



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

DATE: Thursday, June 1, 2017

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

MEMBERS: Esther Alva, Mary Margaret Bilich, Clay Kempf, Caroline Medina,
Jim Parker, Ann Ross and Pauline Valdivia

3:00 P.M. CALL TO ORDER

- A) **ACKNOWLEDGE** Certificate of Posting
- B) Member Announcements
- C) Executive Director's Report

CONSENT AGENDA:

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

- 1) **APPROVE** SSTAC Meeting Minutes dated January 27, 2017 – Gomez
- 2) **RECEIVE** Operations Performance Report for the 2nd Quarter of Fiscal Year 2016/2017 – Valentine

REGULAR AGENDA:

- 3) **RECEIVE** and **COMMENT** on the Draft 2017 Unmet Transit Needs Hearings Report – Lezama

Adjourn to Meeting of July 28, 2017

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

DRAFT MINUTES

DATE: Friday, January 27, 2017
9:30 AM

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

CALL TO ORDER

Vice Chair, Maggie Bilich called the meeting to order at 10:01 A.M.

SSTAC Members 2016	Jan 27	*Mar 24	May 26	July 28	Sept 22	Nov 17 <i>Special</i>
Caroline Medina	E					
Maggie Bilich	P					
Esther Alva	P					
Clay Kempf (Bob Campbell)	P					
Ann Ross	P					
Pauline Valdivia	P					
Jim Parker	E					

*** Meeting Cancelled**

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

STAFF PRESENT:

Mary Gilbert, Executive Director; Regina Valentine, Transportation Planner; Monica Gomez, Secretary I

OTHERS PRESENT:

David Rzepinski, Rzepinski & Associates; Sean Vienna, Association of Monterey Bay Area Governments (AMBAG)

A. CERTIFICATE OF POSTING

Upon a motion duly made by Pauline Valdivia, and seconded by Clay Kempf, the Committee unanimously acknowledged the Certificate of Posting. Vote: 5/0 motion passes.

B. ELECT SSTAC Chairperson for 2017

C. ELECT SSTAC Vice Chairperson for 2017

Upon a motion duly made by Clay Kempf, and seconded by Pauline Valdivia, the Committee elected Caroline Medina as Chairperson for 2017 and Maggie Bilich as Vice Chairperson for 2017, pending Ms. Medina's acceptance. Vote: 5/0 motion passes

D. PUBLIC COMMENT:

Sean Vienna, with AMBAG, stated that the Monterey Salinas Transit is about to kick off its Mileage Reimbursement Voucher Program for medical trips. He suggested that staff contact MST for additional information.

E. MEMBER ANNOUNCEMENTS: None

F. EXECUTIVE DIRECTOR'S REPORT: None

CONSENT AGENDA

1) APPROVE SSTAC Meeting Minutes dated September 23, 2016 – Gomez

2) RECEIVE Operations Performance Report for the 1st Quarter of Fiscal Year 2016/2017-Valentine

Upon a motion duly made by Clay Kempf, and seconded by Pauline Valdivia, the Committee unanimously approved Items 1 and 2 from the Consent Agenda. Vote: 5/0 motion passes.

REGULAR AGENDA:

3) RECEIVE Presentation on the Mapping Intelligent Transportation System (ITS) Technology for the 21st Century (Transit ITS) Plan Draft Recommendations – Valentine

Executive Director, Mary Gilbert, introduced David Rzepinski, consultant to the LTA for the Transit ITS Plan. Mr. Rzepinski provided a Power-Point presentation on the Mapping Intelligent Transportation System Needs Assessment Report and Implementation Plan. In addition, he provided an overview of the recommendations and answered questions from the Committee.

The Committee thanked Mr. Rzepinski for the informative presentation. They commented on the importance of having cameras on board the buses to address safety concerns for passengers and drivers.

There was consensus among the Committee of overall support for the Transit ITS Plan draft recommendations to the LTA Board.

There was no public comment.

4) RECEIVE Presentation on Options for County Express Commuter Rail Service to Gilroy – Valentine

Ms. Valentine provided a Power-Point presentation on the County Express Commuter Rail Service to Gilroy and answered questions from the Committee.

Ms. Gilbert stated that when passenger rail services are provided in a region, per state legislature the operating costs for the service must take priority above public transit services so one of the first things to work on would be capital cost requirements and also looking at operating dollars.

Ms. Valentine stated that next steps could include applying for a Caltrans Sustainable Transportation Planning Grant to prepare an updated project study.

There was no public comment.

Adjourn to Meeting of March 24, 2017.

Upon a motion duly made by Pauline Valdivia, and seconded by Esther Alva, the Committee unanimously adjourned the meeting at 11:16 a.m. Vote: 5/0 motion passes.

Staff Report

To: Social Services Transportation Advisory Council
 From: Regina Valentine, Transportation Planner Telephone: (831) 637-7665 x 205
 Date: June 1, 2017
 Subject: Quarterly Operations Performance Report

Recommendation:

RECEIVE Operations Performance Report for the 2nd Quarter of Fiscal Year 2016/2017.

Summary:

The Operations Performance Report analyzes all public transportation services that the Local Transportation Authority (LTA) administers and operates for San Benito County. LTA contracts with MV Transportation, Inc. for public transit operations (County Express) and Jovenes de Antaño for specialized transportation.

Financial Considerations:

LTA provides fuel and vehicle maintenance for County Express operations and vehicle maintenance for specialized transportation operations. The table below shows operations costs and the percentage of the approved budget for the 2nd Quarter (October – December 2017).

	Expended for 2 nd Quarter	Expended Year-to-Date	% of Budget Expended to Date
Fuel	\$30,033.00	\$59,675.71	37.3%
Other Materials and Supplies	\$29,328.53	\$44,332.46	50.35%
Maintenance Labor	\$15,087.24	\$27,308.48	42.50%
Contracted Services	\$308,261.40	\$614,513.63	46.38%
Operators Salaries and Wages	\$29,793.98	\$58,826.33	32.54%

Background:

The Operations Performance Report typically compares a single quarter in the current and previous fiscal year. The report contains system-wide, individual service, and fiscal year-to-date information for the current and previous fiscal year.

Staff Analysis:

County Express

During the 2nd Quarter of Fiscal Year 2016/2017 County Express experienced a 2.96% increase in ridership (n = 29,966) from the 2nd Quarter of FY 2015/2016 (n = 29,105). Total operational costs increased by 3.49% in the 2nd Quarter of FY 2016/2017 compared to FY 2015/2016, \$352,240.67 and \$340,352.58 respectively.

Specialized Transportation

Compared to the 2nd Quarter of FY 2015/2016 to FY 2016/2017, Specialized Transportation experienced an increase in ridership and in operational costs. Ridership increased 16.16% (3,960 passengers), while operational costs totaled \$68,925.29, an increase of 37.39% in part due to the hourly rate increase approved by the LTA Board at the October 2016 meeting.

Executive Director Review: _____

Counsel Review: N/A

Attachment: County Express and Specialized Transportation Operations Performance Report

COUNTY EXPRESS AND SPECIALIZED TRANSPORTATION OPERATIONS PERFORMANCE REPORT

Fiscal Year 2016/2017

Second Quarter Report
October 2016 – December 2016

San Benito County
Local Transportation Authority
330 Tres Pinos Road, Suite C7
Hollister, CA 95023
831.637.7665
www.SanBenitoCountyExpress.org

April 2017

Transit and Specialized Transportation Operations Performance Report

Fiscal Year 2016/2017 – Second Quarter

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Executive Summary

County Express

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Specialized Transportation

Compared to the 2nd Quarter of FY 2015/2016 to FY 2016/2017, Specialized Transportation experienced an increase in ridership and in operational costs. Ridership increased 16.16% (3,960 passengers), while operational costs totaled \$68,925.29, an increase of 37.39% in part due to the hourly rate increase approved by the LTA Board at the October 2016 meeting.

Financial Impact

Table 1 shows a breakdown of the operational expenses and percent expended of the approved budget.

	Expended for 2 nd Quarter	Expended Year-to-Date	% of Budget Expended to Date
Fuel	\$30,033.00	\$59,675.71	37.3%
Other Materials and Supplies	\$29,328.53	\$44,332.46	50.35%
Maintenance Labor	\$15,087.24	\$27,308.48	42.50%
Contracted Services	\$308,261.40	\$614,513.63	46.38%
Operators Salaries and Wages	\$29,793.98	\$58,826.33	32.54%

Notable Events of Fiscal Year 2016-2017

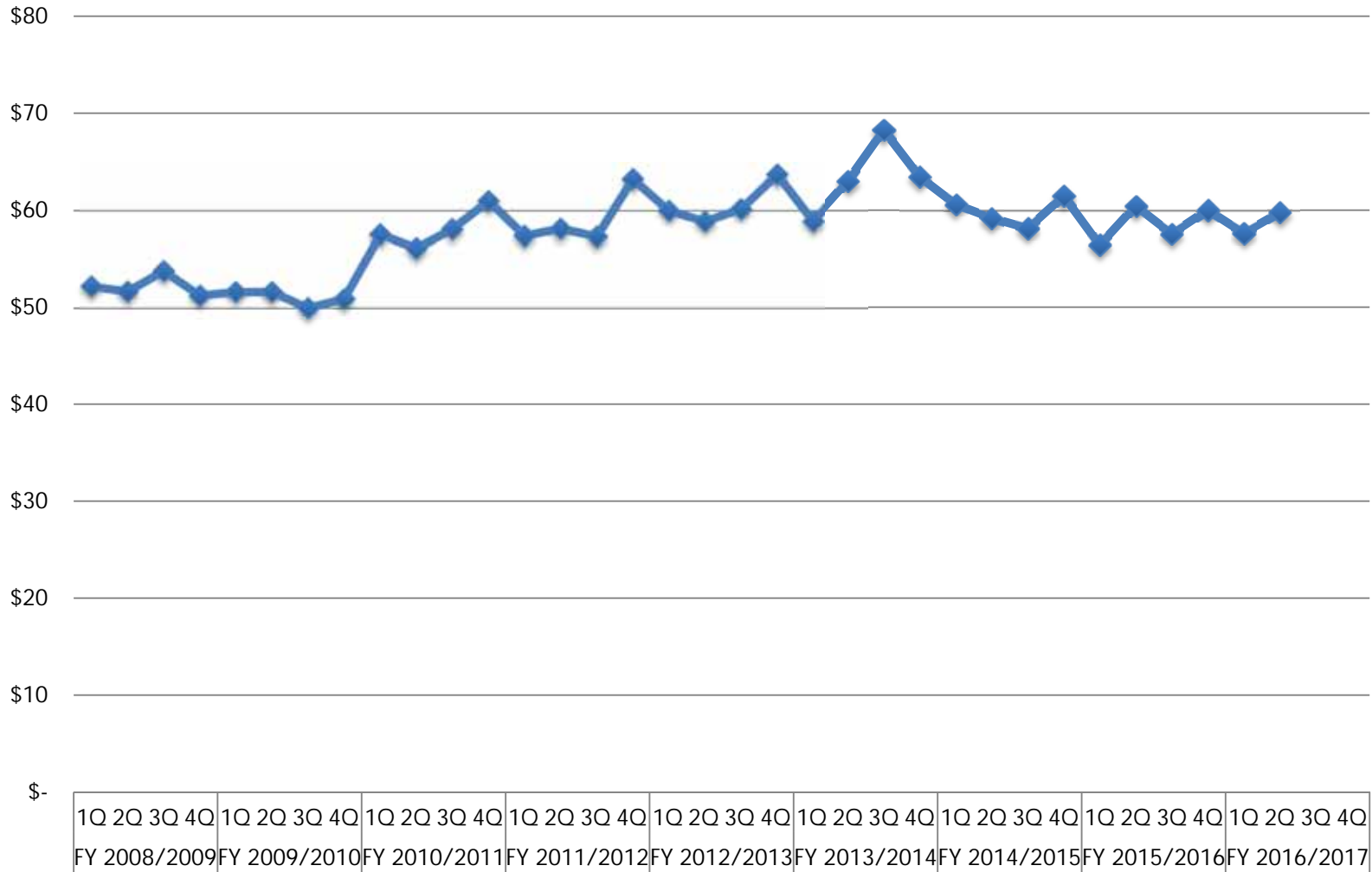
Date	Event
December 2016	California Average: \$2.738 per regular unleaded gallon according to the U.S. Energy Information Administration (www.eia.gov).
December 15, 2016	LTA Board authorizes staff submittal of a request for CTS GP – CTAF funds to improve the Anzar High School bus stop in San Juan Bautista.
December 19, 2016	Limited Intercounty service began to coincide with the first day of Winter Break for Gavilan Community College.
December 19, 2016 – January 2, 2017	Limited and special service schedule was provided to accommodate the Hollister School District's Winter Break and Christmas/New Year's Holidays.
November 2016	California Average: \$2.788 per regular unleaded gallon according to the U.S. Energy Information Administration (www.eia.gov).
November 21 – 27, 2016	Limited and special service schedule was provided to accommodate the Thanksgiving Holiday.
October 2016	California Average: \$2.862 per regular unleaded gallon according to the U.S. Energy Information Administration (www.eia.gov).
October 20, 2016	COG Board received a presentation on LTA's Triennial Performance Audit for Fiscal Years 2012/2013 through 2014/2015.
October 20, 2016	LTA Board approves Contract Amendment #4 to the Contract with Jovenes de Antaño (JDA) increasing the hourly rate from \$31.00 to \$36.00 effective July 1, 2016 through December 31, 2017.
September 2016	California Average: \$2.803 per regular unleaded gallon according to the U.S. Energy Information Administration (www.eia.gov).
September 29 – 30, 2016	County Express offered free shuttle service to the San Benito County Fair.
September 29, 2016	Two large commuter buses funded by Public Transportation Modernization, Improvement, and Service Enhancement Account Program (PTMISEA) monies were delivered.
September 28 – 29, 2016	County Express rider surveys were administered to solicit public input on technology improvements to include in the Transit ITS Plan.
September 6, 2016	Using Low Carbon Transit Operations Program funds, additional Intercounty runs to the Gilroy Transit Center were added to help riders connect with regional commuter services.

Date	Event
August 2016	California Average: \$2.745 per regular unleaded gallon according to the U.S. Energy Information Administration (www.eia.gov).
August 29, 2016	Regular Intercounty service began to coincide with the first day of instruction for Gavilan Community College.
August 22, 2016	Regular Fixed Route service began to coincide with the first day of instruction for the Hollister School District.
July 2016	California Average: \$2.911 per regular unleaded gallon according to the U.S. Energy Information Administration (www.eia.gov).
July 28, 2016	Four buses funded by Public Transportation Modernization, Improvement, and Service Enhancement Account Program (PTMISEA) monies were delivered.
July 1 – 4, 2016	Limited and special service schedule was provided to accommodate the Hollister Freedom Rally and the 4 th of July Holiday.

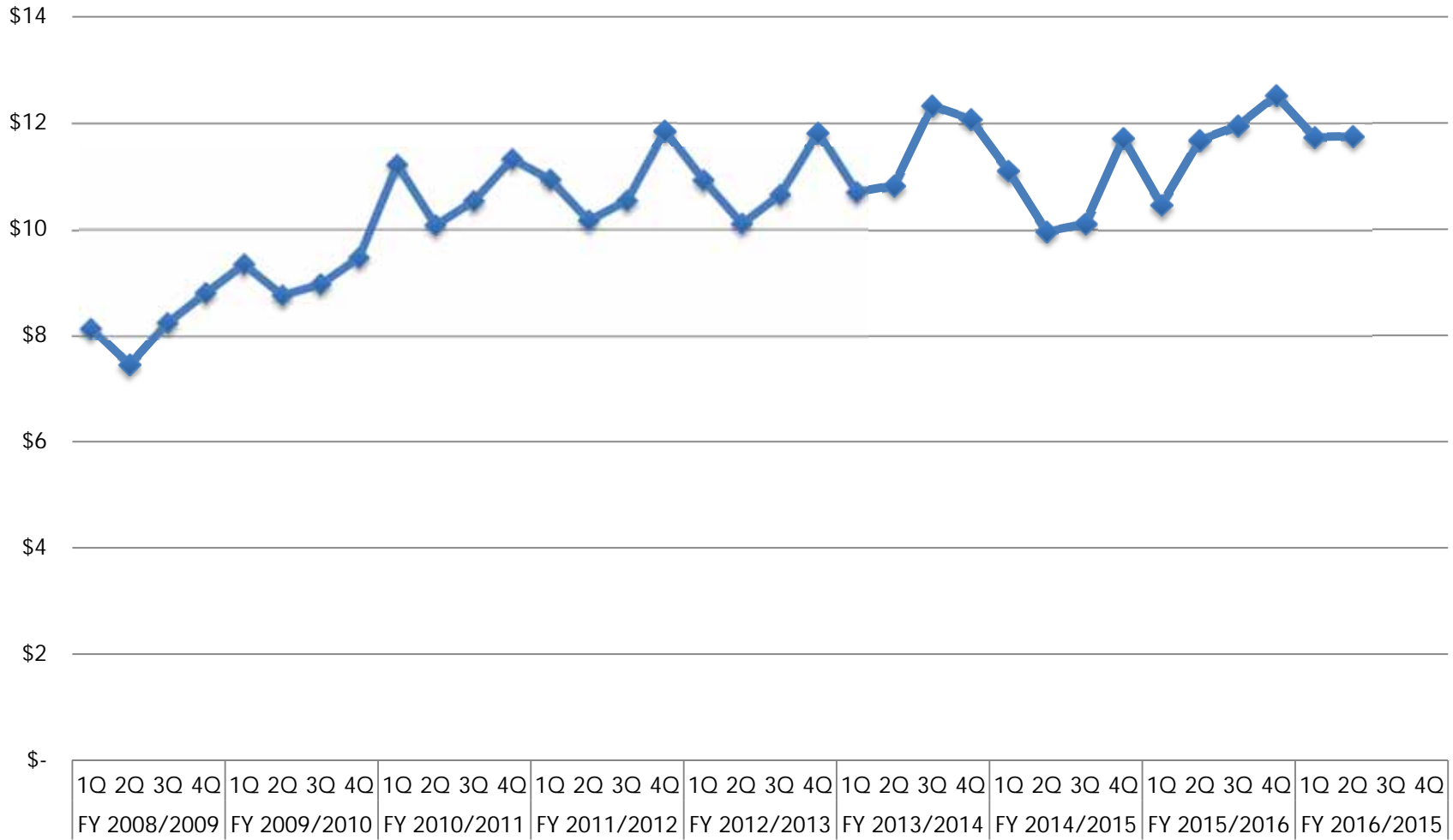
Performance Indicators

County Express		FY 15/16 2nd Quarter	FY 16/17 2nd Quarter	% Change
Ridership	Fixed Route	6,847	7,411	8.24%
	Dial-A-Ride	5,074	6,222	22.63%
	Paratransit	4,707	4,881	3.70%
	Intercounty	12,477	11,452	-8.22%
	System-Wide	29,105	29,966	2.96%
Revenue Service Hours	Fixed Route	1,392.8	1,405	0.88%
	Dial-A-Ride	998.06	939	-5.92%
	Paratransit	1,720.62	1,835	6.65%
	Intercounty	1,515.12	1,714.49	13.16%
	System-Wide	5,626.6	5,893.49	4.74%
Passengers Per Revenue Hour	Fixed Route	4.92	5.28	7.40%
	Dial-A-Ride	5.08	6.62	30.22%
	Paratransit	2.74	2.66	-2.77%
	Intercounty	8.23	6.68	-18.89%
	System-Wide	5.17	5.08	-1.70%
Cost Per Revenue Hour	Fixed Route	\$60.46	\$59.76	-1.16%
	Dial-A-Ride	\$60.52	\$59.77	-1.24%
	Paratransit	\$60.46	\$59.77	-1.14%
	Intercounty	\$60.54	\$59.76	-1.29%
	System-Wide	\$60.49	\$59.76	-1.21%
Cost Per Passenger	Fixed Route	\$12.30	\$11.33	-7.89%
	Dial-A-Ride	\$11.90	\$9.02	-24.20%
	Paratransit	\$22.10	\$22.47	1.67%
	Intercounty	\$7.35	\$8.95	21.77%
	System-Wide	\$11.69	\$11.75	0.51%
Operations Costs	Fuel	\$29,329.12	\$30,033.00	2.40%
	Other Materials and Supplies	\$31,365.70	\$27,597.48	-12.01%
	Maintenance	\$15,945.94	\$11,391.65	-28.56%
	Purchased Transportation	\$235,844.57	\$260,286.56	10.36%
	Operators Salaries and Wages	\$27,867.24	\$22,931.98	-17.71%
Farebox Recovery	Fixed Route	11.45%	11.79%	2.97%
	Dial-A-Ride	12.00%	13.88%	15.67%
	Paratransit	6.39%	6.64%	3.91%
	Intercounty	19.42%	14.77%	-23.94%
	System-Wide	12.15%	11.38%	-6.34%

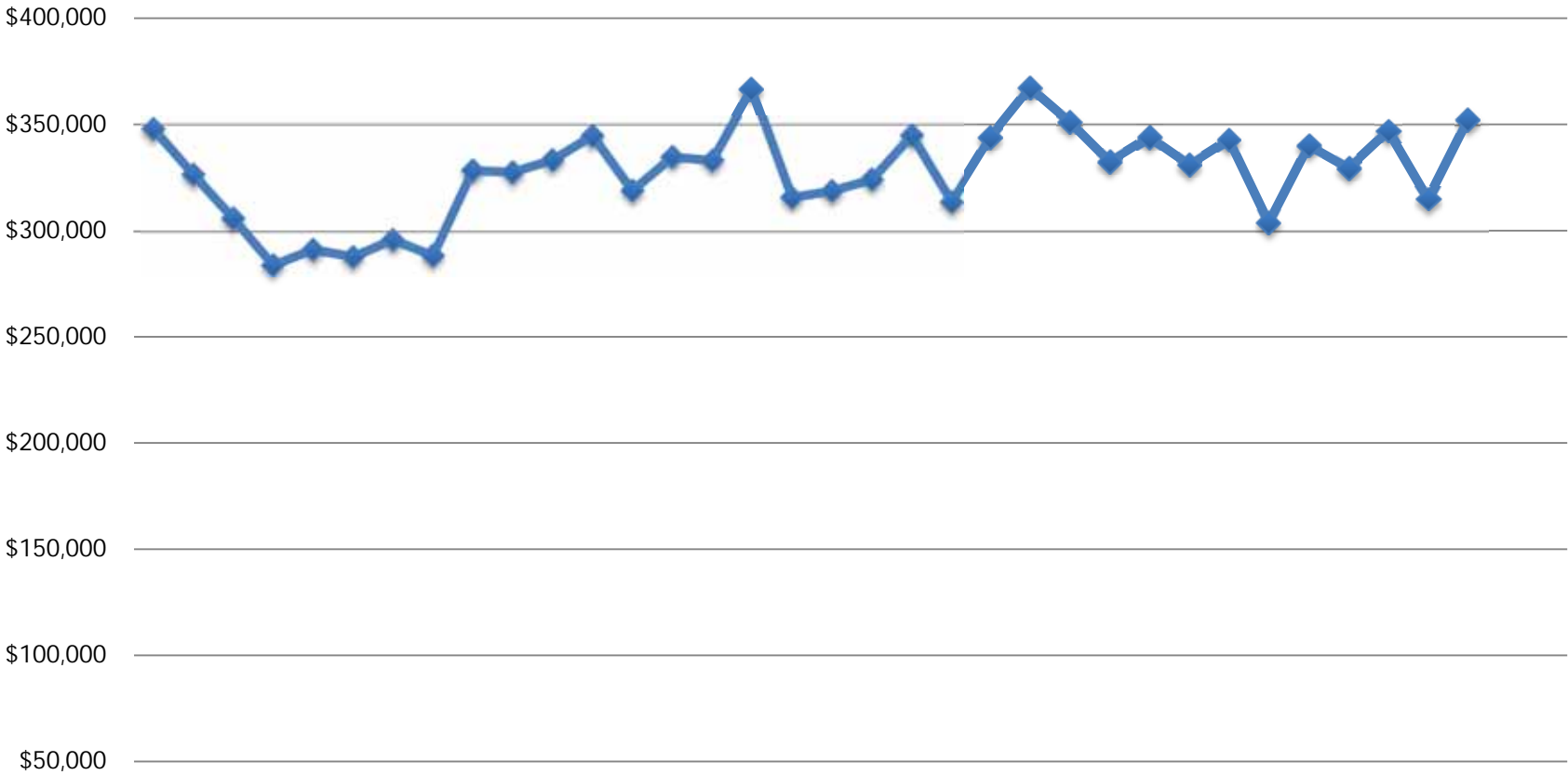
Cost per Vehicle Revenue Hour



Cost per Passenger

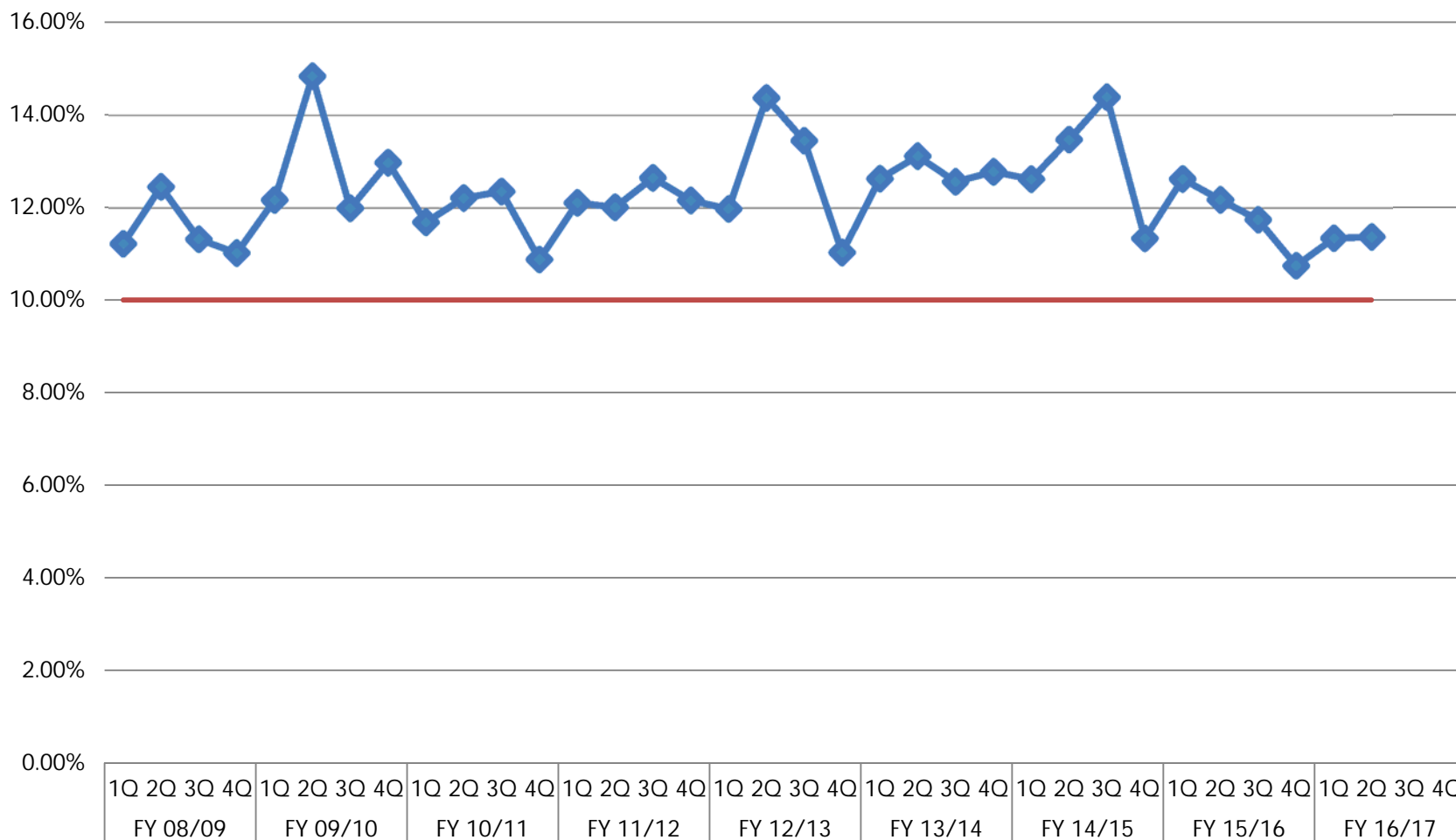


Operational Costs



\$-	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q	1Q 2Q 3Q 4Q
	FY 2008/2009	FY 2009/2010	FY 2010/2011	FY 2011/2012	FY 2012/2013	FY 2013/2014	FY 2014/2015	FY 2015/2016	FY 2016/2017

Farebox Recovery

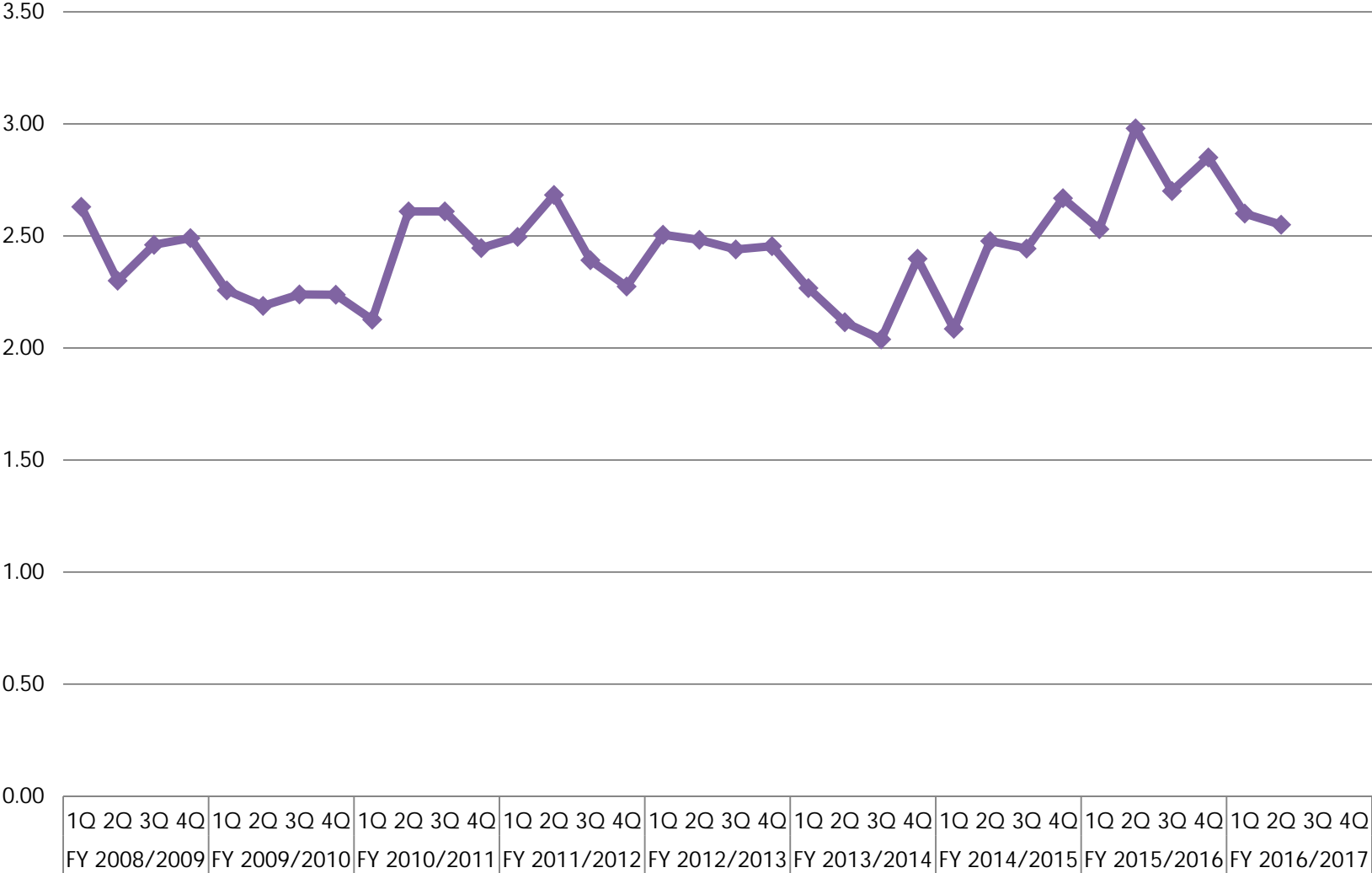


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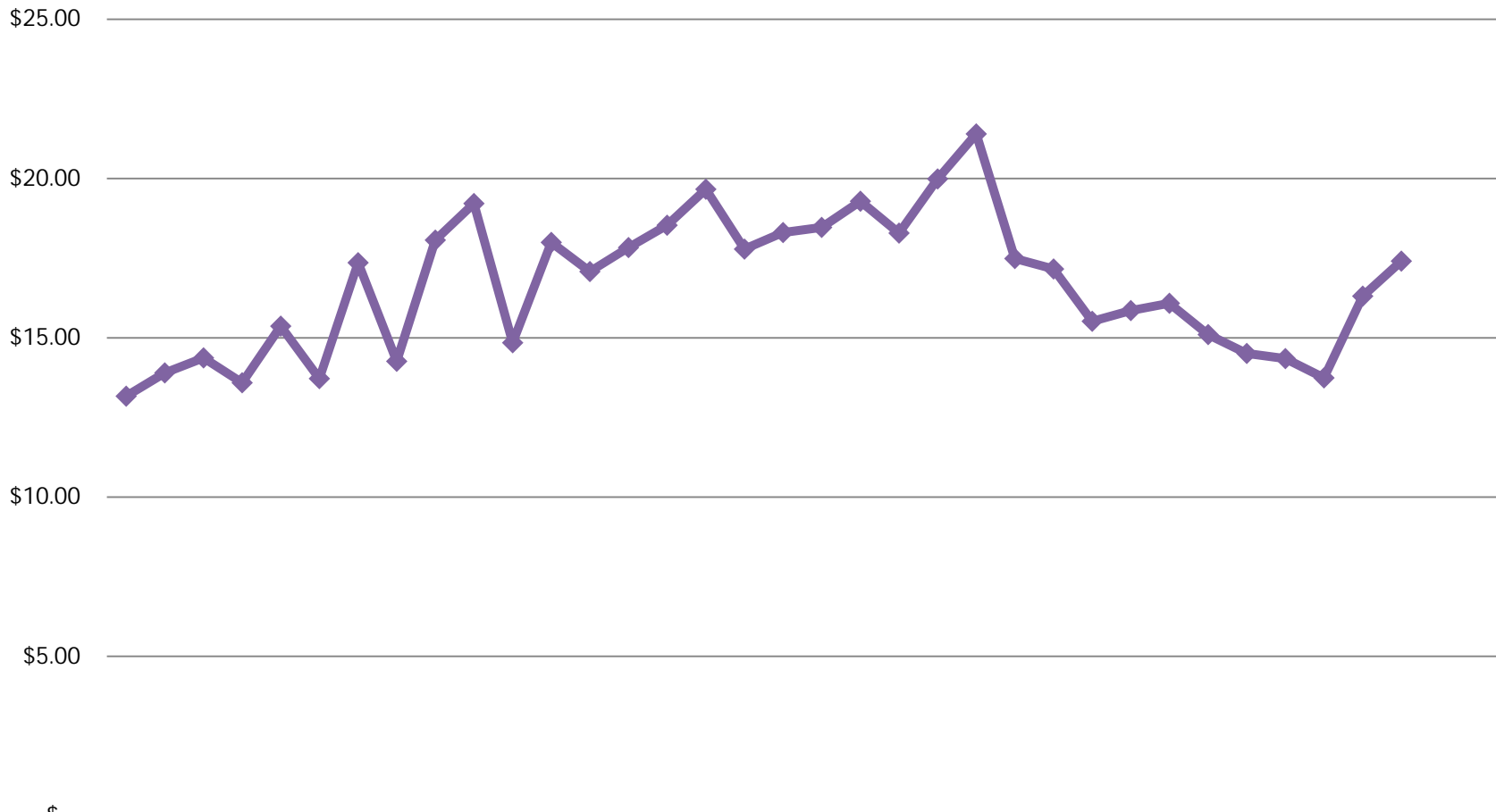
Performance Indicators

Specialized Transportation		FY 15/16 2nd Quarter	FY 16/17 2nd Quarter	% Change
Ridership	OOCMT	1,140	1,402	22.98%
	Senior Lunch	2,088	2,220	6.32%
	MSAP	181	338	86.74%
	System-Wide	3,409	3,960	16.16%
Revenue Service Hours	OOCMT	604.5	890	47.23%
	Senior Lunch	352.25	340	-3.48%
	MSAP	187	321	71.66%
	System-Wide	1,143.75	1,551	35.61%
Passengers Per Revenue Hour	OOCMT	1.89	1.58	-16.40%
	Senior Lunch	5.93	6.53	10.12%
	MSAP	0.97	1.05	8.55%
	System-Wide	2.98	2.55	-14.34%
Cost Per Revenue Hour	OOCMT	\$43.91	\$41.24	-6.08%
	Senior Lunch	\$44.02	\$57.48	30.58%
	MSAP	\$43.40	\$39.51	-8.96%
	System-Wide	\$43.86	\$44.44	1.32%
Cost Per Passenger	OOCMT	\$23.28	\$26.18	12.46%
	Senior Lunch	\$7.43	\$8.80	18.44%
	MSAP	\$44.84	\$37.50	-16.37%
	System-Wide	\$14.72	\$17.41	18.27%
Operations Costs	Other Materials and Supplies	\$2,465.30	\$1,654.19	-32.90%
	Maintenance Labor	\$4,992.55	\$3,797.22	-23.94%
	Contracted Services	\$33,797.81	\$55,829.88	65.19%
	Operator Salaries and Wages	\$8,910.55	\$7,644.00	-14.21%
Farebox Recovery	OOCMT	1.88%	2.90%	54.26%
	MSAP	1.49%	3.33%	123.49%
	System-Wide	1.24%	2.15%	73.39%

Passenger per Hour

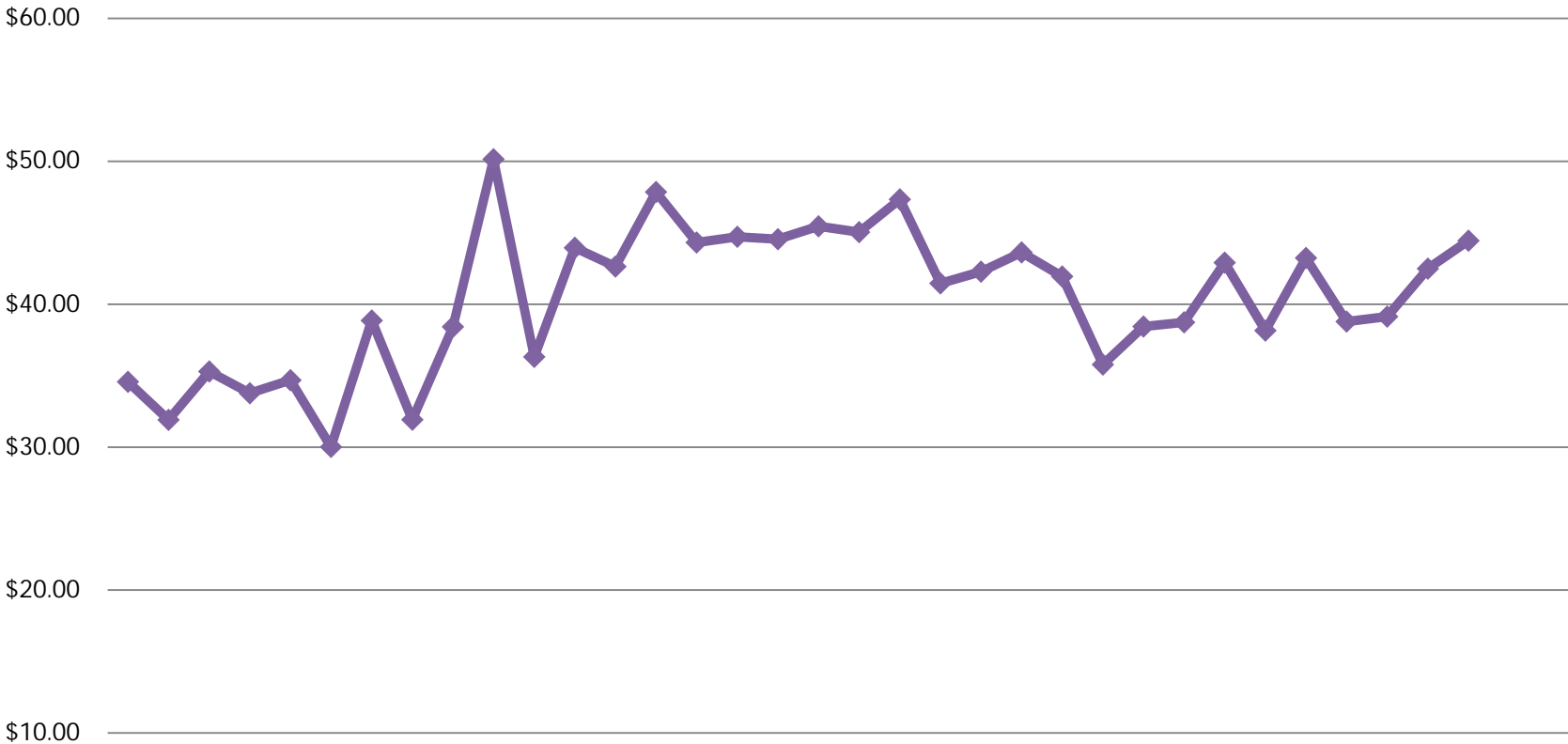


Cost per Passenger



1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q								
FY 2008/2009				FY 2009/2010				FY 2010/2011				FY 2011/2012				FY 2012/2013				FY 2013/2014				FY 2014/2015				FY 2015/2016				FY 2016/2017			

Cost per Revenue Service Hour

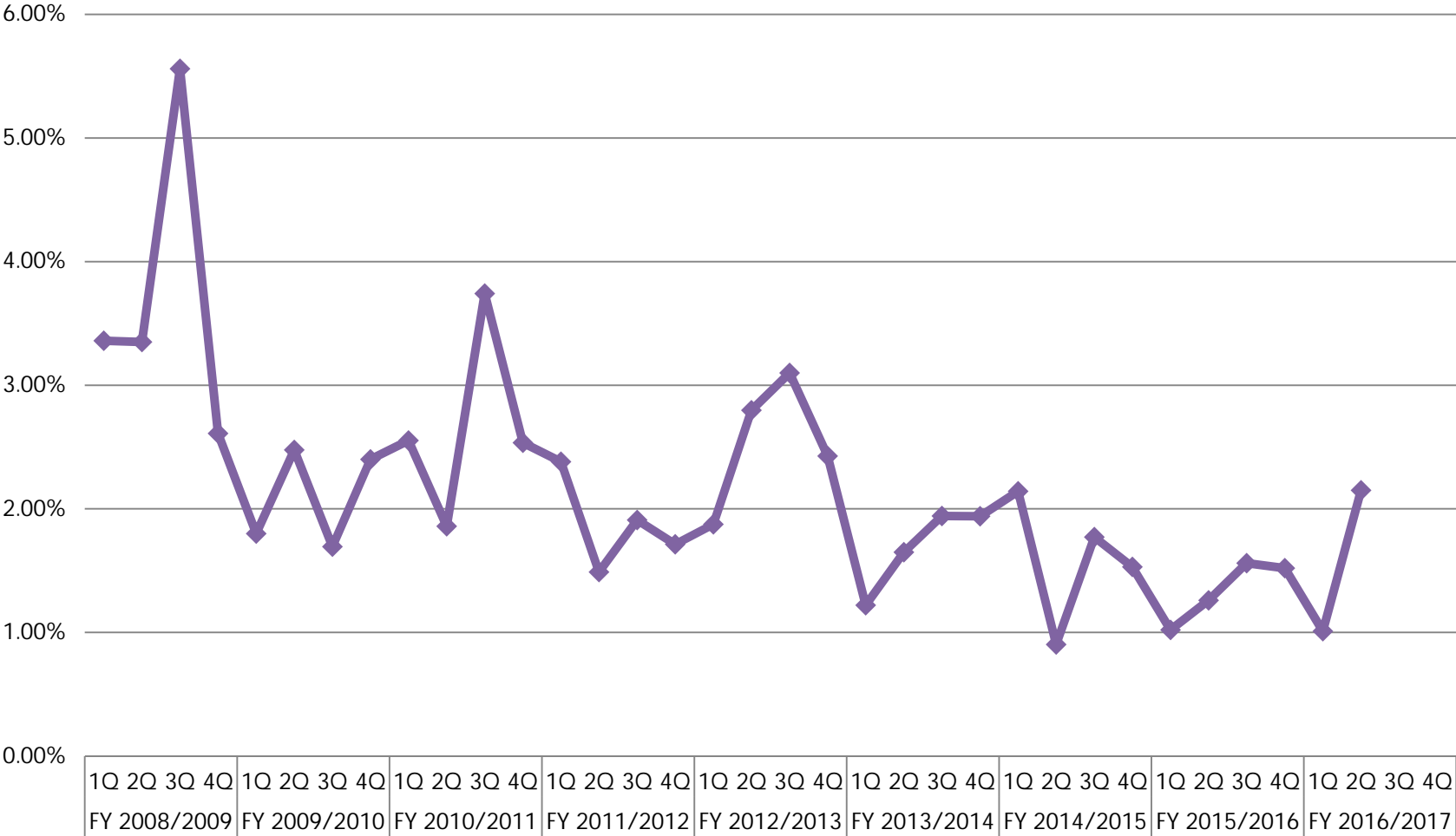


1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q				
FY 2008/2009				FY 2009/2010				FY 2010/2011				FY 2011/2012				FY 2012/2013				FY 2013/2014				FY 2014/2015				FY 2015/2016				FY 2016/2017			

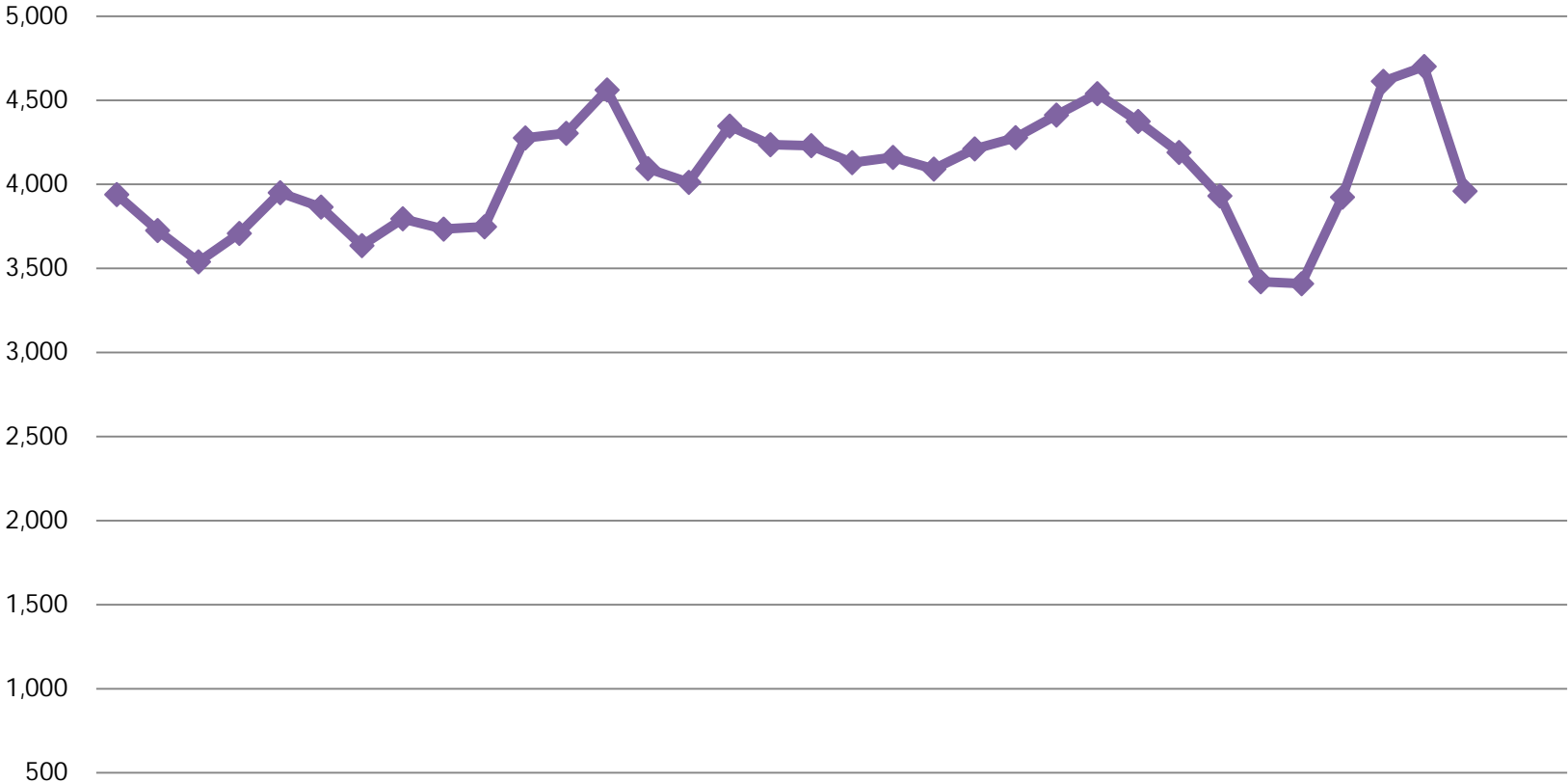
Operational Costs



Farebox Recovery



Ridership



1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q								
FY 2008/2009				FY 2009/2010				FY 2010/2011				FY 2011/2012				FY 2012/2013				FY 2013/2014				FY 2014/2015				FY 2015/2016				FY 2016/2017			

Glossary

Term	Definition
Contracted Services	County Express and Specialized Transportation dispatch, drivers, and management are currently contracted out to MV Transportation, Inc. and Jovenes de Antaño. Contracts with both organizations are set to expire December 31, 2017.
Cost Per Revenue Service Hour	<p>Measures the cost effectiveness of the service or route by the corresponding operational costs. Operations costs include fuel, maintenance, and contract services.</p> $\frac{\text{Fuel} + \text{Other Materials \& Supplies} + \text{Maintenance} + \text{Contracted Services} + \text{Operator Salaries \& Wages}}{\text{Total Revenue Service Hours}} = \text{Cost Per Revenue Service Hour}$
Cost Per Passenger	<p>Measures the cost effectiveness of the service or route by the corresponding passengers. Operations costs include fuel, other materials and supplies, maintenance, contract services and operator salaries and wages.</p> $\frac{\text{Fuel} + \text{Other Materials \& Supplies} + \text{Maintenance} + \text{Contracted Services} + \text{Operator Salaries \& Wages}}{\text{Total Passengers}} = \text{Cost Per Passenger}$
Farebox Recovery	<p>Effectiveness measure capturing the percentage of system operating expenses recovered by fare revenue. The equation for calculating the farebox recovery ratio is:</p> $\frac{\text{Passenger Cash Fares} + \text{Token Sales} + \text{Monthly Pass Sales} + \text{Advertising Revenue}}{\text{Fuel} + \text{Other Materials \& Supplies} + \text{Maintenance} + \text{Contracted Services} + \text{Operator Salaries \& Wages}} = \text{Farebox Recovery}$
Maintenance Labor	Operational cost of in-house maintenance staff
MSAP	Medical Shopping Assistance Program is for San Benito County seniors and persons with disabilities that need escort and/or translation services at the grocery store, bank, and at doctor's appointments. The fare is \$1.25 one-way.
No-Show	A customer who did not call ahead to cancel a scheduled trip on Dial-A-Ride and Paratransit service. Vehicle arrives on site and customer is not there for pickup.
OOCMT	Out-of-County Non-Emergency Medical Transportation for San Benito County seniors and persons with disabilities who need medical treatment not available in the County. Service area ranges from Salinas to Palo Alto. The fare is a zone-based fare that ranges from \$2.00 to \$5.00 one-way.
On-Time Performance	Evaluates timeliness of services. Takes into account early, late, and missed departures on all services.
Operational Cost	<p>County Express total costs include fuel, maintenance, the payments made to MV Transportation, Inc., for operations management services, and the project administration cost by the Local Transportation Authority.</p> <p>Specialized Transportation total costs include maintenance, payments made to Jovenes de Antaño, for operations management services, and the project administration cost by the Local Transportation Authority</p>

Term	Definition
Operators Salaries and Wages	Operational cost that includes project administration. Cost of dispatchers, drivers, and management are not included in this category as they are currently contracted through MV Transportation, Inc. and Jovenes de Antaño (see Contracted Services).
Other Materials and Supplies	Operational cost that includes vehicle parts, outside labor, insurance, maintenance and office supplies, cell phone service, legal fees, and etc.
Passengers per Revenue Service Hour	Measures productivity of service or route by the number of passengers served per hour per vehicle. The passengers per revenue service hour is calculated as: $\frac{\text{Total Passengers}}{\text{Total Revenue Service Hours}} = \text{Passengers per Revenue Service Hour}$
Productivity	Measured by passengers per revenue service hour to gauge service efficiency. The passengers per revenue service hour is calculated as: $\frac{\text{Total Passengers}}{\text{Total Revenue Service Hours}} = \text{Passengers per Revenue Service Hour}$
Preventable Incidents with Injury	An avoidable incident (i.e. poor mobility device securement).
Preventable Vehicle Accidents	An avoidable accident (i.e. driver error).
Ridership	Number of one-way passenger trips
Revenue Service Hour	Fixed Route and Intercounty: Time between first printed stop to last printed stop on schedule. Dial-A-Ride and Paratransit: Time between pick-up and drop-off of clients. Does not include idle time or travel time with empty vehicle.
Senior Lunch	Transportation to and from the Senior Lunch Program at the community center in the City of Hollister. There is no fare for this service.
Service Refusal	Service availability cannot be negotiated because of service overload and customer request (i.e. Ride not available because client calls for a ride within 30 minutes).
Total Cost	See Operational Cost



Staff Report

To: Social Services Transportation Advisory Council
 From: Veronica Lezama, Transportation Planner **Telephone:** (831) 637-7665
 Date: June 1, 2017
Subject: 2017 Unmet Transit Needs

Recommendation:

RECEIVE and **COMMENT** on the Draft 2017 Unmet Transit Needs Hearings Report.

Summary:

Each year, the Council of Governments (COG) is responsible for conducting an Unmet Transit Needs Hearing to provide a forum for residents, transit users, and community members to comment on the local bus service provided by County Express and Specialized Transportation Services (Jovenes de Antaño).

Financial Considerations:

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

Background:

The Council of Governments (COG) holds an annual Unmet Transit Needs hearing and public meetings to provide a forum for residents, transit users, and community members to express service needs provided by the County Express and Specialized Services (Jovenes de Antaño). Unmet Transit Needs are defined as “expressed or identified needs of a significant segment of the community for public transportation services to meet basic mobility needs which are not currently being met through existing transit services or other means of transportation” (Attachment 1, Page 1).

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

The Council of Governments held one hearing and two public meetings in March to receive public testimony on the bus services provided through County Express and Specialized Services.

Staff Analysis:

The Council of Governments (COG) received 30 comments at the Unmet Transit Needs Hearing and two public meeting. COG staff has prepared responses to all comments received (Attachment 2). The Social Services Transportation Advisory Council (SSTAC) may provide feedback and make recommendations on the Unmet Transit Needs Report, which will be submitted to the COG Board of Directors for consideration.

The final report will be presented to the COG Board at their June 15, 2017 meeting for approval.

Executive Director Review: _____

Counsel Review: N/A

Supporting Attachment(s):

1. "Unmet Transit Needs" and "Reasonable to Meet" criteria
2. 2017 Unmet Transit Needs Public Comment and COG Responses

ADOPTED DEFINITIONS AND PROCEDURES FOR NOTICING AND CONDUCTING THE ANNUAL UNMET TRANSIT NEEDS HEARING



As required by PUC section 9940 1.5, the Council of San Benito County Governments must adopt formal definitions of "unmet transit need" and "reasonable to meet." The first definition is the primary tool used to evaluate the public testimony received during the initial hearing.

The second definition is used to evaluate the reasonableness of meeting those requests. State law (PUC Section 994015(c)) has been modified to clarify that..."the fact that an identified transit need cannot fully be met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet."

Additionally, the Act specifies that..." An agency's determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the need of streets and roads. "

I. The "unmet needs" definition adopted by Council of San Benito County Governments:

"Unmet needs are defined as expressed or identified needs of a significant segment of the community for public transportation services to meet basic mobility needs which are not currently being met through existing transit services or other means of transportation.

Included, at a minimum, are those public transportation or specialized services that are identified in the Regional Transportation Plan, Short Range Transit Plan and/or Transit Development Plan, which have not been implemented or funded."

II. The "unmet needs" threshold criteria adopted by the Council of San Benito County Governments:

The following criteria must be true for the COG to consider a request an "unmet need". If a request **fails** to satisfy any of the criteria below, the request is **not** an unmet need.

1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan.
2. Sufficient *broad-based* community support exists.
3. Request is a *current* rather than *future* need.
4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.)

III. Adopted Definition of "Transit Needs That Are Reasonable To Meet Determination."

In making the reasonableness determination, an analysis will be conducted on existing transit services, available options, likely demand and general costs based on similar services in the area and available studies. Once completed, the following criteria shall be considered.

REASONABLE TO MEET CRITERIA

In making a reasonableness determination, an analysis will be conducted on existing transit services, available options, likely demand and general costs based on similar services in the area and available studies. An Unmet Transit Need would be considered reasonable to meet if the proposed service is in general compliance with the following criteria:

A. EQUITY

The proposed service would:

1. Benefit the general public.
2. Not unreasonably discriminate against nor favor any particular area or segment of the community at the exclusion of any other.
3. Not result in adversely affect existing services in other parts of the transit system that have an equal or higher priority immediately or within the foreseeable future.
4. Require a subsidy per passenger generally equivalent to other parts of the transit system, unless overriding reasons so justify.

B. TIMING

The proposed service would:

1. Be in response to an existing rather than a future need.
2. Be implemented consistent with federal, state, or regional funding approval schedules, if such funds are the most appropriate primary method of funding.

C. COST EFFECTIVENESS

The proposed service would:

1. Not cause the responsible operator or service claimant to incur expenses in excess of the maximum allocated funds.
2. Not set a precedent for other service expansions without a reasonable expectation of available funding.
3. Have available funding on a long-term basis to maintain the service.

D. SYSTEM PERFORMANCE

1. The efficiency of the new, expanded or revised transit service, excluding specialized transportation services, shall be measured on efficiency, such as:
 - Cost per passenger trip,
 - Cost per vehicle service hour,
 - Passenger trips per vehicle service hour,
 - Passenger trips per service mile,
 - On-time performance.
2. The proposed service would have a reasonable expectation of future increase in ridership.

E. OPERATIONAL FEASIBILITY

1. The new, expanded or revised transit service must be safe to operate and there must be adequate roadways and turnouts for transit vehicles.
2. The new service would be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds.
3. The new service would have the available maintenance staff to cover the additional vehicle maintenance hours incurred as a result of the proposed service.

F. COMMUNITY ACCEPTANCE

A significant level of community support exists for the public subsidy of transit services designed to address the unmet transit need. Including but not limited to, community groups, community leaders, and community meetings reflecting support for the unmet transit need.

G. ADA CONFORMITY

The new, expanded or modified service, excluding specialized transportation services, would conform to the requirements of the Americans with Disabilities Act. The COG shall consider the financial impact on the TDA claimant if complementary paratransit services are required as a result of the new, expanded, or modified service.

H. OTHER FACTORS

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



UNMET TRANSIT NEEDS 2017

Public Comment and COG Responses

No.	Statement	Unmet Transit Needs Determination and Criteria	COG Response
Specialized Transportation Services			
1.	Does Specialized Transportation Services (Jovenes de Antaño) charge for personal care attendants?	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	There is no fee for personal care attendants to ride Specialized Transportation Services or County Express.
2.	Very good bus service. I find it hard to speak, can I text for bus services? Do you provide transit service to Salinas?	Unmet Transit Need, Reasonable to Meet.	<p>County Express and Specialized Transportation Services do not provide assistance for persons with communication disabilities. In this situation, the dispatcher is familiar with the rider’s communication disability and is able to schedule their trips. The dispatcher will inform the rider about medical service options to Salinas.</p> <p>The LTA will be implementing the California Relay Service, which is a telecommunications relay service that provides full telephone accessibility to people who are deaf, hard of hearing or speech disabled. Specially trained Communication Assistants complete all calls and stay on-line to relay messages electronically over a text telephone (TT), so called TTY for “Teletype”, or verbally to hearing parties. California Relay Service is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. There is no charge for using relay services within your local calling area. Long distance rates are determined by the carrier of choice.</p>

County Express			
3.	The service boundary should be extended to Bolando Park as people rent monthly spaces at the RV park.	Unmet Transit Need, Reasonable to Meet.	Bolado Park is outside of the Dial-a-Ride service area. However, County Express may provide Dial-a-Ride services to and from Bolado Park during their peak season.
4.	Aromas would be an ideal location for County Express and Monterey-Salinas Transit to allow transfers.	Unmet Transit Need, Not Reasonable to Meet based on the following criteria: FEASIBILITY. The proposed service: 1. Shall be provided within available funding and shall not exceed the operator's funding ability. 2. Shall be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds. 3. Shall not unduly affect the operator's ability to maintain the required fare to operating cost ratio.	The LTA is expected to receive an additional \$321,000 annually in State Transit Assistance funding from Senate Bill 1, Road Repair and Accountability Act of 2017. At which point, LTA staff will evaluate the service recommendations from the public and the adopted Short Range Transit Plan. Any proposed services will need to be carefully analyzed to ensure maximum benefit to the community. The LTA will consider applying for a Transportation Planning Grant in order to identify creative service options to serve the rural communities of San Benito County.
5.	Service is needed in Aromas.	Unmet Transit Need, Not Reasonable to Meet based on the following criteria: FEASIBILITY. The proposed service: 1. Shall be provided within available funding and shall not exceed the operator's funding ability. 2. Shall be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds. 3. Shall not unduly affect the operator's ability to maintain the required fare to operating cost ratio.	The LTA is expected to receive an additional \$321,000 annually in State Transit Assistance funding from Senate Bill 1, Road Repair and Accountability Act of 2017. At which point, LTA staff will evaluate the service recommendations from the public and the adopted Short Range Transit Plan. Any proposed services will need to be carefully analyzed to ensure maximum benefit to the community. The LTA will consider applying for a Transportation Planning Grant in order to identify creative service options to serve the rural communities of San Benito County.
6.	Provide transportation to and from Hollister to Pacific Scientific on Union Road.	Unmet Transit Need, Reasonable to Meet.	Pacific Scientific is located outside the County Express Fixed Route service area. However, Dial-a-Ride services are available to riders, upon request and availability. LTA will provide service to Pacific Scientific as a flag stop location for the Intercounty route. A flag stop is when a rider boards the bus at a location that is not an established bus stop with a posted bus stop sign. Riders who would like to be

			dropped off or picked up from Pacific Scientific must coordinate in advance (24-hours) with the Dispatch office to inform drivers about their service request along the Intercounty route.
7.	There is a need for transit to serve the Betabel RV Park in San Juan Bautista.	<p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria:</p> <p>FEASIBILITY. The proposed service:</p> <ol style="list-style-type: none"> 1. Shall be provided within available funding and shall not exceed the operator's funding ability. 2. Shall be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds. 3. Shall not unduly affect the operator's ability to maintain the required fare to operating cost ratio. 	<p>The LTA is expected to receive an additional \$321,000 annually in State Transit Assistance funding from Senate Bill 1, Road Repair and Accountability Act of 2017. At which point, LTA staff will evaluate the service recommendations from the public and the adopted Short Range Transit Plan. Any proposed services will need to be carefully analyzed to ensure maximum benefit to the community.</p> <p>The LTA will consider applying for a Transportation Planning Grant in order to identify creative service options to serve the rural communities of San Benito County.</p>
8.	Bus drivers are not able to make stops at the R.O. Hardin Elementary School location due to traffic and cars parking in front of the bus stop. Similar issues along Line Street.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	All County Express bus stop locations are marked red for no parking. LTA notified the school and the principal will address the issue.
9.	More needs to be done to raise awareness about the transportation services available in the community, especially now that there are several new housing developments.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>COG serves on both the County and the City of Hollister's Development Review Committee (DRC). The duties and responsibilities of the DRC are to review the site design of new development and improvements and provide applicants with appropriate design comments. Those comments include accommodations for public transit facilities and services. New development is required to accommodate public transit amenities, if warranted by the LTA.</p> <p>The LTA will continue to improve marketing of County express services.</p>

10.	Public and specialized transportation in this community is very good. Although this County needs to upgrade driver wages.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>Thank you for your comment. Driver wages are set in accordance with a competitive request for proposals process. All wages comply with a mutually agreed compensation contract between the LTA and the transit contractors (i.e. MV Transportation and Jovenes de Antaño). Set wages comply with State and Federal compensation laws.</p>
11.	Riders should be able to get weekend service with a prior day request. The rider has called four days in advance and unable to book a ride because the service is at capacity.	<p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria: FEASIBILITY. The proposed service:</p> <ol style="list-style-type: none"> 1. Shall be provided within available funding and shall not exceed the operator's funding ability. 2. Shall be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds. 3. Shall not unduly affect the operator's ability to maintain the required fare to operating cost ratio. 	<p>The weekend Dial-a-Ride service has reach its capacity. There is one vehicle available on the weekend from 9:15 AM to 3 PM. The cost of providing an additional vehicle would consist of increasing the contractor’s service hours.</p> <p>MV Transportation’s hourly rate is \$45.78/hour.* Providing an additional bus on the weekend would cost \$549.36/weekend.** Annually, the cost of providing this service would total \$28,017.36.***</p> <p>*Does not include fuel or maintenance costs. **\$45.78 (hourly rate) x (six hours/day) x (two days). ***51 weekends in a year x \$549.36 (per weekend cost).</p> <p>The LTA (LTA) is expected to receive an additional \$321,000 annually in State Transit Assistance funding from Senate Bill 1, Road Repair and Accountability Act of 2017. At which point, LTA staff will evaluate the service recommendations from the public and the adopted Short Range Transit Plan. Any proposed services will need to be carefully analyzed to ensure maximum benefit to the community.</p>
12.	The bus stop at 4 th & Line (taqueria) not clearly marked	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 	<p>The LTA will be initiating the implementation of system-wide bus stop signs in order to improve the visibility of the system. This is set to occur in the Fall of 2017.</p>

		<ol style="list-style-type: none"> 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	
13.	Covered bus area needs shelter/covers	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	LTA recently completed the Bus Stop Improvement Plan, which identifies recommendations for bus stop amenities. Transit amenities will be implemented upon funding availability.
14.	Many bus stops on fixed route are not covered and there is no place to sit.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	The LTA recently completed the Bus Stop Improvement Plan, which identifies recommendations for bus stop amenities. Transit amenities will be implemented upon funding availability.
15.	When is the fixed route mid-day hours being extended?	<p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria: FEASIBILITY The proposed service:</p> <ol style="list-style-type: none"> 1. Shall be provided within available funding and shall not exceed the operator's funding ability. 2. Shall be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds. 3. Shall not unduly affect the operator's ability to maintain the required fare to operating cost ratio. 	<p>The cost of restoring the Hollister Fixed Route Midday Weekday Service would total \$131,019.61. *(2,861.94 service hours x MV hourly rate of \$45.78*)</p> <p>The LTA is expected to receive an additional \$321,000 annually in State Transit Assistance funding from Senate Bill 1, Road Repair and Accountability Act of 2017. At which point, LTA staff will evaluate the service recommendations from the public and the adopted Short Range Transit Plan. Any proposed services will need to be carefully analyzed to ensure maximum benefit to the community.</p>
16.	When do you foresee restoring	Not an Unmet Transit Need. The following criteria must be	The cost of restoring the Hollister Fixed Route Midday

	the Fixed Route mid-day service?	<p>true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient broad-based community support exists. 3. Request is a current rather than future need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>Weekday Service would total \$131,019.61.* (2,861.94 service hours x MV hourly rate of \$45.78*)</p> <p>The LTA is expected to receive an additional \$321,000 annually in State Transit Assistance funding from Senate Bill 1, Road Repair and Accountability Act of 2017. At which point, LTA staff will evaluate the service recommendations from the public and the adopted Short Range Transit Plan. Any proposed services will need to be carefully analyzed to ensure maximum benefit to the community.</p>
17.	Are bus services provided to and from Casa De Fruta? How far does County Express travel to? Has your policy changed?	<p>Unmet Transit Need, Not Reasonable to Meet based on the following criteria: FEASIBILITY. The proposed service:</p> <ol style="list-style-type: none"> 1. Shall be provided within available funding and shall not exceed the operator's funding ability. 2. Shall be provided with the existing vehicle fleet or with vehicles that can be acquired with available funds. 3. Shall not unduly affect the operator's ability to maintain the required fare to operating cost ratio. 	<p>County Express services are not currently provided to or from Casa de Fruta in Santa Clara County. The farthest that the bus service travels is to the Grove Restaurant, which is located at 7511 Pacheco Pass Highway in San Benito County. In the past, County Express has not provided transit services to or from Casa de Fruta.</p>
18.	When receiving rides to doctors' appointments, why am I unable to obtain service back home? Would like more information about why my client cannot get a ride home.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient broad-based community support exists. 3. Request is a current rather than future need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>Dial-a-Ride service appointments may be booked as round-trips in order to ensure that a vehicle is available. However, it is often difficult for passengers to estimate their departure time.</p> <p>The LTA will be purchasing electronic tablets that will complement the existing dispatching system. The tablets will allow drivers to view real-time transit trip request. The tablets will be purchased in fiscal year 2017/2018 and implemented by the Fall of 2017.</p>
19.	The bus stop on College Street needs a sign.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient broad-based community support exists. 	<p>The LTA confirmed that there is a bus stop pole and sign on both sides of Fourth Street near College Street.</p>

		<ol style="list-style-type: none"> 3. Request is a current rather than future need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	
20.	There are many empty buses. What is your ridership and is it efficient?	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>In 2016 County Express provided 112,102 service rides. During the same time period, Specialized Transportation Services provided 17,198 service rides. County Express meets the state mandated farebox recovery ratio.</p> <p>There are instances that a bus may be empty, particularly when the vehicle is returning from dropping off passengers at their destination or when the vehicle is initiating its route. Without specific route information, COG staff is unable to make a clear determination as to the capacity of the vehicle.</p>
21.	On Red Line route bus stop near Lucky’s is not marked.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient broad-based community support exists. 3. Request is a current rather than future need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>The bus stop poles are currently missing on both sides of McCray Street. The LTA will be initiating the implementation of system-wide bus stop signs in order to improve the visibility of the system. This is set to occur in the Fall of 2017.</p>
22.	The commenter offered to conduct a survey around her neighborhood, Central Avenue and Graf Road, about the need for transportation services.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.). 	<p>The LTA welcomes community feedback on the local bus services. Staff extends an invitation to community members to host a neighborhood meetings to obtain their input on their transportation needs.</p>
23.	Do you provide bus medical service to Salinas?	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is</p>	<p>Specialized Transportation services provides services to medical facilities in Salinas.</p>

		<p>not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.). 	
24.	Is there a discount for seniors?	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.). 	<p>County Express and Specialized Transportation services provide discounts to seniors. For a breakdown of fees, please see below:</p> <p><u>County Express Fee Schedule</u> Hollister Fixed Route:</p> <ul style="list-style-type: none"> • .75¢/one-way, for seniors (65+), youth (5-17) and people with disabilities. • \$1.25/one-way on Dial-a-Ride. • \$1.25/one-way on Intercounty service. <p><u>Specialized Transportation Services Fee Schedule</u> Hollister Service:</p> <p>In order to be eligible passengers must be 60 years of age or older or disabled.</p> <ul style="list-style-type: none"> • No fee for transportation to senior lunch program. • \$1.25 (one-way): grocery store, pharmacy bank and doctors’ appointments. • <u>Out-of-County Service</u>: No age limit. The cost varies from location: \$4 Gilroy, \$6 Salinas, \$8 San Jose, \$8 Monterey and \$10 Palo Alto.
25.	More bus stops are needed along 4th Street and College Street for those unable to walk long distances between stops.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 	<p>There are three bus stops on Fourth Street between San Benito Street and College Street. The first is located on the corner of Fourth and San Benito Street, the second is at the new San Benito County Superior Courthouse, and the third near College Street (adjacent to the restaurant).</p> <p>The Fourth Street road configuration provides limited space for</p>

		4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.)	additional bus stops without causing a safety issue for passengers and eliminating street parking.
26.	Would like benches located near Lucky's Supermarket and along 4th St.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	The LTA recently completed the Bus Stop Improvement Plan, which identifies recommendations for bus stop amenities. Transit amenities will be implemented upon funding availability.
27.	Have you talked to organizations about installing bus stop benches? (youth groups, 4H clubs, etc.)	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	The procurement and labor of transit amenities and services must follow State and Federal guidelines attached to each funding source. These requirements offer little opportunity for private partnerships because labor laws and liability considerations.
28.	Do you have security cameras on the buses? Had an experience on the bus that was frightening.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an "unmet need." If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	<p>According to the LTA's Intelligent Transportation Systems (ITS) Plan, the cost of implementing video surveillance cameras on 12 Fixed Route and Intercounty County Express vehicles is estimated between \$47,000 – 75,500 for capital costs and \$15,000 - \$35,000 annual ongoing costs.</p> <p>As a standard protocol, bus drivers are required to notify the County Express dispatcher and local police upon an immediately emergency.</p> <p>County express is equipped with DriveCam®, which uses a small mounted camera to record incidents; it is triggered by rapid acceleration or deceleration, hard turns, and collisions. The camera is not intended for long term recordings as it only</p>

			records up to 20 seconds in length. The camera constantly records but keeps the data only when triggered. It retains the data from 10 seconds before to 10 seconds after the triggering event to provide situational context for investigators.
29.	Very happy with the services and its punctuality.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	Thank you for your comments.
30.	Bus drivers are to be commended for their professionalism and their courteous attitude.	<p>Not an Unmet Transit Need. The following criteria must be true for the COG to consider a request an “unmet need.” If a request fails to satisfy any of the criteria below, the request is not an unmet need.</p> <ol style="list-style-type: none"> 1. The request fills a gap in transit service, or is identified as a deficiency in the Regional Transportation Plan. 2. Sufficient <i>broad-based</i> community support exists. 3. Request is a <i>current</i> rather than <i>future</i> need. 4. Request is not operational in nature (i.e. minor route change, bus stop change, etc.) 	Thank you for your comments.