

CALAVERAS TRANSIT AGENCY

AMANDA FOLENDORF
BOARD OF SUPERVISORS
GARY TOFANELLI - VICE CHAIR
BOARD OF SUPERVISORS
MICHAEL CHIMENTE
CITY COUNCIL MEMBER
SCOTT BEHIEL
CITY COUNCIL MEMBER
TREVOR WITKE
CITIZEN MEMBER
TIM MUETTERTIES - CHAIR
CITIZEN MEMBER
PAT BETTINGER
CITIZEN MEMBER



MELISSA RAGGIO
EXECUTIVE DIRECTOR
ANNE DELL'ORTO
ADMINISTRATIVE SERVICES OFFICER
TYLER PELLAND
TRANSPORTATION PLANNER
ABIGAYLE STEFFES
ADMINISTRATIVE ASSISTANT
MONICA STREETER
LEGAL COUNSEL

September 2, 2026
5:30 PM
Regular Meeting - Agenda

THIS MEETING WILL BE HELD IN THE BOARD OF SUPERVISORS CHAMBERS
891 MOUNTAIN RANCH RD. SAN ANDREAS, CA 95249

To view or participate in the meeting online, please use the following link:

<https://us06web.zoom.us/j/84123317640?pwd=L8Yw7B3RwatkcnKRgKBXke76HA8lv.1>

To provide public comment by phone, dial 1 (669) 444-9171 or 1 (253) 205-0468; Access Code 841 2331 7640; Passcode: 961639. Please mute your phones once connected.

If you would like additional information or have questions on how to view or participate in the meeting online, please contact Anne Dell'Orto at adellorto@calacog.org or at (209) 754-2094 or visit the CCOG website at: www.calacog.org/virtual-meeting-information/.

THE CALAVERAS TRANSIT AGENCY WILL CONVENE IMMEDIATELY FOLLOWING THE CALAVERAS COUNCIL OF GOVERNMENTS MEETING OR AS DEEMED CONVENIENT BY THE PRESIDING OFFICER.

CALL TO ORDER

CONSENT AGENDA

Consent Agenda Items are expected to be routine and non-controversial, and will be acted upon by the Council at one time without discussion. Any Council Member, Staff Member, or interested parties, may request that an item be removed from the Consent Agenda for further discussion.

1. Approval of the Calaveras Transit Agency Regular Meeting Minutes for June 3, 2026
2. Calaveras Connect Monthly Report: July
3. Calaveras Connect Fiscal Year 2025/26 Year-End Performance Report
4. FY 2025/26 Year-End Financial Reports and Budget to Actuals
5. Review of the Draft Calaveras Transit Agency Title VI Program Updates for Submission to Caltrans

REGULAR AGENDA

6. Public Comment – Five (5) minutes per person. Comments shall be limited to items that are within

the subject matter jurisdiction of the Council and not on the posted Agenda; Government Code Section 54954.3(a).

7. Paratransit Services - Operations Contractor Report
8. Staff Reports-Verbal Report, No Supplemental Materials Included
9. **ADJOURNMENT** - The next scheduled meeting of the CTA is **October 7, 2026 5:30 P.M.**

If requested, this agenda can be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. Persons seeking an alternative format should contact Anne Dell'Orto at 209-754-2094 for further information. In addition, a person with a disability who requires a modification or accommodation, including auxiliary aids or services, in order to participate in a public meeting, should telephone or otherwise contact CTA as soon as possible.

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ADMINISTRATIVE ASSISTANT
MONICA STREETER
LEGAL COUNSEL

June 3, 2026
5:30 PM
Regular Meeting Minutes

TEL:(209)754-2094

To view or participate in the meeting online, please use the following link:

<https://us06web.zoom.us/j/87504169799?pwd=95ZQOgeZVaLnH68rWZbXLMaadai2YH.1>

To provide public comment by phone, dial 1 (669)444-9171 or 1 (253)215-8782; Access Code 875 0416 9799; Passcode: 731836. Please mute your phones once connected.

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CALL TO ORDER

Attendee Name	Title	Status
Amanda Folendorf	Board of Supervisors	Absent
Gary Tofanelli	Board of Supervisors	Present
Pat Bettinger	Citizen Member	Present
Scott Behiel	City Council Member	Present
Trevor Wittke	Citizen Member	Present
Alvin Broglio	City Council Member - Alternate	Present
Roark Weber	Citizen Member - Alternate	Present

Meeting was called to order at 5:56 P.M. by Vice Chairperson Gary Tofanelli.

CONSENT AGENDA

1. Approval of the Calaveras Transit Agency Regular Meeting Minutes for April 1, 2026

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member

AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

2. Calaveras Connect Monthly Performance Report: April 2026

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

3. Resolution No. FY26-1 Authorizing the Executive Director to Sign, Submit and Execute Applications, Agreements, and Related Documents Necessary to Receive State and Federal Funding

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

4. Resolution No. FY26-2 Approving the Authorized Signators for the Calaveras Transit Agency (CTA) Two (2) Funds Retained in the Calaveras County Treasury

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

5. Minute Order Authorizing the Executive Director to Sign, Submit and Execute FFY 2026 Annual Certifications and Assurances for FTA Assistance Programs

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

6. Resolution No. FY26-3 Identifying the Reserve Balance for the Calaveras Transit Agency Operating Fund

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

REGULAR AGENDA

7. Public Comment – Five (5) minutes per person. Comments shall be limited to items that are within the subject matter jurisdiction of the Council and not on the posted Agenda; Government Code Section 54954.3(a).

No public comment.

8. Minute Order Approving FY 2025/26 Operations Budget Amendment No. 2

Melissa Raggio, Presented the item.
No council discussion.

RESULT:	PASSED [UNANIMOUS]
MOVER:	Alvin Broglio, City Council Member - Alternate
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

9. Minute Order Approving FY 2026/27 Final Operations Budget - NOTICE OF PUBLIC HEARING -
a. Open Public Hearing Regarding FY 2026/27 Operating Budget
b. Accept Public Comment
c. Close Public Hearing

Melissa Raggio, Presented the item.
No council discussion.

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

10. Minute Order Authorizing the Executive Director to award and execute a Professional Services Agreement with Helen & Company Advertising, Inc. for the management of the Advertising and Sales Program.

Melissa Raggio, Presented the item.
No council discussion.

RESULT:	PASSED [UNANIMOUS]
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MOVER:	Roark Weber, Citizen Member - Alternate
SECONDER:	Trevor Wittke, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

11. Minute Order Authorizing the Executive Director to Execute a No Cost Time Extension for Architectural and Engineering Services with Aspen Street Architects

Melissa Raggio, Presented the item.

Pat Bettinger, Citizen Member, Asked a question.

Melissa Raggio, Provided an answer.

RESULT:	PASSED [UNANIMOUS]
MOVER:	Scott Behiel, City Council Member
SECONDER:	Pat Bettinger, Citizen Member
AYES:	Gary Tofanelli, Pat Bettinger, Scott Behiel, Trevor Wittke, Alvin Broglio, Roark Weber
ABSENT:	Amanda Folendorf

12. Paratransit Services - Operations Contractor Report

Cynthia Lawrence, Paratransit Services, Provided an update on current transit activities and events.

13. Staff Reports-Verbal Report, No Supplemental Materials Included

No additional reports provided.

14. **ADJOURNMENT** - The next scheduled meeting of the CTA is August 5, 2026 5:30 P.M.

Meeting was adjourned at 6:09 P.M by Vice Chairperson Gary Tofanelli.



Calaveras Connect Monthly Summary Report

8/17/2026

	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	Apr-27	May-27	Jun-27	ANNUAL
OPERATING DAYS													
Weekday	22	-	-	-	-	-	-	-	-	-	-	-	22
Weekend	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL OPERATING DAYS	22	-	-	-	-	-	-	-	-	-	-	-	22
RIDERSHIP BY ROUTE													
Fixed Route													
Red Line (M-F)	2,411	-	-	-	-	-	-	-	-	-	-	-	2,411
Saturday Hopper (Sat)	-	-	-	-	-	-	-	-	-	-	-	-	-
Columbia (M-F)	-	-	-	-	-	-	-	-	-	-	-	-	-
Dial-A-Ride - Countywide (M-F)													
San Andreas / Jackson Combined DAR	276	-	-	-	-	-	-	-	-	-	-	-	276
Saturday Hopper (Murphys to Arnold)	-	-	-	-	-	-	-	-	-	-	-	-	-
Dial-A-Ride - Out-of-County													
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
ROUTE RIDERSHIP	2,687	-	-	-	-	-	-	-	-	-	-	-	2,687
Special Services													
Community Services (Gov., OES, Etc.)	-	-	-	-	-	-	-	-	-	-	-	-	-
Special Events	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL RIDERSHIP	2,687	-	-	-	-	-	-	-	-	-	-	-	2,687
AVERAGE RIDERSHIP PER DAY													
Weekday	122	-	-	-	-	-	-	-	-	-	-	-	10
Weekend	-	-	-	-	-	-	-	-	-	-	-	-	-
VEHICLE REVENUE MILES													
Fixed Route Revenue	23,086	-	-	-	-	-	-	-	-	-	-	-	23,086
Fixed Route Deadhead	1,780	-	-	-	-	-	-	-	-	-	-	-	1,780
Dial-A-Ride	4,090	-	-	-	-	-	-	-	-	-	-	-	4,090
TOTAL VEHICLE MILES	28,956	-	-	-	-	-	-	-	-	-	-	-	28,956
VEHICLE REVENUE HOURS													
Fixed Route Revenue	812	-	-	-	-	-	-	-	-	-	-	-	812
Fixed Route Deadhead	169	-	-	-	-	-	-	-	-	-	-	-	169
Dial-A-Ride	224	-	-	-	-	-	-	-	-	-	-	-	224
TOTAL VEHICLE HOURS	1,205	-	-	-	-	-	-	-	-	-	-	-	1,205
ON TIME PERFORMANCE	93%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7.75%
SAFETY AND SECURITY													
Non-Preventable Accidents	1	-	-	-	-	-	-	-	-	-	-	-	1
Preventable Accident	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL Accidents	1	-	-	-	-	-	-	-	-	-	-	-	1
Major Incidents	-	-	-	-	-	-	-	-	-	-	-	-	-
REVENUE													
Sales (Tickets and Passes)	\$1,305.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,305.00
Cash (Fares)	\$3,375.21	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,375.21
TOTAL Revenue	\$4,680.21	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,680.21



CALAVERAS TRANSIT AGENCY AGENDA SUBMITTAL

Presented by: <i>Tyler Pelland, Transportation Planner</i>	Board Meeting Date September 2, 2026	Agenda Number 3
Calaveras Connect Fiscal Year 2025/26 Year-End Performance Report		
Published Notice Required? No Public Hearing Required? No		Estimated Time: 0-5
Type of Document: Informational PowerPoint Presentation Included? No		

Recommendation:

This item is informational, no action is required. Staff is providing the FY 2025/26 Year-End Performance Report for the Calaveras Connect transit system for Board information and possible discussion.

Background:

The Calaveras Transit Agency provides semi-annual reports, at fiscal mid-year and year-end, to the Calaveras Council of Governments (CCOG) to evaluate and discuss the transit system's performance. This report is being provided for the period of July 1, 2025 through June 30, 2026.

Discussion:

The FY 2025/26 Year-End Performance Report is attached for Board review and information.

ATTACHMENT(S):

[CTA FY 25-26 Year-End Report Final.pdf](#)
[CTA Monthly Summary - FY 25/26](#)



CALAVERAS
connect

Year-End Performance

July 2025 - June 2026

Introduction

Calaveras Transit Agency (CTA) was formed in March 2018, through a Joint Powers Agreement (JPA) between the County of Calaveras and the City of Angels Camp. The new agency executed an extensive transition plan leading to full operating responsibility on July 1, 2018. A rebranding effort was executed in 2019 to rebrand the system from Calaveras Transit to Calaveras Connect.

The mission statement of the Calaveras Transit Agency is to *provide safe and cost-effective public transportation services throughout Calaveras County to serve the mobility needs of residents and visitors who need public transportation.*

Rural public transit plays a vital role in connecting residents to jobs, schools, medical care, and other essential services, especially for those without access to a car. It also supports local economies and provides mobility for visitors, helping sustain both community well-being and regional growth.



The performance of Calaveras Connect and its ability to meet the needs of the community is evaluated monthly by CTA staff and the Board. CTA also provides more comprehensive semi-annual reports, at fiscal mid-year and year-end.

This Year-End Performance Report, prepared by CTA staff, covers transit operations from July 1, 2025 through June 30, 2026 and evaluates CTA's ability to meet community needs in a safe, efficient, and cost-effective manner.

Transit services were significantly impacted beginning in March 2020, when COVID-19 restrictions were implemented. Fixed routes were suspended and replaced with countywide demand-response service, and fare collection was temporarily eliminated. As pandemic restrictions began to lift and following a public hearing in November 2021, CTA adopted new routes and fares which took effect in January 2022. Throughout FY 2025/26 Calaveras Connect operated regular services.

The performance metrics within this report are organized by the following four areas:

- Operating Statistics
- Service Effectiveness Measures
- Service Efficiency Measures
- Service Quality

Calaveras Connect Transit Services, FY 2025/26

Fixed Route (Monday to Friday)

Red Line — Every 60 minutes on a fixed schedule with fixed stops traveling between Valley Springs and Arnold. Connections are provided, on-demand, to Columbia College during the school year.

Saturday Hopper — The Saturday Hopper begins in March and runs through November annually. The Hopper service runs hourly from Angels Camp to Murphys and Murphys to Arnold is an on-demand service.

On-Demand / Direct Connect Dial-A-Ride (Inter County)

Calaveras Connect has Direct Connect Dial-a-Ride services providing curb to curb service. Intercounty on-demand services are Monday through Friday and cover the entire Calaveras Connect service area.

On-Demand / Direct Connect Dial-A-Ride (Out-of-County)

Out-of-County on-demand services are offered to multiple destinations during weekdays.

Columbia College (M-F) — On-demand service from Angels Camp to Columbia College, connecting to the Red Line in Angels Camp and Tuolumne County Transit in Columbia.

Jackson/Sutter Creek (M-F) — On-demand service between San Andreas, Jackson, and Sutter Creek where it connects to Amador Transit.

WestPoint/Wilseyville/Jackson (Wednesday) — On-demand service is provided for West Point and Wilseyville residents to Pine Grove and Jackson on Wednesday's.

Angels/Sonora (Fridays) — On-demand service is provided connecting Calaveras residents to Sonora on Friday's.

Specialized Services

- Calaveras Connect provided an additional Bus Stop Location at the Government Center to accommodate Voting activities
- County Fair Shuttle – Provided transportation connections to the County fairgrounds during the County Fair and Frog Jumping Jubilee.
- Calaveras Connect coordinated with County OES to provide transportation services to warming and cooling centers.


Calaveras connect

*Fair Shuttle
May 15-16, 2026*

Free Rides to Fair

Start your fair fun when you park
your car and ride Calaveras Connect!

Ride Calaveras Connect FREE to the 2026 Calaveras County Fair and Jumping Frog Jubilee from Angels Camp. Check the schedules at CalaverasConnect.org to see connections to many other County locations. Call customer service at 209-754-4450 for trip planning assistance.

Friday, May 15 – Saturday, May 16

To Fairgrounds					From Fairgrounds				
	Angels Camp	Angels Camp	Angels Camp	Fairgrounds		Fairgrounds	Angels Camp	Angels Camp	Angels Camp
	WorldMark	Save Mart	Volunteers Center/Downtown			Raspberry Ln/ Historic Downtown	Beet Harle HS		WorldMark
AM	10:45	10:55	10:58	11:05	AM	11:20	11:25	11:28	11:35
	11:35	11:45	11:48	11:55	PM	12:10	12:15	12:20	12:30
PM	12:35	12:45	12:48	12:55		1:10	1:15	1:20	1:30
	1:35	1:45	1:48	1:55		2:10	2:15	2:20	2:30
	2:35	2:45	2:48	2:55		4:10	4:15	4:20	4:30
	4:35	4:45	4:48	4:55		5:10	5:15	5:20	5:30
	5:35	5:45	5:48	5:55		6:10	6:15	6:20	6:30
	6:35	6:45	6:48	6:55		7:10	7:15	7:20	7:30

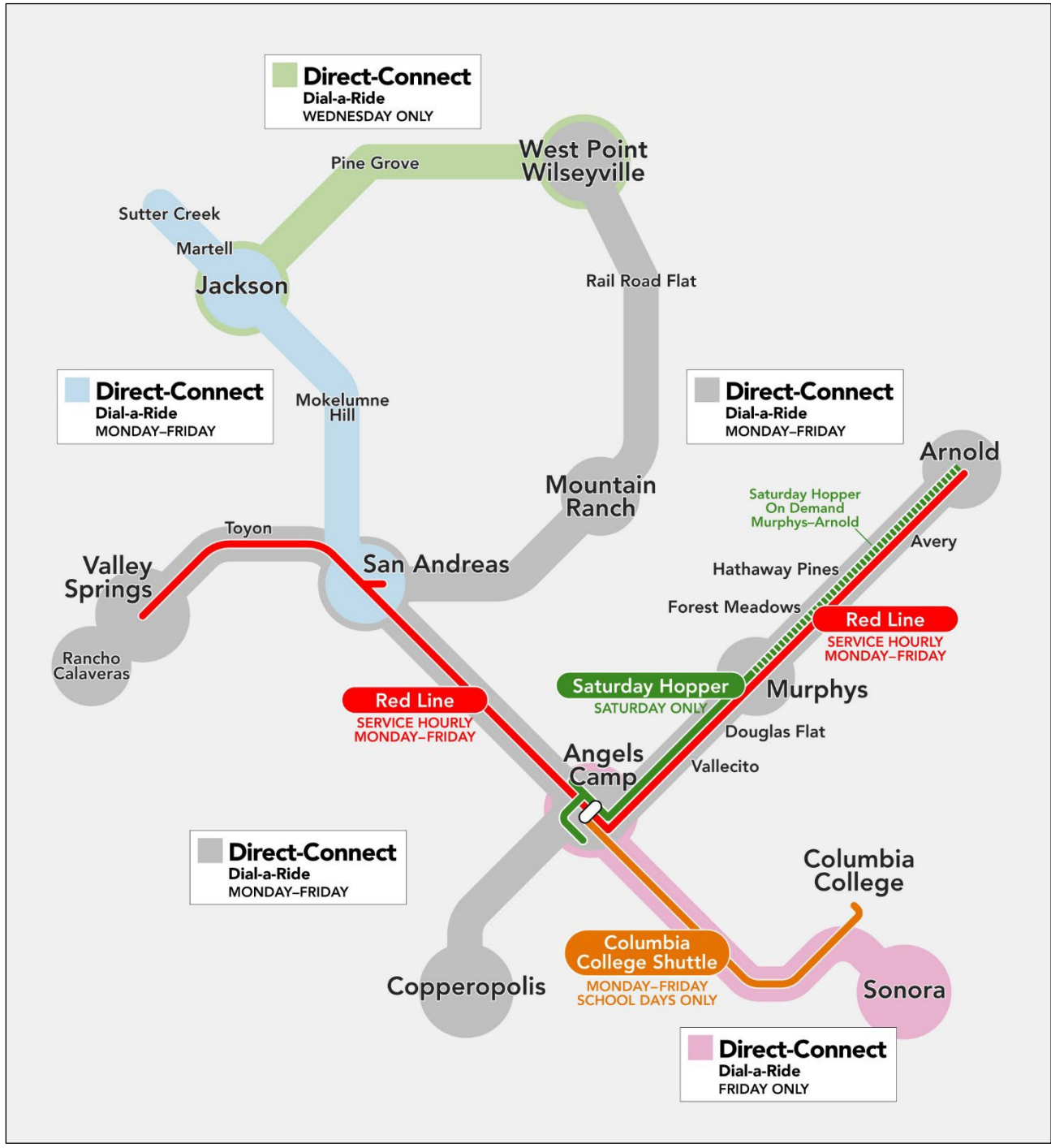
Flag the bus down by waving, or ask the driver to drop you off anywhere along the route (Highway 49) that is safe to stop the bus.



CalaverasConnect.org 209-754-4450

- Coordinated to provide emergency transportation services during extreme weather and wildfire events.

Calaveras Connect Service Map



Fiscal Year 25/26 – A Year in Review

During the **FY 2025/26** fiscal year, the **Calaveras Transit Agency (CTA)** hit several major operational milestones, successfully balancing a system-wide post-pandemic ridership boom with long-term capital facility planning.

The top achievements for Calaveras Connect during this fiscal cycle include:

Operations and Services

- Coordination with Columbia College to continue Free Fare program for students
- Coordination with Columbia College providing transportation to summer camp sessions
- Provided free Fair Shuttle to County Fair
- Provided shuttle service for the Mark Twain Wild West Fest Fun Day
- Coordinated with Calaveras County Office of Emergency Services to provide transportation for evacuations in Arnold during winter storm event in February
- Continued extension of first 2 morning Red Line runs to accommodate CHS students
- Coordinated standby service for emergency evacuations for wildfire response
- Ongoing coordination with Area 12 Agency on Aging

Administration

- Successful grant awards and timely reporting for State of Good Repair (SGR), Low Carbon Transit Operations Program (LCTOP), and Federal Transit Administration (FTA) Section 5311.
- Successful grant award of FTA 5310 Application for NEMT services, \$169,000 for a vehicle
- Completed invoicing for all COVID-19 relief funds: CARES, and CRRSAA Funds.

Outreach and Events

- Successfully executed a contract for Advertised Services and Marketing
- Provided Transit Training to community partners and agencies including Mountain Oaks School, Calaveras High School, Calaveras River Academy, and Valley Regional Medical Center
- Hosted booth at County Fair with service information and giveaways

Planning

- Completed the Short Range Transit Plan (SRTTP) – Outlining a five (5) Year road map
- Updated Services with a Hybrid DAR format starting July 1, 2026
- Submitted a Sustainable Transit Infrastructure and Zero Emission Transition (TIRCP) grant application requesting \$15 million for the construction of the Transit Operations Facility; project
- Participated in Calaveras OES Wildfire Drill Exercise
- Implemented FY 2020/21 – 2022/23 Triennial Performance Audit recommendations

Capital

- Surplused one (1) fleet vehicles that had exceeded their service life
- Ordered new electric van

Operating Statistics

Table 1 compares FY 2025/26 operating statistics with the previous seven fiscal years. This includes a full year prior to COVID (FY 19), the impacts of COVID and related service changes (FYs 20–22), the first year of restored service (FY 23), and last year’s regular operations (FY 24).

In FY 26, Calaveras Connect recorded a 1.0% decrease in Vehicle Service Miles compared to FY 25, reflecting that the recommended maintenance window for vehicles has shrunk. At the same time there was a 4.7% increase in operating costs. The system demonstrated slightly enhanced productivity, meeting all rider needs while utilizing fewer service hours, the agency successfully lowered its per-passenger subsidy footprint by maximizing vehicle occupancy and service-hour efficiency.

On the revenue side, Calaveras Connect generated \$153,928.79 on FY 26, a slight 0.3% increase from the prior year. This is a result of rather than pursuing costly route expansions, the Short-Range Transit Plan focuses on maximum route efficiency, keeping vehicle miles and service hours steady to match projected resource allocations. While advertising revenue remained stable, passenger-based revenue played the largest role in offsetting rising operating costs. Overall, revenues remain well above pre-COVID levels, supporting the agency’s ability to sustain service.

Operating Statistics	FY 19 (Pre Covid)	FY 20 (Covid Begin)	FY 21 (Covid)	FY 23	FY 23	FY 24	FY 25	FY 26	% Change from FY 25
Days	288	273	254	285	296	285	285	269	-5.6%
Vehicle Service (revenue) Hours	11,924	10,951	11,473	12,674	14,823	16,100	15,477	15,471	0.0%
Vehicle Service (revenue) Miles	314,493	273,108	207,467	309,935	388,840	413,089	422,746	418,715	-1.0%
Operating Expenses	\$1,187,855	\$1,054,940	\$999,773	\$1,130,109	\$1,348,841	\$1,419,026	1,526,951	\$ 1,597,979	4.7%
Revenue	\$122,315	\$130,192	\$ 84,188	\$ 81,188	\$1,348,841	\$1,419,026	153,532	\$ 153,928.79	0.3%

Table 1: Annual Comparison of Operating Statistics, FY 19 - 26

Note: FY 26 reflects unaudited figures

Fixed Route and Dial-a-Ride

In FY 26, both Fixed Route and Dial-a-Ride services continued to play distinct but complementary roles in meeting mobility needs throughout Calaveras County. Fixed Route service saw steady growth, with ridership increasing by 4.15% compared to FY 25—reflecting reliable demand on the core network and a continued rebound from pandemic-era declines. Interestingly, service miles for Fixed Route decreased slightly (-0.49%) despite higher service hours, pointing to improved routing and scheduling efficiencies.

Meanwhile, Dial-a-Ride (Direct Connect), which transitioned to a regular service in January 2022, experienced a reduction in service levels, with hours down 1.68% and miles down 2.92% over FY 25. Ridership also declined by 15.01% compared to the prior year. This trend indicates that while Dial-a-Ride continues to fulfill essential, resource-intensive trips, its overall demand is stabilizing after several years of rapid, post-launch growth.

Table 2: Operating Statistics Fixed Routes & Dial-a-Ride

Operating Statistic by Service Type	FY 23	FY 24	FY 25	FY 26	% Change from FY 25
Hours - Fixed	10,114	11,299	13,139	13,331	1.46%
Hours - DAR	4,709	4,801	4,998	4,914	-1.68%
Miles - Fixed	323,277	344,334	342,166	340,485	-0.49%
Miles - DAR	65,563	68,755	80,580	78,228	-2.92%
Ridership - Fixed	22,614	31,231	36,859	38,390	4.15%
Ridership - DAR	5,707	8,101	7,941	6,749	-15.01%

Together, these patterns highlight how Fixed Route is driving overall ridership growth while Dial-a-Ride remains critical for providing flexible, high-coverage service to areas and populations that are not well served by fixed routes.

Service Effectiveness

In FY 26, Calaveras Connect recorded steady gains across all key measures of service effectiveness. Total ridership grew to 45,139 passengers, representing a 0.8% increase over FY 25. Notably, Average Daily Ridership rose from 157 to 167 passengers per day, reflecting robust and consistent daily demand.

System productivity also saw a positive upward trend. Passengers per vehicle service hour increased by 1.0% (from 2.89 to 2.92), demonstrating that more riders are being served for each hour of service delivered. Meanwhile, passengers per vehicle service mile plateaued at 0.11, holding steady compared to last year. This stabilization is entirely expected given that Calaveras Connect operates in a rural, low-density service area characterized by longer travel distances per trip.

Together, these results demonstrate that the expanded mix of Fixed Route and Dial-a-Ride services in FY 26 has enhanced both system effectiveness and efficiency. This sustained growth and higher hourly productivity underscore that Calaveras Connect is successfully reaching dispersed populations and historically underserved communities while continuing its steady recovery from pandemic-era declines.

Table 4: Annual Comparison of Service Effectiveness Measures, FY 19 – 26

Service Effectiveness Measures	FY 19 (Pre Covid)	FY 20 (Covid Begin)	FY 21 (Covid)	FY 22	FY 23	FY 24	FY 25	FY 26	% Change from FY 25
Ridership	38,789	33,955	15,903	20,460	28,321	39,332	44,800	45,139	0.8%
Passengers per Vehicle Service Hour	3.25	3.10	1.39	1.61	1.91	2.44	2.89	2.92	1.0%
Passengers per Vehicle Service Mile	0.12	0.12	0.08	0.07	0.07	0.10	0.11	0.11	0.0%
Average Daily Ridership	134.7	124.4	62.6	71.8	95.68	138.01	157.20	167.80	6.7%

Note: FY 25 reflects unaudited figures

Ridership began to rise in 2019 but the impacts of COVID-19 quickly reversed that trend. Figure 1 shows monthly ridership over the past seven fiscal years, with a sharp drop beginning in March

2020 following the statewide stay-at-home order. Since then, ridership has steadily rebounded, with FY 22 through FY 26 showing significant and consistent growth. Compared to both last year and pre-COVID levels in FY 19, ridership now follows similar seasonal highs and lows, indicating a strong return to pre-pandemic patterns.

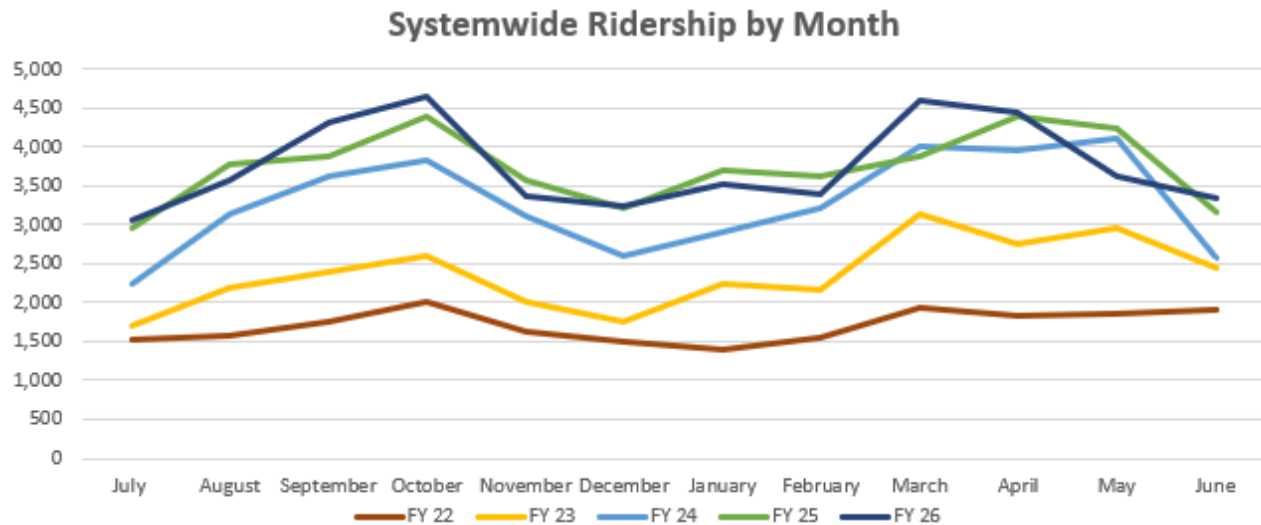


Figure 1: Ridership by Month Comparison, FY 22 – 26

Ridership by Route

The following section analyzes ridership data by route. Due to the suspension of regular services and operation of many special services during the Coronavirus pandemic, as well as new services for the second half of FY 2021/22, it is difficult to conclude a trend across the entirety of service years. Included below is Table 5: Ridership by Route table to provide some context to ridership between FY 19 and FY 21.

Table 5: Ridership By Route, FY 19 - 21

Ridership by Route	FY 19 (Pre Covid)	FY 20 (Covid Begin)	FY 21 (Covid)
Red - Valley Springs to Angels, Columbia	22,623	19,767	8,532
Blue - Arnold	8,241	6,088	1,954
Copper	1,087	768	-
Green - West Point	323	96	-
Purple - Jackson/Sutter Creek	4,036	3,978	2,595
Sat Hopper	1,819	1,431	-
On Demand (Pilot & Regular DAR)	372	247	564
Special Services	288	1,580	2,258
Total	38,789	33,955	15,903

Fixed Route Ridership the Special Services ridership category for FY 26 increased, this includes services to events and can also include emergency responses such as services to and from cooling and heating centers or evacuations due to flooding or fire. There were several events throughout FY 2025/26 where Calaveras Connect was on-call or standby though Calaveras. The Special

Services ridership is a combination of the County Fair Shuttle, the Grape Stomp and Wild West Fest. The Saturday Hopper showed a decrease against FY 25. A reminder that the past Blue Line service area (Arnold) became part of the Red Line in 2022 which continues to see increases in ridership, approximately 4.5% in FY 26.

Direct Connect Dial-a-Ride services became regular services as of January 2022 and remain essential to riders countywide. Table 6, below, was created and will be used going forward reflecting the current services and ridership breakdown. Dial-a-Ride services have seen strong performances. The County-Wide DAR, operating Monday through Friday, experienced a slight 2.7% decrease, indicating demand has likely leveled after a surge in previous years. Other DAR services, such as the San Andreas to Jackson DAR, a decline (-10.8%). Notably, the Angels Camp to Sonora Dial-A-Ride (DAR) service was canceled due to low ridership, as shown in Table 6. Additionally, Sonora trips were incorrectly reported within the County-Wide DAR and Red Line totals for FY 24.s. FY 25 data correctly reflects these trips under the Angels to Sonora DAR, improving accuracy in route-level reporting.

Table 6: Ridership By Route, FY 22 - 26

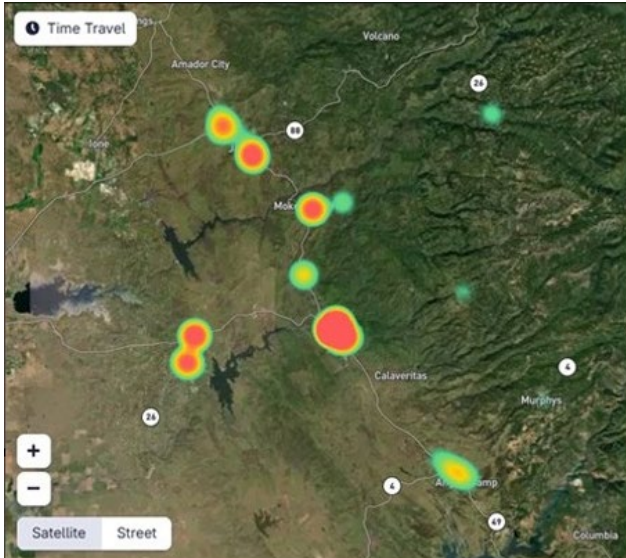
Ridership by Route	FY 22	FY 23	FY 24	FY 25	FY 26	% Change from FY 25
Red Line - V. S. to Arnold	13,602	19,324	26,392	31,825	33,245	4.5%
Columbia Shuttle	568	2,508	3,653	3,865	4,019	4.0%
Saturday Hopper	606	782	940	757	615	-18.8%
DAR- Arnold, Angels, Copper	1,312	24				
DAR- W. P. to M. R	10	9				
DAR- County-Wide, M-F	369	1,709	4,069	3,982	3,392	-14.8%
DAR- S.A to Jackson	2,868	2,890	3,300	3,419	3,068	-10.3%
DAR- W.P, Wilseyville, Jackson	709	600	664	468	196	-58.1%
DAR- Angels to Sonora	75	16	-	50	28	-44.0%
Special Services	341	459	314	434	576	32.7%
Total	20,460	28,321	39,332	44,800	45,139	0.8%

The images on the following page (Images 1 & 2), are heat maps representing On-Demand Dial-a-Ride service pickups and drop-offs generated from our On-Demand software, Spare, with the more frequent pickup and drop-off locations indicated by size of spots of color with lower frequency starting at green and building towards red for high frequency locations, or “hot-spots”.

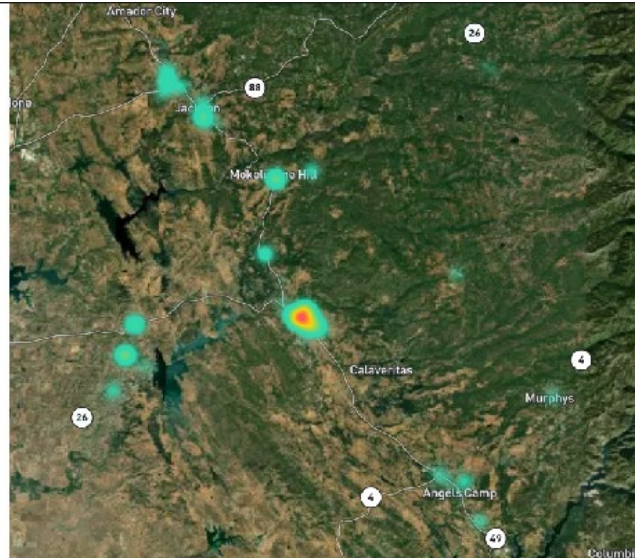
Compared to FY 2024/25, the FY 2025/26 maps show:

- Fewer pickups in Mountain Ranch.
- Pickups in Mokelumne Hill, Martell, and the corridor between San Andreas and Mokelumne Hill consistent with previous fiscal year.
- Drop-off patterns mirror pickups, with higher activity in Mokelumne Hill, Martell, and the San Andreas–Mokelumne Hill area.
- Reductions in Mountain Ranch, and no discernable drop-offs in either year.

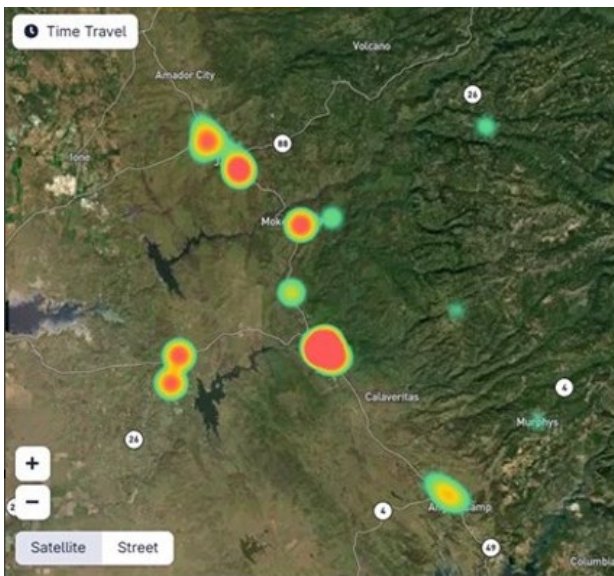
Images 1 & 2: DAR Pickup & Dropoff Heatmaps



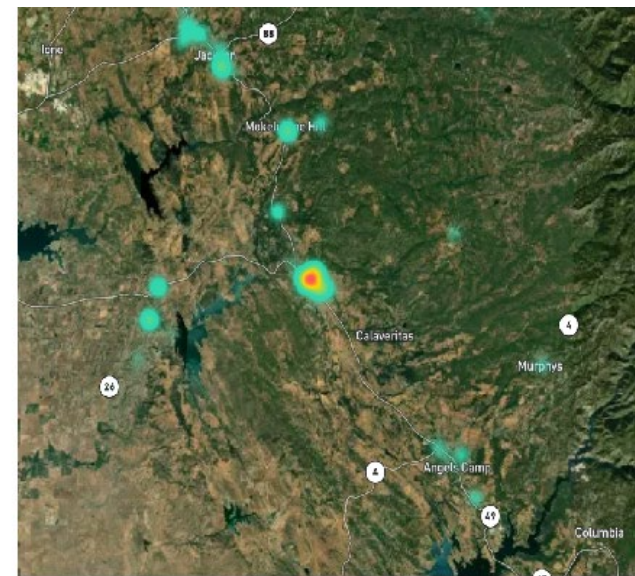
FY 24/25 Pick up Heat Map



FY 25/26 Pick up Heat Map



FY 24/25 Drop off Heat Map



FY 25/26 Drop off Heat Map

Note: Website update makes hot spots look cooler than previous year.

Because the drop-off map mirrors the pickup map, it suggests most riders are traveling within the same communities rather than using Dial-a-Ride primarily to connect to distant hubs. This points to *local, community-based trips* being the main cause of use. Further, riders are concentrating more of their trips in and around Mokelumne Hill, Martell, and San Andreas, likely reflecting growing demand for short, local access to services in these communities. Conversely, Mountain Ranch and Copperopolis continue to show low or declining reliance on Dial-a-Ride, which could inform future service planning.

Service Efficiency

Performance indicators in this category measure how effectively Calaveras Connect utilizes its resources to deliver transit service. Cost per vehicle service hour is a key metric, as lower costs enable more service hours to be provided within the same budget.

In FY 26, the operating cost per vehicle service hour increased by 4.5% compared to FY 2025 (which stood at 11.5%), largely driven by rising insurance premiums and other uncontrollable fixed costs. Despite these external pressures, the Calaveras Transit Agency (CTA) successfully reduced its internal overhead. Overall, the system continues to perform strongly across key efficiency metrics: operating cost per service mile rose by a modest 5.5% due to expanded service coverage, while the operating cost per passenger was held to a 3.7% increase. The increase in operating cost per passenger can be attributed to higher fuel consumption from longer routes, alongside rising vehicle maintenance and repair needs driven by increased mileage.

Farebox ratio is another measure of cost effectiveness for a transit system. California law includes requirements as to what percent of the total operating cost of the system must be made up of “farebox revenues.” **The farebox requirements for FY 20 and FY 21 were suspended due to the pandemic.** In FY 2025/26, the agency's projected farebox recovery ratio achieves compliance under both evaluated scenarios. With federal funding included, the ratio is estimated at 54.27%; without federal assistance, it stands at exactly 10.00%. Both metrics successfully meet or exceed the 10% target mandated by the State of California.

Overall, the FY 26 efficiency measures demonstrate that Calaveras Connect is delivering more trips at a lower cost per passenger, reinforcing the system’s growing value of services to the community.

Table 7: Comparison of Service Efficiency Measures, FY 19 - 25

Service Efficiency Measures	FY 19 (Pre Covid)	FY 20 (Covid Begin)	FY 21 (Covid)	FY 23	FY 23	FY 24	FY 25	FY 26	% Change from FY 25
Operating Cost per Vehicle Service Hours	\$99.6	\$ 96.3	\$ 87.1	\$ 89.2	\$ 91.0	\$ 88.1	\$ 98.7	\$ 103.1	4.5%
Operating Cost per Vehicle Service Miles	\$3.8	\$ 3.9	\$ 4.8	\$ 3.6	\$ 3.5	\$ 3.4	\$ 3.6	\$ 3.8	5.5%
Operating Cost per Passenger	\$30.6	\$ 31.1	\$ 62.9	\$ 55.2	\$ 47.6	\$ 36.1	\$ 34.1	\$ 35.3	3.7%
Farebox Recovery Ratio	10.3%	12.3%	8.42%	7.18%	8.39%	9.07%	10.05%	9.49%	-5.6%

Note: FY 25 reflects unaudited figures

Minimum and Target CCOG Adopted Measures

In evaluating performance metrics, it is important to compare results against the minimum and target standards adopted by the CCOG Board. While CTA has remained near the minimum threshold for Operating Cost per Vehicle Service Hour, the increase in FY 26 compared to FY 25 is largely due to continued increases in insurance costs and other uncontrollable operating costs, rather than service inefficiencies.

At the same time, the Calaveras Transit Agency experienced some shifting trends as a direct result of our ongoing growth. While our operating costs per passenger increased compared to FY 25 and

our farebox recovery ratio saw a slight decrease, these adjustments are a natural reflection of an expanding system. As we welcome new riders and adapt to changing community travel patterns, these temporary shifts show that we are actively investing in the coverage, reliability, and long-term vitality of Calaveras Connect.

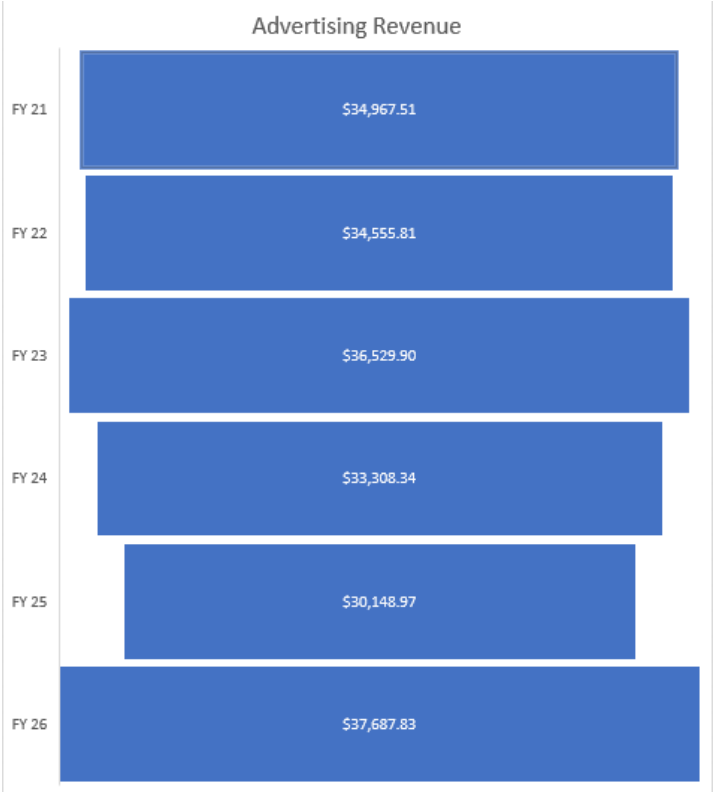
Performance Measure	Minimum	Target	FY 26
Operating Cost per Vehicle Service Hour	\$105	\$89	\$103.30
Operating Cost per Passenger	\$15	\$12	\$35.4
Farebox Recovery Ratio	10%	14%	10%

Advertising Sales Program

The Advertising Sales Program on the exterior of Calaveras Connect buses continues to be a strong and valuable component of CTA's revenue strategy. CTA contracts with Helen and Company Advertising Inc., which manages the program entirely, ensuring no administrative burden on CTA staff. CTA receives 50% of all advertising sales, and all costs for printing and installing ads are covered by the advertisers.

In FY 26, CTA received \$37,687.83 in advertising revenue. While this represents increase compared to the prior year, timing of payments from some accounts can shift revenues between fiscal years and temporarily affect year-to-year comparisons. Overall, the program remains a strong success, consistently generating revenue that supports the combined Fixed Route/Dial-a-Ride farebox ratio. Importantly, this program operates with minimal staff time or resources, ensuring a reliable source of funding with little administrative burden.

Below is a comparison of advertising revenues over the past seven years.



Overall Trends for FY 26

FY 26 continued to show strong momentum for Calaveras Connect, with ridership growth underscoring the system’s value as a vital resource in a rural county where transportation options are limited. More residents are relying on Calaveras Connect to access medical care, jobs, education, and regional connections—services that would otherwise be difficult to reach—reinforcing its role as essential community infrastructure.

Operating costs were able to decrease this year due to transitioning to zero-emission or alternative fuel vehicles and decrease operating costs, efficiency improved. Cost per passenger declined, demonstrating how growing ridership is spreading costs across more trips. Calaveras Connect also continues to provide cost-efficient service, with costs per service hours staying below the adopted minimum threshold. These gains are especially significant in a rural setting where traditional measures like farebox recovery do not fully capture success for a service built to meet community needs rather than generate profit.

It is important to note that rural transit success looks different than in urban areas. In rural transit, traditional performance metrics like farebox recovery and cost per passenger do not always reflect true community benefit, given long travel distances and dispersed populations. However, steady ridership growth and service reliability are stronger indicators of progress. Farebox revenue may not have improved this year, which is disappointing, but the greater success lies in providing affordable and dependable mobility that strengthens community connections.

Overall, FY 26 shows that Calaveras Connect is not only meeting immediate transportation needs but also laying a stronger foundation for long-term success as an essential part of Calaveras County's infrastructure. Connect is fulfilling its mission of providing affordable, reliable, and necessary mobility for Calaveras County residents.



Calaveras Connect Monthly Summary Report

7/15/2026

	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	ANNUAL
OPERATING DAYS													
Weekday	22	21	21	23	17	20	20	19	22	22	20	22	249
Weekend	4	5	4	4	1	-	-	-	1	-	1	-	20
TOTAL OPERATING DAYS	26	26	25	27	18	20	20	19	23	22	21	22	269
RIDERSHIP BY ROUTE													
Fixed Route													
Red Line (M-F)	2,259	2,685	3,013	3,234	2,344	2,471	2,631	2,498	3,285	3,394	2,655	2,776	33,245
Saturday Hopper (Sat)	38	103	85	124	56	-	-	-	130	-	14	-	550
Columbia (M-F)	193	176	624	639	470	221	415	346	424	455	56	-	4,019
Dial-A-Ride - Countywide (M-F)													
Valley Springs, San Andreas	264	284	296	319	256	270	263	272	292	317	273	286	3,392
Saturday Hopper (Murphys to Arnold)	-	-	-	-	-	-	-	-	65	-	-	-	65
Dial-A-Ride - Out-of-County													
San Andreas, Jackson (M-F)	275	292	272	292	213	264	218	187	284	258	246	267	3,068
West Point, Wilseyville & Jackson (Wed)	36	31	23	32	22	23	-	3	6	16	-	4	196
Copper, Angels, Sonora (Frid)	4	10	4	4	6	-	-	-	-	-	-	-	28
ROUTE RIDERSHIP	3,069	3,581	4,317	4,644	3,367	3,249	3,527	3,306	4,486	4,440	3,244	3,333	44,563
Special Services													
Community Services (Gov., OES, Etc.)	-	-	-	-	-	-	-	86	-	-	-	-	86
Special Events	-	-	-	-	-	-	-	-	102	-	388	-	490
TOTAL RIDERSHIP	3,069	3,581	4,317	4,644	3,367	3,249	3,527	3,392	4,588	4,440	3,632	3,333	45,139
AVERAGE RIDERSHIP PER DAY													
Weekday	138	166	202	197	195	162	176	174	195	202	162	152	177
Weekend	10	21	21	31	56	-	-	-	195	-	14	-	29
VEHICLE REVENUE MILES													
Fixed Route Revenue	26,382	25,506	27,011	29,920	21,830	24,480	25,771	23,262	27,932	27,705	24,115	24,196	308,110
Fixed Route Deadhead	2,073	2,550	3,021	3,300	2,401	2,615	2,775	2,708	3,200	3,186	2,514	2,032	32,375
Dial-A-Ride	6,941	6,965	6,673	7,487	5,940	7,338	5,299	5,585	7,086	6,929	5,700	6,285	78,228
TOTAL VEHICLE MILES	35,396	35,021	36,705	40,707	30,171	34,433	33,845	31,555	38,218	37,820	32,329	32,513	418,713
VEHICLE REVENUE HOURS													
Fixed Route Revenue	880	873	937	1,024	742	833	856	856	970	946	838	800	10,555
Fixed Route Deadhead	211	225	245	272	199	227	226	226	260	256	224	205	2,776
Dial-A-Ride	437	418	419	464	354	395	384	363	442	443	375	420	4,914
TOTAL VEHICLE HOURS	1,528	1,516	1,601	1,761	1,295	1,455	1,466	1,445	1,672	1,645	1,437	1,425	18,246
ON TIME PERFORMANCE													
	97%	96%	98%	98%	99%	99%	99%	97%	99%	100%	98%	97%	98.09%
SAFETY AND SECURITY													
Non-Preventable Accidents	-	-	-	1	-	-	-	-	-	1	0	1	3
Preventable Accident	-	-	1	-	-	-	-	-	-	-	0	0	1
TOTAL Accidents	-	-	1	1	-	-	-	-	-	1	-	1	4
Major Incidents	-	-	-	-	-	-	-	-	-	-	0	0	-
REVENUE													
Sales (Tickets and Passes)	\$995.00	\$1,375.00	\$2,125.00	\$11,245.00	\$1,030.00	\$1,090.00	\$1,305.00	\$1,675.00	\$2,725.00	\$835.00	\$1,655.00	\$1,295.00	\$ 27,350.00
Cash (Fares)	\$3,398.14	\$4,477.56	\$4,290.33	\$4,904.47	\$3,266.98	\$3,867.68	\$3,947.04	\$3,254.89	\$5,379.18	\$4,032.55	\$3,748.15	\$3,748.81	\$ 48,315.78
TOTAL Revenue	\$4,393.14	\$5,852.56	\$6,415.33	\$16,149.47	\$4,296.98	\$4,957.68	\$5,252.04	\$4,929.89	\$8,104.18	\$4,867.55	\$5,403.15	\$5,043.81	\$ 75,665.78



CALAVERAS TRANSIT AGENCY AGENDA SUBMITTAL

Presented by: Anne Dell'Orto, Administrative Services Officer	Board Meeting Date September 2, 2026	Agenda Number 4
FY 2025/26 Year-End Financial Reports and Budget to Actuals		
Published Notice Required? No Public Hearing Required? No		Estimated Time: 0-5
Type of Document: Informational PowerPoint Presentation Included? No		

Recommendation:

This item is informational for Board review and discussion, no action is required.

Discussion:

The Calaveras Transit Agency (CTA) approved Fiscal Year 2025/26 Operations Budget at the June 4, 2025 Regular Meeting in the amount of \$3,066,481. Amendment No. 1 was approved by the CTA at the September 3, 2025 Regular Meeting totaling \$2,766,091. Amendment No. 2 was approved by the CTA at the June 3, 2026 Regular Meeting totaling \$2,626,114. The majority of the decrease were attributed to the Paratransit Operations contract and the delivery of the design phase of the new transit facility.

Fund 6200 Transit Operating Account

Revenues \$1,792,247.61

Expenditures \$2,220,874.55

Reserve retained within the Fund \$800,000

Balance \$1,010,538.44

Revenues

Total Revenue budgeted for FY 2025/26 was \$1,765,893.00. Revenue collected/received in FY 2025/26 was \$1,792,247.61 of which \$516,606.07 was revenues received for the previous FY 2024/25. Total revenue received for FY 2025/26 totaled \$1,275,641.54. Outstanding revenue totals \$534,209.25 below is a breakdown of the outstanding revenue.

June Advertising	\$5,641.25	Received 7/21/2026
FY 2025/26 STA Claim	\$133,317	Waiting for 4th Quarter State Allocation
FY 2025/26 FTA 5311 Funding	\$395,251	Waiting for Standard Agreement
Total	\$534,209.25	

4300 Interest – Interest is posted quarterly.

4327 State of Good Repair (SGR) - Revenue received in the amount of \$26,182.79 consists of \$15,601.82 for the FY 2024/25 partial purchase of three (3) Type B, Ford Glaval Buses and \$10,580.97 for FY 2025/26 vehicle maintenance.

4411 State Transit Assistance (STA) – Revenue received in FY 2025/26 totaled \$433,083, of this, \$110,432 was applied to fully fund the FY 2024/25 STA Claim. The FY 2025/26 State Controller's Office (SCO) estimate was \$455,968. To date, \$322,651 has been received for FY 2025/26, 4th Quarter allocation is anticipated in August.

4468 State ¼ cent Sales Tax (LTF) – The original claim approved by CCOG in October 2025 totaled \$626,093. A revised claim was approved by the CCOG in June 2026 totaling \$437,275 (\$375,820 operating and \$61,455 capital).

4506 Federal Transit Administration (FTA) – The amount budgeted for FY 2025/26 is \$714,069 (\$395,251 FTA 5311, \$83,818 CRRSAA and \$235,000 ARPA). Revenue received to date totals \$705,754, which includes FY 2024/25 FTA 5311 (\$386,936), and FY 2025/26 CRRSAA (\$83,818) and ARPA (\$235,000). CTA is still awaiting the Standard Agreement for FTA 5311, which is required before invoices can be submitted.

4692 Transit Ticket Sales – Ticket Sales total \$27,350 for FY 2025/26, which was lower than anticipated.

4694 Transit Fixed Route Ticket Sales – Ticket Sales total \$48,315.78 for FY 2025/26, which was higher than anticipated.

4713 Miscellaneous Revenue – Advertising revenue from the bus advertising sales program totaled \$35,092.58, which does not include June 2026 (\$5,641.25). The additional \$38,526 is an audit adjustment from 2023 correcting transaction from restricted cash to unrestricted cash.

Expenditures

Total Expenditures for FY 2025/26 are \$2,220,874.55. Outstanding expenditures totals \$121,859.49, below is a breakdown of outstanding expenditures.

Paratransit Service - June	\$98,811.90	Received 7/15/2026
Maintenance of Equipment - June	\$6,705.82	Received 7/15/2026
Fuel - June	\$9,484.54	Received 7/02/2026
Aspen Street - June	\$6,857.23	Received 7/09/2026
Total	\$121,859.49	

Fund 6250 CTA Capital Reserve Account

Revenues \$2,803.07

Expenditures \$38,526.00

Balance \$35,688.90

Revenues for FY 2025/26 total \$2,803.07, which is interest collected. Expenditures for FY 2025/26 total \$38,526.00, which was an audit adjustment from 2023 correcting transaction from restricted cash fund 6250 to unrestricted cash fund 6200.

Fiscal Impact:
Informational Item.

ATTACHMENT(S):
[CTA_FY_2025-26_Year_End_Financials.pdf](#)

**County of Calaveras
Budget and Actuals by Budget Class**

27

Fiscal Year: 2025

As of 6/30/2026

	Budget Version-	Budget	Encumbrance	Y-T-D Actuals	Balance	% Remaining
Org Key: 62000010 Transit JPA						
<u>Revenue From Use of Money/ Property</u>						
4300	Interest	40,000.00	0.00	40,663.96	(663.96)	-1.65 %
Total Revenue From Use of Money/ Property		40,000.00	0.00	40,663.96	(663.96)	-1.65
<u>Intergovernmental Revenue- State</u>						
4327	SB 1 State of Good Repair	10,581.00	0.00	26,182.79	(15,601.79)	-147.45 %
4411	State Transit Asst Funds	455,968.00	0.00	433,083.00	22,885.00	5.01 %
4468	State 1/4 cent Sales Tax Distr	437,275.00	0.00	437,275.00	0.00	0.00 %
Total Intergovernmental Revenue- State		903,824.00	0.00	896,540.79	7,283.21	0.80
<u>Intergovernmental Revenue- Fed</u>						
4506	Federal Transit Administration	714,069.00	0.00	705,754.48	8,314.52	1.16 %
Total Intergovernmental Revenue- Fed		714,069.00	0.00	705,754.48	8,314.52	1.16
<u>Charges for Services</u>						
4692	Transit Ticket Sales	28,000.00	0.00	27,350.00	650.00	2.32 %
4694	Transit Fixed Route	45,000.00	0.00	48,315.78	(3,315.78)	-7.36 %
Total Charges for Services		73,000.00	0.00	75,665.78	(2,665.78)	-3.65
<u>Misc. Revenue</u>						
4713	Miscellaneous Revenue	35,000.00	0.00	73,618.58	(38,618.58)	-110.33 %
Total Misc. Revenue		35,000.00	0.00	73,618.58	(38,618.58)	-110.33
<u>Operating transfers in</u>						
6001	Transfers In	0.00	0.00	4.02	(4.02)	0.00 %
Total Operating transfers in		0.00	0.00	4.02	(4.02)	0.00
Total Revenue		1,765,893.00	0.00	1,792,247.61	(26,354.61)	
<u>Services and Supplies</u>						
5121	Communications	2,600.00	0.00	2,578.68	21.32	0.82 %
5181	Maintenance of Equipment	121,841.00	0.00	119,493.19	2,347.81	1.92 %
5200	Software Subscriptions	670.00	0.00	0.00	670.00	100.00 %
5221	Memberships	0.00	0.00	0.00	0.00	0.00 %
5241	Office Expense	2,500.00	0.00	1,851.07	648.93	25.95 %
5257	Office Expense - Small Equip	5,600.00	0.00	5,566.50	33.50	0.59 %
5271	Prof and Specialized Services	927,852.00	0.00	565,987.21	361,864.79	39.00 %
5272	Prof and Spec Serv - Spec Purp	1,238,460.00	0.00	1,221,174.53	17,285.47	1.39 %
5381	Legal Notices	100.00	0.00	37.50	62.50	62.50 %
5392	Rents and Leases - Other	48,204.00	0.00	48,204.00	0.00	0.00 %
5403	Bank Charges	10.00	0.00	10.00	0.00	0.00 %
5411	Special Department Expense	1,500.00	0.00	1,338.92	161.08	10.73 %
5480	Gas and Oil Expense	225,000.00	0.00	212,543.04	12,456.96	5.53 %
Total Services and Supplies		2,574,337.00	0.00	2,178,784.64	395,552.36	15.36
<u>Other Charges</u>						
5301	Reimb Co Depts For Services	46,777.00	0.00	42,089.91	4,687.09	10.02 %
Total Other Charges		46,777.00	0.00	42,089.91	4,687.09	10.02

County of Calaveras
Budget and Actuals by Budget Class

Fiscal Year: 2025

As of 6/30/2026

Budget Version-		Budget	Encumbrance	Y-T-D Actuals	Balance	% Remaining
<u>Appropriation for Contingencie</u>						
5990	Contingencies	5,000.00	0.00	0.00	5,000.00	100.00 %
Total Appropriation for Contingencie		5,000.00	0.00	0.00	5,000.00	100.00
Total Expenses		2,626,114.00	0.00	2,220,874.55	405,239.45	
Total Revenue		1,765,893.00	0.00	1,792,247.61	(26,354.61)	
Total Expenses		2,626,114.00	0.00	2,220,874.55	405,239.45	
Key Total for	62000010	(860,221.00)	0.00	(428,626.94)	(431,594.06)	

County of Calaveras
Budget and Actuals by Budget Class

Fiscal Year: 2025

As of 6/30/2026

	Budget Version-	Budget	Encumbrance	Y-T-D Actuals	Balance	% Remaining
	Report Revenues	1,765,893.00	0.00	1,792,247.61	(26,354.61)	
	Report Expenses	2,626,114.00	0.00	2,220,874.55	405,239.45	
	REPORT TOTAL	(860,221.00)	0.00	(428,626.94)	(431,594.06)	

County of Calaveras
General Ledger Summary
Balance Sheet Accounts
As of 6/30/2026

Fund 6200 Transit JPA

<u>Object Code</u>	<u>Object Description</u>		<u>Balance</u>
<u>Assets</u>			
1006	Cash in Treasury	62000000	1,010,607.71
1007	Outstanding Checks	62000000	(69.27)
Total Assets			<u>\$1,010,538.44</u>
<u>Liabilities</u>			
Total Liabilities			<u>\$0.00</u>
<u>Fund Balance</u>			
3002	Fund Bal Unreserv/Undesign	62000000	639,165.38
3040	Reserve - General	62000000	800,000.00
3047	Reserve for Equipment	62000000	0.00
Total Fund Balance			<u>\$1,439,165.38</u>
Year-to-Date Revenues			\$1,792,243.59
Year-to-Date Expenditures			\$2,220,874.55
Year-to-Date Transfers In			\$4.02
Year-to-Date Transfers Out			\$0.00
Year-to-Date Clearing Accounts			<u>\$0.00</u>
Total Fund Equity			<u>\$1,010,538.44</u>
Total Liabilities and Fund Equity			<u>\$1,010,538.44</u>

County of Calaveras
General Ledger Summary
Balance Sheet Accounts
As of 6/30/2026

Fund 6250 CTA Capital Reserve

<u>Object Code</u>	<u>Object Description</u>		<u>Balance</u>
<u>Assets</u>			
1006	Cash in Treasury	62500000	35,688.90
Total Assets			<u>\$35,688.90</u>
<u>Fund Balance</u>			
3002	Fund Bal Unreserv/Undesign	62500000	71,411.83
Total Fund Balance			<u>\$71,411.83</u>
Year-to-Date Revenues			\$2,803.07
Year-to-Date Expenditures			\$38,526.00
Year-to-Date Transfers In			\$0.00
Year-to-Date Transfers Out			\$0.00
Year-to-Date Clearing Accounts			<u>\$0.00</u>
Total Fund Equity			<u>\$35,688.90</u>
Total Liabilities and Fund Equity			<u>\$35,688.90</u>



CALAVERAS TRANSIT AGENCY AGENDA SUBMITTAL

Presented by: <i>Melissa Raggio, Executive Director</i>	Board Meeting Date September 2, 2026	Agenda Number 5
Review of the Draft Calaveras Transit Agency Title VI Program Updates for Submission to Caltrans		
Published Notice Required? No Public Hearing Required? No		Estimated Time: 0-5
Type of Document: Discussion Item PowerPoint Presentation Included? No		

Recommendation:

Staff recommends the Calaveras Transit Agency Board review the Draft Title VI Program updates and authorize staff to proceed with submission to Caltrans for review and approval.

Background:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. To be eligible for Federal Transit Administration (FTA) funding, recipients are required to implement a Title VI Program that demonstrates that no transit program or service provided by the Agency creates discrimination toward any demographic of the population served by that program or service. The Title VI Program is required to be updated periodically and submitted to Caltrans for review and approval.

Specifically, the Title VI Program includes the following contents:

- Title VI Public Notice
- Title VI Complaint Procedures and Form, and records of any Title VI related complaints, investigations, or lawsuits
- Public Participation Plan
- Limited English Proficiency (LEP) and Language Assistance Plan

Discussion:

The current Title VI Program was adopted by the Board on August 2, 2023. The 2026 update has been prepared in accordance with FTA Circular 4702.1B and incorporates routine revisions necessary to maintain compliance with current FTA reporting requirements. Updates include revisions to reflect the current Short-Range Transit Plan and Coordinated Public Transit–Human Services Transportation Plan, changes to transit

services, the addition of a Fare Equity and Route Equity Analysis, and updated demographic data from the 2020–2024 American Community Survey (ACS) 5-Year Estimates.

The Calaveras Transit Agency has not received any Title VI complaints or been subject to any Title VI investigations or lawsuits during the current reporting period. In accordance with Title VI requirements, public notices must be posted at transit facilities and displayed on board transit vehicles. Adoption of the updated Title VI Program will fulfill the FTA's required three-year certification cycle and maintain CTA's compliance with federal funding requirements.

Fiscal Impact:

No direct fiscal impact. An updated Title VI Program is required to maintain eligibility for Federal Transit Administration funding.

ATTACHMENT(S):

[2026_Title VI Program Calaveras Transit Agency_Draft.pdf](#)



**Operated by
Calaveras Transit Agency**

Title VI Program and Language Assistance Plan

Prepared by the Calaveras Transit Agency and approved by the Board of Directors to comply with Title VI of the Civil Rights Act of 1964 and the provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

Adopted:	May 2, 2018
Amended:	October 2, 2019
Updated:	September 2, 2020
Updated:	August 2, 2023

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

- Civil Rights Act of 1964

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1. TITLE VI PUBLIC NOTICE

The Calaveras Transit Agency, as operator of Calaveras Connect, operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. The Calaveras Transit Agency is committed to complying with the Title VI requirements in all programs and services.

For more information on the Calaveras Transit Agency civil rights program, and the procedures to file a complaint, please contact:

**Calaveras Transit Agency
P.O. Box 280
444 East St. Charles Street/Highway 49
San Andreas, CA 95249
209-754-2094
www.calaverasconnect.org**

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice in the delivery of or access to public transportation services on the basis of race, color, or national origin, may file a complaint with Calaveras Transit Agency. For information on how to file a complaint, contact the Calaveras Transit Agency as listed above, or go to the Calaveras Connect website: [www.calaverasconnect.org.]

A complainant may file a complaint directly with the office listed below:

**Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington DC 20590.**

If information is needed in another language, contact 209-754-2094 for assistance.
Si necesita información en otro idioma, llame a 209-754-2094.

Notificación al Público
Sobre los Derechos Segun Título VI, Acta de Derechos Civiles de 1964

La Agencia de Tránsito de Calaveras (Calaveras Transit Agency) ofrece sus programas y servicios sin consideraciones de raza, color e origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. La Agencia de Tránsito de Calaveras está comprometido a cumplir con Titulo VI requisitos en todo los programas y servicios.

Para obtener más información sobre la Agencia de Tránsito de Calaveras y del procedimiento para presentar una queja, favor de contactar a:

Calaveras Transit Agency
P.O. Box 280
444 East St. Charles Street/Highway
49 San Andreas, CA 95249
(209) 754-2094

www.calaverasconnect.org

Cualquier persona que cree que ha sido perjudicada por una práctica discriminatoria por motivos de raza, color e origen nacional durante el uso de los servicios de tránsito de Calaveras Connect, puede presentar una queja con la Agencia de Tránsito de Calaveras. Para informacion sobre presentar una queja, puede ponerse en contacto con Calaveras Transit Agency como listado arriba o visite la Agencia de Tránsito de Calaveras en www.calaverasconnect.org.

Un demandante puede presentar una queja directamente con:

Administración Federal de Tránsito
Oficina de Derechos Civiles
Atención: Coordinador del Programa del Título VI de la Oficina de Derechos Civiles
East Building, 5th Floor – TCR
1200 New Jersey Ave., S.E.
Washington, D.C. 20590.

Si necesita información en otro idioma, contacte al (209) 754-2094 para obtener asistencia.

LIST OF LOCATIONS WHERE THE TITLE VI NOTICE IS POSTED

- All Calaveras Connect buses and transit shelters
- Calaveras Transit Agency office bulletin board
- Website: www.CalaverasConnect.org
- Calaveras Connect Customer Service Center, 750 Industrial Way, San Andreas, CA 95249

2. TITLE VI COMPLAINT PROCEDURES

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not, however, deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of **race, color or national origin** be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Title VI Complaint Procedure:

1. Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Calaveras Transit Agency may file a Title VI complaint by completing and submitting the Agency's Complaint Form. The complaint procedure may be obtained from the Calaveras Transit Agency website at www.calaverasconnect.org. The complaint procedure may be requested via e-mail at tpelland@calacog.org or telephone at 209-754-2094. The complaint procedure can also be obtained by writing to Calaveras Transit Agency, P.O. Box 280, San Andreas, CA 95249.
2. A complaint form is available in hard copy at the Calaveras Transit Agency office or may be downloaded from [www.calaverasconnect.org]. If the complainant is unable to write a complaint, Calaveras Transit Agency staff will assist the complainant in doing so.

The complaint may be sent to the following address:

**Calaveras Transit Agency
P.O. Box 280
444 East St. Charles Street/Highway 49
San Andreas, CA 95249
209-754-2094**

3. Calaveras Transit Agency investigates complaints received no more than 180 calendar days of the last alleged incident. Once the complaint is received, the Calaveras Transit Agency will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
4. The Calaveras Transit Agency has 60 days to investigate the complaint. If more information is needed to resolve the case, the Calaveras Transit Agency may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by

the complainant or does not receive the additional information within 30 days, the Calaveras Transit Agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

5. Upon receipt of the complaint, Calaveras Transit Agency will record the complaint in Title VI Complaints, Investigations, and Lawsuit Log. This log includes the date of investigation, lawsuit, or complaint; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by Calaveras Transit Agency in response to the investigation, lawsuit, or complaint.
6. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.
7. If the complainant is dissatisfied with the written decision, he or she may file a written appeal with the Calaveras Transit Agency, P.O. Box 280, 444 East St. Charles Street/Highway 49, San Andreas, CA 95249 no later than 15 days of the date of the mailing of the decision. The appeal must be signed by the complainant or by someone authorized to do so on the complainant's behalf. If deemed necessary, the Executive Director of the Calaveras Transit Agency may seek assistance from the Agency legal counsel for further investigation.
8. In addition to the complaint process described above, a complainant may file a Title VI complaint with the office listed below:

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington DC 20590.

Procedimientos de Quejas del Título VI

Este documento indica el proceso de Título VI relacionado con programas, servicios y beneficios. Sin embargo, no niega que el demandante tenga el derecho hacer una queja formal con el Departamento de Transporte de California (California Department of Transportation), el secretario del Departamento de Transporte de los EE.UU. (Secretary of the US Department of Transportation), la Comisión de Igualdad de Oportunidad en el Empleo (Equal Employment Opportunity Commission [EEOC]), la Administración de Carreteras Federales (Federal Highway Administration [FHWA]), la Administración de Transporte Federal (Federal Transit Administration [FTA]), o para buscar un consejero privado por quejas alegando discriminación, intimidación o retaliación de cualquier tipo que es prohibido por ley.

Título VI de La Ley de Derechos Civiles de 1964 exige que ninguna persona en los Estados Unidos, por razón de raza, color u origen nacional sea excluida de, esté denegado beneficios de, o esté sujeto a discriminación, bajo cualquier programa o actividad que recibe asistencia de beneficios financieros.

Proceso de presentar una queja bajo Título VI

1. Cualquier persona quien cree que él/ella ha sufrido discriminación en base de raza, color u origen nacional por causa de la Agencia de Tránsito de Calaveras (Calaveras Transit Agency) puede presentar una queja de Título VI por medio de llenar y someter el formulario de queja de la Agencia. El formulario puede estar descargado del sitio de Internet de la Agencia de Tránsito de Calaveras www.CalaverasConnect.org. El formulario de queja pueda estar pedido por medio de e-mail en tpelland@calacog.org o por teléfono en 209-754-2094. También, el formulario puede estar obtenido por escribir a Calaveras Transit Agency, P.O. Box 280/444 St. Charles Street / Highway 49, San Andreas, CA 95249.
2. Un formulario de queja está disponible en copia dura en la oficina de la Agencia de Tránsito de Calaveras o se puede estar descargado de www.CalaverasConnect.org. Si el demandante no puede escribir una queja, un empleado de la Agencia de Tránsito de Calaveras puede dar asistencia al demandante para hacerlo.

Se debe mandar la queja a la dirección siguiente:

**Calaveras Transit Agency
P.O. Box 280
444 East St. Charles Street / Highway 49
San Andreas, CA 95249**

3. La Agencia de Tránsito de Calaveras investigará las quejas recibidas no más de 180 días después del supuesto incidente. A una vez que la queja esté recibida, la Agencia de Tránsito de Calaveras la revisará para determinar si nuestra Agencia tenga jurisdicción. El demandante recibirá una carta de conocimiento que informa a él/ella si la queja estará investigada por nuestra Agencia.
4. La Agencia de Tránsito de Calaveras tiene 60 días para investigar la queja. Si se necesita más información para resolver el caso, la Agencia de Tránsito de Calaveras puede ponerse

en contacto con el demandante. El demandante tiene 30 días desde la fecha de la carta pidiendo más información para enviar la información solicitada al investigador asignado al caso. Si el investigador no recibe una respuesta o la información solicitada dentro de los 30 días, la Agencia de Tránsito de Calaveras puede cerrar el caso administrativamente. Un caso puede ser cerrado administrativamente también si el autor ya no desea seguir su caso.

5. De recibir la queja, la Agencia de Tránsito de Calaveras entrará la queja en el registro de Title VI Complaints, Investigations, and Lawsuits. Este registro incluye la fecha de la investigación, demanda judicial, o queja y las acciones tomadas por la Agencia de Tránsito de Calaveras en respuesta a la investigación, demanda judicial, o queja.
6. Tras la investigación, el investigador mandará una de dos cartas a la demandante: 1) una carta de cierre, o 2) una carta de resolución (letter of finding [LOF]). En una carta de cierre se resume las alegaciones y afirma que no había una violación del Título VI, y que el caso se cerrará. En la carta de resolución se resume los hechos denunciados y de las entrevistas sobre el supuesto incidente. La carta también incluye una explicación si hay alguna acción disciplinaria, si se producirá la formación adicional del miembro del personal, o si hay otra acción.
7. Si el demandante está insatisfecho con la decisión, él/ella tiene 15 días después de la fecha de la carta de cierre de la Agencia de Tránsito de Calaveras o carta de resolución para apelar al Director Ejecutivo de Calaveras Transit, P.O. Box 280/ 444 East St. Charles Street / Highway 49, San Andreas, CA 95249. La apelación tenga que estar firmada por el demandante o alguien autorizado hacerlo por parte del demandante. Si se considera necesario, el Director Ejecutivo puede buscar asistencia del consejero legal de la Agencia de Tránsito de Calaveras para investigación adicional.
8. En adición al proceso de queja descrito arriba, el demandante también puede presentar una queja de Título VI directamente con la:

Administración Federal de Tránsito
Coordinador del Título VI del Programa, FTA Oficina de Derechos Civiles, Edificio Este, 5 º
piso - TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

3. TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year):_____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use additional sheets.				

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No If yes, check all that apply: ☐ Federal Agency: _____ ☐ Federal Court _____ ☐ State Agency _____ ☐ State Court _____ ☐ Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think are relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail to the address below:

Calaveras Transit Agency
P.O. Box 280, 444 East St. Charles Street/Highway 49
San Andreas, CA 95249

Título VI Formulario de Queja de Agencia de Tránsito de Calaveras

Sección I:				
Nombre:				
Dirección:				
Teléfono (casa):			Teléfono (trabajo):	
Correo Electrónico:				
¿Usted requiere formatos accesibles? ¿Cuáles?	Letra Grande		Cinta de Audio	
	TDD		Otra Forma	
Sección II:				
¿Está presentando esta queja en su propio nombre?			Si*	No
* Si respondió "sí" a esta pregunta, vaya a la Sección III.				
Si no es así, proporcione el nombre y la relación de la persona por la que se queja:				
Explique por qué ha solicitado un tercero: _____				
Confirme que ha obtenido el permiso de la parte perjudicada si está presentando una queja en nombre de un tercero.			Si	No
Sección III:				
Creo que la discriminación que experimenté se basó en (marque todo lo que corresponda): [] Raza [] Color [] Origen nacional				
Fecha de presunta Discriminación (Mes, Día, Año): _____ _____				
Explique con la mayor claridad posible qué sucedió y por qué cree que fue discriminado. Describe a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la persona (s) que lo discriminó (si lo conoce), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, use hojas adicionales. 				

Sección IV		
¿Ha presentado anteriormente una queja del Título VI con esta agencia?	Si	No
Sección V		
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier corte federal o estatal? ☐ Si ☐ No En caso afirmativo, marque cada casilla que corresponda: ☐ Agencia Federal _____ ☐ Corte Federal _____ ☐ Agencia Estatal _____ ☐ Corte Estatal _____ ☐ Agencia Local _____		
Por favor proporcione información sobre una persona de contacto en la agencia o corte donde se presentó la queja.		
Nombre:		
Título:		
Agencia:		
Dirección:		
Teléfono:		
Sección VI		
Nombre de la agencia contra cual queja:		
Persona de Contacto:		
Título:		
Número de Teléfono:		

Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

La firma y la fecha se requieren a continuación para completar el formulario:

Firma _____ Fecha _____

Envíe este formulario en persona o envíelo por correo a la siguiente dirección:

Calaveras Transit Agency
 P.O. Box 280, 444 East St. Charles Street/Highway 49
 San Andreas, CA 95249

4. LIST OF TRANSIT RELATED TITLE VI COMPLAINTS, INVESTIGATIONS, OR LAWSUITS

Calaveras Transit Agency and Calaveras Connect do not have any past, current, or pending transit-related Title VI complaints. As such, this requirement is not applicable.

In the event that a complaint is received by Calaveras Transit Agency, a summary will be prepared and maintained documenting any alleged discrimination on the basis of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the Calaveras Transit Agency or Calaveras Connect.

A list, in the format shown below, shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

5. PUBLIC PARTICIPATION PLAN

Calaveras Transit Agency, as operator of Calaveras Connect, is committed to promoting meaningful and inclusive public participation in decisions affecting public transportation. Calaveras Transit Agency works to ensure that Calaveras County is served, consistently and in the most cost-effective manner, within the available resources. Through conversation and collaboration with riders, the community, and those serving our most vulnerable populations, Calaveras Transit Agency seeks to assess the quality of its service, measure potential impacts to the community from Calaveras Transit Agency's transit-related decisions, and ensure that it provides a valuable, accessible and responsive service.

Purpose

The purpose of this Public Participation Plan (PPP) is to establish procedures that encourage the full participation of all citizens in the Calaveras Transit Agency service area, including but not limited to low income and minority individuals, and those with limited English proficiency.

The PPP aims to achieve the provisions of Title VI and the 1994 Presidential Executive Order which directed every Federal agency to make Environmental Justice part of its mission by identifying and addressing the effects of programs, policies, and activities on "minority and low-income populations."

The goal of the PPP is to offer opportunities for the engagement of all citizens of Calaveras Connects service area to participate in the development of short- and long-term plans.

In support of this goal, the objectives of the Calaveras Transit Agency are:

- To determine what non-English language and other cultural barriers exist to public participation within Calaveras Transit Agency's service area.
- To provide a general notification of meetings, particularly forums for public input, in a manner that is understandable to all populations in the area.
- To hold meetings in locations which are accessible and reasonably welcoming to all area residents, including but not limited to low-income and minority members of the public.
- To provide avenues for a two-way flow of information and input from populations which are not likely to attend meetings.
- To provide a framework of actions appropriate to various types of plans and programs, as well as amendments or alterations to any such plan or program.
- To use a variety of communication methods, including maps, graphics, photographs, charts, and online resources, to present information in an understandable and accessible manner.

Approach to Public Participation

The Calaveras Transit Agency shall maintain an open and participative process, to begin at the earliest stages of any transit project that may impact the surrounding community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation.

At the beginning of any project, staff will identify which strategies will be appropriate and effective for that given task and develop an approach. The following tools and strategies to ensure that public input is invited and that all foreseeable impacts to the community are considered may be utilized:

- Project information will be posted on the Calaveras Transit Agency website, including social media.
- Notices will be posted on buses or distributed by busdrivers.
- Notices will be distributed to community groups and agencies that serve transit- dependent populations.
- Notices or press releases will be sent to the local newspapers, news websites, social media sites, and radio stations if such outreach is within the project budget.
- Transit-related decisions are made at open and publicly noticed meetings held by the Calaveras Transit Agency Board of Directors and the Calaveras Council of Governments.
- Public outreach events may include attending already existing community meetings and gatherings, such as school meetings, public health fairs, farmers markets, fairs or festivals, faith-based events, and other community activities or public gatherings in order to invite participation from populations who may not attend Calaveras Transit Agency-hosted public events.

Recurring Outreach Efforts

Coordination within Calaveras County exists with many agencies already working together to solve the mobility needs of County residents. The designated Regional Transportation Planning Agency, the Calaveras Council of Governments (CCOG), assists by facilitating the coordination of agencies that contribute to conversations about the mobility needs of the community and transit-dependent populations such as low-income, older adults, persons with disabilities, and minority populations. Standing sources and avenues for feedback and participation include:

- The Social Services Transportation Advisory Council (SSTAC) meetings (quarterly)
- Community meetings
- Healthcare & Emergency Preparedness Coalition Meetings
- Surveys (Annual Unmet Transit Needs and periodically through short- and long-range planning efforts)
- Steering committees
- Office of Emergency Services Coordination Meetings and Roundtable Exercises
- Public Events and Gatherings
- Local websites
- Major document reviews
- CCOG meetings, conducted in accordance with the Ralph M. Brown Act
- Calaveras Transit Agency Board of Directors meetings, conducted in accordance with the Ralph M. Brown Act
- Consultation with Tribal Government(s)

In addition, the local human service agencies contribute transit-related recommendations that result from their significant collaboration. The Network of Care for Service Members, Veterans, and their Families organization and collaborative initiatives of the Area Agency on Aging and Catholic Charities have a multi-county focus in terms of their coordination efforts.

Calaveras Transit Agency annually applies for transit funding from the California Department of Transportation. Applications to request state and federal capital and operating assistance are approved by the Agency Board of Directors at noticed public meetings at which public participation is welcome and considered.

Recent Project-Related Outreach

In addition to the ongoing outreach activities listed above, the following projects and studies have had a component of outreach:

Short Range Transit Plan Update, 2025

The Short Range Transit Plan (S RTP) serves as a five-year plan that guides the future of public transit services. The Calaveras County S RTP update provides a roadmap for the Calaveras Council of Governments (CCOG), the Calaveras Transit Agency (CTA), and local decision-makers to improve the efficiency and effectiveness of the transit system while addressing the evolving mobility needs of Calaveras County residents and visitors. The update incorporated input from key stakeholders, current passengers, and community members through a variety of outreach efforts, including:

- Agency Workshops
- Online Community Survey
- Onboard Passenger Survey

Calaveras County 2024 Coordinated Public Transportation – Human Services Transportation Plan

The 2024 Coordinated Plan was adopted on December 4, 2024. The Plan focuses on addressing the transportation needs of older adults, individuals with disabilities, and persons with limited incomes. Development of the Plan included a collaborative outreach process to gather input from transportation providers, human service agencies, stakeholders, and community members through the following efforts:

- Online Community Survey
- Community survey posted on Nextdoor
- Stakeholder Interviews with organizations including Arc of Amador and Calaveras Counties, Area 12 Agency on Aging, the Disability Resource Agency for Independent Living (DRAIL), Calaveras County Health and Human Services, Tuolumne County Transit, and Amador Transit
- Community Workshops

Unmet Transit Needs

The Unmet Transit Needs process is an annual process to provide a forum and opportunity for feedback and input on transit needs in Calaveras County. Each year, at least one public hearing is conducted to solicit feedback from the community. This public hearing is noticed in local newspapers and online news sources, CCOG website and social media, flyers at transit facilities and buses, and notices to partner agencies. Unmet Transit Needs forms are available on the CCOG website and on transit buses that allow those who may not be able to attend the hearing an opportunity to provide feedback throughout the year. This input and findings are reviewed annually by the Social Services Transportation Advisory Council (SSTAC) and adopted by the CCOG at a publicly noticed meeting.

Calaveras County Fair

Annually, Calaveras Transit Agency staff hosts a booth at the County Fair to provide public information on current transit services and receive feedback through unmet needs forms. At the county fair in 2025, the transit agency displayed a bus to engage with the community, share information about available transit services, and enhance public awareness of transportation options.

High School Career Day

Transit agency staff coordinate closely with the local school districts and has participated in the High School Career Day. This is important for graduating seniors to know what transportation services are available for access to employment or higher education. Staff has received very positive feedback from participants at this event and distributed brochures and other transit-related materials.

Mark Twain Medical Center Fall Health Fair

Transit agency staff coordinates with the local County Public Health Department and local Medical Center and Health Care District on transportation services and needs. The Mark Twain Medical Center hosts a health fair annually and a booth for transit information is provided.

Columbia College Student Welcome Week

In 2024 the Calaveras Transit Agency initiated a free-fare pilot program for Columbia College students. The Student Welcome Week is a good opportunity to reach incoming students and provide information on current transit services and feedback on unmet needs.

6. ACCESS FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

Executive Order 13166, titled, “Improving Access to Services for Persons with Limited English Proficiency,” indicates that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. The Order applies to all state and local agencies which receive Federal funds.

The Calaveras Transit Agency has taken reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of our programs and activities for persons with limited English proficiency. Consideration is given to identifying a person who may need language assistance, providing assistance, and conducting staff training.

Four Factor Analysis

A Four Factor Analysis was conducted to determine the specific language services that are appropriate to provide.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

Census data was used to identify LEP populations within Calaveras County. Table 6-1 provides data on the various populations residing in Calaveras County that speak English “less than very well.”

Table 6-1 uses the 2020-2024 ACS 5-Year Estimates. An estimated 861 Calaveras County residents age five and older, or 1.95 percent of that population, speak English less than “very well.” Spanish is the largest LEP language group, with an estimated 571 persons, or 1.29 percent of the population age five and older. No individual language group meets the U.S. Department of Transportation Safe Harbor threshold of 1,000 persons or five percent of the eligible population, whichever is less. Calaveras Transit Agency will

nevertheless continue to provide free language assistance and translated Spanish Title VI materials and will reassess language needs during each three-year Title VI Program update.

Factor 2: The frequency with which LEP persons come into contact with the program.

An onboard survey was conducted in August of 2025 on Calaveras Connect buses, in preparation of the Short-Range Transit Plan. The questionnaire was available in both English and Spanish and was completed by 102 riders. Trained survey staff were onboard the buses and were available for questions or assistance. No questionnaires were completed in Spanish.

Dispatch personnel at Paratransit Services, the operations contractor for Calaveras Connect, report no instances within the last three years in which a person called to request information in a language other than English. In a previous instance, staff used Google Translate to help communicate with a non-English speaker.

Factor 3. The nature and importance of the program, activity, or service provided by the program to people's lives

Calaveras Transit Agency understands that its transit services are used for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school, and social events. For transit-dependent individuals, Calaveras Connect services are critically important. Whenever feasible within the constraints of time and economy, Calaveras Transit Agency will provide translations of vital documents relating to its services based on the target audience.

Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

Since the Calaveras Connect service area does not meet the threshold to trigger an LEP Implementation Plan, no outreach will be undertaken that specifically targets LEP persons. However, those conducting the outreach associated with the many planning activities and community events will continue to be alert to any requests for language assistance.

Developing a Language Assistance Plan

The Four Factor Analysis shows that an LEP Implementation Plan is not currently warranted. As such, the Calaveras Transit Agency has determined that the most cost-effective means of delivering competent and accurate language services is to address the need on a case-by-case basis.

A Language Assistance Plan (LAP), included as Section 10, outlines Calaveras Transit Agency's commitment to providing meaningful access for LEP individuals to Calaveras Connect services, resources, and information.

Various resources are available to assist Calaveras Transit Agency staff in communicating with LEP transit passengers. The Federal Agency Working Group on Limited English Proficiency (www.lep.gov) acts as a clearinghouse, providing and linking to information, tools, and technical assistance regarding limited English proficiency and language services for recipients of Federal funds.

Safe Harbor Provision:

The Federal Transit Authority Circular 4702.1B states:

"DOT has adopted DOJ's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations. The Safe Harbor provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation regarding the determination shall be provided to FTA in the Title VI Program."

TABLE 6-1. PERCENTAGES OF LEP POPULATION

Table C16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER: 2020-2024 ACS 5-Year Estimates	Calaveras County, California	
	Estimate	Percentage of population
Total:	44,296	100.00%
Speak only English	40,392	91.19%
Spanish or Spanish Creole:	2678	
Speak English less than "very well"	571	1.29%
German/West Germanic:	184	
Speak English less than "very well"	21	0.05%
Slavic languages:	88	
Speak English less than "very well"	33	0.07%
Other Indo-European:	147	
Speak English less than "very well"	7	0.02%
Korean:	20	
Speak English less than "very well"	20	0.05%
Chinese:	244	
Speak English less than "very well"	195	0.44%
Vietnamese	33	
Speak English less than "very well"	0	0.00%
Other Asian languages	61	
Speak English less than "very well"	14	0.03%
Tagalog:	212	
Speak English less than "very well"	0	0.00%
Arabic:	49	
Speak English less than "very well"	0	0.00%
Other and unspecified languages:	123	
Speak English less than "very well"	0	0.00%

Source: U.S. Census Bureau, 2020-2024 American Community Survey

7. MINORITY REPRESENTATION ON ADVISORY BODIES

The Calaveras Council of Governments, as the designated Regional Transportation Planning Agency, convenes quarterly meetings of the Social Services Transportation Advisory Council (SSTAC) to assist in the assessment and coordination of various transportation services within Calaveras County. The SSTAC is comprised of members representing social services and transit providers and represents older adults, persons with disabilities, and individuals with limited means. CCOG advertises open positions on the SSTAC to the public and encourages participation from minority representatives.

The Federal Transit Administration requires recipients to identify the racial composition of non-elected advisory committees whose members are selected by the recipient. Because the Calaveras Transit Agency does not appoint or select members of the SSTAC or any other non-elected advisory committee, this requirement is not applicable

8. TITLE VI EQUITY ANALYSIS

The Calaveras Transit Agency has not undertaken any construction projects requiring a Title VI Equity Analysis; therefore no such analysis has been conducted.

9. SYSTEM WIDE SERVICE STANDARDS AND POLICIES

Calaveras Transit Agency operates public transit service under the Calaveras Connect brand. Regular service includes one deviated fixed route operating Monday through Friday, generally between 6:00 a.m. and 8:00 p.m., and countywide Dial-a-Ride service operating Monday through Friday between 8:00 a.m. and 5:00 p.m. Calaveras Connect provides coordinated transfer connections with Amador Regional Transit in Jackson, providing access to the Sacramento region, and with Tuolumne County Transit at Columbia College. The Saturday Hopper service operates on five (5) designated in-county event days each year, providing transportation to Murphys Irish Days, Calaveras County Fair, Murphys Grape Stomp, Murphys Gathering and Dia De Los Muertos.

Service Standards

Vehicle Load Standards – The average passenger load during peak operating periods should not exceed 1.25 passengers per seat.

Vehicle Headway Standards – Scheduled headways vary by route, as shown in Table 9.1.

TABLE 9.1. SUMMARY OF CALAVERAS CONNECT FIXED ROUTES

Route		Daily Round Trips	Headways (hours:minutes)	Span of Service (M-F Except Saturday Hopper)
Red	Vista del Lago – Valley Springs – San Andreas – Angels Camp - Murphys – Arnold	12	60 minutes	6:10 a.m. to 7:52 p.m.
Columbia	Columbia - Angels Camp	5	1:05	8:15 a.m. to 5:38 p.m.
Saturday Hopper	San Andreas – Angels Camp - Murphys – Arnold	7	60 minutes	10:00 a.m. to 6:25 p.m.

On-time Performance Standards:

- Vehicles shall not depart a scheduled timepoint earlier than the published schedule.
- Ninety-five percent of scheduled runs shall meet the on-time performance standard, defined as arriving or departing no more than five minutes after the scheduled time. The agency's target is to achieve 100 percent on-time performance.
- CTA's FY2025/26 on time performance was 98.09%

Service Availability Standards:

Transit service is designed to provide access to the county's population centers, medical facilities, employment centers, shopping destinations, government offices, schools, and other activity centers where demand supports fixed-route service. Dial-a-Ride service is available throughout Calaveras County, including select out-of-county destinations and regional transit connections, consistent with the Agency's Short Range Transit Plan (SRTP).

The Calaveras Connect Route Maps, included as Appendix 1, show the availability of the service throughout the County.

Emergency Services:

Calaveras Connect provides important transportation services to the community, particularly during emergencies and other extraordinary events. It is the Agency's goal to maintain transit services whenever it is safe and operationally feasible to do so while protecting the safety of passengers and employees. Calaveras Transit Agency will work with its Transit Operator to determine appropriate service levels based on changing conditions and will communicate service changes to the public through available communication channels.

Calaveras Transit Agency regularly participates in County Office of Emergency Services and Public Health Emergency Coalition meetings and planning efforts.

Service Policies

Vehicle Assignment Policy:

Bus assignments consider the operating characteristics of the various buses within the Calaveras Connect fixed route fleet, which are matched to the operating characteristics of the route. For example, smaller vehicles are used for the route to West Point because it is safer on the narrow and mountainous roads in that area. Likewise, the run to Jackson is best accomplished by a smaller vehicle that can access a destination frequently requested as a deviation. The larger buses are used on core routes with the highest ridership, such as the Red Line.

Qualified vehicles are rotated among routes, where operationally feasible, to promote equitable vehicle usage and maintenance schedules. Exceptions may occur due to vehicle size requirements, accessibility needs, or mechanical availability.

Transit Amenities Policy:

Systemwide, bus stops should generally be provided at locations serving 5 or more passenger boardings per day, and passenger shelters should be considered at locations serving 10 or more passenger boardings per day, subject to available funding and site conditions.

10. LANGUAGE ASSISTANCE PLAN

A. INTRODUCTION

This Language Assistance Plan was developed as part of the Title VI Program and has been adopted by Calaveras Transit Agency. The purpose of the plan is to detail Calaveras Transit Agency's responsibilities to deliver public transportation without discrimination on the basis of race, color, or national origin. Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination. Through this Language Assistance Plan (LAP) and the Public Participation Plan, the Title VI Program ensures that Calaveras Transit Agency provides Limited English Proficient (LEP) individuals with meaningful access to Calaveras Connect services, resources and participation processes.

This plan complies with regulations established by FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," October 1, 2012. The Title VI guidelines apply to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments (such as Calaveras Transit Agency, a California Joint Powers Authority), private and non-profit entities, and sub-recipients.

Calaveras Transit Agency is the operator of Calaveras Connect. Day-to-day operations, including the management of drivers and dispatchers, are provided by Paratransit Services under contract with the Calaveras Transit Agency. Throughout this document, Calaveras Connect includes both the Calaveras Transit Agency and Paratransit Services.

Language Assistance Goals

Calaveras Transit Agency is committed to making its services and programs available to LEP persons as part of its compliance to Title VI of the Civil Rights Act of 1964.

Calaveras Transit Agency is committed to providing meaningful access for LEP individuals to Calaveras Connect services, resources, and information by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies. This LAP is developed to help identify reasonable steps to provide language assistance for LEP persons. The plan details procedures for identifying a person who may need language assistance, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available and potential future updates to the plan.

Calaveras Connect Service Overview

Calaveras Connect is a public transit service provided by Calaveras Transit Agency for the residents and visitors of Calaveras County. Calaveras Transit Agency operates public transit service under the Calaveras Connect brand. Regular service includes one deviated fixed route operating Monday through Friday, generally between 6:00 a.m. and 8:00 p.m., and countywide Dial-a-Ride service operating Monday through Friday between 8:00 a.m. and 5:00 p.m. Calaveras Connect provides coordinated transfer connections with Amador Regional Transit in Jackson and with Tuolumne County Transit at Columbia College. The Saturday Hopper service operates on five (5) designated in-county event days

each year, providing transportation to Murphys Irish Days, Calaveras County Fair, Murphys Grape Stomp, Murphys Gathering and Dia De Los Muertos.

Four Factor Analysis and LEP Populations Served

There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons. In developing the plan, Calaveras Transit Agency undertook the required Four Factor Analysis. This considers the following factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the Calaveras Connect.
2. The frequency with which LEP persons come into contact with Calaveras Connect programs, activities, or services.
3. The nature and importance of the programs, activities or services provided by Calaveras Connect to the population; and
4. The resources available to Calaveras Connect for LEP outreach, as well as the costs associated with that outreach.

Factor 1: Numbers of LEPs eligible to be served

Safe Harbor Provision

Based on the U.S. Census Bureau 2020–2024 American Community Survey 5-Year Estimates (Table C16001), no language group exceeds the FTA Safe Harbor threshold of 1,000 persons or 5 percent of the service area population eligible to be served. The largest Limited English Proficiency (LEP) population is Spanish-speaking residents, with 571 individuals who speak English less than "very well" (approximately 1.29% of the population age 5 and older). Therefore, Calaveras Transit Agency is not required to translate all vital documents under the Safe Harbor Provision but will continue to provide language assistance upon request and maintain Spanish translations of key Title VI documents.

Consistent with Safe Harbor Provision Guidance provided in FTA C 4702.1B, Chapter III-9 Calaveras Connect will not translate all vital materials at this time. Calaveras Connect has developed a language assistance program to ensure meaningful access to LEP individuals, which is detailed in Section 3 of this plan. As a courtesy to LEP Spanish-speakers, Calaveras Connect has translated the Title VI Notice to the Public, Complaint Form, and Complaint Procedures into Spanish.

As the CTA falls below the statutory threshold of a 50-vehicle peak and an Urbanized Area (UZA) population of 200,000, it remains exempt from mandatory rider demographic survey requirements. Calaveras Connect instead used informal inquiries at various County agencies that work with LEP individuals and surveyed staff members' experience with LEPs to develop an understanding of the LEP communities it serves and to complete the four-factor analysis. Of note, the following information about LEPs was identified:

How LEPs interact with Calaveras Connect

Vehicle operators reported rare interactions with LEP individuals on the fixed routes. Dispatch staff reported one interaction in the last five years with an LEP individual. This points to the possibility of LEPs riding Calaveras Connect buses, but not calling or visiting Calaveras Connect dispatch.

Literacy of LEP communities

Based on surveys and interviews with community agencies, the LEP communities in Calaveras County, particularly the Spanish-speaking community, are literate and would be served by translated materials.

Are LEPs underserved due to language barriers

No passengers responding to the two-week onboard survey completed the form in a language other than English. This does not confirm that LEPs are underserved due to language barriers. Calaveras Connect will be alert to changes in the LEP population over time and be prepared make adjustments to language accommodation meet the needs of the people who would want to use Calaveras Connect services.

Factor 2: Frequency with which LEPs come into contact with our program

Outreach data suggests that although some LEPs do use Calaveras Connect services, they do not ride the bus frequently. Evidence supporting this includes:

- LEP Spanish speakers make up 1.29 percent of the service area population, with other LEP groups at smaller percentages.
- As noted above, staff members reported infrequent previous interaction with LEPs.

Factor 3: The nature and importance of program to LEPs lives

While the available data is not thorough or conclusive, Calaveras Transit Agency understands that its services are used by all groups for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school and social events. For transit-dependent individuals, Calaveras Connect services are extremely important. For this reason and to maintain full compliance with FTA C 4702.1B, Calaveras Transit Agency is committed to providing meaningful access to its services.

Factor 4: Resources available for LEP Outreach and Costs of Outreach

As Calaveras Connect serves a small community, LEP outreach can be done through many cost-effective measures. Resources that have been identified, as well as available costs, are detailed below in Table 10-1.

<i>Table 10-1 – Resources for LEP Outreach and Associated Costs</i>	
Resource for LEP Outreach	Associated Costs
Posted Notice to the Public with language assistance information around the community, on buses, and at bus shelters	Free to very low cost
Posting updates, event notices, language assistance information, etc. around the community and on buses	Free to very low cost
Distributing information to community agencies, such as human service agencies, high schools and community colleges, and neighboring transit agencies	Free to very low cost
Posting information on Calaveras Connect website and social media outlets	Very low cost
Contract with Language Line for simultaneous oral interpretation	Cost very based on vendor agreement
Translation, as needed, for written material	Determined on a case-by case basis.

Two Calaveras Connect drivers are Spanish-English bilingual and may be available to assist by phone or radio with communication with a transit passenger. Calaveras Connect drivers and dispatch staff are equipped with Spanish to English guides that includes requests and commands that bus operators use every day in English and in Spanish and written phonetically in English.

B. IMPLEMENTATION PLAN

Responsibility for Implementation

Calaveras Transit Agency's overall Title VI Program and Language Assistance Program will be implemented by the Calaveras Transit Agency Executive Director.

Calaveras Transit Agency
P.O. Box 280
444 East St. Charles Street/Highway 29
San Andreas, CA 95249
209-754-2094

The operations contractor for Calaveras Transit Agency is Paratransit Services. Provisions of the Professional Services Agreement with this firm include the requirement to implement all Title VI requirements in the delivery of transit service. This includes training and providing language assistance tools to drivers and dispatchers.

Language Service Provision

This implementation plan details how Calaveras Connect ensures meaningful access to LEP individuals through language assistance. Though Calaveras Connect is not required to translate vital materials under the Safe Harbor Provision, it has developed the following measures to provide language assistance.

Identifying LEP individuals who need language assistance:

- Examine records of requests for language assistance from past meetings and events to determine the possible need for assistance at future events. When a Calaveras Transit Agency-sponsored workshop is held, set up a sign-in sheet table, have a staff member greet and speak to each attendee to informally gauge their ability to speak and understand English. Although staff may not be able to assist at the meeting, they will be able to use the information gathered to identify language needs for future meetings.
- Survey drivers and other front-line staff, such as dispatchers, on an annual basis regarding their experience with direct or indirect contact with LEP individuals.

Responding to LEP individuals:

- LEP individuals are invited to call the Calaveras Transit Agency with any questions or concerns or visit either office. The customer service office operated for Calaveras Connect by Paratransit Services can contact one of the drivers who is Spanish-English bilingual for assistance.
- When a translator is not available or if the LEP person speaks a language other than Spanish, Calaveras Connect will contact Language Line Solutions to provide simultaneous interpretation as needed, or utilize Google Translate online.

Oral interpretation:

Simultaneous interpretation at public events will be determined on a case-by-case basis by examining several factors, such as:

- The type and size of event
- The availability of a staff member or a host organization to interpret, etc.
- Requests received at least 72 hours before an event

Translation of Vital Documents:

1. Calaveras Transit Agency is not required to translate vital documents according to the Safe Harbor Provision. However, the Title VI Notice to the Public, Complaint Procedures, and Complaint Form have been translated into Spanish as a courtesy to riders.
2. The extent of Calaveras Transit Agency's ability and obligation to continue translating written documents will be determined on a case-by-case basis by looking at elements presented in the Four Factor Analysis and the nature of the written material.
3. When future materials are to be translated the following guidelines will be used: Vital documents include, but are not limited to, Title VI materials and forms, ADA complementary paratransit eligibility applications and rider information, materials that provide access to essential services, information about public participation and input opportunities.

4. As Spanish speakers are the largest LEP group reported by the US census and by LEP outreach, Spanish translation will be considered first. Calaveras Transit Agency staff will continue to monitor the change in LEP populations, as detailed in Section D.

Calaveras Connects Website

It is not currently appropriate or feasible for Calaveras Connect to translate all portions of its website; however, the following provisions apply:

- The following materials are available in Spanish on the Calaveras Connect website: Title VI Notice to the Public, Title VI Complaint Procedures, and Title VI Complaint Form.
- As any future materials are deemed appropriate for translation, they will be posted on the website.

Outreach/Notice of Availability of Language Assistance

1. To ensure that LEP individuals are aware of language assistance measures, Calaveras Connect has included information about language assistance in its Title VI Notice to the Public.
2. Title VI information is available on the website in English and Spanish.
3. Staff will inform residents about the Language Assistance Program during any outreach and transit-orientation activities.
4. Staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of Calaveras Connects Language Assistance Program and transit services.

C. MONITORING, EVALUATING AND UPDATING THE LAP

A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years concurrent with updating and submitting the Title VI Program. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in Calaveras Transit Agency's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

- Calaveras Transit Agency will regularly assess the effectiveness of how staff and contracted staff members communicate with LEP individuals by:
 - Including questions about language assistance and information needs on all transit surveys
 - Conversations with community agencies that work with LEPs
 - Rider surveys or other input opportunities may be available in LEP languages as appropriate
- Staff will track its language assistance efforts, including:

- Reporting front-line staff's interactions with LEP individuals
- Reports and updates from Language Line. Language Line provides statistical data about Language Line interpretation use, enabling Calaveras Connect to document the number of calls, the language, and minutes of use.

D. STAFF TRAINING

Calaveras Transit Agency requires Title VI compliance and languages assistance training of its operations contractor, Paratransit Services, including maintaining a program to train employees to provide timely and reasonable language assistance to LEP populations. This training program is detailed below.

Paratransit Services Employee LEP Training Program

Participants. All Calaveras Transit Agency administrative staff and all Paratransit Services staff, including drivers and dispatchers, will be provided with the LAP and will be educated on the following procedures. This information will also be part of the staff orientation for new hires.

Training Description. Employee training covering the LEP program includes, but shall not be limited to:

- Management to participate in FTA offered LEP training when practical
- Assure understanding of Calaveras Transit Agency's requirement under DOT to have an LEP Plan in terms of policy and responsibilities
- Provide staff with the number and proportion of LEP persons in the service area
- Describe the language assistance currently provided by the agency and how staff can access these services
- Communicate the agency's cultural sensitivity policies and practices
- Managers, supervisors, and staff trained on the Title VI LEP program
 - To help effectively assist passengers, drivers, and the community with information
 - To assist with responding to any LEP related complaints or issues
 - To minimize unacceptable behavior in managing the Title VI LEP program
 - How to handle and document a language assistance request or Title VI complaint
- Communicate program description, purpose, and initiatives to current bus operators
 - To equip bus operators to effectively assist passengers and community
 - Encourage bus operators to report ridership trends and LEP related issues to management
 - To minimize unacceptable behavior from bus operators concerning Title VI and LEP passengers and individuals in the community
 - How to handle and document a language assistance request or Title VI complaint
- Include Title VI LEP training in new hire orientation and annual refresher training
- Any time changes are made by the FTA the Manager will update staff and drivers at regularly scheduled meetings or special meetings such as staff meetings, safety meetings, etc.

- Provide all staff with a flip guide which includes requests and commands that bus operators use every day in English and in Spanish and written phonetically in English.

Frequency

Initial. Title VI LEP training will be included in employment orientation to ensure the plan is communicated to all Calaveras Connect (Paratransit Services) employees. Current employees will receive initial training at staff and or safety meetings until all material in the plan is covered. At the Manager's discretion, a special meeting may be held to administer training to current employees.

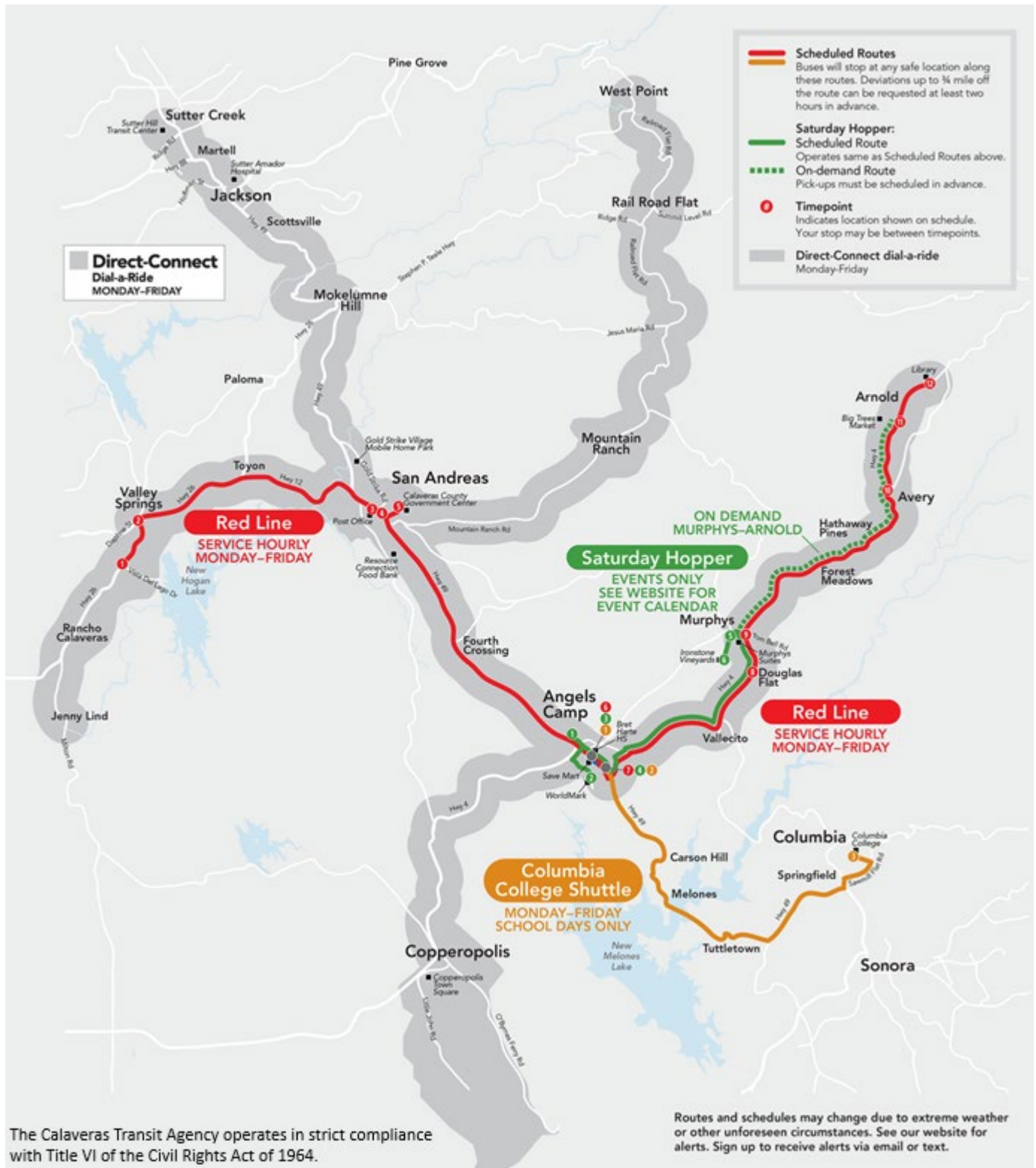
Refresher. Title VI LEP refresher training will be held annually during driver refresher training for all staff working in safety sensitive positions. Administrative and other personnel will receive refresher training at a scheduled staff meeting.

Updates. Any time the FTA makes changes to 49 CFR Part 21, Title VI LEP program requirements the Manager will update staff and drivers at regularly scheduled meetings such as staff or safety meetings. If an FTA required change is needed in a short time frame a special meeting(s) will be held to inform and update all Calaveras Transit Agency staff.

Responsibility

While the Calaveras Transit Agency Executive Director or designee is responsible for oversight and assurance that Title VI LEP training is provided to all staff, the Paratransit Services Operations Manager is responsible for delivering that training to drivers and dispatchers.

Appendix 1. Calaveras Connect Route Map



Appendix 2. Calaveras Transit Agency Resolution Adopting Title VI Program