

The logo for the Association of Monterey Bay Area Governments (AMBAG) is located in the top left corner. It features the acronym "AMBAG" in a large, bold, black sans-serif font. Below the acronym, the full name "ASSOCIATION OF MONTEREY BAY AREA GOVERNMENTS" is written in a smaller, all-caps, black sans-serif font, arranged in three lines. The text is set against a light blue background that has a subtle, abstract pattern of overlapping shapes. A horizontal black line extends from the right side of the logo area across the top of the page.

**AMBAG**

ASSOCIATION OF  
MONTEREY BAY AREA  
GOVERNMENTS

# **Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan**

Approved by the AMBAG Board of Directors  
October 2013

**Prepared by: Association of Monterey Bay Area Governments**

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## Executive Summary

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The Federal Transit Administration defines a Coordinated Public Transit-Human Services Transportation Plan (CPTP) as a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, and lays out strategies for meeting these needs, and prioritizes services.” The Association of Monterey Bay Area Governments (AMBAG), in collaboration with the Regional Transportation Planning Agencies (RTPAs) and public transit operators in the tri-county area, has produced the region’s CPTP. As the Metropolitan Planning Organization for the region and with guidance from the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), AMBAG is required to produce this plan for incorporation into the region’s long-range 2014 Metropolitan Transportation Plan. The CPTP establishes project eligibility for federal funding under the Elderly Persons and Persons with Disabilities (Section 5310) program.

The Monterey Bay Region’s CPTP has been prepared collaboratively by AMBAG and its regional transportation partners. The Transportation Agency of Monterey County (TAMC); the Santa Cruz County Regional Transportation Commission (SCCRTC); the Council of San Benito County Governments (SBtCOG); Santa Cruz Metropolitan Transit District (Santa Cruz METRO); and Monterey–Salinas Transit (MST) have also worked with local transportation providers, community organizations and human service advocates, as well as members of the public to identify the existing gaps and needs in human service transportation.

This CPTP incorporates these needs and presents innovative implementation strategies for closing the gaps and improving the management of mobility services. Some of the reoccurring transit needs identified by the contributing agencies include expanding service to underserved locations and increasing the frequency and hours of operation of existing routes; providing same day paratransit services; establishing mobility management programs; replacing old vehicles; and providing transportation services to farmworkers.

Strategies for meeting these needs and the prioritization of projects planned for receiving future federal funding vary between Monterey, Santa Cruz, and San Benito counties given differences in existing resources and funding. However, a common theme emerging from the work and planning between AMBAG, the Regional Transportation Planning Agencies, and the Public Transit Operators within the Monterey Bay Region is that there is an increasing need and importance for further coordination and consensus building among regional planning partners with regard to meeting the needs of the transportation disadvantaged.

# Introduction

# 1

In 2005, Congress passed the reauthorization of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU made several changes to planning requirements and requires that Metropolitan Planning Organizations (MPO) bring existing long-range transportation plans into conformance with these changes. One of these required changes is that a regional Coordinated Public Transit-Human Services Transportation Plan (CPTP) is now a required element of the Metropolitan Transportation Plan. This requirement continues in the most recent federal transportation reauthorization bill, Moving Ahead For Progress in the 21<sup>st</sup> Century (MAP-21).

While MAP-21 does not define the term “coordinated plan,” the Federal Transportation Administration (FTA) defines coordinated plan as “*a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes, and lays out strategies for meeting these needs, and prioritizes services.*”<sup>1</sup>

The CPTP must be developed through a process that includes input from representatives of public, private, and non-profit transportation and human services providers, as well as the public. The preparation and implementation of this plan will improve coordination between transportation systems and providers in the Monterey Bay Region, and strengthen transportation services for those with special needs throughout Monterey, San Benito, and Santa Cruz counties.

## **Required Elements of the Coordinated Public Transit-Human Services Transportation Plan include:**

- **Identification of current services and providers**
- **Assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes**
- **Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources**
- **Strategies to address identified gaps in services**
- **The prioritization of implementation strategies**

The Association of Monterey Bay Area Governments (AMBAG), Caltrans District 5, Monterey-Salinas Transit (MST), San Benito Council of Governments (SBtCOG), San Benito County Local Transportation Authority (LTA), Santa Cruz County Regional Transportation Commission (SCCRTC), Santa Cruz Metropolitan Transit District (Santa Cruz METRO), and the Transportation Agency of Monterey County (TAMC) have cooperated in the preparation of this plan.

These regional planning partners have coordinated efforts and provided numerous opportunities for interested parties and the public to participate in the creation of this plan. These outreach and consultation efforts are described and documented in the following sections, and involve activities conducted by each of the planning partners both collectively and individually to engage communities with an interest in the provision and accessibility of transportation services for the elderly, individuals with disabilities, and low-income individuals.

<sup>1</sup> Federal Register Notice (Vol. 71, No. 50), March 15, 2006, p. 13458.

By covering a diverse set of transportation topics relevant to individual localities and the region as a whole, the CPTP provides an all-inclusive snapshot of the region's available services, and a comprehensive vision of special needs transportation in the future.

### **Project Identification and Funding**

As a planning tool, the CPTP identifies a set of strategies and programs and establishes a framework for the prioritization of projects in the region seeking federal funding assistance. FTA now requires projects funded through the programs listed below be "derived from a locally developed coordinated public transit-human services transportation plan."<sup>2</sup> The CPTP will be used as the region's framework for establishing eligibility for projects to receive funding through the Section 5310 Elderly Persons and Persons with Disabilities program.

**Elderly Persons and Persons with Disabilities Program (Section 5310) Goals**

To provide funding for those projects that aim to increase the general mobility of senior Americans and individuals with disabilities.

The passing of MAP-21 eliminated the Jobs Access Reverse Commute (JARC) program, formerly 5316, and transferred its functions into the 5307 and 5311 programs. MAP-21 also eliminated the New Freedom program (5317), and transferred its functions into the 5310 program.

Section 5310 *Elderly Persons and Persons with Disabilities* funds are apportioned directly to the state based on a formula that accounts for the number of elderly persons and individuals with disabilities living in that state. These funds are distributed via a statewide competitive selection program and are eligible to be spent anywhere in the state, including urbanized areas.

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<sup>2</sup> Federal Register Notice (Vol. 71, No. 50), March 15, 2005, p. 13458.

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## Transportation Services and Providers

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# 2

This section and appendix A identifies the transportation services and specific providers at the regional and county level. Transportation services represent all forms of transportation provided coordination with our public, private, and nonprofit partners. The following describes the transportation services provided within the region and by each county.

Service providers can be a public, private or nonprofit agency. Each organization will typically focus their services to fulfill the transportation needs of specific underserved populations. Service providers include service operators, members of advisory committees and task forces that influence and shape policies and programs devoted to improving transportation accessibility for the elderly, individuals with disabilities, and the low-income.

### **Local Advisory Committees**

There are a number of advisory committees that weigh in on all aspects of transportation issues and services involving older adults, people with disabilities, and people with limited means. The local advisory committees conduct public meetings where specialized transportation service agencies and interested parties voice their transportation concerns and needs. This section identifies transit committees in each county.

### **Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act (ADA) of 1990 stipulates that individuals with disabilities are entitled to fixed-route transit services and/or complementary paratransit services.

### **Fixed-Route Transit**

Passengers access transportation vehicles at permanent stops with pre-scheduled, designated routes which are usually supported by printed timetables and schedules. These transit services do not deviate from their designated route or time services.

### **Paratransit Services**

The term “paratransit” describes a transportation service that is more flexible and personalized than conventional, fixed-route transit. Some examples of paratransit services include share-ride taxis, car and vanpooling, subscription bus services, and other public entities. Public transit agencies, community groups or not for profit corporations, and for profit private companies or operators can all operate paratransit services.

Since elderly and individuals with disabilities are more likely to experience difficulties accessing fixed bus routes independently, given physical, mental, or age-related impairments, Section 223 of ADA requires that public entities operating non-commuter fixed-route transportation services also provide paratransit service for individuals unable to use the fixed-route system if:

- The individual is unable to access fixed-route service independently, due to his or her disability
- The fixed-route service is not accessible to the individual
- The individual has a special physical or mental impairment in which interaction with a barrier prevents getting to or from a bus stop or rail station.

ADA compliant paratransit service by public transit operators within the region occurs within a  $\frac{3}{4}$  mile service buffer around fixed-route bus service, as shown in the map below.





## Shared Van

Vans provide transportation for a number of people who travel along the same route, or to and from the same location on a regular basis. Vanpools are organized and operated by public and private agencies, including employers, hospitals, non-profits and individuals. The vans are owned by, loaned or leased to the service provider.

Vans can be outfitted with lifts or other equipment to carry individuals using mobility assistance devices. Vans in the Monterey Bay region are owned and/or operated by both public and non-profit agencies as well as private for-profit companies.

## Private Taxicab Services

Taxi services exist in each county, but most companies operate within the county or local jurisdiction only, and the extent of special needs service for all private taxis vary. Examples of private transportation services include Yellow Cab Santa Cruz which operates taxis, vans, mini-vans and paratransit vehicles, with trips to regional airports, and has low cost rider tickets. Taxi operators in Monterey County provide services to most cities in the county and are regulated by the Monterey County Regional Taxi Authority (RTA). A full list of service providers can be found in Appendix A.

## A. Regional Transportation Services and Providers

At the regional level, AMBAG will continue to work with the RTPAs and service providers to further coordinate the schedules, service zones, connections and programs among fixed-route, paratransit, and non-profit transportation services in an effort to improve accessibility, increase participation, ease constraints, and provide more efficient service. All agencies in the plan are working to meet the goals of California Assembly Bill 32 (AB32), the Global Warming Solutions Act, which requires statewide greenhouse gas emissions are at 1990 levels by 2020. Many transportation agencies, including Santa Cruz METRO, are replacing diesel and gasoline fleet vehicles with natural gas buses to meet this and other clean vehicle goals.

### Fixed-Route Transit

#### Greyhound Bus Lines

This intercity bus transportation agency provides a 10 percent discount to seniors over 62 and a 50 percent discount for any *attendant* traveling with the senior. If the senior citizen is handicapped, the assistant travels on the bus as an aide for free. Buses travel between Monterey and Santa Cruz connect with San Benito's *County Express* in Gilroy and provide low cost transportation to other parts of the state and country.

#### Amtrak

Amtrak connector bus service travels through Monterey and Santa Cruz counties, providing service for residents traveling for leisure or business on over one-hundred intercity trains and connecting buses in California. Amtrak passenger rail services include: the *Coast Starlight*, running from Seattle, Washington to Los Angeles; the *Capitol Corridor*, providing service between San Jose and Sacramento; and the *Pacific Surfliner*, offering service along the coast between San Luis Obispo and San Diego.

Amtrak trains accommodate individuals in wheelchairs by providing bridge plates, station board lifts, and ramps between station platforms and train cars. The trains also allow travel for individuals with disabilities with accompanying trained service animals.

## Non-profits

### The Central Coast Alliance for Health (the Alliance)

The Alliance is a non-profit health plan which provides health services for over 90,000 low-income patients in Santa Cruz and Monterey counties. About 95 percent of the agency's members receive Medi-Cal, with the remainder enrolled in plans offered by Healthy Families, Healthy Kids, or Alliance Care IHSS, which provides insurance coverage to in-home healthcare service caregivers. The Alliance is an example of a regional non-profit agency that accommodates elderly, individuals with disabilities, and low-income Central California residents. For instance, members who use wheelchairs may qualify for rides, as will those who require an ambulance to move them from one care facility to another. The agency has an annual operating budget of \$230 million and gets the bulk of that money from the state. Transportation services offered by the Alliance are limited to medical trips only and are contracted to non-profit and/or private transportation providers.

### The Central Coast Center for Independent Living (CCCIL)

CCCIL is part of the nationwide network of Centers of Independent Living, providing a diverse set of services for people with disabilities with the mission of supporting their equal and full participation in community life. Serving all three counties within the Monterey Bay region, CCCIL provides clients with information and referral services regarding transportation access and mobility. They also work with the county RTPAs to advocate programs and policies improving accommodation and accessibility for the communities with disabilities.

### Seniors Council's Foster Grandparent/Senior Companion Program

The Seniors Council's Foster Grandparent/Senior Companion program is a regionwide volunteer program that places low-income seniors in a variety of different community sites, including public schools, day care facilities, family shelters, and hospitals. Senior Companions provide companionship and light respite care to frail elders at adult day care facilities and assisted living facilities to enable them to live independently in their homes.

### United Way/211 Program

United way provides a 211 toll-free phone number provides callers with information about local community services, including transportation information.

## **B. San Benito County Transportation Services and Providers**

### **Agencies and Councils**

#### Council of San Benito County Governments (SBtCOG)

The Council of San Benito County Governments was formed in 1973 through a Joint Powers Agreement between the Cities of Hollister and San Juan Bautista and the County of San Benito. The Council of Government is the regional transportation planning agency and is committed to improving transportation for San Benito County. Some examples of its efforts are the Highway 25 Bypass, funding public transportation, and providing emergency roadside call boxes. The Council of Governments Board of Directors consists of City Council members from the Cities of Hollister and San Juan Bautista and the Board of Supervisors from the County. The Council of Governments Board meets every third Thursday at 3:00 p.m. at 481 4<sup>th</sup> Street, Hollister, CA at the Board of Supervisors Chambers.

**Council of San Benito Governments Social Services Transportation Advisory Council (SSTAC)**

SSTAC consists of members appointed by SBtCOG from a broad spectrum of social services and transit providers, advising SBtCOG on matters related to transportation accessibility for the elderly, individuals with disabilities, and persons of limited means. The Advisory Council strives to achieve balanced geography and minority representation by having ten members from social service organizations, the consolidated transportation service agency, and members from the community. The Advisory Council meets bi-monthly on the fourth Friday at 9:30 a.m. at 330 Tres Pinos Road, Suite C7, Hollister CA at the Council of Governments Conference Room.

**San Benito County Local Transportation Authority (LTA)**

Formed in 1990 through a Joint Powers Agreement, the LTA receives a variety of funds through the SBtCOG. The Authority administers and operates public transportation services in the County through County Express and Jovenes de Antaño. The Authority’s Board of Directors consists of City Council members from the Cities of Hollister and San Juan Bautista and the Board of Supervisors from the County. The Board meets every third Thursday at 3:00 p.m. at 481 4<sup>th</sup> Street, Hollister, CA at the Board of Supervisors Chambers.

SBtCOG is required by the guidelines of the Transportation Development Act to hold Unmet Transit Needs Hearings, and these hearings are held annually, usually around February. The hearings provide a forum for residents, transit users, and community members to express concerns with the local transit service (County Express and Jovenes de Antaño) and identify needs for new transit services. An example of commentary from a recent Unmet Needs Hearing is listed in the “Unmet Needs” section of the Coordinated Plan.

**Fixed-Route Transit**

Under the name County Express, the LTA operates the largest public transit service in the County. County Express provides convenient and affordable transportation to residents and visitors to San Benito County. Services include:

- Three fixed-route Services to the City of Hollister
- Dial-A-Ride and Paratransit Services to the Cities of Hollister, San Juan Bautista, and Tres Pinos
- Intercounty service connecting Cities of Hollister and San Juan Bautista to Santa Clara County in Gilroy

The Intercounty Service allows County Express customers to connect to other public transit services such as: Valley Transportation Authority (VTA), Monterey-Salinas Transit (MST), Caltrain, Greyhound, and AMTRAK in Gilroy.

In addition to administering and operating County Express, the Authority partners with the Council of Governments for San Benito County Rideshare Program. The Rideshare Program promotes alternative modes of commuting by providing

<u>County Express Hours of Service:</u>	
<u>Fixed-routes and Paratransit</u>	
Monday thru Friday	6:00 a.m. to 11:00 a.m. 2:00 p.m. to 6:00 p.m.
<u>Intercounty</u>	
Monday thru Sunday	7:40 a.m. to 6:00 p.m.
<u>Dial-A-Ride</u>	
Monday thru Friday	6:00 a.m. to 6:00 p.m.
Saturday and Sunday	9:00 a.m. to 3:00 p.m.

<u>San Benito County Paratransit Eligibility requirements include:</u>	
–	Persons unable to board, ride, or disembark from accessible fixed-route bus service due to physical, mental, or vision impairment.
–	Persons unable to travel ¾ (three-quarters) mile, from home/destination to the nearest bus stop.
–	Persons possessing valid ADA identification card from another transit system.

valuable information regarding alternative commute options, including carpooling and vanpools, to residents and workers in San Benito County. Besides environmental benefits, these alternative modes of transportation assist low-income residents and workers in traveling to and from work. There is taxi service available through Hollister Taxi for residents and visitors to San Benito County.

### **Paratransit**

In Fiscal Year 2011/2012, County Express averaged 152 lift assisted trips per month through its Paratransit service. Paratransit services are provided for individuals with disabilities that have difficulty accessing the fixed-route bus stops. Paratransit eligibility is determined by the Authority through a simple application process and is valid for three years. Paratransit services may be scheduled up to 14 days in advance and on the same day. Same day service is subject to a convenience fee and availability. The Paratransit application form may be downloaded at [www.SanBenitoCountyExpress.org](http://www.SanBenitoCountyExpress.org) or requested at 330 Tres Pinos Road, C7, Hollister, CA 95023.

### **Intelligent Transportation Systems and Technology**

The LTA has minimal Intelligent Transportation Systems (ITS) and technology due to funding constraints available on County Express and Specialized Transportation fleet and services. ITS that the LTA has in the process of implementing includes the following:

- Fixed-route and Intercounty routes and schedules available on Google Transit
- Paratransit Dispatch Software
- Upgraded Digital On-Board Radios with GPS

### **Non-Profit Transportation Organizations**

#### Jovenes de Antaño

Since May 1975, Jovenes de Antaño (Youth of Yesteryear) has been dedicated to improving the general welfare of elderly and individuals with disabilities of San Benito County. They provide a wide variety of services that include the following:

- Senior nutrition services
- Meals on Wheels
- Adult Day Care Center
- Family caregiver support program

<u>Out of County Transportation Services to:</u>	
▪ Gilroy	▪ San Jose
▪ Monterey	▪ Santa Cruz
▪ Palo Alto	▪ Watsonville
▪ Salinas	



In addition to these services, Jovenes de Antaño is contracted by LTA to provide out-of-county non-emergency transportation, medical and shopping assistance program and transportation to its senior lunch program. The fares for the Out-of-County Non-Emergency Medical Transportation and the Medical Shopping Assistance Program fares are in the table below. There is no fare for transportation to the senior lunch program.

<b>Out-of-County Non-Emergency Medical Transportation Zone Fares</b>			
<b>Zone</b>	<b>Distance from Hollister</b>	<b>Cities in Zone</b>	<b>Fare</b>
Zone 1	0 to 15 miles	Gilroy	\$2.00 one way
Zone 2	16 to 30 miles	Watsonville, Salinas, and Morgan Hill	\$3.00 one way
Zone 3	31 to 45 miles	Monterey, Santa Cruz, and San Jose	\$4.00 one way
Zone 4	45 to 65 miles	Palo Alto	\$5.00 one way

<b>Medical Shopping Assistance Program</b>	
One-Way	\$1.25

**List of Non-Profit Providers**

A summary of the provider list is included in Appendix A.

**C. Santa Cruz County Transportation Services and Providers**

**Agencies and Councils**

Santa Cruz Country Regional Transit Commission (SCCRTC)

The SCCRTC, as the Regional Transportation Planning Agency, is responsible for delivering a full range of safe, convenient, reliable, and efficient transportation choices for the community. With a focus on long-term sustainability, the SCCRTC plans, funds, and implements transportation projects and services. Working together with transportation partners, the SCCRTC secures funding to maintain the existing transportation network as well as prepare for the transportation needs of the next generation. As such, the SCCRTC is required to perform a number of oversight functions regarding the planning, funding and provision of transportation for seniors, low-income individuals and people with disabilities. The 12-member SCCRTC board meets on the first Thursday of the month at all the local jurisdiction chambers (see SCCRTC website for current information [www.sccrtc.org](http://www.sccrtc.org) ).

SCCRTC Elderly and Disabled Transportation Advisory Committee (E&D TAC)

The Elderly & Disabled Transportation Advisory Committee is a group of transportation providers, social service agencies and members of the public who meet every two months to determine planning, funding and policy for specialized transportation to serve Santa Cruz County's seniors and people with physical disabilities and/or who are economically at risk. The E&D TAC drafts of the Unmet Specialized Transportation Needs list and develops an Annual Report to outline work tasks to be pursued. This committee monitors and plans for the entire network of specialized transportation services in Santa Cruz County and advises SCCRTC, as well as other decision makers, on related issues. The E&D TAC

generally meet on the second Tuesday of even numbered months at the SCCRTC offices, in downtown Santa Cruz. One meeting annually is held in a mid- or south-county location.

#### Santa Cruz METRO Advisory Committee (MAC)

This committee is an advisory body to the Santa Cruz METRO Board of Directors on transit and paratransit issues. This committee took the place of the METRO Users Group (MUG) and the Santa Cruz METRO Accessible Services Transit Forum (MASTF).

#### SCCRTC Transit and Paratransit Unmet Needs

The SCCRTC adopts a list of unmet transit needs as a way to monitor specialized transportation, even though no Transportation Development Act funding is used for streets and roads. The most recent adoption occurred in May 2011 and included needs identified by the E/D TAC, the Santa Cruz METRO Advisory Committee, and the Santa Cruz METRO Board. Sixty-three general, paratransit/specialized, and transit transportation concerns were identified and prioritized. The highest priorities advocate more funding for safety improvements in transport for seniors, low-income/welfare recipients, and residents with disabilities, including improvements in travel paths and bus facilities. The medium-level concerns concentrate on specialized services, such as audio-visual surveillance systems, multi-ride discount cards, and Braille inscriptions for bus transport. Lower priorities include improving the Consolidated Transportation Services Agency office and expanding transit options between Monterey, Santa Cruz, San Benito, and Santa Clara counties. In the future, the SCCRTC will explore the use of sustainability evaluation measures to assess the unmet needs.

The Unmet Needs Hearing highlighted specific mandates under 5310, 5316, and 5317. High priority needs identified the shortage of projects and programs that serve individuals with disabilities and the elderly. The Unmet Needs process and discussion with service providers identified a number of needs for transportation services to and from training, employment and childcare services to low income individuals. In addition there were many needs for new public transportation services beyond those required by the Americans with Disabilities Act that would assist individuals with disabilities to assess transportation services.

### **Fixed-Route Transit**

Santa Cruz METRO has an annual budget of ~\$44 million, employs 320 people and currently operates 34 fixed-routes and complementary ADA paratransit service called ParaCruz. Buses run 21 hours a day on weekdays, with somewhat reduced service on the weekends. Service cuts made in the economic downturn have been reinstated and more improved service is in the planning stages, largely in response to the recent Watsonville Transit Planning and SCCRTC's On-Board Ridership Survey (in partnership with Santa Cruz METRO) Caltrans-funded studies and related public input. Santa Cruz METRO's peak pullout is 80 buses, serving four transit centers, with an inter-city commuter express route linking to businesses, schools and other destinations (i.e. connections to other modalities at Diridon train station) in Santa Clara County.

Santa Cruz Metropolitan Transit District is served by the Santa Cruz METRO bus system. The vehicle features and facilities accommodate almost all residents in Santa Cruz. For example, ramp equipment permits a secure ascent on and descent off buses for persons with wheelchairs, and those unable to walk up and down stairs. In addition, buses include a "kneeling" device that reduces the stepping distance on and off buses. "Priority seating" is available for passengers in wheelchairs.

Totally or partially blind, deaf/hearing impaired and persons with disabilities have the right to be accompanied on a transit bus by a guide, signal, or service dog that is especially trained for this purpose.

In the bus, stops are announced by an electronic enunciator for the total or partially blind. Scrolling signs in the front of the bus assist the hearing impaired. Every person with a disability also has the right to be accompanied by one *attendant* who rides for free. Santa Cruz METRO conducts “Mobility Training” with free instruction to seniors and people with disabilities who want instruction and assistance riding the bus. In addition, fare discounts are offered for individuals with disabilities and seniors.

Santa Cruz METRO runs express buses frequently and has recently improved service from Watsonville to Santa Cruz where riders can connect with the Hwy 17 Express. This provides improved inter-city service to urban and rural residents, and connections with Santa Clara County for inter-regional trips.

## **Paratransit**

Paratransit, shared-ride and door-to-door transportation services are offered by a number of service providers in Santa Cruz County. The two main providers are Santa Cruz METRO ParaCruz and Community Bridges Lift Line.

METRO ParaCruz is the ADA-required service that complements METRO’s regular fixed-route bus service to origins and destinations within ¼ mile of existing bus routes. ParaCruz accommodates individuals who are unable to independently use fixed-route buses due to a disability some or all of the time, and who are eligible under ADA 1990. ParaCruz serves a population of riders who have disabilities as a result of permanent or temporary physical, cognitive, or psychiatric disabilities, and meet the specific qualifications:

- Individuals who, because of their disability, cannot independently board, ride, or disembark from any accessible vehicle
- Individuals with impairment-related conditions that prevent them from getting to or from a boarding or disembarking location
- Visitors who have been certified by another transit system for ADA are eligible for 21 days of service per 365 day period

It should be noted that Santa Cruz METRO ParaCruz also accommodates pick-ups at the Watsonville Transit Center for inter-regional paratransit trips.

Community Bridges is a 35 year old non-profit agency. This agency has been the designated Consolidated Transportation Services Agency in Santa Cruz County for the last 30 years. The goal of the Community Bridges’ Lift Line transportation program is to “provide the most accessible transportation possible.” Nearly 85,000 door-to-door rides per year are provided to county residents who have disabilities, or are elderly or frail. The majority of rides are to senior meal sites, adult day health centers, medical destinations and “safety net” transportation to seniors and people with disabilities who need specialized transportation outside the ParaCruz service area or eligibility criteria or who are unable to afford the fare.

## University of California, Santa Cruz Transportation and Parking Services Department (TAPS)

The University of California, Santa Cruz’s Transportation and Parking Services Department (TAPS) provides a Disability Van Service, a complimentary paratransit service for individuals with permanent or temporary disabilities to access the UCSC campus and fully participate in the UCSC campus environment.

## Non-profits

Agencies such as the American Red Cross, the Mental Health Client Action Network and others provide specialized transportation services to clients that meet their eligibility requirements. The Volunteer Center uses volunteer drivers to provide rides and companionship to many of the region's frail elderly residents who are not eligible for other transportation services.

The non-profit Hope Services serves Santa Cruz County with a range of employment and job training programs, developmental activities, professional counseling, infant services, senior services, supported and independent living services, and mobility training. In order to make these services accessible, HOPE has a partnership with San Andreas Regional Center, which contracts van service to transport clients to training and activities at HOPE's office.

## List of Providers

A summary of the provider list is included in Appendix A.

## D. Monterey County Transportation Services and Providers

### Agencies and Councils

#### Transportation Agency for Monterey County (TAMC)

There are 23 members of TAMC, with local officials from twelve cities and five supervisor districts, and ex-officio members from six public agencies. TAMC is dedicated to the development and maintenance of "a multimodal transportation system that enhances mobility, safety, access, environment quality, and economic activities in Monterey County."<sup>3</sup> TAMC is an instrumental and dynamic force for assessing the concerns and continuance of numerous transportation systems of Monterey, including freeways, expressways, bike and pedestrian paths, and bus routes.

#### TAMC Social Services Transportation Advisory Council (SSTAC)

The Monterey Salinas Transit District maintains a 15-member Mobility Advisory Committee (MAC) which also serves as the TAMC Social Services Transportation Advisory Council (SSTAC). The MAC/SSTAC advises the Transportation Agency Board regarding the transit-dependent and transit disadvantaged persons, including the elderly, individuals with disabilities, and persons of limited means. The MAC/SSTAC both advocates on behalf of the elderly and disabled populations of Monterey County, while studying the transportation services at their disposal. The committee holds public hearings while TAMC staff conducted online surveys in order to gather and analyze evidence of any unmet needs that concern the transit options for the elderly and individuals with disabilities. The MAC/SSTAC hosts the annual Unmet Transit Needs Hearing, a county requirement under the California Transportation Development Act. TAMC testifies that the social and institutional barriers that restrict the service areas of transportation programs include language differences, age, and lack of knowledge about available resources to elderly and those with disabilities. TAMC staff members are committed to contacting such organizations about the financial options for these services and to investigating local transportation agencies in "unincorporated" areas that might increase special needs services. They provide non-profit accessible transportation providers with information regarding federal and state grants and other means of financing their operations.

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<sup>3</sup> <http://www.tamcmonterey.org/committees/tamc/index.html>



## **Fixed-Route, Public Dial-A-Ride, & Taxi Service**

Monterey-Salinas Transit District (MST) is the sole provider of public transportation for Monterey County California. It serves a nearly 300 square mile coastal region, which includes the urban and rural areas of Monterey County as well portions of Santa Cruz, Santa Clara, and San Luis Obispo counties. From the county seat in Salinas, MST serves one-fifth of the California coast providing service as far as San Jose 60 miles to the north, and to Paso Robles 100 miles to the south. MST's 56 fixed-route and public dial-a-ride routes serve an estimated population of 421,000.

MST also offers two taxi voucher programs, one for seniors in partnership with participating cities in the county, and one for people with disabilities. Veterans may access medical centers by contacting the Monterey County Veterans Affairs Office for van trips to outpatient clinics in San Jose and Palo Alto or use MST's Special Medical Trip services to South Bay and San Francisco area medical centers.

## **Paratransit**

### The Monterey-Salinas Transit (MST) RIDES

Currently, the MST RIDES program gives eligible individuals with disabilities curbside-to-curbside Transportation, as well as first-door-to-first-door service upon request when making travel arrangements, in order to accommodate transit opportunities for those who cannot use a fixed-route bus independently within ¾ miles of an MST fixed-route service.

Special non-ADA required paratransit service is also provided for registered MST RIDES clients living outside of the ¾-mile ADA corridors. Since 2008, the MST Mobility Advisory Committee has been dedicated to increasing the effectiveness of paratransit and elderly transportation services that cover the larger Monterey County by holding bi-monthly public meetings, conducting community surveys, and advising the MST Board of Directors on recommended actions to improve the quality of the program.

### Special Medical Trips

MST's Special Medical Trips program provides medical transportation two days per month to the Bay Area. The program is open to all Monterey County residents. To use the service, riders must make a reservation. Reservations are on a first-come, first-served basis, and must be made by 5:00 PM the day before the rider plans to travel. The round-trip fare is \$40. Riders may bring one Personal Care Attendant registered with MST with them without charge. Other companions can ride when space is available for the \$40 fare. There are no discounts offered for this program. The program serves the following locations:

- Santa Clara Valley Medical Center
- Stanford Medical Center
- Lucille Packard Children's Hospital
- Veterans Administration Hospital
- University of California San Francisco Medical Center
- Mt. Zion Medical Hospital

## **Non-profits**

The non-profit Hope Services serves Monterey County with a range of employment and job training programs, developmental activities, professional counseling, infant services, senior services, supported and independent living services, and mobility training for approximately 3,000 children, adults and seniors. Many of HOPE's clients work in the community at both large and small Silicon Valley

companies, as well as government facilities throughout Santa Clara, San Benito, San Mateo, Santa Cruz and Monterey Counties. In order to make these services accessible, HOPE has a partnership with San Andreas Regional Center (SARC), which provides vans that transport clients to training and activities at HOPE's office. The private company MV Transportation also contracts with SARC for transportation.

The Blind and Visually Impaired Center of Monterey County customizes services to the person's specific needs, goals and abilities by giving the visually impaired population access to "client instructors." Instructors give clients information about transportation services that accommodate their specific condition. A Spanish-speaking interpreter is available by appointment.

The Monterey County AIDS Project (MCAP) gives clients free vouchers for public transportation.

Shelter Outreach Plus is a non-profit in Monterey County that collaborates with local organizations, coalitions, leaders, and volunteers to educate and inform the general public and help shape policies affecting victims of domestic violence and those experiencing homelessness. More specifically, Shelter Outreach Plus helps individuals transition into community life and meet basic needs by assisting with employment and transportation options. The agency is therefore of particular support to low-income individuals that lack transit options due to financial status and undetermined housing accommodations.

The Independent Transportation Network for Monterey County (ITNMontereyCounty)

ITNMontereyCounty is a non-profit organization providing transportation service to seniors and visually impaired adults Monterey County for low fares. The service provides arm-through-arm and door-to-door service, assisting the passenger from their origin, to the vehicle, and from the vehicle to their final destination. The service is available 24/7 and gives customers the flexibility to schedule their rides in advance or as needed, as well as the option to ride alone or with others.

## **List of Providers**

A summary of the provider list is included in Appendix A.

# Human Service Transportation Needs

# 3

Many people believe that individuals with special transportation needs are only those with disabilities or wheelchair users. In fact, the term “transportation disadvantaged” covers a much larger spectrum. *Transportation disadvantaged* people, otherwise known as individuals with special transportation needs, are those who are unable to transport themselves due to their age, income, or health condition. According to the California Department of Transportation (Caltrans), “transit dependent or transit disadvantaged shall include, but not be limited to, the elderly, individuals with disabilities and persons of limited means.”<sup>4</sup> A transportation disadvantaged person may have different types of transportation requirements. Examples of transit dependent user could include a frail elderly woman trying to get to a specialized health center or an evening concert, a veteran traveling to VA medical centers, a person with AIDS going to the grocery store, or a visually impaired individual with a guide dog traveling to visit his parents.

*Special needs transportation* is any mode of transportation used by those defined as transportation disadvantaged or with a special transportation need. This includes buses that have regular stops, such as: fixed-route transit for the general public; specialized services such as vans, ambulances and taxis that pick up people at the curb or door; demand response or dial-a-ride; volunteer driver services; or any federal, state, and local publicly funded transportation. The different agencies providing these special transportation services largely fit into a number of categories: human service transportation, public transit, and student transportation services. These designations, however, do not adequately describe the variety of providers or the diversity of people they serve.

In this planning effort, the intent is to use the widest possible interpretation of special needs transportation. This includes transportation services funded and provided by the following:

- County and local human service departments including programs for children, the elderly, and disability populations
- Public transit
- For-profit and non-profit contractors

## A. Regional

According to 2010 ACS 5 year estimates, approximately 747,888 people currently live in the Monterey Bay Region, and up to 27.3 percent of the population may merit special transportation services because of their potential inability to drive due to a disability, age or income status.<sup>5</sup> Based on the California Department of Finance (DOF) estimates, of the total population in the region 8.2 percent has one or more disabilities, 10.5 percent of the population are seniors, defined as persons over the age of 65 years, and nearly 13 percent are considered low-income.

	Total Population	Seniors	Percent Seniors	Percent Disabled	Percent Disabled	Low-income	Percent Low-Income
<b>Monterey County</b>	407,435	42,555	10.4	31,765	7.8	54,276	13.3
<b>San Benito County</b>	54,492	5,129	9.4	4,744	8.7	6,323	11.6
<b>Santa Cruz County</b>	256,901	27,471	10.7	22,435	8.7	31,445	12.2
<b>Total</b>	<b>747,888</b>	<b>75,155</b>	<b>10.5</b>	<b>58,944</b>	<b>7.9</b>	<b>92,044</b>	<b>12.3</b>

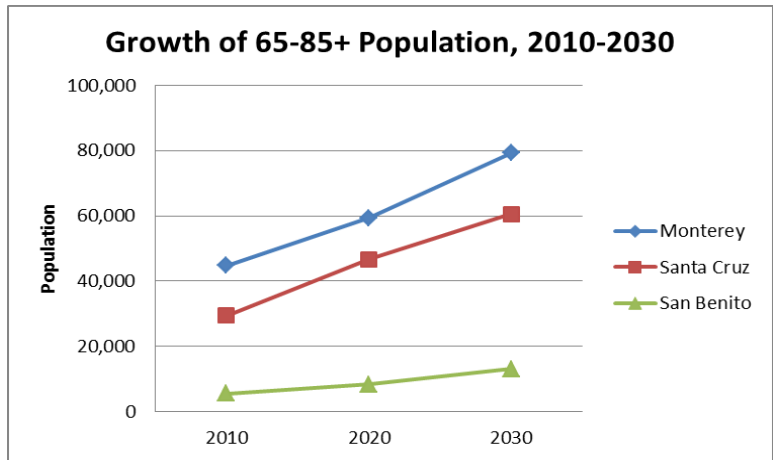
<sup>4</sup> Caltrans, “Unmet Transit Needs” and “Reasonable to Meet” Definitions, p.1. Available at [http://www.dot.ca.gov/hq/MassTrans/DOCS\\_PDFS/tdaunmet.pdf](http://www.dot.ca.gov/hq/MassTrans/DOCS_PDFS/tdaunmet.pdf)

<sup>5</sup> U.S. Census Bureau American Fact Finder 5 Year Estimates. Online. <http://www.factfinder.census.gov>. Accessed 6.15.13.

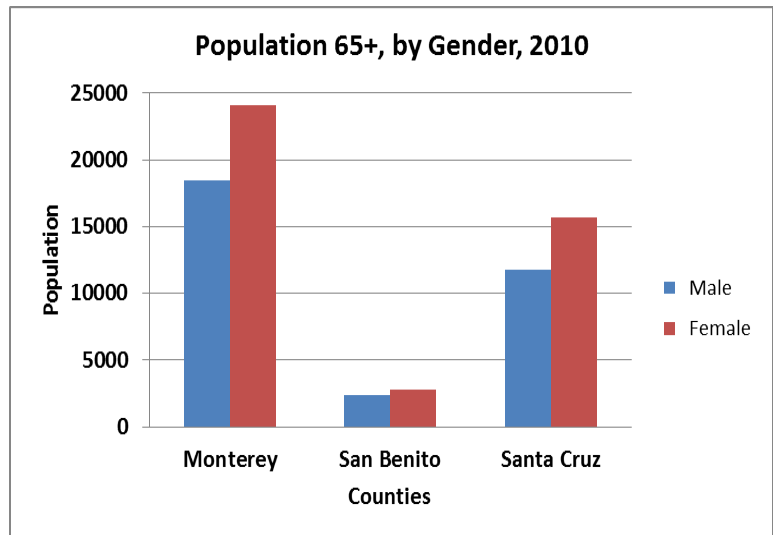
*The California Department of Finance Projections.*

Senior Population in 2010, 2020, 2030 by County																															
Monterey	2010			2020			2030			Santa Cruz	2010			2020			2030			San Benito	2010			2020			2030				
	Total Pop	416,259	436,107	475,957	Total Pop	263,260	275,704	290,121	Total Pop		55,350	60,278	69,215	65-69	1,817	3,055	3,948	70-74	1,192		2,170	3,467	75-79	924	1,384	2,637	80-84	763	786	1,666	85+
65-69	13,565	20,172	21,343	65-69	9,853	17,347	15,591	65-69	1,817	3,055	3,948	70-74	1,192	2,170	3,467	75-79	924	1,384	2,637	80-84	763	786	1,666	85+	741	921	1,344				
70-74	9,609	15,977	20,482	70-74	6,214	13,411	15,607	70-74	1,192	2,170	3,467	75-79	924	1,384	2,637	80-84	763	786	1,666	85+	741	921	1,344								
75-79	8,046	9,756	16,534	75-79	4,627	7,326	13,641	75-79	924	1,384	2,637	80-84	763	786	1,666	85+	741	921	1,344												
80-84	6,705	6,053	11,572	80-84	4,047	4,092	9,328	80-84	763	786	1,666																				
85+	6,839	7,344	9,345	85+	4,646	4,441	6,349	85+	741	921	1,344																				

DOF also provides forecast data for each county within the region. The table above provides information regarding the population trends for different senior citizen age cohorts within Monterey, Santa Cruz and San Benito counties for the years 2010, 2020 and 2030. In 2020, Santa Cruz County is expected to have the largest proportion of its population (16.9%) be senior citizens within the region.<sup>6</sup> San Benito County’s senior population, however, is expected to grow at a faster rate year over year (5.5%) than either Monterey (3.3%), or Santa Cruz (4.4%) counties over the next 17 years. By 2030, 18.8 percent of San Benito County’s population will be over the age of 65 years.<sup>7</sup>



Across all three counties there are more female seniors than males as the table below demonstrates. Using Census 2010 Data, the largest disparity between genders of those 65 years and older was in Monterey County, which in 2010 had over 5,500 more female seniors than males.<sup>8</sup> Santa Cruz County also shows a great difference between male and female senior populations with nearly 4,000 more females.<sup>9</sup>



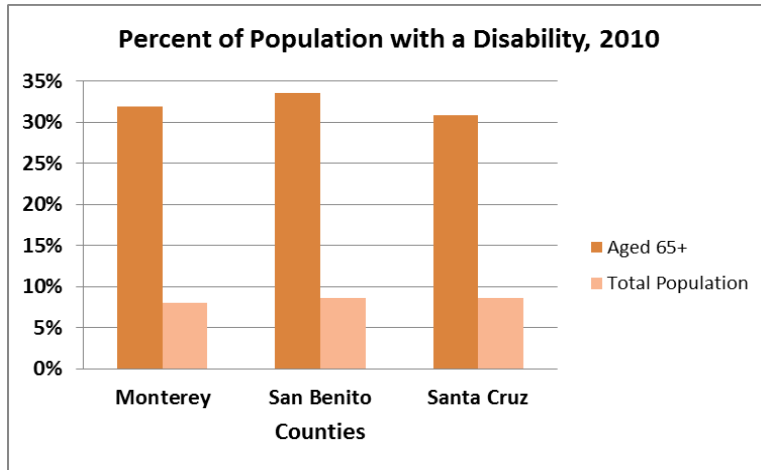
<sup>6</sup> The California Department of Finance: E-5 City/County Population Estimates 1/1/2013. Online. <http://www.dof.ca.gov/html/DEMOGRAP/ReportsPapers/Projections/P3/P3.php>. Accessed 6-01-13.

<sup>7</sup> Ibid.

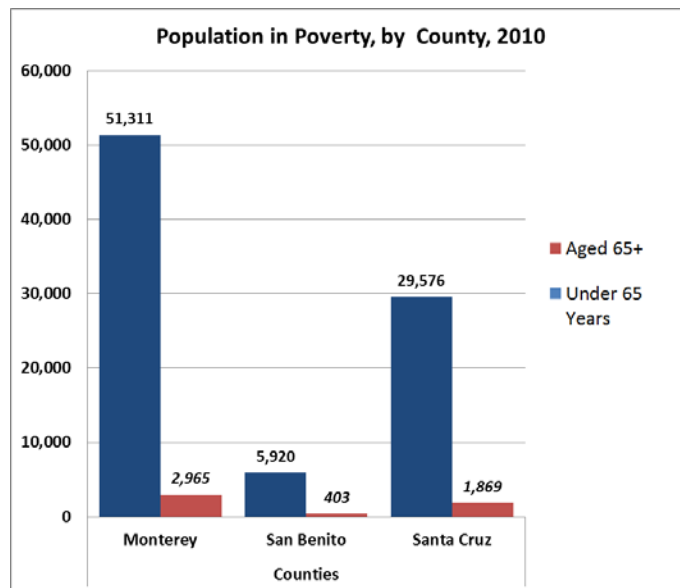
<sup>8</sup> U.S. Census Bureau American Fact Finder Summary File 3 (SF3). Online. <http://www.factfinder.census.gov>. Accessed 6-01-13.

<sup>9</sup> Ibid.

A greater proportion (32% Monterey, 34% San Benito and 31% Santa Cruz) of the senior community, ages 65 years and older, have one or more disabilities compared to the general population (8%, 8.6%, and 8.6% respectively).<sup>10</sup>



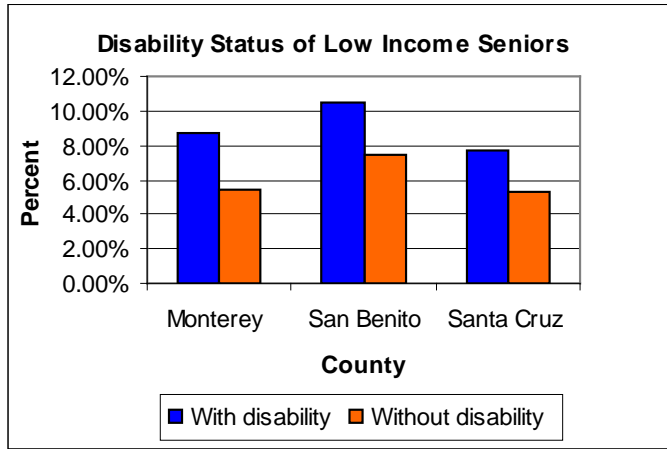
Among those identified individuals falling below the poverty line, seniors make up approximately seven percent of the low income population, with Monterey County having a slightly lower percentage (7.1%) and San Benito having a slightly lower percentage (8%).<sup>11</sup>



Poor seniors in all three counties are more likely than not to have one or more disabilities as expressed in the table below. According to the 2000 US Census, while San Benito had the smallest population among the counties within the region, it had the highest percentage of low-income seniors with nearly 11% with a disability.

<sup>10</sup> Ibid.

<sup>11</sup> Ibid.



In addition to the data above, the American Community Survey (ACS) conducts annual research on population demographics related to aging, income and disabilities in counties with populations of over 65,000 people. The survey delineates income and disabilities by age factors showing how some elderly individuals have more than one special need for an increase in transit options. The sections on the following pages capture the 2010 Census and ACS results for Santa Cruz, Monterey, and San Benito counties.

**B. San Benito County**

San Benito County is a 1,391 square mile bedroom community to Silicon Valley with \$208 million agricultural production annually. According to the 2010 Census, San Benito County has an approximate population of 56,941. Having a low population in a large geographic area creates a great challenge for the County to meet all the transportation needs for its residents in a safe, efficient, and reliable manner. However as the table below shows, there is a great need for public transit.

	Number in County	Percentage of County	Number in Hollister	Percentage of Hollister
Youths (5-17)	12,479	23.4%	8,486	24.7%
Seniors (65 +)	4,217	7.9%	2,151	6.3%
Disabled (5 +)	13,779	25.9%	2,342	6.8%
Low Income	5,241	10%	4,036	11.7%

*Data from 2008 San Benito County Local Transportation Authority Short Range Transit Plan*

Transit services provided by County Express and Jovenes de Antaño are vital to the mobility of the County’s residents. These two public transit services allow transit dependent residents to make lifeline trips, such as: transportation to medical services, social services, education and employment. In addition to providing mobility for the transit dependent, County Express’ Intercounty Line improves the quality for a large percentage of the population commuting out of the County for work by providing alternatives to driving alone.

**C. Santa Cruz County**

The County of Santa Cruz encompasses approximately 445.2 square miles with an average density of 589 people per square mile and total population of 262,382, concentrated in two urban areas (Santa Cruz and

Watsonville), with unincorporated and rural areas in between. This unique part of the state stretches from the far north county, hugging the California coast up to Davenport and inland to cover the rural areas of the San Lorenzo Valley (population ~23,970), to the south Freedom/ Corralitos (~5,396), to the urban cities and municipalities of Scotts Valley (~11,580), Santa Cruz (~64,863), Watsonville (~58,520), Capitola (~9,918), to areas such as Aptos (~30,598), Live Oak (~17,158), Soquel (~15,490) and unincorporated, rural landscapes (~24,529). Three coastal mountain ranges and a slew of growth-regulating and ecological measures inhibit the area's expansion into larger urban areas. The area's growth since 2000 has been approximately 14%. Urban development in the county lies primarily along the bay coastal plains and foothills between the city of Santa Cruz including the University of California, Santa Cruz (north) and city of Watsonville (south), with the urban areas serving as both employment and housing centers in need of a healthy public transit system, ideally with broad, coordinated geographic coverage and frequent service.

Although Santa Cruz County has the second smallest land area of the state's 58 counties, it has the ninth highest population density. By 2035, housing and employment is projected to increase by 14 percent and 27 percent respectively. According to the ACS 2006 24,836 (9.9%) of the County's population is elderly, and of those, 40 percent are disabled, and 7.3 percent are below the poverty line. Transit corridors connect city centers, urban and rural areas, and are lined with businesses and medium-density housing.

The high cost of housing in Santa Cruz County presents a challenge to low income individuals, particularly seniors, people with disabilities and low income individuals. Although nationwide the housing market has been affected by the mortgage industry, housing costs in desirable coastal areas generally do not follow national trends. According to the UCLA Center for Health Policy Research, in Santa Cruz County, seniors relying on the median Social Security Insurance payment in California will receive only 44-68 percent of the amount they need to cover their basic monthly expenses depending on whether they rent, own, or are currently paying a mortgage. This points to a need for additional low-cost specialized transportation services for seniors in Santa Cruz.

## **D. Monterey County**

Monterey County's terrain presents some challenges to the provision of fixed-route transit services due to the primarily rural, agricultural nature of much of the county, and relatively long distances separating existing urban areas. A number of demographic characteristics have been shown to predict the value and propensity in using transportation services, including population density, elderly population, households with children, physical and/or mental disability, population with a poverty-level income, and private vehicle ownership. According to the Monterey-Salinas Transit Agency District, a December 2011 survey of 567 randomly selected passengers measured attitudes and awareness of MST services. The survey concluded that the majority of MST riders are transit dependent.

The ACS indicates that 4.4 percent of Monterey residents are over 65 years, and 5 percent of this population lives below the poverty line. The majority of those with the greatest economic need reside in Salinas, Castroville, Pajaro, Marina, and Seaside. For those who live in the County's more affluent areas, such as Pebble Beach, Carmel-by-the-Sea, Carmel Valley, Monterey and Pacific Grove, the rising costs of transportation, health care, food, and other standard costs of living place many of these elderly in a "land rich, cash poor" situation. This points to a need for local governments, as well as public and private organizations, to offer programs that will help to address the specific transportation needs of all of special needs groups in Monterey County, including the elderly, persons with disabilities, and low-income or transportation disadvantaged populations.

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## Unmet Needs Assessment

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# 4

### A. Regional Unmet Needs

#### Expanding MST Service

Monterey-Salinas Transit (MST) serves beyond Monterey County including parts of Santa Clara, Santa Cruz, and San Luis Obispo counties. Although many regional residents have cars and prefer driving, elderly, individuals with disabilities and persons of low-income lack either the physical capability or financial stability to own and/or operate a private vehicle. According to the December 2011 on-board passenger survey, MST passengers take the bus primarily because they have no car available, they are unable to drive, and taking the bus is less expensive than driving. In this survey, passengers said they would take the bus more often if express service to school and/or work was offered, if there was more frequent service for longer or at later hours, and if on-time performance was improved.

#### One-Stop Information (511) Service (bi-lingual)

Although there are now 211 Social Service Information phone systems in the region which provide telephone information on transportation and a variety of other social services, the Monterey Bay region would also benefit from a one-stop 511 transportation information. This 511 system and website would provide information about planning, scheduling and using all forms of transportation available to them in the region regardless of the provider or mode. The website with trip-planning functions would further improve the public's opportunities to access and use transportation information. Access to these self-service travel resources 24 hours a day would be especially valuable to individuals with limited travel choices due to income or disability. Providing linkages between a 511 system and the existing 211 system developed by the California Alliance of Information and Referral Services (CAIRS) would benefit both services.

#### Paratransit and Accessible Transportation Connections

There is a lack of direct paratransit and accessible transit connections within the tri-county region, as well as with neighboring counties. This restricts mobility options, particularly for those communities near the borders of the region.

#### Expand Existing Transportation Opportunities to Include a Low Cost Option

Reducing the cost of transportation to work or volunteer sites for human-services care providers is an unmet need. The cost of traveling to homes and community centers for many human-services care providers and volunteers is costly. The Monterey Bay region has active elderly and low-income volunteer programs in which participants have difficulty affording the transportation costs to serve in the community at locations like schools, family shelters, juvenile halls, and hospitals around the region.

#### Emergency Response Plan for Transportation-Challenged Consumers

In times of natural disaster or civil unrest, persons without private vehicles are vulnerable and potentially reliant on a transportation operating system that might not meet their transit needs. Currently, there is no database containing the information needed to create an emergency response plan.



## B. San Benito County Unmet Needs

The Council of San Benito County Governments holds annual Unmet Transit Needs Hearings to provide a forum for transit users and community members to express concerns of their needs that may not be satisfied by the local public transit services. The Council of Governments staff analyzes the public hearing testimonies and presents its findings to their Board of Directors for resolution. After the resolution of the Unmet Needs Hearings, the Board of Directors allocates Transportation Development Act funding to the LTA to implement the solutions.

In past hearings there was a wide range of unmet transit needs. Requests have ranged from changing funding policies for public transit to route change requests. The Authority makes an effort to address all unmet transit needs that can be reasonably met and some operational concerns which may increase quality of service.

At the most recent unmet transit needs hearing in February 2013, the public voiced concerns about the following:

- a. Availability of service information
- b. Need for travel training for seniors
- c. Additional dedicated bus service to senior lunch programs
- d. Changes in funding policies
- e. Maintenance of vehicles

SBtCOG staff determined that some of these needs were operational in nature and were not unmet needs. However, an underlying theme was recognized between current and past unmet transit needs and issues with operations, the lack of funding to increase service hours and the size of the County Express fleet to meet service gaps.

In addition to the unmet transit needs hearings, volunteers in San Benito County face challenges to and from worksites. For example, volunteers in the Senior Council's low-income Foster Grandparent program each serve 20 hours per week at Head Start Centers and public schools in the Hollister Area and have trouble getting to and from these sites.

### Identification of Service Gaps

The following are gaps that were identified by the Council of San Benito County Governments, Social Services Transportation Advisory Council, and the LTA. The gaps are not listed in the order of priority and also not limited to the list below.

### *Service Levels*

In 2009, the LTA reduced its services due to a reduction in state funding. The reduction of funding resulted in a mid-day service gap in County Express' Fixed-route service and reduced weekend Intercounty service schedule. Services from the rural areas surrounding to the City of Hollister was negatively impacted, making it harder for rural residents to come into the urban area for work, school, and recreation.

The LTA's Specialized Transportation services are in high demand as well. These services are geared towards seniors and persons with disabilities, except for the Out-of-County Non-Emergency Medical Transportation (OOCMT). The OOCMT services are open to all residents of the County for medical

services that are not provided within the County. These transportation services meet and exceed the requirements of ADA by providing escort services, minor Spanish translation, and door-through-door services. Rides for OOCMT service must be scheduled at least one week in advance due to limited availability and are on first-come, first-serve basis.

The LTA has received requests from the public and non-profits to extend the service area and additional services hours for County Express and Specialized Transportation services.

#### *Fleet Type, Capacity, Amenities, and Maintenance*

The LTA owns and maintains a variety of vehicles for its County Express and Specialized Transportation Services. The vehicles reflect the need of each service and are regularly maintained by the LTA. All vehicles are equipped with a wheelchair lift, and wherever applicable, a bicycle rack.

With the decrease in transit funding, the LTA has been purchasing most its fleet using state or federal funds. As a result, limited amenities and types of vehicles are only purchased due to budget constraints. Such impacts include, but not limited to, seating capacity, upgraded air conditioning, and on-board security cameras.

#### *Before and After School Hour Service*

In San Benito County, there are 14 elementary, middle, and high schools and one community college in the service area. All of the schools, except for the community college, have chartered school buses to serve students to go to and from school right before school starts and after it ends. However during recent unmet transit needs, concerns were raised for the lack of public transportation service for before- and after-school hour programs. Many of the schools provide before and after school programs for their students and some are not able to participate in them because they do not have a transportation alternative other than the school buses.

Additionally, local public school districts have experienced a loss of funding. In 2012, Governor Brown eliminated state funding for school bus transportation resulting in school districts deciding on whether provide school bus transportation or not. A local school district redrew its school boundaries to reduce the amount of mandated school bus transportation services. As of 2013, limited school bus transportation to immediately before and after school was still available.

#### *Accessibility and Mobility*

The rural nature of San Benito County can be an obstacle to mobility for the elderly, individuals with disabilities, and persons of limited means because the agricultural terrain and sparsely populated areas are not pedestrian friendly. Even within urbanized areas, there are sidewalk gaps that make walking hard for those with difficulty navigating the physical terrain. For individuals that do not have access to a personal vehicle or know someone who can drive them to and from their destination, it creates a sense of being excluded from the mobile community.

Qualified and dedicated mobility trainers will be the key to the success of such a program. The mobility trainer will educate each individual on how to use County Express fixed-routes through trip planning exercises and ride with the individual on the system. During the training, the trainer will also coach the trainee on how to travel to other nearby counties using public transportation for work or recreation. The program will be open to all San Benito County residents.

The LTA currently offers discount fares on County Express services for seniors, youths, and persons with disabilities. Children under the age of five ride for free with a paying adult. Persons of limited means that do not qualify for the discount fares are required to pay the regular fare. There are no discounted rates for specialized transportation services.

### **C. Santa Cruz County Unmet Needs**

The Santa Cruz County Regional Transportation Commission adopted a list of Unmet Transit and Specialized Transportation Needs at a public hearing in May 2011. The SCCRTC's Elderly & Disabled Transportation Advisory Committee and the METRO Board and Advisory Committee provided the majority of needs included in the draft list. In addition, public input into the Unmet Needs list was solicited from the general public. The adopted list indicates high, medium, and low priorities. A copy of the list, categorized into general, transit and paratransit needs, is included in Attachment D. The list is adopted regularly and the most current Unmet Needs List can be found on the SCCRTC website ([www.sccrtc.org](http://www.sccrtc.org)). Future Unmet Needs analyses will incorporate and evaluate sustainability principles.

Notable among the Unmet Transit and Specialized Transportation Needs in Santa Cruz County are the following:

#### *Some Travel Paths to Transit Cause Safety Concerns for Riders or are Difficult to Access*

Safe travel paths of travel may be limited between senior and disabled living areas, and between other origins, destinations, and bus stops. Using transit can be a challenge for the visually impaired and disabled due to a number of issues such as limited wayfinding tools, obstacles and hazards on the way to the bus stop, location of ticket machines, and accessible functioning of ticket machines. Though the bus stops themselves may be ADA accessible, there is a need to ensure safe paths between the bus stops and activity centers, and full accessibility of ticket machines. With improved accessible paths of travel, individuals with disabilities would have improved access to regular transit providing more frequent and less costly mobility than what paratransit services provide.

#### *Lack of Publicity about Existing Specialized Transportation Services*

Many residents are unaware of the specialized transportation services available or are confused by the eligibility requirements for specific rides based on the requirements of the particular funding source. Existing efforts and resources to inform the public about ADA paratransit, non-ADA paratransit, accessible bus transit and mobility training are insufficient to effectively reach those in greatest need. The comprehensive "Guide to Specialized Transportation Services for Seniors & People with Disabilities," published regularly by SCCRTC, is used frequently in the County's Adult & Long Term Care programs. Wider distribution of this publication would be useful in educating the community.

#### *Transition Services Needed for Senior Drivers*

Trends indicate that the population of seniors will increase dramatically as baby boomers age. Services need to be in place to keep senior drivers safely on the road and to encourage them to stop driving when appropriate. Currently these services are provided in an uncoordinated manner by AARP, the California Highway Patrol, and others. These transition transportation services will assist seniors in continuing to be productive members of society. A new mobility management center or the existing Mobility Training program including economic incentives could be expanded to encourage wider use of transit, before people are unable to drive their own cars.

*Specialized Transportation Minimally Available for those who do not Meet the Americans with Disabilities Act (ADA) Mandated Paratransit Service Eligibility Criteria*

Although it is more efficient if the locations for origins and destinations for seniors and people with disabilities are close to each other, there are parts of the county that are rural and/or isolated, many beyond the Americans with Disabilities Act mandated paratransit service area of ¾ mile from existing transit routes. Providing specialized transportation to these origins/destinations which are further out is a challenge. In some cases this need can be served by feeder paratransit from areas outside the service area.

There is a need for specialized transportation services for the following populations: Veterans needing services located in another county, for low income individuals unable to ride transit but unable to pay the \$4 each direction fare for ParaCruz; individuals with other needs who do not meet the ParaCruz eligibility criteria; and those needing services outside of the ParaCruz and transit service hours.

*Mobility Management Center Would Ease Confusion*

A coordinated and seamless system of information and coordination for specialized transportation services is needed. A Mobility Management Center would assist the community in streamlining both the information and referral systems as well as the efficient delivery of services regardless of the funding source. Many entities already provide information and referral services and Mobility Management could be added to their existing duties. As more people rely on the internet, web-based services are also needed in formats usable for all abilities to receive information and reserve rides. A community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, would assist in coordinating infrequent specialized transportation needs.

*Inter-Regional Medical, Same-Day Medical, Bed-to-Bed Medical, and Non-Medical Trips on Paratransit are Not Available*

Long term funding is not currently designated to provide same day specialized transportation services. Recently this service was funded with limited short-term grant funds. However there is a need for a more long term solution for providing same-day transportation to meet the needs of those requiring urgent medical attention, medical attention at a distant regional medical facility, those needing 'bed to bed' transportation service, those without the means to pay for fares, and those with last minute trip changes such as those in need of dialysis and same day follow up procedures.

*More Paratransit Vehicles Needed Including New or Updated Equipment*

With projected increases in the senior population there will be a corresponding need for more paratransit vehicles. Many lift-equipped vehicles have reached the end of their useful life and the cost of keeping them on the road can preclude the expansion of needed services into other areas. Safe, fuel-efficient and low maintenance vehicles are critical to the provision of reliable services. In addition, many paratransit vehicles lack updated equipment such as Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking. Improving the capability of drivers/vehicles to make real time changes would improve service and could decrease missed trips.

*Regular Express Bus Connections Needed*

While the 91X and Highway 17 Express service have been expanded, transit service connections between South County, other parts of the County and the Highway 17 Express Bus service are lacking. Additional bus transit service would allow low income riders more job opportunities and assist with transitioning low income children and families from welfare to work.

*One-Stop Information (511) Service*

Traffic was identified as one of the top two problems facing Santa Cruz County residents in a poll conducted on September 2007. Providing travelers with route and roadway information, travel alternatives, and trip planning tools has given them more control and help them make the travel choice that best fits their needs. The existing transit customer service system does not allow scheduling of transit trips during evenings and weekends because the hotline is not staffed during these times and features on local transit websites have limited accessibility. This makes it difficult for some seniors or disabled individuals to use transit.

*South County Transit Services Inadequate*

While bus service in the South County has been expanded to 7 days/week, bus services in South County is inadequate to meet the needs of the fastest growing sector of the county. The majority of new housing is under construction in South County and the area is seeking to attract industry and job opportunities. Augmenting existing transit service would benefit the community.

*Expand Existing Transportation Opportunities to Include a Low Cost Option*

Many of the elderly, disabled, low-income, and foster youth are on a fixed-income. The cost of transportation is a large part of their budget. Low cost transportation options would help alleviate this burden. Currently there are a number of programs that could be enhanced to provide more transportation service at a much lower cost than starting a new service. Examples of this include expanding regular meal site trips to include a stop at the grocery and/or drug store as part of the route, allowing mileage reimbursement for human-services care providers so that they can be partially reimbursed for transporting clients to medical appointments, or encouraging paratransit riders to use fixed-route transit, when possible.

*Transportation Services to Support Foster Youth and Court Ordered Supervised Visitation Insufficient*

AB 490 established requirements related to the education of dependents and wards in foster care, including the legislative intent that foster youth be provided increased stability of school placements and access to the same educational opportunities and resources as other students. Additionally, for child welfare cases where non-custodial parents are determined to have visitation rights with their children, supervised visitation in approved neutral settings is mandated through the Family Court. Court ordered visitation in Santa Cruz County often takes place at Parents Center, one of the most impacted supervision sites in the county. While this particular site is served by existing bus service with frequent service, safe and reliable services for transporting children to school and supervised visitation settings and funding to accomplish this mandated service is an unmet need for dependents and wards in foster care.

*Limited Transit Service on Holidays and Weekends*

Some buses and paratransit do not run on all holidays. Transit service does not run to some mid-county communities on weekends. Without bus and paratransit service every day of the year, including holidays and on weekends, seniors and people with disabilities may be isolated from services and shopping during these times.

*Limited Transportation Options for Seniors*

There is a lack of service in Rio Del Mar, La Salva Beach, Villa Pacifica, La Posada, mobile home parks and other senior living centers some of which are located away from city centers. This is especially problematic for low income seniors who are isolated from jobs and services which are located in urban centers.

*Limited Capacity for Wheelchairs on Existing Transit*

There is limited capacity for wheelchairs on the Highway 17 Express Buses and other routes. This limits the ability of the disabled to access jobs, services, and activities in the Silicon Valley.

*Need for More Urbanized Senior, Disabled, and Low-Income Housing*

Many of the elderly, disabled, and low-income live in affordable housing located in remote or rural areas. This results in isolation from jobs, social services, and transit services which would benefit them. Providing affordable housing for these groups in more urbanized areas would allow improved access to activities, goods and services.

*Limited Transportation Options To and From San Jose Airport*

There is a lack of low cost, direct transit options to the San Jose Airport. This makes it particularly difficult for the elderly, disabled, and low-income to travel inter-regionally for activities, goods and services.

*Need for More Volunteers Drivers for Seniors, Disabled, and Low-Income*

Additional funding for outreach to recruit new volunteer drivers and offset high fuel costs are unmet needs in Santa Cruz County. The Volunteer Center needs to attract and retain more volunteer drivers for their transportation program which primarily serves seniors, in addition to people with disabilities and low income individuals. A lack of publicity and insufficient funds for outreach, coupled with high fuel costs, serve as barriers to organizations that recruit for and organize volunteer drivers, one of the most cost efficient transportation programs servicing primarily seniors in the community. The need is especially great in south Santa Cruz County and for bilingual populations.

*Need Improved and Permanent Facility for Vans, Maintenance, and Operations for Lift Line Consolidated Transportation Service Agency (CTSA)*

The current facility for the Lift Line is on a short term lease and the facility is not secured in the long term. It is in need of many renovations to maintain and improve service. Furthermore, having this facility located ten miles away from the dispatch and administration office can lead to complications in communication and staff supervision, which can affect customer service. The current location can also add 10-20 miles of distance to each trip, reducing the efficiency of the service.

## **D. Monterey County Unmet Needs**

The Monterey County Area Agency on Aging and the Monterey County Alliance on Aging both conduct annual surveys of their clients, which consistently identify transportation as the top needs facing elderly residents of the County.

The 2006 Social Services Transportation Inventory prepared by TAMC also included a survey of accessible transportation providers throughout Monterey County, which identified access to transportation as a need for the elderly, people with disabilities, and low-income residents Monterey County. That survey suggested that there are many opportunities for improving the County's special transportation services, including generating and distributing more Spanish language materials that market all services, increasing the availability of bilingual transportation agents, communication among special needs transportation providers, and adding transportation services to "unincorporated" areas.

In addition, unmet transit needs identified through the Unmet Transit Needs process conducted by TAMC since 2008 have included:

- Increased frequency of MST Line 23 service
- Increased frequency of service between Monterey and Salinas, particularly on Line 20 between Salinas, Marina and Monterey
- Improved service to rural areas in North and South Monterey County, including San Lucas, San Ardo, Bolsa Knolls, Spreckels, the Las Palmas communities on River Road, and communities along the Highway 68 corridor between Monterey and Salinas.

Monterey County residents would benefit significantly by having the following issues addressed:

*Same Day Service*

While current resources do not allow for the increased number of drivers and vehicles necessary to provide same-day service on MST RIDES paratransit vans, a hardship nonetheless exists for some riders, as not all needed trips can be planned. To address this, MST now offers same-day service through its discount taxi vouchers for RIDES eligible clients.

*Door-Through-Door Service*

Some riders may not be able to safely arrive and return from their planned destination without assistance from an able, responsible adult. This could be the result of a physical or mental impairment. Due to this impairment, dropping a rider at a curb near their destination does not assure they can navigate to their destination. MST will be establishing first-door-to-first-door service through the RIDES program in July 2013.

*Guaranteed Ride Home (GRH)*

While AMBAG offers some Guaranteed Ride Home service with up to a \$60 taxi reimbursement, it does not always extend to all areas of need. It is still possible that someone might become stranded further than the covered \$60 taxi reimbursement will cover because of work or school schedules that extend beyond typical business hours.

*MST Operating Hours*

Increased Frequency and Coordination of Services Studies indicate that decreases in waiting times produce increases in rider satisfaction. This is especially true for transportation-challenged riders who often require longer travel times between each leg of their trip.

*Limited Transit Service on California State University, Monterey Bay (CSUMB) Campus*

Existing transportation services for mobility-limited students has limited availability and headways which do not allow mobility-limited riders to get between buildings in time for their next class.

*Mobility Management Centers and Travel Training*

The majority of individuals using the RIDES program are ambulatory and, in some instances, capable of using fixed-route services. All MST vehicles are accessible and all drivers are trained to assist persons with diminished capacities. Fixed-route services are same day, frequent and less expensive compared to the RIDES program. When training is available to teach people how to use all the forms of transportation available to them, and tickets are easy to purchase, challenged riders have greater freedom to move about their community.

*One-Stop Information (511) Service (bi-lingual)*

When travelers have one toll free telephone number they can call to assist them in their travel plans, they are much more likely to find a mode of transportation that best meets their needs. An accompanying website equipped with trip-planning features can further enhance a traveler's options. MST has partnered

with United Way Monterey County to establish a 211 information system for social services. Traveler information is also accessible electronically through Google Transit.

#### *Accessible Taxi Service*

The Monterey County Regional Tax Authority was established in 2010, which has facilitated the implementation of accessible taxi services countywide with local taxi operators. The Authority provides driver screening and training, assures adequate amounts of insurance, and monitors regular maintenance of vehicles. These services are same day, door through door, and are often more cost-effective than the MST RIDES services. Monterey County would be better served by increasing the number and availability of accessible taxis countywide.

#### *Improved Service to Rural Areas*

There are many challenged riders who currently live outside the ADA services corridor and do not have access to RIDES or accessible taxi services. Subsequently, they do not receive MediCal or social services until a crisis arises, at which time the expense of such services and the detrimental effects to the individual are much greater. The rural unincorporated communities of Pajaro, Aromas and Los Lomas in North Monterey County, and San Lucas, San Ardo, Bradley, and communities along River Road in South Monterey County are the most impacted. Unincorporated communities surrounding the City of Salinas, such as Bolsa Knolls, Spreckels, the Las Palmas developments, Toro Park and Corral De Tierra/San Benancio also either lack service, or have very limited access to both fixed-route and RIDES service.

#### *Replacement of Old Vehicles*

Many RIDES vehicles have reached the end of their useful life and the cost of keeping them on the road is so high that it precludes the expansion of needed services into other areas. Safe, fuel-efficient and low maintenance vehicles are critical to the provision of reliable services. Social service providers in Monterey County also provide transportation services to special-needs groups and operate vans and wheelchair accessible vehicles that need replacement.

#### *Ability to Use Available Vehicles and Drivers Regardless of Funding Source*

The current system of discrete, inflexible vehicle pools, where many vehicles travel with few passengers, is inefficient and prevents the preservation of resources that could otherwise be redistributed into areas of need. When bureaucratic barriers are removed, technology solutions will need to be employed for tracking and matching riders to the funding source(s) which subsidize the particular transit services they are using. These solutions should provide for inter-county travelers as well. A Universal ID Card program planned for implementation by MST in 2014 may partially address this issue.

#### *Emergency Response Plan for Transportation-Challenged Consumers*

In times of natural disaster or civil unrest, persons without private vehicles are vulnerable and potentially reliant on a transportation operating system that might not meet their transit needs. MST is a voting member of the Operational Area Coordinating Council and has worked closely in developing the Regional Catastrophic Mass Care and Sheltering Plan and the Mass Transportation Evacuation Plan, which addresses civil evacuation and specifically the transportation, care, and shelter of the special needs population within Monterey County. MST also maintains its database of ADA Paratransit Certified passengers, which can be utilized for outreach in time of disaster.

#### *Agricultural Worker Vanpools*

The agricultural industry is the largest in Monterey County, generating approximately \$3.3 billion in revenues annually. Many agricultural workers in the County lack adequate transportation to and from rural agricultural work sites and must rely on carpools and ad-hoc vanpool arrangements that can be unsafe. Implementing a vanpool program patterned after the Agricultural Industries Transportation Services program started in King's County is a possible strategy to address this need, one for which state grant funding has been made available.



*Senior Community Special Transportation*

Monterey County has several housing communities dedicated to seniors, some of which are in isolated areas, where affordable land and zoning requirements permit their establishment. There are many advantages to older adults living in these types of communities; however, there are also some inherent problems that accompany the locations where they can afford to reside.

Public transportation can be a problem for many in these communities. Some seniors cannot drive and are dependent upon others for their transportation needs. Many depend upon outside helpers to assist them with cleaning and personal care activities and these helpers often must also depend upon public transportation. Since some of these senior residents are not eligible for the RIDES paratransit program, and none of their assistants are eligible, an alternative transportation service needs to be developed. Such a service would provide linkages between isolated facilities and nearby transit stops where riders could safely embark and disembark accessible MST coaches. MST operates both Senior Shuttle and Senior Taxi Voucher Programs to address these needs in the Salinas area and the Peninsula cities of Carmel, Pacific Grove, Monterey, Seaside, Del Rey Oaks and Sand City. These services could be maintained and expanded to meet future needs.

*On-Call and Other Supplementary Transit Services*

The MST On-Call dial-a-ride service is sometimes full and unable to pick up additional passengers. Service should be expanded to accommodate increased demand.

*Written Notifications of Changes to Transit Have Limited Effectiveness for Visually Impaired*

Written notifications of route changes and changes to bus stops have limited effectiveness for notifying the visually impaired because they cannot see written signs on buses, at stops, and in other locations.

*Limited Service Between Monterey and Salinas*

There is infrequent seasonal transit service on Highway 68, making it difficult for the elderly, disabled, and low-income to travel between Salinas and Monterey in order to access services and jobs.

*Bus Stops May Be Better Placed*

Bus stops are not always conveniently placed close to social and medical services so elderly, disabled, and low-income riders can more easily access these services. Long walks between bus stops and social and medical services may be a significant burden to the elderly and disabled.

*Difficulties for Newly Disabled*

When a person is newly disabled, it may be difficult for them to learn about existing resources and adapt to these services because informational resources are spread between various organizations, and do not exist in a consolidated form.

*Loading and Unloading Bicycles May Be Difficult for the Elderly and Disabled*

It may be difficult to load and unload bikes onto existing transit vehicles for the elderly and disabled, or the strength and range of motion requirements to operate these bike racks may be beyond the capabilities of some riders.

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## Implementation and Prioritization: Strategies to Fill the Gaps

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# 5

### A. Regional Strategies to Fill the Gaps

#### *One-Stop Information (511) Service*

One 511 system including a telephone number (toll free) and an accompanying website equipped with trip-planning features will inform travelers about their travel choices including what to expect on the roadway and what choices are available. Travelers in Monterey, Santa Cruz and San Benito counties share some of the major transportation corridors, major services and media markets. This regional project will provide for a consistent and integrated message to travelers and spread the program costs over the three counties.

#### *Paratransit and Accessible Transportation Connections*

Coordinate between regionally planning partners and public transit operators to plan and implement direct paratransit and accessible transit connections between San Benito, Santa Cruz and Monterey counties to meet the needs of those traveling between counties or living close to county borders. All MST buses are accessible.

#### *Expand Existing Transportation Opportunities to Include Low Cost Options*

- Provide outreach and input about specialized transportation services and needs include ADA paratransit, non-ADA paratransit, Medi-Cal rides
- Seek funds to develop a one-stop "Find-A-Ride" system to guide riders to the most efficient and appropriate transportation service provider
- Identify additional funding for marketing and outreach to attract a larger pool of volunteer drivers

### B. San Benito County Strategies to Fill the Gaps

There is no one easy solution to close the gaps in services in San Benito County. It requires a series of ongoing efforts made by transportation agencies, social services agencies, and non-profit organizations. However, San Benito County has identified the following strategies to meet the gaps.

#### *Fleet Size and Maintenance*

The LTA has been regularly updating its replacement plan and applying for funds for replacement vehicles. The replacement plan includes vehicle information, projected year eligible for replacement, funding source used to purchase vehicle, and anticipated funding source for replacement. As of May 2013, the LTA is anticipating five vehicles to be delivered and placed in service by the end of the summer.

The LTA should continue to maintain an adequate number of spare vehicles to decrease inconvenience to riders and allow for greater ease of swapping vehicles for emergency or routine maintenance procedures.

To decrease the time lost and cost associated maintenance, the LTA should invest in appropriate tools, equipment and software.

#### *Accessibility and Mobility*

The agricultural terrain and sparsely populated areas may create feelings of exclusion from individuals that do not have access to a personal vehicle. There is a need to educate residents about public transit options, matching services with individual needs, and encouraging those who are capable of using fixed-route service to become more mobile and active in their community.

Qualified and dedicated mobility trainers will be the key to the success of such a program, educating each participant on how to use County Express fixed-routes through trip planning exercises and riding with the individual on the system. The trainer will also coach the trainee on how to travel to other nearby counties using public transportation for work or recreation.

Accessibility and pedestrian friendly elements are also needed. Decreasing physical barriers and increasing inviting walkways help make transit facilities more inviting. Such strategies include, but are not limited to, bench installations, pedestrian level lighting, landscaping, bus stop shelters, and traffic calming measures.

The cost of transportation is also a barrier to community activity for some individuals. However, the LTA is subject to a 10% minimum fare box recovery for its County Express services. To meet the requirement, the LTA has increased fares on its County Express services and established fares for its Specialized Transportation services. To help persons with limited means, some local social services agencies and non-profits organizations have pre-purchased tokens and passes on behalf of their qualified clients.

#### *Intelligent Transportation Systems (ITS) and Technology*

The LTA has been in the process of upgrading its radio infrastructure and implementing new ITS for its County Express and Specialized Transportation services. Upgrades in antiquated technology and implementing new ITS are strategies to maintain service, increase efficiency and make services easier to use for clients. The LTA is actively seeking funds to implement additional upgrades and amenities to help bridge gaps in service. ITS and technology projects include but are not limited to the following:

- Automatic Vehicle Locators
- Mobile Data Terminals/Computers
- Next Bus Arrival
- Wireless internet
- Interactive Voice Response Systems
- Electronic Fare Collection
- Fully-integrated online interfaces
- Fully-integrated operational hardware and software
- Automatic stop announcers
- Maintenance equipment and infrastructure
- Security equipment and infrastructure

### *Service Levels*

The LTA actively seeks funding for its ongoing operational cost at its current service levels and for restoring its pre-2009 County Express service levels. The restoration of services would allow for greater mobility between San Juan Bautista and Hollister as well as within Hollister. Increased mobility of residents would allow for participation in jobs, social service programs, recreation, and community events.

In addition to seeking funds for County Express operational costs, the LTA also actively seeks funds for its specialized transportation services. Additional service hours for specialized transportation services would provide greater flexibility for scheduling, availability and convenience for riders.

### *Agency Coordination*

As mentioned before, due to limited resources the LTA has only been able to provide service to the Cities of Hollister, San Juan Bautista, and Tres Pinos, creating a gap between needs and services.

In order to close this gap between needs and services, San Benito County increased coordination of transportation and social services between Monterey, Santa Cruz, and San Benito Counties. The coordination should include government transportation agencies from the local level to metropolitan level as well as all non-profits that have an interest in transportation.

### *Public Transportation Coordination*

In addition to increasing the coordination between different agencies and organizations, coordination between public transportation services in the Monterey Bay Area need to be improve to provide greater mobility for its residents and visitors.

Currently, San Benito County Express connects residents and visitors to the Gilroy Transit Station in Santa Clara County for transfers to other public transportation services. The Gilroy Transit Station is the closest transit hub that Monterey-Salinas Transit, Valley Transportation Authority, Caltrain, and Greyhound have stops at. However, County Express only has timed transfers for Greyhound and Caltrain. County Express also guarantees that the last Caltrain bus will wait until the Caltrain arrives at the station, so that its customers are not stranded in Gilroy if trains run late.

### *Non-Profit Organization Coordination*

For San Benito County, the Local Transportation Authority has been coordinating public transportation services by partnering with Jovenes de Antaño for more specialized transportation for the elderly and those with disabilities since 1988. Due to limited staffing and financial constraints at the non-profit organization, Jovenes de Antaño has not been able to acquire their own vehicles. The Authority procures and provides vehicles to Jovenes de Antaño to operate its Specialized Transportation services.

However, the LTA does not limit its partnership to Jovenes de Antaño. The Authority will provide any non-profit organization information about vehicle acquisitions and leasing information for public transportation. It will also assist non-profit organizations in identifying and applying for vehicle and operating funds.

## C. Santa Cruz County Strategies to Fill the Gaps

As funding cycles are announced, the established advisory committees will work with service providers to assess the high priority Unmet Needs and determine relevant projects based on input from riders/clients, agencies/entities working with riders, transportation service providers and the community. Prioritization is based on providing quality services, maximizing cost efficiencies and maximizing ridership. See Appendix C for a complete project list that identifies high, medium and low priorities.

### *Expand Publicity about Existing Specialized Transportation Services*

- Provide outreach and input about specialized transportation services and needs including ADA paratransit, non-ADA paratransit, Medi-Cal rides
- Seek funds to develop a one-stop "Find-A-Ride" system to guide riders to the most efficient and appropriate transportation service provider
- Identify additional funding for marketing and outreach to attract a larger pool of volunteer drivers

### *Transition Services*

- Seek funds to expand the mobility training for people to use regular fixed-route buses
- Expand and coordinate Senior Safe Driver programs and encourage use of alternatives to establish patterns while there are mobility choices
- Seek funding to ensure seniors continue to be productive members of the community, for example, funding for a program to subsidize bus pass or mileage for the Foster Grandparent program.
- Seek funding for a Senior Ambassador or Peer-to-Peer program to assist seniors transitioning from driving their own vehicles

### *Specialized Transportation for Eligible Riders that may not meet ADA-Mandated Paratransit Service Criteria*

- Identify priority origins and destinations outside the ADA service area
- Determine whether existing services can be expanded in a cost efficient manner to serve these locations
- Incentivize senior and social services to be located in more populated areas that are less costly to serve via transit or paratransit
- Identify transportation needs of low income riders that cannot afford ADA-Mandated Paratransit Service
- Identify transportation needs for people needing specialized transportation services outside the hours of ADA-Mandated Paratransit Service
- Seek funds to provide service to populations that may not meet ADA-mandated paratransit service criteria
- Seek long term funding dedicated to rides for veterans, supporting intra- and inter-regional rides to services.

*Expand and Improve Transit Operations*

- Seek funds to provide extra express bus service between south county and the Highway 17 Express stops in Santa Cruz, and/or seek funds to provide extra express bus service between south county and San Jose via the Highway 17 Express
- Seek funds to expand transit in the south county/Watsonville area
- Seek funds to provide extra express bus service between Watsonville and Downtown Santa Cruz and the University of California, Santa Cruz campus, and Cabrillo College
- Seek funds for additional express bus service between Santa Clara County and the city of Santa Cruz
- Seek funds to offer bus pass subsidies or vouchers for seniors, the disabled, and low-income individuals to go to/from social services, jobs, educational facilities, and activities related to employment
- Explore programs to minimize the cost per trip for elderly, disabled, or low-income residents, such as taxi-pooling
- Seek funds to provide a fare-free program for seniors over 75 years old during off-peak periods
- Seek funds to provide feeder service or alternative transportation services from areas not serviced by transit or ADA-mandated paratransit
- Seek funding to procure new equipment to assist with real-time operations, security and scheduling
- Add transit service for commuters from South County to employers in North County
- Seek funding to increase the mileage reimbursement for volunteer drivers serving the elderly, disabled, and low-income
- Seek funds to provide transit and paratransit service 365 days a year
- Institute transit service on weekends connecting mid-county communities
- Prioritize elderly and disabled housing in more urbanized areas to allow easier walkability to services and better transit/paratransit access
- Implement a direct, fast, and low-cost transit connection to the San Jose Airport
- Implement innovative transportation service near Highway 9 and the San Lorenzo Valley, including but not limited to purchasing vehicles, and retrofitting existing vehicles to support disabled riders.

*Coordinate a seamless system of specialized transportation with a Mobility Management Center*

- Coordinate with all specialized transportation service providers and the Consolidated Transportation Service Agency (currently Community Bridges) to understand the specialized transportation needs
- Seek inclusion in the new local funding measures for this program
- Assess feasibility and seek funds for development/start-up of the center
- Assess entities already providing information and referral services to determine low cost opportunities to coordinate and provide mobility management

- Expand 511 system and transit customer service staffing hours
- Implement real time transit information, electronic systems for bus tracking, and electronic ways of tracking construction delays, detours, and impacts to the sidewalk network
- Improve way-finding and electronic methods for creating expanded accessibility for the disabled, elderly, and low-income at transit stations.
- Improve websites of transit agencies to give narrative descriptions of how to find bus stops for the visually impaired or offer improved way-finding capabilities
- Expand services for seniors who are living in remote or rural locations by providing additional services including but not limited to, senior shuttle programs, deviated fixed-route services, non-profit operated shuttle, and expanded service area for senior meal site shuttles
- Increase wheelchair seating options in new transit vehicles
- Seek funding for programs that provide transit/paratransit services to those with visual impairments.
- Maintain and enhance current paratransit programs to meet growing demands from disabled, low-income and senior populations.

*Same-Day Medical and Non-Medical Trips*

- Secure long-term funding for this critical transportation need
- Seek funds or continue to fund and implement an automated reminder call system to contact riders the day before a scheduled ride (upgrade to the Trapeze scheduling software)
- Construct web-based paratransit reservation system allowing an eligible rider to make reservations electronically
- Improve paratransit vehicles with updated equipment such as Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking
- Expand taxi voucher program

*Complete the MetroBase Facility Phase 1 and Phase 2, including Operations Building and Parking Structure*

- Support METRO in endeavors to cut operations costs and provide more service

*Construct or Repair Travel Paths to Transit*

- Continue to identify access impairments to bus stops and repair or construct safe travel paths so seniors and people with disabilities can easily use transit
- Explore opportunities to assist homeowners in maintaining the sidewalks in front of their homes.
- Seek funds for safe paths of travel, providing greater access to existing and future transit

*Transportation Services to Support Foster Youth and Court Ordered Supervised Visitation Insufficient*

- Identify and seek funding for safe and reliable services for transporting children to school and supervised visitation settings for dependents and wards in foster care
- Identify and seek funding for low-cost or no-cost transportation for foster youth

## D. Monterey County Strategies to Fill the Gaps

The unmet transit needs for Monterey County are organized into three priority levels based on the immediacy of their need for the continuation of existing transit programs, service, and operation, as well as the availability of funding to implement improvements or projects.

- **LEVEL 1:** Immediate need because a reduction of current levels of services are at risk for the following:

### *Replacement of Aging Vehicles*

The MST RIDES fleet serving Monterey County is fully-utilized and accumulates mileage quickly given the size of the county and distances between the communities served. Ongoing replacement of old RIDES vehicles is a critical need for meeting the needs of the elderly and people with disabilities who are not able to use fixed-route transit.

Social service providers in Monterey County, such as HOPE Services and the Carmel Foundation will require funding to replace vans, buses, and/or wheelchair accessible vehicles for the transportation services they provide. MST accessible taxis and buses have filled much of this need for seniors and people with disabilities. Funding of vehicles for nonprofit agencies to meet the specific needs of their members or constituencies may still be needed, but foundation and corporate donations have been the traditional funding sources and perhaps still the most appropriate.

### *Mobility Management Centers and Travel Training*

Secure capital, operating funds, and staffing are needed to operate mobility management and travel training centers. The demand for capital funding has been partly met but ongoing operational and staffing resources are still very unreliable and have been reduced progressively at both the State and Federal levels. Improve travel training for cognitively disabled riders to help them adapt to services which are not on a fixed-route and do not have a regular schedule.

### *Social Service Transportation Providers – Capital Expenses*

Make available federal grant funding on a competitive basis for eligible capital costs including vehicles, and facility/office equipment/software needs by these organizations for the transportation services they provide to the elderly, persons with disabilities, low-income and other transportation disadvantaged or special needs groups.

### *Accessible Taxi Service*

A pilot project has been completed and Monterey County currently has ten accessible taxis serving Salinas and the Peninsula cities. More vehicles are needed to serve Monterey County, particularly for the smaller cities north and south of Salinas along Hwy 101.

### *Expand Transit Operations*

- Improve frequencies on bus routes
- Continue and expand financial support for existing routes, including Line 48 East Salinas-Airport Business Center, Line 55 Monterey –San Jose
- Expand routes to include other markets, including but not limited to:
  - Cannery Row
  - Downtown Monterey
  - Community Hospital of the Monterey Peninsula



- North Monterey County
- Colleges & universities
- Del Monte Center Shopping Center
- Northridge Mall
- Downtown Salinas
- The southeast Salinas agricultural/business corridor, and
- Rural areas, such as Bolsa Knolls, Spreckels and the Las Palmas communities, San Lucas, San Ardo and Bradley
- Between Salinas and Monterey
- Expand services to earlier in the morning and later at night
- Establish 24-hour a day service on select high-ridership lines and paratransit
- Offer bus pass subsidies for job seekers and employees
- Maintain and expand services in the redeveloping areas of the former Fort Ord and on the CSUMB campus. Lines 25, 26, 17, and the CSUMB Otter Trolley are currently in operation

#### *Create and Improve Accessible Vehicle Services*

Create or improve accessible vehicle services, procure accessible taxis, expand travel training services, and expand volunteer opportunities through the MST Navigators program to serve King City, Greenfield, Gonzales, Soledad, Chualar, Prunedale, and Castroville, San Lucas, San Ardo, Carmel Valley, Big Sur, and other locations. Increase shuttle access to agricultural workers. Expand and improve MST On-Call services.

#### *Independent Transportation Network for Monterey County (ITNMontereyCounty)*

ITNMontereyCounty is a volunteer driver based program providing door-through-door, arm-through-arm rides to the elderly and adults with visual impairments. The ITNMontereyCounty program fills an important gap in providing same-day service for the elderly. Expanding this program is a cost effective option to augment services provided by MST or by accessible taxis.

#### *Veterans Service Shuttle*

Develop a service shuttle to transport isolated veterans to medical, social, employment, education, and legal service locations, and increase travel training outreach services to isolated veterans. Shuttle service would be open to the public as well.

#### *Transit Information Systems*

Upgrade demand-response software to include direct communications with customers via email, text (SMS) and automated voice messages.

#### *Improve Regional and Inter-Regional Transit Connections*

Expand services from the Monterey Peninsula and Salinas to San Luis Obispo County locations to the south and Santa Clara and Santa Cruz County locations to the north, and San Benito County to the east.

#### *Senior Community Special Transportation*

Monterey County proposes to establish limited service to and from isolated senior communities and nearby transit stops. This could be done with accessible vans or small buses. Routes would be scheduled by with more flexibility than fixed-route coaches. In 2011, three dedicated routes were implemented by MST to provide connections from various retirement communities to services, shopping, and healthcare facilities throughout the Monterey Peninsula. Funded through Federal New Freedoms funds, MST has worked closely with various senior communities in both planning and deploying these services. A fourth Senior Shuttle route shall be deployed on the Monterey Peninsula in 2013 and three additional routes

should be fully operational by in the Salinas area by September 2014. Additional funding will be required to sustain existing services while expanding similar senior-oriented services to South Monterey County.

- **LEVEL 2:** Enable more efficient use of limited resources and expansion into other areas of identified need, including:

*Ability to Use Available Vehicles and Drivers Regardless of Funding Source*

Monterey County will need hardware, software and necessary technical assistance to implement the following

- Interactive Voice Response System (IVR)
- Smart Cards and Readers

*One-Stop Information (511) Service (bi-lingual)*

Monterey County will continue to work with AMBAG in establishing a regional 511 service. Renewable funding must be obtained for planning, implementing and operating the service. The host county, operating budget and implementation cost will be determined following a feasibility study.

*Expanded Taxi voucher programs*

The RTA has been established and is currently licensing and monitoring taxis in Salinas, in the Peninsula cities, and in all the unincorporated areas of the county. Subsequently, in 2011, MST started taxi voucher programs for seniors, in partnership with cities, and one for people with disabilities which supplanted the previous scrip programs. While these programs serve the major population areas in the county, the smaller communities in the Salinas Valley still have little to no taxi service let alone accessible taxis or taxi vouchers. Additional local revenues could be secured to fund such a program, such as through adoption of a transportation sales tax.

*Vanpool Programs*

Secure grant funds to implement vanpool programs serving employees of key Monterey County industries or employers, including the Agricultural Industries Transportation Services vanpool program. Additional studies and coordination can be conducted to expand the program across Monterey County, in addition to the purchase of vehicles and equipment to serve this program. Vanpools should also be established to serve agricultural workers in all parts of the county.

Grant funds could also be applied toward purchase of vanpool vehicles to serve employees of the State Correctional facility near Soledad, which work around-the-clock schedules not fully served by other public transit options. Implementation of this program would improve safety for employees traveling to and from this facility.

- **LEVEL 3:** Enable improvement and expansion of current services into other areas of identified need, including:
  - Same Day RIDES Service (available through taxi voucher program in some areas)
  - Door-Through-Door RIDES Services
  - Guaranteed Ride Home (GRH)
  - Increased Frequency
  - Improve Service to Rural Areas
  - Emergency Response Plan for Transportation-Challenged Consumers

TAMC can coordinate with MST, county jurisdictions and social service providers to secure funding for more drivers and vehicles, operations, maintenance and administrative costs.

*Enhance Notifications of Route Changes for Visually Impaired*

Coordinate with visual disability organizations to notify their clients of the changes ahead of time. Program enunciators to announce route changes and stop changes, and/or refer riders to a phone line which can provide more information on route changes and stop changes.

*Enhance Locations of Bus Stops*

Improve bus stop locations to be close to social and medical services.

*Resource Packet for Newly Disabled*

Combine existing resource guides and outreach packets to create a comprehensive resource packet for the newly disabled, describing all available local resources for the disabled.

*Enhance Bike Rack Systems*

Install bike rack systems which are easier to use for the elderly and disabled.

## Appendices:

### Appendix A: Summary of County Service Providers

Organization	Service Type:	Services	Charge	Senior Discount	Website	Phone Email	Coverage
<b>SAN BENITO COUNTY</b>							
Advocacy, Inc	Special Purpose	Long-term care ombudsman program and patient's rights advocate program	No	No	<a href="http://www.advocacy-inc.org/">http://www.advocacy-inc.org/</a>	831-636-1638	Santa Cruz and San Benito Counties
Ag Against Hunger	Special Purpose	Provide surplus local produce to people in need	No	No	<a href="http://www.againsthunger.org/">http://www.againsthunger.org/</a>	800-755-1480	San Benito County
American Cancer Society	Special Purpose	Nationwide, community-based health organization dedicated to elimination of cancer	No	No	<a href="http://www.cancer.org/">http://www.cancer.org/</a>	831-623-2501	
American Heart Association	Special Purpose	Nationwide voluntary organization dedicated to fighting cardiovascular diseases and stroke	No	No	<a href="http://www.heart.org/HEARTORG/">http://www.heart.org/HEARTORG/</a>	831-757-6221	
American Legion San Benito Post #69	Special Purpose		No	No		408-691-3691	San Benito County
American Red Cross Monterey-San Benito County	Special Purpose	Network of volunteers, donors and partners alleviates human suffering in face of emergencies	No	No		831-636-2100	San Benito County
Amtrak	Transit	Nationwide intercity train and bus service.	Yes	Yes, 62+ 15% discount	<a href="http://www.amtrak.com">www.amtrak.com</a>	1-800-872-7245	Monterey, Santa Cruz and San Benito

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Aromas Community Center Foundation	Special Purpose		No	No			San Benito County
Aromas Community Grange #361	Special Purpose		No	No		831-726-7234	San Benito County
Aromas Eagles Aerie #72	Special Purpose		No	No		831-726-2322	San Benito County
Autism Parent Club of San Benito County	Special Purpose		No	No		831-637-3071	San Benito County
CASA of San Benito County	Social Services	Court Appointed Special Advocates for Children	No	No		831-637-4992	San Benito County
Catholic Charities of the Diocese of Monterey	Special Purpose		No	No		831-393-3110	San Benito County
Central Coast VNA/Hospice	Special Purpose	Provide home health care services	Yes	No	<a href="http://www.ccvna.com/">http://www.ccvna.com/</a>	831-648-3734	San Benito, Monterey, and south Santa Cruz Counties
Chamberlain's Children Center	Social Services	Provides services to at-risk children in home-like environment to heal from past trauma, discover their strengths, and develop the skills they need to achieve life-long success	No	No	<a href="http://www.chamberlaincc.org/">http://www.chamberlaincc.org/</a>	831-636-2121	San Benito County
CHISPA (Community Housing Improvement Systems and Planning Association, Inc.)	Special Purpose	Non-profit housing developer	Not Applicable	Not Applicable	<a href="http://www.chispahousing.org/">http://www.chispahousing.org/</a>	831-634-0826	San Benito County
City Life Christian Center	Special Purpose		Not Applicable	Not Applicable		408-712-6941	San Benito County
Community	Special		Not	Not	<a href="http://caff.org/">http://caff.org/</a>	831-761-8507	San Benito

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Alliance with Family Farmers (CAFF)	Purpose		Applicable	Applicable			County
Community Assistance Network	Special Purpose		No	No		831-902-5100	San Benito County
Community Food Bank of San Benito County	Social Services		No	No	<a href="http://communityfoodbankofsb.org/">http://communityfoodbankofsb.org/</a>	831-637-0340	San Benito County
Community Services Development Corporation	Social Services	Pursues affordable housing	No	No	<a href="http://www.csdcsc.org/home0.aspx">http://www.csdcsc.org/home0.aspx</a>	831-636-5524	San Benito County
Community Solutions	Special Purpose	Promote and support wellness, recovery-based behavior health services, empowerment-based domestic violence and sexual assault services, and strength-based prevention and intervention services			<a href="http://www.communitysolutions.org/">http://www.communitysolutions.org/</a>	831-637-1094	San Benito County
Easter Seals Central California	Special Purpose	Provides services to children and adults with disabilities and other special needs and support to their families	Not Applicable	Not Applicable	<a href="http://centralcal.easterseals.com/site/PageServer?pagename=CACN_homepage">http://centralcal.easterseals.com/site/PageServer?pagename=CACN_homepage</a>	831-684-2166 x115	San Benito County
Emmaus House	Special Purpose	Provides safe haven for women and children that are victims of domestic violence	No	Not applicable	<a href="http://www.emmaushouse.net">http://www.emmaushouse.net</a>	831 636-7224	San Benito County
First 5 San Benito	Social Services	Planning and quality assurances for children ages prenatal to five years old	Not Applicable	Not Applicable	<a href="http://www.first5sanbenito.org/">http://www.first5sanbenito.org/</a>	831-634-2050	San Benito County
Fishes and Loaves	Special Purpose		Not Applicable	Not Applicable		831-637-8669	San Benito County
Foster Grandparent and Senior Companion Program	Social Services		Not Applicable	Not Applicable	<a href="http://www.seniorscouncil.org/foster_program.html">http://www.seniorscouncil.org/foster_program.html</a>	831-475-0816 ex.16	San Benito, Santa Cruz and Monterey Counties
Go Kids, Inc.	Special	Provides support for childhood	Yes	No	<a href="http://www.gokids.org/">http://www.gokids.org/</a>	831-637-9205	San Benito

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Hollister	Purpose	development					County
Greyhound Bus	Special purpose	Nationwide Bus service. If handicapped, aide travels free with verifying letter from a doctor	Yes	Yes, 62+ 5% discount; 50% for attendant	www.greyhound.com	831 423-1800	Monterey County
Habitat for Humanity San Benito County	Special purpose		Not Applicable	Not Applicable		831-635-9904	San Benito County
Hazel Hawkins Memorial Hospital	Medical	Provides medical care in hospital setting, clinics, skilled nursing, laboratory services, radiology, and palliative care	Yes	Low-income discount or forgiveness	www.hazelhawkins.com	831-637-5711	San Benito County
Hollister Angels Youth Ministry	Special purpose		Not Applicable	Not Applicable	www.hollisterangels.webs.com	831-594-4469	San Benito County
Hollister Elks Lodge	Special purpose		Not Applicable	Not Applicable	www.elks.org/lodges/ContactUs.cfm?LodgeNumber=1436	831-637-1436	San Benito County
Hollister Pregnancy Center	Special purpose		Yes	No	www.hollisterpregnancycenter.com	831-637-4020	San Benito County
Hollister School District	Special purpose	Provides school bus transportation for elementary school students residing 1.5 mi. from school and middle school students residing 2.0 mi. from school	No	Not applicable	www.hesd.org	831 630-6300, ext. 348	Hollister School District
Hollister Taxi	Transit	Taxi Service	Yes	No		831 637-3378	San Benito County
Hollister Youth Alliance	Special purpose		Yes	No	www.hollisteryouthalliance.org	831-636-2853	San Benito County
Homeless Coalition of San Benito County	Social Services		Not Applicable	Not Applicable		831-801-9531	San Benito County
Hope Services	Information and Special Purpose	Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services and independent living services to persons with disabilities	Yes	Not applicable	www.hopeservices.com	831 637-8600	San Benito County
Hospice	Special	Support for compassionate care at	Not	Not	www.hospicegiving.org	831-333-9023	San Benito

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Foundation	purpose	end of life	Applicable	Applicable			County
Indian Canyon Nation	Special purpose	Information on Ohlone community events and services			www.indiancanyonlife.org	831-637-4238	San Benito County
Jovenes de Antaño	Special purpose	Small non-profit organization providing more specialized transportation to elderly and disabled for medical and other social services	\$1.00 inside Hollister; donation outside Hollister	No		831 637-6700; 831 637-9275	San Benito County
Kinship Center - Gabilan Chapter	Special purpose		Not Applicable	Not Applicable	www.kinshipcenter.org	831-634-1238	San Benito County
Kiwanis Club of Hollister	Special purpose		Not Applicable	Not Applicable	www.kiwanis.org	831-636-1874	San Benito County
Leadership San Benito County	Special purpose		Yes	Based upon financial need	leadershipsbc.org	408-594-3464	San Benito County
LTD Taxi	Transit	Taxi Service	Yes	No	www.ltdtaxi.com	831-636-0808	San Benito, Santa Cruz, Monterey and Santa Clara Counties
MACE (Mexican -American Committee on Education)	Special purpose		No	Not Applicable	www.themacecommittee.org	831-637-1342	San Benito County
Monterey Bay Retired Senior Volunteer Program	Special purpose	Connects retired seniors to volunteer opportunities	No	No	www.scvolunteercenter.com/programs/elderly-disabled/retired-senior-volunteer-program		San Benito, Monterey, Santa Cruz
Monterey County Paratransit (RIDES)	Paratransit	Door to Door service. Call in advance.	Yes	Yes	www.mst.org	831 899-2555 customerservice@mst.org	South Santa Cruz County, San Benito County, Monterey County
Planned Parenthood	Special purpose		Yes	Based upon financial need	www.plannedparenthood.org	831-634-1880	San Benito County
Regional Diabetes	Special purpose		Not Applicable	Not Applicable	www.caldiabetes.org/index.cfm	831-763-6445	San Benito County



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Collaborative							
Restart House	Special purpose	Provide transitional housing for women and children	No	No	www.restarthouse.org	509-730-9777	San Benito County
San Benito County Community Action Board(CAB)	Social Services	Provide assistance in housing, food, education and job skills to low-income families	No	No	www.sbcjobs.org/CAB/	831-637-9293	San Benito County
San Benito County Health and Human Services Agency	Social Services and Medical	San Benito County's health department	Yes	Based on financial need	www.sanbenitoco.org	831-636-4180	San Benito County
San Benito County LULAC Council #2890 (League of United Latin American Citizens)	Special purpose		No	No	www.sbclulac.org	831-902-4040	San Benito County
San Benito County Transit (County Express)	Transit	Fixed-route bus service in Hollister and Dial-A-Ride service outside of fixed-route service areas and hours Inter-county services connecting San Benito County to Gavilan College and Gilroy for Caltrain and VTA connections.	Yes	Yes	www.sanbenitocountyexpress.org	831 636-4161 info@sanbenitocog.org	Hollister, San Juan Bautista, Gilroy
San Benito County Transit (County Express)	Paratransit	Complimentary ADA Paratransit Service. 3/4 mile radius from bus stop.	Yes but not for personal care attendant	Fare discounted	www.sanbenitocountyexpress.org	831 636-4161 info@sanbenitocog.org	Hollister
San Benito Health Foundation	Social Services and Medical	Community health center	Yes	Based upon financial need	www.sanbenitohealth.org	831-637-5306 ext. 30	San Benito County
San Benito Masonic Lodge No. 211	Special purpose		Not Applicable	Not Applicable	www.sanbenitolodge.com	831-637-2846	San Benito County
San Benito	Information	Provides information about	No.	Not applicable	www.sanbenitorideshare.org	831 637-7665;	San Benito

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Rideshare		carpooling and vanpooling for commuters and other transportation options for non-commuters				info@sanbenitocog.org	County
San Juan Bautista Rotary Club	Special purpose		Not Applicable	Not Applicable		831-801-3509	San Benito County
San Juan Bautista Service Club	Special purpose		Not Applicable	Not Applicable		831-623-2033	San Benito County
Senior Citizens Legal Services	Special purpose	Free legal service to seniors	No	No	seniorlegal.org	831-637-5458	San Benito and Santa Cruz
Seniors Council (Area Agency on Aging)	Information and Special Purpose	Provides forum for local seniors to express needs and concerns; Actively looks for funding and provides support to elderly community	No	Not applicable	www.seniorscouncil.org/flash es/intor.html	831 688-0400	San Benito and Santa Cruz Counties
Social Vocational Services, Inc.	Special purpose	Adult Day Program Supported Employment	Yes	No	www.socialvocationalservices.org/	831-638-0103	San Benito
South County Cal-SOAP	Special purpose	Provide access to low-income and first-generation students to post-secondary education	No	No	www.southcountycalsoap.org/#	408-848-7177	San Benito and Santa Clara
South County Housing	Special purpose	Non-profit community development for mixed income housing	Yes	Based upon financial need	www.scounty.org/	408-843-9239	San Benito, Monterey,, Santa Cruz, and Santa Clara
Special Parents Information Network (SPIN)	Special purpose	Provides support for parents with special needs	Not Applicable	Not Applicable	www.spin.org/	408-722-2800	San Benito and Santa Cruz
Texas Masonic Lodge #46 F&Am	Special purpose		Not Applicable	Not Applicable		831-726-9329	San Benito County
The Giving Ribbon	Special purpose		Not Applicable	Not Applicable	www.thegivingribbon.org	800-963-1883	San Benito County
The Salvation Army, Hollister	Special purpose	Provides services to low-income and ill	Not Applicable	Not Applicable	www.salvationarmyusa.org/usn/www_usn_2.nsf	831-636-9832	San Benito County

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Corps							
United Way of Silicon Valley	Special purpose	Improve community conditions by helping families	Not Applicable	Not Applicable	www.uwsv.org	408-345-4300	San Benito and Santa Clara Counties
United Way Serving San Benito County	Special purpose	Improve community conditions by helping families	Not Applicable	Not Applicable	www.unitedwaysbc.org	831-332-7550	San Benito County
Veterans of Foreign Wars, Hollister Post #9242	Special purpose		Not Applicable	Not Applicable		831-637-6618	San Benito County
Veterans of Foreign Wars, San Juan Bautista Post #6359	Special purpose		Not Applicable	Not Applicable		831-726-1654	San Benito County
<b>MONTEREY COUNTY</b>							
Commute Alternatives	Information	Information on bicycling, telecommuting, carpooling, vanpooling, transit, and walking through online database or phone assistance	No		www.commutealternatives.info	830 422 Pool info@commutealternatives.info	Monterey County
Casanova Oak Knoll Park Center, Monterey	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip of Yellow Cab for \$10.00.	Yes	Yes	www.monterey.org/communitycenters/casanova.html	831 646-5665 aiellol@ci.monterey.ca.us	Monterey, Seaside, Sand City, and Del Rey Oaks
City of Monterey Recreation and Community Services Department	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip for Yellow Cab for \$10.00.	Yes	Yes	www.monterey.org/rec	831 646-3866 aiellol@ci.monterey.ca.us	Monterey County
City of Seaside/Community Services	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip for Yellow Cab for \$10.00.	Yes	Yes	www.ci.seaside.ca.us/RECREATION_COMMUNITY_ACTIVITIES.HTML	831 899-6339	Monterey County

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Monterey Senior Center	Information	Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip for Yellow Cab for \$10.00.	Yes	Yes	www.monterey.org/communit ycenters/seniorcenter.html	831 646-3878	Monterey, Seaside, Sand City, and Del Rey Oaks
Shelter Outreach Plus	Special purpose				www.sopinc.org	831 384-3388 info@sopinc.o rg	
Community Hospital of Monterey Peninsula	Medical				www.chomp.org	831 624-5311	
Central Coast Alliance for Independent Living	Special purpose				www.cccil.org	831 757-2968 cccil@cccil.or g	
Sally Griffin Active Living Center	Special purpose				www.mowmp.org	831 375-4454 info@mowmp. org	
The Blind and Visually Impaired Center of Monterey County	Special purpose				www.blindandlowvision.org	831 649-3505	
Salinas Senior Center	Special purpose					831 757-6030 salinassenioren tr@sbcglobal.n et	
Independent Transportation Network Monterey County (ITNMontereyCounty)	Special purpose	24 hour a day arm-through-arm, door-through-door para-taxi service for seniors 60+ and adults with visual disabilities of any age. Rides may be booked any time with discounts for advanced notice and sharing a vehicle with another rider. Discounted fares.	Yes. Annual membership, \$50/yr for individual, \$75 for family. Pickup charge and mileage rate.		itnmontereycounty.org	Monterey: 831 233-3447 Salinas: 831 240-0850 Fax: 888 410- 4572 info@itnmonter eycounty.org	Carmel-by-the- Sea, Monterey, Pacific Grove, Pebble Beach, Seaside, South Salinas, East Salinas, North Salinas, West Salinas, Toro Park, Carmel

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							Valley, Carmel Valley, Marina, Castroville.
Interim, Inc.	Special purpose				www.interiminc.org	831 649-4522	
Gateway Center/MV Transportation/MST RIDES	Special purpose	Door to Door service for developmentally disabled participants in Gateway's day programs	No		www.gatewaycenter.org	831-372-8002	Monterey Peninsula
Hope Services	Paratransit				www.hopeservices.org	831 393-1575 ext. 17 afoglia@hopeservices.org	
San Andreas Regional Center					www.sarc.org	831 759-7500	
Monterey County AIDS Project (MCAP)	Special purpose	Vouchers for MCAP clients to use on any public transportation	No		www.mcap.org	831-394-4747 kat@mcap.org	Monterey County
Monterey County Military and Veterans Affairs Office	Special purpose	Van service for veterans to the VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic	No		www.co.monterey.ca.us/va/services.htm	831-647-7612 zeiglerwc@co.monterey.ca.us	Monterey County
Greyhound Bus	Special purpose	Nationwide Bus service. If handicapped, aide travels free with verifying letter from a doctor	Yes	Yes, 62+ 10% discount; 50% for Attendant	www.greyhound.com	831 423-1800	Monterey County
Amtrak	Special purpose	Nationwide intercity train and bus service.	Yes	Yes, 62+ 15% discount	www.amtrak.com	1-800-872-7245	Monterey, Santa Cruz and San Benito County
Monterey-Salinas Transit (MST)	Transit	Fixed-route Bus Service	Yes	Yes	www.mst.org	888 678-2871	Monterey County, Santa Cruz County, San Jose

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Greenfield Auto Lift	Transit	Public dial-a-ride transportation services within each city, fee for service.	Yes	Yes	www.ci.greenfield.ca.us/	831 674-5438	Monterey County
King City Transit	Transit	Public dial-a-ride transportation services within each city, fee for service.	Yes	Yes		831 385-5954	Monterey County
Soledad Taxi	Transit	Public dial-a-ride transportation services within each city, fee for service.	Yes	Yes		831 678-1550	Monterey County
<b>SANTA CRUZ COUNTY</b>							
Central Coast Ambulance	Special purpose	Emergency transportation for the public to skilled nursing facilities and hospitals	Yes, Varies			831-899-3100 Margaret	Santa Cruz County, San Benito County, part of Monterey County
City of Capitola Seasonal Shuttle	Transit	Weekend shuttle bus to the village and the beach in Capitola (Memorial Day weekend through September); wheelchairs accommodated	No		www.ci.capitola.ca.us	831-475-7300 Steve Jesberg sjesberg@ci.capitola.ca.us	From shuttle lot at Bay Avenue near Hill street to the beach/ Capitola Village
Commute Solutions	Information	Commute Solutions provides information on alternative transportation modes to interested commuters through an instant, online database or phone assistance.	No		www.commutesolutions.org	831 429-7665 info@commutesolutions.org	Santa Cruz County
Santa Cruz Metropolitan Transit District (SCMTD)	Information	Mobility Training	No		www.scmtd.com	831 423-3868 info@scmtd.com	Santa Cruz County
American Cancer Society	Medical	Free transportation for cancer patients to doctor appointments in Santa Cruz County.	No		www.cancer.org	866-444-7672 Ray Gottfredson rgottfredson@cancer.org	Santa Cruz County

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<b>Organization</b>	<b>Service Type:</b>	<b>Services</b>	<b>Charge</b>	<b>Senior Discount</b>	<b>Website</b>	<b>Phone Email</b>	<b>Coverage</b>
American Red Cross	Medical	Transportation to medical appointments outside Santa Cruz County. Please call at least one week in advance of appointment.	Donation, \$10-\$20		<a href="http://www.sccredcross.org">www.sccredcross.org</a>	831 462-2881 sccarc@crossnet.org	Santa Cruz County
American Cancer Society	Medical	Transportation services are available at no charge to cancer patients for cancer treatment	No		<a href="http://www.cancer.org">www.cancer.org</a>	1-800-ACS-2345	Within Santa Cruz County and to out-of-county treatment centers
Care-A-Van for Kids	Medical	Children of low-income families transportation to Lucile Packard's Children's Hospital in Palo Alto	No		<a href="http://www.lpch.org/forPatientsVisitors/CommunityResources/careAVan.html">www.lpch.org/forPatientsVisitors/CommunityResources/careAVan.html</a>	650 497-8303	Santa Cruz County
First Transit	Transit	Daily services available to developmentally disabled adults that are authorized clients of the San Andreas Regional Center (SARC). The public may also book charter services.	Not for SARC clients. Charges for other individuals.		<a href="http://www.firstgroup/north_america">www.firstgroup/north_america</a>	831-460-9911 camilla.shaffer@firstgroup.com	Covers Santa Cruz County, charter services throughout greater Bay Area.
Medi-Cal/Alliance Non-Emergency Transportation	Medical	Medi-Cal clients for authorized medical appointments; managed by MV Transportation	No		<a href="http://www.ccah-alliance.org">www.ccah-alliance.org</a>	866-456-4491 Brenda Doty bdoty@mvtransit.com	Santa Cruz County, Santa Cruz City
Mental Health Client Action Network (MHCAN)	Medical	County Mental Health patients or persons with history of mental illness	No		<a href="http://www.mhcan.org">www.mhcan.org</a>	831 469-0462 mail@mhcan.org	Santa Cruz City Excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville
Lift Line	Paratransit	Transportation for individuals unable to ride public transit. Vans are lift	Yes	Taxi scrips available,	<a href="http://www.communitybridges.org/liftline.html">www.communitybridges.org/liftline.html</a>	831 425-1558 ctsa@cbridges.	Santa Cruz County

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<b>Organization</b>	<b>Service Type:</b>	<b>Services</b>	<b>Charge</b>	<b>Senior Discount</b>	<b>Website</b>	<b>Phone Email</b>	<b>Coverage</b>
		equipped for frail passengers or wheelchair users. Taxi rides and transportation to senior programs and meal sites also available. Also provides extended care or medical transportation for hospital patients discharged by wheelchair or gurney, trips to senior dining center, and trips for veterans.		more savings for low income		org	
Monterey County Paratransit (RIDES)	Paratransit	Door to Door service. Call in Advance.	Yes		www.mst.org	831 899-2555 CustomerService@mst.org	South Santa Cruz County, San Benito County, Monterey County
Precious Cargo	Special purpose	Transportation for the general public and clients of Medi-Cal program.	Yes, more for wheelchair or gurney			831-333-0287	Pickup in Santa Cruz and Monterey Counties; limited distance
Pajaro Valley Unified School District	Paratransit	Home-to-school transportation for Special Education students, including non-ambulatory, deaf, and students with special needs.	No		www.pvUSD.net	831-728-6324	Those travelling to Pajaro Valley Unified School District schools
Santa Cruz Metropolitan Transit District (SCMTD)	Paratransit	ParaCruz, ADA Paratransit	Yes	Yes, \$3 each way	www.scmtD.com	831 425-3868 paracruz@scmtD.com	Service area 3/4mi. From bus lines.
San Lorenzo Valley Unified School District	Paratransit	Home to school transit for Special Education students	Only for temporarily disabled students		www.slv.k12.ca.us/transportation	831-336-2223 emandel@slv.k12.ca.us	San Lorenzo Valley
Santa Cruz City	Special	Provides home-to-school	Only		www.slv.k12.ca.us/transportation	831-429-3852	Those



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Schools	purposes	transportation for Special Education students, including non-ambulatory, deaf, and students with special needs.	temporarily disabled students are charged		ion		traveling to schools in the Santa Cruz City district
Cabrillo College Disabled Student Program	Special purposes	Class to Class transit for disabled students	No		www.cabrillo.edu/services/dsps/	831 479-6379 Nicki Onito	Cabrillo College Campus
Elderday Adult Day Health Center Transportation	Special purposes	Transportation to and from daily meals, therapy, personal care, social center	No, donations accepted		www.communitybridges.org/1iftline.html (on the Spanish page)	831 458-3481 info@cbridges.org	Santa Cruz County
Laidlaw Transit Services	Special purposes	Serves Developmentally disabled adults, consumers of the San Andreas Regional Center	No		www.laidlawtransit.com	831 460-9911 camilla.shaffer@laidlawtransit.com	Santa Cruz County
Santa Cruz Airporter	Special purposes	Van service to and from San Jose and San Francisco airports. Advance reservations recommended. Call for schedule and charge. Senior discounts available.	Yes, To SJ \$50-70, To SF \$80-100	Yes, When Prepaid	thesantacruzexperience.com/s hutting	831-421-9883	Santa Cruz to San Jose and SF Airports
Early Bird Airport Shuttle	Special purposes	Serves arriving and departing flights from San Jose and San Francisco Airports. Reservations required.	Yes, \$75 to SJ, \$115 to SF	Yes, 10%	www.earlybirdairportshuttle.com	831-462-3933 info@earlybirdshuttle.com	Santa Cruz to San Jose and SF Airports
Senior Dining Center, Ben Lomond	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		www.communitybridges.org/1iftline.html	831 336-5366 info@cbridges.org	Ben Lomond
Senior Dining Center, Capitola	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		www.communitybridges.org/1iftline.html	831 476-1884 info@cbridges.org	Capitola
Senior Dining Center, Live Oak	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		www.communitybridges.org/1iftline.html	831 475-7177 info@cbridges.org	Live Oak

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Senior Dining Center, Santa Cruz	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services	No		www.communitybridges.org/1iftline.html	831 427-0901 info@cbridges.org	Santa Cruz City
Senior Dining Center, Watsonville	Special purposes	Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No Wheelchairs.	No		www.communitybridges.org/1iftline.html	831 724-2024 info@cbridges.org	Watsonville
Volunteer Center of Santa Cruz County Transportation (Felton)	Special purposes	Volunteers in their cars take Elderly / Disabled (non-wheelchair) to Medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to one week notice.	No		www.scvolunteercenter.org	831 336-9387 scruz@scvolunteercenter.org	Santa Cruz County
Stroke Center	Special purposes	Transit for users of the Stroke Center via ParaCruz and Lift Line.	No		www.communitybridges.org/1iftline.html OR www.scmttd.com	831-425-0622 paracruz@scmttd.com; info@cbridges.org	Santa Cruz County
UCSC Transportation and Parking Services	Special purposes	Disability van service for UCSC affiliates and campus visitors with mobility impairment for campus locations not directly served by fixed-route transit or campus shuttle service.	No		www2.ucsc.edu/taps	831-459-2829 taps@ucsc.edu	UCSC campus
Volunteer Center of Santa Cruz County Transportation (Santa Cruz)	Special purposes	Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give	No		www.scvolunteercenter.org	831 427-3435 scruz@scvolunteercenter.org	Santa Cruz County

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		4 working days to one week notice.					
Volunteer Center of Santa Cruz County Transportation (Watsonville)	Special purposes	Volunteers in their cars take Elderly / Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon.-Fri. To request ride please give 4 working days to one week notice.	No		www.scvolunteercenter.org	831 722-6708 scruz@scvolunteercenter.org	Santa Cruz County
West Coast Limos & Sedans	Special purposes	General Public- Limo Service	Yes	No	www.westcoastlimos.net/	831 464-2600 roywstcst@aol.com	Santa Cruz County
Santa Cruz County CareerWorks	Special purposes	Implements workforce development policies and programs to equip residents with the skills needed to secure and maintain employment at sufficient wages and benefits in the local and regional labor markets.	No		www.hra.co.santa-cruz.ca.us/html_cw/cw_home.htm	831-464-6273 (Teresa Carrillo)	Santa Cruz County
Santa Cruz County CalWorks	Special purposes	Welfare-to-Work is an employment program serving adult recipients of cash aid. The program helps participants find jobs and become self-sufficient.	No		www.hra.co.santa-cruz.ca.us/html_cw/cw_w2w.htm	831-454-5429 (Donna Ratliff)	Santa Cruz County
Courtesy Cab/Watsonville Taxi	Transit	General Taxi Service, serving Watsonville.	Yes	Yes, Also Accepts Taxi Scrip		831 761-3122 office@courtesycab.com	Watsonville
Davenport Resource Service Center	Transit	General Public from North Santa Cruz Co. to city of Santa Cruz. May be only one way.	No		www.cabinc.org	831 425-8115 drsc@cruzers.com	North Santa Cruz County
Delux Cab	Transit	General Taxi Service	Yes	Yes, 10%		831 462-6063 PO Box 1256, Aptos, CA 95001	Santa Cruz County
Greyhound Bus Lines	Transit	Bus service outside Santa Cruz County. If handicapped, aide travels	Yes	Yes, +62 5%, Attendent 50%	www.greyhound.com	831 423-1800; 800-752-4841;	Monterey County

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		free with verifying letter from a doctor.				800-755-4841 Rob Shelton rshelto@greyhound.com	
Lift Line (Community Bridges Charter Rides)	Transit	There are no limitations to service area. However, long distance rides and rides in rural areas are subject to scheduling availability.	Yes			831 425-1558 Catherine Patterson-Valdez, Dir.	Santa Cruz County
Santa Cruz Metropolitan Transit District (SCMTD)	Transit	Fixed-route Bus Service	Yes		www.scmtd.com	831 425-8600	Santa Cruz County
Santa Cruz County Veterans Service Office	Transit	Serves Veterans	No		www.santacruzvets.com	831-454-4761 vets@hra.co.santa-cruz.ca.us OR Kenneth.Burke@hra.co.santa-cruz.ca.us	Santa Cruz County
Scotts Valley Senior Center	Transit	Scotts Valley Area Seniors	No			831 438-8666	Scotts Valley Area Seniors
Yellow Cab Company	Transit	General Taxi Service. Various low-cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts. Includes the San Lorenzo Valley.	Yes	Scrip	santacruzyellowcab.com	831 423-1234 rides@santacruzyellowcab.com	Santa Cruz County
Medical Appointments Made Easy	Special Purpose	Transportation similar to taxi service to medical destinations	Yes	No			Santa Cruz County

## **Appendix B: San Benito County Unmet Needs Hearing**

### **2013 UNMET TRANSIT NEEDS REQUESTS**

**Adeline Bartlett  
Hollister, CA**

Ms. Bartlett stated that approximately one month ago she scheduled a pick-up at 8:30 A.M. to take her from her home to San Juan Bautista. She didn't notice the bus arrive so she called dispatch. The dispatcher told her she was seven minutes late and that the bus had already left. Ms. Bartlett added that on a different occasion her walker was not tied down causing it to tip over and drop her groceries out onto the floor. She also observed a broken windshield on the driver's side of one of the smaller buses that goes to San Juan Bautista.

**Joanne De La Cruz  
Hollister, CA**

Ms. De La Cruz wanted to know why is it that when she calls for a ride she is told she must wait 15-20 minutes; however, when the bus arrives, it is empty. She also mentioned that she used the bus today and asked if she could be dropped off by noon, before the other 2 passengers on the bus. The driver proceeded to drop the other 2 passengers off first and had to circle around to drop her off.

**Juan Francisco Perez Cristerna**

Mr. Perez Cristerna inquired if it would be possible to dedicate one bus for seniors who need to get to Jovenes de Antaño at 12 p.m. in time for lunch.

**Sally Bettencourt**

Ms. Bettencourt expressed disagreement with Transportation funding and policy.

Ms. Bettencourt stated that she is deeply concerned about the future of San Benito County. She stated that Vision San Benito is a group of people who have their own goals and ideas per which they would like San Benito to become. Last summer Vision San Benito held a 3-day conference about the future look of San Benito County. Their results is a lesson in what is called "Utopia", which to her means "heaven here on earth". Ms. Bettencourt stated that much of Vision San Benito's information in the long term planning proposals for the future of San Benito County comes from a far away source, such as Berkeley professors, or idealists with utopian fantasies. Vision San Benito's outcome is solemnly put in place within this proposal. To accomplish this visioning goal would be leading San Benito County to doom and disillusionment, which is already happening. Ms. Bettencourt stated that Utopia cannot be reached so she pleaded with the Board to be cognizant about outside borders influence. She asked the Board to explore alternatives and make sound decisions. She asked that they speak with businesses and land owners because they have a stake in the future here too. She closed by saying that the decisions that the Board make today and in the future is the guide to the destiny of San Benito County.

**Joe Thompson  
Tres Pinos, CA**

Mr. Thompson provided a handout to the Board titled "Highway & Transit Finance in the United States: 2006". Mr. Thompson stated that if the Board continues with this policy madness, there won't be any transit at all because it is unsustainable. He stated that 99% of the financing for transit comes from the taxation of motorists.

## Appendix C: Santa Cruz County Regional Transportation Commission Draft List of Specialized Transportation/Transit Needs

### List of Unmet Specialized Transportation/Transit Needs *Adopted by the Santa Cruz County Regional Transportation Commission on September 6, 2007*

#### **Prioritized:**

**H - High** priority items are those items that fill a gap or absence of service. The Santa Cruz METRO Transit District noted three levels of High priority with H1 being the top priority.

**M - Medium** priority items are items that supplement existing service.

**L - Low** priority items should become more specific and then be planned for, as funds are available.

#### **General**

1. **H** - Expanded publicity necessary about existing specialized transportation services including ADA paratransit, non-ADA paratransit, Medi-Cal rides and mobility training for people to use regular fixed-route buses
2. **H** - Lack of safe travel paths between senior and/or disabled living areas and bus stops (examples: Capitola Road and side streets, trailer park at Antionelli, Pleasant Care facility)
3. **H** - Shortage of transportation services for low-income children and their families, including a lack of transportation for people transitioning from welfare to work <sup>(1)</sup>
4. **H** – Availability of accessible local taxi services for seniors and disabled persons <sup>(1)</sup>
5. **M** – Expansion of the program currently in place in some jurisdictions to all jurisdictions in the county that requires homeowners to make improvements to sidewalks adjacent to their property when the property is sold
6. **M** - Amend local taxi ordinances to facilitate improved service to seniors and individuals with disabilities
7. **L** - Lack of direct paratransit and accessible transit connections with neighboring counties — including Monterey (Pajaro), San Benito, Santa Clara and other points north

#### **Paratransit/Specialized Transportation**

8. **H** - Shortage of projected funding for all specialized transportation (including fixed-route, ADA and non-ADA Paratransit) to meet the needs of the senior population expected to increase over the next 15 to 30 years
9. **H** - Lack of specialized transportation for all areas outside the ADA Paratransit service area, with special emphasis on priority destinations
10. **H** - Need for coordinated and seamless-to-the-public system of specialized transportation with a Mobility Management Center (central information point, one stop shop)
11. **M** - Shortage of programs and operating funds for 'same day' medical trips on paratransit
12. **M** - Shortage of programs and operating funds for 'same day' non-medical trips
13. **M** - Shortage of volunteer drivers in Santa Cruz County including for the Volunteer Center Transportation Program and the American Red Cross out-of-county medical ride program, particularly in south county
14. **M** - Shortage of affordable special care trips and gurney vehicles for medically fragile individuals and those needing "bed to bed" transportation
15. **M** - Provide transportation for all senior meal sites in the county to meet unmet needs
16. **M** - Assure the availability of taxi scrip to meet need for "safety net" services <sup>(1)</sup>
17. **L** - Need for the Consolidated Transportation Services Agency to acquire an improved operations and maintenance facility
18. **L** - Need for Ongoing provision of ADA Paratransit certification, provided by METRO, at group facilities <sup>(1)</sup>

## **Transit**

19. **H1** - Complete MetroBase Facility Phase 1 and Phase 2 including Operations Building and Parking Structure.
20. **H2** - Redevelop Santa Cruz METRO Center as mixed use facility incorporating local transit service, regional transit service, paratransit service, intercity bus service, commercial office functions, passenger service facilities, parking facilities, and both market rate and affordable housing.
21. **H2** - Funding to maintain existing services and facilities.
22. **H2** - Complete conversion of vehicles (revenue and non-revenue) to alternate fuels.
23. **H2** - Four (4) small fixed-route replacement buses for rural service.
24. **H2** - Fourteen (14) full sized fixed-route replacement buses.

25. **H2** - Replace thirty-four (34) paratransit vans with larger capacity minibuses.
26. **H2** - Identify and obtain funding to support the future levels of paratransit service that will be required.
27. **H2** - Revise and improve web site to enhance effectiveness and visibility.
28. **H2** - Increased frequencies for Route 71 evening service: 2x an hour until 9PM vs. 7PM.
29. **H2** - Acquire and develop permanent operation and maintenance facility for ParaCruz to accommodate increased fleet size and growth in future service.
30. **H2** - Place thirty (30) 1998 fixed-route buses.
31. **H3** - Implement “yield to bus” program to improve travel times.
32. **H3** - Implement marketing programs to increase visibility and enhance public awareness of METRO services.
33. **H3** - Extend highway 17 service to Watsonville.
34. **H3** - Add AM/PM and weekend Route 79 service.
35. **H3** - Purchase Automated Vehicle Location/Passenger (AVL) Counting System.
36. **H3** - Installation of Transponders on all buses for Preemptive Signal Control on major corridors improving traffic flow, reducing travel time, and improving on-time performance.
37. **H3** - Increase weekend Hwy 17 service frequencies.
38. **H3** - Add early morning Route 70 service to Cabrillo College. (Note: As of 2013, route 70 no longer exists)
39. **H3** - Additional night UCSC service, including Route 20.
40. **H3** - Extension of Highway 17/Amtrak service to UCSC at key times.
41. **H3** - East/West Express service to UCSC and Cabrillo and from Watsonville on 69W.
42. **H3** - Express service between San Lorenzo Valley and both UCSC and Cabrillo College.
43. **H3** - Expanded service between UCSC and Westside University activity centers such as Long Marine Lab, Wrigley building offices, Texas Instruments building offices.
44. **H3** - Service from the UC Inn to UCSC. (Note: As of 2013, UC Inn is now a hotel)
45. **H3** - Restore service to Gault Street and La Posada area simultaneously with the restoration of service to senior centers *and senior living complexes* such as Independence Square. (Note: This will go into effect September 12, 2013)



46. **H3** - Expanded service to new residential and commercial areas in Watsonville.
47. **H3** - Continue to improve bus stops to be ADA accessible.
48. **H3** - Purchase Farebox Magnetic Card Reader System, coordinated with Monterey-Salinas Transit, to allow persons with lower incomes to take advantage of multi-ride purchase discounts.
49. **H3** - Route 66 using 7th Avenue inbound and outbound (between Capitola Road and Soquel Avenue).
50. **H3** - Add early morning Route 35 service.
51. **H3** - Implement circulator service in Santa Cruz, Watsonville, Capitola, and Scotts Valley.
52. **H3** - Service from Santa Cruz County to Los Gatos.
53. **H3** - Expanded bicycle capacity and access on the fixed-route system.
54. **H3** - Increase window of service on Route 4.
55. **H3** - Equip ParaCruz Vehicles with Mobile Data Terminals (MDT) for improved manifest display, immediate additions/deletions/confirmations to trips, improved communication and tracking.
56. **H** - Continued need for transit to unserved low income and senior housing areas in south county (examples: Stonecreek Apartments in Watsonville and the San Andreas Migrant Labor Camp)<sup>(2)</sup>
57. **H/M**<sup>(3)</sup> – Bus and ParaCruz service on all holidays
58. **M** - Expanded evening and late night service on major fixed-routes to improve service accessibility.
59. **M** - Implement automated "Reminder" phone call system for ParaCruz to remind riders of scheduled trip in advance, reducing "missed trips" and improve efficiency.
60. **M** - Web-based Trip Planner for fixed-route bus service to improve customer trip planning capability via computer. (Note, as of 2013 Santa Cruz METRO uses Google Transit as a trip planner)
61. **M** - Automated phone-based trip planning providing METRO route information and or trip planning coordination via telephone and voice activated menu.
62. **M** - Install bus shelters at high usage stops.
63. **M** - Need to prioritize bus shelter replacement based on high usage by seniors and people with disabilities<sup>(2)</sup>
64. **M** - 30-minute peak frequencies on collector and arterial routes.

- 65. **M** - Braille and raised numbers on bus signage at bus stops indicating which bus routes are being offered at each stop.
- 66. **L** - Install audio and video surveillance system for all buses.
- 67. **L** - Bi-directional service on local Watsonville routes.
- 68. **L** - Fare free service to students under the age of 13.

Notes:

- 1. Upgraded priority from E/D TAC recommendations or new language added based on METRO Board discussion at 8/10/07 meeting.
- 2. This transit need was proposed by the E/D TAC.
- 3. The Elderly & Disabled Transportation Advisory Committee and the METRO Board differ in the priority designation of holiday service with the E/D TAC rating this item as a high priority and the METRO Board rating it as a medium priority.

## Appendix D: Summary of Comments Received

At the March 12, 2008 Board meeting, AMBAG Board of Directors approved the release of the *Monterey Bay Coordinated Public Transit-Human Services Transportation Plan (CPTP)* for a 45-day public review and comment period. AMBAG staff received final edits from each of the three Regional Transportation Planning Agencies, TAMC, SCCRTC, and SBtCOG, and Santa Cruz METRO. All of their revisions were included in the final plan. Four additional comments were received during the public comment period from the following:

- ❖ County of Santa Cruz Human Services Department
- ❖ University of California Santa Cruz (UCSC)
- ❖ Seniors Council's Foster Grandparent/Senior Companion Program
- ❖ Vivian Grog, City of Santa Cruz citizen

Their comments are summarized below with AMBAG staff's response.

### ❖ **County of Santa Cruz Human Services Department**

The County of Santa Cruz Human Services Department identified seven additional unmet needs not previously incorporated into the draft, including addressing the transportation challenges of foster youth, home care providers, individuals with disabilities living outside the ADA mandated paratransit service area, and low-income workers commuting from South County to North County. AMBAG staff incorporated these comments into the plan's unmet needs section and provided correlating strategies to meet these identified needs.

### ❖ **University of California, Santa Cruz**

The University of California, Santa Cruz requested that the following potential projects be included: express bus service between Watsonville and downtown Santa Cruz; express bus service between Santa Clara and downtown Santa Cruz; and providing safe paths of travel to transit. These comments were included in the plan.

### ❖ **Seniors Council's Foster Grandparents/Senior Companions**

The Seniors Council's Foster Grandparents/Senior Companions program requested that the transportation needs of their low-income volunteers, particularly the high cost of traveling to volunteer sites across the region, be addressed. AMBAG staff included this comment as an identified unmet need and included strategies to reduce the high cost of travel incurred on volunteers who are transportation disadvantaged.

### ❖ **Vivian Grog, City of Santa Cruz**

As a citizen of Santa Cruz and one who uses many of the services identified in this plan, Ms. Grog expressed frustration with the lack of organization between paratransit operators and nonprofit care providers. Her letter exemplifies the need to address the needs of the transportation disadvantaged with coordinated efforts between our regional planning partners, public transit operators, human-services organizations that provide assistance and care, and the public who receiving these services.

## Appendix E: Reports Referenced

Monterey-Salinas Transit. *Final 2006 MST ADA Complimentary Paratransit (MST Rides Plan)*. 6/14/2006.

Monterey-Salinas Transit. *Peninsula Area Services Study (PASS) Final Report and Findings*. 8/2006.

Transportation Agency of Monterey County. 2006 Social Services Inventory: Survey of Accessible Transportation Providers throughout Monterey County. 1/2005.

Santa Cruz County Regional Transportation Commission. *Final Recommendations Paratransit Coordination Task Force*. 2/16/05.

Santa Cruz County Regional Transportation Commission. *SCCRTC Elderly and Disabled Transportation Advisory Committee/Social Services Transportation Advisory Council 2004 Annual Report*. No date.