has maintained a ratio of fare revenues to operating cost at least equal to one-fifth (20 percent).	PUC 99268.2, 99268.4, 99268.1	Not applicable	
If the operator serves a rural area, it has maintained a ratio of fare revenues to operating cost at least equal to one-tenth (10 percent).	PUC 99268.2, 99268.4, 99268.5	In compliance	FY 2021/22: 7.78% FY 2022/23: 5.06% FY 2023/24: 10.95%  <i>This requirement was waived during the audit period under AB 90 and AB 149.</i>
For a claimant that provides only services to elderly and handicapped persons, the ratio of fare revenues to operating cost shall be at least 10 percent.	PUC 99268.5, CCR 6633.5	In compliance	FY 2021/22: 0.20% FY 2022/23: 1.01% FY 2023/24: 0.81%  <i>This requirement was waived during the audit period under AB 90 and AB 149.</i>
If the operator has utilized the exemption from the farebox recovery requirement for extension of services, it shall submit a report on the service to the RTPA within 90 days of the end of the first year of implementation.	PUC 99268.8, CCR 6633.8	Not applicable	
The current cost of the operator's retirement system is fully funded with respect to the officers and employees of its public transportation system, or the operator is implementing a plan approved by the RTPA, which will fully fund the retirement system for 40 years.	PUC 99271	In compliance	
An operator claiming funds under Article 4.5 (CTSA) is in compliance with PUC 99268.3, 99268.4, 99268.5, or 99268.9, or regional, countywide, or county subarea performance criteria, local match requirements, or fare recovery ratios adopted by the RTPA.	PUC 99275.5	In compliance	
If the operator receives State Transit Assistance funds, the operator makes full use of funds available to it under the Urban Mass Transportation Act of 1964 before TDA claims are granted.	CCR 6754 (a) (3)	In compliance	



Compliance Element	Reference	Compliance	Comments
In order to use State Transit Assistance funds for operating assistance, the operator's total operating cost per revenue hour does not exceed the sum of the preceding year's total plus an amount equal to the product of the percentage change in the CPI for the same period multiplied by the preceding year's total operating cost per revenue hour. An operator may qualify based on the preceding year's operating cost per revenue hour or the average of the three prior years. If an operator does not meet these qualifying tests, the operator may only use STA funds for operating purposes according to a sliding scale.	PUC 99314.6	In compliance	
For an operator qualifying under PUC 99268.1, the funds received from the local transportation fund under Article 4 shall not exceed 50 percent of the amount that is the sum of the operator's operating cost, capital requirements, and debt service requirements less the sum of the operator's revenues from federal grants and the state transit assistance fund.  The operator may receive from the local transportation fund up to 100 percent, rather than 50 percent, of the amount representing the operating cost of an extension of its public transportation system if the extension is within the definition of Section 6619.1 and if all the conditions of Section 6633.8 are met.	CCR 6633.1	Not applicable	
A transit claimant is precluded from receiving monies from the Local Transportation Fund and the State Transit Assistance Fund in an amount which exceeds the claimant's capital and operating costs less the actual amount of fares received, the amount of local support required to meet the fare ratio, the amount of federal operating assistance, and the amount received during the year from a city or county to which the operator has provided services beyond its boundaries.	CCR 6634	Undetermined	It is unclear as to whether LTA received more LTF funds that it was eligible to receive in FY 2023/24 based on operating cost and the amount of fare revenues and federal funding received.

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## Chapter 4 | Prior Recommendations

This section reviews and evaluates the implementation of prior Triennial Performance Audit recommendations. This objective assessment provides assurance the San Benito Local Transportation Authority has made quantifiable progress toward improving both the efficiency and effectiveness of its public transit program.

The prior audit – completed in June 2022 by Moore & Associates, Inc. for the three fiscal years ending June 30, 2021 – included three recommendations:

1. [Ensure the TDA definition of full-time equivalent \(FTE\) employee is used for reporting to the State Controller.](#)

**Discussion:** The prior auditor wanted to ensure both the LTA and the contractors document all hours worked related to public transit beginning with FY 2021/22. It noted administrative hours may need to be allocated between fixed-route (general operations) and demand-response (specialized services) based on either actual work performed or a formula based on vehicle service hours by mode. Ensure the individual(s) completing the reports are aware of how to calculate this data using the TDA definition.

**Progress:** During the data review for the current audit, it was determined that while hours were being allocated properly between modes, administrative staff hours for dedicated positions were still being based on 2,080 hours. Staff corrected the calculations following the site visit and demonstrated proper use of the TDA definition of full-time equivalent by using 2,000 as the basis for allocating work hours. The change was modest enough that it did not change the values previously reported, which were rounded. As a result, the original data was consistent with the corrected FTE figures.

**Status:** Implemented.

2. [Include a comprehensive farebox recovery ratio calculation \(with the allowed revenue inclusions and cost exclusions detailed in AB 149\) in the LTA's annual TDA fiscal audit.](#)

**Discussion:** PUC 99268.4 requires a transit operator serving a non-urbanized (rural) area to achieve a farebox recovery ratio of 10 percent in order to be eligible for its full allocation of TDA funding. In FY 2018/19, the LTA's system-wide farebox recovery ratio was shown to be below the 10 percent requirement. However, because the farebox recovery ratio calculation was not included in the TDA fiscal audit, there was no formal mechanism for evaluating penalties prior to the waivers resulting from legislation arising from the COVID-19 pandemic.

While several changes to the TDA legislation as a result of AB 149 limit the likelihood that an operator will fail to meet its farebox recovery ratio requirement in future years, it is important to have a formal assessment of compliance to ensure any penalties that may be assessed in the

future are properly identified. Given farebox recovery ratio remains the primary metric by which compliance with the TDA is assessed, including this calculation in the TDA fiscal audit is recommended.

**Progress:** SBCOG included this requirement in its new fiscal audit contract that went into effect for FY 2024/25. The new contract requires the auditor to include the farebox recovery ratio calculation in the annual fiscal audit.<sup>1</sup> While this is considered implemented, given inclusion of the calculation in the audit will not occur until FY 2024/25 is audited, verification of implementation should take place at the time of the next TDA Triennial Performance Audit.

**Status:** Implemented.

3. Consider adding a full-time planning position to provide additional support for planning, program administration, and reporting activities.

**Discussion:** During the prior audit, the LTA expressed a need to expand transit staffing by at least one full-time position as the community and the agency grow in order to be considered “effective” and “efficient.” Reporting and compliance requirements related to procurement, grants, and project management, especially those that are FTA-funded, have been steadily increasing over the past few years. In addition, anticipated future growth of the program is expected to require additional planning and support beyond what is currently being provided.

The prior auditor recommended the LTA examine the cost of the new position as well as how it would be funded. Given the challenges the LTA had encountered meeting the farebox recovery ratio requirement, it was important that the new position did not have a negative impact on the farebox recovery ratio.

**Progress:** The LTA Board approved of adding a third Transportation Planner position effective FY 2023/24. There has been some difficulty in retaining staff for this position. LTA plans to reopen the application process in early FY 2025/26.

**Status:** Implemented.

---

<sup>1</sup> The fiscal audit contract includes the following language: “CONTRACTOR will incorporate the farebox recovery ratio calculation into the annual fiscal audit, STA Eligibility calculation, and format the audit for State Controller Financial Transactions Reporting and FTA’s National Transit Database.”

## Chapter 5 | Data Reporting Analysis

An important aspect of the Triennial Performance Audit process is assessing how effectively and consistently the transit operator reports performance statistics to local, state, and federal agencies. Often as a condition of receipt of funding, an operator must collect, manage, and report data to different entities. Ensuring such data are consistent can be challenging given the differing definitions employed by different agencies as well as the varying reporting timeframes. This chapter examines the consistency of performance data reported by San Benito Local Transportation Authority internally as well as to outside entities during the audit period.

Operating cost, ridership, and full-time equivalent employees were generally reported consistently across all three years.

- **Fare Revenue:** With the exception of fare revenue reported on the NTD report in FY 2021/22, this metric is generally reported consistently.
- **Vehicle Service Hours (VSH):** In FY 2023/24, the vehicle service hours reported to the State Controller were the same as the prior year. This resulted in the reported data being lower than that reported in the monthly reports and to the NTD.
- **Vehicle Service Miles (VSM):** In FY 2022/23, vehicle service miles reported in monthly performance reports were higher than reported elsewhere. This led to a discrepancy between the monthly reports and the NTD and State Controller Reports during that year.

Exhibit 5.1 Data Reporting Comparison

Performance Measure	System-Wide		
	FY 2021/22	FY 2022/23	FY 2023/24
Operating Cost (Actual \$)			
<i>TDA fiscal audit</i>	\$2,382,640	\$2,183,783	\$2,658,169
<i>National Transit Database</i>	\$2,381,457	\$2,183,048	\$2,658,170
<i>State Controller Report</i>	\$2,382,641	\$2,183,783	\$2,658,169
Fare Revenue (Actual \$)			
<i>TDA fiscal audit</i>	\$114,725	\$92,737	\$119,720
<i>National Transit Database</i>	\$70,792	\$92,737	\$119,719
<i>State Controller Report</i>	\$114,725	\$92,737	\$119,720
Vehicle Service Hours (VSH)			
<i>Monthly Performance Reports</i>	25,453	24,283	30,230
<i>National Transit Database</i>	25,454	24,075	30,230
<i>State Controller Report</i>	25,454	24,338	24,338
Vehicle Service Miles (VSM)			
<i>Monthly Performance Reports</i>	393,423	390,937	471,509
<i>National Transit Database</i>	393,423	379,756	471,508
<i>State Controller Report</i>	393,423	379,756	471,508
Passengers			
<i>Monthly Performance Reports</i>	53,226	63,227	81,285
<i>National Transit Database</i>	53,326	63,114	81,284
<i>State Controller Report</i>	53,326	64,114	81,284
Full-Time Equivalent Employees			
<i>State Controller Report</i>	16	16	16
<i>Per operator methodology</i>	16	16	16

## Chapter 6 | Performance Analysis

Performance indicators are typically employed to quantify and assess the efficiency of a transit operator's activities. Such indicators provide insight into current operations as well as trend analysis of operator performance. Through a review of indicators, relative performance as well as possible inter-relationships between major functions is revealed.

The Transportation Development Act (TDA) requires recipients of TDA funding to track and report five performance indicators:

- Operating Cost/Passenger,
- Operating Cost/Vehicle Service Hour,
- Passengers/Vehicle Service Hour,
- Passengers/Vehicle Service Mile, and
- Vehicle Service Hours/Employee.

To assess the validity and use of performance indicators, the audit team performed the following activities:

- Assessed internal controls in place for the collection of performance-related information,
- Validated collection methods of key data,
- Calculated performance indicators, and
- Evaluated performance indicators.

The procedures used to calculate TDA-required performance measures for the current triennium were verified and compared with indicators included in similar reports to external entities (i.e., State Controller and Federal Transit Administration).

### Operating Cost

The Transportation Development Act requires an operator to track and report transit-related costs reflective of the Uniform System of Accounts and Records developed by the State Controller and the California Department of Transportation. The most common method for ensuring this occurs is through a compliance audit report prepared by an independent auditor in accordance with California Code of Regulations Section 6667<sup>2</sup>. The annual independent financial audit should confirm the use of the Uniform System of Accounts and Records. *Operating cost* – as defined by PUC Section 99247(a) – excluded the following during the audit period<sup>3</sup>:

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<sup>2</sup> CCR Section 6667 outlines the minimum tasks which must be performed by an independent auditor in conducting the annual fiscal and compliance audit of the transit operator.

<sup>3</sup> Given the passage of AB 149, the list of excluded costs will be expanded beginning with FY 2021/22.

- Cost in the depreciation and amortization expense object class adopted by the State Controller pursuant to PUC Section 99243,
- Subsidies for commuter rail services operated under the jurisdiction of the Interstate Commerce Commission,
- Direct costs of providing charter service, and
- Vehicle lease costs.

#### Vehicle Service Hours and Miles

*Vehicle Service Hours* (VSH) and *Miles* (VSM) are defined as the time/distance during which a revenue vehicle is available to carry fare-paying passengers, and which includes only those times/miles between the time or scheduled time of the first passenger pickup and the time or scheduled time of the last passenger drop-off during a period of the vehicle's continuous availability.<sup>4</sup> For example, demand-response service hours include those hours when a vehicle has dropped off a passenger and is traveling to pick up another passenger, but not those hours when the vehicle is unavailable for service due to driver breaks or lunch. For both demand-response and fixed-route services, service hours will exclude hours of "deadhead" travel to the first scheduled pick-up, and will also exclude hours of "deadhead" travel from the last scheduled drop-off back to the terminal. For fixed-route service, a vehicle is in service from first scheduled stop to last scheduled stop, whether or not passengers board or exit at those points (i.e., subtracting driver lunch and breaks but including scheduled layovers).

#### Passenger Counts

According to the Transportation Development Act, *total passengers* is equal to the total number of unlinked trips (i.e., those trips that are made by a passenger that involve a single boarding and departure), whether revenue-producing or not.

#### Employees

*Employee hours* is defined as the total number of hours (regular or overtime) which all employees have worked, and for which they have been paid a wage or salary. The hours must include transportation system-related hours worked by persons employed in connection with the system (whether or not the person is employed directly by the operator). Full-Time Equivalent (FTE) is calculated by dividing the number of person-hours by 2,000.

#### Fare Revenue

*Fare revenue* is defined by California Code of Regulations Section 6611.2 as revenue collected from the farebox plus sales of fare media.

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<sup>4</sup> A vehicle is considered to be in revenue service despite a no-show or late cancellation if the vehicle remains available for passenger use.



### TDA Required Indicators

To calculate the TDA indicators for San Benito Local Transportation Authority, the following sources were employed:

- Operating Cost was not independently calculated as part of this audit. Operating Cost data was obtained via San Benito LTA's audited financial reports and appeared to be consistent with TDA guidelines. In accordance with PUC Section 99247(a), the reported costs excluded depreciation and other allowable expenses.
- Fare Revenue was not independently calculated as part of this audit. Fare revenue data were obtained via TDA fiscal audits reports for each fiscal year covered by this audit. This appears to be consistent with TDA guidelines as well as the uniform system of accounts.
- Vehicle Service Hours (VSH) data were obtained via NTD reports submitted to the FTA for each fiscal year covered by this audit. VSH are based on the time of first pick up and time of last drop off, while subtracting breaks. San Benito LTA's calculation methodology is consistent with PUC guidelines.
- Vehicle Service Miles (VSM) data were obtained via NTD reports submitted to the FTA for each fiscal year covered by this audit. VSM are calculated based on odometer readings of their first and last stops. San Benito LTA's calculation methodology is consistent with PUC guidelines.
- Unlinked trip data were obtained via NTD reports submitted to the FTA for each fiscal year covered by this audit. San Benito LTA's calculation methodology is consistent with PUC guidelines.
- Full-Time Equivalent (FTE) data were obtained from the operator for each fiscal year covered by this review. Use of the TDA definition regarding FTE calculation was confirmed.

### System Performance Trends

System-wide, operating cost experienced a net increase of 26.6 percent between FY 2018/19 and FY 2023/24. During the audit period, operating cost increased a net 11.6 percent from its peak in FY 2021/22. Fare revenue declined across the six-year period, with the most significant decrease occurring in FY 2020/21. This is not surprising, given the impact of the COVID-19 pandemic. This resulted in a 20.7 percent net decrease in fare revenue across the six-year period; however, there was a 69.1 percent increase during the audit period.

Vehicle service hours (VSH) experienced a net decrease of 6.4 percent between FY 2018/19 and FY 2023/24. However, VSH experienced an 18.8 percent increase during the current audit period. Vehicle service miles (VSM) experienced a similar pattern, with a 19.8 percent increase during the audit period and a net decrease of 1.5 percent during the six-year period. This is not surprising as County Express suspended multiple services due to COVID-19. While ridership decreased significantly during the previous audit period, ridership has increased year over year in the current audit period. This resulted in a net 52.4 percent increase during the last three years, but a net 32.4 percent decrease across the past six years.

Cost-related metrics typically provide an indicator of a system's efficiency, while passenger-related metrics offer insight into its productivity. Improvements are characterized by increases in passenger-related metrics and decreases in cost-related metrics. Operating cost per vehicle service hour, operating cost per passenger, and operating cost per vehicle service mile all saw net decreases during the audit period (6.0 percent, 26.8 percent, and 6.9 percent, respectively). These decreasing costs reflect an

improvement in efficiency. Productivity also improved as indicated by increases in passenger per VSH and passenger per VSM during the audit period.

Exhibit 6.1 System Performance Indicators

Performance Measure	System-wide					
	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
<b>Operating Cost (Actual \$)</b>	\$2,099,899	\$2,036,098	\$1,821,612	\$2,381,457	\$2,183,048	\$2,658,170
Annual Change		-3.0%	-10.5%	30.7%	-8.3%	21.8%
<b>Fare Revenue (Actual \$)</b>	\$151,036	\$125,672	\$55,895	\$70,792	\$92,737	\$119,719
Annual Change		-16.8%	-55.5%	26.7%	31.0%	29.1%
<b>Vehicle Service Hours (VSH)</b>	32,285	26,921	18,096	25,454	24,075	30,230
Annual Change		-16.6%	-32.8%	40.7%	-5.4%	25.6%
<b>Vehicle Service Miles (VSM)</b>	478,522	422,555	300,028	393,423	379,756	471,508
Annual Change		-11.7%	-29.0%	31.1%	-3.5%	24.2%
<b>Passengers</b>	120,244	101,926	31,487	53,326	63,114	81,284
Annual Change		-15.2%	-69.1%	69.4%	18.4%	28.8%
<b>Employees</b>	21	21	16	16	16	16
Annual Change		0.0%	-23.8%	0.0%	0.0%	0.0%
<b>Performance Indicators</b>						
<b>Operating Cost/VSH (Actual \$)</b>	\$65.04	\$75.63	\$100.66	\$93.56	\$90.68	\$87.93
Annual Change		16.3%	33.1%	-7.1%	-3.1%	-3.0%
<b>Operating Cost/Passenger (Actual \$)</b>	\$17.46	\$19.98	\$57.85	\$44.66	\$34.59	\$32.70
Annual Change		14.4%	189.6%	-22.8%	-22.5%	-5.5%
<b>Passengers/VSH</b>	3.72	3.79	1.74	2.09	2.62	2.69
Annual Change		1.7%	-54.0%	20.4%	25.1%	2.6%
<b>Passengers/VSM</b>	0.25	0.24	0.10	0.14	0.17	0.17
Annual Change		-4.0%	-56.5%	29.2%	22.6%	3.7%
<b>Farebox Recovery</b>	7.2%	6.2%	3.1%	3.0%	4.2%	4.5%
Annual Change		-14.2%	-50.3%	-3.1%	42.9%	6.0%
<b>Hours/Employee</b>	1,537.4	1,282.0	1,131.0	1,590.9	1,504.7	1,889.4
Annual Change		-16.6%	-11.8%	40.7%	-5.4%	25.6%
<b>TDA Non-Required Indicators</b>						
<b>Operating Cost/VSM</b>	\$4.39	\$4.82	\$6.07	\$6.05	\$5.75	\$5.64
Annual Change		9.8%	26.0%	-0.3%	-5.0%	-1.9%
<b>VSM/VSH</b>	14.82	15.70	16.58	15.46	15.77	15.60
Annual Change		5.9%	5.6%	-6.8%	2.1%	-1.1%
<b>Fare/Passenger</b>	\$1.26	\$1.23	\$1.78	\$1.33	\$1.47	\$1.47
Annual Change		-1.8%	44.0%	-25.2%	10.7%	0.2%

Sources: FY 2018/19 – FY 2020/21 data taken from prior audit.

FY 2021/22 – FY 2023/24 data from NTD reports.

FY 2021/22 – FY 2023/24 FTE data from State Controller reports.



Exhibit 6.2 System Ridership

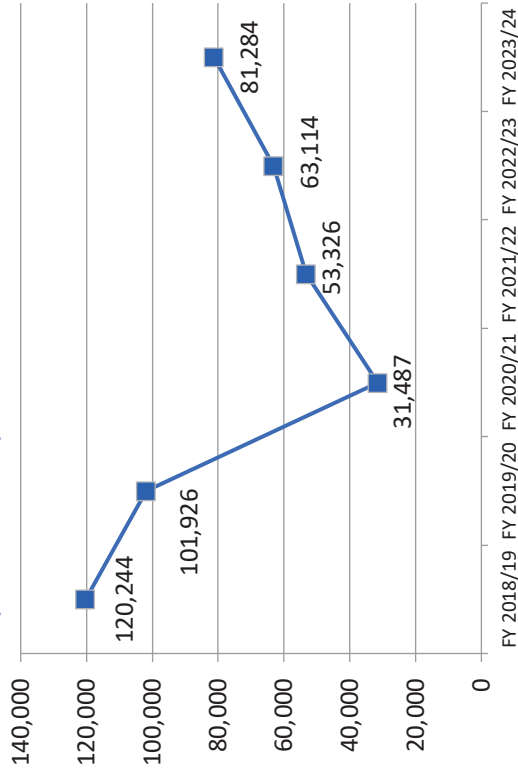


Exhibit 6.3 System Operating Cost/VSH

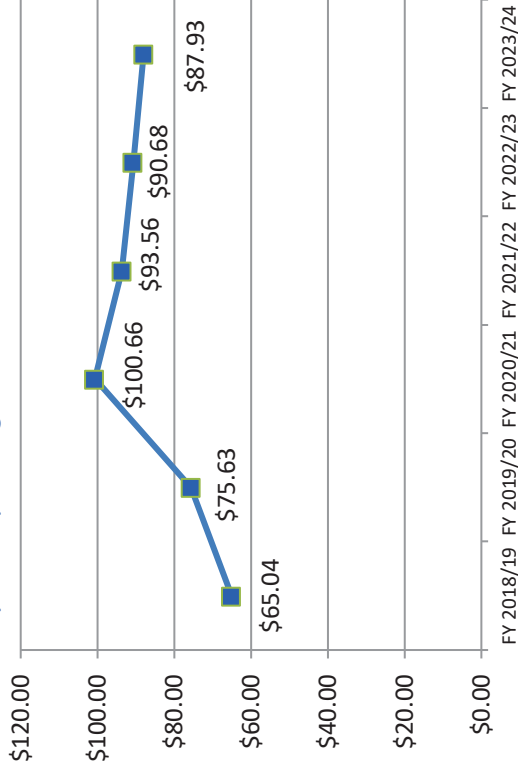


Exhibit 6.4 System Operating Cost/VSM

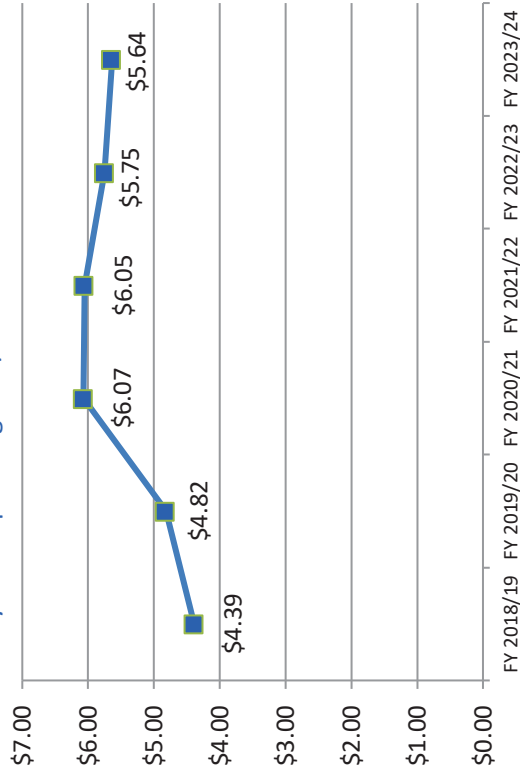


Exhibit 6.5 System VSM/VSH

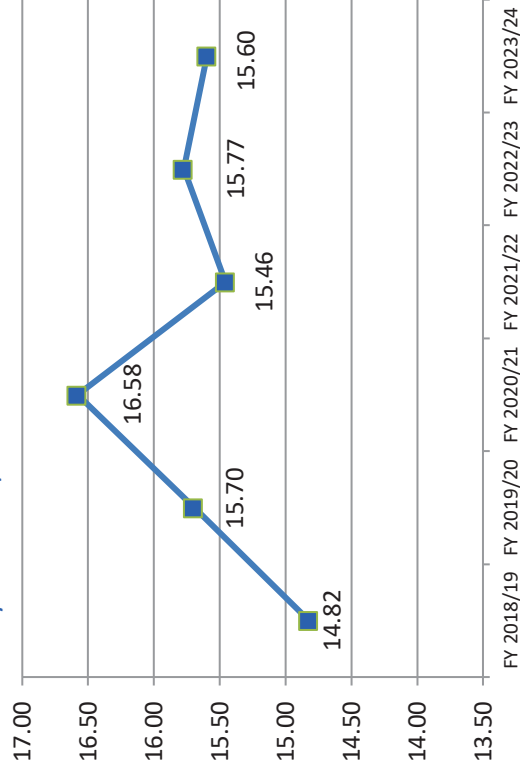




Exhibit 6.6 System Operating Cost/Passenger

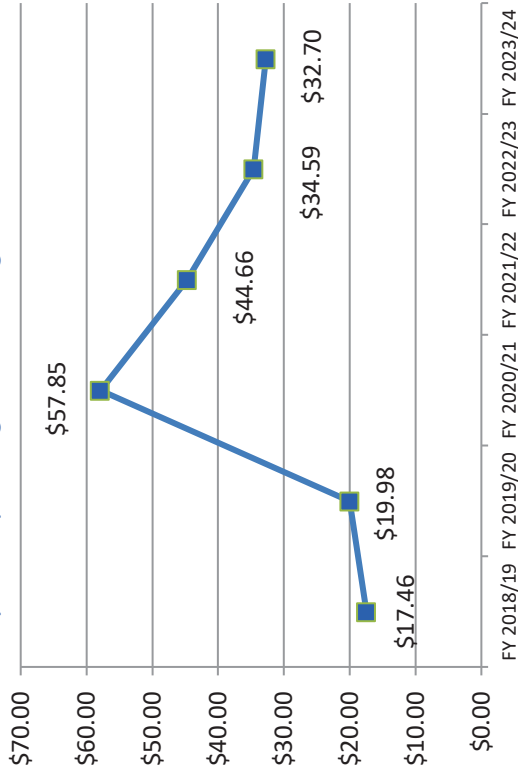


Exhibit 6.7 System Passengers/VSH

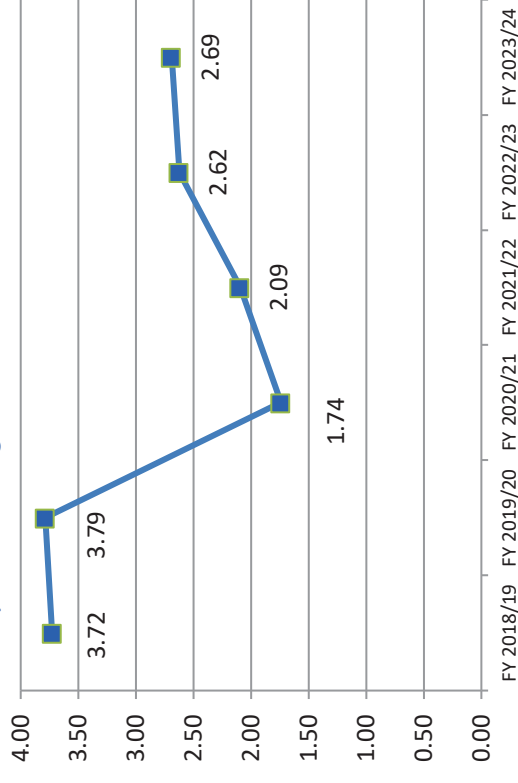


Exhibit 6.8 System Passengers/VSM

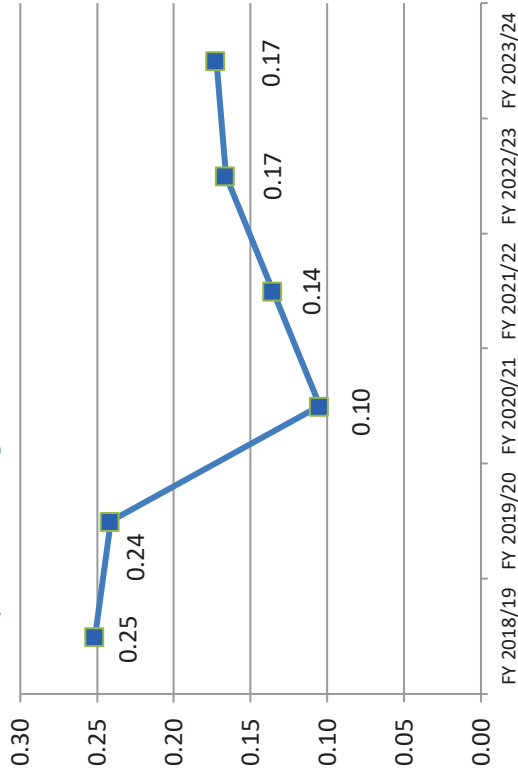


Exhibit 6.9 System VSH/FTE

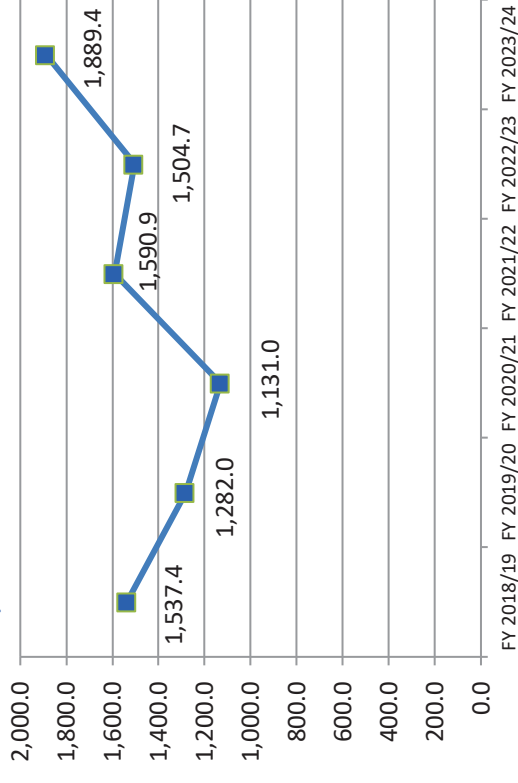




Exhibit 6.10 System Farebox Recovery

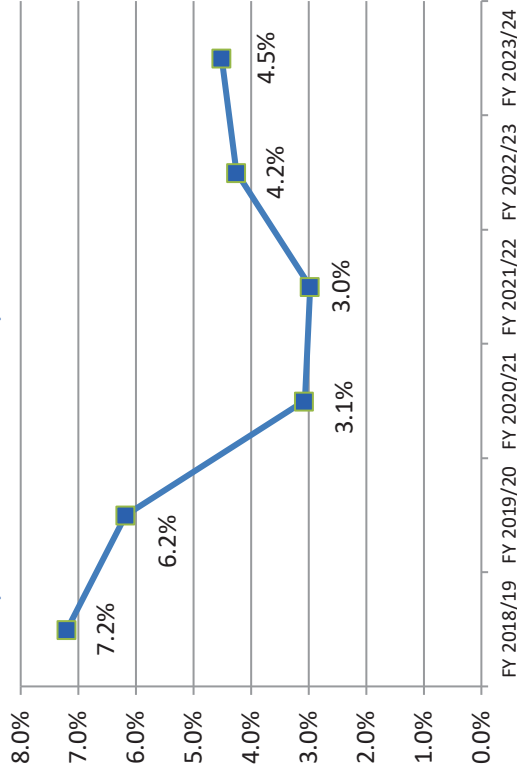
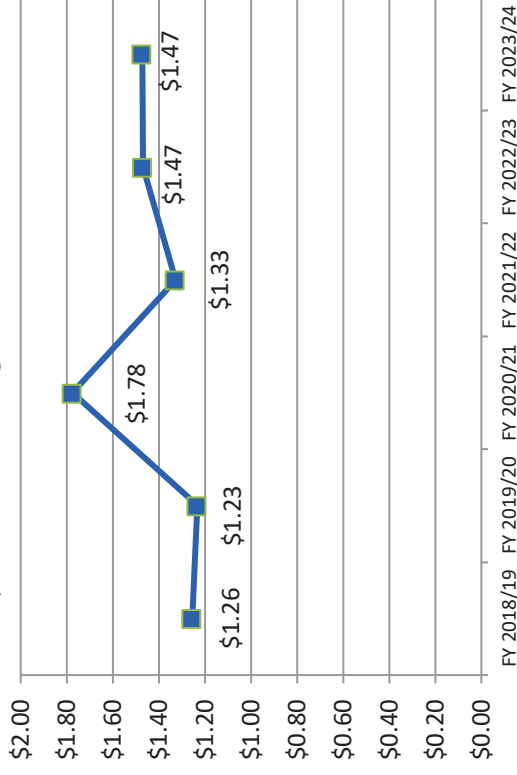


Exhibit 6.11 System Fare/Passenger



### Fixed-Route Performance Trends

For the purpose of this analysis, “fixed-route” refers to both the fixed-route service and all Intercounty (commuter) services.

Fixed-route operating cost experienced a net 18.5 percent increase during the audit period. The prior audit period saw decreases every year, which resulted in a net increase of only 12.5 percent over the six-year period. Fare revenue increased significantly during the current audit period. This resulted in a 101.6 percent increase during the audit period, but a net 34.8 percent decrease across the six-year period.

Vehicle Service Hours (VSH) decreased during the prior audit period before increasing 24.9 percent during the current audit period. This resulted in net 14.8 percent decrease across the six-year period. Vehicle Service Miles (VSM) fluctuated throughout the six-year period. VSM experienced a 26.4 percent increase during the audit period and a net 4.5 percent increase across the six-year period.

Ridership increased every year of the audit period. Overall, ridership experienced a net increase of 87.7 percent during the audit period, but a net decrease of 41.9 percent across the six-year period.

Operating cost per vehicle service hour, vehicle service mile, and passenger all decreased during the audit period, reflective of an improvement in efficiency. Productivity also rose significantly, as passengers per VSH and VSM both increased during the audit period.

Exhibit 6.12 Fixed-Route Performance Indicators

Performance Measure	Fixed-Route					
	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
<b>Operating Cost (Actual \$)</b>	\$827,007	\$766,648	\$653,372	\$784,946	\$691,798	\$930,359
<i>Annual Change</i>		-7.3%	-14.8%	20.1%	-11.9%	34.5%
<b>Fare Revenue (Actual \$)</b>	\$87,076	\$72,240	\$3,077	\$28,171	\$42,738	\$56,801
<i>Annual Change</i>		-17.0%	-95.7%	815.5%	51.7%	32.9%
<b>Vehicle Service Hours (VSH)</b>	12,275	9,777	5,461	8,372	7,488	10,454
<i>Annual Change</i>		-20.4%	-44.1%	53.3%	-10.6%	39.6%
<b>Vehicle Service Miles (VSM)</b>	221,937	182,333	128,060	183,572	174,311	232,017
<i>Annual Change</i>		-17.8%	-29.8%	43.3%	-5.0%	33.1%
<b>Passengers</b>	63,330	52,216	8,884	19,597	28,042	36,778
<i>Annual Change</i>		-17.5%	-83.0%	120.6%	43.1%	31.2%
<b>Employees</b>	9	9	5	5	5	5
<i>Annual Change</i>		0.0%	-44.4%	0.0%	0.0%	0.0%
<b>Performance Indicators</b>						
<b>Operating Cost/VSH (Actual \$)</b>	\$67.37	\$78.41	\$119.64	\$93.76	\$92.39	\$89.00
<i>Annual Change</i>		16.4%	52.6%	-21.6%	-1.5%	-3.7%
<b>Operating Cost/Passenger (Actual \$)</b>	\$13.06	\$14.68	\$73.54	\$40.05	\$24.67	\$25.30
<i>Annual Change</i>		12.4%	400.9%	-45.5%	-38.4%	2.5%
<b>Passengers/VSH</b>	5.16	5.34	1.63	2.34	3.74	3.52
<i>Annual Change</i>		3.5%	-69.5%	43.9%	60.0%	-6.1%
<b>Passengers/VSM</b>	0.29	0.29	0.07	0.11	0.16	0.16
<i>Annual Change</i>		0.4%	-75.8%	53.9%	50.7%	-1.5%
<b>Farebox Recovery</b>	10.53%	9.42%	0.47%	3.59%	6.18%	6.11%
<i>Annual Change</i>		-10.5%	-95.0%	662.1%	72.1%	-1.2%
<b>Hours/Employee</b>	1,363.9	1,086.3	1,092.2	1,674.4	1,497.6	2,090.8
<i>Annual Change</i>		-20.4%	0.5%	53.3%	-10.6%	39.6%
<b>TDA Non-Required Indicators</b>						
<b>Operating Cost/VSM</b>	\$3.73	\$4.20	\$5.10	\$4.28	\$3.97	\$4.01
<i>Annual Change</i>		12.8%	21.3%	-16.2%	-7.2%	1.0%
<b>VSM/VSH</b>	18.08	18.65	23.45	21.93	23.28	22.19
<i>Annual Change</i>		3.1%	25.7%	-6.5%	6.2%	-4.7%
<b>Fare/Passenger</b>	\$1.37	\$1.38	\$0.35	\$1.44	\$1.52	\$1.54
<i>Annual Change</i>		0.6%	-75.0%	315.0%	6.0%	1.3%

Sources: FY 2018/19 – FY 2020/21 data taken from prior audit.

FY 2021/22 – FY 2023/24 data from NTD reports.

FY 2021/22 – FY 2023/24 FTE data from State Controller reports.



Exhibit 6.13 Fixed-Route Ridership

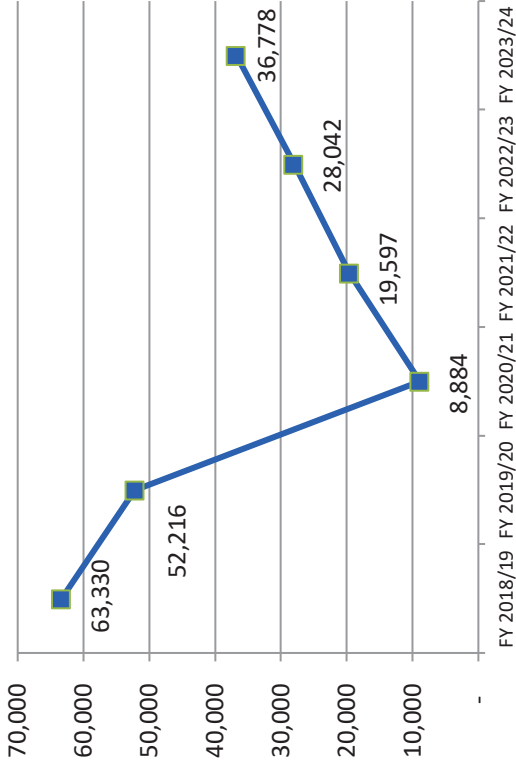


Exhibit 6.14 Fixed-Route Operating Cost/VSH

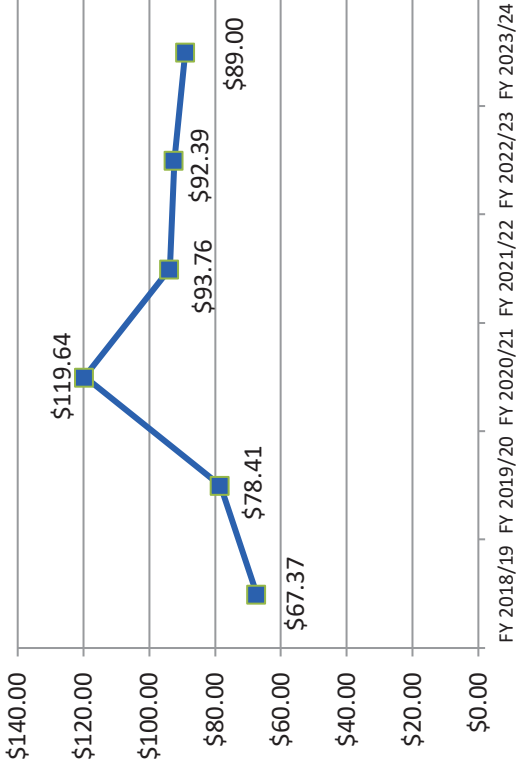


Exhibit 6.15 Fixed-Route Operating Cost/VSM

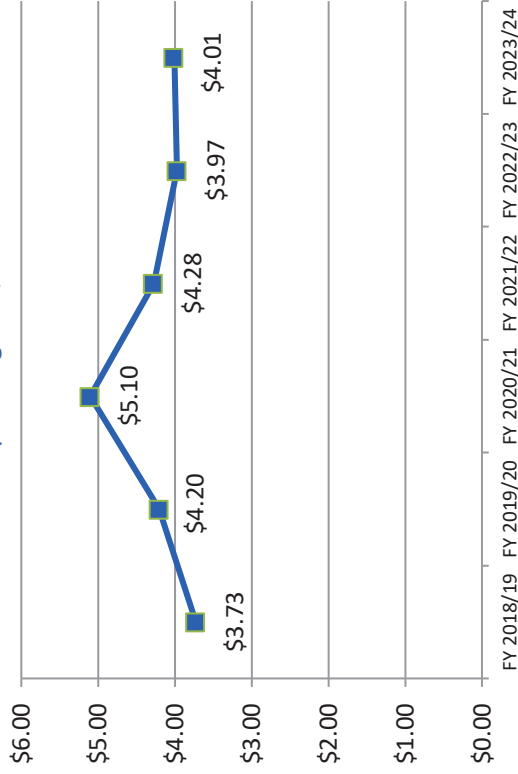


Exhibit 6.16 Fixed-Route VSM/VSH

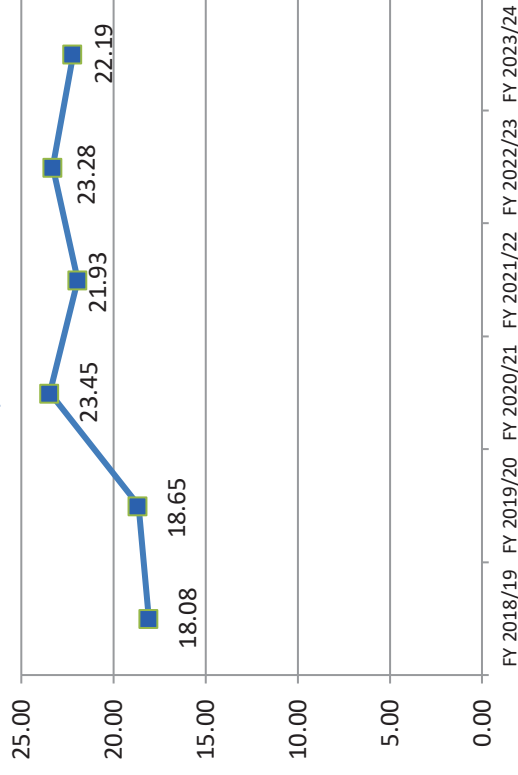




Exhibit 6.17 Fixed-Route Operating Cost/Passenger

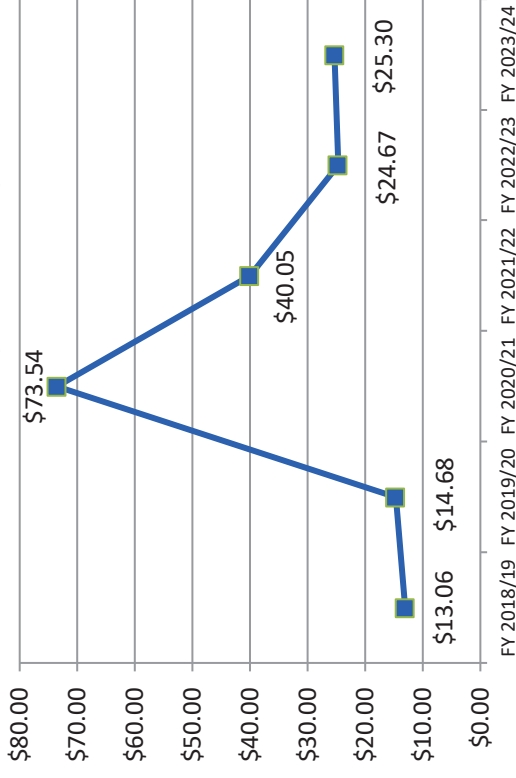


Exhibit 6.18 Fixed-Route Passengers/VSH

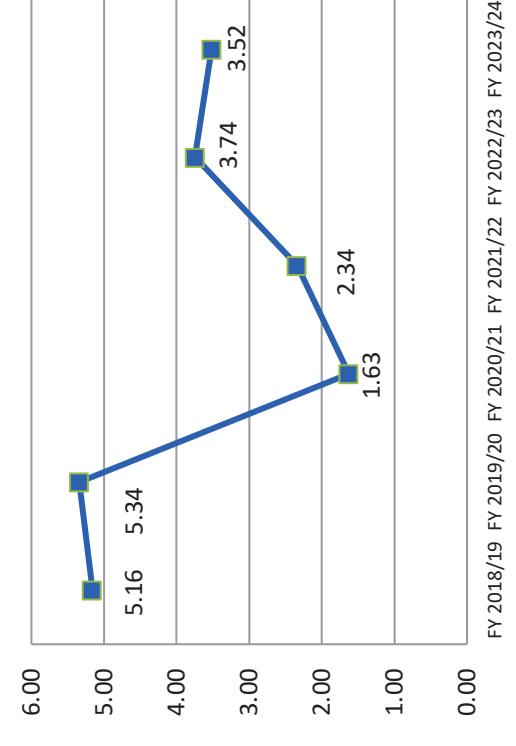


Exhibit 6.19 Fixed-Route Passengers/VSM

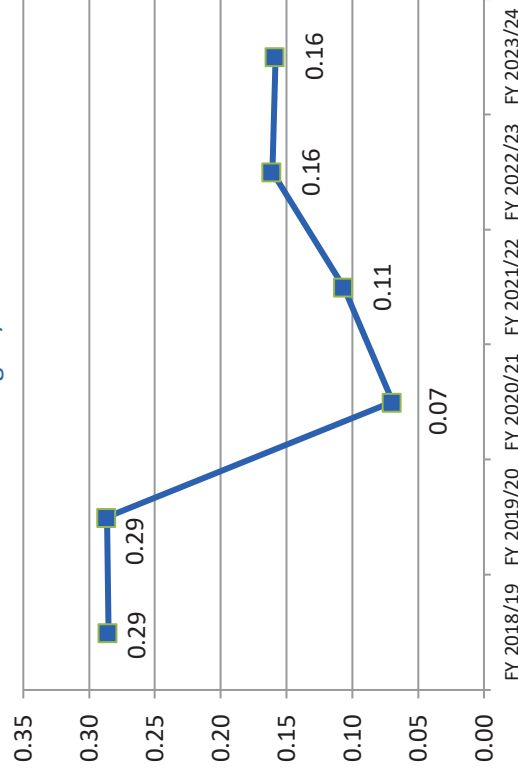


Exhibit 6.20 Fixed-Route VSH/FTE

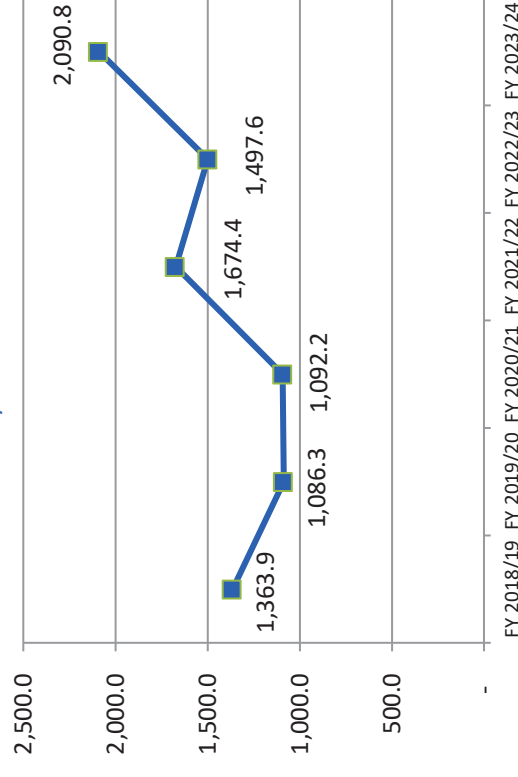




Exhibit 6.21 Fixed-Route Farebox Recovery

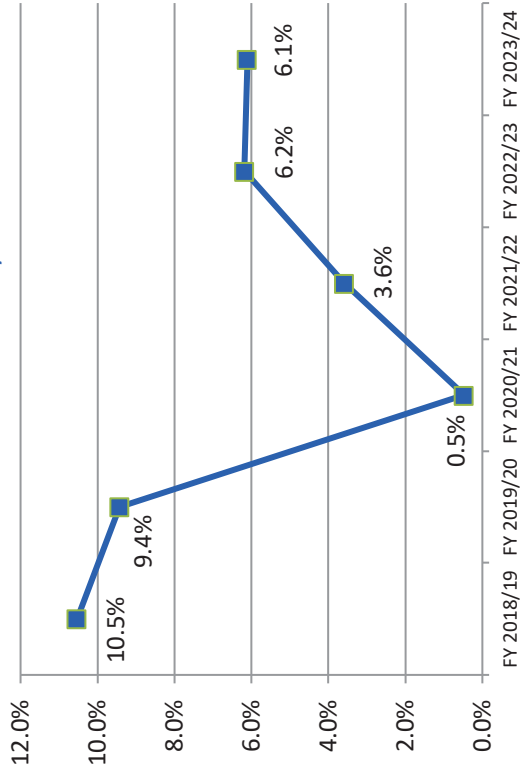
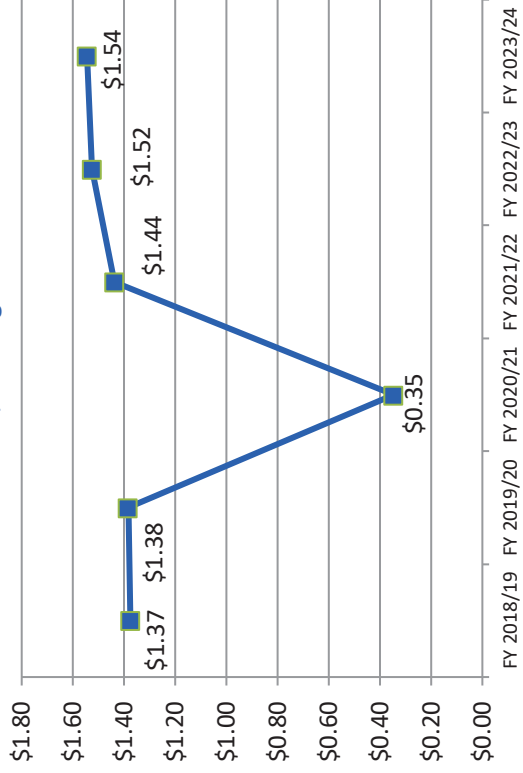


Exhibit 6.22 Fixed-Route Fare/Passenger



### Demand-Response Performance Trends

For the purpose of this analysis, “demand-response” refers to both general public Dial-A-Ride service and Specialized Services.

The LTA’s demand-response service experienced decreases in operating cost each year until FY 2021/22. This resulted in a net 8.2 percent increase during the audit period, but a net 35.7 percent increase across the six-year period. Fare revenue decreased until FY 2021/22, increasing 47.6 percent during the audit period and decreasing a net 1.6 percent across the six-year period.

Demand-response vehicle service hours experienced a 15.8 percent net increase during the audit period, and a 1.2 percent net decrease across the six-year period. Vehicle service miles saw a net increase of 14.1 percent during the audit period and a decrease of 6.7 percent across the six-year period. Ridership also increased significantly, rising 32 percent during the audit period.

Operating cost per vehicle service hour, operating cost per vehicle service mile, and operating cost per passenger all decreased during the audit period, demonstrating improved efficiency. Passenger-related productivity metrics also increased; passengers per vehicle service hour increased 14 percent during the audit period, and passengers per vehicle service mile had a net increase of 15.6 percent.

Exhibit 6.23 Demand-Response Performance Indicators

Performance Measure	Demand-Response					
	FY 2018/19	FY 2019/20	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24
<b>Operating Cost (Actual \$)</b>	\$1,272,892	\$1,269,450	\$1,168,240	\$1,596,511	\$1,491,250	\$1,727,811
Annual Change		-0.3%	-8.0%	36.7%	-6.6%	15.9%
<b>Fare Revenue (Actual \$)</b>	\$63,960	\$53,432	\$52,818	\$42,621	\$49,999	\$62,918
Annual Change		-16.5%	-1.1%	-19.3%	17.3%	25.8%
<b>Vehicle Service Hours (VSH)</b>	20,010	17,144	12,635	17,082	16,587	19,776
Annual Change		-14.3%	-26.3%	35.2%	-2.9%	19.2%
<b>Vehicle Service Miles (VSM)</b>	256,585	240,222	171,968	209,851	205,445	239,491
Annual Change		-6.4%	-28.4%	22.0%	-2.1%	16.6%
<b>Passengers</b>	56,914	49,710	22,603	33,729	35,072	44,506
Annual Change		-12.7%	-54.5%	49.2%	4.0%	26.9%
<b>Employees</b>	12	12	11	11	11	11
Annual Change		0.0%	-8.3%	0.0%	0.0%	0.0%
<b>Performance Indicators</b>						
<b>Operating Cost/VSH (Actual \$)</b>	\$63.61	\$74.05	\$92.46	\$93.46	\$89.90	\$87.37
Annual Change		16.4%	24.9%	1.1%	-3.8%	-2.8%
<b>Operating Cost/Passenger (Actual \$)</b>	\$22.37	\$25.54	\$51.69	\$47.33	\$42.52	\$38.82
Annual Change		14.2%	102.4%	-8.4%	-10.2%	-8.7%
<b>Passengers/VSH</b>	2.84	2.90	1.79	1.97	2.11	2.25
Annual Change		1.9%	-38.3%	10.4%	7.1%	6.4%
<b>Passengers/VSM</b>	0.22	0.21	0.13	0.16	0.17	0.19
Annual Change		-6.7%	-36.5%	22.3%	6.2%	8.9%
<b>Farebox Recovery</b>	5.0%	4.2%	4.5%	2.7%	3.4%	3.6%
Annual Change		-16.2%	7.4%	-41.0%	25.6%	8.6%
<b>Hours/Employee</b>	1667.5	1428.7	1148.6	1552.9	1507.9	1797.8
Annual Change		-14.3%	-19.6%	35.2%	-2.9%	19.2%
<b>TDA Non-Required Indicators</b>						
<b>Operating Cost/VSM</b>	\$4.96	\$5.28	\$6.79	\$7.61	\$7.26	\$7.21
Annual Change		6.5%	28.6%	12.0%	-4.6%	-0.6%
<b>VSM/VSH</b>	12.82	14.01	13.61	12.28	12.39	12.11
Annual Change		9.3%	-2.9%	-9.7%	0.8%	-2.2%
<b>Fare/Passenger</b>	\$1.12	\$1.07	\$2.34	\$1.26	\$1.43	\$1.41
Annual Change		-4.4%	117.4%	-45.9%	12.8%	-0.8%

Sources: FY 2018/19 – FY 2020/21 data taken from prior audit.

FY 2021/22 – FY 2023/24 data from NTD reports.

FY 2021/22 – FY 2023/24 FTE data from State Controller reports.

Exhibit 6.24 Demand-Response Ridership

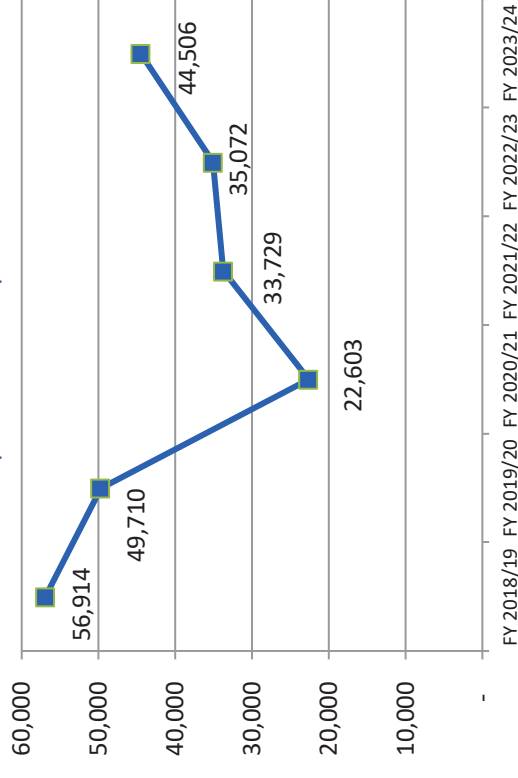


Exhibit 6.25 Demand-Response Operating Cost/VSH

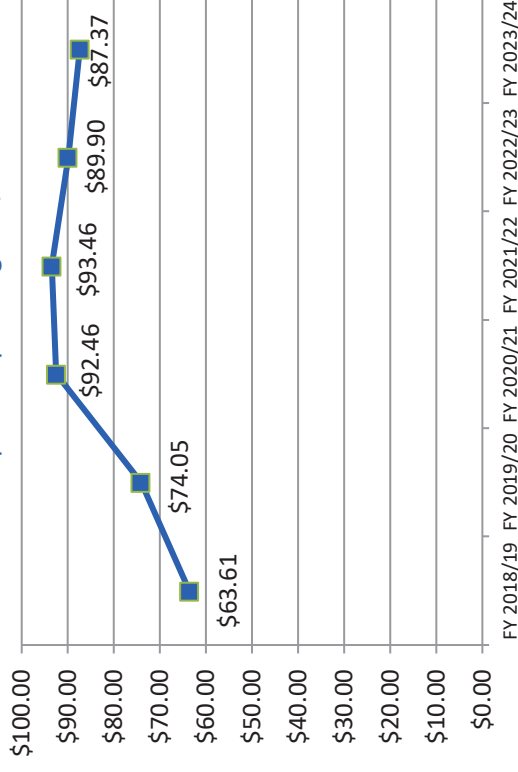


Exhibit 6.26 Demand-Response Operating Cost/VSM

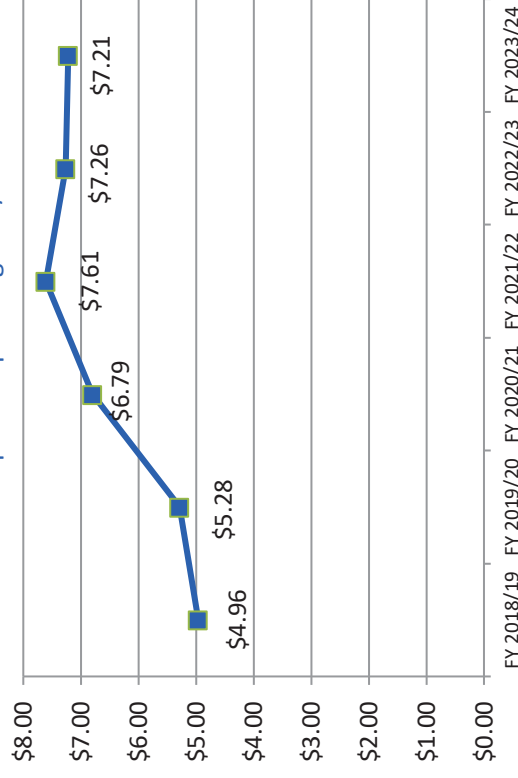


Exhibit 6.27 Demand-Response VSM/VSH

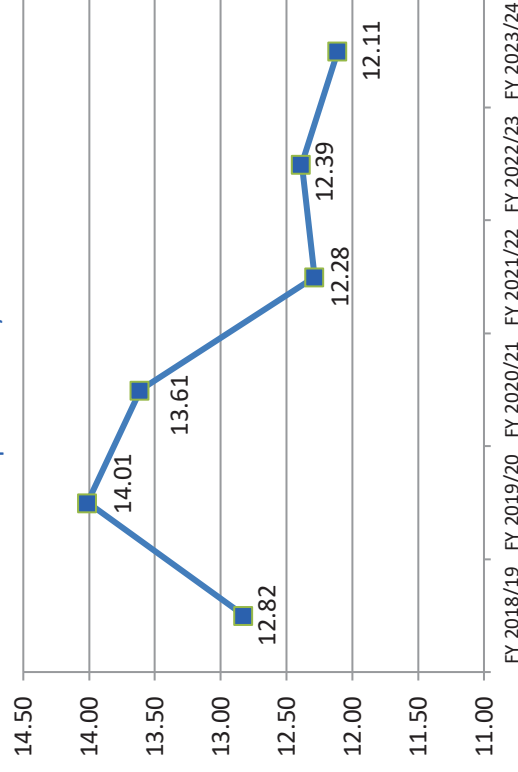




Exhibit 6.28 Demand-Response Operating Cost/Passenger

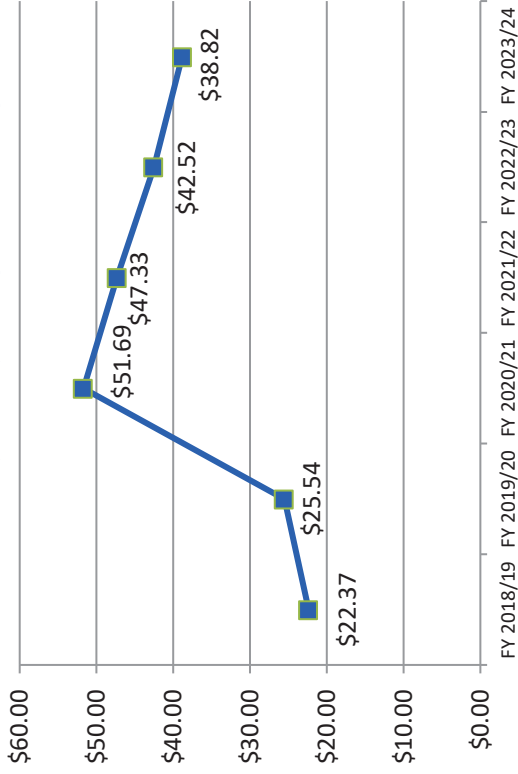


Exhibit 6.29 Demand-Response Passengers/VSH

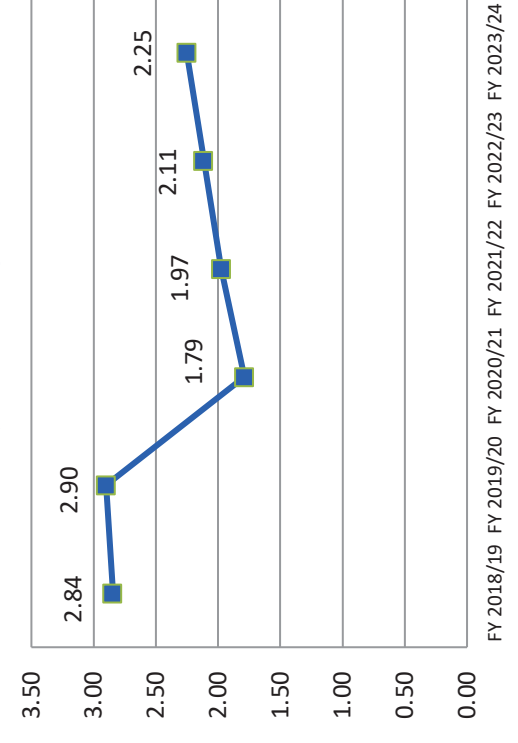


Exhibit 6.30 Demand-Response Passengers/VSM

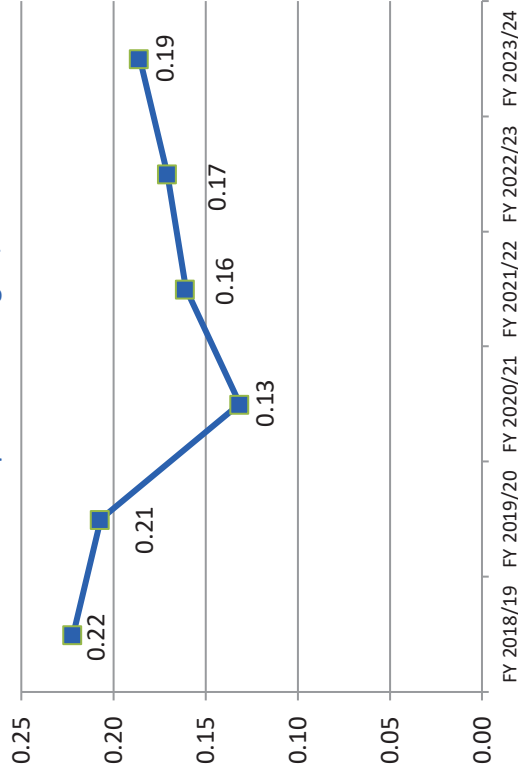


Exhibit 6.31 Demand-Response VSH/FTE

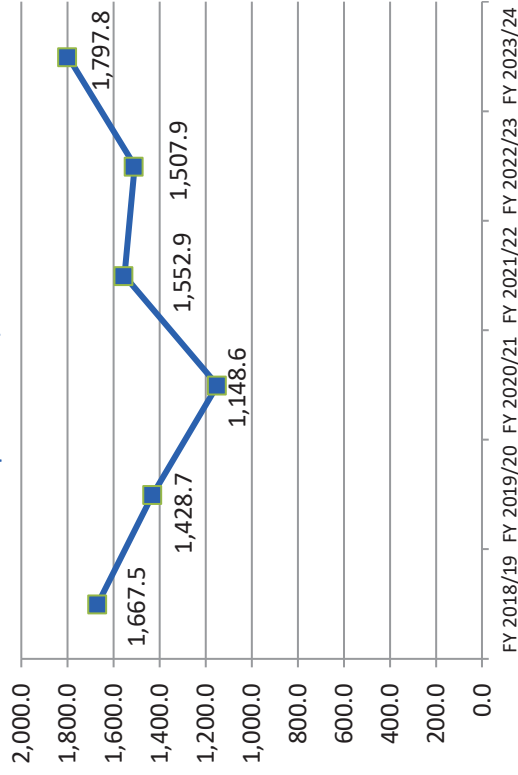


Exhibit 6.32 Demand-Response Farebox Recovery

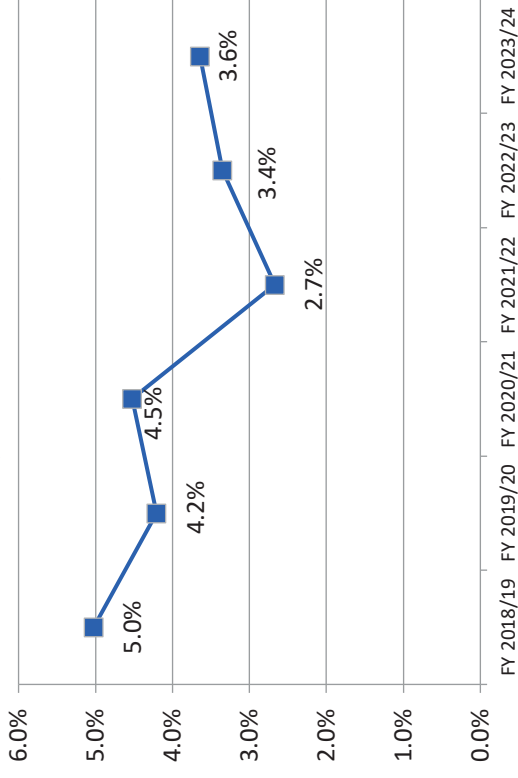
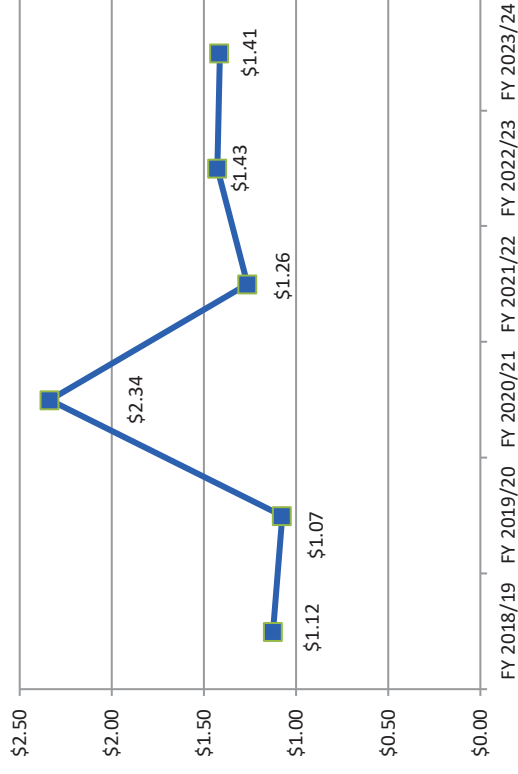


Exhibit 6.33 Demand-Response Fare/Passenger



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## Chapter 7 | Functional Review

A functional review of San Benito Local Transportation Authority's public transit program is intended to assess the effectiveness and efficiency of the operator. Following a general summary of the San Benito LTA's transit services, this chapter addresses seven functional areas. The list, taken from Section III of the *Performance Audit Guidebook* published by Caltrans, reflects those transit services provided by San Benito LTA:

- General management and organization;
- Service planning;
- Administration;
- Marketing and public information;
- Scheduling, dispatch, and operations;
- Personnel management and training; and
- Maintenance.

### Service Overview

The San Benito Local Transportation Authority, as County Express, operates a number of transit services in San Benito County:



- Local fixed-route service in Hollister;
- Intercounty route shuttle service serving Hollister, Gilroy, and San Juan Bautista that provides service to Gavilan College and the Gilroy Caltrain station on weekdays and the Gilroy Greyhound station on Saturday and Sunday;
- ADA complementary Paratransit service providing trips in Hollister within ¾ mile of the local fixed-route service;
- General public Dial-A-Ride serving San Juan Bautista, Tres Pinos, and Hollister (for trips originating outside Hollister); and
- On-Demand service within the Hollister city limits.

During the audit period, the LTA contracted with Jovenes de Antaño (JDA), a non-profit organization in San Benito County, to provide additional specialized transportation services for seniors and persons with disabilities. Services provided by JDA include:

- Local and Assisted Transportation, called Medical Shopping Assistance Program
- Out-of-County Medical Transportation, and
- Senior Lunch Transportation.

Most services operate Monday through Friday. A summary of the services available during the audit period is provided in Exhibit 7.1. Subsequent to the audit period, County Express services operated by Jovenes de Antaño were transitioned to the LTA's contracted operator, Transdev. JDA has continued to operate its own programs for seniors and persons with disabilities, including local and assisted

transportation and out-of-county medical transportation, though not as part of the LTA's County Express transit program.

Exhibit 7.1 San Benito LTA and JDA Transit Services

Service Name	Service Type	Service Days	Hours of Service	Areas Served
County Express Tripper	General public, fixed-route	Monday – Friday	6:35 a.m. – 8:34 a.m.; 3:10 p.m. – 5:22 p.m.	Hollister
County Express Tripper	General public, fixed-route	Thursdays Only	2:05 p.m. – 5:32 p.m.	Hollister
Intercounty Shuttle – Caltrain/Gavilan College	General public, fixed-schedule	Monday – Friday	4:45 a.m. – 10:23 p.m.	Hollister, San Juan Bautista, Gilroy
Intercounty Shuttle – Greyhound Station	General public, fixed-schedule	Saturday – Sunday	7:30 a.m. – 6:45 p.m.	Hollister, San Juan Bautista, Gilroy
Paratransit	ADA only, demand-response	Monday - Friday	6:35 a.m. – 8:34 a.m.; 3:10 p.m. – 5:22 p.m.	Hollister
Dial-A-Ride	General public, demand-response	Monday – Sunday	M-F: 6 a.m. - 6 p.m.; S-S: 9 a.m. – 3 p.m.	Hollister, San Juan Bautista, Tres Pinos
County Express On-Demand	General public, demand-response	Monday – Friday	6 a.m. – 6 p.m.	Hollister
JDA Medical Shopping Assistance Program	Senior/disabled; demand-response	Monday - Friday	8 a.m. – 4:30 p.m.	JDA service area
JDA Out-of-County Medical Transportation	Senior/disabled; demand-response	Monday - Saturday		San Benito County to Palo Alto, San Jose, Salinas, Santa Cruz, Monterey, Watsonville, & Gilroy
JDA Senior Lunch Transportation	Senior; demand-response	Monday - Friday	Lunch served at 12 p.m.	Hollister and San Juan Bautista

Transfers are free between local fixed routes and are valid for two hours. Riders may obtain transfers from the driver as they are exiting their first bus. The County Express Courtesy Card entitles cardholders to receive a discount on County Express bus passes and tokens. The card indicates only the cardholder for the discount based on age and/or disability.

Exhibit 7.2 Fixed-Route Fare Structure

Routes	Regular Cash Fares	Youth (5-17)	Seniors (65+)	Persons with Disabilities	Children 4 and under
<b>One-Way</b>					
Tripper Service	\$1.00	\$0.50	\$0.50	\$0.50	Free
Intercounty Service	\$2.00	\$1.25	\$1.25	\$1.25	Free
<b>Monthly Passes</b>					
Tripper Service	-	\$20.00	-	-	-
Intercounty Service	\$60.00	\$40.00	\$40.00	\$40.00	Free
<b>10 tokens (Pks)</b>					
Intercounty Service	\$18.00	\$11.00	\$11.00	\$11.00	Free

Monthly passes for County Express services may be purchased in-person or by mail from the LTA office located at 650 San Benito St. Suite 120 in Hollister, CA 95023. Mobile ticketing is available through the Token Transit app.

Exhibit 7.3 Demand-Response Fare Structure

Fare Category	Cost
<b>Jovenes de Antaño Medical Shopping Assistance Program</b>	
One-Way	\$1.25
<b>Jovenes de Antaño Out-of-County NEMT Service</b>	
Zone 1 (0-15 miles from Hollister; Gilroy) (one-way)	\$2.00
Zone 2 (16-30 miles from Hollister; Watsonville; Salinas, & Morgan Hill) (one-way)	\$3.00
Zone 3 (31-45 miles from Hollister; Monterey, Santa Cruz, & San Jose) (one-way)	\$4.00
Zone 4 (45-65 miles from Hollister; Palo Alto) (one-way)	\$5.00
<b>Dial-A-Ride Service</b>	
One-Way (Adult)	\$2.00
One-Way (Youth 5-17, Senior 65+, Disabled)	\$1.25
10 Tokens (Adult)	\$18.00
10 Tokens (Youth 5-17, Senior 65+, Disabled)	\$11.00
<b>On-Demand Service</b>	
One-Way (Adult)	\$1.00
One-Way (Youth 5-17, Senior 65+, Disabled)	\$0.75
10 Tokens (Adult)	\$10.00
10 Tokens (Youth 5-17, Senior 65+, Disabled)	\$7.50
<b>ADA Paratransit Service</b>	
One-Way (Regular and Companion)	\$1.25
One-Way (Personal Care Attendant)	Free
10 Tokens (Regular and Companion)	\$11.00

### General Management and Organization

During the audit period, operations of the County Express services and the Specialized Transportation services were contracted to two separate entities (MV Transportation and JDA). In FY 2024, with both contracts expiring soon, the LTA released requests for proposals for new contracts for County Express and its Specialized Transportation. The Board approved the contract with Transdev for County Express and eventually for Specialized Transit as well. The new contract is in effect for three years with two option years. JDA was not considered for a new Specialized Transportation contract due to safety issues and failure to meet the stipulations of the contract.

At the time of the site visit, Transdev had been operating County Express for three months and Specialized Transportation for less than one month. Due to the short time frame, it is too early to assess the full impact of these changes. However, the LTA is optimistic that the new contracts will lead to safer, more reliable transportation services and foster stronger collaboration between its operations and planning divisions.

Program monitoring was developed as part of the LTA's 2022 Short Range Transit Plan (SRTP) update. The LTA utilizes TransTrack Manager to monitor key performance indicators. The software tracks 16 key performance indicators and offers 250 preformatted reports ready for presentation. LTA conducts regular meetings with Transdev's General Manager to monitor transit's progress.

LTA's organizational structure is effective, with lines of reporting and management clearly defined. However, additional planning staff is required as the needs of the agency and community continue to grow. As recommended in the previous audit, the Board approved of an additional Transportation Planner position. The LTA has had difficulty filling the position with an experienced transit planner. While the position is currently vacant, the LTA plans to reopen the application process in early FY 2026.

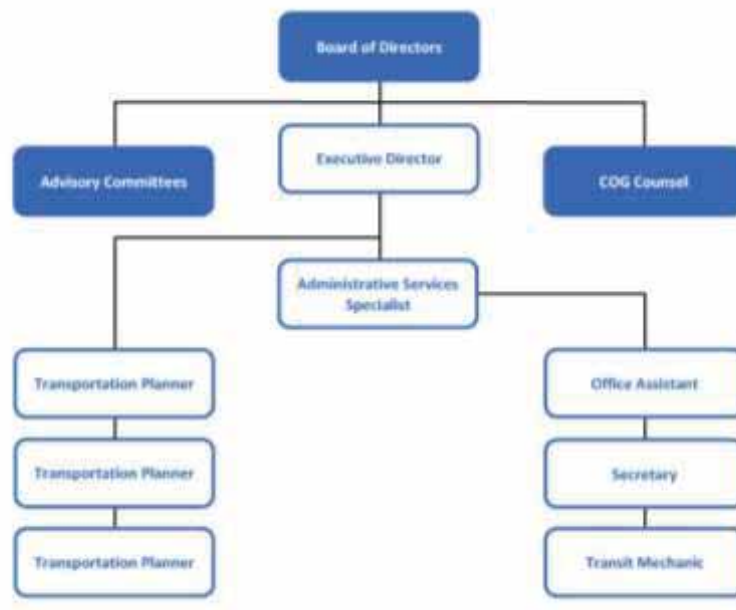
In August 2021, the LTA launched a pilot on-demand service, which operated for one year before being discontinued. During the same month, the LTA also introduced a pilot fixed-route service in Hollister, known as the Tripper Service. The initial version of the Tripper included two fixed routes: Blue 1 and Green 2. In August 2022, these two routes were consolidated into a single line, now referred to simply as the "Tripper." The impact of these changes was assessed through community and rider surveys during the annual Unmet Transit Needs survey.

The LTA's relationship with the San Benito Council of Governments is positive and effective, as the RTPA and LTA share staff and an office. The LTA is a member of CalACT and the informal Central Valley Transit Managers group, and it takes part in the Central Coast Transit Summit when held. The LTA also coordinates with neighboring transit operators within the AMBAG region as needed. Additionally, it receives service change updates from Caltrain and VTA via email, allowing for timely adjustments to Intercounty schedules to maintain effective connections. The Administrative Services Specialist is the primary intergovernmental liaison regarding finances and administration. The Transportation Planner is the primary liaison for transit planning and analytics.

The San Benito County Local Transportation Authority Board, which also serves as the SBCOG Board, is the governing body for the LTA. It meets on the third Thursday of the month at 4:00 p.m. in the Board of Supervisors Chamber (481 4<sup>th</sup> Street, Hollister). The Board is comprised of two directors from San Benito County, two from the City of Hollister, and one from the City of San Juan Bautista. The LTA's governing board has expressed concern regarding compliance with the Transportation Development Act (TDA) required farebox recovery ratio. In response, the LTA has taken steps to assess and improve farebox performance, including a review of fare structures, advertising strategies, and ridership trends. Through this process, potential solutions have been identified to help address the issue and improve compliance.

An organizational chart for LTA is provided as Exhibit 7.4.

Exhibit 7.4 Organizational Chart



LTA staff are particularly proud of the procurement of the new operations contractor, which took approximately 18 months to complete. They feel the program is improving in every area with Transdev, which has raised expectations.

### Service Planning

LTA's Transportation Planners, with the guidance and approval of the Executive Director, are responsible for the transit program's short-range planning. The LTA's last SRTP update was completed in 2022, with the next update process beginning in 2026. The update included planning for financial needs and projects and a review of the LTA's Specialized Transportation services. For specific projects, the LTA submits competitive transportation planning grants to Caltrans to conduct studies, such as the Public Transit Network Expansion Projects for Congestion Relief of the Highway 25 Corridor.

The LTA gathers rider and community feedback through a variety of methods, including on-bus and bus stop interviews, digital surveys, and written questionnaires. To further engage with the public, the LTA also participates in community events such as the Hollister Farmers Market and the Kids at the Park event, where staff promote LTA services and provide information to interested attendees. The LTA's advisory body is the Social Services Transportation Advisory Council (SSTAC).

In 2022, the LTA updated its Transit Asset Management (TAM) Plan to ensure effective monitoring and management of its transit assets. Additionally, the LTA has actively participated in regional planning efforts, including collaboration with SBCOG on the 2050 Regional Transportation Plan and with AMBAG on the 2022 Coordinated Public Transit-Human Services Transportation Plan.

During the audit period, the LTA continued progress on its fleet vehicle replacement project, with new vehicles funded through FTA Section 5310 and 5339 programs. Work also continued on the LTA's Bus Stop Improvement Project during this time.

LTA is looking to conduct a feasibility study on alternative vehicle propulsion technologies. These studies are not yet funded. LTA applied for a Caltrans sustainable planning grant, but was unsuccessful. To date, the LTA has not purchased any zero-emission vehicles nor conducted related staff training.

### Administration

Beginning each January, the Administrative Services Specialist holds internal meetings to discuss transit goals and objectives for the upcoming budget year. A wish list is created, and the SRTP is reviewed to see what is feasible. LTA's Administrative Services Specialist develops the budget, which is then presented to the LTA Board of Directors for review before a budget hearing is held. After the hearing, the budget is finalized and sent to the LTA Board for adoption.

Budgeted vs. actual revenues and expenses are reviewed quarterly. If actual expenses exceed the budgeted amount, a budget adjustment will be completed. Any amount exceeding \$50,000 must be approved by the LTA Board and any amount under \$50,000 needs approval from the Executive Director. Financial data is tracked and managed using Microsoft Excel.

Generally, the LTA only applies for federal and state formula grants such as FTA Section 5311 and LCTOP due to limited staffing. The LTA determines which grants to pursue based on both long-term planning documents and current operational needs. Past documents outlining capital needs and identifying potential funding sources serve as a foundation for grant planning. After the award, the Transportation Planner coordinates with the Administrative Services Specialist to ensure funding is included in the budget as well as to prepare required invoicing. The Transportation Planner is responsible for completing the required reporting to be reviewed and signed by the Executive Director for submittal to the grantor. The LTA's Transportation Planner works with SBCOG's Transportation Planner to ensure all grants are identified in required planning documents such as the Overall Work Program and Regional Transportation Plan. Roles are clearly and effectively defined. Most competitive grants are not applied for due to limited staffing. The LTA has a grant writer on call as needed.

While the LTA acknowledges that timely grant reporting is an area for continued improvement, it has not lost any transit funding due to noncompliance. Historically, the LTA has worked proactively with grantors—particularly Caltrans—to meet reporting requirements, request grant extensions when necessary, and ensure compliance through available guidance and support. The LTA has taken steps to strengthen internal processes and bring all reporting fully back on track.

The LTA contracts with San Benito County for risk management services and is self-insured with Public Risk Innovation, Solutions, and Management (PRISM). The LTA follows the COG's Emergency Guidelines and the County's Personnel Policies and Procedures and Injury and Illness Prevention Program. Operations contractors are responsible for their own risk management as outlined in their contract agreements. A safety officer in the administrative office conducts monthly safety training and reviews.

The two main contracts managed by the LTA are for transit operations with Transdev. As outlined in the contracts, the contractor is required to provide various deliverables such as operations reports, to be



submitted with the monthly invoicing to the LTA Transportation Planner. The Transportation Planner reviews the deliverables and invoice for completeness, initials the invoice, then provides the invoice to the Administrative Services Specialist for payment through the process required by the San Benito County Auditor's Office. LTA's Transportation Planner and, pending availability, Executive Director set meetings as needed with the contractors' management to discuss operations issues.

The LTA's administration office is shared with the RTPA and leased from a local property management company. The LTA owns the County Express operations and maintenance building, located at the San Benito County Public Works yard. Service operators are responsible for maintaining bus stops, while buses are maintained jointly between the LTA and service operators.

The LTA contracts with San Benito County for payroll processing. Each LTA employee needs to submit an electronic timesheet biweekly. Once the employee submits the timesheet, the Administrative Services Specialist reviews the timesheets for accuracy and the Executive Director processes the final approval. At that point, the timesheets are passed on to the County payroll department for processing. All employees utilize direct deposit.

Accounts receivable and accounts payable are the responsibility of the LTA's Administrative Services Specialist. Disbursements are authorized by the Executive Director and the Administrative Services Specialist.

For procurements, the LTA sources three quotes to secure the lowest price that is consistent with the quality needed. The LTA follows the LTA/San Benito County Purchasing Policy and the Rural Counties Task Force RTPA Procurement Policies and Procedures. Two bids were received for the County Express RFP and four bids were received for the Specialized Transit RFP.

The LTA does not own its own fueling station, so fuel is provided through the San Benito County Public Works department using the County's Purchasing Policy where LTA reimburses the County for its fuel usage. Vehicles are procured either through the Caltrans procurement office or the CalACT cooperative agreement depending on the funding source. All other large purchases require a competitive procurement through releasing an RFP/RFQ/IFB.

### Marketing and Public Information

LTA's marketing activities are guided by the marketing plan outlined in the 2022 SRTP. The primary goals of the plan are to increase public awareness of transit services and boost ridership. It identifies key target audiences, including current riders, seniors, and low-income individuals.

The plan emphasizes the use of clear, jargon-free educational and promotional materials and encourages messaging that highlights the personal and community-wide benefits of using public transit. LTA adheres to these principles when engaging in outreach activities, such as participating in public events and presenting to community organizations and partner agencies. Recognizing the growing importance of digital marketing, the plan also calls for a strong online presence. LTA regularly uses its Instagram, Facebook, and Nextdoor platforms to conduct marketing activities.

LTA publishes service maps, schedules, and informational flyers. Materials are available at bus stops, on board the vehicles, at public events, and at the LTA administrative office. Staff conduct presentations with

local government agencies to inform the public about LTA's services. The LTA regularly communicates with schools to ensure transit services operate cohesively and provide meaningful service.

Should the LTA receive complaints directly, whoever receives the complaint documents important details such as time/date of the incident, service type, driver information, etc. This information is then reported to the contractor who follows up with the complainant with results documented in the database.

LTA riders generally hold a positive view of the services they use. However, the agency does receive occasional rider feedback that includes service-related complaints or suggestions. The LTA makes every effort to address these concerns within its available resources. Funding remains the primary barrier to implementing many of the improvements that would benefit riders.

Among the general public and non-riders, awareness and understanding of LTA's services appear limited. The agency recognizes this challenge and is actively working to improve outreach and increase promotion of its services.

#### **Scheduling, Dispatch, and Operations**

All Transdev employees (with the exception of the General Manager and Operations Manager) are represented by Teamsters Local 680. The operator employs 17 full-time drivers and does not utilize part-time drivers. The Operations/Safety Manager and a dispatcher are also licensed to drive.

Drivers bid on routes twice a year, based on seniority. For air brake-equipped vehicles, drivers need to have an air brake endorsement. Drivers picking up school children on school premises are required to have a GPPV certification. All drivers are subject to drug and alcohol testing.

Transdev has developed a set of extra board practices to help prepare for planned absences. Extra board levels are based on historical absence trends and are adjusted as needed. Staffing and attendance are managed through its employee app. The app allows for staff and management to communicate on a series of matters, including planned and unplanned absences. In the event of an unplanned absence, the contractor leans on its extra board to fill the role. Coverage may come from standby drivers, other staff, or drivers from a nearby operation.

Vehicles are assigned based on availability, licensing, and routes/service types. Some vehicle assignments are based on ADA accessibility, while others are assigned according to driver certifications or whether or not the vehicle will be traveling out of the county.

LTA uses drop fareboxes. Drivers bring in the paperwork and farebox to be counted, and dispatch recounts and locks it in a safe. Drivers and managers have access to cash fares. Staff deposits the fares to the San Benito County Treasurer's office every three to four days.

County Express non-cash fare media is only sold at the LTA administrative office and using the Token Transit app. Cash is collected on-site in a locked box, fare sales are detailed by type and value, and at least once a week cash is reconciled by the Administrative Services Specialist to be deposited with the San Benito County Treasurer's office. Token Transit processes the fares using credit and debit cards, collects the fares over a small period of time, then charges the LTA a percentage of the purchases. The fare structure on Token Transit is identical as what can be purchased at the administrative office and onboard.



The fares in excess of the fees are then deposited into the LTA's account through the San Benito County Treasurer's office.

### Personnel Management and Training

Transdev retained a majority of the drivers from the previous contract. Transdev is currently recruiting enough drivers to meet its needs. LTA conducts recruitment through a variety of channels, including partnerships with local organizations, on-vehicle advertisements, employee referral programs, veterans outreach efforts, job fairs, published advertisements, flyers, and web-based job postings. All recruits are required to undergo comprehensive training, regardless of whether or not they already possess a commercial license. Transdev has several drivers that have Class B licenses with air brake endorsements, while others have Class C commercial licenses.

Turnover is generally low. Recent turnover is attributed to retirement. Satisfactory job performance is acknowledged and praise provided regularly, while safety incentives, appreciation awards/meals, and words of appreciation are used to motivate employees.

New hires at Transdev are evaluated at their first 30 days, 60 days and 90 days into employment. Operator Trainers are required to hold an internal (Transdev) trainer's certificate. The local Department of Motor Vehicles is used for commercial license testing. The On-site Safety Manager holds monthly safety meetings/trainings. A Perfect Safety Day board (documenting the number of days without an accident or injury) is also posted.

Policies regarding absences, tardiness, and discipline are outlined in the employee handbooks. The operator has drug and alcohol policies that conform to applicable federal and state requirements. Employees receive medical, vision, dental, and 401K to full-time employees.

### Maintenance

Preventive maintenance schedules conform with the manufacturer's recommended schedules. Maintenance has at times conflicted with regular vehicle use, but not to a point where service is not provided. While the LTA was without a mechanic, this issue was more pronounced (which is not unexpected). The LTA utilizes Excel to track its maintenance program.

The LTA's maintenance facility can accommodate most repairs. Repairs that are sent out are typically related to transmission, engine, and lifts.

Given the size of the LTA's current operation, the number of bays and lifts is sufficient, although as the agency and community continue to grow this could be an area of concern. The LTA is exploring the purchase of a new facility that can better accommodate its long-term growth. The current facility, located on County-owned property, presents space limitations and occasional operational conflicts between LTA and County activities. Additionally, the existing maintenance facility offers limited capacity for fleet expansion, creating constraints on future service improvements and operational efficiency.

The LTA has an adopted Transit Asset Management Plan as required by the Federal Transit Administration and a place for improvement would be to identify funding for the replacement vehicles. The age of the fleet skews older, which results in challenges related to vehicles running near or past the end of their useful lives. LTA must budget higher maintenance costs for the older vehicles.

Drivers must complete daily vehicle inspections checklists before putting a vehicle into service. Anything that is unsafe and or puts the bus out of service is prioritized. The LTA parts room is locked with access by the mechanic and Transdev management. The LTA's mechanic is responsible for tracking and reordering parts as needed.

The LTA's mechanic is dedicated to County Express and Specialized Transportation. There is no excess maintenance capacity.

Exhibit 7.5 San Benito LTA's Transit Fleet

Vehicle #	Model Year	Make/Model	Pax	WC positions	Mileage
61	2013	Glaval Universal	12	2	N/A
63	2013	Braun Entervan	5	1	3,689
64	2013	Glaval Universal	28	2	N/A
65	2016	Glaval Universal	16	2	194,995
66	2016	Glaval Universal	16	2	207,480
67	2016	Glaval Universal	16	2	199,000
68	2016	Glaval Universal	12	2	204,598
69	2016	Glaval Legacy	32	2	206,822
70	2016	Glaval Legacy	32	2	208,659
71	2018	Starcraft Allstar	12	2	161,819
72	2018	Starcraft Allstar	12	2	165,853
73	2018	Starcraft Allstar	12	2	147,130
74	2020	Glaval Universal	16	2	126,899
75	2020	Glaval Universal	28	2	142,058
76	2020	Glaval Universal	16	2	148,323
77	2020	Glaval Universal	16	2	145,895
78	2020	Glaval Universal	16	2	155,476
79	2021	Glaval Universal	16	2	134,959
80	2021	Glaval Universal	16	2	133,313
81	2022	Glaval Legacy	28	2	79,139
738	2013	Starcraft Allstar	16	2	N/A
735	2010	Glaval	16	2	133,950
736	2010	Braun Entervan	5	1	N/A
737	2013	Eldorado	5	1	N/A
740	2020	Glaval Universal	16	2	43,008
741	2019	Braun Entervan	5	1	103,976
742	2021	Starcraft Allstar	16	2	40,762

## Chapter 8 | Findings and Recommendations

### Conclusions

With one potential exception, Moore & Associates finds the San Benito Local Transportation Authority to be in compliance with the requirements of the Transportation Development Act. In addition, the entity generally functions in an efficient, effective, and economical manner.

### Findings

Based on discussions with San Benito LTA staff, analysis of program performance, and an audit of program compliance and function, the audit team presents one potential compliance finding:

1. Compliance with CCR 6634, which pertains to the amount of LTF funding an operator is eligible to receive, could not be determined as part of this audit.

### Program Recommendations

In completing this Triennial Performance Audit, the auditors submit the following recommendations for the San Benito Local Transportation Authority. TDA Compliance Recommendations are designed to remedy findings of non-compliance with the TDA as identified in Chapter 3. Additional recommendations are based on functional observations and are not considered compliance findings. Each finding or observation reflects elements identified within the 2011 *Government Auditing Standards* as well as one or more recommendations.

Given there are no additional recommendations, only compliance-related recommendations are provided below.

**TDA Compliance Finding: Compliance with CCR 6634, which pertains to the amount of LTF funding an operator is eligible to receive, could not be determined as part of this audit.**

**Criteria:** CCR 6634 states no operator shall be eligible to receive LTF and STA funding during the fiscal year for operating costs in an amount that exceeds its actual operating cost less the sum of the following amounts:

- The amount of fare revenues received;
- The amount of local support required to meet the farebox recovery ratio [not applicable during this audit period];
- The amount of federal operating assistance received (e.g., Section 5311 as well as CARES Act and CRRSAA funds);
- The amount received from a city or county to which the operator provides service beyond its boundary; and
- The amount of any reduced eligibility under CCR 6633.9 applied to that fiscal year.

**Condition:** During this audit, we conducted a preliminary analysis that appears to show LTA claiming more LTF and STA funds than it was eligible to receive in FY 2023/24. However, this is a matter that should be evaluated via a qualified fiscal auditor, rather than as part of the Triennial Performance Audit.

According to LTA staff, in FY 2022/23 and prior, TDA funding was claimed at the end of the year and would cover the amount remaining after all exclusions were subtracted. This was changed in FY 2023/24, and that claim was prepared in September 2023. A review of the eligible funding based on data made available during this audit is shown below.

OPERATING COST	FY 2023/24
Total operating cost	\$2,907,819
Less: Federal formula funds (Section 5311)	\$1,348,700
Less: Fare revenues	\$119,720
<b>Net Operating Cost</b>	<b>\$1,439,399</b>
<b>Amount of TDA funding eligible to receive (LTF &amp; STA combined)</b>	<b>\$1,439,399</b>
<b>CAPITAL COST</b>	
Total capital costs	\$0
<b>Total TDA funding eligible to receive (operating + capital)</b>	<b>\$1,439,399</b>
LTF funds received (operating)	\$520,874
STA funds received (operating)	\$1,211,132
<b>Total TDA funds received (operating + capital)</b>	<b>\$1,743,006</b>
<b>Amount under (over) the eligible amount</b>	<b>(\$292,607)</b>

**Cause:** Because LTA is the only operator receiving TDA funding, the RTPA may not be mindful of these restrictions, instead allowing LTA to claim all TDA funding requested. In addition, when the claim is prepared prior to incurring the operating costs, it must be reconciled during or after the fiscal year to adjust for actual costs, especially if those costs are lower than anticipated.

**Effect:** As a result, LTA may be claiming more funds than it is eligible to receive.

**Recommendation:** Amend the new audit fiscal contract to include an eligibility assessment under CCR 6634 as part of the compliance component for LTA.

**Recommended Action:** In addition to regularly including this information in the fiscal audit, a retroactive review back to FY 2023/24 should also be conducted. This will provide official guidance regarding whether the LTA has claimed more funding than it was eligible to receive. If an overpayment is identified, the RTPA and LTA should work together to determine how the overpayment should be resolved. Ideally, LTA should also monitor its operating costs versus the adopted budget on an ongoing basis so that potential overpayments can be identified during the fiscal year and adjusted accordingly.

**Timeline:** As soon as possible.

**Anticipated Cost:** Unknown.

Exhibit 8.1 Audit Recommendations

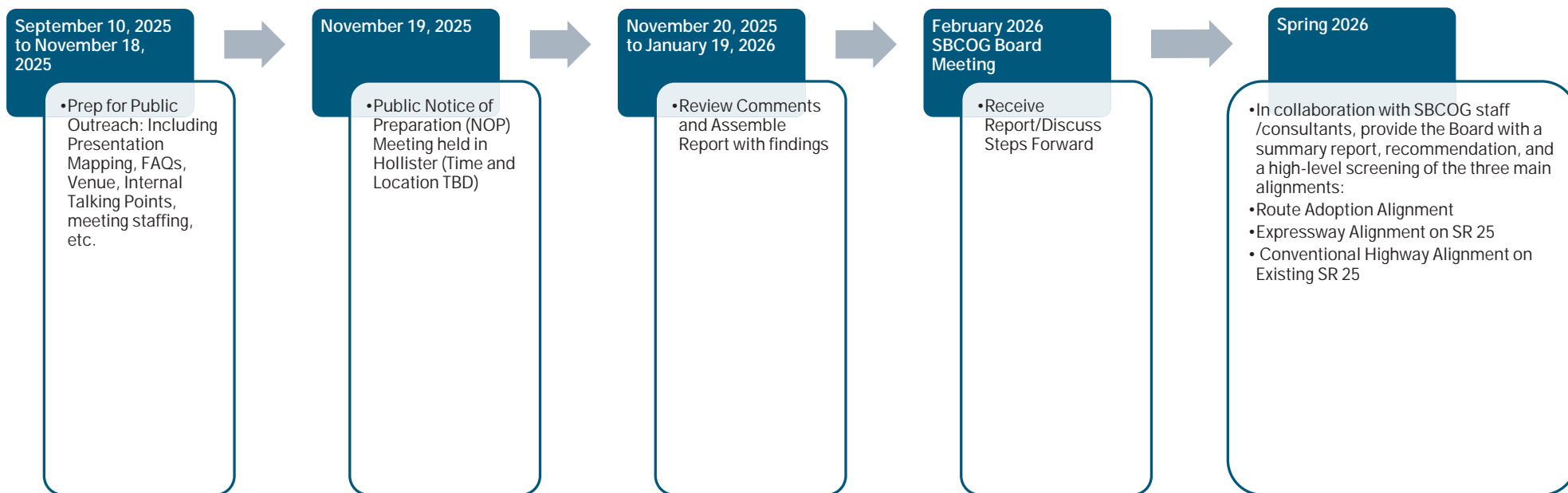
TDA Compliance Recommendations		Importance	Timeline
1	Amend the new audit fiscal contract to include an eligibility assessment under CCR 6634 as part of the compliance component for LTA.	High	ASAP

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## UPCOMING PUBLIC OUTREACH

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING





# PROJECT UPDATE - SAN BENITO COUNTY

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING

If a Commissioner/Commissioner's Alternate of the SBCOG intends in advance to ask about a particular project at the Board meeting, it is kindly requested that they submit their inquiry in advance so that Caltrans staff have time to research details & nuances on the matter.

**\*\* Project information provided below is subject to change at any time \*\***

CONSTRUCTION PROJECTS									
Project		Location/Post Mile (PM)	Description	Construction Timeline	Construction Cost	Funding Source	Project Manager	Contractor	Comments
C1	SR 156 Improvement Project (34490)	In and near San Juan Bautista, from The Alameda to slightly east of Fourth Street  (PM 3.0/R8.2)	Construct four-lane expressway	August 2022 - Fall 2025	\$89.7 million	STIP/Local	Terry Thompson	Teichert Construction	Construction activities continue. All four lanes are open. Caltrans is working with the Contractor to complete the planting and punch list items by the end of September.

PROJECTS IN DEVELOPMENT									
Project	Location/Post Mile (PM)	Description	Construction Timeline	Construction Cost	Funding Source	Project Manager	Phase	Comments	
D1	SR 156/Alameda EB Right-Turn Channelization (1P300)	In San Juan Bautista at the intersection of SR 156 and The Alameda  (PM 2.9/3.1)	Installation of eastbound right-turn channelization from SR 156 onto the Alameda	Winter 2025	N/A	Oversight/ Local	Terry Thompson	PS&E	Caltrans is actively collaborating with the City's design team regarding adjacent/affected property owners. The City's design team provided the 7th PS&E submittal in late <b>August</b> and anticipates completing the Caltrans DEER review in late 2025.





# PROJECT UPDATE - SAN BENITO COUNTY

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## PROJECTS IN DEVELOPMENT

Project		Location/Post Mile (PM)	Description	Construction Timeline	Construction Cost	Funding Source	Project Manager	Phase	Comments
D2	State Route 25 Corridor Improvement Project (48541)	San Felipe Road to 0.3 miles north of Hudner Lane to Highway 101  (PM SBt R52.0/60.1, SCI 0/2.6)	Conversion of 2-lane conventional highway to a 4-lane expressway	N/A	N/A	Local, potential grant funding	Terry Thompson	PA&ED	Caltrans and SBCOG are analyzing a range of alternatives that align with SB743 VMT guidelines. <b>At SBCOG’s request, Caltrans is looking at alternatives that follow the existing SR25 alignment.</b> The Environmental Document <b>for the adopted alignment</b> is moving forward along with all work including EIR studies needed to complete the environmental and project reports.
	US 101/ Rocks Road Wildlife Connectivity Project (1Q260)	In San Benito County in the Aromas Hills  (PM 0.0/2.8)	Construct a wildlife crossing to connect important habitat on both sides of US 101 and improve safety for drivers and wildlife.	N/A	N/A	Other, grant funding	Terry Thompson	PA&ED	Environmental Studies are underway and design work on the project is proceeding. The Wildlife Conservation Board has provided Grant Funding for this project.



PROJECTS IN DEVELOPMENT									
Project	Location/Post Mile (PM)	Description	Construction Timeline	Construction Cost	Funding Source	Project Manager	Phase	Comments	
D4	Hollister SR25 Median Barrier Project (1R540)	In Hollister, San Benito County on State Route 25, between north of Santa Ana Road, and east of San Felipe Road.  (PM R51.22/R52.12)	Install median barrier	Early 2027	TBD	SHOPP	Terry Thompson	PS&E/RW	Design work has begun. RTL planned Summer 2026 and construction starting early 2027.
	San Benito 101 Pavement Rehabilitation Project (1J840)	US 101 in San Benito County from the Monterey County line to the Santa Clara County line.  (PM 0.0/7.55)	Rehabilitate pavement (approx. 30 lane miles), median barrier, guardrail, drainage, traffic <b>census</b> stations and remove wildlife barrier.	Winter 2030 – Winter 2033	TBD	SHOPP	Terry Thompson	PA&ED	Preliminary design work on the project is proceeding. The Draft Environmental Document will be undergoing review the first week of August. Public outreach planned for September/October
D6	SR 25 Shore Rd Intersection Improvement (1T300)	In San Benito County, Route 25 & Shore Rd intersection.  (PM 57.80)		TBD	TBD	SHOPP	Terry Thompson	PID	<b>Project Kick-off Meetings was held, public informational meeting was conducted, and Project Initiation Document (PID) is in development</b>



# PROJECT UPDATE - SAN BENITO COUNTY

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING

PROJECTS IN DEVELOPMENT									
Project	Location/Post Mile (PM)	Description	Construction Timeline	Construction Cost	Funding Source	Project Manager	Phase	Comments	
D7	SR 25 Highway Safety Improvements Project (1T320)	In San Benito County on SR 25 between San Felipe Rd and the San Benito County/Santa Clara County line (PM R52.21/60.08)	Refresh pavement, striping, pavement markers <b>and</b> rumble strips. Install reflectors on K-rail and MGS, replace existing crash cushions, add channelizers, install additional speed limit signs	TBD	TBD	SHOPP	Terry Thompson	PID	Project Kick-off Meetings was held, public informational meeting was conducted, and Project Initiation Document (PID) is in development



# PROJECT UPDATE - SAN BENITO COUNTY

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING

## ACRONYMS USED IN THIS REPORT:

<b>ADA</b>	Americans with Disabilities Act	<b>SHOPP</b>	State Highway Operation and Protection Program
<b>CEQA</b>	California Environmental Quality Act	<b>SR</b>	State Route
<b>CMAQ</b>	Congestion Mitigation Air Quality	<b>STIP</b>	State Transportation Improvement Program
<b>CMIA</b>	Corridor Mobility Improvement Account	<b>TBD</b>	To Be Determined
<b>CON</b>	Construction, as a phase title	<b>TMS</b>	Traffic Management System
<b>CTC</b>	California Transportation Commission	<b>VMT</b>	Vehicle Miles Traveled
<b>DEER</b>	Design Engineering Evaluation Report		
<b>ED</b>	Environmental Document		
<b>EIR</b>	Environmental Impact Report		
<b>HFST</b>	High Friction Surface Treatment		
<b>MON</b>	Monterey County		
<b>PA&amp;ED</b>	Project Approval and Environmental Document		
<b>PID</b>	Project Initiation Document		
<b>PIR</b>	Project Initiation Report		
<b>PM</b>	Post Mile or Project Manager (based on context)		
<b>PS&amp;E</b>	Plans, Specifications, and Estimates		
<b>RTL</b>	Ready to List		
<b>RW</b>	Right of Way		
<b>SB1</b>	Senate Bill 1, the Road Repair and Accountability Act of 2017		
<b>SBt</b>	San Benito County		
<b>SCL</b>	Santa Clara County		



## PROJECT UPDATE - SAN BENITO COUNTY

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING

### -Resources-

#### COMMUNICATIONS:

*For General Caltrans' Inquiries, or to be added to the San Benito County News Release Distribution List:*

Heidi Crawford, Public Information Officer assigned to San Benito County  
[heidi.crawford@dot.ca.gov](mailto:heidi.crawford@dot.ca.gov)

Public Information Office, District 5  
[Info-d5@dot.ca.gov](mailto:Info-d5@dot.ca.gov)

*For Project Specific Questions or Partnering Opportunities:*

Please reach out to the Project Manager listed via the Public Information Office.

#### REQUESTS:

##### **Customer Service Requests:**

To notify Caltrans of specific concerns regarding current roadway or facility conditions, please submit a customer service request through the following online portal: <https://csr.dot.ca.gov/>

##### Examples of Customer Service Requests:

Any of the following on the State's highway system:

- Streetlight issues
- Plant over-growth
- Damaged roadway
- Fallen trees on the roadway
- Other maintenance issues

For less specific concerns, please reach out to the Public Information Officer to be directed to the appropriate respondent **Public**

##### **Records Requests:**

For all public records requests, please submit your request through the Public Records Request portal:

[https://caltrans.mycusthelp.com/WEBAPP/\\_rs/\(S\(4iui15cbqujv3ppvenlmgvx1\)\)/supporthome.aspx](https://caltrans.mycusthelp.com/WEBAPP/_rs/(S(4iui15cbqujv3ppvenlmgvx1))/supporthome.aspx)



## PROJECT UPDATE - SAN BENITO COUNTY

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING

### INFORMATIONAL:

#### **Quickmaps Mobile App/Caltrans Website: "Caltrans QuickMap"**

- Available for free in the Apple App Store and Google Play Store
- Provides realtime conditions for the State Highway System
- Desktop Format: <https://quickmap.dot.ca.gov/>

#### **Caltrans Lane Closures Reporting System: <https://lcswebreports.dot.ca.gov/>**

- Provides a 7-day look-ahead for planned lane closures
- Does not include unanticipated emergency closures (see Quickmaps for in-the-moment roadway conditions)

#### **Caltrans' Postmile Tool**

- Postmiles or Post Miles are used to specify locations on California's State Highway System.
- Postmiles may have prefixes or suffixes and may use up to three decimal places.
- Use this website to locate or determine postmiles along the State Highway System (SHS) or to determine the closest highway postmile to a location off the system.
- <https://postmile.dot.ca.gov/PMQT/PostmileQueryTool.html>

#### **Caltrans CCTV Camera Map: <https://cwwp2.dot.ca.gov/vm/iframeemap.htm>**

- Allows the public to see current conditions along the State Highway System

#### **The Caltrans District 5 Office of Local Assistance: <https://dot.ca.gov/programs/local-assistance/>**

- Includes links to many Federal and State funding opportunities
- Can help guide interested folks through the above-mentioned program requirements

#### **The Official Caltrans District 5 Webpage: <https://dot.ca.gov/caltrans-near-me/district-5>**



## PROJECT UPDATE - SAN BENITO COUNTY

PREPARED FOR THE SEPTEMBER 18, 2025 COUNCIL OF SAN BENITO COUNTY GOVERNMENTS MEETING







## Caltrans Project Update San Benito County

C1. SR 156 Improvement Project

D1. SR 156/Alameda EB Right Turn  
Channelization

D2. State Route 25 Corridor  
Improvement Project

D3. US 101/Rocks Road Wildlife  
Connectivity Project

D4. Hollister SR25 Median Barrier Project

D5. SBT 101 Pavement Rehabilitation  
Project

D6. SR Shore Rd Intersection  
Improvement

D7. SR 25 Highway Safety  
Improvements Project

