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# Calaveras County 2014 Coordinated Public Transit–Human Services Transportation Plan



Submitted to:

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# Calaveras County 2014 Coordinated Public Transit – Human Services Transportation Plan

## Executive Summary

### INTRODUCTION & BACKGROUND

This plan was funded in part by a Federal Transit Administration (FTA) grant, administered through the California Department of Transportation (Caltrans).

This plan updates and amends the 2008 Calaveras County Coordinated Public Transit–Human Services Transportation. The Plan was developed in 2008 on behalf of the Calaveras Council of Governments (CCOG) and Calaveras County’s stakeholders with an interest in human service transportation programs. CCOG is the Regional Transportation Planning Agency (RTPA). This update combines the primary elements of a Coordinated Plan, focusing on transportation needs of individuals with disabilities, older adults, and persons of low-income.

This plan fulfills a federal requirement first enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulated that starting in Fiscal Year 2007, projects funded through three Federal Transit Administration (FTA) programs — the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) — are required to be derived from a locally developed, coordinated public transit–human services transportation plan. SAFETEA-LU guidance issued by the FTA described the plan as a **“unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”**

In June 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained many but not all of the coordinated planning provisions of SAFETEA-LU. Under MAP-21, JARC and New Freedom were eliminated as stand-alone programs, and the Section 5310 and New Freedom Programs were consolidated under Section 5310 into a single program, Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities, which provides for a mix of capital and operating funding for projects. This is now the only funding program with coordinated planning requirements under MAP-21.

This Plan is intended to meet the federal planning requirements as well as to provide Calaveras County, the Calaveras COG, and the County's various transportation providers, with a "blueprint" for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with limited means.

In addition to the focus on the three targeted populations groups, this Coordinated Plan update also looked at the transportation needs of other potentially transit-dependent individuals in Calaveras County, including veterans. While many of these needs overlapped with the needs of the aforementioned targeted demographics of the plan, veterans and veteran organizations also have unique transportations needs that are addressed in the Coordinated Plan.

## PROJECT METHODOLOGY

The methodology used to develop the original plan focused around the four required elements of a Coordinated Plan update:

1. An assessment of current transportation services;
2. An Assessment of transportation needs;
3. Strategies, activities, and/or projects to address the identified transportation needs; and
4. Implementation priorities based on funding, feasibility, time, etc.

In addition to the review of local and regional plans completed since the formation of the original Coordinated Plan in 2008 the Coordinated Plan process also focused on the following elements.

- A demographic profile of Calaveras County was created with a specific focus on the three population groups the plan focuses on: older adults, persons with disabilities, and persons with low incomes.
- The Existing Transportation Services within the County of Calaveras, both public transit services as well as private and public agency services were catalogued and collected through an inventory completed in this Coordinated Plan.
- Public outreach efforts to stakeholders within the community was undertaken to assist in identifying the needs of the targeted populations. Public outreach activities and stakeholder surveys were conducted. The Social Services Transportation Advisory Committee (SSTAC) also provided assistance throughout the process.
- A needs assessment is a key component in updating the Coordinated Plan, as it serves to identify transportation service needs and/or gaps within the County of Calaveras, specifically with regard to the targeted populations. The information received from the outreach process is analyzed for the purposes of determining the transportation needs.
- The identification of solutions is the following step once the communities' needs have been established. The Coordinated Plan needs presents potential solutions to address the noted gaps

and corresponding gaps. These solutions may be able to satisfy multiple needs at once, or on occasion multiple solutions may be required to satisfy one need.

- Finally, strategies of how the solutions will be coordinated within the context of the currently available transportation network and potential future services is an integral part of the planning process. This process involves exploring the efficient use of available resources to effectively address gaps.

As previously mentioned, the above listed efforts and elements of the plan are executed with the target populations as the primary concern. While other demographic segments outside of the targeted populations may often benefit from these efforts and transportation improvement, the primary consideration of the Coordinated Plan is to address the aforementioned targeted populations.

## DEMOGRAPHIC PROFILE

Key demographic profile findings that emerged from the demographic study of Calaveras County are identified below.

*Older Adults:* More than one-fifth (21.6%) of Calaveras County’s population is over the age of 65. Of this group, one-third are individuals who also have a disability. Just over 7% of older adults are also considered low-income.

*Persons with Disabilities:* More than 16% of the residents of Calaveras County over the age of 18 have reported a disability.

*Persons of Low-Income:* In Calaveras County, 12% of adults (18 year old through 64 year old) and 7% of older adults (65 years and older) are considered low-income.

*Veterans:* In Calaveras County, veterans represent 11.8% of the total population.

*Vehicle Availability:* The Coordinated Plan also examined the availability of vehicles within Calaveras County households. Fewer than 4% of households reported not having a private vehicle available.

Beyond the above population groups the Coordinated Plan also noted that there are two Tribal groups near or within Calaveras County, the California Valley Miwok Tribe (CVMT) and the Calaveras Band of Miwork. Efforts were made to speak with these Tribes in an effort to document transportation needs and gaps.

The demographic findings also highlight the distribution of the abovementioned populations groups through the County of Calaveras. These groups’ regional placement is important to consider when looking to develop coordinated transportation options to serve these populations.

## EXISTING TRANSPORTATION RESOURCES

The current available transportation resources that exist within Calaveras Transit are documented in this section. Additionally, funding resources for transportation eligible projects, such as the 5310 Formula Program, are also documented.

The primary transportation service in Calaveras County is provided through Calaveras Transit, a deviated fixed-route system operated by the Calaveras County Department of Public Works. Calaveras County Transit is the largest transportation provider in Calaveras County, responsible for approximately 82% of all one-way transportation trips reported.

Beyond Calaveras Transit, the Coordinated Plan also provides an inventory of the available transportation resources within Calaveras County. Ten Human Services Agency Transportation options are detailed in the Coordinated Plan. These services are:

1. Area 12 Area Agency on Aging;
2. Arc of Amador and Calaveras Counties;
3. Calaveras County Behavioral Health;
4. Calaveras County Office of Education;
5. Calaveras County Probation Department;
6. CalWORK's;
7. Motherlode Office of Catholic Charities;
8. Salvation Army;
9. Valley Mountain Regional Center; and
10. The Volunteer Center.

## STAKEHOLDER OUTREACH

In developing the Coordinated Plan outreach to Calaveras County key stakeholders and to the people they serve is the most important element in helping to develop the mobility needs of the County. The outreach process involved interviews with nearly 60 stakeholders, including 18 agencies and two consumer focus groups.

Face-to-face and/or telephone interviews were conducted with the following stakeholders:

ARC of Amador and Calaveras Counties	County Public Health Dept.
Calaveras Transit Administration and Drivers	County Public Works Dept.
Calaveras Senior Center	Common Ground Senior Services
California Valley Miwok Tribe	Mark Twain Cancer Center
CalWORKs/ Workforce Development Dept.	Senior Employment/ Jobs for Progress -San Andreas
Common Ground Senior Services	The Resource Connection
County Day Reporting Center (BI Inc.)	Valley Mountain Regional Center

County Behavioral Health Dept.	Veterans Service Office
County Parks and Recreation Dept.	Volunteer Center
County Office of Education	

In addition to the numerous interviews conducted, an online survey was developed and distributed to social and human service agency representatives. The survey was developed with input from CCOG staff to help in learning more about the mobility needs of Calaveras County older adults, persons with disabilities, and persons of low-income. The survey also was useful in seeing what agency transportation resources were available to these specific demographic groups.

## MOBILITY NEEDS & GAPS

The mobility needs and gaps established through the outreach process are compiled and summarized. Stakeholders indicated a need for out-of-county medical transportation services above all others. Three of the top four most common trip needs noted by stakeholders were to do with medical needs. Beyond medical trips and trips to doctors, shopping trips were the next most commonly noted mobility need. Many agencies noted this as a need for the people they serve and one that is not adequately addressed. Finally, a lack of knowledge about the current services, including Calaveras Transit, was a concern and hindrance to mobility in the eyes of many stakeholders.

Calaveras Transit’s lack of service frequency was seen as a barrier to mobility. When individuals have short appointments to check medications or other activities which do not require much time, the service frequencies and long waits between buses make Calaveras Transit a less than ideal service option.

Familiarity with Calaveras Transit was noted to be very high. Overall, 92% of respondents to the survey noted that they were either “very familiar” or “somewhat familiar” with the Calaveras Transit services. However, many agencies indicated that, while familiar with Calaveras Transit, it was not ideally situated to respond to the mobility needs of their clients.

In terms of overall mobility needs, these fell into five categories representing the gaps in the existing transportation programs of Calaveras County:

1. Needs for improvements to Calaveras Transit;
2. Significant out-of-county trip needs;
3. Transportation-related partnership interests and opportunities;
4. Safe pedestrian access; and
5. Information needs.

## **COORDINATION OPPORTUNITIES TO ADDRESS GAPS**

There are several existing coordination transportation activities within Calaveras County. The CCOG’s Social Services Transportation Advisory Committee (SSTAC) assists in the coordination of various transportation services within Calaveras County.

The existing conditions of coordination within Calaveras County are favorable with many agencies already working together to solve the mobility needs of County residents. Programs such as Calaveras Transit’s Ambassador Program and Volunteer Program are part of the ongoing coordination efforts.

There is significant Human service agency collaboration. The Network of Care organization and collaborative initiatives of the Area Agency on Aging, Common Grounds Senior Services and Catholic Charities have a multi-county focus in terms of their coordination efforts.

The successful way to move forward with recommendations to address the mobility needs of Calaveras County is to focus on the following elements of the Coordinated Plan:

- Goals developed from this Update’s findings;
- Objectives by which to realize these goals;
- Projects and Strategies to implement, related to each objective; and
- Performance measures by which to assess the impact of projects undertaken.

The five goals mentioned above are listed along with specific objectives that speak to some of the various options the Coordinated Plan addresses. Additional strategies and objectives are listed with respect to accomplishing the objectives. Finally, a performance measurement is provided. While the performance measurements do not address quantifiable outcomes, these metrics can be established by the SSTAC with respect to the applicable objectives.

In addition to the strategies and elements laid out within the five primary goals, there are numerous additional options to improve the mobility coordination within Calaveras County. The goals represent the overriding goals that need to be achieved. However, there are multiple means to achieve these goals, even beyond the strategies listed. Expanded strategies and options are also listed in terms of how they could address the various goals. These do not represent a complete list of available strategies and goals, but rather examples and options that can be used to accomplish the goals listed.

## **IMPLEMENTATION APPROACH TO ADDRESS CALAVERAS COUNTY MOBILITY GAPS**

A clear implementation strategy and approach is useful in providing the oversight necessary to properly begin the efforts to achieve the goals previously established. As previous stated the Calaveras Transit service is an integral part of the coordinated approach needed in meeting the transportation needs of



populations addressed in the Coordinated Plan. The continued success of Calaveras Transit is a key component of the successful implementation of the previously established goals to meet the mobility gaps of Calaveras County.

The Coordinated Plan notes the potential to implement a mobility management position, should the funding be available. The following are potential advantages of a mobility management position:

- It is an organizing strategy for initiating coordinated projects to address mobility gaps of the target groups, providing leadership around these projects.
- It becomes a focal point for getting the right partners to the table to secure additional funds or overcome institutional barriers or promote new services.
- It can help to secure funding, including new funding, through which to implement new mobility projects.

A key element of the Coordinated Plan is to ensure that the priorities put forth in the Coordinated Plan are championed by *“interested, willing and able”* partners. Fortunately for Calaveras County the stakeholders are very interested parties and are active in their efforts to improve mobility options and transportation coordination at every level within and around Calaveras County. Many of these agency representatives have been identified through this Coordinated Plan process.

The Calaveras Council of Governments and the Social Services Transportation Advisory Council are very active in building partnerships to improve local and regional transportation options. The ongoing leadership is crucial to the successful implementation of the Coordinated Plan

The Coordinated Plan provides an implementation capital and operating priority list. This list details some of the many potential areas to increase mobility options within Calaveras County. The goals and objectives previously listed are divided into four categories of priority:

1. Highest Priority;
2. Medium High Priority;
3. Medium Lower Priority; and
4. Lower Priority.

Obviously, the implementation of the strategies and options to achieve the stated objectives is to follow the priority list in terms of importance. However, the SSTAC may provide additional information in terms of changing and evolving priorities.

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# Section 1 - Introduction & Background

*This introductory section sets forth the statutory requirements of Calaveras County's Coordinated Public Transit – Human Services Transportation Plan and its legislative background. Additionally, the key themes and priorities from the 2008 Plan and the approach undertaken to develop the 2014 Coordinated Plan are presented here.*

## **BACKGROUND**

The Calaveras County 2014 Coordinated Public Transit-Human Services Transportation Plan (“Coordinated Plan”) is a planning document that identifies the transportation needs of traditionally transit-dependent populations including older adults, individuals with disabilities, and individuals with limited means. The Coordinated Plan process helps to leverage and extend scarce transportation resources by coordinating different and often separate service systems. Specifically, the Plan identifies strategies for coordinating services and for meeting and prioritizing mobility needs for possible funding under specific programs.

Under its authority as the Regional Transportation Planning Agency for Calaveras County, the Calaveras Council of Governments (CCOG) is required to update the Coordinated Plan every five years. The previous Coordinated Plan was approved in 2008.

Federal transit law, as amended by Moving Ahead for Progress in the 21st Century (MAP-21), requires that projects selected for funding under the Federal Transit Administration's (FTA's) Enhanced Mobility for Seniors and Individuals with Disabilities Program (referred to as Section 5310) be included in a locally developed Coordinated Plan. The Plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.

The four required elements are:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program (Section 5310), then the community is not required to include an assessment of the targeted population in its coordinated plan);
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and

4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

## FEDERAL STATUTE AND REQUIREMENT

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) into law, authorizing the provision of \$21.036 billion in funding for federal transit programs over two years through September 30, 2014. MAP-21 came into full effect on October 1, 2012, replacing the previous transportation legislation, SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users).

Under SAFETEA-LU, for a project to be funded under certain Federal Transit Administration (FTA) grant programs, it must be **derived from** a locally developed Coordinated Plan. These three grant programs included the Job Access and Reverse Commute (Section 5316) [JARC], New Freedom (Section 5317), and Elderly and Disabled Program Capital Assistance for Specialized Transit Vehicles (Section 5310). Changes were made to these three Federal funding sources with the passage of MAP-21. The New Freedom and JARC programs were removed in MAP-21 and associated funds re-allocated. The 5310 program funding level has been expanded to include projects that serve persons with disabilities and operating projects. Although the funding level for 5310 grants increased by 90 percent, under the new formula for funding only 20% is allocated to states for rural areas which may increase the competitiveness of these funds.

The modified 5310 program under MAP-21 retained the same requirements for the Coordinated Plan, with the exception that **projects must be in a Coordinated Plan**, not simply derived from it as had been the case under SAFETEA-LU. This makes all the more important the public involvement processes of the update process. It is necessary to ensure that a breadth of voices are making input to the plan and that identified projects are as comprehensive as possible, in anticipation of future grant cycles and to build responsive coordinated projects.

## FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program

The 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond the traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Operating assistance is now available in the Section 5310 program. Section 5310 program information is described in detail in Appendix C.

Caltrans serves as the designated recipient for these funds for rural and small-urbanized areas of the state. As designated recipient, Caltrans is required to select projects for use of MAP-21 funds through a competitive process, and to certify that projects funded are included in the Coordinated Plan. The funds

are apportioned based on each State's share of the target populations and are apportioned to areas under 200,000, and large urbanized areas (over 200,000).

Eligible projects include:

- Capital, Operating, Administration.
- At least 55% of program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for any other eligible purpose, including capital and operating expenses, and New Freedom-type projects:
  - Public transportation projects that exceed the requirements of the ADA.
  - Public Transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.
- At most, 10 percent is allowed for program administration.

For the Section 5310 program, Caltrans prioritizes capital projects, especially the procurement of accessible vans and buses, communication equipment, and computer hardware and software for eligible applicants. In addition to capital projects, these funds can be used to support mobility management services as well as travel training programs. These programs are focused on providing information in accessible formats to older adults and persons with disabilities. These programs can include, but are not limited to volunteer driver programs, taxi-based programs, and non-ADA paratransit services.

## UPDATE APPROACH

The 2014 Coordinated Plan updates the 2008 Coordinated Plan and serves several new purposes:

1. Reflect changes within Calaveras County with regard to transportation and transit resources available to the target populations of older adults, persons of low income and persons with disabilities.
2. Documents new mobility concerns of these target groups while validating those identified previously.
3. Identify coordination projects and strategies to address mobility needs of the target groups.
4. Identify organizational roles and partnerships that will expand transportation resources for Calaveras County residents.

This 2013/2014 update of the Coordinated Plan serves to establish current documentation of mobility needs for the three target populations: older adults, persons with disabilities and persons of low-income. It proposes priorities that can support seeking additional funding and/or offer guidance for the use of scarce resources for the next several years. And in establishing these priorities, it offers guidance for both the County's public transportation program and to human services agency stakeholders in

developing new strategies and responses to the mobility needs described in this document. Importantly, it proposes organizational structures by which these projects may be realized.

STAKEHOLDER AND PUBLIC INVOLVEMENT MAP-21 requires that stakeholders, older adults, and individuals with disabilities must be included in developing and approving the Coordinated Plan. The primary objective of this plan is to encourage coordination and, thus, encourage agencies with opportunities to coordinate to work interactively with each other. Stakeholder participation was accomplished through stakeholder interviews, an online survey, and meetings with the Social Services Transportation Advisory Council (SSTAC). Input from older adults and persons with disabilities were accomplished through focus group meetings in September 2013.

Stakeholder interviews were conducted in September of 2013 with the agencies listed. An online survey was also created and administered to stakeholders to garner feedback and insights on what service gaps exist and various means to address them.

Additionally, the Social Services Transportation Advisory Committee (SSTAC) helped to provide guidance for the creation of this plan. Members of this committee represent transit providers, human service organizations, and transit riders. In addition, stakeholder workshops were held to help refine, verify, and prioritize needs. This group represented transit and human services agencies, providing a range of transportation services. Finally, the recommendations in this plan were provided to the SSTAC for its review and input.

INVENTORY OF EXISTING TRANSPORTATION SERVICES The Coordinated Plan Update documented the existing transportation services in the study area. These include transportation provided by public, private, non-profit, and social and human service agencies. An inventory of transportation services and providers was developed through the stakeholder input process, and existing documents and resources.

LITERATURE REVIEW Part of the Coordinated Plan Update process involved the review of local and regional plans completed since the formation of the original Coordinated Plan in 2008. Additional planning documents were reviewed and assisted in the direction of the updated Coordinated Plan.

**Agencies Contributing to the  
Coordinated Plan**

ARC of Amador and Calaveras Counties  
Calaveras Transit  
Calaveras Senior Center  
California Valley Miwok Tribe  
CalWORK's/ Workforce Development  
Dept.  
Calaveras Council of Governments  
Common Ground Senior Services  
County Day Reporting Center  
County Behavioral Health Services Dept.  
County Parks and Recreation Dept.  
County Office of Education  
County Public Health Dept.  
County Public Works Dept.  
County Veterans Service Office  
Common Ground Senior Services  
Mark Twain Cancer Center  
Mother Lode Office of Catholic Charities  
Mother Lode Jewish Community  
Senior Employment/ Jobs for Progress -  
San Andreas  
The Resource Connection  
The Volunteer Center



**DEMOGRAPHIC PROFILE** An updated demographic profile of Calaveras County was prepared updated using data from the US Census (Decennial and American Community Survey) and California Employment Development Department (EDD). This data was used to determine the local characteristics of the study area with regard to the three population groups the plan focuses on: older adults, persons with disabilities, and individuals with low income. The demographic profile is presented in Section 2.

**NEEDS ASSESSMENT AND GAP ANALYSIS** An important step in completing this plan is identifying service needs or gaps. The needs assessment provides the basis for recognizing where-and how-service needs are to be improved for the target population groups. An analysis of the service and population changes over the past several years was conducted to determine if prior identified gaps had narrowed and/or closed and to determine if new demands for service had emerged. The responses to the survey, as well as the needs identified in the focus group meetings, were used in developing service gaps and potential solutions. This information was reviewed with stakeholder focus group participants. The results of the needs assessment are summarized in Section 5, Mobility Needs and Gaps.

**STRATEGIES AND ACTIONS** Based on the survey data, stakeholder and SSTAC feedback, and focus group feedback, strategies were developed to respond to the current deficiencies in coordinated transportation services. Beyond identifying transportation gaps the Coordinated Plan needs to identify corresponding potential solutions to address the noted gaps. Solutions to these gaps can include a range of possibilities—one solution may address several transportation gaps. Alternatively, some gaps may need to be addressed by multiple solutions. Solutions differ from specific projects in that they do not need to be defined as a complete project, e.g. a project sponsor is not identified, or project costs are not estimated. The Coordinated Plan provided solutions to the addressed gaps in Section 6, Coordinated Opportunities to Address Gaps.

Beyond simply considering which projects or solutions could address the listed gaps, it is an integral part of the Coordinated Plan to consider how best to coordinate services so that existing resources can be used as efficiently as possible. Looking at the efficient use of resources to address gaps creates strategies which outline a more comprehensive approach to service delivery. This approach and these strategies go beyond the immediate funding of local projects.

## **Study Area**

The effective area covered by this plan includes Calaveras County. However, consideration was given to out of county destinations that are of importance to the targeted populations residing in Calaveras County.

## KEY THEMES FROM 2008 COORDINATED PLAN

During 2008, the Calaveras Council of Governments (Calaveras COG) adopted the Calaveras County Coordinated Public Transit-Human Services Transportation Plan prepared in response to SAFETEA-LU requirements. The 2008 Coordinated Plan identified a number of important themes, some of which have continuing relevance including:

- Higher percentages of the Calaveras County population are older adults, persons with disabilities, and low-income individuals than State averages;
- Calaveras County residents are in dispersed populations;
- There are long distances between trip origins and destinations;
- Limited funding exists for rural areas; and
- Lack of a centralized information source regarding available transportation services was a barrier to using available transportation.

These themes represented barriers to mobility of the target groups and make it challenging for public transportation alone to address transportation needs of Calaveras County residents who are older, have a disability or have limited means. While social and human service agencies provide some specialized transportation services to these target populations, neither public transit nor human service agency transportation can meet all needs. Among the factors identified in 2008 that specifically limit human service agency-provided transportation, were eligibility requirements, which restricts who has access to agency transportation; and lack of sufficient vehicles to meet demand.

Key destinations and activity centers within Calaveras County noted in the 2008 Plan included San Andreas and Angels Camp, which are served by public transportation. Out-of-county destinations included Columbia College and Sonora in Tuolumne County, Jackson in Amador County, and Lodi and Stockton in San Joaquin County, which with the exception of Columbia College and Jackson, were not served by public transportation.

The 2008 Coordinated Plan, with input from human service agency providers and riders, concluded that public transit coverage is insufficient, with many transit dependent residents living beyond the three-quarter mile deviation zone of Calaveras Transit. Issues related to Calaveras Transit included:

- Insufficient frequencies with long gaps in the schedules.
- Service reliability and connectivity.
- Pedestrian access to and from bus stops, particularly stops located along the State Highway where there are no sidewalks for many stops.
- Inadequate bus stop amenities, including signs, benches and shelters.

## Priorities from the 2008 Plan

**Table 1: 2008 Coordinated Plan Prioritized Strategies and Projects**

High Priority Strategies	Medium Priority Strategies
1. Comprehensive public information program, incorporating Spanish language tools for outreach and public information and accessible information formats.	1. Childcare ambassadors at school bus stops.
2. Transportation summit for key stakeholders, transit providers and human service agencies.	2. Taxi service, subsidized and ensuring wheelchair accessibility.
3. 2-1-1 Information resource with transit information	3. Transit service enhancements – Ambassador assistant on the bus.
4. Expansion of existing volunteer driver program.	4. Evening and weekend public transit service.
5. Specified shopper shuttle service.	5. Formal rideshare program.
6. Pedestrian paths, sidewalk improvements and bus shelter and benches.	<b>Low Priority Strategies</b>
7. Replacement and expansion of vehicle fleet.	1. Make retired vehicles available to human service agencies.
8. Program monitoring and driver training.	2. Provide maintenance assistance.
	3. “Try transit free” promotions.

Priorities of the 2008 Plan were grouped in terms of high priorities that were short-term or on-going, medium priorities that were worthy of further evaluation and long-term priorities to be evaluated in terms of future planning and funding opportunities, including the strategies set forth in Table 1.

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## Section 2 - Demographic Profile

*This section identifies the characteristics of Calaveras County residents who are among the focus of the Coordinated Plan: older adults, persons with disabilities and persons of low income.*

Calaveras County is located in the north-central portion of California and is bordered by Amador County to the north, Alpine County to the east, Tuolumne County to the south, and Stanislaus and San Joaquin Counties to the west. The County seat is located in San Andreas. The only incorporated city in the county is the City of Angels, commonly known as Angels Camp. The county's Census Designated Places (CDPs) include Arnold, Avery, Copperopolis, Dorrington, Mokelumne Hill, Murphys, Rancho Calaveras, Tamarack, Vallecito, Valley Springs, and West Point.

Calaveras County is rural with a dispersed population. The county is situated within the foothills of the Sierra Nevada mountain range approximately 130 miles east of San Francisco and 85 miles southeast of Sacramento. The county encompasses approximately 1,100 square miles in area. The topography of the county varies, with the land elevation near sea level in the west, but reaching 8,000 feet in the east.

### POPULATION CHANGES AMONG TARGET POPULATIONS

To develop a current demographic profile data was compiled from the 2010 Census and various data sets from the US Census American Community Survey (ACS). The ACS is utilized to supplement data that is no longer available from the Decennial Census, such as information on disability status, income, and travel patterns. Information on older adults was available from the 2010 Census. Additional data on commute patterns was collected from the California Employment Development Department (EDD).

In 2012, Calaveras County's total population was estimated to be 45,507, representing a 12.2% increase from the 2000 Census which reported a total of 40,554 persons.

**Older Adults.** While the County's overall population grew by 12%, the proportion of persons over the age of 65 grew by 34.3%, almost triple the national growth rate for older adults. This represented an increase of 2,500 individuals in this age group in the past decade.

With regard to income, the proportion of older adults at 100% of the Federal poverty levels increased from 1.1% to 1.5% of the County's overall population, a modest increase given the difficult economic times of this past decade. However the number of older adults in poverty increased by 50% from 452 to over 700 persons, and includes 7% of all seniors. While other seniors may be above Federal poverty income thresholds, many struggle with modest fixed incomes that can impact their transportation choices. This, coupled with the functional slowing of older adults, means they often decrease and in some cases cease driving. Income levels and functional abilities of older residents each have important

implications for changes and improvements to Calaveras County’s transportation. It will be important that “senior-friendly” attributes are incorporated into transportation planning.

**Persons of Low-Income.** Low-income persons are reporting incomes at or below the Federal poverty level that varies by household size; those who are making less than 150% of the Federal poverty level, or less than \$17,235 for a single person and less than \$35,325 for a family of four. The 150% threshold for poverty levels is in line with the definition of poverty for FTA’s Job Access and Reverse Commute Program. Although this program has not gone forward under MAP-21 legislation, this is nonetheless a useful determinate for low-income populations.

The number of low-income individuals increased during this timeframe by about 300, however, the percent of the County’s total population that are low-income remained the same. The number of low-income individuals is 3,100 persons.

Among older adults, as noted above, lowest income persons age 65 and older increased modestly, to 1.6% of the County’s residents. These may be seniors who are aging-in-place on fixed-income. Together, these almost 3,800 individuals likely to struggle to keep vehicles operational and fueled, and will be more reliant upon public transportation and specialized transportation options.

**Persons with Disabilities.** The U.S. Census Bureau has changed the way in which it captures citizens’ disability status; wherein now the data from the 2000 Census cannot be compared to the most current available data from the 2012 ACS. The ACS estimated 4,200 persons have some type of disability, representing 9.2% of the County’s population. Individuals with difficulties walking are estimated to be 5.0% of County’s population, over 2,300 individuals.

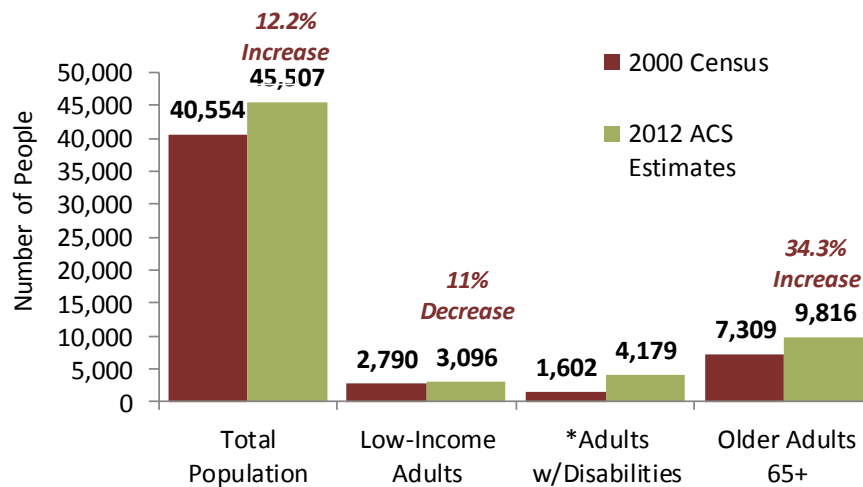
Because of changes in how the Census reports disabilities, it isn’t possible to directly compare and report change. However, among adults, almost 2,300 report ambulation difficulties – 5% of the County’s population, and among older adults, just over 2,000 report ambulation difficulties – 4.5% of the County’s population. In combination, these 4,300 individuals are almost 10% of the county’s population. When coupled with other physical disabilities, including hearing or vision impairments, cognitive difficulties, self-care difficulty and independent living difficulty, the overall count of unique individuals is 4,179 adults and 3,123 older adults. These 7,302 persons are almost one-in-six County residents, with many likely to have some level of transportation dependency, at least for some trips at some times.

**Veterans.** Other population groups of concern to the Coordinated Plan include veterans, who number 5,378 persons, almost 12% of the County population. The largest group is the Vietnam era veterans who are now aging and whose health care needs will likely increase. And World War II veterans number over 570 individuals, all over the age of 80 and often among the frail elderly.

This country’s 22.6 million veterans are of continuing concern to Coordinated Plan processes as America winds down two wars and while many among the 1.4 million in active military duty make their way to civilian lives. In Calaveras County, there is an estimated 5,378 veterans (ACS 2012), representing 11.8% of the total population and 14.8% of the population over age 18. Among these, those of the Vietnam era are the largest group, making up 41% of all County veterans. World War II era veterans are still a significant group at almost 11% of all veterans, about 570 individuals.

The US Census Bureau reported a veterans’ unemployment rate of 14.7% for Calaveras County, which is double that of the national veterans’ unemployment rate of 7% and three points higher than the Census reported 11.7% for Calaveras County’s overall unemployment rate. During the past 12 months 1%, or 59 individuals, of all veterans were in poverty.

**Figure 1: Calaveras County Target Population Growth**



*\*Method of collecting and reporting disability characteristics changed between 2000 Census and 2012 American Community Survey*

**Tribal Groups.** There are two Tribal groups near or within Calaveras County. The California Valley Miwok Tribe is a Federally-recognized tribe with only one Elder from the Tribe living in Calaveras County. Given the limited number of members residing in Calaveras County, contacts from this Tribe did not have comments to share about transportation needs. The other Tribal population of concern to this project is the Calaveras Band of Miwok, a tribal group that is located near West Point. As transit from West Point into San Andreas is limited, the project team attempted to learn about this population’s transit needs, but as of this writing have not been able to connect with a spokesperson.

Table 2 presents details for the Coordinated Plan’s target groups, reflecting changes since 2000. Calaveras County has grown by 12.2% in the past decade, adding another 5,000 residents. Important to the Coordinated Plan Update is that the county’s older adult population has grown by a much higher rate of 34%, with older adults both aging-in-place and moving to the County.

**Table 2: Overview of Calaveras County Demographics for Coordinated Plan Populations**

CALAVERAS COUNTY DEMOGRAPHICS OF TARGET POPULATIONS					
2000 Census Attribute, Summary File 3 2012 American Community Survey 5-year Estimates	[2000 Census] Calaveras County People by Category	% of Total County Population	[2012 ACS] Calaveras County People by Category	% of Total County Population	2000 to 2012 % Change
<b>TOTAL POPULATION [1]</b>	<b>40,554</b>	<b>100.0%</b>	<b>45,507</b>	<b>100.0%</b>	<b>12.2%</b>
<b>ADULTS 18-64 [2]</b>	<b>24,044</b>	<b>59.3%</b>	<b>26,926</b>	<b>59.2%</b>	<b>12.0%</b>
<b>Low-income Adults, Ages 18-64 - 100% Federal Poverty Levels [3]</b>	<b>2,790</b>	<b>6.9%</b>	<b>3,096</b>	<b>6.8%</b>	<b>11.0%</b>
% of Adults 18-64	11.6%		11.5%		
<b>Disability [4] (non-institutionalized) Ages 16-64 "go- outside-home" disability (2000)</b>	<b>1,602</b>	<b>4.0%</b>			
with % of Adults 18-64	6.7%				
<b>Disability [4] (non-institutionalized) Ages 18-64 (2010)</b>			<b>4,179</b>	<b>9.2%</b>	
with a hearing difficulty			1,239	2.7%	
with a vision difficulty			465	1.0%	
with a cognitive difficulty			1,493	3.3%	
with an ambulatory difficulty			2,272	5.0%	
with a self-care difficulty			952	2.1%	
with an independent living difficulty			1,065	2.3%	
<b>SENIORS [2]</b>	<b>7,309</b>	<b>18.0%</b>	<b>9,816</b>	<b>21.6%</b>	<b>34.3%</b>
Seniors, ages 65-74	4,319		5,950		
% of all seniors	59.1%		60.6%		
Seniors, ages 75-84	2,296		2,706		
% of all seniors	31.4%		27.6%		
Seniors, ages 85+	694		1,160		
% of all seniors	9.5%		11.8%		
<b>Low Income Seniors, Ages 65+ - 100% Federal Poverty Levels [3]</b>	<b>452</b>	<b>1.1%</b>	<b>707</b>	<b>1.6%</b>	<b>56.4%</b>
% of all seniors	6.2%		7.2%		
<b>Disability [4] (non-institutionalized) Ages 65+ "go-outside- home" disability (2000)</b>	<b>1,037</b>	<b>2.6%</b>			
% of all seniors	14.2%				
<b>Disability [4] (non-institutionalized) Ages 65+ (2010)</b>			<b>3,123</b>	<b>6.9%</b>	
with a hearing difficulty			1,522	3.3%	
with a vision difficulty			650	1.4%	
with a cognitive difficulty			798	1.8%	
with an ambulatory difficulty			2,035	4.5%	
with a self-care difficulty			579	1.3%	
with an independent living difficulty			1,108	2.4%	
<b>VETERANS (5)</b>			<b>5,378</b>	<b>11.8%</b>	<b>n/a</b>
Civilian Population 18 years and over			<b>36,725</b>	<b>80.7%</b>	
Veterans Period of Service					
Gulf War (9/2001 or later) veterans			3.2%		
Gulf War (8/1990 to 2001) veterans			9.7%		
Vietname era veterans			40.7%		
Korean War veterans			14.8%		
World War II veterans			10.6%		
Veterans ages 18 to 34 years			134	0.3%	
Veterans age 35 to 54 years			1,038	2.3%	
Veterans age 55 to 64			1,527	3.4%	
Veterans age 65 to 74			1,398	3.1%	
Veterans age 75 years and older			1,275	2.8%	
Veteran population unemployment rate			14.7%		
Veteran population poverty status in the past 12 months			1.1%		

[1] Census 2000 Summary File 3, Total Population P001. / B01003 Total Population 2012 American Community Survey 5-year Estimates

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age P008 / B01001 Sex by Age, 2012 American Community Survey 5-year Estimates

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age P087 / B17001 Poverty Status in the Past 12 Months by Sex by Age 2012 American Community Survey 5-year Estimates

[4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with disabilities p041 / S1810 Disability Characteristics - 2012 American Community Survey 5-year Estimates

(5) American Community Survey - 5-Year Estimate S101 Veterans Status



## VEHICLE ACCESS AND COMMUTE PATTERNS

The availability of vehicles within Calaveras County households is examined in Table 3. While ACS data shows that the majority of households have access to at least one vehicle, four percent or almost 700 households do not. Most of the households with no available vehicle are one-person and two-person occupied households, but the three-person and four-person households that do not have access to a vehicle is significant at 12% of total households with no vehicle. The absence of a vehicle in a household may limit an individual's ability to access employment, medical care, or to complete activities of daily living, especially in areas where public transit or specialized transportation resources are inadequate or inaccessible.

**Table 3: Vehicle Availability**

CALAVERAS COUNTY HOUSEHOLD VEHICLE AVAILABILITY						
	Households	% of total HH's	1 person HH	2 person HH	3 person HH	4 + person HH
<b>Total Households in Calaveras County</b>	<b>18,618</b>	<b>100%</b>	<b>4,363</b>	<b>9,071</b>	<b>2,304</b>	<b>2,880</b>
<b>Households with:</b>						
<b>No vehicle available</b>	<b>685</b>	<b>4%</b>	<b>465</b>	<b>137</b>	<b>31</b>	<b>52</b>
1 vehicle available	4,314	23%	2,408	1,330	285	291
2 vehicles available	7,747	42%	1,108	4,654	1027	958
3 vehicles available	3,795	20%	308	2,025	527	935
4 or more vehicles available	2,077	11%	74	925	434	644

2008-2012 American Community Survey 5-Year Estimates, B08201, HOUSEHOLD SIZE BY VEHICLES AVAILABLE

Table 4 summarizes the mode of transportation utilized by the working population. The majority (79%) of all workers are driving alone while 14% are traveling to work through carpool, public transportation, bicycle/motorcycle/taxi, or walking. These alternate modes of travel are likely among those used by workers of households with no vehicles. For some individuals, not owning a vehicle represents a lifestyle choice, but for others, the cost of purchasing and maintaining a vehicle is not affordable.

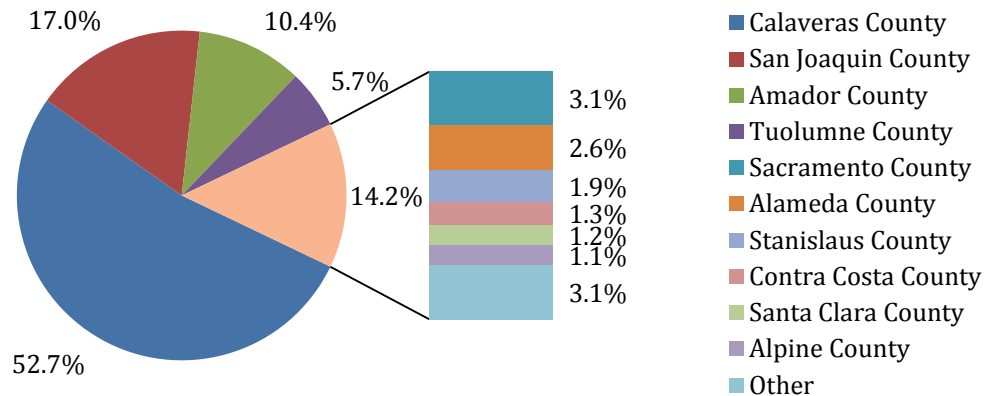
**Table 4: Means of Transportation to Work**

MEANS OF TRANSPORTATION TO WORK BY AGE						
	All ages 16+	% of Working Pop. 16+	Ages 16-64	% of Working Pop. 16-64	Ages 65+	% of Working Pop. 65+
<b>Working Population</b>	<b>17,205</b>		<b>15,963</b>		<b>1,242</b>	
<b>Travel to work by:</b>						
Drove alone	13,555	79%	12,653	79%	902	73%
Carpool	1,731	10%	1,640	10%	91	7%
Public transportation	85	0%	85	1%	0	0%
Walk	585	3%	536	3%	49	4%
Bike, motorcycle, taxi	170	1%	170	1%	0	0%
Work at home	1,079	6%	879	6%	200	16%

2008-2012 American Community Survey 5-Year Estimates, B08101, MEANS OF TRANSPORTATION TO WORK BY AGE

Figure 2 illustrates the locations where Calaveras County residents work. Slightly less than 50 percent of employed residents travel out-of-county for work. The largest work location is San Joaquin County (17%), followed by Amador County (10.4%) and Tuolumne County (5.7%).

**Figure 2: Calaveras County to Workplace County Flows**



## DISTRIBUTION OF TARGET POPULATIONS

Differences in the density of where Calaveras County older adults, persons of low-income and persons with disabilities live can impact both mobility needs and the strategies or projects by which these may be addressed. Another population group of interest to the Coordinated Plan is the Calaveras Band of Miwok. Tribal members live in the area of West Point and while contacts have not yet been successfully made, it is anticipated that mobility needs of other West Point area residents may be shared by this Tribal group.

Figures 3, 4 and 5 depict U.S. Census Bureau data presenting the overall distribution of County residents, older adults, and persons of low-income throughout Calaveras County. The distribution of persons reporting a disability is not depicted since this data is not broken down to the block group level by the US Census Bureau.

Figure 3 shows that the greatest population densities in Calaveras County are located in the western portion of the county, generally below the snow line. These areas include Valley Springs and Rancho Calaveras, West Point, San Andreas, and the Highway 4 corridor between Murphys and Arnold.

**Figure 3: Population Density**

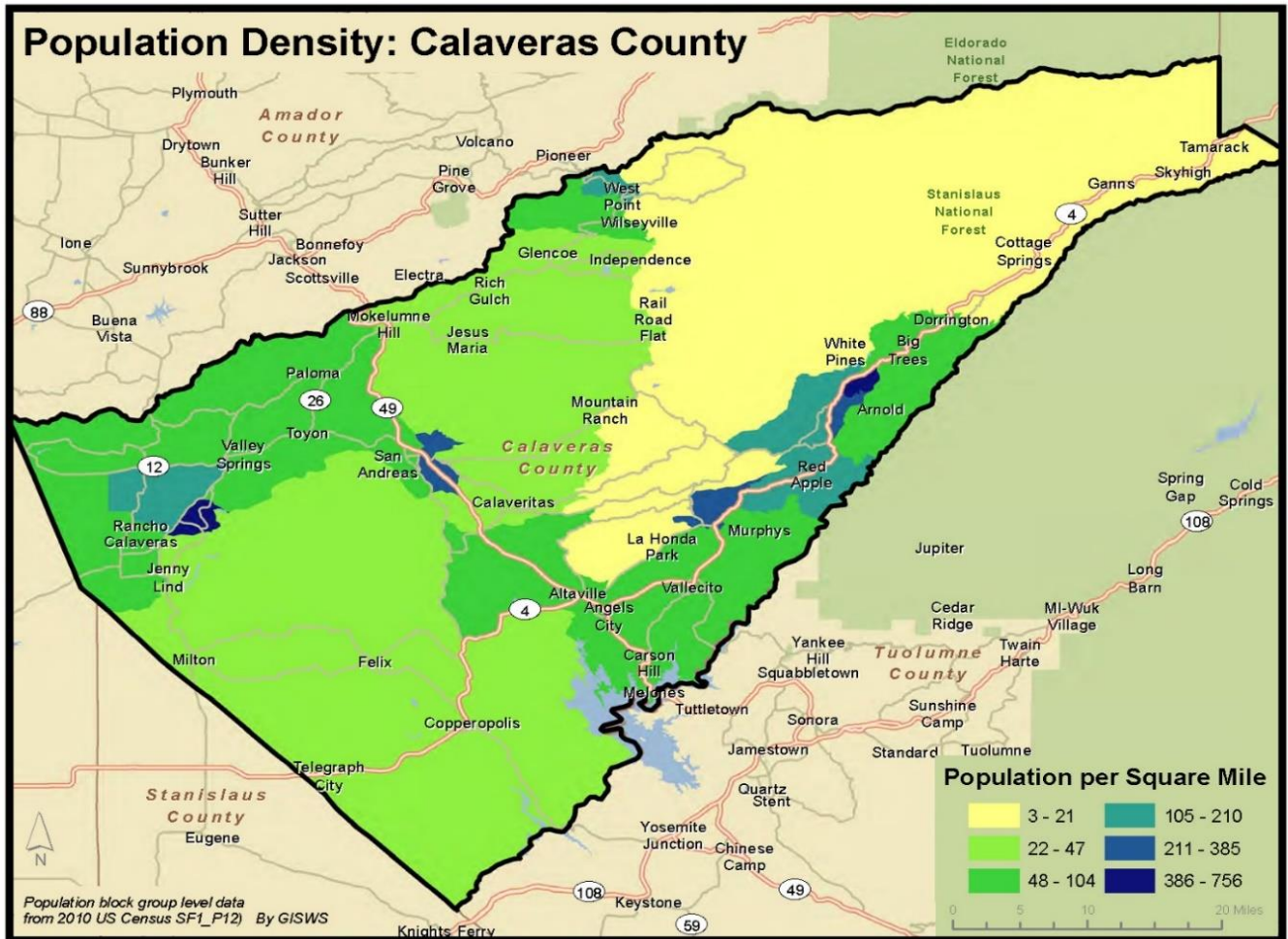


Figure 4 illustrates the distribution of older adults. Areas with the highest densities include the Valley Springs area; the region around Highway 4 between Copperopolis and Angels Camp; around San Andreas and to the northeast; and around Murphys and Douglas Flat.

Figure 4: Population 65 Years of Age and Over

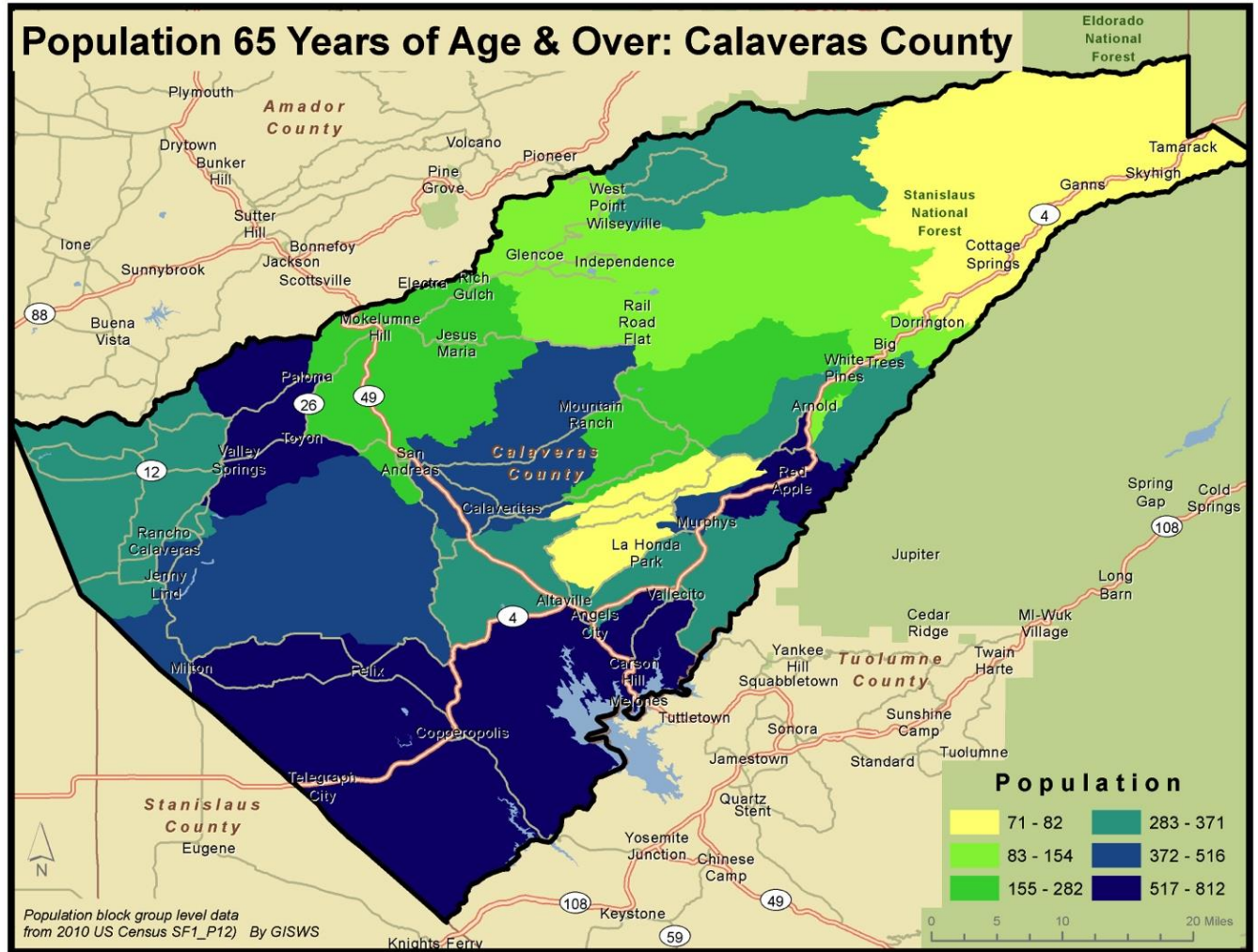
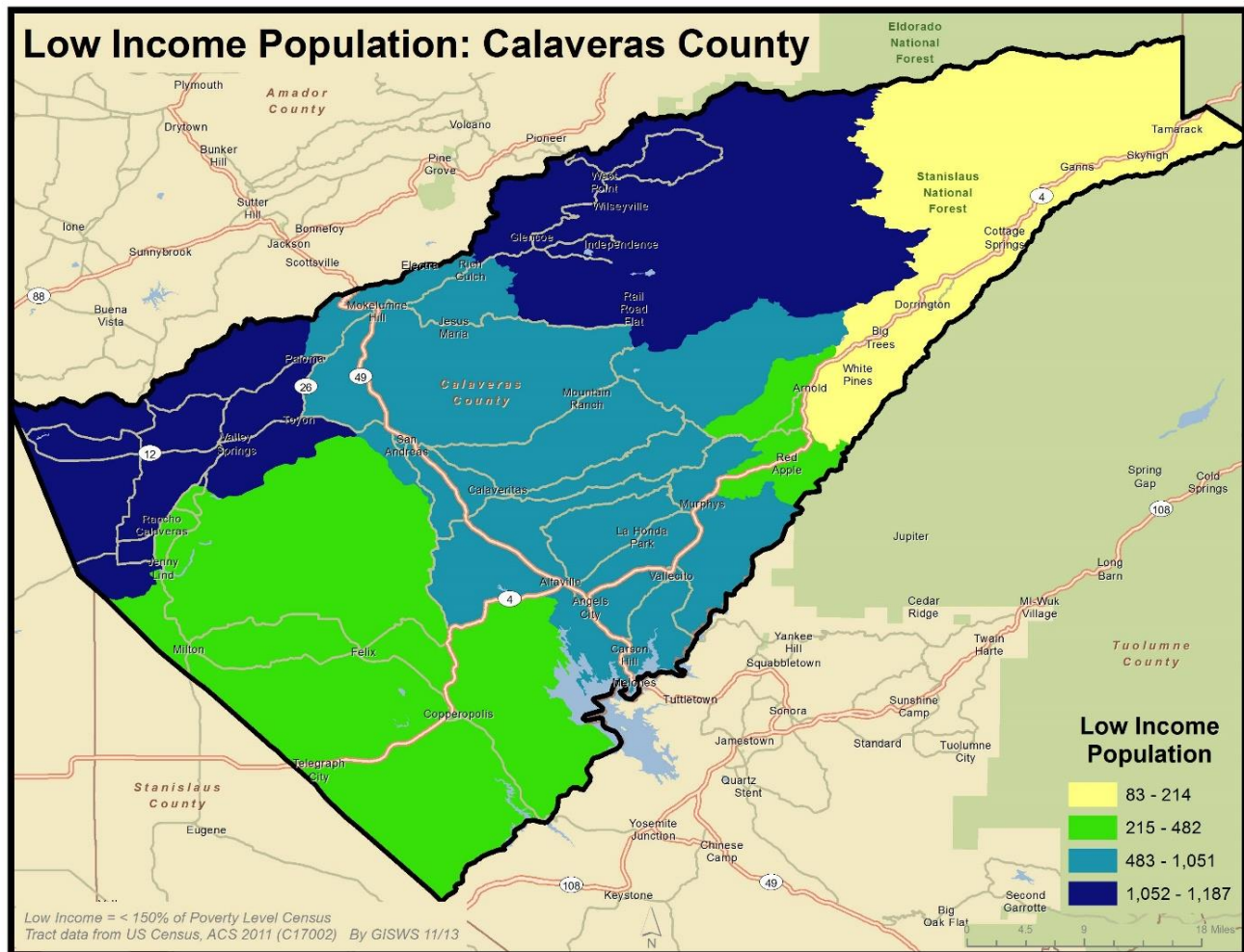


Figure 5 illustrates the low-income population distribution. These patterns are different from those of the general public distribution, with greatest density of low-income households in the northwestern corner of the county and the northeastern area around Railroad Flat and West Point. Aside from the eastern end of the county, the central areas of the County, inclusive of San Andreas and Angels Camp show the second-highest proportions of households below 150% of the federal poverty level.

**Figure 5: Low Income Population**



## SUMMARY

A review of Census data for Calaveras County reveals a substantial increase in the numbers of older adults in the past decade. This indicates that many residents are either aging in place or moving to Calaveras for retirement, however many services such as medical, are located out-of-county. In a county as vast as Calaveras, this adds to the strain on the public transportation system to serve far reaching locations. In addition, fixed-route transit service in many cases may not be appropriate for individuals

who have a disability or reside in a location that is difficult to serve by bus. The Coordinated Plan aims at identifying opportunities for coordination to address these gaps in service.

Greater densities of the population are located in the western portion of the County, including the Valley Springs and Copperopolis areas, as well as the areas north and east between Murphys and Arnold. However, the data in this Section illustrate that the transit-dependent population is not concentrated in one small area or around community centers; instead these population groups are dispersed throughout the county. In addition, the areas where there are higher concentrations of transit-dependent individuals are the areas of lowest population density.

Persons with disabilities are generally well-distributed around the lower two-thirds of the County, with pockets in Valley Springs, San Andreas, Murphys and Arnold. Persons of low-income have not significantly increased in proportion since the 2008 Coordinated Plan, now at 1.6%, but have increased in raw numbers, reflecting the County's overall 12.2% population growth. Other groups of interest to this Plan include veterans and Miwok Tribal members living in Calaveras County.

Public transit systems in rural areas contribute to improving safety, travel, the environment, economic opportunity, and responses to demographic change. In the broader context, transportation is an essential component of rural economic development and quality of life considerations for Calaveras County. The low density and geography of the county, in conjunction with the variety of transportation needs and expectations previously discussed, call for a flexible and integrated response.

The Community Transportation Association (CTAA) Winter/Spring 2014 Publication's article *Trends Analysis: How Changing Rural Demographics Impacts Rural Transit*, further emphasizes the increasing population of older adults and low-income individuals across rural America. These population and demographic dynamics have had the effect of increasing the rural demand for transit and mobility options. It also has the impact of challenging economics for rural communities, making developing local match money more problematic. The article continues to conclude:

*“that services will need to be adapted to meet changing population demographics and emerging transportation demand. This adaptability will never be more central to the success of rural public transportation than in the coming years as mobility services are developed to address the trends highlighted in this article. Concepts like mobility management and ride sharing will have a central role in both creating transportation solutions and responding adroitly to a changing landscape. So, too, will technology that will empower both providers and customers. If history serves as an indicator of the future, than it will be the innovativeness, flexibility and adaptability that will lead rural public transportation through this quickly changing landscape and allow these systems to continue to play the key role they play every day across America.”*

Providing needed transportation to labor markets improves economic resources. However, in Calaveras, three (3) barriers must be addressed:

1. Geographic dispersion of the worker population;
2. Non-standard work hours of employment (Due to the economic importance of tourism in the county, a large percentage of in-county jobs are in the service and hospitality industries, which have non-standard work hours); and
3. Out-of-county commutes (Almost half of 18,700 workers (47%) are employed outside the County. The largest percentage of commuters are traveling to San Joaquin County. Adjacent Amador and Tuolumne counties account for significant percentages; however, 30% of out-of-county commuters travel to diverse locations.).

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## Section 3 - Existing Transportation Resources

This section describes the various transportation programs and services available to Calaveras County residents, specifically with respect to how those services and programs serve older adults, persons with disabilities, and persons with low-income. These services include the public transportation provider, Calaveras Transit, human service transportation programs and private transportation companies.

### FUNDING RESOURCES

Transportation funding in California is complex. Federal and state formula and discretionary programs provide funds for transit and paratransit services. Sales tax revenues are also used for public transit purposes. Transportation funding programs are subject to rules and regulations that dictate how they can be used and applied for (or claimed) through federal, state and regional levels of government. Funds for social service transportation come from a variety of non-traditional transportation funding programs including both public and private sector sources.

Another complexity with federal funding programs is the local match requirements. Each federal program requires that a share of total program costs be derived from local sources, and may not be matched with other federal Department of Transportation funds. Examples of local matches which may be used for the local share include: state or local appropriations; non-DOT federal funds, dedicated tax revenues, private donations, revenue from human service contracts, private donations, and revenue from advertising and concessions. Non-cash funds such as donations, volunteer services, or in-kind contributions can be counted toward the local match as long as the value of each is documented and supported.

A review of federal, state and local funding programs for public transit agencies and social service providers is presented in Appendix D. The table shows funding programs and their purpose, how funds can be used, who is eligible to apply, and other relevant information. The table is not intended to identify all potential funding sources, but rather to identify the major sources of funding for public transit and human service transportation in rural California.

Funding for public transportation in rural California counties is dependent primarily on two sources of funds: Federal Section 5311 funds intended for rural areas, and Transportation Development Act (TDA) funds generated through State of California sales tax revenues. These two funding programs are described in Appendix D.

## PUBLIC TRANSPORTATION – CALAVERAS TRANSIT

Calaveras County’s public transportation provider, Calaveras Transit, is managed by the County Department of Public Works, with operations provided under contract by Paratransit Services, a non-profit private contractor. During the period of the review, the service was managed by an interim transit manager. The County Department of Public Works is in the process of recruiting a permanent transit manager. Calaveras Transit as the sole public transportation provider in the County of Calaveras is an integral component in the implementation and ongoing coordination of the public transit-social service transportation network required by the Coordinated Plan.

Calaveras Transit has a fleet of seven vehicles. As shown in Table 5, Calaveras Transit’s annual budget of almost \$1.2 million in expenses comes largely from four sources: state funding through the State Transportation Development Act funds (77%), a Federal grant source available to rural programs (15%), passenger fares (8%) and advertising (1%).

**Table 5: Calaveras Transit Expenditures and Revenues for FY 12/13**

<b>OPERATING EXPENDITURES</b>			
<b>EXPENDITURES BY CATEGORY:</b>	<b>Expense</b>	<b>% of total</b>	<b>Total</b>
Operating Contract	\$592,437	50%	
Advertising Contract	\$118,390	10%	
Fuel and Vehicle Maintenance	\$353,586	30%	
County Administrative Expense	\$127,738	9%	
<b>Total Operating Expense</b>			<b>1,192,151</b>
<b>REVENUES</b>			
<b>OPERATING REVENUE:</b>			
Transportation Development Act- State Transit Assistance	\$303,435	27%	
Transportation Development Act – Local Transit Fund	560,069	50%	
Federal Transit Administration (FTA) – Section 5311	166,634	15%	
Passenger Fares Revenue	88,391	7.8%	
Advertising Revenue	11,400	1%	
<b>Total Operating Revenue</b>			<b>1,129,929</b>
<b>CAPITAL REVENUE</b>			
State Bond (PTMISEA)	\$27,976		
<b>Total Capital Revenue</b>			<b>\$27,976</b>

*Source: Calaveras Transit FY 2-12-13 Budget, LSC Calaveras Intercity Service Feasibility Study: Existing Conditions*

For several years, Calaveras Transit has had difficulty meeting the minimum passenger fare revenue requirements of the State Transportation Development Act (TDA), namely that at least 10 percent of operating costs must be covered by passenger fares. In 2012, the Calaveras Council of Governments

(CCOG), as the Regional Transportation Planning Agency (RTPA) made a finding that the transportation services contracted by the County with Paratransit Services are *responding to a transportation need that could not otherwise be met within Calaveras County*. As a result of this finding, Paratransit Services may file directly for payment under Article 8 of the Transportation Development Act. Article 8 allows the *payment to any entity which is under contract with a county, city, or transit district for public transportation or for transportation services for any group, as determined by the transportation planning agency, requiring special transportation assistance* that could not otherwise be met.

Article 8 allows the RTPA to adopt specific performance criteria, local match requirements, or fare recovery ratios, in place of the TDA farebox requirements. The CCOG adopted a gradually increasing farebox recovery ratio for the evaluation of transit service in Calaveras County for FY 2012/13 and 2014/15.

### **Flex Route Deviation Pick-Up or Drop-Off**

During the review period, Calaveras Transit operated a deviated flex route service as opposed to a fixed route service and a complementary demand response service to its riders who are disabled or over age 65. Calaveras Transit operates its services Monday through Friday between 5:10 a.m. and 8:35 p.m. The flex route service consists of five (5) routes (Routes 1,2, 3, 4, and 5) and offers regular weekday service between San Andreas, Angels Camp, Columbia College in Tuolumne County, Arnold, West Point, Valley Springs, Murphys, Jackson and Copperopolis.

As with many small rural transit systems, Calaveras Transit must balance coverage to outlying areas with frequency which increases the usability of the system. Deviated flex service has been one way to do so. In a recent Federal Transit Administration audit, Calaveras Transit staff was advised that FTA policy is changing regarding deviated fixed route service. FTA guidance to its auditors is now requiring that any type of deviation service must serve the general public and cannot be limited to older adults and persons with disabilities, particularly if this provided in lieu of Americans with Disabilities Act complementary paratransit service. An entity must either provide ADA complementary paratransit service or it must allow any member of the general public to request a deviation although a higher fare may be charged for the deviation pick up on such flex service. No formal finding in writing has yet been provided to Calaveras Transit administration.

### **Summary of Calaveras Transit Routes**

As with most rural services, the population is spread throughout the service area. While most County and government services are located in the non-incorporated community of San Andreas, a larger percentage of shopping and employment destinations are located in the incorporated City of Angels Camp. A number of residents commute outside the county for employment, medical services and shopping.

A connection with Tuolumne County Transit is available on Route 4 in Columbia (Tuolumne County) at Columbia Community College, and a connection with Amador Transit is available on Route 3, which provides service to Mokelumne Hill and Jackson. A summary of Calaveras Transit service and routes Can be found in Table 6.

Route 1 provides the backbone of the Calaveras Transit network. Route 1 typically serves the most passengers per day as it provides service to the major government and social services and the relatively high density populations of Valley Springs, Rancho Calaveras, San Andreas, and Angels Camp.

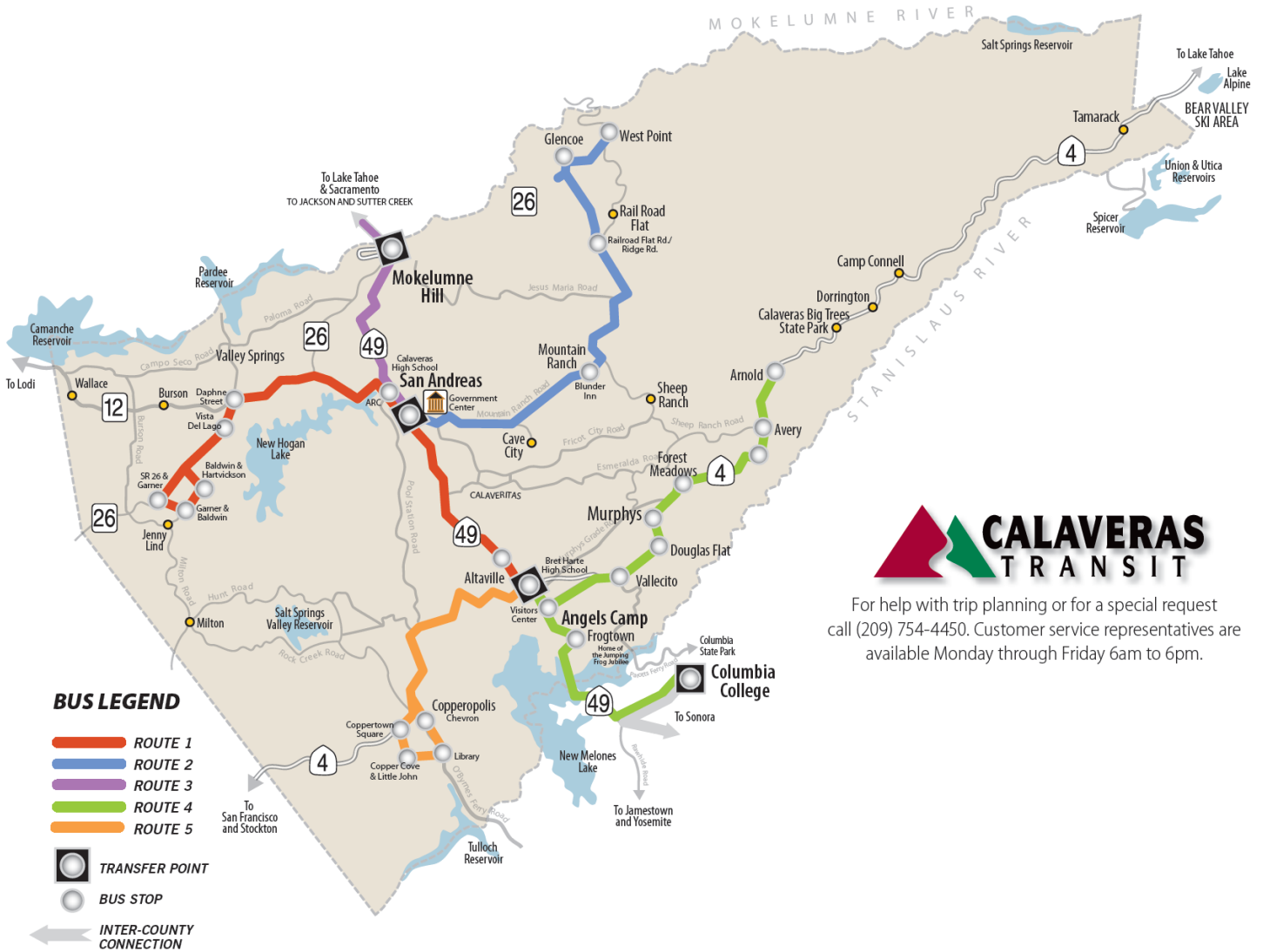
The headways vary significantly within each route schedule, making trip planning difficult for riders with limited understanding of the system. In addition, the schedule indicates that stops are not serviced on specific runs however, Calaveras Transit does allow flag stops which adds an additional complexity to trip planning.

**Table 6: Summary of Calaveras Transit Routes**

Route	Daily Roundtrips	Headways	Span of Service* (Monday-Friday)	Comments
1: Rancho Calaveras-Valley Springs-San Andreas-Angels Camp	9	45 minutes to 80 minutes	5:10 AM – 7:55 PM	Service to Rancho Calaveras is only offered every other trip (5 daily roundtrips)
2: San Andreas-Mountain Ranch-Railroad Flat-West Point	3	4.5 hours to 9.5 hours	5:40 AM – 8:35 PM	Midday run does not go to West Point, travels from San Andreas to Railroad Flat and Mountain Ranch
3: San Andreas-Mokelumne Hill-Jackson	3	2.5 hours to 4 hours	8:15 AM – 4:00 PM	Connects with Amador Transit in Jackson; connections to Sutter Hill Transit Center Sacramento bus is available upon request.
4: Arnold-Murphys-Angels Camp-Columbia College	5	3 hours to 3.5 hours	5:30 AM – 7:32 PM	Connects with Tuolumne Transit at Columbia College
5: Angels Camp-Copperopolis	2	12 hours	5:53 AM – 7:02 PM	

Figure 6 presents the current service configuration of Calaveras Transit, including the new Route 1 extension that commenced in October 2013, extending service into the Rancho Calaveras area.

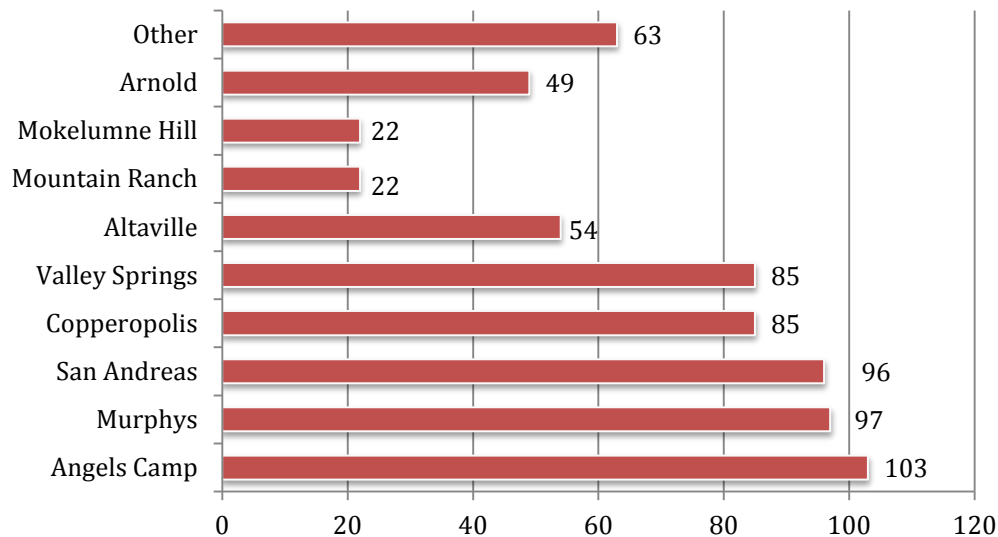
**Figure 6: Current Calaveras Transit Route Structure**



For help with trip planning or for a special request call (209) 754-4450. Customer service representatives are available Monday through Friday 6am to 6pm.

Student riders traveling to Columbia College make up a large portion of ridership along the core routes, Routes 1 and 4. The Fall 2011 enrollment in Columbia College indicated 676 or 21.1% of the Columbia College student body is from Calaveras County, shown in Figure 7. As indicated, the majority of students are located in communities along Routes 1 and 4.

**Figure 7: Calaveras Students Attending Columbia College (Fall 2011)**



### Fare Structure

Fares are based on a zone system. The Base Fare is \$2.00 for passengers traveling within one (1) zone. Passengers traveling into another zone are required to pay an additional 25 cents per zone:

- Zone 1 – Between San Andreas and Valley Springs;
- Zone 2 – Between San Andreas and Jackson;
- Zone 3 – Between San Andres and West Point;
- Zone 4 – Between San Andreas and Angels Camp;
- Zone 5 – Between Angels Camp and Copperopolis;
- Zone 6 – Between Angels Camp and Arnold; and
- Zone 7 – Between Angels Camp and Columbia College.

While distance based zone systems are popular with transit agencies and have a “fairness” built into them, it does provide an additional level of complexity for riders who have limited knowledge of the system and provides an additional barrier.

No transfer agreement exists between Calaveras Transit and Tuolumne Transit or Amador Transit. Transferring riders must pay full fare.

## **HUMAN AND SOCIAL SERVICE AGENCY PROVIDED TRANSPORTATION**

Human service agency transportation services or programs presented in Table 7B are summarized here.

### **Area 12 Area Agency on Aging**

The A12AA is a Joint Powers Agency between Calaveras, Tuolumne, Amador, Alpine and Mariposa counties that provides funding to community senior service providers who serve the 60-plus population. The A12AA provides information to seniors about available transportation services and produced a Youtube video on using transit. Also supports the new mileage reimbursement TripTrans program in Tuolumne County.

### **Arc of Amador and Calaveras Counties**

The ARC of Amador and Calaveras counties is a vendor of the Valley Mountain Regional Center and provides transportation to its consumers traveling to and from the ARC program. Door-to-door transportation to the program in San Andreas is provided by Blue Mountain Transit (a private contractor) through contract with Valley Mountain Regional Center.

### **Calaveras County Behavioral Health**

The Behavioral health Department provides approximately 2,400 annual trips to a consumer caseload of almost 650 persons. This is accomplished with six drivers operating six vehicles. Trip purposes include participation in DUI classes, the Drop-in Center, group meetings, medication appointments and court. The behavioral health department also facilitates transportation through the distribution of bus passes, estimated at \$500 annually.

### **Calaveras County Office of Education**

The Calaveras County Office of Education operates school district buses for daily school transportation. CCOE purchases bus passes to meet the need for after school, summer school and ROP trips. It Mentoring Program provides some limited transportation to youth participating in its activities, largely through staff-provided transport.

### **Calaveras County Probation Department**

The Calaveras County Probation Department provides transportation to offenders in the probation system using two county vehicles. The department is providing approximately 3,000 annual trips and subsidizes the distribution of bus passes up to \$12,000 per year. Transportation needs vary from daily treatments, training and group activity, and probationary check-in visits at the Day Reporting Center.

### **CalWORK's**

CalWORK's is a welfare program that that gives cash aid and services to eligible needy California families. CalWORK's does not directly provide transportation but provides bus passes and auto-related

expense assistance to a consumer caseload of approximately 300, of which 50% are estimated to be transit dependent.

### **Motherlode Office of Catholic Charities**

The Mother Lode Office provides free services to seniors over the age of 60 regardless including in-home counseling, legal, elder abuse prevention, ombudsman services, and socialization. The agency provides transportation through volunteer drivers using private vehicles and spends approximately \$200 per year on bus passes.

### **Salvation Army**

The Salvation Army provides bus passes for Calaveras Transit to low-income clients to travel to medical appointments and office visits through its HRC Community Services unit.

### **Valley Mountain Regional Center**

Valley Mountain Regional Center (VMRC) provides transportation for individuals with developmental disabilities to participate in Arc and WATCH programs through a contract with Blue Mountain Transit. Transportation is also provided by vendors for participation in vendor programs. VMRC has an estimated caseload of 400 persons.

### **Volunteer Center**

The Volunteer Center sponsors a volunteer transportation program for Calaveras County residents. For residents in need of rides to medical appointments, the grocery store, post office, etc., volunteers are reimbursed for mileage. Reimbursement is funded through private donations and Volunteer Center general funds. Approximately 350 individuals are registered to receive transportation through the program. The Center provides mostly medical-related trips through the use of volunteer drivers using private vehicles. The center is delivering approximately 1,500 annual trips.

The Volunteer center has also organized a Carpool-to-Dialysis program. Efforts are made by clinic and Volunteer Center staff to coordinate appointments and organize carpools. Additionally, in response to potential public emergencies, the Volunteer Center is working with communities to design and replicate a disaster emergency preparedness plan with local citizens trained to provide aid to their neighbors prior to the arrival of Red Cross and/or County services. This plan includes evacuation transportation.



## TRANSPORTATION RESOURCE INVENTORY

### Types of Transportation Resources in Calaveras County

A significant requirement of the Coordinated Public Transit-Human Services Transportation Plan is the development of an inventory. The inventory compiles and documents transportation services available to Calaveras residents who are older adults, persons with disabilities and persons of low-income. As presented in Figure 8, these types of transportation support include:

1. Trips provided by public transit programs of Calaveras Transit;
2. Trips provided by human services organizations, either directly or under contract, as with Valley Mountain Regional Center’s contract with Blue Mountain or the Behavioral Health or Day Reporting Center transportation in county vehicles; trips subsidized through agency purchase of bus passes, as with Regional Center consumers, the Unified School District’s students and CalWorks participants
3. Trips subsidized through agency purchase of bus passes, as with Regional Center consumers, the Unified School District’s students and CalWorks participants.

**Figure 8: Types of Public Transportation Provided in Calaveras County**



The inventory immediately following, in Tables 7A and 7B, presents information reported by agencies, as gathered through the outreach process and other contacts.

- Table 7A presents Calaveras Transit services.
- Table 7B presents eight human service agency programs with a transportation function of some type, each addressing a particular need or eligible population group.

Table 7A: Transportation Services Inventory - Public Transportation

PUBLIC TRANSPORTATION PROVIDER								
Calaveras Transit								
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles and Trips
<b>Calaveras Transit Services &amp; Service Areas</b>								
<b>Fixed-Route Bus</b>  (209) 754-4450 <a href="http://www.calaveras-transit.com">www.calaveras-transit.com</a>	Calaveras transit can deviate ¾ of a mile from the regular fixed route for persons with disabilities and for person 65+, who cannot access regular fixed route. Buses are ADA accessible.	For help with trip planning or for a special request call (209) 754-4450  Monday - Friday 6 a.m. to 6 p.m.	Calaveras County	Service Hours: Weekdays 5:30 a.m. - 8:30 p.m.	General Public	One Way: \$2.00 One-Way Discounted: \$1.00 All-Day Pass: \$5.25 Ticket Book (15) Regular: \$28.00 Ticket Book (15) Discounted*: \$14.00 Monthly Pass (Regular): \$60.00 Monthly Pass (Student): \$45.00 Monthly Pass (Discounted)*: \$40.00 *Discounted fares available for elderly (65+) and disabled persons. Students are excluded.	There are no transfers offered to out-of-county transit systems. Direct Connections are available to Tuolumne County at Columbia College and to Jackson via transfers with Amador Transit at Raleys.  Zones: Passengers traveling within one (1) zone will be required to pay the base fare. Passengers wishing to travel into another zone will be required to pay an additional \$0.25 per zone. There are 7 zones.	7 Buses  62,892 Trips
<b>Calaveras Transit Core / Intercity Routes</b>								
<b>Route 1</b>	Passengers may board or alight at 12 bus stops including destinations: San Andreas Post Office, Arc, Downtown San Andreas, the Government Center and the Courthouse	6 daily round-trips beginning and ending in San Andreas.  One Direction Trip Time Interval: 2.5 hours - 3.5 hours  Bus does not stop at each bus stop per trip.	Rancho Calaveras Altaville Vista Del Lago San Andreas Angels Camp	Service begins at 5:10 a.m. at the Government Center in San Andreas.  Service ends in San Andreas at 7:55 p.m.	General Public	See above	Zone 1: Travel between San Andreas and Valley Springs  Zone 4: Travel between San Andreas and Angels Camp  Transfers available to Route 2 and Route 3 at the Government Center  Transfers are available to Route 4 and Route 5 at SR49/ Demarest Transfer Stop	31,512 Trips
<b>Route 4</b>	Passengers may board or alight at 10 bus stops including destinations: Columbia College, Visitor Center in Angels Camp, Taylor Plaza, Murphys Pharmacy, and Arnold Post Office.	5 daily round-trips beginning and ending in Angels Camp.  One Direction Trip Time Interval: 3 hours - 3.5 hours	Columbia College Frogtown Angels Camp Vallecito Douglas Flat Murphys Avery Arnold	Service begins at 5:30 a.m. at the SR49 & Demarest Transfer Stop in Angels Camp.  Service ends in Angels Camp at 7:32 p.m.	General Public	See above	Zone 6: Travel between Angels Camp and Arnold  Zone 7: Travel between Angels Camp and Columbia College  Transfers available to Route 1 and Route 5 at SR49 and Demarest Transfer Stop  Direct connection to Tuolumne County Transit is available at Columbia College.	25,655 Trips

PUBLIC TRANSPORTATION PROVIDER								
Calaveras Transit								
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles and Trips
<b>Calaveras Transit Lifeline Service Routes</b>								
<b>Route 2</b>	Passengers may board or alight at 5 bus stops including destinations: West Point Community Hall, Glencoe Post Office in Rail Road Flat, and the Government Center in San Andreas.	3 daily round-trip beginning and ending in West Point. Trip Time Interval: 14 hours Bus does not stop at each bus stop per trip. An on-demand service exists in San Andreas mid-day.	West Point Rail Road Flat Mountain Ranch San Andreas	Service begins at 5:40 a.m. at the West Point Community Hall in West Point. *Service ends in San Andreas at 8:35 p.m., not West Point Comm. Hall.	General Public	See above	Zone 3: Travel between San Andreas and West Point  Transfers are available to Route 1 and Route 3 at San Andreas Government Center	3,206 Trips
<b>Route 3</b>	Passengers may board or alight at 5 bus stops including destinations: the San Andreas Government Center, San Andreas High School, and the Raleys in Jackson.	3 daily round-trips beginning and ending in San Andreas. Trip Time Interval: 2.5 hours - 4 hours	San Andreas Mokelumne Hill Jackson	Service begins at 8:15 a.m. at the Government Center in San Andreas.  Service ends in San Andreas at 4:00 p.m.	General Public	See above	Zone 2: Travel between San Andreas and Jackson  Transfers are available To Route 1 and Route 2 at San Andreas Government Center  Direct connection to Amador Regional Transit System is available in Moke Hill.	3,030 Trips
<b>Route 5</b>	Passengers may board or alight at 5 bus stops including destinations: Copper Library and Copper Town Sqaure.	2 daily round-trips beginning and ending in West Point. Trip Time Interval: 12 hours	Copperopolis Angels Camp	Service begins at 5:53 a.m. at the SR49 & Demarest Transfer Stop in Angels Camp.  Service ends in Angels Camp at 7:02 p.m.	General Public	See above	Zone 5: Travel between San Andreas and Copperopolis  Transfers are available to Route 1 and Route 4 at SR49/ Demarest Transfer Stop	2,539 Trips

**Table 7B: Transportation Services Inventory - Human Services Transportation Programs and Services**

Human Services Agency Transportation						
Service	Consumer Caseload	Agency Services Generating Trips	Trip Needs	Bus Pass Or Annual Estimates	Vehicles	Annual Trips
Area 12 Area Agency on Aging	11,000 older adults in its five-county region: Alpine, Calaveras, Amador, Tuolumne, Mariposa (1987 Joint Powers Agreement)	Oversight of aging network of services, including congregational meal sites and Meals on Wheels	Information, non-emergency medical transportation, escort transportation, shopping trips	Information to seniors about available services; supporting new mileage reimbursement TripTrans program, produced Youtube video on using transit.		
Calaveras County Behavioral Health	93 substance abuse: 15 perinatal 648 active caseload	DUI class 3x/week: 5-7pm Drop-in Center: 10am-3pm Group meetings: 2hrs, usually Medication Apts: 30 min Courts: 5 min with ward	Appointments are often short	\$500	6 drivers 6 county vehicles	Approx. 2,400 annually
Cal Works	200-300 Calaveras County consumer: approx. 1/2 are transit dependent 25 on general assistance: all transit dependent	Court Ordered Substance Abuser Behavioral Health: 5-6pm (M-W-Th)	Jobs with evening and weekend schedules when Calaveras Transit isn't running; Out-of-county shopping (K-Mart and Wal-Mart); Food bank on Pole station Road	Purchasing Bus Passes	No transportation directly provided.	No transportation directly provided.
Calaveras Co. Office of Education	Calaveras River Academy: 60-100 kids Mountain Oaks: 250 kids ROP classes (summer only): 150-200 kids	School district buses transports.	Needs exist for after-school and evening activities, as well as summer school trips  Summer ROP at Oakendell Community School	Purchasing bus passes for after-school trips and for summer ROP trips	School district buses	Not available
Day Reporting Center/ Calaveras County Probation Department	27- 28 capacity 50	Phase I - Daily treatment, training and group activity; Phase II - Check-in at least 3X weekly; Phase III - once weekly check-in	weekend and after-school community service for juveniles	\$1,000 weekly \$12,000 Max	using 1-2 county vehicles SUV/sedans 3 x week every 6-10 persons daily	Approx. 2,250 to 3,000 annually
Motherlode Office of Catholic Charities	350 persons annually	Out of county appointments and the ability to shop and manage what has been bought	Employment in the county and in Stockton or Lodi; in Tuolumne County; Saturday classes in Stockton	Spends \$200 annually on passes	Drivers use personal vehicles	Not Available
Salvation Army	Not available	Provides Calaveras Transit Bus Passes	Traveling to medical appointments	Bus pass purchases	N/A	N/A
Valley Mountain Regional Center	400 adults Tuolumne and Calaveras	Day Program: 5x/week ARC San Andreas Independent Living Program Active Support Black Oaks Casino: 3-5 days/week	Recreation trip needs	Bus Passes	Blue Mountain	Not Available
The Volunteer Center	Any person referred to the agency for whom a volunteer driver can be located.	Dialysis carpool trips	Out-of-county medical transportation a significant need that is very hard to meet.	N/A	Drivers use their own vehicles. Trips are largely medically-related and service is open to anyone. Some reimbursement to drivers for mileage/ gasoline.	Approx. 1,500 annually

## TRIP-MAKING ACTIVITY IN CALAVERAS COUNTY

It is useful to establish a benchmark measure of all transit and specialized transportation trips provided, to the extent that data can be obtained. A total of almost 70,000 one-way passenger trips provided annually were documented through this Coordinated Plan process. Calaveras Transit is providing 63,000 one-way passenger trips annually or about 1,250 trips per week. The Day Reporting Center and Behavioral Health Program are together providing between 5,000 and 6,000 trips annually with County vehicles. This represents 100 to 115 one-way trips per week. The Volunteer Center is providing volunteer-based trips at a level of 1,000 to 1,500 annually, between 20 to 28 one-way trips per week. Table 8 provides estimated annual trips by these providers.

Additionally, the Regional Center contracts with Blue Mountain Transit to provide transportation to the people they serve. The volume of these trips was not able to be verified. These services along with local taxi services add to local mobility, although their levels of trip-making are not quantified here.

One means of assessing the levels of reported trip provision is to consider trips per capita. Table 8 considers the recent year Calaveras Transit trips and reported agency trips to develop a countywide transit and specialized transportation trip level, identified as a *trips per capita* measure.

**Table 8: Estimated Volume of Trips Provided in Calaveras County - FY 2012/13**

Calaveras Transit	62,892	
Subtotal Public Transit	62,892	82%
County Behavioral Health Dept.	2,400	
County Day Reporting Center	2,250 – 3,000	
The Volunteer Center	360 - 700	
Central Valley Regional Center contracted trips ( est. 10 to 15 clients 2 trips daily * 255 days annually)	5,100 – 7,650	
Subtotal Human Services Transportation	10,110 – 13,750	18%
Total Annual Trips Reported	73,002 – 76,642	100%
Calaveras County Population (ACS 2012)	45,507	
Trips Per Capita	1.60 to 1.68	

*Note: Trips provided via agency purchase of bus passes are not counted as these will be included in Calaveras Transit trip totals.*

To provide some context to a *trips per capita* level of 1.60 to 1.68, Table 9 presents the trips per capita rates of several population groups. Adapted from a 1995 seminal document for rural transit demand estimation, Transit Cooperative Research Program (TCRP) Report 3, Workbook for Estimating Demand for Rural Passenger Transportation, was used in a more recent work considering rural trip making.

To identify the *per capita trip* rates of specific relevance to Calaveras County, this 1,000 square mile county was served by 263,174 vehicle service miles in FY 12/13 for a rate of vehicle miles to square miles of 263. The first row of Table 9 following shows the *trips per capita* rates for 200 vehicle-miles per square-miles.

In Table 9, the annual trip rates encircled in red are for:

- Persons age 60 and older is 2.248;
- Mobility-limited persons it is 2.135; and
- Adults of low-income it is 1.745.

These rates stand in contrast to the estimated 1.60 to 1.68 *trips per capita* developed from reported trip levels of Calaveras County’s public and specialized transportation services levels. This comparison is suggestive only as the trip rates in Table 9 are for subgroups within the population. However, this provides a range of per capita rates that begins to suggest the gap between trips provided and trips needed by Calaveras County residents in these target groups.

**Table 9: Annual Non-Program Trips per Person**

Vehicle-Miles per Square-Mile	Annual Trips per Person Age 60 or Over	Annual Trips per Mobility Limited Person Age 16 to 64	Annual Trips per Person Age 64 or less in Household with Income Below the Poverty Level
200	2.248	2.135	1.745
400	2.489	2.312	1.924
600	2.756	2.504	2.122
800	3.051	2.712	2.340
1000	3.378	2.938	2.580
1200	3.740	3.182	2.845
1400	4.140	3.446	3.138
1600	4.583	3.732	3.460
1800	5.073	4.042	3.815
2000	5.615	4.377	4.206

Note that as with any forecasting methodology the results are likely to be more accurate when applied over a larger area. The relationships developed in TCRP Project B-3 were developed at the county level. The methods can be applied for smaller (e.g. sub-county) areas but the expected error will be greater.

Source: TCRP Report 3 Methodology (1995), As Presented in TCRP Web-Only Document 49 (2009):Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation<sup>1</sup>

<sup>1</sup> TCRP Web-Only Document 49: Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation. Spielberg, F.; Stoddard, A.T.; Erickson, J. Transit Cooperative Research Program, 2009.

The TCRP Document 49 estimation process suggests Calaveras County could expect that a “provided trips” range of 79,409 to 102,300 one-way passenger trips would reflect the levels of demand that could be expected (annual trips per capita X total population). Given that documented, at 76,642 trips, fall below the low-end of this range, this suggests that Calaveras County is just barely meeting the low end level of unmet transit need. Potentially a gap of up to 25,000 one-way trips annually exists.

Adding just another 7,500 one-way trips to the County, through improvements to Calaveras Transit or by development of just one or two additional specialized transportation projects that each adds 3,000 to 4,000 one-way trips can significantly reduce the scale of unmet transportation need suggested by this analysis.

## SUMMARY

This section documents the existing mobility services available to Calaveras County residents, including those who are older, have a disability, are of limited means, may be Tribal members or are veterans.

Clearly the bulk of available transportation is provided by the County’s public transportation provider, Calaveras Transit, with the nearly 63,000 one-way trips provided representing 82% of all trips reported. Calaveras Transit’s out-of-county connections to Columbia College and to Jackson are critical to transit dependent individuals who cannot otherwise travel outside the county. Service levels include frequencies at two to three hour intervals on core Routes 1 and 4, and life-line levels of service on Routes 2, 3 and 5, with two or three daily runs between the outlying communities and the core routes.

The current year ridership levels reflect a drop of about 5,000 one-way passenger trips and could be suggestive of a number of factors. This is of concern during a period when the County’s population is increasing and elsewhere – in both rural and urban settings – transit use is on the increase.

Ten human service agencies were documented as providing varying types of transportation programs that add to the Calaveras Transit network. Importantly, 18% of overall trips-provided levels are directly provided by these organizations. The human services sector is also an important contributor to Calaveras Transit with many organizations purchasing bus passes on behalf of the people they serve. As was noted previously, some agencies have additional budget to purchase more Calaveras Transit trips, if the public

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TCRP Report 3: Workbook for Estimating Demand for Rural Passenger Transportation. SG Associates; LSC, Inc.; CM Research, Inc. Transit Cooperative Research Program, 1995.



transit services can better address certain trip types, both in terms of areas of the County served and the frequencies with which service is available.

In considering the overall level of trips reported, 73,000 to almost 77,000 annual one-way trips provided, reflects trips per capita rates of 1.60 to 1.68 trips per Calaveras County resident per year. Analysis suggests that given demographic and size factors of Calaveras County, transit demand of 1.75 to 2.25 trips per capita could be expected. This translates to an unmet trip need presented as a range of between 2,400 to 25,000 one-way trips annually. Development of even one or two new transportation projects that add 3,000 to 4,000 trips will help significantly to close this gap.



## Section 4 - Stakeholder Outreach

*Outreach to Calaveras County key stakeholders and to consumers brought back a range of mobility needs. These are reported here in terms of responses to an agency E-survey and findings from almost 60 interviewed individuals, including 18 agencies and two consumer focus groups.*

### AGENCY AND CONSUMER INTERVIEWS

Public Outreach and stakeholder involvement is a key component of the Coordinated Plan process. Local stakeholders are a good source of information and can provide input about which strategies they think may be most effective in addressing mobility and transportation needs with respect to the targeted population segments they frequently serve.

In addition to service agency stakeholders, focus groups were held with residents of the County who were members of the targeted populations that the Coordinated Plan looks to address. Focus groups are beneficial in that they provide an opportunity to obtain more detailed, in-depth information from community residents or their representatives about their transportation needs and the needs unique to their communities.

### With Whom We Spoke

During September 2013, in coordination with other interviews in neighboring Tuolumne County, face-to-face interviews were held with stakeholder agency staff and with consumer representatives; others who were unable to meet during the outreach timeframe were reached by telephone. These included:

ARC of Amador and Calaveras Counties	County Public Health Dept.
Calaveras Transit Administration and Drivers	County Public Works Dept.
Calaveras Senior Center	Common Ground Senior Services
California Valley Miwok Tribe	Mark Twain Cancer Center
CalWORKs/ Workforce Development Dept.	Senior Employment/ Jobs for Progress -San Andreas
Common Ground Senior Services	The Resource Connection
County Day Reporting Center (BI Inc.)	Valley Mountain Regional Center
County Behavioral Health Dept.	Veterans Service Office
County Parks and Recreation Dept.	Volunteer Center
County Office of Education	

Agency information related to vehicles and bus pass purchases is reported in the section 5 inventory following, as resources available to Calaveras County residents who are older, with disabilities or of low-income.

## AGENCY E-SURVEY

### Who Responded

A survey for social and human service agency representatives was developed to learn more about mobility needs of Calaveras County older adults, persons with disabilities, and persons of low-income as well as the agency transportation resources available to them. Developed with input from CCOG staff, the survey was distributed countywide on three occasions to approximately 50 agency contacts for which email addresses were available. There were 14 completed surveys, representing 9 agencies. Two of these, Catholic Charities and DRAIL, are located outside of Calaveras County but agency personnel responded to this survey on behalf of the Calaveras residents they serve.

Table 10 identifies respondent agencies, indicating the title of the person responding. For several agencies, more than one individual responded although with differing agency responsibilities, as indicated by their title where one was provided.

**Table 10: Agency Survey Respondents**

Calaveras County Agency Respondents	Respondent's Title
Arc of Amador and Calaveras	None provided
County Behavioral Health Services	Administrative Assistant - Transportation Coordinator
County Behavioral Health - Adult Services	Case Manager II
County Office of Education - FNL Mentoring Program	Director, Youth Development
County Public Health-Maternal, Child, Adolescent Health	MCAH Coordinator
County Public Health- California Childrens Services	Nursing Director
Calaveras Works and Human Services Agency	Employment Services Supervisor
DRAIL	Independent Living Specialist
Mother Lode Office of Catholic Charities-Senior Services	Director
Motherlode Jewish Community	None provided

These agencies are serving a mix of client groups. Seniors were identified as among the clients served by Calaveras County Behavioral Health, Catholic Charities and Motherlode Jewish Community. Services to persons with developmental disabilities were indicated by Arc and DRAIL. Low-income populations, including persons of limited English proficiency, were reported as served by the County Works and Human Services Agency. And youth programs are provided by the FNL Mentoring Program respondents.

Agency caseload information provides some insight into the scale of these programs, as well as the levels of transportation need they report. Table 11 indicates that all responding agencies represent a combined caseload of 1,703 persons of whom 150 or 11% are traveling daily into site-based activities or appointments. Overall, 23% or almost one in four has some type of transportation need. This proportion varies considerably by program. For the Behavioral Health program, 40% are reported as having some type of transportation need while the Calaveras Works program reports 24% and Public Health Dept. reports 20% levels of transportation need. The Dept. of Education Mentoring Program reported the



lowest rate of need at just 17%, possibly reflecting its program design and its own transportation resources.

Table 12 reports the types of transportation provided by these agencies. Four agencies directly operate transportation, two subsidize bus passes, three report some type of mileage reimbursement, and three arrange volunteer transport. The Office of Education Mentoring Program and the Calaveras Works program each report more than one type of transportation assist to their constituents.

**Table 11: Agency Survey Respondents' Caseload**

Agency Name	Program Name	# Total enrolled clients/ consumers	Estimated traveling to site daily	Estimated daily who require transportation assistance		Percent of traveling to site daily needing transportation	Estimated on-site daily in wheelchairs
				#	%		
Calaveras Behavioral Health Services	Behavioral Health Services	674	30	12	40%	40%	2
Calaveras Works/ Human Services Agency	Employment Services	398	50	12	24%	24%	0
Mother Lode Office of Catholic Charities	Senior Services	350	5	0	0%	0%	0
Calaveras County Public Health	California Children's Services	127	5	1	20%	20%	1
Calaveras County of Education	The FNL Mentoring Program	60	60	10	17%	17%	0
Calaveras County Public Health	Maternal, Child, and Adolescent Health	50	0	0	n/a		0
Motherlode Jewish Community	None Provided	40	0	0	n/a		0
DRAIL	Independent Living Specialist	4	0	0	n/a		0
<b>Totals</b>		<b>1,703</b>	<b>150</b>	<b>35</b>	<b>23%</b>	<b>23%</b>	<b>3</b>

**Table 12: Coordinated Plan E-Survey Respondents by Transportation Function**

CALAVERAS County Agency Respondents	Agency Type	No Trans	Operate	Contract	Subsidize Passes	Subsidize mileage	Arrange Volunteers
Arc of Amador and Calaveras	Private, non-profit		X				
Calaveras Behavioral Health Services	Public Agency		X				X
Calaveras County Behavioral Health - Adult Services	Public Agency		X				
Calaveras County Office of Education - FNL Mentoring Program	Public Agency		X	X	X	X	X
Calaveras County Public Health-Maternal, Child, Adolescent Health	Public Agency	X					
Calaveras County Public Health- California Childrens Services	Public Agency					X	
Calaveras Works and Human Services Agency	Public Agency				X	X	
DRAIL	Private, non-profit	X					
Mother Lode Office of Catholic Charities-Senior Services	Private, non-profit						X
Motherlode Jewish Community	Private, non-profit	<b>no response to this question</b>					

## Key Agency Survey Findings

**About Needs:** Information brought back from the agency survey reports on perceptions of need. Figure 9 ranks needs heard *often*, *sometimes*, or *rarely* as termed by the survey and indicated for certain mobility concerns.

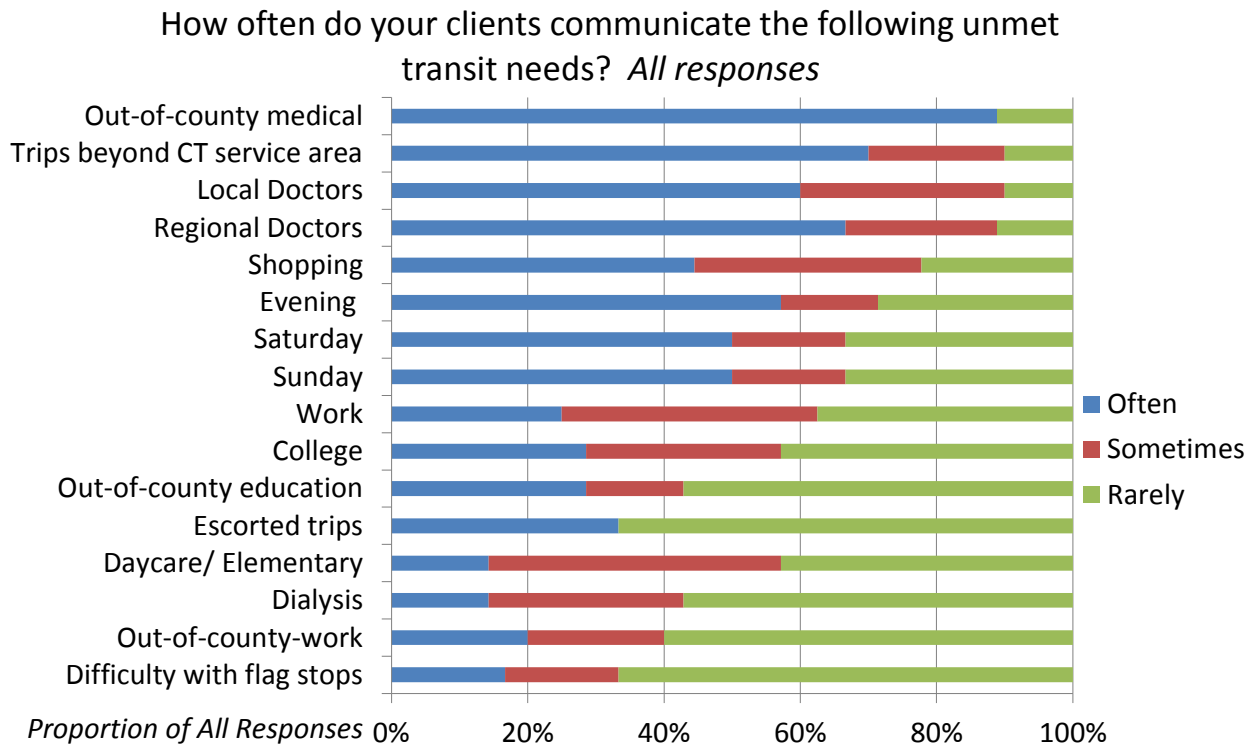
The top ranked need heard most *often* was need for out-of-county medical trips, by 80% of the 10 responding agencies. Followed immediately behind that, 70% of respondents indicated need for trips beyond the Calaveras Transit Service area is also heard most *often*. Unmet needs for regional doctors and local doctors were identified by 60%. Significant agreement among the survey respondents placed medically-related trip purposes among three of the top four most often heard trip needs.

*Evening trips* was the sole trip type reported as *often* heard by the FNL Youth Mentoring Program, reflecting youth trip-taking needs. All other mobility concerns listed in Figure 9 were reported only as sometimes or rarely not at all heard by FNL respondents on behalf of their youthful constituents.

For *trips beyond the Calaveras Transit service area*, the Calaveras Youth Mentoring program reported this as only sometimes heard, rarely heard or did not respond while the County Employment Services Dept. reported this as sometimes heard. The Public Health Dept. and Behavioral Health Dept. as well as the Catholic Charities and DRAIL respondents all identified this as an often heard need.

Among the *out-of-county trips types*, other than medical, the County's Employment Services Dept. was the sole respondent indicating often heard need for *out-of-county work* trips. Similarly, *out-of-county education* trips were reported as often heard by the Behavioral Health Dept. and Employment Services Dept. respondents.

Figure 9: Client Unmet Transit Needs



**About Mobility Barriers:** Individual agencies provided some comments about barriers to mobility. The County’s Behavioral Health Department reported on behalf of its consumers need for “more Calaveras Transit buses and more bus stops.” The agency indicated it has difficulty using all their budgeted or purchased bus tickets because of Calaveras Transit’s limited scheduling and frequency. From the interview with this agency, many of the appointments with the people they serve are short, which creates a barrier to using Calaveras Transit due to its service frequencies and long waits between buses.

The County Public Health Department indicated that some of the people they serve, often low-income individuals, may not have a working vehicle to get to medical appointments or if their vehicle is operational they may not have the money to pay for gasoline. The DRAIL program identified concerns about costs and physical accessibility of bus stops, as well as Calaveras Transit’s service area limitations.

In terms of accessibility, the County Office of Education noted that bus stops are only on the main highways and do not run through the rural roads where many youth live, commenting:

*“Most of our folks live sometimes 2 to 5 miles in, off of a dirt road or a rural road and therefore are unable to walk to a bus stop. Some of our folks live in the snow area and cannot walk the mile or so to a bus stop through the snow. [Also] the bus does not run through the rural mountain subdivision roads. The bus does not meet the need of our*

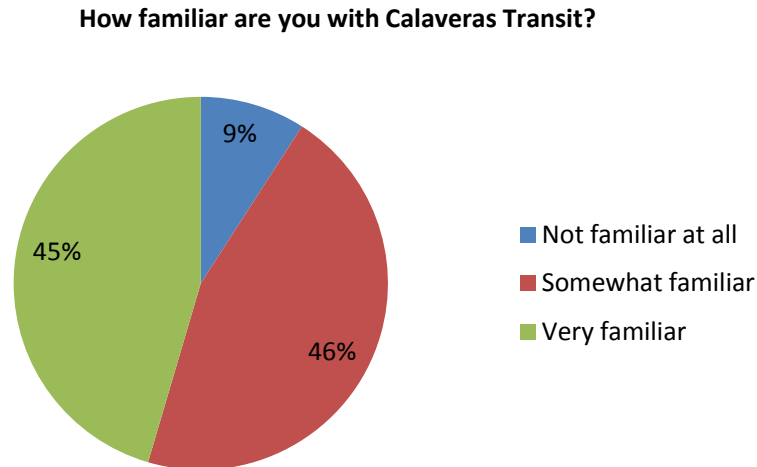
*clients to attend their meetings in the main office and may have to wait three or more hours to get a bus back home.”*

Mother Lode Catholic Charities echoed some of this in noting “geographical” challenges for its older adult consumers, as well as out-of-county trip needs and the ability to shop and manage what has been bought – presumably this relates to carrying multiple packages onto the bus and then walking home with them.

The County Office of Education noted, conversely, that its youth use Calaveras Transit for after-school trips which replicate the high-school’s late bus schedule and currently works very well. “Please don’t change the schedule” they write.

**About Calaveras Transit Awareness and Program Effectiveness:** The agency survey respondents were asked about their levels of awareness of Calaveras Transit. With 45 percent of respondents indicating they are *very familiar* and 46 percent reporting *somewhat familiar*, the majority of these agency personnel report some working understanding of Calaveras County’s public transit program. Despite familiarity of 92% of providers, in comments respondents noted it remains challenging for them to recommend transit given the diversity of mobility needs often heard from agency constituents and Calaveras Transit’s difficulty in addressing some of those.

**Figure 10: Familiarity with Calaveras Transit**



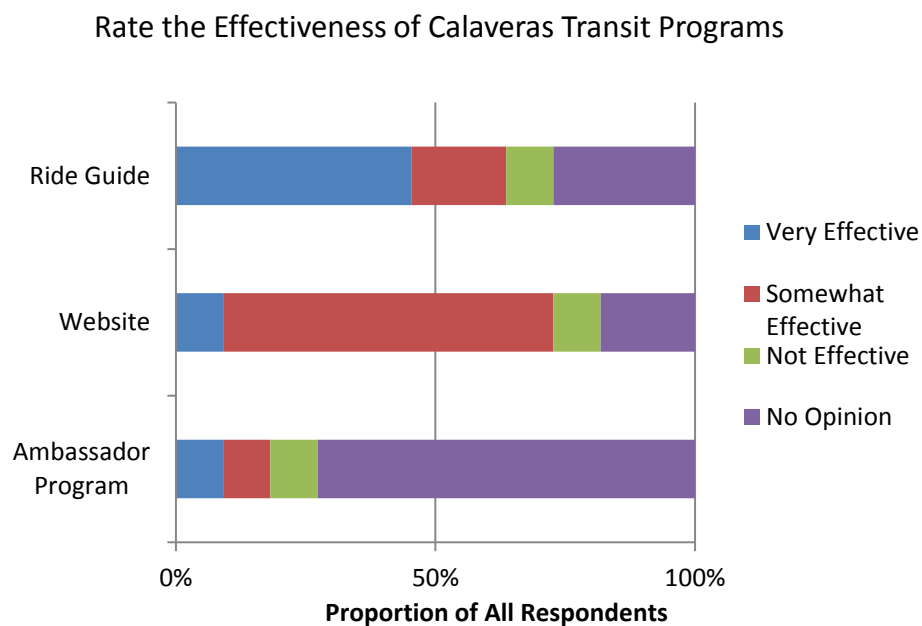
When asked to rate information tools of Calaveras Transit, 65% indicated that the Ride Guide was *very effective* or *somewhat effective*, as presented in Figure 11. The twenty-five percent offering no opinion suggests they are unfamiliar with the ride guide or have not attempted to use it.

Regarding the Calaveras Transit Website, respondents indicated mixed success, with just a single respondent reporting the website as *highly effective* while 65% indicated it is *somewhat effective* and a combined 30% indicate *not effective* or *no opinion*. The CalWorks Employment Services Dept. indicated the website was not effective. Further discussion is necessary to determine whether this reflects difficulty

in using the website or the limitations of Calaveras Transit, in that the trip that needs to be made may not be feasible on Calaveras Transit.

Regarding the Calaveras Transit Ambassador Program, responses indicate less success in providing travel familiarization and limited travel training to riders or prospective riders. Catholic Charities, with two staff persons responding to the survey, one reported the program was *highly effective* while the other indicated it was *not effective at all*. This likely reflects the success of a consumer, or lack thereof, in using the program. The DRAIL respondent indicated the program was somewhat successful. The 70% of respondents indicating no opinion suggest lack of familiarity with the program.

**Figure 11: Effectiveness of Calaveras Transit Programs**



## Possible Project Responses

To gauge interest in particular projects or solutions to address consumer mobility needs, several potential projects were proposed. These projects were from the 2008 Coordinated Plan and Unmet Transit Needs annual reports. Figure 12 indicates that there is the greatest level of interest in *out-of-county* transportation projects, by almost 70% of respondents. Such interest in *out-of-county transportation projects* appears focused on medical transportation, rather than other trip purposes, for a majority of the respondents given the mobility needs considered previously. However, this does differ somewhat by agency type. The CalWorks, Dept. of Employment noted *work trip needs* as well as *education trip purposes*, and were joined in that by the Dept. of Behavioral Health.

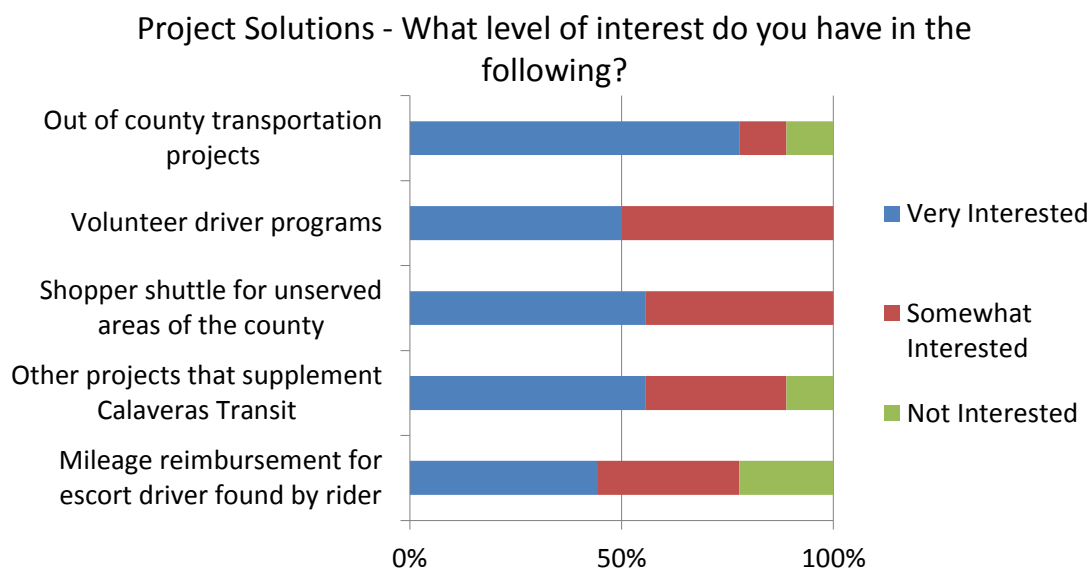
Other project areas were in lower tier interest levels and had somewhat comparable interest ratings of between 40% to 50%: the *volunteer driver programs*, *shopper shuttles* for unserved areas of the county,



and *mileage reimbursement programs*. These solutions can address the shopping and local trip-making needs that are consistent with the mobility concerns discussed previously.

Specific indications of *not interested* were made by the Calaveras Works Dept. related to projects that *supplement Calaveras Transit*, as well as for *mileage reimbursement for escort drivers found by riders*. Similarly, the Behavioral Health Dept. indicated not interested in mileage reimbursement projects. It is assumed that for these organizations, their perception is that projects of these types do not appear to help their respective constituencies.

**Figure 12: Level of Interest in Project Solutions**



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## Section 5 - Mobility Needs & Gaps

*This section reports on the topics and themes emerging from the agency and consumer interviews and focus groups. Below are the service gaps that the Coordinated Plan Update serves to address.*

### FINDINGS REGARDING MOBILITY NEEDS AND GAPS

Drawing together input from the human service agency E-survey, stakeholder interviews and consumer focus groups, five areas of mobility need and gaps were identified.

1. Needs for improvements to Calaveras Transit;
2. Significant out-of-county trip needs;
3. Transportation-related partnership interests and opportunities;
4. Safe pedestrian access; and
5. Information needs.

Summaries of these follow.

#### 1. Needs for Improvements to Calaveras Transit Services

Numerous comments about existing Calaveras Transit services were provided, often leading with positive comments about drivers and their willingness to help. Other comments included:

##### Service frequency

- **Service frequencies** are inadequate for certain work trips, with two hour intervals on Routes 1 and 4, and less frequent to West Point, Copperopolis, Jackson or to Sonora.
- Some **trip purposes are very quick** and then the return trip home on transit requires a long wait. For example, the Day Reporting Center, Behavioral Health Dept., and CalWORKs have program participants who have scheduled short appointments or visits. Many individuals have to spend large parts of their day in transit, to get to and then from relatively short appointments.
- On certain Calaveras Transit **route segments more frequent service was requested**, including: Valley Springs to San Andreas; San Andreas to Angles Camp; and service to Columbia College.
- Service from **Copperopolis**, twice daily, and **West Point**, three times daily is very difficult for many riders who fear missing the last bus, have long waits to return home or for whom their work schedules are not a good fit with the bus schedule. Concerns about missing these infrequent services, particularly without a guaranteed ride home option, were raised in several settings.

- Long waits are coupled with some *uncertainty as to whether the bus has come* or not; dispatch indicates that they do “wait” for the bus at transfer points when a connecting bus is delayed but consumers expressed fear of missing buses and uncertainty as to whether they had or not, as scheduled service can be variable.

### Span of service

- Classes at **Columbia College** are difficult to attend via transit under the current transit schedule. Riders can get to Columbia College by 7:38 a.m. if they leave on the first Route 1 run. Returning home, the last bus leaves Columbia College at 5:20 p.m., so evening classes are not an option. It is difficult to make the round-trip on Calaveras Transit and sustain certain class schedules.
- For **West Point**, three runs daily is too long of a span for frail elderly and others with compromised health conditions. Again, these riders are very concerned about being stranded.
- School trip needs exist for travel home from after-school programs and evening school events at **Calaveras High School and middle school** in San Andreas. The “late bus” school district busing does not fill this need.

### Coverage

- Along Pool Station Road, school trip needs to the **Mountain Oaks School** and **Oakdale Court School** campuses exist for numerous students and student groups with the school district able to purchase bus passes; the **Resource Connection community food bank**, at almost 2 miles out from Highway 49 on Pool Station Road, serves 1,000 families a month with many who are transit dependent.
- Desire for **demand response transportation** that can go to homes and off the State highways where Calaveras Transit currently goes.
- Copperopolis service, with a very low service level, does not go the distances necessary to some areas where older adults reside, including into gated communities.

### Agency purchase of bus passes

- Multiple agencies are purchasing bus passes and could purchase more if Calaveras Transit service better met the travel needs of more clients. Among those purchasing Calaveras Transit bus passes are: Valley Mountain Regional Center, Day Reporting Center, Behavioral Health, Cancer Center, Calworks/ Workforce Development Dept., Salvation Army and Behavioral Health Dept.

These comments – particularly when coupled with agency indications of additional budget to purchase more bus passes if Calaveras Transit service could better meet clients’ trip needs – points to a transit program that is severely constrained and not readily able to meet the demand of a population with high levels of transit dependency. The current structure of Calaveras Transit, with its primary routes providing

service at two-hour frequencies and secondary routes providing life-line levels of service is only able to serve a limited number of trip types. Coordination plan projects will do well to improve and enhance the existing public transit network and fill some of the gaps that exist.

The rural expanses and low-density development that characterize Calaveras County are difficult to serve with transit, particularly within the constrained financial resources available. The two-hour and more frequencies of routes make some trip types difficult and contribute to riders' uncertainties, particularly older adults, about missing the next bus or the only bus. The fixed-route coverage connects well with all the populated areas of the County but makes it very difficult for those who don't live along the state highways where the routes operate, live beyond the three-quarter mile area to which Calaveras Transit will deviate for pick-ups, or live within gated communities where transit cannot readily travel. Operating hours and days of Calaveras Transit is difficult for those with early morning or late evening jobs, Columbia College evening classes or work that requires travel on the weekends. Some significant activity centers – such as Community Connections food bank and the Mountain Oaks and Oakendale School campuses along Pool Station Road -- could benefit from access to Calaveras Transit.

## 2. Significant Out-of-County Trip Needs

Numerous comments speak to the many destinations to which people have to travel out-of-county. Medical trip purposes were most commonly noted; with over 6,000 MediCal participants in Calaveras County, many are referred to specialty services out-of-the county. The only MediCal dentists are out-of-county, in Tuolumne County and in Stockton. In addition, most discounted shopping, such as Wal-Mart or Kmart is out-of-county, as are larger grocery stores. Community colleges are an important destination for numerous individuals and the agency representatives who send their clients or students there -- whether Columbia College in Tuolumne County or Delta College in San Joaquin County. Various work destinations were identified, including the Black Oaks Casino in Sonora County and various Stockton area employers.

Out-of-county destinations are summarized as:

- Columbia College (Tuolumne Co.) and Delta College (San Joaquin Co.) for education and employment
- Sonora for work and medical appointments
- Sonora for early morning connections (5 a.m.) to the veterans' bus headed to the San Jose Veterans Administration Medical Center (VAMC).
- Stockton and Lodi – for work, medical and for regional transportation connections (Greyhound and Amtrak)
- Tuolumne and Stockton for MediCal dentists and other MediCal referrals

Two other populations have specific out-of-county trip needs that may point to tailored and specific responses: **dialysis patients** and **veterans**. Those Calaveras County residents who are on **dialysis** or are referred to center-based dialysis typically travel three days a week and more to out-of-county locations in

Sonora, Stockton or Sacramento. Even those who can use home-based dialysis must still make periodic trips to dialysis centers.

**Veterans** are the second group whose non-emergency medical transportation needs are destination specific. While some veterans can get to the 5 a.m. morning pick-up in Sonora to take them to the Palo Alto Veterans Administration Medical Center (VAMC), this is difficult for many. Most Calaveras County veterans travel to the Mather VAMC in Sacramento. But there is no easy way to get there from Calaveras County and no information was secured from the Disabled American Veterans about its volunteer transportation capabilities.

There are Veterans Community-Based Outpatient Clinics (CBOCs) in Modesto and Stockton, as well as Sonora, where routine medical care can be sought by veterans. There are, at present, no public transportation connections possible to Stockton or Modesto while the Sonora CBOC on Mono Way could conceivably be accessed via connections to Tuolumne Transit.

To address these out-of-county trip needs, Calaveras County in partnership with the Calaveras Council of Governments was concurrently conducting the **Calaveras Transit Intercity Service Feasibility Study** to examine out-of-county service options. Service alternatives developed through this effort are under development at the time of this writing, and is evaluating the feasibility of providing trips to Stockton and Lodi, to Jackson and Sacramento, or to Sonora and Modesto. Defining service parameters – and most critically funding sources – will be among the outcomes of this Feasibility Study.

### **3. Transportation-Related Partnership Interests and Opportunities with Human Service Agencies**

Various partnership opportunities emerged in discussion with stakeholder agencies. Many of these agencies have the same or a significantly overlapping client base, potentially representing a platform for coordination. As noted, numerous agencies are purchasing some level of bus passes and have indicated interest in buying more, if Calaveras Transit better met client trip needs. In addition, numerous agencies work in multi-county coalitions in order to stretch scarce resources, themselves coordinating to improve efficiencies. There was some interest in exploring non-emergency medical transportation services – through Mark Twain Hospital and MediCal providers – but the specifics of that must be developed.

While human service organizations are as constrained as Calaveras Transit around launching new initiatives or expanding existing programs, there are nonetheless opportunities. First is the ability to buy more bus passes – thus contributing to Calaveras Transit’s farebox. To do so requires continued service improvements that coordinate with various agency programs and needs identified, increasing coverage and frequency. There appears to be some coordination opportunity with individual programs, including Common Ground Senior Services, the County Behavioral Health Dept. and possibly the Day Reporting Center around targeted initiatives. Developing health care partnerships holds promise, but will have to be undertaken as reform under the Affordable Care Act continues to take development and take shape.

#### **4. Need for Safe Pedestrian Access and Infrastructure Improvements**

Calaveras Transit's route structure largely along state highways – Highway 26, 49 and 4 – makes it difficult for pedestrians to access the bus stops. Crossing state highways is often required, usually without signals or even crosswalks. Sidewalks exist in some locations, but in many instances are not continuous and do not make safe pedestrian connections to nearby destinations. Calaveras Transit has been implementing a bus stop improvement plan including the installation of benches, trash receptacles, lighting, and accessible pads, however; pedestrian and ADA accessibility to and from the bus stop remains a key concern.

Attention to transit-related infrastructure is always important as every transit user is a pedestrian for a portion of their trip. Coordination with the California Department of Transportation (Caltrans) -- around bus stop improvements as well as the need to ensure bus stop ADA compliance – is critical given the dependence of Calaveras Transit routes on the State Highway system. The Coordination Plan process points to the critical importance of prioritizing pedestrian access improvements so that scarce dollars can be targeted appropriately.

#### **5. Public Transit Information Needs**

Reasonable levels of awareness of Calaveras Transit exist, as was indicated in the agency E-survey and through stakeholder contacts, however varying levels of awareness of Calaveras Transit exist throughout and within individual agencies. During the time of the outreach for the Coordinated Plan, the new service to the Rancho Calaveras community was initiated, but few agencies were aware of this recent service change. There was stakeholder awareness of the need for and interest in developing creative ways to promote existing transit information portals and to develop new ones. Such comments, coupled with the fact that agency personnel often change or are assigned to different areas, points to the importance for seeking a range of avenues by which to communicate public transportation information.

Given current perceptions about the difficulty of using Calaveras Transit, agency personnel and consumers may not consider Calaveras Transit when in fact trip needs may well be served by existing services. This is particularly true for older adults, some of whom may be newcomers to Calaveras County. New and prospective riders need assistance in finding their way into available services.

Interest was expressed in tools such as travel training, including buddy travel training for older adults, and other transit familiarization techniques. Existing coalitions, such as the Calaveras Network of Care, need to be regularly reminded of transit's role in securing work, shopping and medical trips. Continued active and creative attention to information tools to inform both agency personnel and consumers about Calaveras Transit services is indicated.

A new coordinated human services effort – Calaveras Network of Care -- was recently initiated and is an internet-based one-stop information resource offering websites for individuals, families and agencies in

need of services for persons with disabilities, older adults, behavioral health, youth, domestic violence, veterans, and probation and victim witness services. The Network of Care is part of a broad effort in Calaveras County to improve and better coordinate long-term care services locally. Currently, there is no information provided regarding transportation services. This is an opportunity to coordinate and incorporate information on transportation within existing materials regarding services for the target populations addressed in this Coordinated Plan.



## Section 6 - Coordination Opportunities to Address Gaps

*Needs of various types have been identified through the previous sections and the next step of the Coordinated Plan Update is to characterize the gaps and to begin framing the coordinated responses that may be developed. The section concludes with the Coordinated Plan Update’s Goals, Objectives and Strategies that provide the framework from which to identify prioritized projects in the next section.*





### 2014 COORDINATED PLAN GOALS, OBJECTIVES AND STRATEGIES

Table 13 presents the five goals and the related objectives that will best address the mobility gaps and promote the opportunities discussed in this Plan. This template for moving forward the recommendations of the Coordinated Plan update presents:

- Goals developed from this Update’s findings;
- Objectives by which to realize these goals;
- Projects and Strategies to implement, related to each objective; and
- Performance measures by which to assess the impact of projects undertaken.

#### Five Goals

Specifically, the five goals determined for the purposes of addressing and identifying mobility gaps are:

	<p><b>Goal 1 – Improve the Effectiveness of Calaveras Transit</b></p>	<p>This goal embraces strategies for improving Calaveras Transit service quality and responsiveness, building upon the strengths of the current network.</p>
	<p><b>Goal 2 – Develop Out-of-County Trip Options</b></p>	<p>This goal supports implementation of direction from Inter-city study now underway, related to the Coordinated Plan Update findings.</p>
	<p><b>Goal 3 –Grow Partnerships Around Innovative Projects that Expand Transportation Capacity</b></p>	<p>This goal encourages development and strengthening of partnerships between the transit and human services systems whose client base significantly overlaps, addressing mobility needs in creative and innovative ways.</p>
	<p><b>Goal 4 – Promote Infrastructure Improvements for Pedestrian Safety and ADA Accessibility</b></p>	<p>This goal attends to the infrastructure challenges of a rural county whose transit system operates largely on state highways, ensuring that safety and accessibility issues receive ongoing attention.</p>



**Goal 5 - Expand Information Resources Promoting Mobility Options**

This goal provides for creative strategies in “getting the word out” about available transit and specialized transportation through a variety of information portals and partnerships, with continuing support to human services partners in their contributions to Calaveras County mobility.

Table 13 presents the construct for this 2014 Coordinated Public Transit-Human Services Transportation Plan that provides the framework for its recommended direction. Sixteen objectives are presented by which to realize these five goals. Numerous projects and strategies are listed to suggest the ways in which the objectives can be implemented.

In addition to identifying the objectives and strategies by which to bring about each goal, relevant performance indicators are also enumerated so that progress made on each objective can be reported.

Beyond the objectives listed in Table 13, additional recommendations are detailed below as they pertain to the respective goal listed above and in Table 13.

**Table 13: Goals and Objectives to Improve the Mobility of Calaveras County Residents  
Who Are Older Adults, Persons With Disabilities or Persons of Low-Income**

GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
<b>Goal 1 – Improve the Effectiveness of Calaveras Transit</b>			
<b>1.1</b>	Increase service frequency on core routes	1.1.1 Identify costs for hourly peak period service on core routes. 1.1.2 Review structure of overall service to determine role of contracted or even voluntary demand response service for outlying areas. 1.1.3 Increase frequencies along Route 4, increasing the number of runs into Columbia College. 1.1.4 Increase frequencies along Route 1 between Spring Valley and San Andreas to support more work trips and allow transit trips for short agency appointments.	- Increased ridership on Calaveras Transit overall and on core routes specifically
<b>1.2</b>	Improve service to outlying areas by developing alternative service models for West Point (Route 2) and Copperopolis (Route 5)	1.2.1 Explore potential for demand response service delivery in outlying areas, including use of coordinated partnerships to expand trip capacity and the mobility of residents in these areas.	- Increased ridership between outlying areas and key activity centers (Valley Springs, San Andreas, Angels Camp)
<b>1.3</b>	Increase the Calaveras Transit funding base	1.3.1 Identify Section 5311(f) funding opportunities. 1.3.2 Explore other discretionary and dedicated funding sources. 1.3.3 Continue to support agency purchase of bus passes and develop a record-keeping mechanism to track human service agency purchases.	- Increased funding sources - Increased budget - Recorded agency bus pass purchases and increased agency purchases
<b>1.4</b>	Address FTA compliance issues around deviated fixed-route service and triennial audit-based changes around ridership	1.4.1 Modify route structure and revise fare structure as needed to address ADA complimentary service requirements.	- No findings next Triennial Audit - New fare policy reflecting deviation policies - Tracking of deviation pick-ups



GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
	requirements surrounding these.		and fare revenue
<b>1.5</b>	Identify the optimal institutional arrangements for the management of Calaveras Transit	1.5.1 Complete Organizational and Maintenance Evaluation as part of the Short Range Transit Plan update.	- Reduction in overall costs -Improved coordination of services -Added frequency and coverage of service
<b>1.6</b>	Improve service quality	1.6.1 Improved service quality measurement with rider participation; programs that involve paratransit riders in measuring service quality can spot issues missed by traditional methods and increase consumer understanding of service delivery issues. Riders are provided with data collection forms and training about the importance of the objective and complete observations. A neutral party recruits riders and compiles results with assured confidentiality.	- Increase rider satisfaction - Increased ridership
<b>1.7</b>	Expanded fixed-route transit services	1.7.1 Expand fixed-route transit services in areas with limited or no existing public transit services 1.7.2 Expand fixed-route transit services to nights and evenings, and on weekends. 1.7.3 Consider service alternatives in areas with limited or no existing service such as Volunteer Driver, Trip Trans, and alternative vehicles.	- Increased ridership - Meets passengers per VSH thresholds
<b>1.8</b>	Increase affordability and use of transit service for low-income individuals	1.8.1 Provide discounted transit service fares or other subsidies for people with limited incomes; subsidies for customers facing hardship could be provided through a non-profit organization.	- Increased ridership of transit dependent individuals



GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
<b>Goal 2 – Develop Out-of-County Trip Options</b>			
<b>2.1</b>	Access to out-of-county destinations such as Stockton/Lodi, Sonora, and Jackson	<p>2.1.1 Develop a link to Stockton, as recommended in the Calaveras Transit Intercity Service Feasibility Study, that provides for meaningful connection to regional services (Amtrak and Greyhound) and can be funded with Section 5311(f) resources.</p> <p>2.1.2 Develop funding support from human service agency partners, including an agency pass for out-of-county trips.</p> <p>2.1.3 Develop collaborative out-of-county project(s) with TCT to provide service to an urbanized area and provide a direct connection between Angels Camp and Sonora.</p> <p>2.1.4 Develop enhancements to Calaveras Transit that provide for more connections to Jackson with work-focused timing.</p> <p>2.1.5 Enhance transfers with neighboring transit systems through coordinated schedules and accessibility improvements at transfer points (e.g., restrooms, improved signage, etc.).</p>	<ul style="list-style-type: none"> <li>- Establishing an out-of-county trip service.</li> <li>- Count of trips provided by or supported by Calaveras Transit to out-of-county destinations.</li> </ul>
<b>2.2</b>	Develop non-emergency medical transportation options	<p>2.2.1 Promote a driver reimbursement program that will support NEMT trips and build upon Calaveras County relationships with Catholic Charities and the Volunteer Center, among others.</p> <p>2.2.2 Explore capability of expanding existing programs of Common Ground Senior Services or the Volunteer Center to provide and coordinate NEMT trips, perhaps veterans and dialysis-trip focused; determine whether this is a competitive 5310 grant proposal and organizationally feasible.</p> <p>2.2.3 Open dialogue with Mark Twain Hospital, to include local doctors and referring clinics regarding the type and volume of</p>	<ul style="list-style-type: none"> <li>- Establishing an out-of-county trip service.</li> <li>- Establishing new partnerships for addressing NEMT needs.</li> <li>- Count of trips provided by specialized transportation projects to out-of-county destinations.</li> </ul>



GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
		out-of-county medical referrals, exploring the potential for partnership in innovative solutions.	
<b>2.3</b>	Promote rideshare capabilities for on-going and spontaneous ride sharing	2.3.1 Develop partnership opportunity with Jobs For Progress around rideshare capabilities. 2.3.2 Develop web-based tools to support spontaneous ridesharing around agency initiatives.	- Establishing a rideshare portal; # of hits of interest; # of rideshare matches
<b>2.3</b>	Examine feasibility of vanpool options	2.3.3 Secure funding to establish a rideshare capability and determine best site for hosting this. 2.3.4 Explore feasibility of non-profit CalVans model for Calaveras County.	- Establishing a vanpool program: dollars available to subsidize vanpools; # of vanpools, # of participants, # of vanpool miles.
<b>Goal 3 – Grow Partnerships and Innovative Projects to Expand Transportation Capacity</b>			
<b>3.1</b>	Establish a mobility management function to provide leadership and development of partnerships that grow transportation capacity for target populations	1.1.1 Develop CCOG capability for a mobility management function, securing funding for this position and targeting services enhancing mobility of older adults, persons with disabilities and persons of low-income. 1.1.2 Enhance existing bus pass purchase procedures to identify those enhancements that will help secure increased agency bus pass purchases.	- Establishing a mobility management function for Calaveras County - Track agency bus pass purchases to monitor both number of agencies and number of passes purchased
<b>3.2</b>	Develop and enhance travel training programs to introduce more persons to Calaveras Transit and regional transportation connections	3.2.1 Coordinate with ARC and Creative Support Alternatives to identify transferrable travel training tools and techniques. 3.2.2 Develop older adult travel training tools – such as destination-based Trip Tools; buddy travel training programs; group transit orientation programs 3.2.3 Market and promote the Transit Ambassador program	- Number of contacts - Number of persons going through training and/or transit orientation
<b>3.3</b>	Examine feasibility of provision of demand	3.3.1 Explore partnering opportunities with Common Ground Senior Services in relation to its meal delivery program.	- Number of contacts Establishing new partnerships



GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
	responsive transportation by human service and health programs, working across individual client groups, to provide more responsive life-line service to outlying areas	<p>3.3.2 Explore partnering with County Behavioral Health and Prop. 109 programs around County support of demand responsive programs.</p> <p>3.3.3. Expand upon and develop partnerships with the Mark Twain Hospital, such as their partnership with the Volunteer Center, around NEMT trips.</p> <p>3.3.4 Provide assistance to social and human service agencies such as donating retired vehicles, purchase of new vehicles, technical assistance with grants and funding requirements.</p>	<p>to address targeted trip needs</p> <ul style="list-style-type: none"> <li>- Establishing a new demand response capability for outlying areas.</li> <li>- Establishing an NEMT transportation capability</li> <li>- Number of NEMT trips</li> </ul>
<b>3.4</b>	Improve veterans transportation connections	<p>3.4.1 Work with Veterans Affairs in Calaveras County to identify trip needs of veterans and potential partnerships.</p> <p>3.4.2 Develop partnership projects that support getting veterans to Sonora for the 5 a.m. bus to the Central Valley and on to the VAMC in San Jose.</p> <p>3.4.3 Develop partnerships to support getting veterans to Mather VAMC and returned.</p> <p>3.4.4 Develop partnership with VFW and Disabled American Veterans to identify specific strategies and projects to aide veterans.</p>	<ul style="list-style-type: none"> <li>- Number of contacts</li> <li>- New partnerships to address needs</li> <li>- Identified projects to support veterans transportation needs</li> </ul>
<b>3.5</b>	Fill gaps in service through alternative transportation programs	<p>4.1.1 Support and enhance the volunteer driver program provided by the Volunteer Center.</p> <p>4.1.2 Promote and expand upon existing driver reimbursement programs and coordinate with the Volunteer Center.</p> <p>4.1.3 Develop a demand-response, reservation based, group shopping service for persons with disabilities and older adults who are unable to utilize fixed-route transit to access shopping or other locations for recreation and entertainment.</p>	<ul style="list-style-type: none"> <li>- Reduced unmet transit needs and demand for fixed-route transit service in outlying service areas</li> </ul>



GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
		<p>4.1.4 Evaluate the feasibility of senior-friendly shuttles, jitneys, or circulators to shopping, medical facilities, and other local services.</p> <p>4.1.5 Explore car sharing options (i.e., car sharing “pods”) for low-income individuals where vehicles are stored in a central location and available for use.</p>	
<b>Goal 4 – Promote Infrastructure Improvements for Pedestrian and ADA Accessibility and Safety</b>			
4.1	Improve access for residents by promoting basic pedestrian safety and pedestrian improvements along Calaveras Transit routes	<p>4.1.1 Support the Safe Routes to Schools work through Public Health and its identification of priority paths of travel</p> <p>4.1.2 Secure funding to implement pedestrian improvements, including but not limited to sidewalk, crosswalks, pedestrian signals, and bus stop amenities that promote safety and improve accessibility.</p> <p>4.1.3 Develop a regional Capital Improvement/Replacement Plan to plan and prioritize capital needs</p>	- Number of pedestrian improvements along Calaveras Transit route structure.
4.2	Strengthen Calaveras Transit Capital Plan	<p>4.2.1 Continue to promote the vehicle replacement program for both Calaveras Transit and for specialized transportation programs; ensure vehicles are ADA accessible and prioritize purchase of vehicles with two or more wheelchair spaces on routes that serve a higher number of passengers who utilize a wheelchair or other mobility device.</p> <p>4.2.2 Compete for Section 5310 funding when projects are eligible; involve substantive coordination that will be competitive in statewide procurements.</p>	<p>- Vehicles within FTA recommended Useful Life guidelines.</p> <p>- Adequate spare ratio</p>
4.3	Enhance ADA access	<p>4.3.1 Provide information among transit and paratransit riders to increase awareness of wheelchair securement issues.</p> <p>4.3.2 Incorporate Intelligent Transportation Systems (ITS) features,</p>	- Number of stops with ITS improvements





GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
		<p>such as automated stop announcements, that can be used to comply with ADA requirements; while others can go beyond basic ADA compliance such as automated telephone technology that provides automatic phone calls providing passengers with advanced notification of bus arrival.</p>	
<b>Goal 5 – Expand Information Resources Promoting Mobility Options</b>			
5.1	<p>Support mobility manager information capabilities, including marketing tools for key destinations and trips oriented to human services and health care agencies.</p>	<p>5.1.1 Establish a formal mobility management function within the CCOG to support and aide local organizations in developing and sustaining innovative transportation project responses to identified mobility needs.</p> <p>5.1.2 Develop a marketing program to promote transportation options for persons with disabilities, older adults, and low-income individuals.</p> <p>5.1.3 Support and enhance Calaveras Transit’s Transit Ambassador program.</p> <p>5.1.4 Explore potential for a one-call/one-click information center on transportation services (e.g., 511.org), including a comprehensive mobility guide that builds upon existing resources.</p> <p>5.1.5 Pursue funding to develop an emergency planning and evaluation training program; particularly benefiting persons with disabilities who may not be able to be transportation by typical means used in large-scale evacuations.</p>	<ul style="list-style-type: none"> <li>- Expanded number of information tools</li> <li>- Defined mobility management performance indicators:               <ul style="list-style-type: none"> <li>* database contacts</li> <li>* partner meetings</li> <li>* instances of partner technical assistance provided</li> </ul> </li> <li>- Total grant funding requested annually, including local match resources</li> <li>- Total grant funding secured annually, including local match resources</li> <li>- Hours of technical assistance around FTA subrecipient compliance</li> </ul>
5.2	<p>Provide information-based technical assistance to partner agencies: 1) to help secure new transportation</p>	<p>5.2.1 Provide technical assistance to applicant agencies around Caltrans 5310 grant applications and processes.</p> <p>5.2.2 Provide letters of support -- and more active involvement if requested -- for agencies seeking transportation funding from</p>	



GOAL	OBJECTIVES	STRATEGIES AND PROJECTS	PERFORMANCE MEASUREMENT
	<p>funding for the County and 2) to ensure compliance with Federal funding rules.</p>	<p>non-transit sources, including other human service programs, private foundations and health care institutions.</p> <p>5.2.3 Assist partner agencies who may become FTA subrecipients in identifying and understanding compliance requirements (e.g. drug and alcohol testing, Title VI program reporting, other reporting).</p>	
<p><b>5.3</b></p>	<p>Utilize mobility manager tools to promote targeted awareness of alternative transportation modes and new transit service enhancements.</p>	<p>5.3.1 Provide outreach to agency gatekeepers to ensure they are aware of developing transit initiatives.</p> <p>5.3.2 Provide outreach to agency gatekeepers to promote specific initiatives that are partner efforts with other agencies and organizations.</p> <p>5.3.3 Expand Calaveras Transit’s web presence, as well as CCOG, to reflect coordinated projects and services.</p> <p>5.3.4 Promote expanded travel training capabilities to reach a greater number of prospective riders.</p> <p>5.3.5 Provide transit information in accessible formats.</p> <p>5.3.6 Work with Public Health and CHP in their Safe Routes to School efforts to develop a bicycle assistance and safety training program</p> <p>5.3.7 Explore a partnership with the DMV to assist people who have just lost their license by providing information on transit services and the Transit Ambassador program.</p>	<ul style="list-style-type: none"> <li>- Number and types of promotional contacts</li> <li>- Number of web page hits</li> <li>- Developed travel training reporting structure: # of trainees by type of training (group, individualized, in-field), # of training contact and/or training hours, # of consumers completing training, # of consumers still-riding at follow-up intervals</li> </ul>

## **EXISTING COORDINATION**

There are several existing coordination activities within Calaveras County. The Coordinated Plan attempted to capture existing transportation services available as well as existing partnerships. Both formal and informal coordination exists.

As with many human service organizations, there are multi-county working relationships, most notably between Calaveras County Council of Governments and the Tuolumne County Transportation Commission. Formal projects include the two-county effort of this coordinated planning process as well as timing transportation into Columbia College for connections on into Sonora.

Given the low population and rural nature of Calaveras, many of the human service agency collaborations that exist are multi-county in focus. These include the Network of Care organization and collaborative initiatives of the Area Agency on Aging, Common Ground Senior Services and Catholic Charities.

The Social Services Transportation Advisory Committee (SSTAC) is an advisory body to the Calaveras Council of Governments on the needs of transit dependent individuals. The SSTAC has played a continuing role as sounding board to the CCOG around the Coordinated Plan, the Intercity Service Feasibility Study and other transportation planning initiatives. The SSTAC involvement in the Coordinated Plan is critical, not only as representatives of the target populations, but in their ability to connect with key stakeholders in the community that will further various transportation objectives.

The Calaveras Transit Ambassador program, an idea presented by the Volunteer Center to the SSTAC, can also be considered a coordination project. Administered by the Calaveras Transit operations contractor, volunteers can work with individuals and agencies to teach them about Calaveras Transit in order to develop confidence in using its service. Although described in its Ride Guide as an available resource, administrators report limited use. The agency E-survey indicated there is limited awareness of this program. Additional outreach and education of the program to social and human service agencies could significantly increase usage of the program by individuals they serve.

## **ADDITIONAL COORDINATION OPPORTUNITIES**

### **Partnerships to Build Innovative Transportation Responses**

This section explores potential partnerships and strategies for increasing Calaveras County transportation resources, based upon experiences elsewhere. As noted through this Coordination Plan update process, there is limited directly-provided transportation by human service agencies or health care providers. Client-specific transportation is provided by just two agencies, with transportation under contract by a third for trips to day programs and work sites. Notably, multiple human service agencies are purchasing Calaveras Transit bus passes and have the potential to purchase more.

Partnerships and coordination suggest alternative ways of addressing some unmet client transportation needs and increasing transportation capacity. Building upon what’s already in place is an excellent way to start. Several key areas in which to do so, responsive to identified mobility gaps, are discussed here.

### 1. Common Ground Senior Services expanding to older adults’ transportation.

Common Ground Senior Services is already delivering meals across the county, to an estimated 350 households each week. New collaboration between meal delivery programs and senior transportation programs has been facilitated by changes in federal transportation authorizing legislation MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century) that now allows home delivered meals programs to seek funding for people transportation as well. The Federal Transit Administration (FTA) Section 5310 grant program has historically provided capital support, funding for vehicles and related equipment, to transportation programs for older adults and persons with disabilities. Funds are competed for at a statewide level, and are administered by Caltrans. This is expected to continue for rural areas, although it is changing for urbanized areas. Common Ground as a people transportation provider could assist in providing a basic level of transportation on a demand responsive basis to those areas of the county where it is delivering meals.

A similar model is the Paul Bunyan Transit that services rural Beltrami County, Minnesota, and its 45,000 residents in an area of 2,500



square miles. A non-profit agency operates the service six days a week from Bemedji, the county’s largest town of 13,000 residents, to the many smaller communities around the county. For example, to tiny Washkish, demand response transportation is provided on the 1<sup>st</sup> and 3<sup>rd</sup> Fridays, a distance of about 63 miles from Bemedji. Developing this model for Calaveras County is no small task but could both relieve some Calaveras Transit obligation and provide the more individualized, door-to-door service needed by some frail older adults, persons with disabilities or mothers with young children.

### 2. Volunteer mileage reimbursement program.

There are many different models of volunteer driver programs with different levels of financial and driver support. Some programs offer direct mileage reimbursement to the driver, while others provide reimbursement to the rider who is responsible for finding a driver and paying them for the ride. One such model that allows the rider to be



empowered is the TRIP Trans program, introduced by Riverside County’s Independent Living Partnership. In 2013 Tuolumne County introduced a TRIP Trans program (‘Tuolumne Trip’) modeled after the Riverside program. Tuolumne’s Trip collaborative is a partnership of local agencies that

include Area 12 Agency on Aging, Catholic Charities, Sierra Senior Providers and the Senior Resource Services of Tuolumne County. Key attributes of the Trip program include:

- Passengers are enabled to choose and recruit their own volunteer drivers from friends and neighbors they know and trust
- Low-cost, low-maintenance, rider-focused approach
- Compliments public transit services of Tuolumne Transit
- Volunteer drivers receive mileage reimbursement payments through the passenger
- Rides are scheduled by passengers and volunteer drivers, as mutually convenient
- Transportation is provided in personal volunteer driver's vehicles
- 24/7 transportation is available, as agreeable between riders and volunteers
- Travel can be provided to other cities or even outside the county, if needed
- Rides are free to passengers.

The CCOG has been exploring opportunities for a similar program and how it could be tailored to Calaveras County. The Trip Trans program is an attractive program for public entities as it reduces liability (i.e., no connection to the driver) and empowers the rider to find a driver. In addition, the Trip Trans program is flexible and can be tailored to fit the needs of any particular region. For example, Calaveras County can specify eligible applicants through limits on the service area, population group or trip type, depending on the funding source and level. To reduce fraud, the program could specify driver eligibility (e.g., no family members) or other restrictions. A review body, typically made up of social and human service agencies, reviews applications as they are received which also reduces fraud. In Calaveras County, the SSTAC could be the body that reviews rider applications which eliminates the need to develop a duplicative body.

Calaveras County currently has a volunteer driver program, provided by the Volunteer Center, offering some level of reimbursement directly to the volunteer drivers. Since 1991, the Volunteer Center's transportation program has been providing trips to destinations within and out-of-county for medical care and other needed services. The Volunteer Center links riders with a volunteer driver who has signed up with the Center.

The CCOG should work with the SSTAC to develop the details of a new or expanded program. If Trip Trans were implemented, it should coordinate with the Volunteer Center to ensure there is no duplication of effort and that the Trip Trans program is filling gaps and addressing needs not currently met by the Volunteer Center.

Given that a number of the partners of Tuolumne Trip are also providers in Calaveras County, another opportunity would be to explore an expanded, two-county collaboration.

### **3. Coordinated transportation service options with County Departments, including Behavioral Health, the Day Reporting Center and CalWORKs.**

The County Dept. of Behavioral Health has a part-time transportation coordinator and uses three to four County vehicles daily to bring in consumers to selected Behavioral Health programs. The program is traveling to many of the same outlying communities where trip needs were expressed, including West Point, Burson and Toyon, among other areas. The Day Reporting Center is also providing daily transportation, with program staff that have other, non-driving assignments and use County vehicles. The CalWORKs program is not directly providing transportation but helps with purchasing bus passes. Developing ways for these programs to jointly address transportation needs is complex but has potential to improve mobility of a number of groups within available resources.

The Santa Rosa OUTREACH program, which has embraced a number of coordinated initiatives, has a transportation project with Santa Clara County's CalWORKs (California Work Opportunity and Responsibility to Kids) Program supporting the efforts of individuals making the transition from public assistance to financial self-sufficiency. Through funding from the County's Social Services Agency and the regional Lifeline Transportation Program, OUTREACH is able to offer transportation programs for CalWORKs participants and a limited number of curb-to-curb trips to low-income individuals making the transition to employment. Its transportation services include a Guaranteed Ride Home, with a limited number of trips to individuals and JUMP START, a vehicle repair program to assist lowest income persons in getting their vehicles roadworthy.



### **4. Crafting a Non-Emergency Medical Transportation Response with new partners.**

Clearly the most frequently cited unmet out-of-county trip need for the target populations addressed in this Coordinated Plan is for medical trips. Unlike with work trips where an income may enable improvements to a household's transportation choices, medical trip needs can be more difficult to meet and not easier to do with time. Scheduled service through Calaveras Transit, if it is able to develop new out-of-county options, will not necessarily meet all this need, particularly where a curb-to-curb service or door-through-door escort to a specific facility is needed.

Furthermore, the implications for health care reform and transportation are not yet well understood for California, where historically the MediCal transportation benefit has been constrained to provision only by State Dept. of Health Services vendors, licenses that have been extremely difficult to secure. Opportunity exists now to develop new partnerships with the medical community, including the Mark Twain Hospital, the regional MediCal service providers and possibly even referral and specialty organizations in Sonora, Stockton and Lodi.

Opportunities may exist with existing transportation programs, such as those provided by the Common Ground Senior Services and the Volunteer Center. Their concerns about transportation for

dialysis patients and for veterans connecting with out-of-county medical care directly overlaps with County residents' trip needs.

One possible model is that of Health Express, a program of Western Placer Consolidated Transportation Service Agency (CTSA). Operated by the non-profit organization Seniors First out of Auburn, CA, this program has secured an annual operating contribution of \$50,000 from the Sutter Health organization. The Health Express provides trips within Placer County and to key medical facilities in Sacramento County to which Placer residents may be referred. The service provides door-to-door service and is free, although contributions are encouraged. Recently the Health Express service has been integrated into a countywide call center so that residents whose medically-related trips cannot be met by local demand response or fixed route services may be referred to Health Express.



A second model is Imperial County's MedExpress, a program of the Imperial County Transportation Commission and operated under contract by a non-profit organization ARC-Imperial County. Demand response service is provided four days a week. Pick-up spots are located in Brawley, El Centro, and Calexico. Trips are made between Imperial County and San Diego County, distances of up to 115 miles one-way. The schedule of facility visits is generally known, with days for the LaJolla/Scripps Eye Institute and Children's Hospital in San Diego. The service is subsidized by the Imperial County Transportation Commission and operated by a private non-profit transportation carrier.



A third model is a rural non-emergency medical transportation program operated by a hospital, the Hi-Desert Medical Center in San Bernardino County. Started with seed funding from the Morongo Basin Transit Authority, this program successfully secured a New Freedom grant



through Caltrans to expand its modest existing hospital transportation program. Funding enabled the hiring of a mobility manager who works within the hospital to schedule trips and identify persons who might otherwise make a 911 call to get to the hospital. Operating funds for a driver and fuel are also supported by the grant while the hospital has paid for a new, lift-equipped vehicle. With the program now six-months into operation, it has already exceeded its first year estimate of 7,000 one-way passenger trips.



For Calaveras County, in the matrix of Goals, Objectives and Strategies from Table 13, **Goal 3 – Grow Partnerships to Expand Transportation Capacity** relates to these partnership topics, identifying strategies by which to realize these in Calaveras County.

## Mobility Management

Some partnering opportunities may exist but all will require leadership to realize coordinated responses. Such leadership around coordination is increasingly described in terms of mobility management. Mobility management can address system level issues, coordinating between agencies and organizations to improve transportation. Or mobility management may involve support to individuals, helping to coordinate the transportation an individual needs to make a full trip. Work by the AARP Public Policy Institute and the National Resource Center for Human Service Transportation Coordination describes two functional aims of mobility management that are systems-oriented:<sup>2</sup>

1. a systems approach to managing transportation resources; and
2. a process of managing a coordinated community-wide transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other.

Specific systems-oriented functions identified in the AARP report include:

- Movement of people instead of vehicles;
- Customer needs and the discrete travel needs of individual consumers;
- The entire trip, not just that portion of the trip on one mode or another;
- Improvements to the effectiveness, efficiency, and quality of the travel services being delivered;
- Design and promotion of transit-oriented development, livable communities, and energy efficient sustainable communities; and
- Improvements in the information that is available about those services.

Coordination network functions also identified by the AARP and NCHST include:

- Offering a full range of travel options to the single occupant automobile,
- Cultivating partnerships and multi-agency activities,
- Offering a single point of access for customers to multiple travel modes,
- Applying advanced technologies.

Leadership for some systems-level topics around transit and transportation will most likely fall to the Calaveras Council of Governments (CCOG), as in that role CCOG has already located funding for and provided leadership around various countywide studies to improve or expand transit and transportation. In addition, a mobility management function within the CCOG could be coordinated with the CCOG's roles in promoting alternative modes of transportation and providing outreach. In this vein, taking on a systems level mobility management role around transportation coordination seems appropriate.

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<sup>2</sup>Mobility Management. AARP Public Policy Institute, Elizabeth H. Ellis AICP, KFH Group, Inc., Washington D.C, October 2009.



OUTREACH of Santa Clara County is a non-profit entity that has embraced mobility management at both the system and individual levels, including for rural areas of Santa Clara County. The OUTREACH *Mobility Management Planning Study* provides a detailed look at how this non-profit planned for an enhanced response to providing coordinated transportation services that are specific to its region and partners. Available on Outreach's website, this *Mobility Management Planning Study* is a worthwhile guide for agencies interested in mobility management: <http://www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf>



This suggests one model by which to address Calaveras County mobility gaps through Mobility Management.



For Calaveras County, in the matrix of Goals, Objectives and Strategies later in this section, Goal 3 – Grow Partnerships to Expand Transportation Capacity and Goal 5 – Enhanced Information Resources Promoting Mobility Options relates to this focus.

## Information Based Tools and Opportunities

Other coordination opportunities sit clearly between public transit and human service agencies, focused on information dissemination. Developing integrated information tools will help improve mobility. Calaveras Transit has an active advertising and public information program, including a website and system map which are clear and communicative. Similarly, the various human services programs contacted in the outreach process have various information tools and resources, including the Area Agency on Aging's Information and Referral Network, the Jobs for Progress directories and the Network of Care's new website that consolidates resource information. However, these various information portals are not always in the right place at the right time when transportation may be that critical link between getting and *not* getting services or employment. Several tools and models relevant to Calaveras County are described here, and would most likely become the responsibility of a mobility manager, if created.

1. **Build travel training resources.** Travel training or mobility training in its various forms is one important avenue, developing on-going travel training resources that can introduce different audiences to transportation. Numerous travel training tools can have benefit to Calaveras County residents, with a couple already in place:
  - One model is *destination-focused information*, as on Calaveras Transit's website, under its "Commute" tab. This provides people seeking work trip information with the specific origin and destination times, route number(s) and frequencies, encouraging them to use Calaveras Transit for their commute trip.

- A second model is **an agency staff person**, potentially building upon the existing Ambassador Program of Calaveras Transit with its volunteer travel trainers or the ARC San Andreas’ staff member. These individuals provide travel training and independent travel support to consumers. In the Case of ARC San Andreas, this is to persons with developmental disabilities and has been successful for a number of clients where the Calaveras Transit network fits their origin, destination and travel time patterns.
- A third model includes **periodic transit familiarization sessions**, which can parallel Calaveras Transit’s Ambassador program, supporting group trip experiences on transit. As Calaveras Transit services are enhanced and improved, some of seniors’ fears may be ameliorated with regard to being stranded, not having a guaranteed ride home, or having too-long a day, as they wait for the return run.



The *Seniors on the Move Program*, although operated in the large metropolitan area of Los Angeles County, sought to provide these familiarization experiences by introducing groups of seniors to public transit at the congregate meals sites with annual and semi-annual workshops, taking them on field trips on public transit buses and linking them with “buddies,” individual volunteers who have knowledge of local transit and an interest in sharing that with others. These travel buddies generally receive a free monthly pass, as long as they are continuing to introduce others to public transit.

A variation on this is the experience of Trinity Transit in Trinity County which has a travel training Power Point presentation on its website that can be downloaded and is specifically designed for case workers and agency gatekeepers who are trying to help consumers use Trinity Transit. This Power Point provides a System Overview, Planning Your Trip and Taking Your Trip. Its manner is straightforward and easy-to-understand, designed as an orientation tool for new agency personnel or to advise long-time employees about recent service changes. Notably, during this period Trinity Transit went from a three-day-a-week, life-line level of service to a five day-a-week service that provided more reliable connections to riders.



2. **Create information links and portals.** Information tools that expand the portals by which people can locate public transit are also important. In that moment when a question about transportation present to case managers, social workers or hospital personnel, it is valuable to know how to get quickly to public transit and specialized transportation resources. In Inland Southern California where San Bernardino and Riverside County’s vast expanses include many rural areas, a *Veterans Transportation and Community Living Initiative* (VTCLI) transportation project has sought to address this through the use of a logo “widget.”



This VetLink widget is placed on partner agency websites and creates a hyper link to a veterans transportation resource page. Many of these transportation resources on the page are also public transportation services, as well as more specialized transportation programs. Also on the page is a trip planner to help with fixed-route trip planning, and the program anticipates development of a trip planner to aide in demand response trip planning.



For Calaveras County, in the matrix of Goals, Objectives and Strategies later in this section, **Goal 3 – Grow Partnerships to Expand Transportation Capacity** and **Goal 5 – Expanded Information Resources Promoting Mobility Options** relates to these information provision topics.

## SUMMARY

Calaveras County has some existing coordination projects that provide a foundation on which to build further initiatives. Four partnership-oriented projects to enhance mobility and support more trip-making were described. These draw upon examples from other settings, as well as selected Mobility Management initiatives, travel training models and information based strategies.

This section has laid out for Calaveras County a framework of five goals to address mobility concerns of Calaveras residents who are older, of low-income or are persons with disabilities. These goals are:

1. Improve the Effectiveness of Calaveras Transit
2. Develop Out-of-County Trip Options
3. Grow Partnerships Around Innovative Projects that Expand Transportation Capacity
4. Promote Infrastructure Improvements for Pedestrian Safety and ADA Accessibility
5. Expand Information Resources to Promote Mobility Options.

Sixteen objectives and dozens of strategies by which to implement these goals and address gaps in Calaveras County’s transportation network are presented. As a comprehensive program of projects, these will ensure that more trips are provided to and taken by more older adults, persons with disabilities and persons of low-income.

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## Section 7 - Implementation Approach to Address Calaveras County Mobility Gaps

*The previous Section established a framework of goals, objectives and strategies for moving forward to improve the mobility of Calaveras County residents who are older, are persons with disabilities or of limited means. A discussion of key institutional issues opens this section. Priority projects are identified as a working list of capital and operating projects, ranked by priority level with some to be developed based upon the availability of funding. This section concludes with a sequence of steps or activities to organize Calaveras County responses to the direction offered by this Coordinated Plan.*

### **TRANSPORTATION COORDINATION INSTITUTIONAL PRIORITIES**

#### **Continued Support of Calaveras Transit**

The Calaveras Transit service is a critical component to achieving a coordinated approach in meeting the transportation needs of populations addressed in this Plan. While it is beyond the scope of this report to fully assess and address the institutional arrangement of Calaveras Transit, the upcoming Calaveras Short Range Transit Plan will more directly address the needs of Calaveras Transit.

Given the needs identified in this Plan and constraints of Calaveras Transit in serving all of these needs, coordination with social and human service agencies is critical to filling the gaps in service and decreasing the pressure on transit to provide all trips for all needs. In decreasing fixed-route service to outlying areas that are costly for Calaveras Transit to operate, Calaveras Transit is then able to increase service along the core routes, and in turn increasing service efficiency.

#### **Develop Capital Improvement/Replacement Program**

Implementation of this strategy entails a collaborative approach among local human service transportation providers and/or sponsors to develop a county-based or regional capital improvement program. The primary benefit to developing a capital improvement program is that it allows service providers relying on limited funding sources to mutually plan for and prioritize their capital needs, and to establish a rationale for developing a long-term schedule and process for making capital improvements.

Components of a capital improvement program would include:

- Identifying and prioritizing transit facilities and equipment needing improvement.
- Identifying and prioritizing bus stops or transit centers needing improvement to enhance their usability, such as installation of shelters, benches, curb cuts, etc.
- Modifying bus stops to ensure their accessibility for wheelchair users.

- Scheduling for replacement of vehicles operated by local non-profit agencies funded with FTA Section 5310 funds.
- Developing an expansion plan to increase operators' fleets.
- Identifying of applicable fund sources.
- Identifying and prioritizing other capital equipment needed to meet air quality standards such as computerized scheduling and dispatching program, enhanced telephone or communication systems, or vehicle modifications.

## Establishing Calaveras County Mobility Management

Another institutional capacity issue lies in the opportunities of Mobility Management, as suggested by preceding discussions. Mobility Management for Calaveras County suggests the following characteristics and advantages:

- It is an **organizing strategy** for initiating coordinated projects to address mobility gaps of the target groups, providing leadership around these projects.
- It becomes a **focal point for getting the right partners to the table** to secure additional funds or overcome institutional barriers or promote new services.
- It can **help to secure funding**, including new funding, through which to implement new mobility projects.

In this regard the Calaveras COG, in which is already providing some level of these services, is likely the most appropriate entity in which to establish a systems-level Mobility Management function. Such a model exists in Placer County, in the form where its CTSA exists under the aegis of the Placer County Transportation Agency but as a separate joint powers authority. Named the Western Placer Consolidated Transportation Services Agency (WPCTSA), this entity is performing various regional Mobility Management functions, notably providing leadership and seeking the funding by which to provide services for various specialized transportation services. Among its projects is the Health Express non-emergency medical transportation service, previously highlighted, that brings some hospital community benefit funds to transportation.

Other examples of mobility management leadership provided through transit agencies, albeit not Councils of Government, lie in certain functions that Riverside Transit Agency and SunLine Transit Agency have each taken on for targeted transit dependent populations. Riverside Transit Agency (RTA) is involved in an extensive travel training program that is geared to three populations: older adults, persons with disabilities including existing riders of its ADA complementary paratransit service, and veterans. This program is showing measurable results in terms of ensuring long-term use of fixed-route transit and in expanding the mobility of individuals who had more limited options before the training. While this is a specific program, it's being undertaken as a mobility management initiative that looks more broadly at physical access issues and routing that negatively impacts groups of riders, among other issues.

SunLine Transit Agency has responded to outreach from a limited English proficiency population in an isolated community on the western edge of the Salton Sea. It has developed a pilot fixed-route service to connect these Spanish-speaking, largely agricultural workers to SunLine services at almost 10 miles distance. It has small but continuing outreach efforts to help promote this pilot service. These RTA and SunLine examples reflect mobility management leadership through specific transit agency projects that address mobility issues of given ridership groups.

For Calaveras County, its mobility management functions will involve different types of projects but the entity that seems best able to take on this function appears to be the Council of Governments. Placing a mobility management function within the CCOG provides for the planning authority, access to information about transit funding streams within the state and federal transit funding conduits, and countywide relationships from which to build further coordination projects.

### **Developing Interested, Willing and Able Partners**

Given the breadth of project responses identified and in light of a limited local funding picture – namely that Calaveras Transit funds are constrained and that Section 5310 capital and operating funding must be competitively sought – it will be critical to identify additional partners and resources to move this Coordinated Plan forward. Specifically, the priorities proposed in this section must be championed by **“interested, willing and able”** partners.

Stakeholders who are **“interested”** in addressing the transportation concerns of their clientele, of a given constituency or of the general public, can be considered key partners. A number of these agency representatives have been identified through this Coordinated Plan process and include existing members of the SSTAC and others. They are **“willing”** in that they are individuals with sufficient authority or their organizational mission will allow them to participate in crafting project solutions. And they are **“able”** stakeholders in that they have the organizational capacity and resources to move projects from concept through to implementation.

Building such local capacity and partnerships must be ongoing. It requires ongoing leadership. And it will necessitate securing additional funding. This Coordinated Plan’s proposed goals, objectives and strategies – as well as the following Prioritized Project List – seek to build **“interest”** in transportation services, to encourage **“willingness”** to provide enhanced and improved transit and specialized transportation and to promote the **“ability”** of partner agencies to address the mobility needs of their clients and Calaveras County residents generally.

## PRIORITY CAPITAL AND OPERATING PROJECT LIST

Several priority categories and the actions suggested within each by this planning effort follow. For each priority area, the relevant goals from the previously presented Table 13 are highlighted.

### Highest Priority

1. Establish ***mobility management coordination function(s) to provide leadership*** to transit and specialized transportation in Calaveras County, potentially funding this through its TDA allocation to Calaveras County or seeking funding for the position through grant application to the next Caltrans cycle of rural Section 5310 funding. **[Goal 1 and Goal 3]**
2. Ensure ***recommendations from the Short Range Transit Plan update and Organizational and Maintenance Evaluation*** to seek to stabilize Calaveras Transit funding, ensure Federal compliance, establish a capital replacement plan and identify service improvements that can be supported within specified funding levels. **[Goal 1, Goal 2, Goal 4 and Goal 5]**
3. Establish ***new and enhance existing out-of-county transportation capabilities*** consistent with the direction of the Intercity Service Feasibility Study, with implementation strategies set forth in the planned Short Range Transit Plan. **[Goal 2]**
4. Develop a ***Capital Improvement/Replacement Program*** to prioritize capital needs and establish a rationale for developing a long-term schedule and process for making capital improvements. **[Goal 4]**

### Medium High Priority

1. Explore a ***volunteer driver program*** to determine how a similar model might be applied in Calaveras County to address hard-to-serve needs in the very outlying communities. **[Goal 3]**
2. Explore ***additional demand response capabilities*** involving innovative partnerships to address life-line transportation to outlying areas, and a particular emphasis on non-emergency medical transportation, potentially developing new partnerships with the Mark Twain Hospital, with managed MediCal brokers and with the County Behavioral Health Dept. while exploring potential to address out-of-county trip needs. **[Goal 2 and Goal 3]**
3. Identify and secure funding for ***pedestrian and bus stop improvement projects***, including bus stop enhancements for high use stops identified through the SRTP and coordinating with the County and Caltrans to secure funding for pedestrian-focused street improvements in the path-of-travel of high use stops. **[Goal 4]**
4. Establish a ***coordinated demand response transportation project*** with Common Ground Senior Services to provide trips, applying for and securing funding from the next Caltrans cycle of rural Section 5310 funding. **[Goal 1 and Goal 3]**
5. Identify and secure funding for ***information-oriented projects***, such as providing a Trip Planning function on the Calaveras Transit website and developing mobility manager tools that assist agency personnel in using Calaveras Transit and other transportation resources. **[Goal 5]**



6. Establish a ***formal performance measurement program*** to ensure that improvements and enhancements to Calaveras transportation options are catalogued and can be reported back to Calaveras County leadership and for seeking new funding. **[Goal 1, Goal 2, Goal 3, Goal 4 and Goal 5]**

### Medium Lower Priority

1. Establish opportunities for dialogue around ***specific populations' needs***, such as veterans trying to get to very-early-morning pick-ups in Sonora to travel on to the Palo Alto VAMC, selected non-emergency medical trip-making within Calaveras County and travel needs of human service agency clients who live outside of the Calaveras Transit service area, e.g. beyond the ¾ mile of the fixed-route footprint. **[Goal 1 and Goal 3]**
2. Provide ***technical assistance to human service agency transportation*** providers or prospective transportation providers to help them ensure compliance with funding agency requirements, including Federal Transit Administration requirements when applicable. **[Goal 3 and Goal 5]**
3. Develop ***travel training capabilities*** that extend and expand Calaveras Transit's Ambassador Program to address key constituencies and engage the human service case managers/ line staff in better utilizing public transit services. **[Goal 3]**

### Lower Priority

1. Examine potential for ***rideshare and vanpool options***, to address work trip for in-county locations at times when Calaveras Transit is not operating or to out-of-county locations that may not offer a good transit solution. **[Goal 2]**
2. Provide ***outreach to agency gatekeepers*** to ensure they are aware of developing transit and transportation initiatives. **[Goal 5]**

# Appendices

Appendix A – Agency E-Survey


Appendix B – Interview and Focus Group Notes

Appendix C – FTA Section 5310 Fact Sheet

Appendix D – Rural Transportation Funding Matrix



## APPENDIX A – AGENCY E-SURVEY



**CALAVERAS COUNCIL OF GOVERNMENTS**  
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION PLAN UPDATE: **AGENCY SURVEY**

CALAVERAS COUNCIL  
of GOVERNMENTS

Contact Name: \_\_\_\_\_ Agency Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Program Name: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Mailing Address: \_\_\_\_\_  
 Fax: \_\_\_\_\_ City: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_ Zip code: \_\_\_\_\_

1. Please provide a brief description of your agency or program. (You may also attach a brochure, flyer, or provide a weblink at your discretion.)  
 \_\_\_\_\_  
 \_\_\_\_\_

2. IN WHICH COUNTIES DOES YOUR AGENCY PROVIDE SERVICES? (List Counties)  
 \_\_\_\_\_  
 \_\_\_\_\_

3. YOUR AGENCY TYPE (Check one only):  
 Private, for profit     Tribal organization  
 Private, non-profit     Public agency  
 Faith based

4. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN CALAVERAS COUNTY  
 \_\_\_\_\_ # Total clients / consumers enrolled or on caseload lists  
 \_\_\_\_\_ Estimated # traveling to site daily  
 \_\_\_\_\_ Estimated # daily who require transportation assistance  
 \_\_\_\_\_ Estimated # on-site daily in wheelchairs

5. PLEASE IDENTIFY THE CLIENT POPULATION YOUR AGENCY SERVES: (Check all that apply)  
 Seniors, 60+ able-bodied     Persons < 60 with physical disabilities  
 Seniors, 60+ frail     Persons < 60 w/ behavioral disabilities  
 Children & Youth     Persons with sensory impairments, all ages  
 Veterans     Persons of low-income, all ages  
 General Public     Homeless persons, all ages  
 Others \_\_\_\_\_     Persons with limited English proficiency

6. HOW FAMILIAR ARE YOU WITH CALAVERAS TRANSIT?  
 Very familiar – I know about routes and schedules and have contact information for programs.  
 Somewhat familiar – I know of public transit generally, but not specific routes or specific services.  
 Not familiar at all – I am unaware of public transportation services in the area

7. PLEASE RATE THE EFFECTIVENESS OF CALAVERAS TRANSIT INFORMATION TOOLS. (check all that apply)

	Very Effective	Somewhat Effective	Not Effective	No Opinion
Ride Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ambassador Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: (describe below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. WHICH AGENCIES/ORGANIZATIONS DO YOU WORK WITH TO PROVIDE TRANSPORTATION FOR YOUR CLIENTS?  
 \_\_\_\_\_  
 \_\_\_\_\_

9. PLEASE SPECIFY HOW OFTEN YOUR CLIENTS COMMUNICATE THE FOLLOWING UNMET TRANSPORTATION NEEDS: (Check all that apply)

	Often	Sometimes	Rarely or not at all
Getting to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Daycare, childcare or elementary school trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to local doctor / medical trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting to regional doctor/ medical trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dialysis trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trips to college or adult education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty with flag stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escorted to-door or through-door assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trips beyond the Calaveras Transit service area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Out-of-county trips:</b>			
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other issues (specify):  
 \_\_\_\_\_  
 \_\_\_\_\_



**TRANSPORTATION SURVEY, Page 2**

**10. WHAT PRIMARY BARRIERS TO ACCESSING and/or COORDINATING TRANSPORTATION EXIST FOR CONSUMERS OF YOUR AGENCY or ORGANIZATION?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**11. PROJECT SOLUTIONS - WHAT LEVEL OF INTEREST DO YOU HAVE FOR THE FOLLOWING PROJECTS?**

Very Interested	Somewhat Interested	Not Interested	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shopper shuttle for unserved areas of the county
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mileage reimbursement for escort driver found by rider
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Volunteer driver programs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other projects that supplement Calaveras Transit
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Out of county transportation projects

**12. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICES PROVIDED BY YOUR AGENCY? (Check all that apply)**

- NO TRANSPORTATION operated, contracted, or arranged
- OPERATE transportation with full responsibility for the transportation by this agency
- CONTRACT for transportation; services provided by another entity under contract to your agency
- SUBSIDIZE transportation through agency purchase of bus passes, fares or mileage reimbursement
- SUBSIDIZE transportation through mileage reimbursement
- ARRANGE FOR volunteer drivers or private car
- ARRANGE FOR transportation with information assistance; clients responsible for follow-up
- OTHER (please specify) \_\_\_\_\_

*If you answered NO TRANSPORTATION to #12, stop here and return survey. Otherwise please complete questions #13 thru #23. Please return as indicated. Thank you!*

**13. WHO IS ELIGIBLE FOR YOUR TRANSPORTATION?**

- Only clients eligible, authorized clients
- Anyone this agency serves
- Any member of the general public

**14. DRIVERS FOR YOUR TRANSPORTATION PROGRAM:**

\_\_\_\_ # Paid Dedicated Drivers    \_\_\_\_ # Paid Staff who Drive  
\_\_\_\_ # Volunteer Drivers

**15. HOW MANY VEHICLES DO YOU HAVE AVAILABLE FOR CLIENT/CUSTOMER TRANSPORTATION?**

\_\_\_\_\_

**16. NUMBER AND CAPACITY OF AVAILABLE VEHICLES:**

- A. \_\_\_\_ # of sedans seating 5 or fewer passengers
- B. \_\_\_\_ # of vans seating 10 or fewer passengers
- C. \_\_\_\_ # of vehicles seating 11 to 15 passengers
- D. \_\_\_\_ # of buses seating 16 + passengers
- E. \_\_\_\_ Total # of vehicles lift-equipped

**17. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?**

\_\_\_\_ #Now    \_\_\_\_ # Within a year    \_\_\_\_ # Within 2 years

**18. PASSENGER TRIPS PROVIDED**

A. \_\_\_\_ Average # of one-way passenger trips per MONTH  
Counting each round-trip as (2) one-way passenger trips; count one trip each time a passenger boards the vehicle.

**19. DAYS AND HOURS OF TRANSPORTATION OPERATION:**

	Operating Hours	First Pick-up	Last Pick-up
Weekdays			
Saturdays			
Sundays			

**20. TRANSPORTATION BUDGET: (Estimated, current year)**

- \$ \_\_\_\_\_ For bus passes, tickets or tokens
- \$ \_\_\_\_\_ For vehicle operations (drivers, maint., fuel)
- \$ \_\_\_\_\_ Administration (advertising, marketing)
- \$ \_\_\_\_\_ For vehicle replacement capital funds
- \$ \_\_\_\_\_ Insurance
- \$ \_\_\_\_\_ For taxi vouchers / other specialized transp. services
- \$ \_\_\_\_\_ Mileage reimbursement for passenger trips
- \$ \_\_\_\_\_ Other (please specify) \_\_\_\_\_

**21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET?**

- Increase     Decrease     Stay the same

**22. FUNDING SOURCES FOR TRANSPORTATION BUDGET (CHECK ALL THAT APPLY)**

- County/Local Funding     Federal Funding
- State Funding     Other Funding

**23. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?**

- Yes     No     Unsure

Complete this survey at: [www.surveymonkey.com/s/CalaverasUpdate](http://www.surveymonkey.com/s/CalaverasUpdate) OR return this survey in the enclosed, self-addressed envelope to:  
AMMA Transit Planning 393 Two Trees Road, Riverside, CA. 92507 Or via facsimile (951) 784-1212

## **APPENDIX B – SUMMARY OF STAKEHOLDER AND PUBLIC INPUT**

### SSTAC, Community Outreach Stakeholder Interviews and Focus Group Meetings

#### **Calaveras County Social Services Transportation Advisory Council, 7/11/13**

Comments on Transportation Issues, Needs, Resources

Creative Support Alternatives – Mary Ellen Sousa

- using transit to access common places, including to and from work
- doing some travel training to promote increasing independence
- seeking affordable housing
- promoting accessible transportation
- building micro businesses

Caltrans – Maria Rodriguez

- seeking rural funding; advocate for rural transit and Tribal Transit
- Miwok Tribal contacts – will provide; living in the West Point area

ARC San Andreas – Peggy Cunningham

- Supported employment trips – crews, shopping, recreation
- Transit is provided by Regional Center (Blue Mountain)
- Keeping quality up and costs down – San Andreas Valley Mountain Regional Center
- Would like to see routes accessible; 5 days a week
- Would like to increase transit rides and get more people on buses

CalWorks - Adele Baroni

- Health care reform; changes to MediCal and CalFresh
- Managing open stamp program and CalWorks/ cash aide programs
- Getting consumers out to transit; using transit
  - Mostly to college
  - Some walking; encouraging to use transit
  - To work
- TANF has gone from a 48-month limit to a 24-month limit; must get started immediately at finding solutions.
- How can we get consumers to use transit services???? How can we encourage and motivate more persons to use transit
- Opened satellite offices for CalWorks across county; each open twice weekly.

Volunteer Center - Marti Crane

- Volunteer Center Transportation: providing safety net transportation
- Mind Matters in Murphys
- Common Ground Transportation in Amador County
- Areas of unmet need: dialysis trips; evening trips; out-of-county trips
- Town Hall meeting in West Point identified “shopper shuttle” option

Discussion of related topics --

- Information issues:
  - Cell phones unreliable for communicating transit information; dead spots not uncommon.
  - Older adults may not have cell phones or smart phones
  - Smart phone by lowest income difficult; requires expensive data plan
- Key destinations:
  - Jackson in Amador County
  - Music in the Parks – shuttle for evenings: 8 Wed. in the summer
- Veterans transportation needs
  - Palo Alto VAMC
  - UC Davis specialty clinic
  - Sacramento airport
  - CBOC in Tuolumne County
  - Uncertain what local DAV is doing/ provides
- Frontier county designation – very isolated; can’t walk on road; not safe on narrow, twisting road; no sidewalks; infrastructure walking very difficult.
- Mark Twain tele-med centers for health care delivery
- Carpools – informal
- Child care trips
- Spanish language information
- Capital equipment – supplement with PTMISEA; not go after Federal \$.

**Calaveras County Day Reporting Center, 9/9**

BI Incorporated, Calaveras County – DRC

\*\* Renee Christ, Supervising Case Manager (209) 754-9051 [renee.christ@bfi.com](mailto:renee.christ@bfi.com)

SkyInn Myers, Case Manager

Steve Regan, Case Manager

Tara Johnson, Probation Officer

\*\* Mary Rose Rutikanga, Analyst 754-6923 [mrutikanga@co.calaveras.ca.us](mailto:mrutikanga@co.calaveras.ca.us)

Robert Fulgham, Substance Abuse Counselor [rfulgham@co.calaveras.ca.us](mailto:rfulgham@co.calaveras.ca.us)

Day Reporting Center is responsible for implementing AB 109, legislation from 2011 now in the State Constitution, that was the result of the Supreme Court decision regarding overcrowding in the California State prisons.

### Program Overview

- Began in Spring (April 2012)
- Currently 27 or 28 program enrollees, individuals released from state prison
- An estimated 60 persons have come through the program since its start
- Capacity at any one time, about 50 persons
- Persons are enrolled in last county of legal of residence
- Consumers are often without drivers' licenses about 75%; those with drivers' licenses often don't have access to a functioning automobile.
- Goal – evidence-based reporting on program interventions to reduce recidivism (return to jail).

### Program characteristics AB 109

- Three phased program
  - Phase I – 5 days a week, basic compliance
  - Phase II – treatment/ 3 days a week reporting
  - Phase III – 2 day a week reporting ( 10 minute check-in with drug testing)
- 100% of program participants are in active treatment for substance abuse
- Persons coming in through AB 109 program can file “4500” which wipes out DMV fines and fees associated for parolees (State); this not available to persons on probation (County)
- Can provide limited term housing to new referrals; not using location in Berson, (Sliver Lining House) out past Valley Springs, but no transportation available there.

### Transportation program/ transportation specific topics

- Purchasing bus passes for some consumers
  - Had been spending about \$300 per month; now close to \$500; could purchase up to \$1000 in bus passes if needed.
  - Not giving bus tickets to people arriving in cars; to people who obtain jobs.
- One to two staff members regularly driving County vehicle(s)/ sedan SUV
  - Three+ days per week; carrying 6 to 8 to 10 persons daily,
  - Admin person spending 40-50% of her time scheduling trips and driving program participants.
- New service -- Conceivable that BI funding could be part of a grant “match” budget, if some type of dedicated transportation project could be designed, particularly where it might be focused on the newly released prisoners who are not yet inter-mingling effectively with the general public population.
- Adapting program scheduling to accommodate transportation
  - Recognizing that Calaveras Transit has limited service (runs per day) recognizing
  - Offenders had all been on different schedules; staff working to “stack” program interventions to facilitate transportation

Program support to persons on probation (County), approx. 400 in county

- Sorted into groups of low, medium and high risk of recidivism (return to jail)
- Parolees at high risk coming to the Day Reporting Center five days a week

Programs are part of a Community Corrections Partnership, includes sheriff, police, behavioral health. Could present proposals to the partnership but it will have to address needs of multiple groups in order to secure funding.

Destinations –

- Valley Springs
- Burson
- Mountain Ranch
- West Point
- Copperopolis
- Poole Station

With whom else should we speak:

Colleen Tracy, David Sack/ Mental Health

Valley Mountain Regional Center, 9/9

Patricia Green (209) 674-6525

Cindy Brewer [cbrewer@vmrc.net](mailto:cbrewer@vmrc.net)

Carol Hensel [chensel@vmrc.net](mailto:chensel@vmrc.net)

KarneCloyd [kcloyd@vmrc.net](mailto:kcloyd@vmrc.net)

Patricia Green [pgreen@vmrc.net](mailto:pgreen@vmrc.net)

Cozy Brandson [cbrandson@vmrc.net](mailto:cbrandson@vmrc.net)

Robyn Scott [rscott@vmrc.net](mailto:rscott@vmrc.net)

Caseload of 400 Adults for Tuolumne, Calaveras and Amador Counties

Transportation a significant issue in ensuring the least restrictive environment; public transportation very limited in Calaveras County.

Destinations –

- Black Oak Casino a major employer – swing shifts/ graveyard/ unpredictable
- Valley Springs – origins; 3 group homes; high need for transportation
- Traveling to day programs in San Andreas – ARC, Independent Living Program/ Creative Support
- Grocery stores – Shopper Hopper had been of interest; disappointed that was not funded; important for those living independently.
- Out-of-county destinations – Stockton health appts; Delta College

Capable of using fixed route but...

- Some adults using dial-a-ride, including VMRC contractor, but could use scheduled fixed route service.



- Fixed route can mean a 3-hour wait
- Consumers in Valley Springs area and other outlying areas are capable of taking fixed route services but are on contactor service.

Transportation provided by –

- WATCH
- Thumbs Up
- Community \_\_\_\_\_ (Susan Way)
- Blue Mountain, private transportation vendor
- Purchasing \$1,000 in bus passes; paying \$5,000 to Blue Mountain contractor (per month?)

Other issues –

- Small cluster around Arnold/ Murphys have difficulty crossing the highway safely (around Hathaway)

Other persons to talk with:

- Wilma Murray, VMRC Transportation Coordinator
- Paul Billadoe, Executive Director
- Debra Roe, CFO

### **Common Ground Senior Services, 9/9**

Elizabeth Thompson, Director (209) 233-3015 [ethompson@cgseniors.org](mailto:ethompson@cgseniors.org)

Services located in Camp Connell, near county line (Amador); delivering meals in San Andreas and Calaveras County. Common Ground director for 12 years.

Calaveras transportation program -

- Getting a small amount of AAA IIIB money for transportation from the Area Agency on Aging
- Using two vehicles; providing NEMT only
- Maybe \$15 to \$18 per passenger trip
- May be paying some mileage to persons

Meal delivery –

- Providing home-delivered meals from Jackson to Calaveras County – 3,500 meals per week, 5 to 7 meals per household to 150 unduplicated individuals
- Provided to older adults 60+; registered persons; volunteer drivers from Jackson
- Kitchen in Jackson
- Using 1 10 passenger van for meal delivery (check this)
- Congregate site in Valley Springs – 10 people
- Westpoint – pizza place for meal delivery, congregate site
- Schedule – approx. 30 addresses per day:

- Mon – Westpoint and San Andreas
- Tues – 25 – 30 congregate site in Arnold; delivering frozen meals in that area too
- Wed. – Valley Springs and Bursen – all frozen; some bulk for congregate
- Thurs – Angles Camp and Copperopolis
- Fri – RR Flat
- Issues
  - finding a freezer/ freezer space to hold 7 days worth of meals;
  - Daily well check (Amador) Hot Shot truck (hot meals); serving 50 people
  - Need to get more cold meals to people
  - Interest in collecting data
- Interest in 5310 possibilities for combining meal delivery with people delivery/ pick-up
  - Possibility of partnering with The California Endowment and / or Catholic Charities.

### **The Resource Connection, 9/10**

Food Bank, San Andreas

Jeannie Hayward, Director (209) 754-1257 [jhayward@trcac.org](mailto:jhayward@trcac.org)

5 programs; Calaveras and San Andreas:

Food Bank is only in Calaveras County

WIC – women, infant children ages 0 to 5

Childcare resource and referrals

Crisis Center and shelter for women concerned with domestic violence

Facility is 5000 square feet; almost two miles from closest bus stop on Highway 49.

About 1,000 families per month through Food Bank

- 14 pantries around Calaveras County, once, twice and sometimes three times monthly per location (check this)
  - 9 sites distributing commodities in summer and fall; 1 x monthly each community – West Point; Copperopolis, Valley Springs, Murphys, Arnold, Angels Camp
  - locations are churches and community centers
  - 1 mobile pantry; used in West Point,
- 
- When on-site, takes about 20 minutes for “intake”, required of funders; to collect descriptive household data; problem of flow at Food Bank; getting in and out
  - Do have a drive-through day, when people can stay in their cars.
- 
- In 2008, serving 71 families per month; by end of 2012, serving 1,102 families per month.

Funding sources:

- Federal USDA – CMCAA

- CDGB – CSGB (Community Services Block Grant)
- Federal – food stamps
- State – First 5
- Outreach/ donations
- Private foundation funding
- Salvation Army – Exe. Director is chair of Calaveras County Salvation Army Unit; some support

#### Information tools

- Facebook has been very successful – many low-income households do have smart cell phones with Internet access; cheaper than a cable to home;
- Asking consumers to “like us” on Facebook
- Had 1,000 hits around announcement of a recent event – scary levels of interest!
- A ton of “resourcing”

#### Transportation

- Salvation Army allows for purchase of some bus passes/ bus tickets;
- Give to CalWorks who gives to their consumers (maybe 200 roundtrips every 2 months).
- Stuff the Bus project with Calaveras Transit drivers was very successful in gathering contributions to the Food Bank.

#### Transportation-related issues --

- Transportation need is huge – BIG issue; people spend money to get here; gas money is hard to come by for many of these families; making choices between food – gasoline – doctors.
- Current Calaveras Transit routing – takes many hours to get there; long walk from nearest bus stop to Poole Station off Hwy 49 (Check this); some walk from Government Center (check distance)
- Problem of delivering multiple people to the Food Bank at once; problem of flow and waiting; small entry area; difficult when it’s raining;
- Transit policy – reliability versus meeting need; wishes to have buses wait for consumers rather than to have to leave for purposes of meeting schedule
- Would like “robust transportation system that allows some flexibility”

#### Particular areas of Calaveras County –

- Valley Springs population cluster – day care center there
- Mobile parks – Food bank goes to 7 locations/ WIC sites; churches; community halls; American Legion
- West point
- Jenny Lind – 18 household; older adult population (drive thru day is popular with the)

#### Collaborative groups / Others with whom to speak --

- Calaveras Continuum of Care – working with homeless in Amador, Tuolumne and Calaveras Counties
- ATCA – Community Action Partnership
- HANDS – meets quarterly; collaborative of Food Bank, First 5 and WIC programs; possibly also UC Davis Extension and Amador County)
- Public Health Dept. – Sugary Beverages in Schools/ Safe Routes to Schools Initiative
- Crisis Center – AB 109 Collaborative Group/ Day Reporting Center
- Probation for County – good relationship; have changed the county regarding helping people in difficulties with the law; now making community services placements

**Mark Twain Cancer Treatment Center, 9/10**

Debbie Peterson, Director (209) 754-9670

[Deborah.peterson2@dignatyhealth.org](mailto:Deborah.peterson2@dignatyhealth.org)

Hospital providing ER, med surgery and primary care only – out of county for all other medical services;  
Out-of-county for OB GYN and family medicine

Cancer Center providing only chemotherapy, since January 2013 – new facility; new physician with excellent credentials in treating cancer; has been working in the Foothills; previously Tuolumne County.

Cancer patients must go out-of-county for all non-chemotherapy cancer treatments (surgery; radiation, etc.)

Most out-of-county trips are into:

1. Lodi (treatments)
2. Sonora (referrals)
3. Stockton (referrals)

Relying upon volunteers to assist with transportation.

- Cancer support fund – possibly provide gas cards; fixing cars (source of funds?)
- Volunteer assistance is difficult when radiation is 5 days/ week, out-of-county

Other persons with whom to speak –

Larry Cornis, COO 754-2512 resource on implications of health care reform  
Strategic Plan

Clinic services (or locations of private physicians)

Valley Springs  
Angeles Camp  
San Andreas  
Arnold (2 clinics)

Copperopolis  
Murphys (private practice)

### **Calaveras Transit, 9/10**

Cynthia Lawrence, General Manager (209) 754-4450 [clawrencect@att.net](mailto:clawrencect@att.net)

Adding 900 hours of service to accommodate Valley Springs service expansion

Calworks DHHS –

Commuters trips –

Stockton commuting daily

Transit use is inhibited by concern about guaranteed ride home

35 average daily hours – Route 1 to Columbia; 6 a.m. to 8 p.m.

Issue – Columbia College evening classes; leave too early for students to take evening classes and get home on Calaveras Transit

Schedule – 14 daily hours, with a 45 minute headway

West Point run – lowest demand

Copperopolis – 2 runs; second lowest levels of demand; Adult Day Health Care program in Copperopolis; some can use transit

Gold Strike Mobile Home – Gold Strike Road/ Hwy 49 – many transit dependent residents

Other persons with whom to talk -

Marty Crane, volunteer

Oakendale Court School stop

- Concern about stopping safely; pavement dips down there at the Elephant Sanctuary (PAWS – iron gate) and International bus hits bottom
- Would (might) need GPPV if entering onto the school grounds (that road that is the property of the school)
- Can go another ¼ mile to a pull-out area and go up and over to cross road (near a gravel pit); makes it possible to serve the school
- Added advantage of bringing people closer to the Food bank

Calaveras Transit Driver comments

Steve – serves Copperopolis:

- Very spread out; people wish you could go farther than the route allows
- Saddle Creek – a gated community
  - Gate is narrow – too narrow to get bus through
  - Could stop outside but turnaround is an issue

- Distances between stops are long
- Some areas have sidewalks; most do not, particularly along Route 4
- Stops need shelters; no cover from elements
  - Stop at library is covered; stop in Little John area is not covered

Norbutto -

- Wish they could pick up riders at their homes; sometimes it's a long walk, even with the ¾ mile deviation pickup
- Trip needs to Lodi, Stockton, Modesto

### **Calaveras County Behavioral Health, 9/10**

Stacey Miley, Transportation Coordinator (209) 754-6516

Behavioral health department (County):

93 persons in substance abuse program

most have DUI tickets and cannot drive; transit dependent

15 women in Perinatal program – some moms (moms-to-be) don't have cars

648 "active" caseload in Mental Health programs

Much overlap with Calworks program; many of the same clients

Transportation program

- 6 drivers; extra hires
- Maximum 19 hours per week per County rules; significant and careful scheduling of trips.
- Using 16 County vehicles, a mix of vans and sedans (Ford Fusion); uncertain as to whether lift-equipped or not
- Provides transportation to:
  - Some "first-timers"
  - To enrolled consumers in the substance abuse program (93?)
  - 5150's (secure transportation)
- Providing transportation for long-distance trips and out-of-county placements
  - To Amador, Tuolumne and within Calaveras County;
  - No overnight placements within Calaveras County; must take out-of-county
  - Sometimes all the way to Eureka, Atascadero, Napa; depending upon where a placement can be found; do have to pay drivers for overnight stay in these instances.
  - Facilities – board and cares (locally within the county); locked facilities (out of county)
- Providing transportation within the county --
  - Wednesday nights bringing in families to NAMI (National Alliance for the Mentally Ill); perhaps 6 to 8 for activities.
- Calaveras Transit
  - Will purchase Calaveras County bus tickets; annually about \$500

- New procedure – issues; 1 ticket previously and now requires 2 tickets (check this?); Disability application vs. ADA application; haven't worked this issue through successfully with Calaveras Transit
- Note – all persons in “active treatment”, e.g. the 93 consumers enrolled in the substance abuse program are ADA eligible per the Federal rules.

#### Agency Site Specifics/ Time on site

- Court – 5 minutes, based upon county of residence
- Groups – up to two hours
- Drop-in appointments at day center between 10 a.m. and 3 p.m. – about 90 minutes
- Medication appts. -- 30 minutes every 4 months

#### Coordination through county

- Umbrella agency – County Health and Human Services, Mary Sawicki, Director
  - Includes CalWorks, Public Health, Behavioral Health

#### Transportation-related concerns

- Some limiting of groups because of difficulty getting everyone in on transportation
- Can't provide transportation to everyone
- DUI clients are among those whom they are not transporting if they are not enrolled in the substance abuse program
- Paying for the programs (DUI people) is about \$400 per month (?); \$2600 for 3 month program; 3 days-a-week classes from 5 p.m. to 7 p.m.
- Case managers (6)
  - Youth – activities after school
  - Adults – finding housing and social security destinations
- Transportation needs a common and constant concern in focus groups; consistent theme

#### Funding

- Mental Health Services Act
- DMV registration and a tax from that

#### **CALAVERAS WORKS, Calaveras County**

Date: Monday, October 0, 2013, 9:00-9:45 p.m.

Attendees: Adele Baroni, Supervisor, Employment Services

Mickey, Program Manager

Robin, Employment services

Christine McKean, Adoption, independent living (beyond foster care)

- Many of clients are on general assistance (no minor children.)

- Must attend court ordered substance abuse, mental (5:00 TO 6:30 p.m. Monday, Wednesday, Thursday)) no transportation
- Provides some bus passes
- 25 clients (3/4 are transit dependent), geographically scattered.
- Total number of clients 200 to 300 (1/2 of which are transit dependent
  
- Transportation Issues
  - Weekends
  - Early Evening
  - Children to day care
  - Columbia College – standing room only. Last bus standing
    - Most coming from Valley Springs
    - Can't get from evening classes
  - Many jobs are nights and weekends
  - Out of county – shopping – general assistance only \$40 – local stores are too expensive—no Wal-mart or K-mart.
  - Infrequency of routes--timing
  - Food Bank on Pole Station Road – perishables, a lot of families.
- Action group #1 Transportation – California youth connection
- Employment services allow someone else to drive can reimburse.

Assessment: Purchases some passes. Program managers occasionally provide transportation when there is no other way. 4 Major issues:

1. Dispersed population
2. Infrequency and timing (late meetings/classes
3. Out of County
4. College.

### **Senior Employment Program/ Jobs for Progress, San Andreas, 9/10**

Judy Ospital

Elena Lineham

US Dept. of Labor funded programs

Senior Employment Program (Judy Ospital)

Provide training and support to individuals who are seeking employment

Caseload of about 65 persons maximum; average about 22

ages 55+ up to age 94

working 18 to 24 hours per week

Older adults seeking work – their concerns:

? Is there transportation?



? is it safe?

Cars are as old as they are

Participants are afraid to get on the bus

Amador, Calaveras, Tuolumne service area for Senior Employment Program

Groveland – just couldn't get the seniors out of Groveland

Dependent upon the kindness of strangers

Demand response, dial-a-ride that goes up to persons homes, distances from the highway. Would love to have that service for the older adult population. Curb-to-curb. This addresses the concerns about safety.

Marty Crane's Volunteer Bureau has been critical to meeting some needs.

Angles on Wheels

Jobs for Progress/ Mother Lode Job Centers (Elena Llineham)

- 4 county area: Mariposa, Tuolumne, Calaveras, Amador
- One Stop to assist with job search; dislocated workers
- About 500 unique persons annually

Highest employment area is San Joaquin County, particularly Stockton and Lodi

- People tend to shop where they work: at lunch, on the way home; gasoline
- Some have lived up in the hills, around Murphys and have moved down, below the snow line
- Job seekers – 50% in county; 50% out-of-county

Average wage is \$20 to \$25; often paying only \$8 to \$10. Barely a living wage; essentially minimum wage.

Training and community college – evening classes are very important. Some try to juggle work and continue their education.

Shopping – there is very little in Calaveras County. You cannot buy a pair of shoes or pajamas in Calaveras County. Very expensive to shop elsewhere because you have to get there.

Physical infrastructure –

- San Andreas and Angels Camp – neither is a pedestrian town; no sidewalks; not walking friendly. Can't easily pull out because you are pulling out onto a state highway.
- Sharp contrast with Sonora which is pedestrian friendly.

Valley Springs – attracting more residents

- Below the snow line
- Good roads

- Country enough

Options:

- Vanpools make good sense and are one option
- Ad hoc, time-limited van pools or ridesharing would be valuable; had a weeklong class (in Stockton) and hoped to organize a ridesharing opportunity to get a number of people there. Very difficult.
  - o 6 people, Saturday class, sharing gas expense

Others to contact:

Marty Crane – The Volunteer Center  
Elizabeth Thompson – Common Ground Senior Services  
Community Action Agency – T. Margaret Barbour  
ATCCA (housing, monthly collaborative)  
Interfaith in Sonora  
Employment Development Dept.  
Chamber of Commerce  
Transitional Aged Youth – 18 to 22

**Calaveras County Office of Education, 9/12**

Calaveras River Academy/ Oakendale Community School  
Scott Nanik, Director of Alternative Programs and Instructional Technology

Calaveras River Academy

Enrollments of 60 to 100 kids, 6<sup>th</sup> grade to 12<sup>th</sup> grade  
Court and Community School, serves entire county  
Referrals come from courts, public high schools, self-referrals  
Up to 95% of kids qualify for school lunches (low-income households)  
About a mile from bus stop on Highway 49

Schedule

- Kids attending Calaveras River Academy are traveling daily to this Old Oak Road address
- Brought by school district busing in from Angeles Camp; kids traveling daily on Route 4 in from Murphys and Arnold to connect with school bus at Brett Hart H.S./Angeles Camp – 10 kids/ households
- School district bussing, traveling from West Point – 8 kids/ households
- School district buses (?) traveling from Valley Springs

Need work trips for after school work

- Grocery stores, Starbucks, retail in Valley Springs
- Some work in Angeles Camp – fast food, Starbucks

Mountain Oaks kids, enrolled at school on same campus – 250 kids

- Home schooled kids – travel in at least once a week to campus
- Come for special events, sports, teacher conferences

ROP classes, summertime (150 – 200 kids; junior and senior HS students)

- 4 weeks in July; coming to this campus
- Kids need to travel from the two high schools (San Andreas and Angels Camp) to this campus
- No school district transportation provided
- Meet with teachers and go over homework; must come in 1x weekly

Schedule –

River Academy, starts in July; other school districts start in August (Brett Hart Aug. 20<sup>th</sup>) and their transportation starts only when school commences; spring breaks don't overlap; runs longer in the spring/ summer after school districts (and their transportation) stop

Calaveras Transit Bus Passes –

- Spending about \$600 annually on Calaveras Transit passes.
- Would like a student pass media for those few number of trips that students need; getting home on minimum day schedules; less than a monthly pass; more than a daily pass

Discussions about bringing Calaveras Transit bus out to school grounds

- Area for safe turn around at the school
- Problem of road not county-maintained
- Issues of GPPV? Difficulties around securing this certification for drivers.

With whom else should we speak? ROP coordinator

**Calaveras Dept. of Public Health, San Andreas 9/12**

And several others...

Joan Mazetti, Health Education Manager (209) 754-6592 [jmazetti@co.calaveras.ca.us](mailto:jmazetti@co.calaveras.ca.us)

Public health is providing immunizations (transportation not a barrier around this)

Health education (some transportation concerns)

- Typically focused on youth; special events from 3 p.m. to 7 p.m.
- Youth performing tobacco surveys around the county; Dept. staff drive them
- Calaveras High School – Friday night events, on campus
- Toyon Middle School – evening on campus events - 6:30 p.m. events

County Board of Supervisors, second Thursday of the month

Tobacco retail / surveys reporting

#### Community Transformation Grant

- Tracking chronic diseases; all different locations
- Working with small groups – Marty Crane assisting
- Necessitates trips but there is fear and concern about traveling on Calaveras Transit in the dark; concern about being stranded

#### Safe Routes to Schools/ County Mobility Plan

- Acknowledged concerns about lack of sidewalks in community (San Andreas)
- Very unsafe pedestrian environment; unsafe crossing of State Highway 49
  - ARC high potential for accidents; many close calls
- No apparent funding to pay for improvements
- Projects have been identified; moving forward too slowly

#### Copperopolis – Black Creek – Saddle Creek

- Saddle Creek retirement/ older adults community (gated?); closest bus stop is 2 ½ miles; no sidewalks; no access without a car
- No bus furniture/ shelters/ benches – need these in Copper Cove
- 300 to 400 residents; older adults
- Interest in trips to Sonora; concerned, fearful about using transit
- Interest possibly in buddy trips; traveling with someone else to “try it out”

#### Good contact:

- Senior Network/ Calaveras Network of Care [www.calaveras.networkofcare.org](http://www.calaveras.networkofcare.org)

#### Coordinated information resource – TRANSPORTATION NOT ON IT

- Common Ground – Elizabeth Thompson

#### Calaveras County Parks and Recreation Department

- Isolated communities; islands across the County; travel is problematic
- Everyone travels into Government Center; schools and shopping here (tho’ shopping is very limited)
- Safe walking isn’t possible; crossing major highway often without crosswalks
- Mobility Plan called for various traffic calming strategies; little put into place
- Bicycle improvements important too
- Government center and safe pedestrian access will have multiple benefits –

Economic vitality, community health, safety

#### Calaveras Unified School District

High school students come to Bret Harte High School, San Andreas from Valley Springs; several hundred kids live in Valley Springs; living there and attending school in San Andreas; difficult with after-school activities and needing to travel between home and San Andreas.

Promoting school activities; better public transit service would help. No after school buses to take kids home later. Home-to-school is paid for but not after-school events and activities.

Calaveras Unified School District – north county kids come from West Point, Valley Springs into San Andreas

Vallecito School District

Highway 24; elementary school

Brett Harte High School in Angeles Camp

Mark Twain Elementary School in Angeles Camp

Oakendale special needs school; homeschool children travel to this campus also

Youth mentoring program – need to make trips; group travel training on Calaveras Transit a possibility; trip to/ from the Office of Education (where?)

### **Area 12 Agency on Aging, Sonora**

Attendees: Pauline White, Exec Director

Doreen Schmidt, Planner/MIS Specialist (will be transportation specialist)

Tom (?), Senior Resource Center

Liz (?)

Marge (?)

- Area 12 includes Alpine, Calaveras, Amador, Tuolumne Mariposa. The Area 12 Agency on Aging, established as a five county Joint Powers Agency in 1988. It provides services to approximately 11,000 older adults. It is part of an aging network which includes 33 Area Agencies on Aging statewide and over 675 nationwide. The federal Older Americans Act (OAA) was enacted by Congress in 1965 to establish mandates for the provisions and funding of services to the 60-plus population. The Administration on Aging (AoA) through state units on aging is responsible for distributing funds and monitoring OAA mandates. The Area 12 Agency on Aging works hand-in-hand with the community to carry out the objectives of the OAA and provide the necessary tools to build a quality way of life with dignity and respect for seniors.
- Services includes Nutrition Program at both congregate sites and Meals on wheels.
- Contractors in Mariposa, Tuolumne counties.
- Some transportation for medical, shopping and in county transportation – Common Ground in Amador, Did have some one but it did not work
  - Funding from older individuals
  - Minimum requirements to bid .
  - 60 years of age and older. No income requirement, Live in county
  - Basic intake. Reimburse \$15 paid

- Another source – one time only funding—can be parceled
- medical, shopping, out of area, church.
- Monday through Friday
- Weekends
- SRS group of private people donate time and vehicles – volunteer two days per month 15 – 20 drivers. 55 clients. People call in. Volunteer schedulers take calls and calls back. One driver can take up to 4 people. The target clients are the elderly and have disability—lower income. They cover all Tuolumne County except Groveland. Half destinations deal with medical needs. Shopping and banking are also needs. There is a waiting list. About a year wait. No alternate destination. Will not take out of county. Suggested donations. Goes back to program.
- Liz has promoted Involvement of business Shuttle service to have an noontime service to allow people to go somewhere for 20 minutes.
- Transit web site is not up to date, need better information
- Need for all the providers to sit down together
- Volunteer Driver program –Trip program to launch in October.
- Taxi voucher program
- Want to collaborate across the counties.
- Area 12 can help provide education , staff, collaboration
- Hospital does Taxi voucher program ACCa , have to come to facility program.
- Siloing of funds and programs often prevents collaboration
- Community Cares Coalition (Tuolumne/Calaveras) sponsored by Catholic Charities People don't have information regarding transportation options in Thanksgiving/ Christmas. Made of people from Tuolumne and Calaveras.
- Produce Vignette on using transportation on youtube.
- Buses don't come often enough. Long waits. People afraid to go on the bus. Fear of riding .
- Would like to of part of education. RFP. Travel training depends on volunteers. Extend driving years – education.
- Meals on Wheels. Contract
- Half riders live in mobile home or senior apt.

Assessment: Area 12 can/should be a major player. They have the connections in the community and funding. They want to be involved. They can identify both issues and resources. They are well aware of limitations.

#### **Focus Group with Consumers, ARC San Andreas**

Peggy Cunningham, Director (209) 754-4001, x 23

Marcia Baron, Transportation Coordinator (wasn't able to attend when time was changed)

Consumers: David, Arnold, Dixie, Brett, Justine, Joel

All are Calaveras Transit users

- 2 are riding from Garner
- 3 riding from within San Andres

- 1 riding from Valley Springs

Gold Strikes group home; a deviated pick-up;

Arnold arrives from there about 8:41 a.m.

Consumer D. gets there later than the others – coming from the Murphy's area.

Dangerous crossing Hwy 49, across the street from the Gas Station; waits until the bus come around to the east bound direction.

Consumer works at Mike's Pizza in the mornings and travels to the program in the afternoon on Calaveras Transit; goes home on Blue Mountain contractor service.

Blue Mountain vendor schedule arrives at 9 a.m. and picks up consumers at 3 p.m.

Eleven consumers are traveling to Columbia College periodically on Blue Mountain service; could use Calaveras Transit but the timing doesn't work.

Valley Springs destination – would take a group (approximately 4 to 6) down there regularly to an exercise place but the timing is very difficult for the round-trip; too little time to get from San Andreas to Valley Springs and work out and make the return bus. Need a little more time in the schedule

Out-of-county destinations –

- Lodi to Payless Market; consumer's mother came to meet him there when the bus traveled out-of-county; that service was terminated; sees his mother less.
- To Columbia College; sometimes its standing room. Great problem
- Jackson
- Sonora
- Ridge Road and RR Track, ¼ mile to the mall

Weekend service would be very good –

To Angels Camp and Arnold – for shopping and socializing

### **Focus Group with Older Adults**

Senior Center, San Andreas

Date: Wednesday, September 11, 2013 11:00 a.m. to 1:00 p.m.

Attendees: Talked to multiple people at the Senior Center during lunch. One-on-one.

- DAR in Calaveras would be useful-door-to-door Bus is difficult to use – have to cross 49 to catch bus
- Church takes care of each other; rely on each other, volunteers, family
- Difficult to understand how to take bus
- Meals on Wheels. Contract
- Half riders live in mobile home or senior apt.

Assessment: Area is very self-reliant. DAR would be very helpful. Using fixed route is perplexing and logistics are difficult.

### **The Volunteer Center**

Marti Crane [telephone interview]

#### Program Features:

- The Volunteer Center provides free riders to older adults. Door to door and outside of public transit's deviated route.
- Reimburses drivers for mileage
- Drivers use their own vehicles
- No vehicles are lift equipped and volunteers are older adults, so clients have to be able to get into with limited assistance (an arm or hand).
- Volunteer Center has 3 part time employees but can't offer benefits.
- Service is open to anyone
- Limit fraud by getting to know clients, make sure service is being used because it's the only option, not because individual doesn't want to pay for their own gas.
- Trips are provided Monday through Friday and on weekends if needed
- Drivers create routes, try to group trips together.

#### Program goals:

- Most clients have no other options or can't get or use public transit—Volunteer Center's goal is to get to a "Yes, we can take you" as quickly as possible
- Volunteer Center helps connect clients with other resources
- Volunteer Center helps to help individuals to age in place and stay in their homes.

#### Service levels:

- Monday through Friday there are always at least 2 to 3 drivers on the road

#### Trip types:

- Clients often need to get to Veterans clinic and hour away.
- Trip types include doctors' appointments, chemo or radiation treatments, family gatherings
- 1 client needs to go to Stockton every month
- 1 client needs to go to San Andreas every month

#### Needs:

- Volunteer center is always looking for more volunteers in every community—especially in communities near trip origins.
- Volunteer center can't provide reimbursement for wear and tear or tires—volunteers' cars go through tires quickly.



## APPENDIX C – FTA SECTION 5310 FACT SHEET



U.S. Department of Transportation  
**Federal Transit Administration**



**FACT SHEET:**  
**ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES**  
**SECTION 5310**

	FY 2013 (in millions)	FY 2014 (in millions)
Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities	\$254.8	\$258.3

**Purpose**

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.



**Statutory References**

49 U.S.C. Section 5310 / MAP-21 Section 20009

**Eligible Recipients**

- States (for all areas under 200,000 in population) and designated recipients.
- Subrecipients: states or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient.

**Eligible Activities**

- At least 55% of program funds must be used on capital projects that are:
  - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for:
  - Public transportation projects that exceed the requirements of the ADA.
  - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
  - Alternatives to public transportation that assist seniors and individuals with disabilities.

**What's New?**

- Consolidates New Freedom Program and Elderly and Disabled Program.
- Operating assistance is now available under this program.

**Funding**

- Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
- Federal share for capital projects (including acquisition of public transportation services) is 80%.

(cont.)



#### Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities

##### Funding (cont.)

- Federal share for operating assistance is 50%.
- Adopts New Freedom funding allocations:
  - 60% to designated recipients in urbanized areas with a population over 200,000.
  - 20% to states for small urbanized areas.
  - 20% to states for rural areas.

##### Ongoing Provisions

- Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
- Permits designated recipients and states to carry out competitive process to select subrecipients.
- Recipients must certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
- Permits acquisition of public transportation services as a capital expense.
- Up to 10% of program funds can be used to administer the program, to plan, and to provide technical assistance.

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For additional information on FTA and MAP-21, visit [www.fta.dot.gov/map21](http://www.fta.dot.gov/map21).



## APPENDIX D – TRANSPORTATION FUNDING MATRIX

Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Federal Sources</b>						
<b>Transportation Funding</b>						
Federal Transit Administration (FTA) Section 5339 Funds	Capital Projects for bus and bus-related facilities.	Capital projects only	\$422 million FY 2013; \$427.8 million FY 2014	Designated recipients and states that operate or allocate funding to fixed-route bus operators; Subrecipients: public agencies or private nonprofit organizations engaged in public transportation, including those providing services open to a segment of the general public, as defined by age, disability, or low income.	20% for capital projects	
FTA Section 5337 Funds	Capital projects to maintain a system in a state of good repair, including projects to replace and rehabilitate: rolling stock; track; line equipment and structures; signals and communications; power equip and substations; passenger stations and terminals; security equipment and systems; maintenance facilities and equipment; and operational support equipment, including computer hardware and software. Projects must be in a Transit Asset Management Plan.	Capital projects; Development and implementation of a Transit Asset Mgmt. Plan	Formula Based. Two formulas: High Intensity Fixed Guideway and High Intensity Motorbus	Public transit operators	20% for capital projects	A new formula-based State of Good Repair program dedicated to repairing and upgrading the nation's rail transit systems along with high-intensity motor bus systems that use high-occupancy vehicles lanes, including bus rapid transit (BRT).
FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Program	Enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and ADA complementary paratransit services.	Capital projects; Operating Assistance; Admin	Formula Grant: \$254.8 million in FY 2013; \$258.3 million in FY 2014	Nonprofit agencies, public agencies	20% match for capital projects; 50% match for operating assistance; up to 10% to administer the program, to plan, and to provide technical assistance	Typically, vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans">http://www.dot.ca.gov/hq/MassTrans</a>

Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311 Formula Grant for Rural Areas	Provide capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.	Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services	Formula based funding - Apportionment by area \$599.5 million in FY 2013; \$607.8 million in FY 2014.	Public agencies, local governments, tribal governments, nonprofit agencies	20% for capital, 50% operating assistance, 20% for ADA non-fixed-route paratransit service, using up to 10% of a recipient's apportionment.	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$30 million) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations. A portion of 5311 funds (\$20 million) is set aside for the Appalachian Development Public Transportation Assistance Formula Program; and low-income populations in rural areas now incorporated as a formula factor, similar to the repealed Job Access and Reverse Commute (JARC) program.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
FTA Section 5312 Research, Development, Demonstration, and Deployment Projects	Support research activities that improve safety, reliability, efficiency, and sustainability of public transportation by investing in the development, testing, and deployment of innovative technologies, materials, and processes; carry out related endeavors; and to support the demonstration and deployment of low-emission and no-emission vehicles to promote clean energy and improve air quality.	Research, Innovation and Development, Demonstration, Deployment and Evaluation	\$70.0 million in FY 2013; \$70,0 million in FY 2014	Fed government agencies, state and local governments, providers of public transportation, private or nonprofit organizations, technical and community colleges, and institutions of higher education.	20% non-fed share match (may be in-kind). Low- or no-emission bus projects and low- or no-emission us facilities projects must comprise 65% and 10% respectively, of the total annual appropriation.	

Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5314 Technical Assistance and Standards Development	Provide technical assistance to the public transportation industry and to sponsor the development of voluntary and consensus based standards to more effectively and efficiently provide transit service, as well as support the improved administration of federal transit funds.	Grants for Technical assistance	\$7.0 million in FY 2013; \$7.0 million in FY 2014	Fed government agencies, state DOTs, public transportation agencies, nonprofit and for-profit entities.	20% non-federal share (non-federal share may be in-kind)	
FTA Section 5322 Human Resources and Training	New FTA program, where FTA may make grants or enter into contracts for human resource and workforce development programs as they apply to public transportation activities.		Discretionary Funding	National Transit Institute; legislation contains criteria for eligible recipients for Workforce Development activities.	National Transit Institute fed share is 100%; Transit Workforce Development: 50% non-federal share	
<b>Health and Human Services Funding <sup>(1)</sup></b>						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.			Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	Unknown	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.
Healthy Communities Access Program (HCAP) (Department of Social Services)	Develop/strengthen integrated community health systems that coordinate health care services for individuals who are uninsured or underinsured, such as transportation coordination to improve access to care.			Public and private health care providers as well as social services, local government and other community based organizations.	Unknown	Build upon Federal programs that support entities serving low-income populations in an effort to expand and improve the quality of services for more individuals at a lower cost.
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency.			Community action agencies, low income individuals in CA (100% of Federal poverty level).	Unknown	None

Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.			State of California	Unknown	None
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, improve health status of people with HIV. A portion of the funds can be used for transportation.			State, local governments, public and nonprofit private agencies.	Unknown	None
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.			Community based organizations including faith based organizations.	Unknown	None
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services.	Capital projects and operations.		States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaskan Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Capital projects and operation		Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None

Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management.	Capital projects and operations.			Unknown	None
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance abuse prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services.			State of California	Unknown	States are required to expend their primary prevention services funds using six specific strategies: community-based processes, information dissemination, education, alternative activities, problem identification and referral, and environmental strategies. A seventh category, "other" strategies, can be approved on a limited basis.
Child Care & Development Fund (Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments.			States and recognized Native American Tribes	Unknown	None
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.				Unknown	None



Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers.			Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.
TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.			States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.			Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.
<b>State Sources</b>						
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster.	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
State Transit Assistance Fund (STA)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STA.	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on diesel fuels.

Program Fund Sources	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP.			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects		Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006
<b>Regional/Local Sources</b>						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Cities and counties. Allocated by population formula within each county.		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
<b>Private Sources</b>						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.