San Benito LTA
Short Range Transit Plan Update
Public Workshop

2022-03-15
San Benito County Local Transportation Authority (County Express) is considering improving and simplifying the transit service.
WHAT WE HEARD

PARTICIPATION SNAPSHOT: COMMUNITY SURVEYS | WINTER 2021

Anonymous online survey via the County Express website

58 survey responses in English and Spanish, not statistically significant

In-person surveys in Hollister and San Juan Bautista (Oct 15 & 16)

Female: 42% Male: 48%

Under 30: 12% Adults: 69% 65+: 15%

Riders who depend on public transit: 25%

Single-car household: 20%

Multi-car household: 50%
WHAT WE HEARD

PRESENT CONDITIONS

Local service satisfaction: 51%
Intercounty service satisfaction 54%
Reliability: 50% for local service, 52% for Intercounty
Cleanliness of vehicles: 66%

Most used services: Gilroy intercounty 52%, Dial-a-Ride 38%
Most common uses: Work commute 26%, errands 21%
Preferred payment methods: cash 35%, tokens 30%
WHAT WE HEARD

PEOPLE WOULD RIDE MORE IF:

On-demand service increased on weekday afternoons and on weekends (58%)

Dial-a-ride service increased on Saturday afternoon (50%)

Tripper was better aligned with school times (50%)

Intercounty service to more locations and bus stops (33%)

Fares were reduced (25%)

Replacing bus fleet with zero emission vehicles (25%)
WHERE DO WE GO FROM HERE

Public input gathered in Winter 2021 helped our team develop new concepts for improving local and intercounty services in San Benito County.

Please share your thoughts about the following possible concepts for changes that can be made in 2022.
Three Concepts for Local Transit
Local Concept 1
Existing Tripper Service

• Routes are designed primarily for travel to and from school
• Limited trips in morning and afternoon near school times
• No central hub
• All service outside these areas and at other times is by County Express On-Demand and Dial-a-Ride
Local Concept 2
Expand On-Demand Coverage

**Existing** Dial-a-Ride Service Area

**Existing** On-Demand Service Area

Legend

- **Service Areas**
  - On-Demand Boundary
  - Dial-a-Ride Boundary

- **Bus Routes**
  - Route 1 Central/Cerra Vista
  - Route 2 Buena Vista/Beverley
  - Route 90 Gilroy

- ¼ mile walk distance
Local Concept 2
Expand On-Demand Coverage

**Expanded** On-Demand Service Area (replacing Dial-a-Ride)

Existing Intercounty Service

Existing Trippers (showing ¼ mile)

Legend

- **Service Areas**
  - On-Demand Boundary

- **Bus Routes**
  - Route 1 Central/Cerra Vista
  - Route 2 Buena Vista/Beverley
  - Route 90 Gilroy

- ¼ mile walk distance
Local Concept 2
Expand On-Demand Coverage

Potential expanded coverage to Aromas

Expanded On-Demand Service Area (replacing Dial-a-Ride)

Existing Intercounty Service

Existing Trippers (showing ¼ mile)

Legend

Service Areas
- On-Demand Boundary

Bus Routes
- Route 1 Central/Cerra Vista
- Route 2 Buena Vista/Beverley
- Route 90 Gilroy

¼ mile walk distance
Local Concept 3
Routes modified and extended to more places

- New transit hub near shopping
- Hourly service in peaks and midday
- Intercounty route also serves local travel
  - Extends south to hub
  - More local stops
  - Connection with San Juan Bautista
- Route #2
  - Extended north to Buena Vista
  - Two-way service in more places
- Limited service to Tres Pinos and Human Services Center
### Concepts for Local Transit

<table>
<thead>
<tr>
<th>Concept</th>
<th>Fixed Route Service</th>
<th>Request-Based</th>
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<tbody>
<tr>
<td></td>
<td>Routings</td>
<td>Peak Periods</td>
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<tr>
<td>Concept 1 (Existing)</td>
<td>Trippers: School-oriented Service</td>
<td>Y</td>
</tr>
<tr>
<td>Concept 2</td>
<td>Trippers: School-oriented Service</td>
<td>Y</td>
</tr>
</tbody>
</table>
Local Fixed Route Transit Expansion Concepts
San Benito County Local Transportation Authority (County Express) is considering expansion of local service to meet the needs of an expanding and growing community.

Please share your thoughts about the following possible concepts for changes that can be made in future years.
Local Fixed Route Transit Expansion Concepts

- Route #2
  - Extended north to Human Services Center

- Route #3
  - New service to new Gavilan College campus
  - Limited service to Tres Pinos
## Local Fixed Route Transit Expansion Concepts

<table>
<thead>
<tr>
<th>Concept</th>
<th>Service</th>
<th>Annual Cost (millions)</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Peak</td>
</tr>
<tr>
<td>Concept 1 (Existing)</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>Concept 2</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Concept 3</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Concept 4</td>
<td>Y</td>
<td>Y</td>
</tr>
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</table>
Intercounty Service
San Benito County Local Transportation Authority (County Express) is considering improvements to Intercounty service to meet the needs of an expanding and growing community.

Please share your thoughts about the following possible concepts for changes that can be made in 2022.
Gilroy Concept 1 (Existing): College First

- Slow to station (+9 min); fast from station
- Fast to college; moderate time from college
Gilroy Concept 2: Station First

- Faster to station (-9 min); slower from station (+9 min). Same round trip.
- Slower to college (+5 min); faster from college (-5 min). Same round trip.
Gilroy Concept 3: One-Way Circuit

• Balances benefit
• -5 min to station; +5 min from station
• +5 min to college; -5 min from college

Subject to continuing availability of access from Castro Valley Rd
### Three Concepts for Intercounty Transit within Gilroy (2022)

<table>
<thead>
<tr>
<th>Concept</th>
<th>Routing</th>
<th>Minutes change to/from Station</th>
<th>Minutes change to/from College</th>
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</thead>
<tbody>
<tr>
<td>1 (Existing)</td>
<td>College First</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Station First</td>
<td>-9</td>
<td>+9</td>
</tr>
<tr>
<td>3</td>
<td>Loop via Station then College</td>
<td>-9</td>
<td>+5</td>
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<table>
<thead>
<tr>
<th></th>
<th>To</th>
<th>From</th>
<th>To</th>
<th>From</th>
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</thead>
<tbody>
<tr>
<td>Concept 1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Concept 2</td>
<td>-9</td>
<td>+9</td>
<td>+5</td>
<td>-5</td>
</tr>
<tr>
<td>Concept 3</td>
<td>-9</td>
<td>+5</td>
<td>+5</td>
<td>-5</td>
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Three Concepts for Intercounty Transit within Gilroy (2023+)

<table>
<thead>
<tr>
<th>Concept</th>
<th>Frequency</th>
<th>Hwy between Hollister and Gilroy</th>
<th>Annual Cost (millions)</th>
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<tbody>
<tr>
<td>Concept 1</td>
<td>Limited trips</td>
<td>Highways 156 and 101</td>
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<td></td>
<td>$0.3</td>
</tr>
<tr>
<td>Concept 2</td>
<td>Hourly peak and daytime</td>
<td>Highways 156 and 101</td>
<td>$0.6</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>$0.9</td>
</tr>
<tr>
<td>Concept 3</td>
<td>Hourly peak and daytime</td>
<td>Highway 25 (New route San Juan Bautista to Hollister)</td>
<td>$0.3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$0.6</td>
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</tbody>
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San Benito County Local Transportation Authority (County Express) plans changes to ADA Paratransit service to align with other changes and for compliance with Federal requirements.
• Service will continue to operate whenever the local fixed route service is running
  • Serve all areas within ¾ of a mile of a fixed route service (shaded areas on the local maps)

• Will not be provided when/where only On Demand or Dial-a-Ride service is provided

• Some rule changes will be made to ensure it fully complies with Federal requirements including
  • Longer pick up waiting window
  • New no show policy
  • Allowing multiple care attendants
What comments do you have about the recommended ADA Paratransit changes?
Discussion
Next Steps

1. Review public input
2. Refine concepts based on input
3. Draft Transit Plan
4. Submit Plan to Board for approval (May)
For additional questions or feedback, please contact us at:

Call (831) 637-7665 (ask for Regina)

Email regina@sanbenitocog.org

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