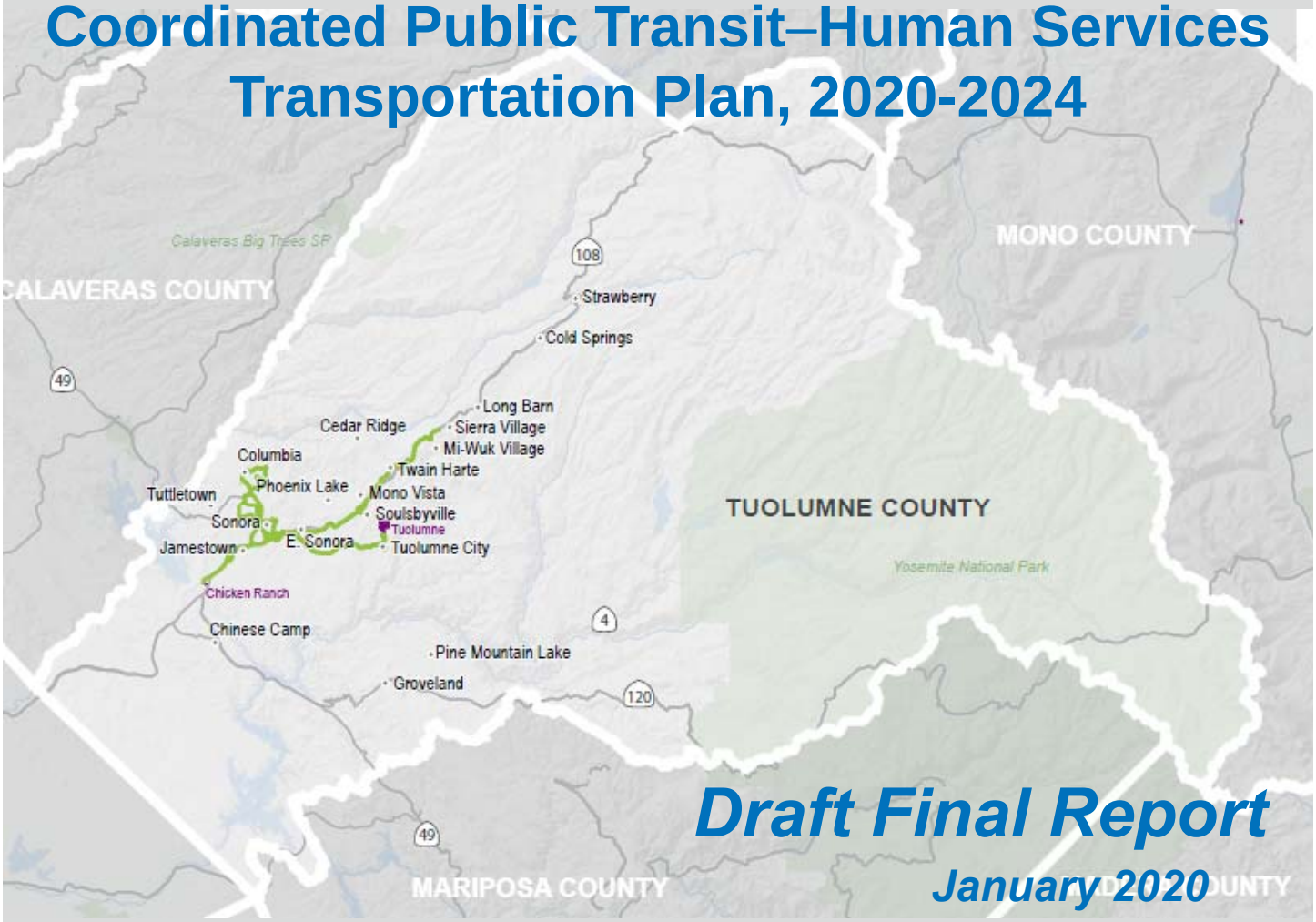
TUOLUMNE COUNTY

Coordinated Public Transit–Human Services Transportation Plan, 2020-2024



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Tuolumne County Coordinated Public Transit–Human Services Transportation Plan, 2020-2024

Existing Conditions Technical Memorandum

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Tuolumne County Coordinated Public Transit–Human Services Transportation Plan, 2020-2024

Executive Summary

WHY THIS COORDINATED PLAN?

The coordinated planning process is required by Federal Transit Administration (FTA) Circular 9070.1G, originating in Public Law 109-059, SAFETEA-LU and amended in Public Law 112-141, MAP-21. It requires that projects selected for funding in several grant programs, including FTA Section 5310, be:

> "*…included in a locally developed, coordinated public transit-human services transportation plan*"…and these plans must be "*... developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and non-profit transportation and human service provider and other members of the public.*"

This TUOLUMNE COUNTY 2020-2024 PUBLIC TRANSIT-HUMAN SERVICES COORDINATED PLAN (Coordinated Plan) was undertaken on behalf of the Tuolumne County Transportation Council, consistent with its countywide transportation oversight and planning roles. The Plan focuses on identifying mobility needs and gaps of four target groups, the County's resident populations of:

- Seniors and older adults
- Persons with disabilities
- Persons of low income
- Military veterans

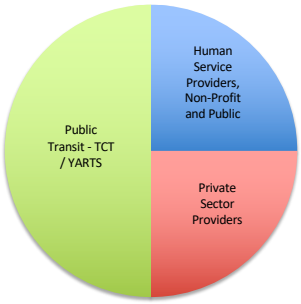
HOW THIS COORDINATED PLAN WAS DEVELOPED

This Plan was prepared in concert with Calaveras County and Tuolumne County, whose plans were developed simultaneously to consider regional travel needs. Consistent with the FTA's Circular 9070.1G, the planning process identified mobility needs and gaps through the following steps and processes:

- **Chapter 1 – Inventory,** an assessment of available public, private and non-profit transportation.
- **Chapter 2 – Assessment of transportation needs** through compilation of relevant demographic information from the U.S. Census on the target populations.
- **Chapter 3- Assessment of transportation needs** through conduct of a three-phased public outreach process.
- **Chapter 4 – Recommended goals and implementing strategies**, including the locally conducted process of prioritizing these strategies.

WHAT MOBILITY RESOURCES EXIST IN TUOLUMNE COUNTY?

Tuolumne County has a mix of transportation resources, each of which confront challenges and difficulties in meeting needs of Tuolumne County residents and visitors traveling among dispersed and rural communities. Chapter 1's inventory describes provides in three provider categories of 1) public transit, 2) human service providers by public or non-profit agencies and 3) private sector transportation providers.



Public Transit – Tuolumne County Transit and YARTS

Tuolumne County Transit (TCT), with its 13-vehilce fleet, provided just under 100,000 one-way passenger trips during FY 18/19 on fixed-route, Dial-a-Ride and special Trolley, SkiBUS and Pinecrest transit services. Although ridership has been dropping over the past five years in a pattern seen around the country, the rate of decline has slowed considerably with just a 2% decline for the most recent year-over-year measure. Sixty-six percent of passengers trips were made on TCT's fixed-route, including its special Trolley and other services. And a third (34%) of trips were made on the Dial-a-Ride, open to the general public on Saturdays and serving persons with disabilities six days a week.

TCT opened its new Transit Center on Justice Center Drive, Sonora in 2017. It introduced a number of technology innovations, including the ability to track buses – both fixed-route and dial-a-ride – in real-time from its website with the Tuolumne Transit Tracker. Other innovative practices include TCT's free fare program for Columbia College students, in partnership with the College and Calaveras Connect. And, TCT has spearheaded improvements to bus stops, including installation of new bus shelters, in numerous locations across the County.

The Tuolumne TRIPS program is a volunteer-driver mileage reimbursement program managed by TCT. Its modest budget has limited promotion and use of the program, however a recent Caltrans award to TCTC for a mobility management project will enable expansion of this gap-filling program.

Yosemite Area Regional Transportation (YARTS) is an important regional public transit link. With its inter-city, over-the-road coaches, it provides seasonal connections through three routes from Sonora, Merced, Oakdale and Fresno into Yosemite National Park and a fourth route traveling between the Park Valley and Mammoth Lakes. Service operates between Memorial Day and Labor Day and one-way or round-trip fares can include the park entrance fees.

Human Service Transportation Providers, Non-Profit and Public

Tuolumne County has a solid mix of human service agency transportation options of several types:

- Funders of transportation include the **Area Board 12** supporting direct operations provided by **Common Ground's Silver Streak** and **Adventist Health Sonora** contracting for transport.

- Non-profit and voluntary agencies providing varying quantities of transportation include **Common Ground's Silver Streak**, **NexSTEP Transportation,** and both **South Side Community Connections/ WHEELS** and **ATCAA's Promotores de Salud** where volunteers use their own vehicles to provide transport. Recently the WATCH, Catholic Charities and RideAssist programs terminated their transportation services.
- County agencies with transportation components include the **Tuolumne County Behavioral Health Services, County Public Health** and the **Department of Social Services,** transporting enrolled consumers to agency programs, sometimes with paid drivers and agency vehicles, sometimes with case managers using their own vehicles. The **County Veterans Services** and the **Veterans Administration** collaborate on the Veterans Bus which leaves Sonora very early each weekday morning for VA facilities in the Central Valley and beyond.

Private Sector Transportation

Private providers include **Blue Mountain Transportation** who provides contracted transportation to clients of **Valley Mountain Regional Center**, for **WATCH** and **Community Compass** programs. Private sector Frontier Cab and a handful of Uber drivers provide on-demand transportation.

LogistiCare is the commercial provider of **Anthem Blue Cross MediCal** services within Tuolumne County. LogistiCare holds contracts for provision of non-emergency medical transportation to MediCal-approved recipients for MediCal-approved trips. Trips are reimbursed at contractually agreed upon rates which pay only for "live miles", those when the passenger is on-board the vehicle and being transported to or from destinations within or beyond Tuolumne County. **Common Ground's Silver Streak** is vendored by LogistiCare to provide Tuolumne County MediCal recipients with transportation in selected areas of the County.

CHANGING DEMOGRAPHICS AMONG GROUPS OF CONCERN TO THIS PLAN

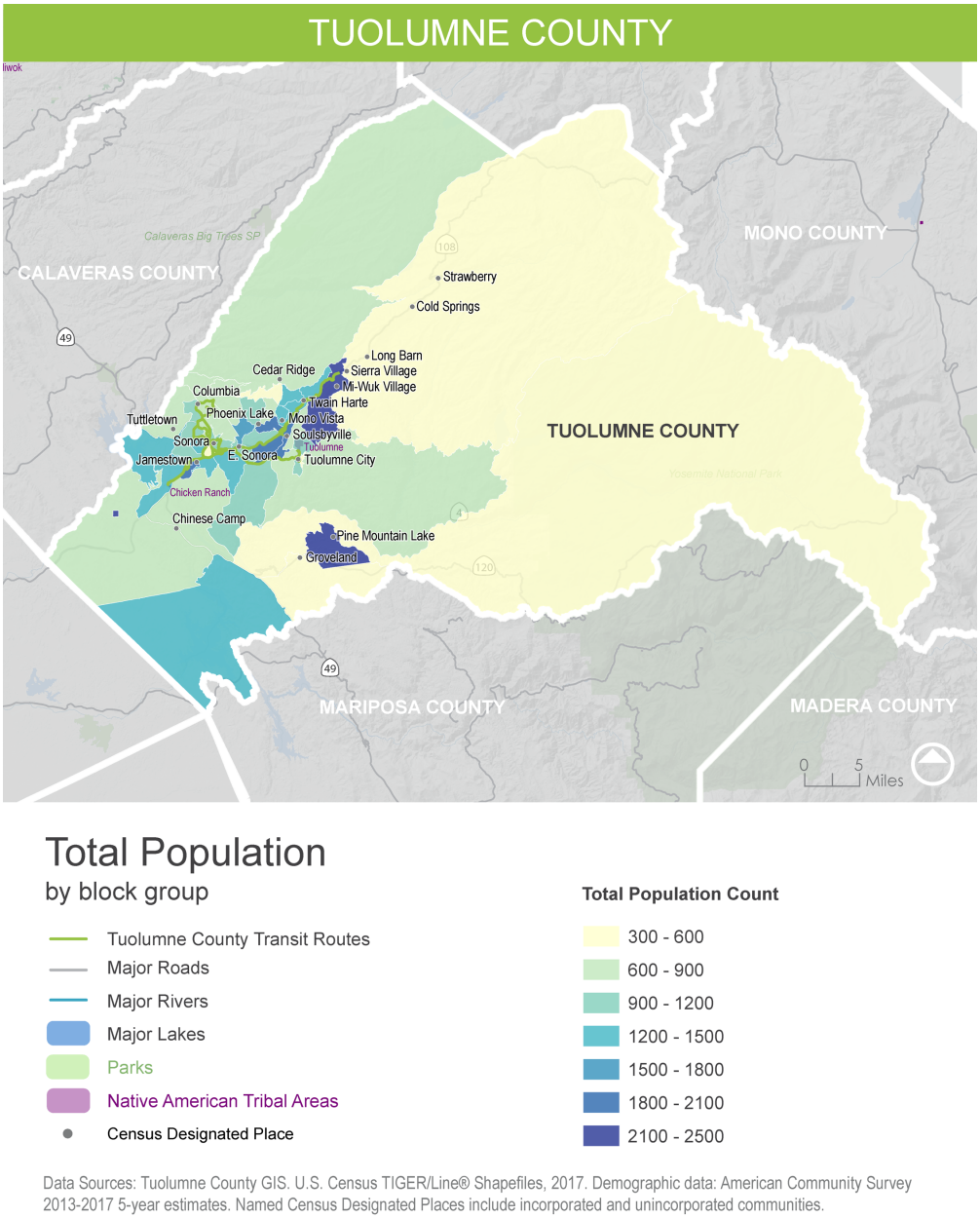
The Chapter 2 picture of Tuolumne County's demographics – and this Coordinated Plan's target groups – are drawn from the U.S. Census, American Community Survey 5-Year Estimates 2017. A growing older adult population, in raw numbers and proportion, is documented as the overall county loses some children, youth and working aged adults:

- Overall population of 54,000 persons saw a 2.4% decline in the past five years.
- Children and youth age 17 and under declined at a higher rate of 5.9%
- Working aged adults age 18 to 64 declined in number at a slightly higher rate of 6.7%
- Older adults, now almost 13,000 are 24% of the County's total and grew by 13.7%
- Military veterans decreased to 9.2% from 10% over the past five years, although there were increases in the raw numbers of younger veterans, from Vietnam and Gulf War I eras.
- Disability populations include children with disabilities at 4% of all children under age 17 and working aged adults at 15% of those under age 65 or 9% of the County's total residents.

Unemployment rates improved, dropping now to 7.9% in Tuolumne County and consistent with the statewide rate of 7.7% unemployment. Median household income declined however, over the past five years and dropped from slightly from $46,590 to $46,043 which is 31% below the statewide median income of $67,000. Approximately 12.7% of residents live in households with incomes below Federal poverty thresholds.

These populations are unevenly distributed across the County's 2,274 square miles that include extensive mountainous areas and National Park lands, as shown in Figure 1ES with further maps presented in Chapter 2.

Exhibit ES-1, Tuolumne County Population Distribution



Data Sources: Tuolumne County GIS. U.S. Census TIGER/Line® Shapefiles, 2017. Demographic data: American Community Survey 2013-2017 5-year estimates. Named Census Designated Places include incorporated and unincorporated communities.

WHAT MOBILITY GAPS AND NEEDS EXIST?

Chapter 3 details the three-phased outreach effort conducted to document mobility gaps of Tuolumne County seniors, persons with disabilities, of low-income or are military veterans. Input was sought from TCTC's Social Services Transportation Advisory Committee (SSTAC), agency stakeholders, via an E-survey distributed countywide and from several workshops. Appendix A presents the distributed Plan Fact Sheet. Appendix B presents the stakeholder contacts compiled through the outreach process.

Outreach Themes and Findings

Eight (8) thematic areas emerged from outreach efforts.

1. Opportunities exist to enhance **Tuolumne County Transit's** service footprint or service configurations to better meet needs.
2. There is **uneven awareness** of available transportation programs, including newly available transportation services and transit features.
3. There are **in-county trip needs** of the Coordinated Plan target populations that are not well-served.
4. Trip needs exist for **out-of-county travel** to specific destinations.
5. **Multiple specialized transportation programs** exist but some are at capacity, with indications that need exceeds available resources.
6. Transportation challenges for travel to and from the **Adventist Hospital Sonora** are numerous and suggest some opportunity for coordinated solutions.
7. The **sustainability of human service specialized transportation** is a specific challenge.
8. **Infrastructure needs** and opportunities exist.

Among E-survey findings detailed in Chapter 3 were particular needs and mobility challenges "often" or "sometimes" communicated to agency staff by their consumers, summarized in Exhibit ES-2.

Exhibit ES-2, Tuolumne County Agency E-Survey Responses on Consumer Reported Needs

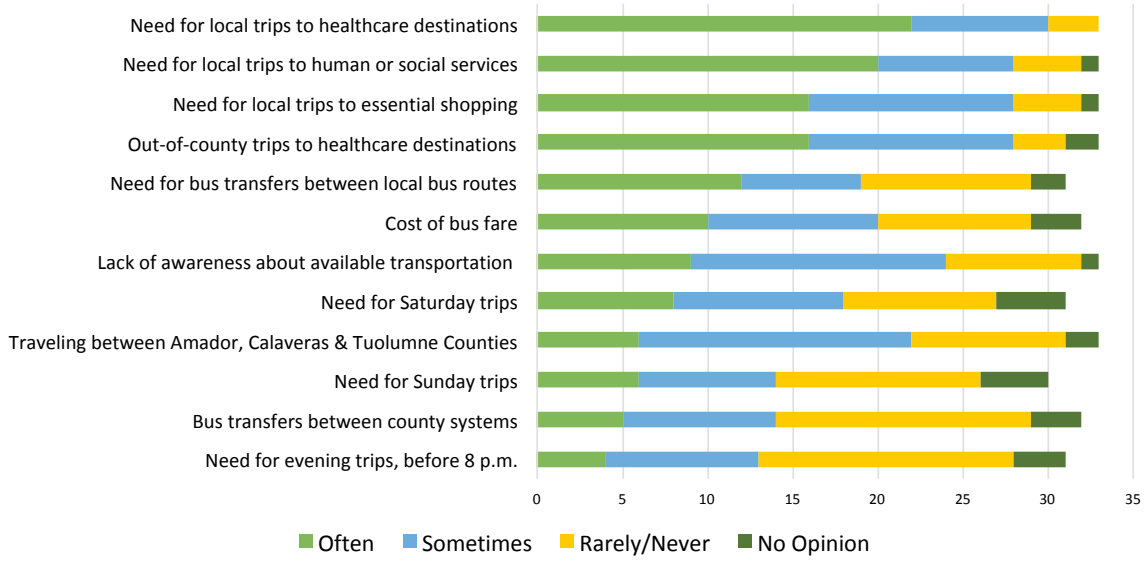


Exhibit ES-3 depicts trip types and particular client groups in order to assess how well trips needs are met. Green cells indicate that trip needs are "mostly met"' yellow indicates "some needs are not met" and pink cells indicate these trip types are "mostly not met."

Exhibit ES-3, Assessment of Target Group Mobility Needs for Tuolumne County

Target Group →		Non-MediCal Client			MediCal Clients		
Trip Type ↓		65+/ Disabled	Low Income	Veterans	65+/ Disabled	Low income	Veterans
Medical	Medical - Local	TCT, TCT Dial-a-Ride, Common Ground, Cancer Foundation, Tuolumne TRIP, WHEELS, Veterans Helping Veterans, Los Promotores	TCT, Cancer Foundation, Tuolumne TRIP	TCT, TCT Dial-a-Ride, Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor, Sonora Veterans Clinic, Veterans Helping Veterans
	Medical - Out-of-County Destinations	TCT, Calaveras Connect, Common Ground, Tuolumne TRIP, Community Compass,	TCT, Calaveras Connect. Tuolumne TRIP	Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor, Sonora Veterans Clinic, Veterans Helping Veterans
	Medical - From areas outside TCT service area, including Groveland	Tuolumne TRIP, WHEELS, Common Ground	Tuolumne TRIP, WHEELS	Tuolumne TRIP, WHEELS, Common Ground, Veterans Helping Veterans	WHEELS, MediCal eligible trips but no identified vendor	MediCal eligible trips but no identified vendor	MediCal eligible trips but no identified vendor
Work/ College	Within TCT Service Area	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride (Saturdays only)	TCT, TCT Dial-a-Ride
	Outside TCT Service Area	Community Compass, Private Sector	Private Sector	Private Sector	Not MediCal eligible trips	Not MediCal eligible trips	Not MediCal eligible trips
Shopping/ Other	Within TCT Service Area	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride, Common Ground, Veterans Helping Veterans	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride (Saturdays only)	TCT, TCT Dial-a-Ride
	Medical - From areas outside TCT service area, including Groveland	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Veterans Helping Veterans	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Tuolumne TRIP, Private Sector
	Other - Out-of-County Destinations	Calaveras Connect, YARTS, Tuolumne TRIP	Calaveras Connect, Tuolumne TRIP	Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans	Calaveras Connect, YARTS, Tuolumne TRIP	Calaveras Connect, YARTS, Tuolumne TRIP	Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans

LEGEND:	
	Needs mostly met
	Some needs not met
	Many needs not met

Discussion of Mobility Needs and Gaps

A Robust Public Transportation Program for Most of the County

To meet the needs of its transit-dependent populations, Tuolumne County Transit has built a robust public transportation network that provides service six-days-a-week across the more densely populated areas of the County. Coverage in and around Sonora is significant, with five routes connecting through the new TCT Transit Center. There are eight daily vehicle arrivals and departures, over two routes, into Columbia College where riders can also transfer to Calaveras Connect.

Nonetheless, TCT ridership declines have continued over the past five years, likely directly related to the substantial decreases in unemployment and higher auto ownership rates among even those of very low income. Rates of ridership decline are slowing and after a five-year period with some years of double-digit ridership losses, during the most recent year Tuolumne Transit saw only a 2% ridership decline. The Dial-a-Ride ridership loss rates were smaller, by more than half, over the same five-year period and underscore its important role in providing specialized transportation.

Changes to rebuild ridership may include adjustments to TCT's routing in the wake of its late 2017 restructuring. Improving transfer timing, some connections degraded by the new Transit Center, is desirable. There was interest by some stakeholders for expanded weekend service, should resources allow. Promotion of the Columbia College free fare program, with reviewing routing and timing to the College will benefit College students and employees.

While TCT provides service to many small, isolated communities across the County, TCT does not currently serve the Groveland area. It has done so historically, with services in the past not sufficiently used or provided with such limited frequency that steady ridership could not be sustained.

Uneven Awareness of Available Transportation and How to Use It

TCT, including TCT Dial-a-Ride, is a strong transportation system in many respects. However, some human services organization staff — notably as acknowledged by administrators at the Adventist Hospital — expressed limited awareness of its services or how to inform others about how to use public transit. This is despite the clear customer information tools on TCT's website and printed ride guides TCT has developed.

TCT staff work actively to promote its services and continue to "get out the word." A mobility management role is one way of continuously promoting transit and the function in-place in Amador County, does not formally exist in Tuolumne County. Human service agency personnel indicated that a mobility management information role is of value to them. Such a role could include continuing outreach and education to human services personnel, travel training activities and ongoing participation in human services gatherings, such as the Interfaith Social Services Consortia meetings.

Mobility Challenges of TCT's Service Area and Sustainability Issues Exist

The County has a richness of transportation services that elude some rural communities, including a mix of public transit, human service transportation and commercial choices. For most seniors and persons with disabilities, some level of transportation is likely from across much of the County. However, capacity limits are reflected in long lead times for reservations or limits to the trip types that can be served. And for residents of the Groveland/Big Oak Flats areas, as well as other very isolated communities such as north of Sierra Village, there are much more limited options.

Tuolumne TRIP is a very cost-effective program for filling some service area gaps, but it is only now becoming widely known. TCT's newly won Caltrans Mobility Management grant will enable it to grow.

For ***veterans***, the bus into Livermore and over to Palo Alto provides a very important connection. However, one must have transportation to the early 5 a.m. departure and the physical capacity to accommodate a very long travel day — until the post 8 p.m. return. Volunteer-based assistance, as through Veterans Helping Veterans, is likely more limited due to the declining numbers of WWII and Vietnam-era vets who can drive, coupled with increasing numbers of younger vets that may be employed and unable to provide volunteer transportation. As out-of-county trips are long, volunteers are less willing to make these, whether for veterans or for others.

Travel to out-of-the-county destinations that are not medical is limited to seasonal YARTS service or via Calaveras Connect. This makes it difficult to connect to the inter-city Greyhound or other commercial inter-city Flix Bus and Megabus buses that serve the central valley cities of Modesto, Stockton and Lodi with considerable regularity.

Actively securing funding to ensure sustainable human service transportation is critical, whether through FTA Section 5310 or continuing LogistiCare vendorization for reimbursement of MediCal-eligible trips. Also important are other kinds of cost-sharing opportunities, such as shared vehicle maintenance or out-stationed vehicles. The decision by the WATCH organization to terminate its transportation program and the difficulties reported by several agencies in securing sufficient volunteers point to the importance of strong partnerships between public transit and the human services. These partnerships can help to build long-term, sustained specialized transportation. Exploring new cost-sharing opportunities, for example, with the Adventist Hospital and its Foundation, may well be an avenue for developing additional, sustainable specialized transportation.

Infrastructure needs continue and also must be addressed, within available funds and through seeking new funds to replace capital, improve vehicle accessibility and make improvements that address pedestrian and bicyclists' safety. Coordination about public and human service agencies around emergency preparedness is critical as well. Without a clear sense of the solutions, the need for increased coordination around possible evacuations — whether due to fire threats or because of power outages — surfaced in stakeholder dialogue about Coordinated Plan populations and their mobility needs.

WHAT MOBILITY GOALS AND IMPLEMENTING STRATEGIES ARE PROPOSED?

Defining Goals and Strategies

Chapter 4 presents five (5) goals and 15 organizing strategies and dozens of implementing actions that comprise the recommendations of this TUOLUMNE COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN, 2020-2024. These address the mobility needs and gaps identified through its three-phase outreach process, incorporating unmet needs testimony and the rider on-board survey and focus group work informing the concurrent TCT SHORT RANGE TRANSIT PLAN. Plan goals and strategies are enumerated here with implementation information presented in Exhibit ES-4 at the end of this section.

Goal 1: Public Transit System

Continue to build a sustainable, robust public transportation system for Tuolumne County.

Strategies to support Goal 1: Public Transit System –

- Strategy 1.1 — Towards growing ridership, develop Tuolumne Transit service with improvements to frequency, hours and days of service and transfer timing within the system to improve riders' experience.
- Strategy 1.2. — Evaluate Columbia College schedules to improve the ability of enrolled students to take more classes, while maintaining good connectivity with Calaveras Connect buses.
- Strategy 1.3 — Explore and develop intercity linkage to Oakdale and/or Modesto so as to support access to regional medical and shopping and to inter-city bus and regional rail services.
- Strategy 1.4. — Strengthen and extend customer-facing technology tools to support riders in making transit easy and building ridership.
- Strategy 1.5 — Explore use of app-based general public on-demand services toward improving Saturday service options and expanding options for selected low-density areas.
- Strategy 1.6 — Identify and actively pursue new funding opportunities to expand existing services and to help support new capital and operations expenses to come into compliance with the Innovative Clean Transit regulation.

The strategies of Goal 1 seek to address TCT's biggest challenge, that of a ridership decline that has not yet turned around although more recent year ridership counts do show slowing rates of loss. That said, there remain segments of the population who are dependent upon public transportation, including youth, the very low income, persons with disabilities and older adults who are stopping or reducing driving. Population growth is expected to continue, particularly seeing increases among older adults who either age-in-place or retire to Tuolumne County. These are the target groups of this Coordinated Plan, highlighted in the Chapter 2 discussion of Tuolumne County demographics.

Input to Goal 1's six strategies comes from agency stakeholder conversations, from the small number of members of the general public who responded to the e-survey, from rider interviews and from the rider on-board survey undertaken as elements of the concurrent Short Range Transit Plan development.

Goal 2: Sustainable Partnerships to Address Isolated Communities and Out of-County Trips

Develop effective, sustainable partnerships for pilot services that meet mobility needs of residents living in isolated communities and/or traveling out-of-county, including for medical purposes.

Strategies to support this Goal 2: Sustainable Partnerships –

Strategy 2.1 — Strengthen or establish partnerships to develop pilots and innovative mobility responses for isolated communities and to address longer distance trip needs.

Strategy 2.2 — Expand TCT's mileage reimbursement TRIP program for both individuals and its new agency model to support cost-effective lifeline service, now modified to give priority to medical trip needs.

Strategy 2.3 — Research and develop strategies to improve the capacity and cost-effectiveness of human service transportation-providing organizations.

Goal 2 aims to support and expand mobility options for those not now served or with limited service. There are unserved and underserved areas of Tuolumne County where transportation resources are minimal or nonexistent as the TCT "footprint" reaches into much but certainly not all of Tuolumne County's populated areas. This includes areas beyond the Mi-Wuk Village, Forest Road residents and the Groveland and Big Oak Flats communities, among others.

Available human service agency transportation programs fill some of these gaps but also have real limitations. Further detailed in Chapter 3, these include:

- Insufficient operations funding
- Limited volunteer availability
- Limited to consumers or trips meeting specific eligibility criteria
- Limited to specific trip-origins
- Limited availability of lift-equipped vehicles to volunteer programs

Goal 2 strategies seek to strengthen existing partnerships and build new ones through agreements that work for all parties involved.

Goal 3: Integrated Transportation Information Network

Utilize the mobility management function to establish an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options.

Strategies to support this Goal 3: Integrated Transportation Network –

Strategy 3.1 — Establish regular coordination among staff from Tuolumne, Calaveras and Amador County transit agencies, as well as other key transportation providers.

Strategy 3.2 — Conduct active outreach to gatekeepers for the target audiences.

Strategy 3.3 — Ensure that complete, user-friendly information tools exist for all available transportation services.

Target populations often suffer from lack of transportation, not because the services don't exist, but because they are unaware of them or unfamiliar with how to use them. The biggest transportation gap is often the "information gap" addressed by Goal 3 strategies.

Outreach for this Plan made it clear that many human service providers are not as familiar with Tuolumne County Transit and other transportation options as they could be:

- Social service agency staff members were aware of, but not highly familiar with, TCT's fixed-route network. While some were aware of the availability of real-time information, there was virtually no awareness of the transit trip planning capabilities of Google Maps.
- Many of the stakeholders interviewed were unaware of the Saturday general public Dial-a-Ride and the TRIP mileage reimbursement programs — both of which were very relevant to their clients.
- Many residents who have MediCal and may qualify for LogistiCare services are unaware of the transportation benefit or how to access it.

Goal 3 aims to enhance communications and actively promote existing public and human service transportation as low-cost means of improving mobility among the coordinated plan populations.

Goal 4: Emergency Services Coordination

Collaborate around local emergency transportation initiatives, coordinating with human service transportation providers to help ensure access to and potential evacuation of Coordinated Plan target populations for older adults, persons with disabilities and persons of low income.

Strategies to support this Goal 4: Emergency Services Coordination –

Strategy 4.1 — Identify the human service programs, transportation providers and others who could be a resource and develop strategic strategies for response, particularly in relation to evacuation of vulnerable populations.

Strategy 4.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to build upon and strengthen coordination.

Mountain communities are acutely aware of the threat of forest fire, and Tuolumne County particularly has its own history with extended fire dangers. Concerns regarding congestion in narrow corridors and the difficulties of evacuating from upcountry communities, such as along Highway 108 or around Groveland and Big Oak Flats, along Highway 120 are real. This is compounded for vulnerable populations, including frail elderly, those no longer driving or without functioning vehicles.

Goal 4 envisions active participation by the human services community with emergency planning and emergency preparedness, as a fundamental coordination opportunity for TCT, human services organizations of the County and the County's Office of Emergency Services.

Goal 5: Infrastructure

Promote infrastructure and capital improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists.

A single strategy supports this Goal 5: Infrastructure –

Strategy 5.1 — Promote Complete Street-type initiatives in support of bicyclists and pedestrians as first-mile/last-mile strategies for transit and seek project funding.

Infrastructure and capital improvements to support mobility choices should seek to create built environments that are safe and accessible. Projects supporting mobility will include those aiding pedestrians — because every transit user is also a pedestrian. And bicycles are always an important first-mile/last-mile choice, as bikes extend the trip when transit services stop short of the rider's trip origin or destination. Good, well-maintained roads are important to safe transit services and help to speed transit, where intersection and other road-design improvements can ease areas of congestion that delay transit, as well as private autos. Addressing these topics is the aim of Goal 5.

PRIORITIZED STRATEGIES

Exhibit ES-4 reiterates these Coordinated Plan goals and strategies, identifying the priorities developed through the Phase 3 outreach, identifying responsible parties for each strategy and suggesting implementation cost and feasibility difficulty levels.

Exhibit ES-4, Tuolumne County Coordinated Plan 2020-2024 Goals, Strategies and Implementation Factors

Goal and Strategy	Priority	Responsible Parties	Implementation
Goal 1: Robust, Responsive Public Transit System **Continue to build a robust, responsive public transportation system for travelers in Tuolumne County.**			
Strategy 1.1 — Towards growing ridership, develop Tuolumne Transit service improvements to frequency, hours and days of service and transfer timing within the system to improve riders' experience.	High	Tuolumne County Transportation Council Tuolumne County Transit	Medium Cost – Operations High Feasibility
Strategy 1.2 — Evaluate Columbia College schedules to improve the ability of enrolled students to take more classes, while maintaining good connectivity with Calaveras Connect buses.	High	Tuolumne County Transit	Medium Cost – Operations High Feasibility

Goal and Strategy	Priority	Responsible Parties	Implementation
Strategy 1.3 — Explore and develop intercity linkage to Oakdale and/or Modesto so as to support access to regional medical and shopping and to inter-city bus and regional rail services.	High	Tuolumne County Transit	High Cost Moderate Feasibility
Strategy 1.4. — Strengthen and extend customer-facing technology tools to support riders in making transit easy and building ridership.	Medium	Tuolumne County Transit	Low Cost High Feasibility
Strategy 1.5 — Explore use of app-based general public on-demand services toward improving Saturday service options and expanding options for selected low-density areas.	Medium	Tuolumne County Transit	Medium Cost, Moderate Feasibility
Strategy 1.6 — Secure additional funding, including new and discretionary funding sources, to support transit operations.	High	Tuolumne County Transportation Council; Tuolumne County Transit; human service partners	Low Cost – Staff time expense, Moderate Feasibility
Goal 2: Sustainable Partnerships to Address Isolated Communities and Out of-County Trips **Develop effective, sustainable partnerships for pilot services that meet mobility needs of residents living in isolated communities and/or traveling out-of-county, including for medical purposes.**			
Strategy 2.1 — Strengthen or establish partnerships to develop pilots and innovative mobility responses for isolated communities and to address longer distance trip needs, including for the Groveland and Big Oak Flats area and for specialized transportation to out-of-county Modesto area destinations or to Greyhound and Amtrak connections.	High	Tuolumne County Transit, lead With Adventist Hospital, LogistiCare, Southside Wheels and Common Ground	Moderate Cost, Moderate Feasibility
Strategy 2.3 — Expand TCT's mileage reimbursement TRIP program, supporting both individuals and its new agency model, to subsidize cost-effective lifeline transport, priority given to medical trips.	High	Tuolumne County Transportation lead, with SSTAC	Low Cost, High Feasibility

Goal and Strategy	Priority	Responsible Parties	Implementation
Strategy 2.3 — Research and develop strategies to improve the capacity and cost-effectiveness of human service transportation-providing organizations.	Medium	Tuolumne County Transportation lead, with SSTAC and human services partners	Low Cost, High Feasibility
Goal 3: Integrated Transportation Information Network **Utilize the mobility management function to establish an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options.**			
Strategy 3.1 — Establish regular coordination with staff from Tuolumne, Calaveras and Amador agencies, as well as other key transportation providers.	High	Tuolumne County Transit with neighboring county SSTACs	Low Cost, High Feasibility
Strategy 3.2 — Conduct active outreach to gatekeepers for target audiences.	Medium	TCT with SSTAC and Social Services Consortia	Low Cost, High Feasibility
Strategy 3.3 — Ensure that complete, user-friendly information tools exist for all available transportation services.	Medium	All Service Providers	Low Cost, High Feasibility
Goal 4: Emergency Services Coordination **Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.**			
Strategy 4.1 — Identify the human service programs and transportation providers that could be resources and develop strategic strategies for response, particularly in relation to evacuation of vulnerable populations.	High	Tuolumne County Transportation Council with County Office of Emergency Services and human services partners	Low Cost, High Feasibility
Strategy 4.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to build upon and strengthen coordination.	Medium	Tuolumne County Transportation Council with County Office of Emergency Services and human services partners	Low Cost, High Feasibility

Goal and Strategy	Priority	Responsible Parties	Implementation
Goal 5: Addressing of Infrastructure Needs **Promote infrastructure and capital improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists.**			
Strategy 5.1 — Promote and seek funding for Complete Street-type initiatives that support safe bicycle and pedestrian trips as first-mile/last-mile strategies for travel on Tuolumne County Transit.	Medium	Tuolumne County Transportation Council with the cities and County	Medium to High Cost, High Feasibility

Tuolumne County Coordinated Public Transit–Human Services Transportation Plan, 2020-2024

Draft Final Plan

Introduction and Context

A FOCUS ON KEY POPULATION GROUPS

This TUOLUMNE COUNTY COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN, 2020-2024 is undertaken to comply with Federal Transit Administration (FTA) requirements in FTA Circular9070.1G, requiring that a plan be updated every four years. This Plan update is undertaken between Tuolumne, Calaveras and Amador counties for the purposes of identifying mobility needs and gaps of several populations that are both local and regional within three counties:

- Older adults
- Persons with disabilities
- Persons of low income
- Military veterans

This project's Fact Sheet, included as Appendix A, highlights the Coordinated Plan's intent and the approach to this 2020 update for Tuolumne County.

A REGIONAL APPROACH

The regional approach of three counties, Tuolumne, Calaveras and Amador counties, to the development of the Plan recognizes the inter-county trip-making needs of many consumers and the multiple human service agencies that serve clients across these three counties. Individual Coordinated Plan updates were developed for each county, but this three-county focus brings specific attention to inter-county trip needs and coordination opportunities that are present.

TUOLUMNE COUNTY TRANSIT CHALLENGES OF FAREBOX AND RIDERSHIP

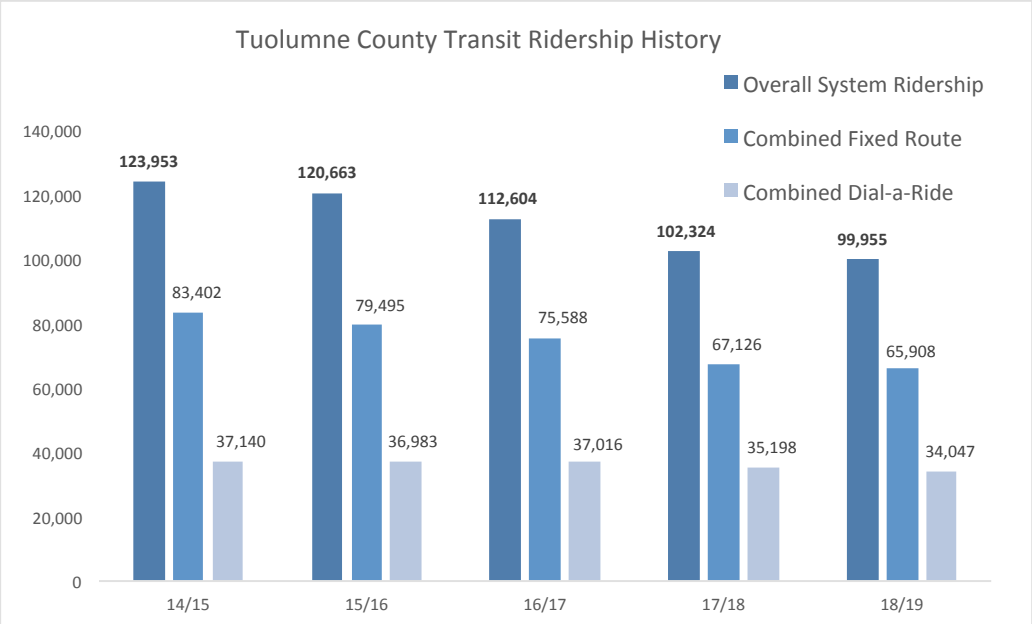
Another factor influencing this Plan is reflected in the two-part challenge facing many Californian public transportation providers: that of rebuilding ridership and of maintaining compliance with state farebox recovery requirements. In this case, Tuolumne County Transit (TCT) must meet the 10% system- wide

minimum contribution for passenger fares for rural operators as required in the State statute, California Transportation Development Act (PUC 99241).

Figure 1 shows TCT ridership, by mode, for the past five years, reflecting downward trends in ridership of 19% between FY 14/15 and FY 18/19. This trend is being experienced across California and the nation, in both urban and rural settings. Many rural transit systems in California have experienced more pronounced ridership declines than TCT in this same time period. The good news is that while ridership dropped more precipitously in the first several years of this period, its rate of decline has slowed considerably. A high of 9.1% ridership decline was recorded between FY 16/17 and FY 17/18, while the most recent year, FY 18/19, showed an overall decline of just 2.3% from the prior year. Fixed-route services saw a slightly higher five-year total decline, decreasing by 21% over five years versus dial-a-ride ridership, declining at just 8.3% over the same period.

Slowing rates of ridership loss for fixed route and the stabilization in ridership are likely the result of the Columbia College free fare program, which was started in 2018. Ridership on Routes 3 and 4 have both benefited from this, with the free fares being funded by the Low Carbon Transit Operations Program administered by Caltrans.

Figure 1, Tuolumne County Transit Ridership



Sources: TDA Performance Audit: FY 14/15 & 15/16; TCT internal records remaining years.

Chapter 1 — Available Transportation Resources

OVERVIEW OF TUOLUMNE COUNTY PUBLIC TRANSIT SERVICES

Tuolumne County Transit (TCT) provides a mix of services particularly targeted to markets and communities. This section describes five fixed routes, Dial-a-Ride service weekdays and on weekends, and other special services operated by TCT through its contractor Storer Transportation. Additional TCT initiatives presented include its technology tools, the volunteer driver mileage reimbursement program, TRIP, and the free fare program for Columbia College students.

Fixed Route

Tuolumne County Transit implemented significant routing changes in November 2017, to serve its new Transit Center in East Sonora and to eliminate the poorly performing Route 6, which had connected Chrystal Lake with Sonora.

The base fare for a TCT fixed-route trip is $2 per trip, with fare detail provided in Figure 2. Tuolumne Transit operates an accessible fleet of 10 vehicles on five routes. Figure 3 illustrates the TCT system map.

Figure 2, Tuolumne County Transit Fares

Fixed Route

$2.00	General
$1.00	Discounted*
$5.00	Day Pass

* Veterans, Seniors, Medicare, ADA, Students

Dial-A-Ride

$3.00	General
$7.00	Day Pass

Monthly Passes

$60.00	Fixed Route
$40.00	FR Discounted
$100.00	Dial-A-Ride/All-Services

Ticket Books (15 per book)

$28.00	Fixed Route
$14.00	FR Discounted*
$45.00	Dial-A-Ride

* Veterans, Seniors, Medicare, ADA, Students

- **Route 1 — Sonora Loop:** Route 1 travels in and around Sonora Mondays through Fridays, with the first route starting at 6:40 a.m. at the Sonora Post Office. Major destinations along the route include the Sonora High School and Courthouse Park, residential areas at Blackberry Oaks and Sonora Terras Apartments, the Social Services Department, Senior Center and Library, Sonora Medical Center, Timberhills Shopping Center and Wal-Mart. The route comes through the Transit Center hourly, departing on the half hour between 7:30 a.m. and 6:30 p.m. Various flag stops and on-demand stops can be made along the route.
- **Route 2 — Sierra Village/Sonora:** Route 2 connects Sierra Village with the Transit Center Mondays through Fridays, providing southbound trips every two hours starting at 6:25 a.m. in Sierra Village and traveling through the communities along Route 108, including Mi-Wuk Village, Sugar Pine, Twain Hart and Mona Vista into Sonora. Key destinations along the route include the Mi-Wuk Village, Junction Shopping Center, the Wal-Mart at Crossroads Shopping Center and the Veterans Administration at Mono Way. The first northbound trip leaves the Sonora Transit Center at 7:25 a.m. Various flag stops can be made along the route.

- **Route 3 — Jamestown/Sonora/Columbia:** Route 3 connects Columbia College with Sonora and Jamestown on Mondays through Fridays. Service runs four times a day, leaving the Transit Center at 6:30 a.m. to travel to Jamestown Post Office by 7:03 a.m., to return to Sonora via the Wal-Mart and the Transit Center to the Courthouse and High School to arrive at Columbia College by 7:51 a.m. Route 3 leaves Columbia College on three additional runs at 10:51 a.m., 1:51 p.m. and 4:51 p.m. Transfers to Calaveras Connect are possible at Columbia College.
- **Route 4 — Sonora/Columbia:** Route 4 provides a more direct connection with Columbia College, leaving the Transit Center four times daily, beginning at 9:25 a.m. and arriving at Columbia College approximately 30 minutes later, traveling by Courthouse Park, the Racetrack at Jamestown Road and through Columbia. The buses leave Columbia College for the return trip at 10:02 a.m., 1:02 p.m., 4:02 p.m. and 7:02 p.m., traveling via the Highway 49 passing by the Day Reporting Center and Courthouse Park to the Transit Center. Transfers to Calaveras Connect are possible at Columbia College.
- **Route 5 — Tuolumne/Sonora:** Route 5 connects Tuolumne to the southeast with the Sonora Transit Center, providing six daily round trips. The first bus leaves the Sonora Junction Shopping Center at 6:25 a.m. and travels to the Tuolumne Post Office by 6:43 a.m. to Black Oaks Canyon Resort by 6:49 a.m. and arriving back at the Junction Shopping Center by 7:10 a.m., Wal-Mart by 7:18 a.m. and arriving at the Transit Center by 7:25 a.m. Buses leave the Transit Center eastbound at 7:30 a.m., 10:30 a.m., 12:50 p.m., 2 p.m. and 6 p.m. The latest return to the Transit Center is 7 p.m., leaving the Tuolumne Post Office at 6:25 p.m.

Figure 3, Tuolumne County Transit System Map

Tuolumne County Transit Dial-a-Ride

Weekday Service

Tuolumne County Transit Dial-a-Ride accessible services are available ***on weekdays*** to three groups:

- Older adults age 60 and older and to persons with disabilities who are traveling within a ¾-mile envelope along each of TCT routes, from Columbia College to Jamestown, from Sierra Village and from Tuolumne.
- General public persons traveling to or from the Phoenix Lake/Crystal Falls area, formerly served by Route 6.
- General public riders may travel on a space-available basis.

This is an advance-reservation service. Riders must call Tuolumne County Dispatch at (209) 532-0404 to request a trip at least one day in advance, no later than 4 p.m. the day before. On-demand trips will be served to the extent that there is space available in the manifest dispatched to TCT vehicles. Riders are provided with a promised pick-up time and can expect the vehicle within 15 minutes prior to that time and up to 15 minutes after that time, a 30-minute pickup window.

Service is available on weekdays between 6:25 a.m. and 7:25 p.m., the hours during which TCT fixed-route service is available. A one-way trip fare is $3.00. Tuolumne Transit Dial-a-Ride fleet consists of 10 wheelchair-accessible vehicles.

Weekend Service

On Saturdays the Tuolumne County Transit Dial-a-Ride converts to a general public service and operates for five hours, between 11 a.m. and 4 p.m. Again, this is an advance-reservation service and trip requests must be made at least the day before. Some same-day service may be possible, but on a space-available basis only. Fares for the Saturday Dial-a-Ride are $3 for a one-way trip.

Other Special Services

Tuolumne Adventure Trolley — Historic 49

On Saturdays between May and September, the Adventure Trolley provides free trips among Sonora, Columbia and Jamestown via a loop from East Sonora to the downtown Sonora Visitors' Center, through to Columbia Airport and Columbia State Historic Park to return back through Jamestown to East Sonora. Its intent is to give visitors a tour of the area via this 90-minute loop, which makes nine daily runs, enabling riders, for example, to get off and enjoy the Columbia State Historic Park and Fallon Theater and return on a later run. It also provides some Saturday service for local riders.

Dodge Ridge SkiBUS

On weekends and holidays, this Sonora to Dodge Ridge skiers' special operates during ski season, generally from season opening through April, depending upon conditions. The round-trip service costs

just $10 for a trip that leaves downtown Sonora at 7 a.m. and departs from Dodge Ridge at 4:30 p.m., exclusively on weekends and holidays. The SkiBUS is outfitted to handle skiers' gear. Reservations must be made, placed through Tuolumne County Transit's main reservations and dispatch number of (209) 532-0404.

Pinecrest Service

On weekends and holidays, this service connects the Pinecrest Lake area with Sonora between Memorial Day through Labor Day. The bus makes an a.m. trip up from Sonora to Pinecrest, leaving Jamestown at 8 a.m. and arriving at Pinecrest Lake drop area by 9:30 a.m. The bus operates around the Pinecrest Lake at 20-minute intervals throughout the day, before making the return trip to Sonora at 4:00 p.m. for arrival back in Jamestown by 5:30 p.m. The round trip is $10 with discounts for families. There is some, but limited, space to carry picnic and camping gear.

Other TCT Initiatives and Innovations

Opening New Tuolumne Transit Center

At the end of 2017, Tuolumne County Transit opened its new Transit Center at 12879 Justice Center Drive in Sonora. The 1,345-square-foot building and 520-square-foot bus shelter were built using a mix of federal, state and local funds. Various traveler amenities are provided, including air conditioning, bathrooms and cushioned stainless steel seats for those who are waiting.

The new transit center was located near the new Law and Justice Center, which replaces the Courthouse Square as the primary transfer location. The Wal-Mart, an important node for transit, is in the vicinity of the Transit Center.

To accommodate the new transit center, TCT routes had to be somewhat restructured. Service changes were implemented in December 2017, bringing the routes into the new transit center with timing that facilitates transfers among all five existing routes.

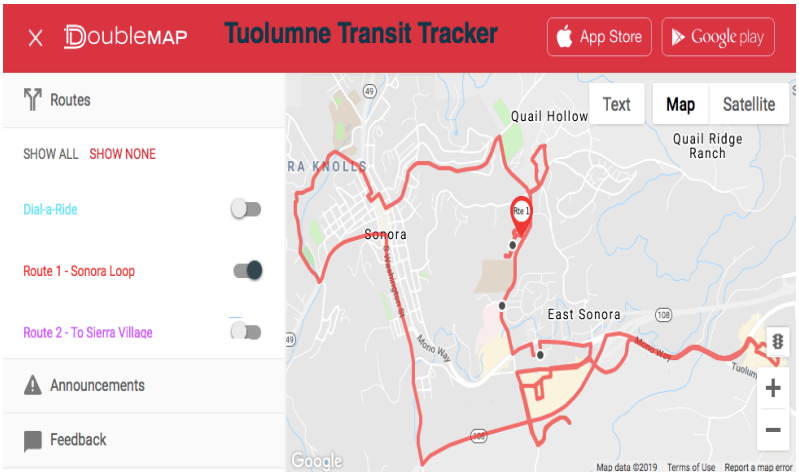
Route 6 connecting Phoenix Lake-Cedar Ridge with Sonora was eliminated at this time, due to low passenger fare recovery rates, which were well below the state required standards. Route 6 was replaced with weekday general public dial-a-ride service available between 9 a.m. and 4 p.m. Although this is an advance-reservation service, on-demand trips requested may be made, if space is available.

Assisting Tuolumne Transit Riders with Real-Time Bus Information

Tuolumne County Transit provides real-time information through its Tuolumne Transit Tracker. This provides map-based information about where the bus is located to customers on any of the five fixed-routes and on the Dial-a-Ride service. This real-time application works most readily on desktop computers but can also be used on smartphones.

The Transit Tracker (Figure 4) shows the rider where the buses are in real-time and provides confidence to the prospective rider as to when to go out to their nearest bus stop. Importantly, this provides information both about TCT's five fixed routes and also for its Dial-a-Ride program, a unique aspect of the Tuolumne Transit Tracker.

Figure 4, Tuolumne County Transit Real Time Tracker



Columbia College Free Fare Program on Tuolumne Transit

Columbia College is an important destination for the two-county area, Tuolumne and Calaveras counties. Tuolumne County Transit established a free-fare opportunity for students during 2018, using Low Carbon Transit Program (LCTP) funding to offset the lost fare revenue and with contributions from Columbia College and associated organizations, including the Columbia College Foundation and Associated Students of Columbia College. Calaveras Connect instituted a similar program more recently, during 2019.

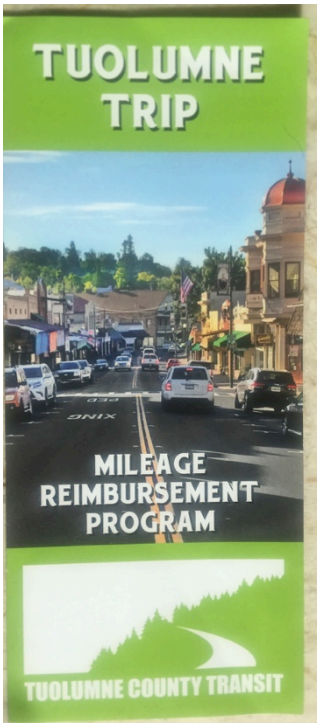
Table 1, Columbia College Students' Home Community in Tuolumne County

95370	2,500	Sonora
95327	811	Jamestown
95383	313	Twain Harte
95310	291	Columbia
95379	287	Tuolumne
95372	197	Soulsbyville
95321	95	Groveland
95329	75	La Grange
95346	50	Mi Wuk Village
95309	22	Chinese Camp
95364	14	Pinecrest
95305	13	Big Oak Flat
95335	13	Long Barn
95373	11	Standard
Total	4,692	

Students living in Tuolumne County numbered 4,692 during the most recent year, both full-time and part-time. Table 1 shows that more than half (53%) of these students live in Sonora. Jamestown contributes about 17% of students while Twain Harte, Columbia, Tuolumne and Soulsbyville are each home to between 200 and 300 students. Other Tuolumne County communities are home to smaller but still significant numbers of students.

Columbia College total fall enrollments averaged about 680 full-time students and 2,275 part-time students over the last three years. Spring enrollments are slightly smaller, averaging 620 full-time students and 2,250 part-time students. Summertime enrollments are dominated by part-time students, averaging 1,175 annually over the last three years and slightly more than 20 full-time students.

Tuolumne TRIP Mileage Reimbursement Program



This special program aims to assist individuals who need transportation and cannot use Tuolumne County Transit. This may be because the bus or Dial-A-Ride does not come near them or travel to where they need to go, or because they need door-through-door assistance. Both persons and trips taken must meet general eligibility criteria.

Persons are eligible if they are 1) age 60 or older, 2) veterans or 3) low income. Trips are eligible for purposes that may include: healthcare, drug and alcohol rehabilitation, religious activities, personal errands, visiting family and friends, banking, shopping, recreation, volunteering and more.

This program of TCT involves an application process, approval of the individual and of the trips requested, and establishment of a monthly mileage cap for that individual. Generally, that mileage cap is about 300 miles per month and trips are reimbursed based upon actual mileage at $0.55 per mile. There are some mileage constraints based upon where the applicant lives, whether within Sonora or elsewhere in the County. Changes were made during 2019 to enable agencies to apply to the program on behalf of consumers, where the individual's circumstance or other factors pointed to the needs for agency involvement.

With an initial start-up budget of just $10,000, the program has not been widely promoted so that expectations would not exceed demand. However, TCT recently developed a new flyer to announce the program and its guidelines and is widely distributing that.

Coordination with YARTS

Another important public transportation service into Tuolumne County is the Yosemite Area Regional Transportation (YARTS), with which Tuolumne County has partnered to help promote this public transit alternative into the Yosemite National Park. Described further in the Inventory tables following, the Sonora to Yosemite Bus Route is one of four routes operated by YARTS. Between May through September, the YARTS service provides service connecting Sonora with Big Oak Flat/Groveland and on into the Yosemite Valley. On the shoulder months, through May and during September, a single round trip per day is provided. Between Memorial Day to Labor Day, there are three round trips daily between Sonora and the Yosemite Valley Visitor Center. The fare is $32 per adult, which includes the Park entrance fee.

INVENTORY OF TRANSPORTATION RESOURCES

An inventory of available transportation resources is a required element of the Coordinated Plan, to identify and summarize the key characteristics of available transportation. The following summary tables present three groups of transportation services available to the Coordinated Plan's target groups. The following tables (Tables 2-4) present services that are contracted or directly operated through:

1. public transportation services
2. specialized transportation programs
3. selected commercial and for-profit transportation services

Additionally, a small group of regional and county agencies are listed who may purchase transportation bus passes, fund specialized transportation under contract or provide it via staff with staff or agency-owned vehicles. Other inventory information includes:

Appendix C Greyhound schedules for buses traveling north — south and east-west from various central valley cities, several of value to Tuolumne County residents, where they have a way to get to these bus stations.

Appendix D Common Ground/ Silver Streak agency-reported detail on trips provided, an important transportation service serving this three-county region.

Public Transportation Services

Table 2, Inventory of Tuolumne County Public Transportation Resources

Tuolumne County Transit **TuolumneCountyTransit.com** **(209) 532-0404 Dispatch**						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Fare**	**# of Vehicles (2017 NTD)**	**# of Annual One-Way Trips (2017/2018 Internal)**
Fixed-route bus service traveling within Tuolumne County at predetermined stop locations **Routes 1, 2, 3, 4, & 5**	**Tuolumne County**	**Monday – Friday 5:30am – 7:30pm**	**General Public**	**General: $2.00** **Discounted- ADA/Medicare/Student/Veteran: $1.00** **Day Pass: $5.00** **Monthly Passes: $60 General Public; $40 Discounted** **Ticket Books: $24 (15); Discounted $14 (15)** **Children under 6 must be accompanied by adult or older child ((12+ years)**	**7**	**64,096**
Seasonal Route: **Tuolumne Adventure Trolley** **90-minute loops**	**Sonora – Columbia – Jamestown**	**Saturdays May – September**	**General Public**	**Free**	**1**	**Included in above**
Seasonal Routes: **Dodge Ridge SkiBUS** **Round-trip up and back with bus outfitted to handle skiers' gear**	**Sonora – Dodge Ridge Ski Resort**	**Weekends and Holidays from season start- April** **7 am Depart** **4:30 pm Return**	**General Public**	**$10 Round Trip per Person**	**1**	**Included in above**
Seasonal route **Pinecrest Service** **a.m. departures & p.m. returns**	**Sonora – Pinecrest Lake and Trailhead**	**Weekends and Holidays from Memorial Day to Labor Day** **8 am Depart** **4 pm Return**	**General Public**	**$10 Round Trip per Person** **Family Discount available**	**1**	**Included in above**

Tuolumne County Dial-A-Ride TuolumneCountyTransit.com (209) 532-0404 Dispatch							
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Vehicles (2017 NTD)**	**# of Annual One-Way Trips (2017 NTD)**
Advance reservation, shared ride, curb-to-curb transportation program	Tuolumne County: Dial-A-Ride operates within the Sonora – Columbia – Jamestown area; also with reservations for trips within ¾ of a mile of Route2/ Sierra Village-Sonora and Route 5/ Tuolumne-Sonora	Monday-Friday 6:25 am to 7:25 pm	Adults age 60 and older and individuals who are unable to ride our regular fixed-route bus service, either all or some of the time, due to a disabling condition	Trips should be scheduled at by 4 p.m. the day before, although same day requests may be accommodated on a space available basis.	$3.00 one-way fare	6	17,488
Advance reservation, shared ride, curb-to-curb transportation program	Tuolumne County: Dial-A-Ride operates within the Sonora – Columbia – Jamestown area; also with reservations for trips within ¾ of a mile of Route2/ Sierra Village-Sonora and Route 5/ Tuolumne-Sonora	Saturdays 11 am – 4 pm	General Public	Trips should be scheduled at by 4 pm the day before, although same day requests may be accommodated on a space available basis; Trips scheduled provided within a 30-minute window.	$3.00 one-way fare	2	Included in above
On-Demand General Public Service; trips provided on a space available basis	Within the Phoenix Lake / Cedar Ridge area – to Sonora	Weekdays 7 am - 6 pm Saturdays 9 am – 4 pm	General Public	Reservations made on the day of service between 7 am- 6 pm Trips scheduled provided within a 30-minute window.	$3.00 one-way fare	2	Included in above

YARTS (Yosemite Area Regional Transit Service) Yarts.com (877) 989-2787						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Annual One-Way Trips (2018 NTD)**
The Yosemite Area Regional Transportation System (YARTS) is a seasonal, regularly scheduled, fixed route public transit system operating in the Yosemite region.	**4 Routes:** **Sonora – Hwy 120:** **Sonora to Big Oak Flat/Groveland to Yosemite Valley Visitor Center** **Merced – Hwy 140:** **Merced to Big Oak Flat/Groveland to Yosemite Valley** **Fresno – Hwy 41** **Fresno to Oakhurst to Yosemite Valley Visitor Center** **Mammoth Lakes – Hwy 120/Hwy 395:** **Mammoth Lakes / Tuolumne Meadows to Big Oak Flat/Groveland to Yosemite Valley Visitor Center**	**Memorial Day and Labor Day**	**General Public**	**YARTS drivers will stop at all designated stops.** **For an accessible ride, contact YARTS 48 hours in advance: (877) 989-2787**	**Varies by distance; round-trip; and can include Park entrance fees.**	**120,730**

Specialized Transportation Programs

Table 3, Inventory of Specialized Transportation Programs

Community Compass CommunityCompass.com (209) 223-3845						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Vehicles**
Provides limited transportation to enrolled consumers, persons with developmental disabilities, for supported living, employment, recreation and limited non-emergency medical trip purposes	In-county: Countywide Out-of-county: limited trips to medical specialists	Weekdays between 8 and 4; some evenings; some Saturdays	Enrolled Community Compass consumers	Trips arranged through case managers personnel	Free	5 small cars shared with Jackson facility; not lift-equipped

Common Ground Senior Services **Silver Streak Transport** CommonGroundSeniorServices.org (800) 303-4799							
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Vehicles**	**# of Annual One-Way Trips**
Provides rides to those unable to utilize traditional transportation options, such as public transit, and have no other means of transportation for health and wellness appointments.	In county: medically-related destinations; but no service: - north of Sierra Village, - Don Pedro area - Big Oak Flat/ Groveland Out-of-county; Only in LogistiCare Medical facilities in Sacramento, Stockton, Lodi and Rancho Cordova and other LogistiCare-approved trips and locations	Monday – Friday 8:00am – 5:00pm Service started July 1, 2019	1. Older adults and persons with disabilities who can no longer drive and persons with disabilities trying to get to a needed doctor's appointment, pick up a prescription, or related trips; 2. Veterans and their spouses; 3. LogistiCare approved MediCal riders for approved non-emergency medical trips.	(800) 303-4799	Free; Donations appreciated	11 Vehicles 2 – 3 Vehicles in Tuolumne County	Projected 2,000 trips in Tuolumne County

NexSTEP Transportation NexSTEPTransportation.com (209) 206-3407 or (209) 352-9139 or (209) 607-4900						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Annual One-Way Trips**
Non-profit organization offering pre-scheduled demand-response transportation for life-sustaining trips	Tuolumne County Out-of-county dependent on driver availability and donation to cover cost	7 days a week; depending on driver availability	General Public; Tuolumne residents	(209) 206-3407 or (209) 352-9139 or (209) 607-4900	Free, but donations accepted. Donations required to cover out-of-county trips	2 vehicles providing 5,000 one-way trips annually

South Side Community Connections/ WHEELS SouthSideCommunityConnections.org/Wheels (209) 962-6952						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Annual One-Way Trips**
Provides volunteer-based transportation in private vehicles. Most vehicles are not accessible.	Local trips: Big Oak Flat and Groveland and surrounding area. Out-of-County: Limited trips to Sonora for health-related purposes.	Local trips: Tuesday-Friday 9 am – 5 pm Trips to Sonora: once per week; Dependent on volunteer availability and willingness	Residents of the Groveland / Big Oak Flat communities.	(209) 962-6952	Free	Approx. 900-1,200 one-way trips annually. 6-12 unique passengers per week

Tuolumne County Behavioral Health TuolumneCounty.ca.gov/220/Behavioral-Health 209-533-6245						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Vehicles**
For enrolled consumers of the County's Behavioral Health programs, provides limited transportation to meetings, activities and appointments at County offices	Tuolumne County	Monday - Friday	Enrolled County Behavioral Health consumers	Trips arranged through case managers and other Behavioral Health personnel	Free	5 vehicles, not lift-equipped; 1 part-time driver
Los Promotores de Salud Program: A program of AAATCA (Amador-Tuolumne County Action Agency) is a volunteer, peer program to assist the Hispanic population in connecting with behavioral health resources. Volunteers may provide transportation to an initial appointment to enroll in additional programs.	Greater Sonora area	Based on volunteer availability and willingness	Spanish-speaking individuals seeking behavioral health services and emotional support	(209) 628-3116. Contact Terri Alford	Free	2 volunteers with private vehicles

Tuolumne TRIP TuolumneCountyTransit.com (209) 533-0404					
Service Description	**Area Served**	**Eligibility**	**Applications**	**Fare**	**# of Annual One-Way Trips**
Mileage reimbursement program for approved applicants at IRS rates, within per-trip and monthly mileage caps approved by Tuolumne Transit Reimbursements can be paid to programs on behalf of consumers, or to consumers who can then reimburse their driver. Ridesharing is encouraged	In-county: Residents within 10-miles of Sonora: 30-miles per one-way trip; capped at 300 miles per month Residents outside Sonora: 38-miles per one-way trip; capped at 375 miles per month Out-of-county: Destination/ trip purpose must be approved; capped at 300 miles per approved round trip	Residents of Tuolumne County age 60+, persons with disabilities, persons of limited means and veterans. Eligible trips must be pre-approved and may include: health care, personal errands, school, visiting family and friends, banking, shopping, volunteering, religious activities, dinning, meetings, recreation, special events, drug/alcohol rehabilitation	Made through Tuolumne Transit or via a sponsoring human service agency; individual and trips are reviewed and approved as the budget allows; Determinations made on a case-by-case basis	Free to consumer	$10,000 annual budget at present

Tuolumne County Veterans Services: VAPAHCS Shuttle paloalto.va.gov/shuttleschedule.asp (209) 223-6476						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Annual One-Way Trips**
Provides rides to those unable to utilize traditional transportation options, such as public transit, and have no other means of transportation for health and wellness appointments.	Tuolumne County to Livermore, Palo Alto	Departs 5:30 am from Sonora VA Clinic for Livermore VA and Palo Alto VA Returns 8:15 pm	Military veterans only; spouses may ride if there is room	Trips depart from 13663 Mono Way, Sonora, CA, 95370. Call (650) 493-5000, ext. 1-3-35292 OR text. 1-2-22253 if shuttle doesn't arrive.	Free	Not available

Selected Private Sector Transportation Services

Table 4, Inventory of Selected Private Sector Transportation

Blue Mountain (209) 223-5000, ext. 1 – Admin Only						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**Vehicles/ # of Annual One-Way Trips**
Weekday transportation to consumers enrolled in Community Compass programs in Sonora	Tuolumne County	Weekday program hours	Consumers of the Valley Mountain Regional Center with approved Transportation Service Requests (TSRs)	Made through Valley Mountain Regional Center case managers	Free	4 Vehicle routes (2 lift-equipped); Approx. 11,000 trips

Frontier Cab (209) 288-2900							
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Vehicles**	**# of Annual One-Way Trips**
Private taxi service based in Sonora for the General Public	Primarily serving the greater Sonora area but will travel elsewhere in Tuolumne County and will make out-of-county trips	24 hours / 7 days, except Thanksgiving and Christmas	MediCal-approved consumers for LogistiCare-approved trips	(209) 288-2900 Requires a 3-hours advance reservation since they sometimes cover long distances which takes a vehicle out of local service.	In-County: $3 per mile; would consider a discounted per mile fare for disability transportation services. Out-of-county: Modesto: $150 Sacramento: $300 Stockton: $250 Santa Cruz: $425 San Francisco $425	3; not lift-equipped	180 one-way trips/ day; 65,000 annual trips

Greyhound						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Annual One-Way Trips**
Greyhound intercity bus service stops daily in Lodi, Stockton and Modesto with multiple arrival and departure times in each city for northbound, southbound and westbound buses. **See Appendix C for current schedule information.**						

LogistiCare CommonGroundSeniorServices.org (209) 498-2246						
Service Description	**Area Served**	**Days and Hours of Service**	**Eligibility**	**Reservations**	**Fare**	**# of Annual One-Way Trips**
Non-emergency medical transportation to MediCal enrolled consumers of: **1. Anthem Blue Cross** **2. California Health and Wellness**	**Tuolumne County** **Out-of-county for approved trips to destinations in Sacramento, Lodi, Modesto and other locations**	**Weekdays**	**MediCal-approved consumers for LogistiCare-approved trips**	**For patient trip requests:** **1. Anthem Blue Cross (877) 931-4755** **2. California Health and Wellness (877) 658-0305**	**Free**	**Not Available**

Other Agency-Provided Transportation

An additional group of agencies reported that they purchase or provide funding for transportation or directly provide it through staff in staff-owned or agency-owned vehicles:

- Adventist Health Sonora, General Hospital
- Area 12 Agency on Aging
- Amador-Tuolumne Community Action Agency (ATCAA)
- Tuolumne Miwok Tribal TANF
- Tuolumne County APS and Public Guardian
- Tuolumne County Department of Social Services
- Tuolumne County Public Health

Chapter 2 — Demographic Profile

COUNTY POPULATION OVERVIEW

Table 5 presents a summary of Tuolumne County demographic information about this Plan's targeted populations. Two time periods of 2012 5-Year Estimate and 2017 5-Year Estimate are presented, using the U.S. Census reporting of the American Community Survey, which provides greater detail than does the decennial census. For reference purposes, selected statewide California information is presented.

Table 5, Tuolumne County Target Population Groups and Characteristics

COORDINATED PLAN TARGET POPULATIONS IN TUOLUMNE COUNTY Seniors, Persons with Disabilities, Persons of Low Income and Military Veterans							
Target Populations	American Community Survey 2008-2012, 5-Year Estimates		American Community Survey 2013-2017, 5-Year Estimates			American Community Survey 2013-2017, 5-Year Estimates	
	2012 5-Year People Estimate	% of Total County	2017 5-Year People Estimate	% of Total County	% Change 2010-2017	California Statewide Comparison	
Total Population Estimate [1]	**55,205**	**100%**	**53,899**	**100%**	**-2.4%**	**38,982,847**	**100%**
Median Age [2]	48.0		48.6			36.1	
CHILDREN AND YOUTH ages 0 -17 [1]	**9,613**	**17.4%**	**9,047**	**16.8%**	**-5.9%**	**9,114,720**	**23.4%**
Children with a Disability, Ages 5 to 17 [4]	**269**	**0.5%**	**396**			279,466	**0.7%**
% of Children age 17 and under	2.80%		4.4%			3.1%	
Children living in poverty age 17 and under	**1,627**	**2.9%**	**1,235**	**2.3%**		1,865,225	**4.8%**
% pf Children living in poverty age 17 and under	16.92%		13.7%				
ADULTS 18-64 [1]	**34,177**	**61.9%**	**31,878**	**59.1%**	**-6.7%**	**24,719,679**	**63.4%**
Low-income Adults, Ages 18-64 [3] - 100% Federal Poverty	**4,506**	**8.2%**	**4,435**	**8.2%**	**-1.6%**	3,390,825	**8.7%**
% of Adults 18-64	*13.2%*		*13.9%*			*13.7%*	
Disability [4] (non-institutionalized) Ages 18-64 (2014)	**4,730**	**8.6%**	**4,856**	**9.0%**		1,995,286	**5.1%**
SENIORS [1]	**11,415**	**20.7%**	**12,974**	**24.1%**	**13.7%**	**5,148,448**	**13.2%**
Seniors, ages 65-74	*6,317*		*7,578*		20.0%	*2,946,809*	
with % of all seniors	*55.3%*		*58.4%*			*57.2%*	
Seniors, ages 75-84	*3,589*		*3,848*		7.2%	*1,509,528*	
with % of all seniors	*31.4%*		*29.7%*			*29.3%*	
Seniors, ages 85+	*1,509*		*1,548*		2.6%	*692,111*	
with % of all seniors	*13.2%*		*11.9%*			*13.4%*	
Low-Income Seniors, Ages 65+ - 100% Federal Poverty	**585**	**1.1%**	**1,205**		106.0%	517,358	
% of Senior Population	*5.1%*		*9.3%*			*10.0%*	
VETERANS [5]	**5,597**	**10.1%**	**4,938**	**9.2%**	**11.8%**	**1,661,433**	**4.3%**
Civilian Population 18 years and over	**45,592**	**82.6%**	**44,852**	**13.3%**		**29,740,487**	**13.3%**
Veterans Period of Service							
Gulf War (9/2001 or later) veterans	375		458			280,386	
Gulf War (8/1990 to 2001) veterans	481		459			281,763	
Vietnam era veterans	2,222		2,259			596,130	
Korean War veterans	991		675			174,769	
World War II veterans	700		329			97,626	
Veteran population unemployment rate	18.3%		N/A			N/A	
Veteran population poverty status in the past 12 months	N/A		480	9.7%		1,637,589	
INCOME [6]							
Median Household Income	$48,169		$60,636		25.9%	$67,169	
Per Capita Income - past 12 months			$29,628				
Total Persons in Poverty [3]	6,718		6,875		2.3%	5,773,408	
Persons age 16+ below 150% of Poverty Levels [3]	11,706		10,988		-6.1%	9,454,218	
EMPLOYMENT [7]							
Population 16 years and over	46,590		46,043		-1.2%	30,910,058	
Population 16 years and over employed	19,987		20,397		2.1%	17,989,654	
Population 16 years and over in labor force	23,854		22,147		-7.2%	19,627,887	
Population 16 years and over unemployment rate	16.2%		7.9%		-51.2%	7.7%	

[1] B01001 Sex by Age, 2012 & 2017 American Community Survey 5-Year Estimates
[2] B01002 Median Age by Sex, 2012 & 2017 American Community Survey 5-Year Estimates
[3] S1701 Poverty Status in the Past 12 Months, 2012 & 2017 American Community Survey 5-Year Estimates
[4] S1810 Disability Characteristics, 2012 & 2017 American Community Survey 5-Year Estimates
[5] S2101 Veteran Status, 2012 & 2017 American Community Survey 5-Year Estimates
[6] S1901 Income in the Past 12 Months, 2012 & 2017 American Community Survey 5-Year Estimates
[7] S2301 Employment Status, 2012 & 2017 American Community Survey 5-Year Estimates

Overall Tuolumne County Demographic Changes

Key changes over the five-year period between 2012 through 2017, as reported via the American Community Survey, include:

- ***Overall population*** of Tuolumne County of almost 54,000 saw a 2.4% decline over the past five years, losing about 1,300 persons.
- ***Children and youth age 17 and under*** have declined at a higher rate, falling 5.9%.
- ***Working-aged adults, 17 to 64, declined*** at a slightly higher rate, a 6.7% decline.
- ***Persons with disabilities*** include 4% of children and 13% of working-aged adults, the later group increasing by about 100 individuals.
- ***Older adults increased,*** totaling almost 13,000 persons***,*** and growing from 20.7% to 24.1% of the County's population; this is almost twice the comparable statewide proportion of 13.7% older adults; there was a resultant increase in the median age from 48.0 to 48.6 years.
- ***Veterans decreased*** as a proportion of the overall County population, from 10.0% of the County population five years ago to 9.2%. The raw number decreased by 12%, or 659 individuals fewer. However, there were increases in the raw number of younger veterans of Gulf War II and Vietnam era, while Gulf War 1, Korean and World War II veterans and older declined in number and proportion.

Income

Income factors show an increase in low-income households among older adults and a decline in children and working-aged adults in low-income households. Low income is defined by household incomes at or less than 100% of federal poverty guidelines:

- ***Overall, approximately 12.7% of Tuolumne County residents*** are in households with poverty-level incomes.
- ***Children in poverty declined*** by 24%, the raw number declining by almost 400 individuals.
- ***Working-aged adults in poverty decreased*** by 1.6%, or about 100 persons fewer***,*** estimated to be a total of about 4,400 persons.
- ***Older adults in poverty increased*** by a percent, increasing to 2.2% of the total County population.
- ***Almost 10% of military veterans are living in poverty,*** or 480 individuals.
- The ***median household income decreased*** from $46,590 to $46,043, remaining significantly below the statewide median household income of $67,000.

Employment

Employment rates, as measured by the American Community Survey between 2012 and 2017, improved significantly with the unemployment rate dropping from 16.2% to 7.9% in Tuolumne County. This is partly the result of a decreased number of working-aged adults. It likely also reflects an improving economy and increases in the number of available jobs. Tuolumne County's 7.9% unemployment rate is just above the statewide 7.7% unemployment rate.

GEOGRAPHIC DISTRIBUTION OF TARGET POPULATIONS ACROSS THE COUNTY

County Population Overview

The following pages contain four maps that show the geographic distribution of the resident population of Tuolumne County, as well as the three target populations: older adults, people with disabilities and persons of low income (people living in poverty). Each map also shows the Tuolumne Transit fixed-route services. The demographic information in the maps is derived from the American Community Survey 2013-2017 5-Year Estimates. It is important to note that there are high margins of error for many variables, including those reported here, for rural geographies, but they still provide useful pictures of the relative distribution of people and key characteristics.

Tuolumne County is bounded by Calaveras County to the northwest, Alpine County to the north, Mono County to the east, Mariposa County to the south and Stanislaus County to the west. State Routes 108, 120 and 49 are the main roads that serve the County. A majority of the County is covered in protected areas, including the Stanislaus National Forest and Yosemite National Park.

The map in Figure 5 shows the estimated number of Tuolumne County's 54,000 residents per U.S. Census block group. The block groups with the most residents (colored in blues) are along the State Highway 49 and State Highway 108 corridors, in the middle northwest quadrant of the County. The two most populous communities are Sonora and Phoenix Lake. The communities of Mono Vista, Columbia, Jamestown, East Sonora and Pine Mountain Lake are also among the most populated areas.

Older Adults

Figure 6, Distribution of Older Adults contains a map showing concentrations of where adults over the age of 65 live. Overall, about one-quarter (24%) of the County are persons over the age of 65. The proportion (percentage) of older adults of the total resident population of each block group is shown by color scale. Block groups along the mid-northwestern edge of the County have higher proportions of people over the age of 65, around 50% to 60% of the block group population, although the highest concentrations of older adults are in the most populous areas of the County, which are served by Tuolumne County Transit.

People with Disabilities

The U.S. Census American Community Survey asks six questions to determine disability status and type and defines disability status by whether an individual has limitations that hinder participation at school, work, home or in the community. Figure 7 shows where people with self-identified disabilities live in the County. The map shows the approximate count and proportion of the total County's population of people with disabilities that lives in each block group. It should be noted that this is a different way of displaying the population than the map of older adults, for which the population is displayed as a percentage of each block group.

In Tuolumne County, approximately 14% of people have a disability. Per block group, the range is approximately 60 to 420 residents with disabilities. The block groups with the highest number of people with disabilities are in the same areas that are most populous overall, along the State Highway 49 and 108 corridors.

People Living in Poverty

The national poverty thresholds are defined by the number and age of people living in a household. For example, in 2017, an older adult living alone with an income of less than $11,756 would be considered to be living in poverty and a household consisting of a single parent with two children would be considered to be living in poverty if their household income were less than $16,895.

In Tuolumne County, approximately 12.7% of persons are in households with incomes at or below the federal poverty level. Figure 8 shows the distribution of these households. The map shows the approximate count and proportion of the total County's population of households in poverty within each block group. Per block group, the range is approximately 20 to 220 residents with disabilities. The block groups that contain the highest proportions of people living in poverty of the County overall coincide with the areas that are the most populous along the State Highway 49 and 108 corridors.

Population by Census Places, American Community Survey 2013-2017

Table 6, Population by Community

Geography	Estimate; Total	Margin of Error, +/-; Total
Sonora city, CA.	4,824	26
Phoenix Lake CDP, CA.	4,278	662
Mono Vista CDP, CA.	3,346	522
Twain Harte CDP, CA.	2,694	485
Jamestown CDP, CA.	2,618	597
Soulsbyville CDP, CA.	2,348	456
Pine Mountain Lake CDP, CA.	2,343	340
Columbia CDP, CA'	2,329	362
East Sonora CDP, CA.	2,319	354
Tuolumne City CDP, CA.	1,372	477
Mi-Wuk Village CDP, CA.	1,065	484
Tuttletown CDP, CA.	1,044	306
Cedar Ridge CDP, CA.	969	176
Sierra Village CDP, CA.	598	349
Groveland CDP, CA.	446	180
Chinese Camp CDP, CA.	218	130
Cold Springs CDP (Tuolumne County), CA.	100	112
Long Barn CDP, CA.	48	69
Strawberry CDP (Tuolumne County), CA.	5	4

Figure 5, Distribution of Total Population

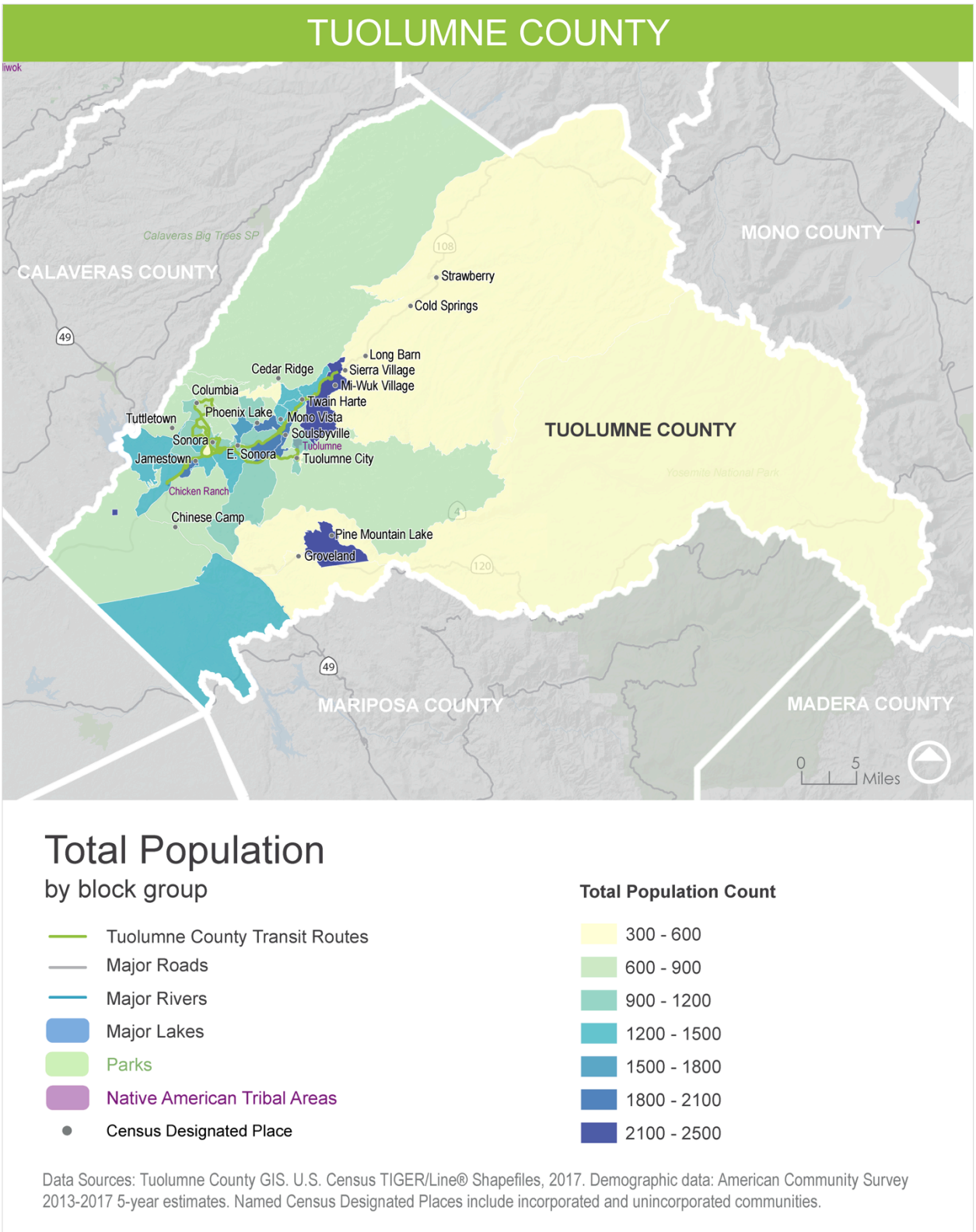


Figure 6, Distribution of Older Adults

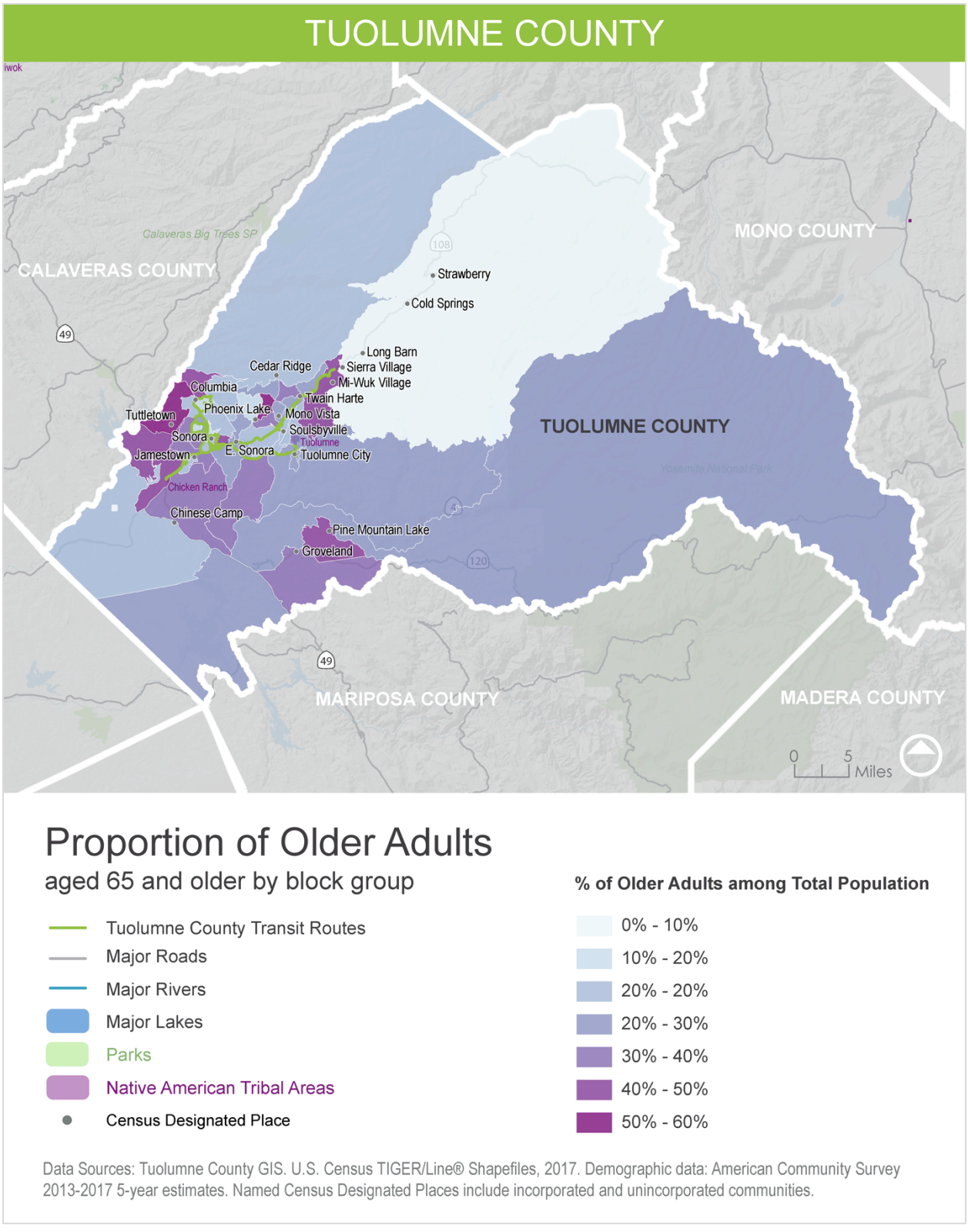
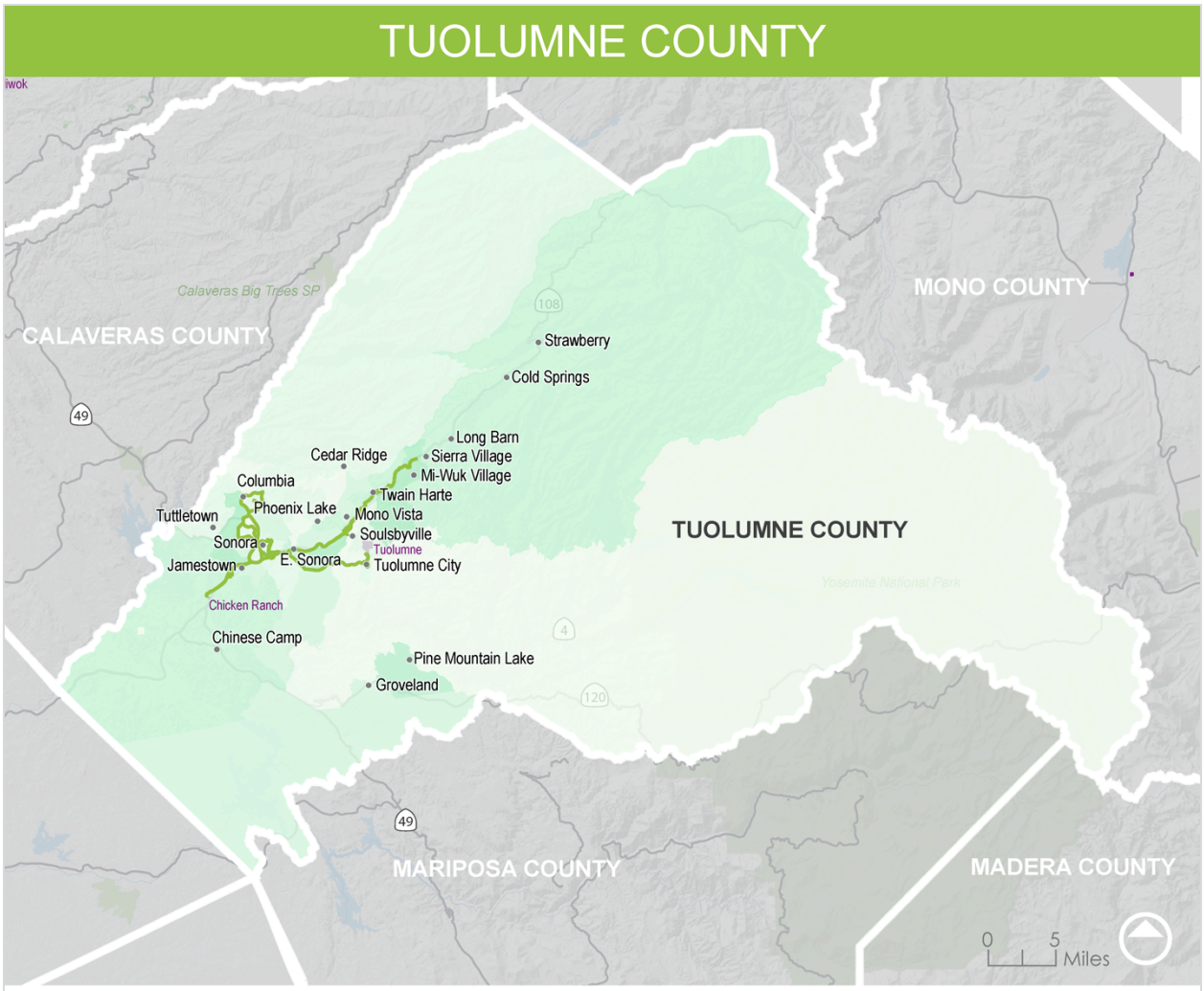


Figure 7, Distribution of People with Disabilities



People with Disabilities

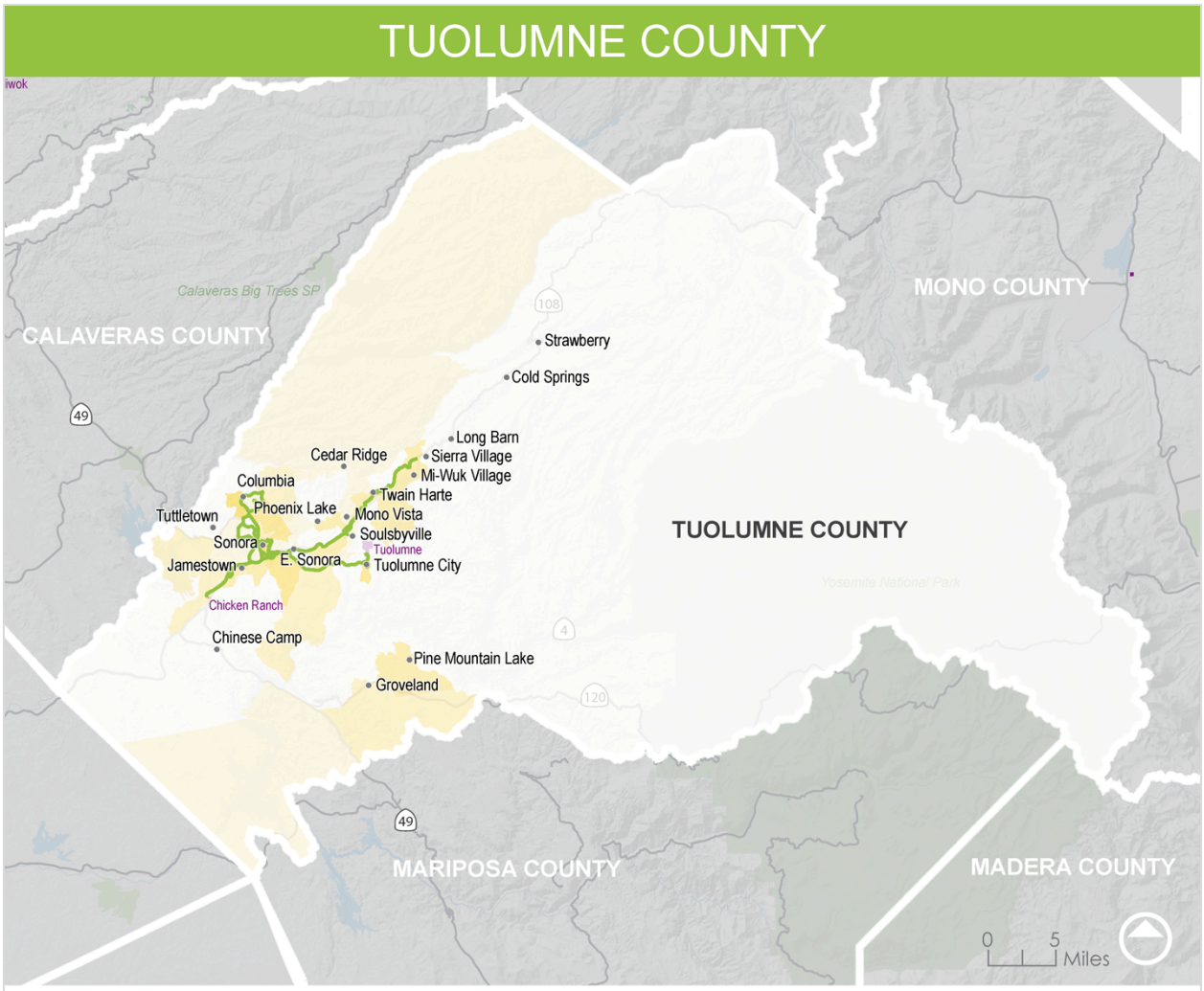
by block group

- Tuolumne County Transit Routes
- Major Roads
- Major Rivers
- Major Lakes
- Parks
- Native American Tribal Areas
- Census Designated Place

Count	% of Total People with a Disability in the County
60 - 120	0.6% - 1.3%
120 - 180	1.3% - 1.9%
180 - 240	1.9% - 2.6%
240 - 300	2.6% - 3.3%
300 - 360	3.3% - 3.9%
360 - 420	3.9% - 4.6%

Data Sources: Tuolumne County GIS. U.S. Census TIGER/Line® Shapefiles, 2017. Demographic data: American Community Survey 2013-2017 5-year estimates. Named Census Designated Places include incorporated and unincorporated communities.

Figure 8, Distribution of People Living in Poverty



People Living in Poverty

by block group

- Tuolumne County Transit Routes
- Major Roads
- Major Rivers
- Major Lakes
- Parks
- Native American Tribal Areas
- Census Designated Place

Count	% of Total People Living in Poverty in the County
0 - 40	0% - 1%
40 - 70	1% - 2%
70 - 110	2% - 3%
110 - 140	3% - 4%
140 - 180	4% - 6%
180 - 220	6% - 7%

Data Sources: Tuolumne County GIS. U.S. Census TIGER/Line® Shapefiles, 2017. Demographic data: American Community Survey 2013-2017 5-year estimates. Named Census Designated Places include incorporated and unincorporated communities.

Chapter 3 — Mobility Needs and Gaps

2014 COORDINATED PLAN ACHIEVEMENTS TO ADDRESS MOBILITY NEEDS AND GAPS

The May 2014 PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN for Tuolumne County set forth five goals and an array of strategies and projects. As noted, there is no funding to underwrite the implementation of Coordinated Plan strategies. The Plan's recommendations are implemented when funds are identifies or policy can move in Coordinated Plan's direction. Table 7 summarizes the 2014 recommendations and actions undertaken in response.

Table 7, 2014 Coordinated Plan Goals, Strategies and Actions Taken

2014 Coordinated Plan Overview of Actions Taken	
Goal 1 – Enhance information and Mobility Management to Promote Mobility Options	
1.1 Support Tuolumne County Transit website enhancements to aide in trip discovery for TCT trips and to connect persons with available specialized transportation programs.	TCT instituted numerous website enhancements, including its real-time information (initially NextBus) Tuolumne Transit Trip Tracker for both fixed route and dial-a-ride. The TCT Resource webpage includes links to additional transportation providers and the Tuolumne TRIP-Volunteer Driver program flyer. TCTA Awarded 5310 funds to hire a Mobility Manager (2019-2020 5310 Cycle) Mobility management activities have not previously been funded but TCT staff act in this capacity by participating in numerous community meetings and by coordinating with Calaveras Connect, notably around the Columbia College student pass program.
1.2 Develop and support agency-based Mobility Manager capabilities in multiple settings.	
1.3 Explore institutional collaboration with Calaveras Transit to provide regional Mobility Management.	
Goal 2 – Develop Non-Emergency Medical Transportation Options	
2.1 Ensure Tuolumne TRIP is serving non-emergency medical (NEMT).	TCT continued to manage the TRIP program supporting NEMT trips and added an agency component, whereby agencies providing transport to eligible riders could secure TRIP reimbursements TCTA partnered with the Sierra Senior Providers to submit a 5310 application that would have funded in and out-of-county trips for seniors and those with a disability (application was not selected for funding). TCT supported Common Ground/Silver Streak in 2018/2019 for provision of MediCal approved trips in Tuolumne County. Common Ground also secured an Area Board 12 grant to provide NEMT trips to seniors and persons with disabilities.
2.2 Establish new partnerships to support non-emergency medical trips.	

2014 Coordinated Plan Overview of Actions Taken	
Goal 3 – Promote Out-of-County and Other Work Trip Options	
3.1 Develop vanpool and rideshare options. 3.2 Improve veterans transportation connections.	Out-of-county rideshare is happening informally although there is no formal vanpool program for which demand has been low. TCTA staff supported this goal by modifying TRIP policies to allow reimbursements for out-of-county medical travel The Area Board 12 transportation grant to Common Ground supports some service to veterans and their spouses, including for some out-of-county trips.
Goal 4 – Sustain and Enhance High Quality Tuolumne County Transit Services	
4.1 Increase service frequencies as funding allows and minimum service standards can be met. 4.2 Increase evening hours as funding allows and minimum service standards can be met. 4.3 Expand outlying areas' service when funding allows and minimum service standards can be met. 4.4 Explore procedural changes to the Dial-a-Ride to improve productivity. 4.5 Increase the TCT funding base to support continued and new enhancements. 4.6 Explore institutional collaboration with Calaveras County to increase efficiencies, conserving resources.	TCT instituted multiple service enhancements over the past four years, centered on the 2017 opening of its new Transit Center on Justice Center Drive, including: • Restructured route timing and transfer connections. • Restructured Phoenix Lake General Public Dial-a-Ride to replace the discontinued Route 6.. • Implemented technology enhancements, including customer-facing real-time bus tracking information for both fixed-route and Dial-a-Ride services. • Refined schedules of special market services of Tuolumne Adventure Trolley, Dodge Ridge SkiBUS and Pinecrest service. • TCTA capitalized on Low Carbon Transit Operations funding to expand and enhance services. • TCTA used CA Office of Emergency Services (CalOES) funds to enhance the safety of the public transportation system (camera's at bus stops, back up generator, etc.). • Secured new funding from Columbia College to offer free fare trips to enrolled students, in collaboration with Calaveras Connect
Goal 5 – Support Capital Improvements	
5.1 Support improved downtown Sonora bus transportation center facilities. 5.2 Continue bus shelter, bus stop improvements and low-cost stop lighting. 5.3 Continue vehicle capital replacement for Dial-a-Ride and non-emergency medical transport. 5.4 Develop park-and-ride facilities and promote rideshare infrastructure.	TCT undertook the location, design and construction of its new Transit Center, opened in 2017. TCTC funded (City of Sonora is Lead Agency) a downtown complete street project that includes bus stop improvements including: pullouts, shelter, sidewalk, crosswalk and associated transit information kiosks. (anticipated construction 2021) New Bus Stop shelters were built in Tuolumne, Willow Springs, Jamestown, and Sonora. TCTA secured six (6) new buses since 2014 TCTC worked with Tuolumne County to help fund a Park and Ride lot in Tuolumne.

APPROACH TO IDENTIFYING CURRENT MOBLITY NEEDS AND GAPS

This Coordinated Plan secured input from the target populations and their representatives through three phases:

Phase 1 Interviews with key stakeholders;
Phase 2 A broadly distributed, community-wide e-survey to individuals and agencies; and
Phase 3 Community workshops to invite input on findings and to prioritize recommended strategies. Phase III is reported in Chapter 4 of this Plan.

PHASE 1: STAKEHOLDER INTERVIEWS

Interviews were conducted with key stakeholder agency representatives within Tuolumne County who work with the Coordinated Plan's target populations of older adults, persons with disabilities and persons of low income. These Phase 1 interviews sought to identify critical issues, the mobility topics to explore in the Phase 2 countywide e-survey. The Social Service Transportation Advisory Committee (SSTAC) members at the Plan's April 2019 kick-off meeting helped to identify key stakeholders for interviews. The consultant team augmented this list. Stakeholder interviews were conducted during late July 2019, holding 19 meetings that included approximately 50 individuals. The following organizations participated:

- Adventist Hospital and Foundation
- Area 12 Agency on Aging
- Columbia College
- Common Ground/Silver Streak
- DRAIL
- Family Resource Center
- Groveland Advisory Committee
- Interfaith/Social Services Consortia
- LogistiCare
- Mother Lode Job Training Tuolumne
- Sierra Senior Providers
- TCTC Social Services Transportation Advisory Committee
- Tuolumne County Behavioral Health
- Tuolumne County Enrichment Center
- Tuolumne County Transit
- Tuolumne County Veterans Services
- Southside Community Connections/ WHEELS
- Valley Mountain Regional Center
- Special meetings were convened by the Social Services Consortia, held at St. Matthew's Church in Sonora on July 25 and by Southside Community Connections, held at the Little House in Groveland on July 26. Multiple agency representatives attended.

Phase I interviews intended to:

- Identify mobility needs and gaps of which agency personnel were aware, among the Coordinated Plan's target populations;
- Refine the e-survey questions through interview input;
- Secure assistance in promoting the forthcoming e-survey; and
- Secure interviewees' engagement and participation with subsequent Coordinated Plan public involvement activities.

Themes

Stakeholder conversations described particular consumer experiences in getting around Tuolumne County. These led to identifying overlapping messages and themes. Agency staff comments are summarized here, representing first-phase project input on mobility needs and gaps related to older adults, persons with disabilities and persons of low income. Examination of eight (8) thematic areas follows:

1. Opportunities exist to enhance Tuolumne County Transit's service footprint, current service configuration to better meet needs.

- There was report of some difficulties with TCT transfer times between routes, specifically between East Sonora and Jamestown connections.
- The Tuolumne County Enrichment Center has upwards of 500 visits per week from those attending various health and wellness programs, with many of these visitors transit dependent.
- The Adventist's Rural Public Health Clinic facility at 193 Fairview Lane, Sonora is an important destination for many transit-dependent persons; it is currently served by Route 1 and, with a walk, via Route 3; route frequency and directness of service could be improved and customer awareness may not be particularly high.
- The ATCCA Food Pantry in Jamestown and selected other locations where emergency food assistance is offered are accessible by bus, but it is difficult to manage packages and walk to the closest stop. There is interest in coordinating with TCT for scheduled days when food assistance is offered to bring the bus in closer to where people depart with food bags or perhaps via publicized locations as flag stops.
- TCT evening hours are not late enough to serve some programs or enable participation in certain recreational or special events; persons participating in DUI classes of the Behavioral Health cannot drive and these classes are all scheduled in the evenings, after work.
- There is interest in expanded weekend service.

2. There is uneven awareness of available transportation programs, including newly available transportation services and transit features.

- Many human service agency caseworkers and personnel are unaware of Google Transit trip planning capabilities but, when introduced, view it as helpful and of considerable value to both their consumers and to agency personnel seeking to help clients identify their transportation options.
- There is reported awareness of Tuolumne Transit's new technology tools by a growing number of human service agency personnel, specifically real-time transit bus information, which is viewed as a valuable tool to increase confidence in and then encourage use of transit.

- There is interest in empowering agency case managers and line personnel through education to better work with consumers about available transportation choices, to develop agency-level mobility managers.
- LogistiCare consumers are reported as often unaware of the MediCal transportation benefit that may be available to them, nor that it can be provided through Common Ground/Silver Streak as a nonprofit provider new to Tuolumne County.
- Many human services personnel were unaware of Tuolumne TRIP, but there is increased interest, as a consequence of Coordinated Plan meetings and discussion. Tuolumne TRIP's new brochure and program modifications to facilitate agency participation on behalf of consumers are expected to increase awareness and use of this program.
- There is a desire to pay online or via smartphones, for those that have them, for both fixed-route and Dial-a-Ride; it can be difficult to come up with the exact change. Agency staff were unaware it was already possible to make on-line credit card purchases of bus passes.

3. There are in-county trip needs of the Coordinated Plan target populations that are not well-served.

- Making multiple trips on a single outing, for example, to the pharmacy and grocery store, after a doctor's visit, cannot readily be served by Tuolumne County Dial-a-Ride. Trip chaining, involving short trips with short waits on the "day out," is important for very frail elderly persons or transit-dependent persons with disabilities who have several errands.
- In-home support services personnel help with some errand-based, trip-chaining needs but there is no mechanism to reimburse these in-home workers for their gasoline.
- Some persons with disabilities have difficulty planning ahead and having some same-day transportation options is desirable.
- Recurring medical trips — for ongoing medical treatments — are difficult to serve with existing volunteer programs; these are often trips into Sonora from outlying communities.
- Trips into Sonora are difficult for the Southside Wheels program to sustain due to the limited numbers of volunteers willing to travel the distance and given that only a few vehicles can accommodate persons in wheelchairs.
- There is no public transit connection between Groveland and Sonora, the central hub of commerce and cultural events in the County.
- Trips from outlying areas can be difficult for those unable to get to the fixed routes or who live outside of the Dial-a-Ride service area, including east of Jamestown/Chicken Ranch and Chinese Camp, the end of Columbia, Big Hill and Cedar Ridge, areas east of the Mi-Wuk Village and Sierra Village, and from other similar, more isolated areas of the County.
- Individuals struggle with their own transportation because they are driving old cars that frequently break down, are too frail to drive themselves or grapple with disabling or aging conditions that make it difficult to drive or to drive during the winter season or at night.

- There is some desire to serve more spontaneous, same-day trip requests by older adults and persons with disabilities.

4. Trip needs exist for travel to out-of-county destinations.

- Medical trips are served with varying levels of adequacy for seniors and persons on MediCal through its vendor Common Ground, newly operating in Tuolumne County, but only in the areas of the County where they are able to provide service, including Jamestown, Sonora, Columbia and north and east of Twain Harte, the Mi-Wuk Village and Sierra Village.
- Persons in Groveland currently have no specialized transportation option for out-of-county transportation, usually oriented to the Modesto area, as these trips are not served by South Side Wheels or by Common Ground/Silver Streak.
- The LogistiCare organization is aware of the currently nonexistent MediCal capabilities from Groveland and is open to exploring service alternatives.
- There is limited adoption of the Tuolumne TRIP program as yet, largely because it has not been widely promoted, as it began with a very modest budget.
- Common out-of-county destinations include:
    - Medical specialists in Modesto, Stockton, Lodi, Sacramento, Palo Alto;
    - Veterans facilities in the Central Valley and in the Bay Area;
    - Training opportunities for those in job training programs in Modesto and elsewhere; and
    - Connecting with inter-city transportation of Greyhound, Flix Bus and MegaBus to travel to more distant places.

5. Multiple specialized transportation programs exist, but some are at capacity, with indications of need that exceed available resources.

- ***Tuolumne County Transit Dial-a-Ride*** is used and appreciated by Coordinated Plan targeted individuals who report many positive service experiences; while ridership on the Dial-a-Ride has declined somewhat over the past five years, its rate of decrease is very modest compared to fixed-route services, pointing to the critical nature of this specialized transportation resource. Additionally, as the significant growth in the aging population continues to materialize, a robust Dial-a-Ride service will be even more important.
- ***Common Ground/Silver Streak*** transportation services are new to Tuolumne County and are just beginning to get a foothold and promote their availability; their capacity is limited by extremely tight operating funds that are directed to older adults and veterans and capacity issues are reflected in long lead times for reservations, while serving only some areas of the County.
- ***South Side Community Services/WHEELS*** is a long-standing program that is successfully meeting most local trip needs in and around Groveland but is challenged to field enough volunteers — in its current service model — to meet trip requests into Sonora and to make one-time and continuing medical appointments outside of Groveland and Big Oak Flats. As a

consequence, it has reduced days on which trips are offered for local trips, to just four days a week, and for Sonora-based trips, to just one day a week.

- ***Behavioral Health*** transportation services pick up and transport consumers to recurring appointments, but these services are only available to enrolled clients; other individuals within the service system are not enrolled and have transportation needs that are reportedly largely unmet.
- ***Los Promotores de Salud,*** a new Behavioral Health program of ATCCA, seeks to assist members of the Hispanic community to connect with behavioral health-related resources; its two peer volunteers are limited in what they can do but could possibly use their own vehicles to transport individuals to initial behavioral health appointments.
- Some human service transportation programs — ***WATCH*** and ***Catholic Charities*** — have terminated, but the need for mobility assistance continues.
- The ***Veterans*** bus that leaves Sonora by 5 a.m. weekday mornings is not accessible to veterans who cannot get themselves there, including those too frail to make the 8 p.m. return and 15-hour day down and back from the Livermore and Palo Alta VA facilities.
- ***Community Compass*** provides limited non-emergency medical transportation to its enrolled constituents who are also clients of Valley Mountain Regional Center; it shares cars with its Jackson affiliate, none of which are lift-equipped.
- The ***Tuolumne TRIP mileage reimbursement program*** is small and its utilization levels are low, but efforts to grow the program are underway, both in budget and via promotion.
- ***Commercial services exist***, such as Frontier Cab, Next Step and one or two Uber drivers, but are limited in availability and/or distances traveled. Some companies, such a RideAssist, have ceased operations.

6. Transportation challenges to travel to or from the Adventist Hospital Sonora are numerous and suggest some opportunity for coordinated solutions.

- Discharge of patients who have arrived at the hospital via emergency transport or who have limited family support often pose transportation challenges to the hospital.
- New state legislation — SB 1152 — places new requirements on hospitals regarding persons who are homeless. Specifically, the hospital is required to send people to the location of their choice, via taxi or bus, within 30 miles or 30 minutes.
- The Adventist Hospital has been spending upwards of $1,200 every two weeks on taxi bills, a path that is not sustainable. Adventist Hospital is embarking on a contract partnership with Common Ground to transport discharged patients to their home.
- The Hospital's Cancer Center has lost volunteers, making it more difficult to meet the recurring transportation needs common to many patients in treatment; it is particularly difficult for patients who live at distances from the hospital to find transportation for recurring treatments.
- Hospital administration recognized that there was limited awareness on the part of their departments that are discharging patients or scheduling recurring appointments of either

TCT Dial-a-Ride service area or procedures for reserving trips or whether trips can be readily made on TCT fixed routes.

- When patients who do have trips booked on TCT Dial-a-Ride and conclude appointments or treatments sooner than expected, hospital staff alike are unaware as to whether a Dial-a-Ride trip request can be accommodated.

7. Sustainability of human service, specialized transportation is a specific challenge.

- Traditional volunteer-based transportation programs that maintain lists of vetted, volunteer "drivers" are struggling to meet demand, in part because it is harder to get volunteers and in part due to the longer trips required by some to get to medical destinations.
- More trips are requiring accessibility for wheelchairs or other mobility devices, a need which is difficult for volunteers to address.
- Nonprofit programs providing services struggle to secure sufficient operating funds to ensure hiring and operating a sufficient number of vehicles to serve more areas of the County or to provide more spontaneous, short reservation timeframes.

8. Infrastructure needs and opportunities exist.

- With limited operating budgets, there is interest in exploring shared vehicle maintenance services, on the part of Common Ground/Silver Streak.
- Out-stationed passenger vehicles, particularly if lift-equipped, could address the mobility needs of some in outlying areas; the Groveland Southside Community Connections organization is interested in exploring this concept.
- Non-motorized transportation, including pedestrian access and bicycle improvements, remain important; bikes need wider shoulders and more places to be parked in public areas while walking pedestrians need more sidewalks, as many areas have no sidewalks.
- Human service agencies played important roles in supporting emergency services and evacuations for wildfires in recent years, pointing to the need to update the 2012 TRANSPORTATION EMERGENCY OPERATIONS PLAN and the roles and responsibilities of those interacting with the Coordinated Plan's target populations in emergency situations.

PHASE 2: E-SURVEY

Phase II outreach involved an online survey, developed to bring back more detail and quantify selected issues raised in stakeholder interviews, the kick-off meeting and discussions with Tuolumne County Transit and TCTC staff. The survey was designed to invite responses from 1) agency staff and 2) from members of the public. For agency staff, the survey asked about transit-related services provided, county and other locations served, and clients' mobility needs. Through "branching" based on respondents' answers, the survey explored the public's use of transit services and concerns and local and regional mobility needs and challenges.

The E-survey link was widely distributed during October 2019 through stakeholder agencies, TCTC and TCT staff. Selected E-survey findings are reported in this section with more detailed reports provided in Appendix E.

Agency E-Survey Responses

A total of 82 agencies' responses were received for all three counties, with 52 responding to questions about their transit-related services. Of these, 40 agencies reported serving Tuolumne County and other counties and 25 agencies reported service only in Tuolumne County. Figures 9 and 10 describe their transportation-related functions. Agencies serving Tuolumne are depicted in dark green. Of the agencies serving Tuolumne County, nine operate a transit service; five contract with another agency to provide transportation; three agencies utilize volunteer drivers; and the largest group — 13 agencies — assist clients with transportation through trip planning and providing information (Figure 9).

Figure 9, Agency Respondents Providing Transportation

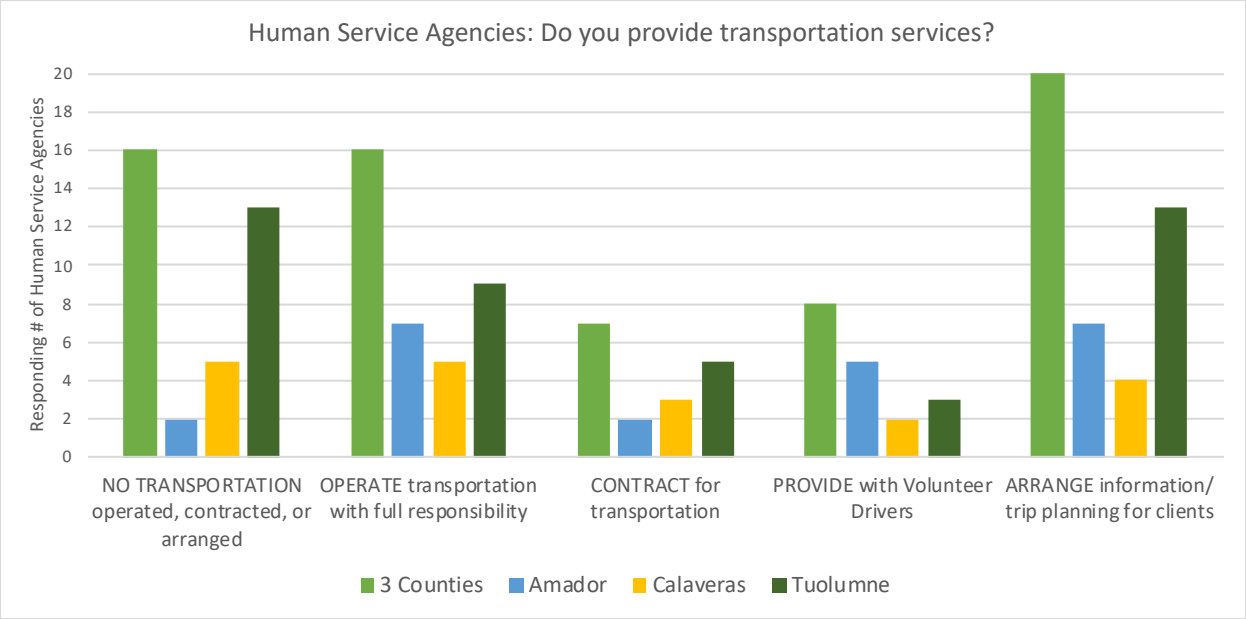


Figure 10 reports how agency respondents subsidize transportation. The most common form of subsidy is purchasing transit passes for clients; there are nine agencies making such purchases in Tuolumne County. Denoted by the dark green bars, gas cards are provided by three agencies; one reimburses clients for mileage; one subsidizes travel escorts; and one purchases and distributes taxi vouchers to clients.

Figure 10, Agency Respondents Subsidizing Transportation

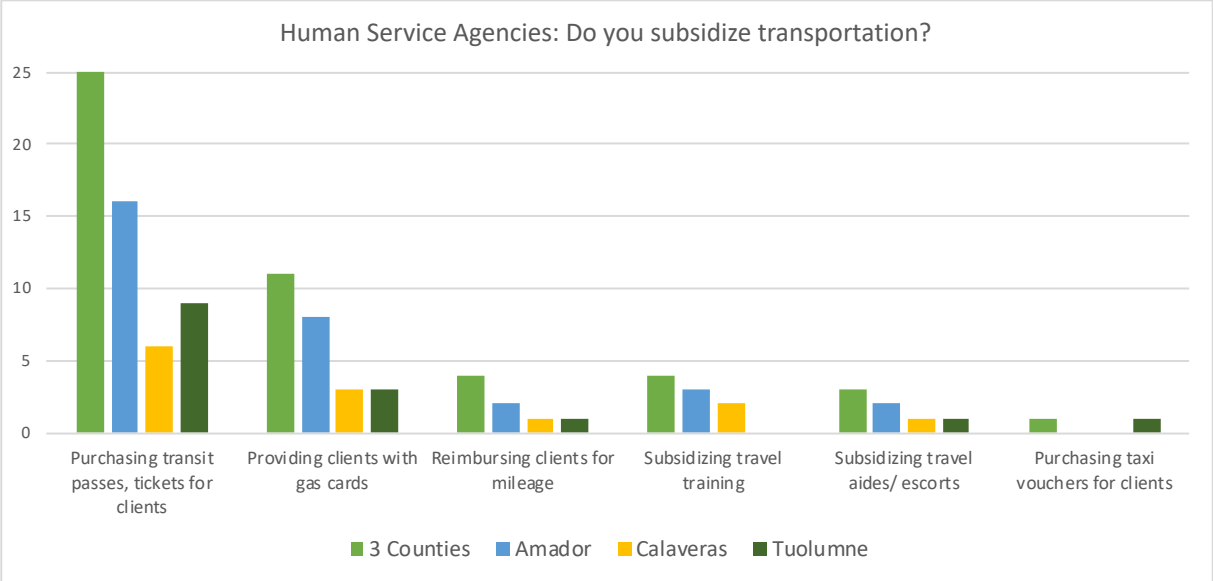
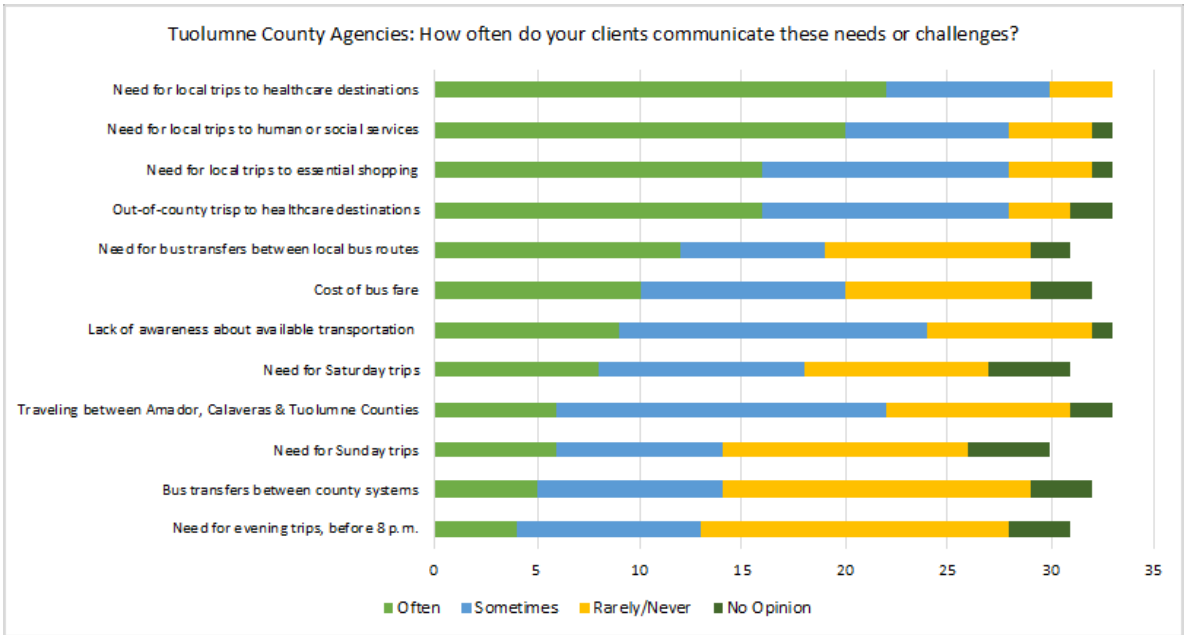


Figure 11 details agency staff reports of client mobility needs and the frequency with which these are communicated. Tuolumne County agencies reported the most frequent client needs are for local trips: ***transportation to local healthcare destinations*** and ***transportation to local human or social services***. The next most commonly reported challenges are ***transportation for local shopping*** and ***transportation to out-of-county healthcare destinations.***

Of note, ***transportation to local healthcare destinations*** was the only concern agencies reported as consistently a need for their clients. There were no responses of "rarely/never" or "no opinion" received for this type of need, unlike all other need types listed.

Figure 11, Reported Mobility Needs



Individual E-Survey Responses

A total of 23 Tuolumne County individuals responded to the e-survey. While too small a response level to make definitive statements about consumer needs, highlights are presented here. Detail is provided in Appendix E. Highlights from general public respondents include:

- Respondents had high familiarity with Tuolumne County Transit, although less so with other transportation options, including TCT Dial-a-Ride.
- Top concerns among those who responded included:
  - High level of concern with sidewalks, bike paths and safe path of travel, with 85% of respondents reporting this mobility challenge.
  - 45% reported that transit is not near where they live.
  - A quarter of respondents (25%) reported that TCT trips take too long to reach the individual's destination.

Discussion of E-Survey Themes

Most ***agency respondents*** address their clients' mobility challenges through an array of transportation-related programs and functions. These range from providing taxi vouchers to purchasing passes and administering their own transportation programs. These services both support and augment Tuolumne County Transit services. The largest single group, 13 responding human service agencies, played some role in the provision of transportation information.

Both ***agency*** and ***general public survey respondents*** are interested in improvements and expansion to existing transportation options, particularly services provided by Tuolumne County Transit. ***Agency respondents*** report their clients need public transit improvements to support local trips for shopping, to human and social services, and to healthcare destinations. ***General public respondents*** often report that there is not transit near their home or transit travel times are too long and are much longer than driving.

Other top concerns include obtaining transportation to out-of-county healthcare destinations and improving path of travel for pedestrians and cyclists.

SUMMARY OF NEEDS BY MARKET GROUPS

This section summarizes mobility need findings of Tuolumne County older adults, persons with disabilities and persons of low income, as identified through the initial outreach phases.

Overview of Mobility Need Findings

Table 8, Mobility Needs by Market and Identified Transportation Providers presents a picture of the trip types and market groups of concern to this Plan. The traditional markets of individuals who are older or with a disability, of limited means or are veterans are depicted. These are further delineated in terms of whether the individual is MediCal-eligible and whether their trip is MediCal eligible. This is particularly important given that Common Ground is now a vendor of LogistiCare, the provider of MediCal services

for Tuolumne, Amador and Calaveras counties. MediCal is the Title XIV program of the Social Security Act providing health insurance for low-income persons and includes California's expanded coverage levels made possible by the Affordable Care Act passed by Congress in 2010.

Trip types are described on Table 8 in three major categories of 1) medical, 2) work or college, and 3) shopping and other. Within these categories, the degree to which trip needs are met is considered within the Tuolumne County Transit service area, outside of it or out-of-county. The colors in the cell, as well as the providers named, suggest the extent to which mobility needs are generally met, partially met or not met at all.

Private-sector providers are not separately enumerated here but include the local taxi operators, the Blue Mountain private transportation vendor used exclusively by Valley Mountain Regional Center, other commercial services of Next Step and Frontier Cab, and very limited Uber and Lyft transportation.

Table 8, Mobility Needs by Market and Identified Transportation Providers

Target Group →		Non-MediCal Client			MediCal Clients		
Trip Type ↓		65+/ Disabled	Low Income	Veterans	65+/ Disabled	Low income	Veterans
Medical	Medical - Local	TCT, TCT Dial-a-Ride, Common Ground, Cancer Foundation, Tuolumne TRIP, WHEELS, Veterans Helping Veterans, Los Promotores	TCT, Cancer Foundation, Tuolumne TRIP	TCT, TCT Dial-a-Ride, Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor, Sonora Veterans Clinic, Veterans Helping Veterans
	Medical - Out-of-County Destinations	TCT, Calaveras Connect, Common Ground, Tuolumne TRIP, Community Compass,	TCT, Calaveras Connect. Tuolumne TRIP	Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor	Common Ground as Logisticare Vendor, Sonora Veterans Clinic, Veterans Helping Veterans
	Medical - From areas outside TCT service area, including Groveland	Tuolumne TRIP, WHEELS, Common Ground	Tuolumne TRIP, WHEELS	Tuolumne TRIP, WHEELS, Common Ground, Veterans Helping Veterans	WHEELS, MediCal eligible trips but no identified vendor	MediCal eligible trips but no identified vendor	MediCal eligible trips but no identified vendor
Work/ College	Within TCT Service Area	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride (Saturdays only)	TCT, TCT Dial-a-Ride
	Outside TCT Service Area	Community Compass, Private Sector	Private Sector	Private Sector	Not MediCal eligible trips	Not MediCal eligible trips	Not MediCal eligible trips
Shopping/ Other	Within TCT Service Area	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride, Common Ground, Veterans Helping Veterans	TCT, TCT Dial-a-Ride	TCT, TCT Dial-a-Ride (Saturdays only)	TCT, TCT Dial-a-Ride
	Medical - From areas outside TCT service area, including Groveland	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Veterans Helping Veterans	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Tuolumne TRIP, Private Sector	WHEELS, Tuolumne TRIP, Private Sector
	Other - Out-of-County Destinations	Calaveras Connect, YARTS, Tuolumne TRIP	Calaveras Connect, Tuolumne TRIP	Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans	Calaveras Connect, YARTS, Tuolumne TRIP	Calaveras Connect, YARTS, Tuolumne TRIP	Common Ground, Sonora Veterans Clinic, Veterans Helping Veterans

LEGEND:	
	Needs mostly met
	Some needs not met
	Many needs not met

Discussion of Mobility Gaps and Needs

Changing Demographics Pointing to Increasing Seniors' Needs

Updated demographics over the past five years depict a County population of 54,000 persons that is losing small numbers of its residents with a 2% overall population decline, largely youth and working-aged adults. Conversely, there has been a substantial increase in the proportion of older adults. Now one in four (24%) Tuolumne County residents are age 65 and older, or about 13,000 persons. Older adults include growing proportions of the most elderly seniors of age 80 and up whose transportation needs multiply with time.

Improvements in the economy are visible in the County's economic indicators with small reductions in the number of households in poverty and in a large decrease in unemployment rates reported by the American Community Survey estimates, from 16.2% in 2012 to 7.9% in 2018. At present, about 12% of County residents are living at and below the poverty level.

Perhaps reflective of growth among retiree residents who are more likely to be fixed-income, there was a modest decline of 1.2% in the median household income to just over $46,000. This is 31% below the statewide median of $67,000.

A Robust Public Transportation Program for Most of the County

To meet the needs of its transit-dependent populations, Tuolumne County Transit has built a robust public transportation network that provides service six-days-a-week across the more densely populated areas of the County. Coverage in and around Sonora is significant, with five routes connecting through the new TCT Transit Center. There are eight daily vehicle arrivals and departures, over two routes, into Columbia College where riders can also transfer to Calaveras Connect.

Nonetheless, TCT ridership declines have continued over the past five years. This is likely directly related to the substantial decreases in unemployment and higher auto ownership rates among even those of very low income. Rates of ridership decline are slowing and after a five-year period with some years of double-digit ridership losses, during the most recent year Tuolumne Transit saw only a 2% ridership decline. The Dial-a-Ride ridership loss rates were smaller, by more than half, over the same five-year period and underscore its important role in providing specialized transportation.

Among possible changes, some adjustments to TCT's routing in the wake of its late 2017 restructuring may prove advantageous to current riders. There is certainly interest by some stakeholders for expanding weekend service and running somewhat later in the evenings, should resources allow.

While TCT provides service to many small, isolated communities across the County, TCT does not currently serve the Groveland area. It has done so historically, with services in the past not sufficiently used or provided with such limited frequency that steady ridership could not be sustained.

Uneven Awareness of Available Transportation and How to Use It

TCT, including TCT Dial-a-Ride, is a strong transportation system in many respects, but participating human services organizations — notably as acknowledged by administrators at the Adventist Hospital — are unaware of its services or how to inform others about how to use public transit. This is despite the clear customer information tools on its website and printed ride guides TCT has developed. Staff work actively to promote the service and continue to "get out the word."

However, traditional mobility management activities as a way of continuously promoting transit and of the sort in-place in Amador County, do not formally exist. The mobility management information role is noted by agency personnel as being of value to them. Such a role could include regular and continuing outreach and education to human services personnel, travel training activities and ongoing participation in human services gatherings, such as the Interfaith Social Services Consortia meetings.

Mobility Challenges of TCT's Service Area and Sustainability Exist

The County has a richness of transportation services that elude some rural communities, including a mix of public transit, human service transportation and commercial choices. For most seniors and persons with disabilities, some level of transportation is likely from across much of the County. However, there are capacity limits that are reflected in long lead times for reservations or limits to what trip types or trip lengths can be served. And for residents of the Groveland/Big Oak Flats areas, as well as other very isolated communities such as north of Sierra Village, there are much more limited options.

While the Tuolumne TRIP has the potential to fill some of these service area gaps, it is not yet widely known. Importantly, it is currently funded modestly — at just $10,000 annually — a level that cannot readily support substantial demand for its mileage reimbursement.

For veterans, the bus into Livermore and over to Palo Alto provides a very important connection. However, one must have transportation to the early 5 a.m. departure and the physical capacity to accommodate a very long travel day — until the post 8 p.m. return. Volunteer-based assistance, as through Veterans Helping Veterans, is likely more limited due to the declining numbers of WWII and Vietnam-era vets who can drive, coupled with increasing numbers of younger vets that may be employed and unable to provide volunteer transportation. As out-of-county trips are long, volunteers are less willing to make these, whether for veterans or for others.

Travel to out-of-the-county destinations that are not medical is limited to seasonal YARTS service or connecting to Calaveras Connect. This makes it difficult to connect to the inter-city Greyhound or other commercial inter-city Flix Bus and Megabus buses that serve the central valley cities of Modesto, Stockton and Lodi with considerable regularity.

Actively securing funding to ensure sustainable human service transportation is critical, whether through FTA Section 5310 or continuing LogistiCare vendorization for reimbursement of MediCal-eligible trips. Also important are other kinds of cost-sharing opportunities, such as shared vehicle

maintenance or out-stationed vehicles. The decision by the WATCH organization to terminate its transportation program and the difficulties reported by several agencies in securing sufficient volunteers both point to the importance of strong partnerships between public transit and the human services. These partnerships can help to build long-term, sustained specialized transportation. Exploring new cost-sharing opportunities, for example, with the Adventist Hospital and its Foundation, may well be an avenue for developing sustainable specialized transportation.

Infrastructure needs continue and also must be addressed, within available funds and through seeking new funds to replace capital, improve vehicle accessibility and make improvements that address pedestrian and bicyclists' safety. Coordination about public and human service agencies around emergency preparedness is critical as well. Without a clear sense of the solutions, the need for increased coordination around possible evacuations — whether due to fire threats or because of power outages — surfaced in stakeholder dialogue about Coordinated Plan populations and their mobility needs.

Chapter 4 — Recommended Coordinated Plan Goals and Strategies

DEVELOPING PRIORITIES

Phase 3 outreach involved a November 2019 prioritization workshop at the Tuolumne County Senior Center with stakeholder representatives of Tuolumne County's older adults, persons with disabilities, persons of low income and veterans. The flyer announcing the three counties' workshops is presented in Appendix F. This workshop experience provided opportunity to test strategies by which to address mobility challenges identified through the Coordinated Plan development process.

Extensive efforts were made to invite and encourage participation from the broadest range of participants and 16 individuals participated in the two-hour November workshop. They represented the following organizations and constituencies:

- Tuolumne County Transit/ Tuolumne County Transportation Council
- Tuolumne County Social Services Transportation Advisory Council (SSTAC)
- Social Services Consortia
- Common Ground
- Area Board 12/Area Agency on Aging
- Adventist Health Sonora
- WATCH
- DRAIL
- Social Services Consortia
- Interfaith/Commission on Aging
- Southside Community Services
- Tuolumne County Veterans Services
- Tuolumne County In-Home Support Services (IHSS)
- Member of the General Public

The workshop facilitators presented findings characterizing the mobility needs and gaps identified in the initial Plan development processes, describing the goals and specific strategies proposed in response. In discussion, and then in a "voting" process, participants provided comment on the preliminary strategies. "Votes" were represented by sticky dots, which participants placed on boards adjacent to the individual strategy of interest and concern to them.

Each workshop participant was given nine "dot" votes. Figure 12 presents the results of the "voting" process where Tuolumne County participants rated a total of 24 strategies. The strategies' rankings, coupled with workshop discussion and the preceding Coordinated Plan development work together, inform the strategies presented subsequently.

Figure 12, Tuolumne County Coordinated Plan November 2019 Prioritization Workshop Results

RECOMMENDED GOALS AND STRATEGIES

Responsive to the mobility needs and gaps characterized in Chapter 3 and reflecting input from the November prioritization workshop, this section presents the resultant five goals by which to address these findings. This section discusses each goal and details supporting strategies. Table 9, at the section's end, summarizes Tuolumne County's Coordinated Plan, 2020-2024 goals and strategies.

Goal 1: Public Transit System

Continue to build a sustainable, robust public transportation system for Tuolumne County.

Strategies to support this Goal:

Strategy 1.1 — Towards growing ridership, develop Tuolumne Transit service with improvements to frequency, hours and days of service and transfer timing within the system to improve riders' experience.

Strategy 1.2. — Evaluate Columbia College schedules to improve the ability of enrolled students to take more classes, while maintaining good connectivity with Calaveras Connect buses.

Strategy 1.3 — Explore and develop intercity linkage to Oakdale and/or Modesto so as to support access to regional medical and shopping and to inter-city bus and regional rail services.

Strategy 1.4. — Strengthen and extend customer-facing technology tools to support riders in making transit easy and building ridership.

Strategy 1.5 — Explore use of app-based general public on-demand services toward improving Saturday service options and expanding options for selected low-density areas.

Strategy 1.6 — Identify and actively pursue new funding opportunities to expand existing services and to help support new capital and operations expenses to come into compliance with the Innovative Clean Transit regulation.

The Tuolumne County Transit (TCT) network includes:

- Five fixed routes operating on weekdays between the hours of 6:30 a.m. and 7:30 p.m., with some slight variation in hours of operation between routes.
- Dial-a-Ride service operating on weekdays between 6:30 a.m. to 7:30 p.m. for persons with disabilities and adults age 60 and older.
- Dial-a-Ride service operating on Saturdays between 11 a.m. and 4 p.m. for the general public, which includes persons with disabilities.
- Special seasonal services that include the spring through fall "free-fare" Adventure Trolley and the Pinecrest service, as well as the winter-time Dodge Ridge SkiBUS.

TCT's biggest challenge is that ridership has been falling steadily over the past five years and has not yet turned around. The 19% decline between FY 14/15 and FY 18/19 is a pattern that has presented across the country, an industry-wide trend in transit ridership decline. This in part reflects a healthy economy, compared to the Great Recession period of FY 08/09, as more people have secured jobs and been able to buy cars. Many traditionally transit-dependent riders have left public transportation and not necessarily been replaced. More recent year ridership counts do show slowing rates of loss, but not yet favorable increases in ridership.

That said, there remain segments of the population who are dependent upon public transportation, including youth, the very low income, persons with disabilities and older adults who are stopping or reducing driving. Population growth is expected to continue, particularly seeing increases among older

adults who either age-in-place or retire to Tuolumne County. These are the target groups of this Coordinated Plan, highlighted in the Chapter 2 discussion of Tuolumne County demographics.

Input to Goal 1's six strategies comes from agency stakeholder conversations, from the small number of members of the general public who responded to the e-survey, from rider interviews and from the rider on-board survey undertaken as elements of the concurrent Short Range Transit Plan development.

Strategy 1.1 — Towards growing ridership, develop Tuolumne County Transit service with improvements to frequency, hours and days of service and transfer timing within the system to improve riders' experience.

Human service agency stakeholders recognize that TCT services are the backbone of mobility support in Tuolumne County and improvements to its service levels and span of service will aid Coordinated Plan target group members. It is a service much valued by stakeholders and consumers, with unsolicited, positive comments frequently offered about its drivers and personnel. Continuing to improve it, specifically to better meet riders' needs in order to grow ridership, will be critical to the coming four years.

In follow-up telephone interviews with TCT passengers, the three top themes for increasing utilization of TCT by existing riders was improving the service frequency, improving the transfer connections and making the bus more conducive to work trips.

Specific activities that support this strategy of implementing TCT service improvements include:

- Finalize actions and adopt the SHORT RANGE TRANSIT PLAN, 2020-2024 toward implementing as many TCT service improvements as existing and anticipated funding levels can support.
- Explore, through regular interactions with human service agency representatives via the Interfaith Consortia, time-limited service enhancements that are operationally feasible:
    - Stopping closer to the ATCCA Food Pantry in Jamestown on days of food distribution.
    - Coordinating with Sonora Adventist Health regarding special healthcare promotions to bus riders using or potentially using its Rural Public Health Clinic.

Strategy 1.2. — Evaluate Columbia College schedules to improve the ability of enrolled students to take more classes, while maintaining good connectivity with Calaveras Connect buses.

Currently, Columbia College is served by two Tuolumne County Transit routes: Route 3 and Route 4. The Route 3 Jamestown/ Sonora/Columbia buses arrive and depart Columbia College four times a day, with the first bus arriving at 7:51 a.m. and the last bus departing at 4:51 p.m. The Route 4 Sonora/Columbia buses arrive and depart four times a day, the first bus arriving at 9:58 a.m. and the last bus departing at 7:02 p.m.

Thirty-nine of 137 (28%) onboard survey respondents indicated they were either a full-time (25) or part-time (14) student of Columbia College. In follow-up interviews with respondents, all were very

appreciative of the free transit with their College ID and indicated it had increased utilization of TCT to get to Columbia College classes.

While the bulk of Columbia College classes are scheduled for between 8 a.m. and 4 p.m., some are ending between 7 p.m. and 8 p.m., with a few running until 9:30 p.m. Follow-up interviews with TCT passengers also indicated that it is not possible to arrive in time for 8 a.m. classes, and other connections in the morning to Routes 3 and 4 were problematic.

Extending TCT evening hours to operate one later bus would open up evening classes to bus riders, while adjusting morning schedules and connections would enhance access to 8 a.m. classes. The free fare program makes this more attractive to prospective riders who are students at Columbia College.

Some later evening-hour TCT service may also benefit participants of Behavioral Health programs, including DUI classes, which typically run during evening hours.

Specific activities by which to support this strategy of later evening-hour Columbia College service include:

- Evaluate Route 3 and Route 4 schedules to enhance access to early morning and late evening classes at Columbia College.

Strategy 1.3 — Explore and develop intercity linkage to Oakdale and/or Modesto so as to support access to regional medical and shopping and to inter-city bus and regional rail services.

Connectivity to Modesto was of high interest to multiple stakeholders and to Tuolumne County riders. At present, TCT has good connectivity with Calaveras Transit from which connections into Sacramento are possible via Amador Transit (though an overnight stay is required). However, no service to Modesto is available.

Tuolumne County residents orient southward to Modesto for out-of-county destinations that include medical, shopping and other inter-city transportation resources, including Stanislaus Regional Transit (StaRT), Amtrak and Greyhound buses. Regarding healthcare, there are reportedly medical specialty services available in Modesto that are not provided in the Sonora healthcare system. Shopping destinations identified include Modesto big-box stores and the Modesto Mall. Also, there are some job-training opportunities in Modesto that are not offered in Tuolumne County.

In the onboard survey of TCT riders, passengers were asked “If TCT were to provide out-of-county bus service, which of these destinations would you use the bus to travel to the most?” Fifty-four percent (54%) of the respondents said Modesto, followed by 17% who said Oakdale. In follow-up telephone interviews with passengers, the Modesto Mall was by far the most mentioned destination, followed by the Amtrak station and the Sutter Health and Doctor’s Medical Centers and medical offices surrounding both facilities.

Specific activities by which to support this strategy of southward out-of-county connectivity include:

- Explore financial and operational feasibility of one to two days-a-week direct service between Sonora and Modesto.
- Explore the financial and operational feasibility of one-day-a-week service between Sonora and Oakdale.

Strategy 1.4. — Strengthen customer-facing technology tools to support riders in making transit easy and building ridership.

As noted in Chapter 1, TCT has instituted various technology-based initiatives that include Tuolumne Transit Tracker, its real-time bus information smartphone app. It is notable that the Transit Tracker brings back information for both fixed-route and Dial-a-Ride vehicles. TCT's maintenance of its fixed-route network in Google Transit's General Transit Feed Specification also means that the Trip Planner on the website and Google Transit on smartphones can aid prospective riders in connecting with TCT buses. In the onboard survey of passengers, 78% reported that they have a smartphone, a mobile phone with access to the internet.

Continuing such customer-facing technology initiatives is advisable, enabling riders and prospective riders to:

- Confidently plan trips,
- Monitor vehicle arrivals, and
- Pay for the trip.

Tuolumne Transit can promote the available trip planner function by including a widget on the TCT homepage. Adopting an app-based fare payment option might be another means to aid riders.

The mobile ticketing app TokenTransit has been adopted by Calaveras Connect. This smartphone, fare payment capability is now in use in 75 cities and multiple rural environments, including Kern County Transit, San Joaquin Regional Transit and Golden Empire Transit in Bakersfield. It does not require any capital expense, for example, installing fare card machines and providing for hardware and software to disseminate fare cards and add value. The TokenTransit business model is to retain 10% of the fares charged through its app, with no additional costs to the transit agency. All fares collected still count toward meeting California's required minimum farebox recovery standards for public transit services.

In the onboard survey of TCT passengers, when asked if they would be interested in being able to pay their transit fare with a smartphone, 14% replied "definitely," 40% replied "maybe" and 46% replied "no." In follow-up interviews with passengers, many of the "maybe" and "no" passengers had privacy concerns, did not have a credit card or sufficient money in the bank to be able to participate in onboard payment apps similar to Token Transit. The free transit for Columbia College with an ID also reduced the demand for a smartphone app to pay fares with.

Conceivably there are human service agency adaptations of this capability, whereby subsidizing human service programs can purchase or fund transit fares through a mobile ticketing app. TCT is exploring the parameters of such a program, as of this writing.

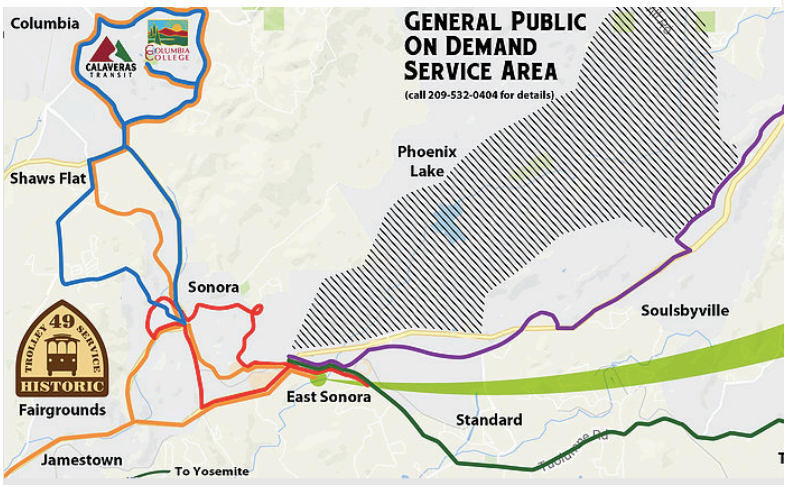
Activities to support this strategy of strengthening customer-facing technology tools include:

1. Establish a trip planner prominently on the TCT website, either through Google Transit or the Transit app.
2. Promote available free transit trip-planning apps of Google Transit and the Transit app, in all TCT promotional materials.
3. Explore feasibility of a mobile ticketing option, including Token Transit, toward adoption of the most cost-effective option to make it easier to pay for transit trips and potentially to facilitate human service agency sponsorship of transit fares.

Strategy 1.5 — Explore use of app-based general public on-demand services toward improving Saturday service options and expanding options for selected low-density areas, such as Phoenix Lake.

TCT's large, low-density service area is difficult, if not impossible, to serve well with scheduled, fixed-route transit. This is recognized with the expansive Phoenix Lake general public demand-responsive service area that replaced fixed-route, scheduled service (Figure 13). The role of general public demand-response service will be considered within the context of developing the Short Range Transit Plan. However, marrying this mode with technology, to develop an on-demand capabilities, may be appropriate.

Figure 13, Phoenix Lake General Public Dial-A-Ride Service Area



Mobility-on-demand service may have some potential to reach new transit users. For example, TCT's current general public Saturday Dial-a-Ride service could be operated in a similar fashion as the Sunday pilot demonstration in Shasta County: https://www.shastaconnect.org/

Another example is in Cottage Grove, Oregon, a rural community outside of the Eugene/Springfield area where on-demand paratransit helps to connect riders with the intercity bus and provide local trips as well: https://www.ltd.org/system-map/route_MOD/

Other applications for on-demand service could include expansion of evening service and provision of service in additional areas with demand insufficient to support fixed-route service.

Rural mobility-on-demand services are not yet common, more likely seen in urban areas, such as Denver, Oakland, Los Angeles and Sacramento, and are often used to connect with regional commuter rail services. Termed "micro transit," these services are typified by smartphone-based apps that enable the user to order the trip, within a reasonable pick-up time window, and where the transit provider has sufficient capacity to ensure a reasonable level of responsiveness to customer trip requests. These are generally low-productivity services where three to five passengers per revenue hour may be the goal but are often not attained, due to large service areas and longer passenger trips. Determining what levels of service could be afforded by TCT and how that matches demand will help to determine the feasibility of this service mode.

Activities to support this strategy of mobility-on-demand services for Tuolumne County include:

1. Include an app option for Saturday Dial-a-Ride service, as a first phase service.
2. A later phase could expand service to evening service.
3. A third phase could be replacing a segment on Route 3 with general public DAR with an app, implementing on-demand with an app for this area of Tuolumne County.

Strategy 1.6 — Identify and actively pursue new funding opportunities to expand existing services and to help support new capital and operations expenses to come into compliance with the Innovative Clean Transit regulation.

it is necessary that the Tuolumne County Transportation Council and Tuolumne County Transit actively continue to seek new and discretionary funding to support public transit operations. This is critical to ensure a basic level of transit service is available to the Coordinated Plan's target populations and the general public. It becomes even more critical with the implementation of the zero-emission bus requirements of the ***Innovative Clean Transit*** (ICT) regulation promulgated by the California Air Resources Board to move the state's public transportation programs to 100% zero-emission bus (ZEB) fleets by 2040. ICT rules require that beginning in 2026, TCT commence purchasing ZEB vehicles, vehicles that are one-and-a-half times and more the cost of current diesel- and gas-powered vehicles.

Activities to support this strategy of additional funding include:

1. TCTC continuing to work aggressively to identify funding opportunities for which eligible operations and capital transit projects can be identified.

This includes planning now for potentially eligible projects submitted in future cycles of fund sources, such as:

- FTA 5339 planning studies
- FTA 5311 and 5311 (f) Rural and Inter-city Bus Projects
- FTA 5310 Seniors and Persons with Disabilities
- FHWA Congestion Mitigation and Air Quality Improvement (CMAQ) projects
- SB 1 — Road Repair and Accountability Act of 2017
- California Air Resource Board discretionary grants
- FTA discretionary grants, such as the Mobility For All Pilot Program Grants, FY 2020

2. TCT and TCTC are expected to continue to work in partnership to pursue all potentially eligible grant funds but will need active partnership from the human services community to secure competitive funding.
    - Solid planning toward project funding requests that can be readily brought forward when grant cycles open will help to ensure "wins" and bring additional transit funding to Tuolumne County.
    - The region's human service partners should expect to provide strong letters of support for funding applications that will improve mobility choices for Tuolumne County's Coordinated Plan target populations and the general public.

Goal 2: Sustainable Partnerships to Address Isolated Communities and Out of-County Trips

Develop effective, sustainable partnerships for pilot services that meet mobility needs of residents living in isolated communities and/or traveling out-of-county, including for medical purposes.

Strategies to support this Goal:

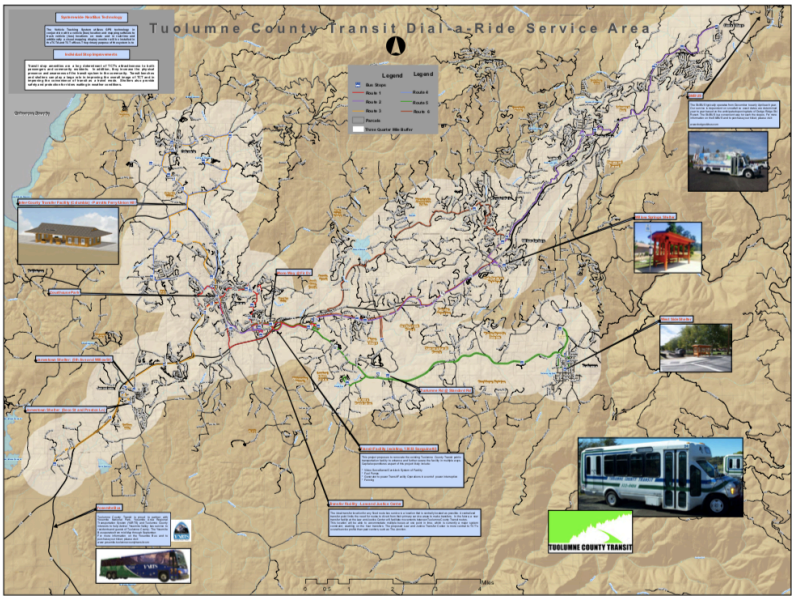
Strategy 2.1 — Strengthen or establish partnerships to develop pilots and innovative mobility responses for isolated communities and to address longer distance trip needs.

Strategy 2.2 — Expand TCT's mileage reimbursement TRIP program for both individuals and its new agency model to support cost-effective lifeline service, now modified to give priority to medical trip needs.

Strategy 2.3 — Research and develop strategies to improve the capacity and cost-effectiveness of human service transportation-providing organizations.

There are unserved and underserved areas of Tuolumne County where transportation resources are minimal or nonexistent as the TCT "footprint" reaches into much but certainly not all of Tuolumne County's populated areas. **Error! Reference source not found.** reflects the ¾-mile envelope that surrounds the TCT fixed-route network. It includes areas beyond the Mi-Wuk Village, Forest Road residents and the Groveland and Big Oak Flats communities, among others.

Figure 14, TCT Dial-a-Ride Service Area



Available human service agency transportation programs fill some of these gaps but also have real limitations, including:

- ***Insufficient operations funding*** to place into service all of its vehicles, as with Common Ground's Silver Streak.
- ***Limited volunteer availability***, as the Southside Wheels struggles to recruit sufficient drivers.
- ***Limited to consumers or trips meeting specific eligibility criteria***, as with Los Promotores de Salud, the County Behavioral Health Department transportation, Compass and WATCH programs and the MediCal LogistiCare vendor.
- ***Limited to specific trip-origins***, as with Adventist Health Sonora, which can support transportation for people leaving the hospital facilities but has more limited ability to assist with other healthcare-related trips for routine appointments or ongoing therapy and treatments or the Veterans Shuttle leaving Sonora in very early mornings for VA medical facilities in the Central Valley and Bay Area.
- ***Availability of a lift-equipped vehicle*** to volunteers to meet a given trip need, as with Southside Wheels and some In-Home Health Services (IHHS) recipients' aides.

Strategy 2.1 — Strengthen or establish partnerships to develop innovative mobility responses for isolated communities and to address longer distance trip needs.

As noted, Tuolumne County has multiple human service transportation programs. These currently serve ***some people and some trips,*** including those living in isolated communities or making long-distance trips. However, these programs largely operate independently and are not coordinated. Each is focused on its own program eligibility criteria, each operating in a siloed, uncoordinated fashion. Leveraging existing partnerships and building new responses to the continuing unmet and undermet trip needs can help to break down these silos, improve coordination and result in more trips to more people.

Long distances and difficult terrain is a further barrier to meeting some trips needs, even when programs are providing some limited out-of-county trips. Services that include effective long-distance trip-making, specifically for non-emergency medical transportation include:

- Medivan is operating in the Greater Modesto area connecting residents with multiple Bay Area medical facilities, including the Livermore VA Medical Center. It is sponsored by StaRT to address non-emergency medical transportation needs. One-way fares are $12.50 and round trip fares are $25.00, with slightly discounted fares for the rider's attendant.
  https://www.srt.org/maps-schedules/medivan/
- ***Imperial County's MedExpress,*** which transports people four days-a-week more than 80 miles one-way from Imperial Valley communities to medical facilities in San Diego County that stretch from downtown San Diego north to La Jolla. This advance reservation, pre-paid service is routinely over-booked and has generated substantial farebox, requiring a round-trip fare of $18.50 and a one-way fare of $9.25.
  http://www.ivtmedtrans.com/about/

- ***Riverside County's Blythe Wellness Express (BWE)*** provides a critical medical transportation services connecting people in Blythe on the edge of the Colorado River with medical services in the Coachella Valley, more than 180 miles to the west. This program was initiated as an FTA Rides to Wellness demonstration project. BWE scheduled service is provided three days-a-week, departing from Blythe's Park-and-Ride facility at 6:30 a.m. and traveling to four time-point medical facility locations in Indio and Palm Springs, with deviated trip pick-up and drop-offs provided between those locations and within published times. The BWE returns to Blythe by 4 p.m. for a round-trip fare of $20.
  https://pvvta.com/routes/wellness_express/

Activities to support this strategy of connecting riders from isolated communities or riders in need of long trips with transportation include using TCTC's Social Services Transportation Advisory Committee (SSTAC) as a setting in which to pursue collaboration, around:

1. ***Opening dialogue about the potential for trip-sharing and for shared-costs*** with all transportation-providing agencies by identifying the specific days, the times and the areas these public transit and human service agencies currently serve in various outlying communities.
2. ***Convene existing transportation providers and transportation funders*** around an area-specific dialogue, for example, Groveland/Big Oak Flats, including, but not limited to: LogistiCare headquarters and Tuolumne County's LogistiCare vendor Common Ground, the Area Agency on Aging, Adventist Health Sonora, County Behavioral Health Department, County Public Health Department, County Veterans Department and others.
3. ***Explore potential participation roles*** that these organizations could offer for trips to and from the area of focus, for example: Groveland and Big Oak Flats.
4. ***Lay out various service scenarios*** to explore "interest and willingness to participate," including, but not limited to:
   - One-day a week lifeline service
   - Two-day a week lifeline service
   - Service model alternatives at the trip origin and destination ends of the trip
5. ***Discuss more specific partnerships roles*** around direct subsidy, per-trip subsidy and purchase of fares.
6. ***Discuss promotion of a pilot or demonstration project service*** to build ridership to sustainable levels from within agency caseloads and not as an exclusively TCT responsibility.
7. ***Discuss funding options and opportunities,*** as further explored in Strategy 1.6.

Strategy 2.2 — Expand TCT's mileage reimbursement TRIP program for both individuals and its new agency model to support cost-effective lifeline service, now modified to give priority to medical trip needs.

In this model, the rider finds his or her own volunteer. Mileage reimbursement for ***approved trips*** is paid by the program directly to the rider. The rider then reimburses the driver. Riders can be encouraged to "ask" neighbors, friends and even family who do not live with them for this reimbursed assistance with a

ride. The important feature of this model is that it does not rely upon a pool of agency-based, agency-approved volunteers, a pool that can be difficult to sustain.

TCT undertook training for the Riverside County-based TRIP program and implemented its program during the period since the previous Coordinated Plan. It has been a small program, largely due to budget constraints and narrow promotion, given its modest budget. However, TRIP remains a very cost-effective way of meeting difficult-to-serve trip needs of long distance or isolated location. It is also an important alternative transportation resource for people that need door-through-door and escorted transportation.

Activities to support this strategy to enhance Tuolumne County's TRIP program include:

1. ***Judicious, managed expansion of the Tuolumne County TRIP mileage reimbursement program.*** In this model, the rider finds his or her own volunteer and the mileage reimbursement for approved trips are made directly to the rider who then reimburses the driver. There are strategies by which to assist riders in this process of "asking" neighbors, friends and even family for assistance with a ride. This helps to reduce reliance upon a pool of agency-based, agency-approved volunteers, which can be difficult to sustain.
2. ***Identify and promote information about how to help recipients "ask" a neighbor or friend for transportation assistance.*** While it can be difficult to ask for assistance, there are information tools to help individuals do so. And there are benefits in empowering individuals in expanding their own support network. This is a program component that could be coordinated with staff of the Area Agency on Aging, including its Information and Referral team, to help program participants locate and "ask" potential drivers.

Strategy 2.3 — Research and develop strategies to improve the capacity and cost-effectiveness of human service transportation-providing organizations.

A challenge reported in the Coordinated Plan outreach process was that while some existing human service transportation providers' programs do serve outlying areas, they can have difficulty finding sufficient drivers and volunteers to provide needed trips. This is an industry-wide problem, whether for paid drivers driving public transit vehicles or volunteer drivers providing voluntary services. Riders and prospective riders reported that advertised services are not always available, in part, because there may be insufficient drivers or because there are insufficient operating funds.

Operating funding for human service transportation is extremely limited. It is often "siloed" into agency-specific programs, for example, through the Department of Developmental Services' support to Arc or Compass programs, or through the Mental Health Services Act support to behavioral health programs. Other transportation funding for human service programs is found through the FTA Section 5310 funding for Elderly and Disabled Persons transportation projects. At least three agencies in Amador County submitted applications in the recent biennial Caltrans Call for Projects. At the time of this writing, it is not known which may be funded and to what extent.

Activities to support this strategy of improving the capacity and cost-effectiveness of available transportation include using the SSTAC as a setting in which to pursue collaboration, around:

1. ***Collaboration around hiring of drivers*** through holding of shared driver hire events, fairs and other activities.
2. ***Collaboration around pursuit of scarce funding***, particularly in relation to Section 5310 grant applications. At a minimum, in relation to the next Caltrans-sponsored 5310 grant cycle, agencies should inform one another as to the scope of their anticipated 5310 application. Ideally, a coordinated application could be made from the County that becomes more competitive in the state review process to ensure more effective use of scarce operations and capital funding.

Goal 3: Integrated Transportation Information Network

Utilize the mobility management function to establish an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options.

Strategies to support this Goal:

Strategy 3.1 — Establish regular coordination among staff from Tuolumne, Calaveras and Amador County transit agencies, as well as other key transportation providers.

Strategy 3.2 — Conduct active outreach to gatekeepers for the target audiences.

Strategy 3.3 — Ensure that complete, user-friendly information tools exist for all available transportation services.

Target populations often suffer from lack of transportation, not because the services don't exist, but because they are unaware of them or unfamiliar with how to use them. The biggest transportation gap is often the "information gap."

Outreach for this Plan made it clear that many human service providers are not as familiar with Tuolumne County Transit and other transportation options as they could be:

- Social service agency staff members were aware of, but not highly familiar with, TCT's fixed-route network. While some were aware of the availability of real-time information, there was virtually no awareness of the transit trip planning capabilities of Google Maps.
- Many of the stakeholders interviewed were unaware of the Saturday general public Dial-a-Ride and the TRIP mileage reimbursement programs — both of which were very relevant to their clients.
- Many residents who have MediCal and may qualify for LogistiCare services are unaware of the transportation benefit or how to access it.

Enhancing communications and active promotion of both public and human service transportation is a low-cost means of improving mobility among the coordinated plan populations. Three specific strategies would further this goal.

Strategy 3.1 — Establish regular coordination among staff from Tuolumne, Calaveras and Amador County transit agencies, as well as other key transportation providers.

Outreach for this Coordinated Plan clearly demonstrated that the three counties — Tuolumne, Calaveras and Amador — function as a "region" with significant inter-county travel needs. Columbia College and Adventist Health in Sonora are important destinations for residents from all three counties, while Jackson is a critical commercial destination for residents of Calaveras County and an important hub for accessing transportation outside the region.

Specific activities to support this strategy to ensure that inter-county transportation connections are maintained and promoted, include:

1. ***Regular, quarterly meetings be held among the region's transportation providers,*** including Tuolumne County Transit, Calaveras Connect, Amador Transit, Common Ground, ARC, LogistiCare and the Area Agency on Aging. Participants might include mobility managers or staff serving in a mobility management function.

   These meetings should be used to address areas of shared interest, including:

   - Sharing of information about services and service changes.
   - Maintenance of inter-system transit connections.
   - Connection of human service transportation to the fixed route network where appropriate.
   - Distribution of transportation passenger information throughout the region.
   - Facilitation of regional transit marketing initiatives.
   - Creation of partnerships between regional planning agencies, transit and human service agencies to meet hard-to-serve needs.
   - Pursuit of regional grant funding opportunities.

2. ***An annual, expanded coordination effort to involve broader audiences*** of social service providers is recommended, specifically an annual three-county transportation forum that could include the SSTAC members from each of the three counties as well as other human service and health agencies that work with the target populations. The purpose of the summit would be to:

   - Educate participants about all of the transportation options available to their constituents.
   - Highlight planned changes to the transportation network.
   - Encourage all participants to take an active role in promoting available transportation options, by providing them with information and tools.
   - Provide a forum for participants to provide feedback on the transportation network and voice the needs of their constituents.
   - Discuss grants cycles and opportunities.

Strategy 3.2 — Conduct active outreach to gatekeepers for the target audiences.

Gatekeepers, such as social service agencies, employment services, veteran's organizations, faith-based organizations and educational institutions, play a critical role in promoting the use of transit and social service transportation options among their clients, members and students. ***Tuolumne County Transit's new mobility manager and/or other staff should conduct active and frequent outreach to these organizations.***

Specific activities to support this strategy of outreach should address:

1. ***Educating managers and frontline staff*** about the transportation services available.
2. ***Highlighting transportation to destinations*** relevant to the particular agency (e.g., social service offices, medical facilities, senior residences, etc.).
3. ***Promoting inter-county connections*** that allow their constituents to access healthcare facilities, education and employment.
4. ***Showing frontline staff how to use Google Maps*** to easily plan transit trips for clients.
5. ***Providing passenger information tools*** (e.g., brochures, posters, displays, etc.) for all transportation services for distribution to their constituents.
6. ***Establishing multiple modes of communication*** is important; outreach should be conducted through a combination of face-to-face meetings and email communications, including:
   - It is useful to meet ***face to face*** with agencies at least once or twice a year, or anytime that major service changes are planned. When possible, presentations to frontline staff (possibly as part of a staff meeting or training session) are highly useful in insuring that the information reaches those who work directly with the potential transportation users.
   - Tuolumne County has an incredible resource in the Consortia meetings. ***Regular participation in the Consortia meetings*** will allow TCT to have regular contact with a large number of human service agencies serving the target populations.
   - In addition, a ***database of contacts*** for all relevant stakeholders should be maintained. This contact list can be used to provide periodic email updates about service changes, public meetings, unmet needs processes and other news. PDF attachments can be used to provide gatekeepers with timely bulletin board posters for display within their facilities.

Strategy 3.3 — Ensure that complete, user-friendly information tools exist for all available transportation services.

Within the target populations, many individuals are unfamiliar with the use of either transit or human services transportation (For example, the senior who has recently lost the ability to drive themselves, or a low-income worker whose vehicle has broken down). Even when they become aware of available transportation services, those services may seem cryptic or confusing.

For many potential riders, their first interaction with a transportation service — whether transit or human service — is often through a brochure or website. If we are to bridge the "information gap," it is

critical that complete, user-friendly information tools be available for all transportation services — both public transit and human services transportation.

Specific activities to support this strategy involving information tools include:

1. **Developing *user-friendly tools*** that clearly address:
   - ***Eligibility:*** Who can use the service? Is it open to the general public or are their specific eligibility requirements? Is an advance registration or eligibility application required?
   - ***Service Area:*** Within what geographic area does the transportation provider operate? Where can residents travel from and to? Is transportation available to remote locations and under what circumstances?
   - ***Service Hours:*** During what hours does the service operate? How early or late can trips begin and end?
   - ***Reservation Requirements***: How far in advance should/must reservations be made? What is the process for making a reservation?
   - ***Trip Purposes:*** What trip purposes are allowed? Is priority given to medical trips or to specific populations?
   - ***Fares:*** What is the cost of the service? If distance based, how can the potential rider get an estimate of cost?

2. ***Ensuring information is provided both on human service agency websites and in printed form*** for distribution to potential riders. These tools should be designed to be easy to understand and use. Tuolumne County Transit should continue its practice of providing links from its website to other transportation providers serving the County.

Goal 4: Emergency Services Coordination

Collaborate around local emergency transportation initiatives, coordinating with human service transportation providers to help ensure access to and potential evacuation of Coordinated Plan target populations for older adults, persons with disabilities and persons of low income.

Strategies to support this Goal:

Strategy 4.1 — Identify the human service programs, transportation providers and others who could be a resource and develop strategic strategies for response, particularly in relation to evacuation of vulnerable populations.

Strategy 4.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to build upon and strengthen coordination.

Mountain communities are acutely aware of the threat of forest fire, and Tuolumne County particularly has its own history with extended fire dangers. Concerns are very real regarding congestion in narrow corridors and the difficulties of evacuating from upcountry communities, such as along Highway 108 or around Groveland and Big Oak Flats, along Highway 120. This is all compounded for vulnerable populations, including frail elderly, those who no longer drive or do not have vehicles or functioning vehicles.

This goal envisions active participation by the human services community with emergency planning and emergency preparedness, as a fundamental coordination opportunity for TCT, human services organizations of the County and the County's Office of Emergency Services.

Strategy 4.1 — Identify the human service programs, transportation providers and others who could be a resource and develop strategic strategies for response, particularly in relation to evacuation of vulnerable populations.

Notably, TCT and Common Ground/Silver Streak are among those whose vehicles are registered with the Tuolumne County Office of Emergency Services (OES). Recipients of FTA 5310 funding are required to list their vehicles in the OES inventory and to cooperate, as requested, during emergencies. However, beyond simply listing vehicle inventories, there are, presumably, other roles to play in emergency evacuation situations, where time allows.

Specific actions to implement this strategy of coordinated emergency response include:

1. ***Determining whether there are other human service agency transportation vehicles*** that could be resources during emergency evacuations, through the SSTAC and via this Coordinated Plan's inventory. An example could be the County Department of Behavioral Health fleet, ensuring that these vehicles are registered for potential roles in the event of emergency evacuations.
2. ***Determining new partners can be included in this dialogue,*** through SSTAC discussions, for example, the Unified School District(s), the Community College administrators and County Public Health and Behavioral Health program managers, among others; this includes establishing responsibility for connecting with such potential new partners.
3. ***Developing an approach and procedures*** by which human service agency vehicles can actually be incorporated into a developing emergency response and deployed.
4. ***Developing strategies to identify — and to reach — vulnerable populations*** who are on the caseloads of Tuolumne County human service organizations, including:
    - Developing promotional campaigns to get individuals to sign up for the Tuolumne Alert emergency notification service.
    - Exploring methods for connecting with those without cell service or telephone service.
    - Communicating in advance about likely or expected evacuation areas during times of emergency, for example, local schools can be a predictable evacuation location.
5. ***Providing appropriate input to the update*** of the Tuolumne County Emergency Plan that is being developed, in coordination with Tuolumne County Transportation Council.

Strategy 4.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to build upon and strengthen coordination.

The Tuolumne County Office of Emergency Services sponsors periodic tabletop exercises to practice roles and responsibilities, in the event of an actual emergency. To the extent that human service agency representatives participate, this should continue. It may be appropriate to modestly expand participant organizations, based upon the dialogue led by the SSTAC.

Specific actions to implement this strategy of expanding emergency preparedness include:

1. ***Identifying the key human service agency stakeholders***, among County and community-based organizations, who should participate.
2. ***Ensuring that all key stakeholders do participate,*** at appropriate levels, in emergency preparedness tabletop exercises and that channels of communication and roles and responsibilities are clearly delineated.

Goal 5: Infrastructure

Promote infrastructure and capital improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists.

A single strategy supports this Goal:

- Strategy 5.1 — Promote Complete Street-type initiatives in support of bicyclists and pedestrians as first-mile/last-mile strategies for transit and seek project funding.

Infrastructure and capital improvements to support mobility choices should seek to create built environments that are safe and accessible. Projects supporting mobility will include those aiding pedestrians — because every transit user is also a pedestrian. And bicycles are always an important first-mile/last-mile choice, as bikes extend the trip when transit services stop short of the rider's trip origin or destination. Good, well-maintained roads are important to safe transit services and help to speed transit, where intersection and other road-design improvements can ease areas of congestion that delay transit, as well as private autos.

Strategy 5.1 — Promote Complete Street-type initiatives in support of bicyclists and pedestrians as first-mile/last-mile strategies for transit and seek project funding.

Even with the challenges of rural roads and mountainous areas that Tuolumne County presents, improvements to the travel experience of the pedestrian or bicyclist can be made. Complete Streets have the goals of safe, accessible residential and downtown environments may involve such projects as:

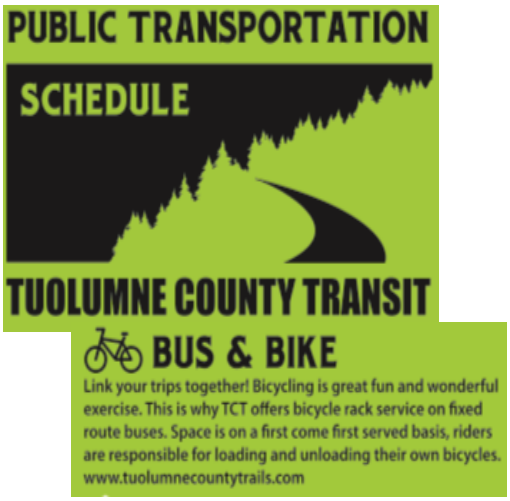
- Sidewalk construction or sidewalk maintenance.
- Curb cuts to aid travel by persons in wheelchairs.
- Establishment of accessible paths-of-travel around destinations frequented by transit users.

- Increasing of the number of bus shelters.
- Increasing of the number of sidewalks and bicycle lanes.

Led by Tuolumne County Transportation Council, work has been underway since summer of 2019 to prepare a current Active Transportation Plan for the County, partnering with Caltrans, the City of Sonora and the County. It is anticipated that this Plan will incorporate Complete Street concepts, designing toward a built-environment that explicitly promotes use of nonmotorized modes of bicycling and walking which, in turn, support transit use.

Neighborhood or district-level projects will include, but are not limited to:

- Construction of new bike lanes, Class II and Class III.
- Construction of Class I bike lanes and bike trails.
- Installing of bike racks at bus transfer locations and other locations well-connected to bike lanes.
- Installing of bicycle and pedestrian amenities
- Developing of non-infrastructure education and promotion projects to encourage biking and walking.



<u>Activities supporting this strategy</u> to support implementation of active transportation projects include:

1. ***Initiate immediate dialogue***, led by TCTC with the County and Cities, to identify or confirm high- priority active transportation projects from a developing project list and to gauge stakeholder interest in pursuing grant applications.
2. ***Identify interested and committed champions*** of potential projects, in anticipation of the Spring 2020 release of the Active Transportation Program (ATP) Call for Projects, with its advertised awards of up to $400 million in projects across California.
3. ***Commence work immediately*** to develop competitive ATP applications for these high-priority projects with engaged City and County partners.
4. ***Seek letters of support*** from human service agency partners whose clientele will benefit from improved and safer pedestrian and bicyclist experiences.
5. ***Plan for future ATP grant cycles*** by working during the periods between Call announcements to continue to line up projects and project sponsors.

SUMMARY OF RECOMMENDED STRATEGIES AND RECOMMENDATIONS

Table 9 summarizes this Coordinated Plan's recommended responses to the mobility needs and gaps highlighted through a three-phase outreach process. Five goals that ascribe the directions toward which to work are presented, along with 15 strategies whose implementation was previously discussed.

Table 9, Tuolumne County's Coordinated Public Transit–Human Services Transportation Plan Recommended Goals and Implementing Strategies

Goal and Strategy	Priority	Responsible Parties	Implementation
Goal 1: Robust, Responsive Public Transit System **Continue to build a robust, responsive public transportation system for travelers in Tuolumne County.**			
Strategy 1.1 — Towards growing ridership, develop Tuolumne Transit service improvements to frequency, hours and days of service and transfer timing within the system to improve riders' experience.	High	Tuolumne County Transportation Council Tuolumne County Transit	Medium Cost – Operations High Feasibility
Strategy 1.2 — Evaluate Columbia College schedules to improve the ability of enrolled students to take more classes, while maintaining good connectivity with Calaveras Connect buses.	High	Tuolumne County Transit	Medium Cost – Operations High Feasibility
Strategy 1.3 — Explore and develop intercity linkage to Oakdale and/or Modesto so as to support access to regional medical and shopping and to inter-city bus and regional rail services.	High	Tuolumne County Transit	High Cost Moderate Feasibility
Strategy 1.4. — Strengthen and extend customer-facing technology tools to support riders in making transit easy and building ridership.	Medium	Tuolumne County Transit	Low Cost High Feasibility
Strategy 1.5 — Explore use of app-based general public on-demand services toward improving Saturday service options and expanding options for selected low-density areas.	Medium	Tuolumne County Transit	Medium Cost, Moderate Feasibility
Strategy 1.6 — Secure additional funding, including new and discretionary funding sources, to support transit operations.	High	Tuolumne County Transportation Council; Tuolumne County Transit; Human service agency partners	Low Cost – Staff time expense, Moderate Feasibility

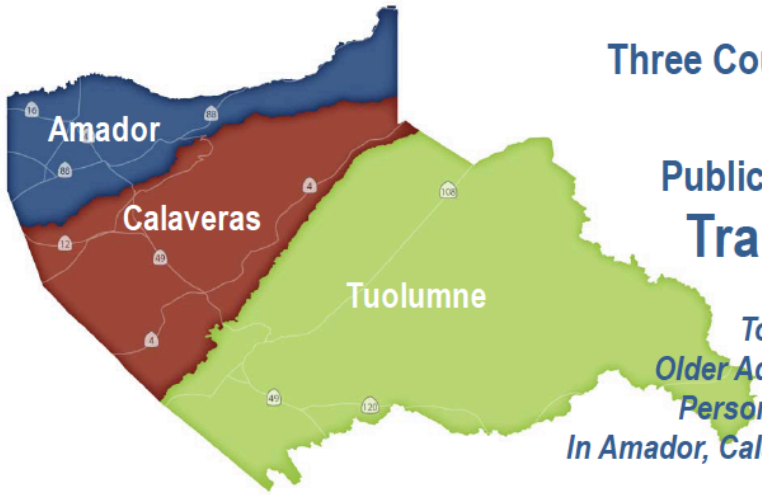
Goal and Strategy	Priority	Responsible Parties	Implementation
Goal 2: Sustainable Partnerships to Address Isolated Communities and Out of-County Trips **Develop effective, sustainable partnerships for pilot services that meet mobility needs of residents living in isolated communities and/or traveling out-of-county, including for medical purposes.**			
Strategy 2.1 — Strengthen or establish partnerships to develop pilots and innovative mobility responses for isolated communities and to address longer distance trip needs, including for the Groveland and Big Oak Flats area and for specialized transportation to out-of-county Modesto area destinations or to Greyhound and Amtrak connections.	High	Tuolumne County Transit, lead With Adventist Hospital, LogistiCare, Southside Wheels and Common Ground	Moderate Cost, Moderate Feasibility
Strategy 2.3 — Expand TCT's mileage reimbursement TRIP program, supporting both individuals and its new agency model, to subsidize cost-effective lifeline transport, priority given to medical trips.	High	Tuolumne County Transportation lead, with SSTAC	Low Cost, High Feasibility
Strategy 2.3 — Research and develop strategies to improve the capacity and cost-effectiveness of human service transportation-providing organizations.	Medium	Tuolumne County Transportation lead, with SSTAC and human services partners	Low Cost, High Feasibility
Goal 3: Integrated Transportation Information Network **Utilize the mobility management function to establish an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options.**			
Strategy 3.1 — Establish regular coordination with staff from Tuolumne, Calaveras and Amador agencies, as well as other key transportation providers.	High	Tuolumne County Transit with neighboring county SSTACs	Low Cost, High Feasibility
Strategy 3.2 — Conduct active outreach to gatekeepers for target audiences.	Medium	TCT with SSTAC and Social Services Consortia	Low Cost, High Feasibility
Strategy 3.3 — Ensure that complete, user-friendly information tools exist for all available transportation services.	Medium	All Service Providers	Low Cost, High Feasibility

Goal and Strategy	Priority	Responsible Parties	Implementation
Goal 4: Emergency Services Coordination **Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.**			
Strategy 4.1 — Identify the human service programs and transportation providers that could be resources and develop strategic strategies for response, particularly in relation to evacuation of vulnerable populations.	High	Tuolumne County Transportation Council with County Office of Emergency Services and human services partners	Low Cost, High Feasibility
Strategy 4.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to build upon and strengthen coordination.	Medium	Tuolumne County Transportation Council with County Office of Emergency Services and human services partners	Low Cost, High Feasibility
Goal 5: Addressing of Infrastructure Needs **Promote infrastructure and capital improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists.**			
Strategy 5.1 — Promote and seek funding for Complete Street-type initiatives that support safe bicycle and pedestrian trips as first-mile/last-mile strategies for travel on Tuolumne County Transit.	Medium	Tuolumne County Transportation Council with the cities and County	Medium to High Cost, High Feasibility

Appendices

Appendix A — Coordinated Plan Fact Sheet
Appendix B — Tuolumne County Stakeholder agency Contacts
Appendix C — Inventory: Greyhound Schedule Times
Appendix D — Inventory: Common Ground Trips Reported by County
Appendix E — Outreach: E-Survey Data Reports
Appendix F — Outreach: Project Development and Prioritization Workshops Flyer

APPENDIX A – COORDINATED PLAN FACT SHEET



Three County Initiative to Develop Coordinated Public Transit-Human Services Transportation Plans

To address the mobility needs of Older Adults, Persons with Disabilities, Persons of Low Income and Veterans In Amador, Calaveras and Tuolumne Counties

Project Goals

- Explore the mobility needs of older adults, persons with disabilities, persons of low income and veterans within the three-county region.
- Identify mobility gaps – new and continuing– within and between the three counties.
- Identify and promote partnerships and new service opportunities to address these gaps.

Project Process and Timeline

On-going	Working through County Social Services Transportation Advisory Councils
July	Key Stakeholder Interviews
August	On-Line E-Survey to learn about needs of individuals and human service/ health care agencies
Sept/Oct	Public Meetings to Review Potential Projects and Prioritize
November	Draft Plans submitted for review/ comment
Early 2020	Adoption of Final Plans

Project funded through Caltrans grant

Project Authority

Federal legislation calls for a "unified comprehensive strategy for public transportation service delivery" through a "locally developed" coordinated planning process.

Plan Challenges and Potential Outcomes

While Coordinated Plans provide no new project funding, they do better position the counties and stakeholders to secure discretionary and special purpose funds. Potential projects must find interested, willing and able leadership to move them forward.

Possible projects will be wide-ranging and could include:

- Enhanced, improved public transit
- Expanded or more targeted human service transport
- Carpool, vanpool, bike share, car share opportunities
- Improved information tools, travel training
- Refined Mobility Management
- Explore new partnerships

E-Survey of Stakeholders & Community Members

In August you will receive a link to our community E-survey. Please participate in the survey yourself and forward the link to other stakeholders and community members within the three-county region.

To provide input to plan, contact:
Project Manager: Heather Menninger, Heather@AmmaTransitPlanning.com

For more information, contact:
Tyler Summersett, Tuolumne County Transportation Council, TSummersett@co.tuolumne.ca.us
Amber Collins, Calaveras Council of Governments, ACollins@calacog.org
John Gedney, Amador County Transportation Commission, John@actc-amador.org

APPENDIX B – TUOLUMNE COUNTY STAKEHOLDER AGENCY CONTACTS

Agency	First Name	Last Name	County Served
Adult & Teen Challenge	Barbara	Engvall	Tuolumne
Adult & Teen Challenge	Bill	Engvall	Tuolumne
Adventist Health Sonora	Tyler	Newton	Tuolumne
Adventist Health Sonora	Val	Shuemake	Tuolumne
All Saints Catholic Church	Ginger	Dugan	Tuolumne
All Saints Catholic Church	Bill	Ruiz	Tuolumne
All Saints Catholic Church/Pantry	Kathy	Harrington	Tuolumne
American Association	Sandra	Stoddard	Calaveras/Tuolumne
APS	Melissa	Brouhard	Tuolumne
ARC of Amador and Calveras; SSTAC	Erika	Beltran	Amador/Calaveras/Tuolumne
Area 12 Agency on Aging	Gina	Fox	Tuolumne
Area 12 Agency on Aging	Debbie	Sundborg	Tuolumne
Area 12 Agency on Aging	Doreen	Schmidt	Amador/Calaveras/Tuolumne
ATCAA	Donna	Davies	Tuolumne
ATCAA	Jennifer	Myer	Tuolumne
ATCAA	Debbie	White	Tuolumne
ATCAA Family Learning Center	Patty	Aguiar	Tuolumne
ATCAA Food Bank	Joi	Reeves	Tuolumne
ATCAA HS	Jessica	Holden	Tuolumne
ATCAA Shelter	Chris	Neves	Tuolumne
ATCAA- Family Learning Center	Kristen	Youngman	Tuolumne
ATCAA- Headstart	Lauren	Peterson	Tuolumne
ATCAA- Housing	Eva	Questo	Tuolumne
ATCAA- Housing	Sandra	Sturzenacker	Tuolumne
ATCAA- Promotes se Salud	Terri	Alford	Tuolumne
ATCAA, Food Bank	Deni	Avery	Tuolumne
ATCAA; SSTAC	Denise	Cloward	Amador/Tuolumne
Blue Mountain Transit	Nikki	Woolheater	Amador/Calaveras/Tuolumne
Calaveras Community Foundation	Linda	McCall Kangete	Calaveras/Tuolumne
Calaveras County Behavioral Health Services Mental Health Programs	Rita T.	Downs	Calaveras/Tuolumne
Calaveras County Behavioral Health Services Mental Health Programs	Stacey	Meily	Calaveras/Tuolumne
Calaveras County Behavioral Health Services Mental Health Programs	Lisa	Snyder	Calaveras/Tuolumne
Calaveras County Children & Families Commission	Silivia	Flores	Calaveras/Tuolumne
Calaveras County Women's Network	Alicia	Stanley	Calaveras/Tuolumne
Caltrans D-10	Michelle	Demetros	Tuolumne

Agency	First Name	Last Name	County Served
Catholic Charities	Olma	Bently	Tuolumne
Catholic Charities	Linda	Campbell	Tuolumne
Catholic Charities	Catherine	Driver	Tuolumne
Catholic Charities	C'Anne	Johnson	Tuolumne
Catholic Charities	Carlene	Maggio	Tuolumne
Catholic Charities	Cheryl	Terry	Tuolumne
Catholic Charities	Karen	Morgan	Amador/Tuolumne
Center for Non-Violent Community	Judy	Beckius	Tuolumne
Central Sierra Accessbility Consultants	Pat	Van Lieshou	Calaveras/Tuolumne
CHP/Community Relations	Diana	Chesson	Tuolumne
CHP/Community Relations	Faustino	Pulido	Tuolumne
Christ's Love Ministries	Carolyn	Travels	Tuolumne
Christian Heights Church	Jeri	Kappel	Tuolumne
Christian Heights Church	Daryl	Sarina	Tuolumne
City of Sonora	Connie	Williams	Tuolumne
CNVC	Maria	Chavez	Tuolumne
CNVC	Jamie	Kish	Tuolumne
CNVC	Emily	Lang	Tuolumne
Columbia College	A.	Nilson	Amador/Calaveras/Tuolumne
Commission on Aging	Ted	Michaud	Tuolumne
Community Compass	Sarah	Ricketts	Tuolumne
Community Compass	Angela	Skidmore	Tuolumne
Community Compass	Richard	Skidmore	Amador/Tuolumne
David Lambert Center	Rita	Weiss	Tuolumne
DDS	Erin	Gandolfo-Brune	Tuolumne
Discover Life Food Pantry	Catherine	Allen	Tuolumne
DRAIL	Jennifer	Grabowski	Tuolumne
DRAIL	Mike	Pierce	Tuolumne
DSS	Tiffanie	Kitchell	Tuolumne
EFC Groveland	Marty	Bolar	Tuolumne
Extended Foster Care/APS/PGO	Michie	Anderson	Tuolumne
Foothill Commuter Service	Erin	Gold	Calaveras/Tuolumne
Foothill Pregnancy Center	Nikki	Reeves	Tuolumne
Foothill Pregnancy Center	Denise	Winnick	Tuolumne
Frontier Cab	Daniel	McDoogle	Tuolumne
GAINS (Groveland)	Barbara	Broad	Tuolumne
GSAC	Hazel	Mitchell	Tuolumne
Harvest Ministries	David	Dumas	Tuolumne
Hospie of Amador & Calaveras			Amador/Calaveras/Tuolumne
ICES	Susan	Greenwood	Tuolumne
ICES/CEO	Cheryl	Dodge	Tuolumne
Interfaith Social Services	Jim	Reville	Tuolumne
Interfaith Social Services; Commission on Aging; SSTAC	Cathie	Peacock	Tuolumne

Agency	First Name	Last Name	County Served
Jamestown Family Resource Center	Mark	Dyken	Tuolumne
Lake Don Pedro Baptist Church	Paul	Baker	Tuolumne
Lake Don Pedro Baptist Church	John	Stagner	Tuolumne
Lambert Drop In Center	Kathryn	Mullins	Tuolumne
Lambert Drop In Center	Kathy	Kile	Tuolumne
Lambert Drop In Center	Peggy	Kingman	Tuolumne
Lambert Drop in Center	Jeanette	Lambert	Tuolumne
Lambert Drop-In Center	Jean	Phillips	Tuolumne
Lighthouse Ministries	Scott	Richards	Tuolumne
Lighthouse Ministries	Carol	Smith	Tuolumne
Lighthouse Ministries	Don	Sullivan	Tuolumne
Lodestar Newspaper	Patricia	Harrelson	Tuolumne
Meals on Wheels	Meals on Wheels		Tuolumne
MeWuk Tribal Social Services DV/Sa	Vanessa	Hofman	Tuolumne
Mi Wuk Tribe Social Services	Margie	Wiley	Tuolumne
MiWuk Tribe Social Services	Martha	Herron	Tuolumne
Mother Lode Jewish Community	Linda	Derahian	Calaveras/Tuolumne
MOW/Senior Center	Kelli	Kleinhans	Tuolumne
Mt. Calvary Lutheran Church	Rev. Debbie	McAllister	Tuolumne
Murphys Cab Company			Calaveras/Tuolumne
NAMI	John	Leamy	Tuolumne
NEXStep	Tommy	Colburn	Tuolumne
Pinnacle Physical Therapy			Calaveras/Tuolumne
Public Health	Lisa	Hieb-Stock	Tuolumne
Public Health	Todd	Stolp	Tuolumne
SAF	Allie	Lincoln	Tuolumne
Salvation Army	Donita	Osborne	Tuolumne
San Andreas AARP Chapter #1568	Ken	McInturf	Calaveras/Tuolumne
Senior Center	Vickie	Garrett	Tuolumne
Sierra Bible Church	Nate	Levering	Tuolumne
Sierra Bible Church/Food Pantry	Deb	Martinelli	Tuolumne
Sierra HOPE	Jerry	Cadotte	Tuolumne
Sierra HOPE	Tori	Preston	Tuolumne
Sierra NonProfit Services	Donna	Wilson	Tuolumne
Sierra Senior Providers	Kristi	Conforti	Tuolumne
Sierra Senior Providers	Mike	Ruggles	Tuolumne
Social Services	Rebecca	Espino	Tuolumne
Social Services/APS	Mecejko	DeLacy	Tuolumne
Social Services/Welfare to Work	Melissa	Hocasitas	Tuolumne
Social Services/Welfare to Work	Jennifer	McNair	Tuolumne
Social Services/Welfare to Work	Marlena	Muffoletto	Tuolumne
Social Services/Welfare to Work	Jewel	Snyder	Tuolumne
Sonora Adventist Church	Antje	Gallewski	Tuolumne
Sonora Adventist Church	Pam	Palmer	Tuolumne

Agency	First Name	Last Name	County Served
Sonora Area Foundation	Darrell	Slocum	Tuolumne
Sonora PD Chief	Turu	Vanderweil	Tuolumne
Connections/WHEELS	Debby	Cashman	Tuolumne
Connections/WHEELS	Syd	Robenseifner	Tuolumne
Connections/WHEELS	Luci	Tyndall	Tuolumne
Connections/WHEELS	Patti	Beaulieu	Tuolumne
Connections/WHEELS	Paul	Bianchi	Tuolumne
Connections/WHEELS	Linelle	Marshall	Tuolumne
Connections/WHEELS	Sue	Petersen	Tuolumne
Connections/WHEELS	Michele	Roberts	Tuolumne
Connections/WHEELS	Tyler	Summersett	Tuolumne
Connections/WHEELS	John	Weisenburger	Tuolumne
Connections/WHEELS / Citizen's Advisory Council--Groveland	Bob	Asquith	Tuolumne
Southside Community Connections/WHEELS / Tyler Recreation	Mike	Canizzaro	Tuolumne
SRMC Chaplains	Mario	DeLise	Tuolumne
SRMC/Discharge Planning/Chaplain	Teresa	Nelson	Tuolumne
St Matthew Lutheran Church	Margie	Kerner	Tuolumne
St Patricks Catholic Church	Mike	Kubasek	Tuolumne
Stagecoach Limousine	Gary	Thomas	Calaveras/Tuolumne
TC Behavioral Health Dept	Alexandra	Inslee	Tuolumne
TC Behavioral Health/EC	Jenn	House	Tuolumne
TC Health Dept	Patricia	Denney	Tuolumne
TC Health Dept	Melissa	Parrish	Tuolumne
TC Housing	Sheila	Shanahan	Tuolumne
TC Human Services	Ann	Connolly	Tuolumne
TC Sheriff	Jim	Mele	Tuolumne
TC Sheriff	Bill	Pooley	Tuolumne
TC Social Services	Mary	Barrett	Tuolumne
TC Social Services	Lisa	Fletcher	Tuolumne
TC Social Services	Michelle	Phillips	Tuolumne
TCVeterans Services	Mark	Orlando	Tuolumne
The Green Non-Profit	Cathy	Flynn	Tuolumne
Tuo MeWuk Tribal/TANF	Elena	Linehan	Tuolumne
Tuolumne Band of Me-Wuk	Mary	Camp	Tuolumne
Tuolumne Band of Me-Wuk	Honorable Chairperson Kevin	Day	Tuolumne
Tuolumne Behavioral Health/Enrichment Cnt	Michelle	Carlson	Tuolumne
Tuolumne Behavorial Health	Drucilla	Hughes	Tuolumne
Tuolumne Behavorial Health	Jessica	Neal	Tuolumne
Tuolumne County	Jennifer	Henry	Tuolumne

Agency	First Name	Last Name	County Served
Tuolumne County Behavioral Health Department	Sue	McGuire	Tuolumne
Tuolumne County Behavioral Health Department	Leslie	Miller	Tuolumne
Tuolumne County Behavioral Health Department	Beatrice W.	Readel	Tuolumne
Tuolumne County Behavioral Health Department	Anne	Robin	Tuolumne
Tuolumne County Human Services Agency	Cynthia	Phillips	Tuolumne
Tuolumne County Human Services Agency	Bonnie	Tuel	Tuolumne
Tuolumne County Transit	Cathy	Salsedo	Tuolumne
Tuolumne County Veteran Office	Debora	Kay Esque	Tuolumne
Tuolumne County Veteran Office	Vickie	Sides	Tuolumne
Tuolumne Me-Wuk Tribal TANF	Diana	Carpenter	Tuolumne
Tuolumne Me-Wuk Tribal TANF	Scott	Stevens	Tuolumne
United Methodist Church	Paul	Ryals	Tuolumne
United Way	Linda	Avedon	Calaveras/Tuolumne
Valley Mountain Regional Center	Patricia	Green	Amador/Calaveras/Tuolumne
Valley Mountain Regional Center	Carol	Hensel	Amador/Calaveras/Tuolumne
Valley Mountain Regional Center	Jennell	Johnson	Amador/Calaveras/Tuolumne
Valley Mountain Regional Center	Catherine	Moore	Amador/Calaveras/Tuolumne
Valley Mountain Regional Center	Rhonda	Trout	Amador/Calaveras/Tuolumne
Veterans (homeless)	Craig	Hempler	Tuolumne
Veterans Services	Valerie	Gabriel	Tuolumne
Victory Village	Jason A.	Mulford	Amador/Calaveras/Tuolumne
WATCH	Chris	Daly	Tuolumne
Word of Life Church	Celene	McDonald	Tuolumne

APPENDIX C - INVENTORY: GREYHOUND SCHEDULE TIMES

Northbound Times Towards Sacramento

	Departure Times							
Lodi	12:25 am	7:00 am	11:10 AM					
Stockton	12:01 am	12:50 am	6:00 am	6:35 am	10:45 am	4:50 pm	8:25 PM	9:25 PM
Modesto	5:50 AM	10:00 AM	8:40 PM	11:15 PM				

	Arrival Times							
Lodi	8:15 am	10:50 pm						
Stockton	4:20 am	8:40 am	9:25 am	12:15 pm	3:35 pm	7:40 pm	11:15 pm	11:55 pm
Modesto	5:10 am	9:30 am	4:25 pm	8:30 pm	12:05 am			

Westbound Times Towards San Francisco

	Departure Times				
Lodi	7:00 am	11:10 am			
Stockton	6:00 am	6:35 am	10:45 am	4:50 pm	8:25 pm
Modesto	9:00 am	1:00 pm			

	Arrival Times				
Lodi	8:15 am	10:50 pm			
Stockton	4:20 am	12:15 pm	3:35 pm	7:40 pm	11:15 pm
Modesto	1:35 pm	7:20 pm			

Southbound Times Towards Los Angeles

	Departure Times							
Lodi	8:15 am	8:15 am	10:50 pm	10:50 pm				
Stockton	12:05 am	4:30 am	8:50 am	9:35 am	12:25 pm	3:45 pm	7:50 pm	11:25 pm
Modesto	12:10 am	5:15 am	9:40 am	1:50 pm	4:30 pm	7:25 pm	8:40 pm	

	Arrival Times							
Lodi	12:25 am	7:00 am	11:10 am					
Stockton	12:40 am	5:50 am	6:25 am	10:35 am	4:40 pm	8:15 pm	9:15 pm	11:50 pm
Modesto	5:40 am	8:50 am	9:50 am	12:45 pm	8:30 pm	11:05 pm		

* Schedules are seven days-a-week

Station Locations

Lodi Bus Station: 24 Sacramento St. / Lodi CA 95240

Stockton Regional Transit Center: 421 E. Weber Ave. / Stockton CA 95202

Modesto Bus Station: 1001 9th St., Ste. C / Modesto, CA 95354

APPENDIX D – INVENTORY: COMMON GROUND TRIPS REPORTED BY COUNTY

Common Ground Service Delivery Profile - Cross Tab for Service Period 7/1/2019 - 6/30/2019

Compiled from documents printed by Common Ground on 7/25/2019 and provided to the consultants and summaries by county of destination provided to Amador County SSTAC in July 2019.

	AAA Supported-Unique Persons and One-WayTrips							
County of Residence	Female Unique Persons	Female TRIPS	Male Unique Persons	Male TRIPS	ALL PERSONS	ALL TRIPS	% of Total AAA Trips	% of Total Common Ground Trips Provided
Amador County	70	1054	21	375	91	1,429	47.8%	
Calaveras County	91	911	51	648	142	1,559	52.2%	
Tuolumne County	*service began July 1, 2019 - no trips this reporting year*						0.0%	
Total All AAA Trips					233	2,988	100%	88.0%
	Other Common Ground Trips Provided							
	10-month Total, Reported to Amador SSTAC				12-month Annualized Total			
Veterans Trips, Not Delineated by County	48				58			1.7%
Logisticare Trips, Not Delineated by County	292				350			10.3%
					408			100%
	TOTAL FY 17/18 ALL REPORTED ONE-WAY					**3,396**		

APPENDIX E – OUTREACH: E-SURVEY DATA REPORTS

Agency E-Survey Responses

COORDINATED PLAN MOBILITY NEEDS SURVEY
ORGANIZATIONS SERVING TUOLUMNE COUNTY ONLY

25 Surveys Processed

48. Which Counties do you serve?

Amador County	0	0%
Calaveras County	0	0%
Tuolumne County	25	100%
Responses:	25	

49. Who are your clients?

Children and Yout	14	61%
General public	14	61%
Persons of low-income	18	78%
Persons with disabilities	0	0%
Persons with limited English Proficiency	9	39%
Seniors	16	70%
Students	7	30%
Tribe members	7	30%
Veterans	13	57%
Other	4	17%
Responses:	23	

50. Does your agency subsidize client transportation by:

Purchasing transit passes, tickets for clients	9	39%
Purchasing taxi vouchers for clients	1	4%
Reimbursing clients for mileage	1	4%
Providing clients with gas cards	3	13%
Subsidizing travel training	0	0%
Subsidizing travel aides/ escorts	1	4%
Other	12	52%
Responses:	23	

51. Does your agency provide transportation services for clients?

NO TRANSPORTATION operated, contracted or arranged	9	39%
OPERATE transportation w/full responsibility by your organization, paid staff owned vehicles	3	13%
CONTRACT for transportation; services provided by another entity under contract to your organization	2	9%
PROVIDE transportation with VOLUNTEER DRIVERS	1	4%
ARRANGE FOR transportation with information assistance; clients responsible for follow-up	8	35%
Other	5	22%
Responses:	23	

Organizations Summary, p.1 11/8/2019 5:55:56 AM

ORGANIZATIONS SERVING TUOLUMNE COUNTY ONLY: 25 Surveys Processed

53. How often do your clients communicate the following transportation needs or challenge

			1=Often		2=Sometimes		3=Rarely/ Never		4=No Opinion	
Need for local trips to essential shopping	20	100%	10	50%	6	30%	3	15%	1	5%
Need for local trips to healthcare destinations	20	100%	13	65%	6	30%	1	5%	0	0%
Need for local trips to human or social services	20	100%	13	65%	4	20%	2	10%	1	5%
Need for bus transfers between local bus routes	20	100%	9	45%	5	25%	4	20%	2	10%
Need for Saturday trips	20	100%	5	25%	4	20%	7	35%	4	20%
Need for Sunday trips	20	100%	4	20%	4	20%	8	40%	4	20%
Need for Evening trips, before 8 pm	19	95%	3	16%	4	21%	9	47%	3	16%
Cost of bus fare	20	100%	7	35%	5	25%	6	30%	2	10%
Bus transfers between county systems	20	100%	3	15%	7	35%	7	35%	3	15%
Out-of-County trips to healthcare destinations	20	100%	7	35%	8	40%	3	15%	2	10%
Traveling between Amador, Calaveras, and Tuolumne Counties	20	100%	2	10%	9	45%	7	35%	2	10%
Lack of awareness of about available transportation services	20	100%	4	20%	9	45%	6	30%	1	5%

Responses: 20

General Public E-Survey Responses

COORDINATED PLAN MOBILITY NEEDS SURVEY
Tuolumne County
23 General Public Surveys Processed

23. Do you use Tuolumne County Transit?

Yes, I've ridden a Tuolumne County Transit bus in the past 30 days	0	0%
Yes, I've ridden a Tuolumne County Transit within the past year	2	9%
Yes, I've ridden Tuolumne County Transit Dial-a-Ride or On-Demand service before	0	0%
No, but I am familiar with Tuolumne County Transit	21	91%
No, I didn't know about Tuolumne County Transit	0	0%

Responses: 23

24. I usually use Tuolumne Transit/ Dial-a-Ride to travel to

Work	1	50%
Job seeking or job interviews	0	0%
School / College	0	0%
Medical Appointments	0	0%
Personal business, including banking, post office	1	50%
Recreation and to visit family / friends	0	0%
Special Events (such as Sonora Christmas Parade, Fair, etc.)	0	0%
Other	1	50%

Responses: 2

25. Do you face the following transportation challenges when using Tuolumne County Transi

			1=Often		2=Sometimes		3=Rarely/ Never		4=No Opinion	
Need increased frequency of buses	2	100%	1	50%	0	0%	0	0%	1	50%
Need later service, past 7 p.m.	2	100%	1	50%	0	0%	0	0%	1	50%
Difficulty with transfers between Tuolumne County Transit routes	2	100%	0	0%	1	50%	0	0%	1	50%
Difficulty with transfers to Calaveras Connect	2	100%	0	0%	0	0%	1	50%	1	50%
I live too far from a route to use it	2	100%	1	50%	1	50%	0	0%	0	0%
I cannot safely walk or get to the nearest bus stop	2	100%	0	0%	2	100%	0	0%	0	0%

Responses: 2

26. Do you have difficulty getting to some places where Tuolumne County Transit does not go?

No	0	0%
Yes	2	100%

Responses: 2

28. Are you aware that you can plan your transit trip on Google Maps and other app

Yes, I am familiar and have used an app to plan my trip	1	50%
Yes, I am familiar but have not used an app to plan my trip	1	50%
No, I am not familiar	0	0%

Responses: 2

29. Are you aware that you can get real-time bus arrival information on apps (DoubleMap/Transit Tracker

Yes, I am familiar and have used real-time apps	1	50%
Yes, I am familiar but have not used real-time apps	0	0%
No, I am not familiar	1	50%

Responses: 2

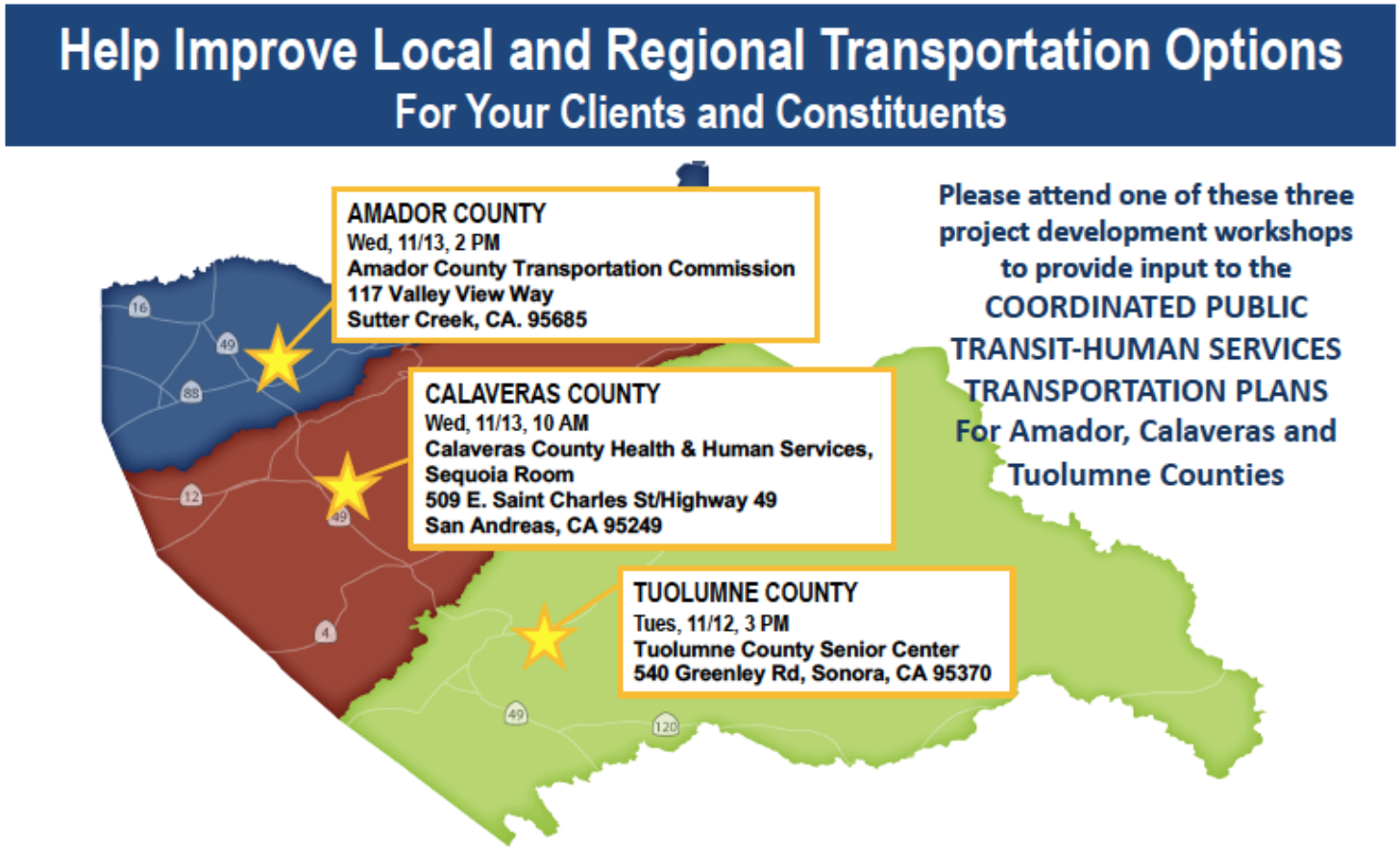
Tuolumne Summary p1 10/25/2019 6:53:07 PM

COORDINATED PLAN MOBILITY NEEDS SURVEY, p2
Tuolumne County
23 General Public Surveys Processed

30. Are you aware of other transportation services?

			No, I am not familiar.		Yes, I am familiar and have used this service.		Yes, I am familiar but haven't used this service.	
Blue Mountain Transit	22	100%	19	86%	0	0%	3	14%
Common Ground Silver Streak (was Catholic Charities)	22	100%	15	68%	0	0%	7	32%
Frontier Cab	22	100%	6	27%	1	5%	15	68%
NEXSTEP Transportation	21	95%	17	81%	0	0%	4	19%
Southside Community Connections' WHEELS	22	100%	15	68%	1	5%	6	27%
Tuolumne TRIP mileage reimbursement program	22	100%	15	68%	1	5%	6	27%
Responses:	22							

31. Which mobility challenges concern you most?

There's no public transit service near where I live	9	45%
Need more sidewalks/safe paths of travel/ bicycle paths	17	85%
I can't get to services in my County	0	0%
I can't get to destinations OUTSIDE of my County	3	15%
Bus transportation takes too long to get to my destination	5	25%
I need more information about the bus	1	5%
I don't know how to ride the bus	1	5%
I need someone to drive me and/or assist me inside, once I reach my destination	3	15%
Other	1	5%
Responses:	20	

APPENDIX F – OUTREACH: PROJECT DEVELOPMENT AND PRIORITIZATION WORKSHOPS