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2014 Public Transit – Human Services Transportation Coordination Plan for Tuolumne County



Prepared for:



Tuolumne County Transportation Council
Sonora, California



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2014 Public Transit – Human Services Transportation Coordination Plan for Tuolumne County

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2014 Public Transit – Human Services Transportation Coordination Plan for Tuolumne County

Executive Summary

Required by the Federal Transit Administration, this Public Transit-Human Services Transportation Coordination Plan is intended to identify mobility needs and gaps of three groups of persons living in Tuolumne County: *older persons*, *persons with disabilities* and *persons of low-income*. Coordinated Plans must propose strategies by which those gaps can be addressed and craft prioritized responses for doing so.

As explored in Chapter I, this Coordinated Plan with its first iteration prepared in 2008 seeks to continue an on-going conversation about how to stretch scarce dollars and meet more mobility needs. The populations of interest here overlap with those of most Tuolumne County human service agencies. The trip needs described in this Plan are those which individuals find most difficult to make and often cannot be made on public transportation. They require solutions that go beyond what Tuolumne Transit alone can do, hence the need for a Coordination Plan.

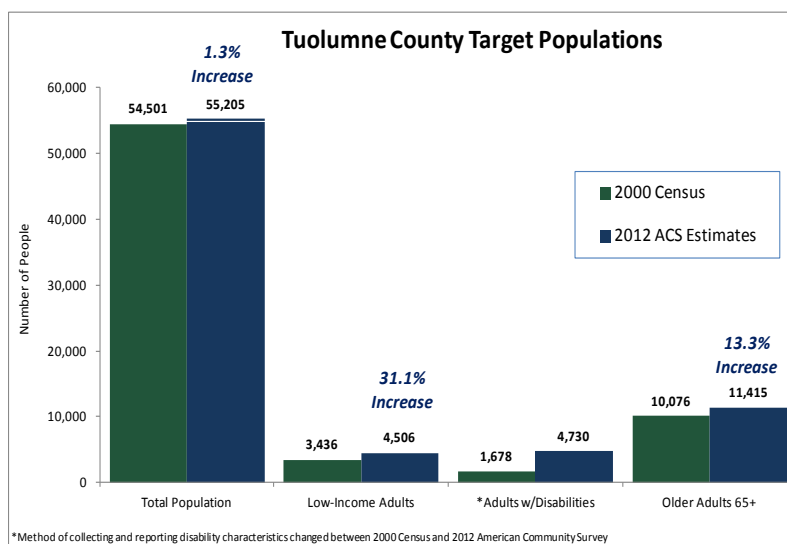
The Coordinated Plan lays out a framework for addressing these often hard-to-meet needs. Not tied directly to funding, realizing the Plan's priorities will require partnership and support from a range of Tuolumne County agencies. Leadership in moving forward its priorities must be shared among Tuolumne Transit and those key stakeholders in the county who are also concerned with their constituencies' ability to make needed trips within and beyond Tuolumne County.

Addressing this Plan's recommendations over the next four years, before its update again in 2018, will ensure that more Tuolumne County older adults, persons with disabilities and persons of low-income, including Native Americans and Veterans, will make more trips and realize the work, health, education and other trip purposes that contribute to full and meaningful lives.

Context for the Coordinated Plan

Chapter II reports that Tuolumne County's overall population has not grown by much, just 1.3 percent between 2000 and the 2012 American Community Survey reporting. However, among Tuolumne County's just over 55,000 persons, its older population has grown substantially, a 13% increase since 2000. Older adults are now one in five (almost 21% and 11,415 persons). This is almost double the proportion of older residents for the state as a whole, where California's seniors comprise 11.5% of the total population.

Exhibit ES- 1



Persons with disabilities who are under age 65, as self-reported, are 8% of the county's population and for older adults, they represent 7% of the total population. Combined, these 8,724 individuals reported a range of disabilities and functional limitations, with ambulatory difficulties being the most common.

Adults under age 65 who are at or below federal poverty thresholds total 8% of the county population. Among older adults, it is a much

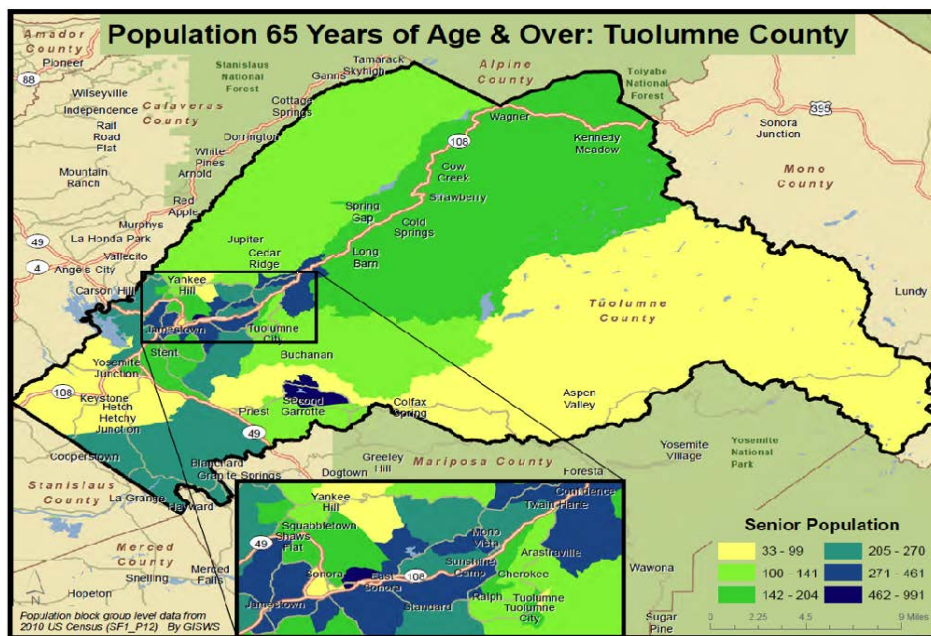
smaller proportion at just 1% of the county population. Combined, these 5,091 persons make up 9.3% of the total population.

The Miwok or Me-wuk are a group of Native Americans whose members at one time lived throughout areas between the Sierra Nevadas and San Francisco. The Tribe in the present day is divided into several Rancherias that are united by one blood, the Miwok or Me-wuk. Two federally recognized bands are in Tuolumne County: Tuolumne Rancheria in the foothills of the Sierra Nevada near Yosemite National Park and Chicken Ranch Rancheria, located near Jamestown.

Another group includes veterans who are almost 10% of the county's total population; 5,245 veterans reported in the 2012 American Community Survey. The largest group among them is now the Vietnam era veterans, just under 2,000 persons.

Exhibit ES-2

The distribution of Tuolumne County residents supports provision of transit services with the greatest density of the population living in and around Sonora, between Yankee Hill and Jamestown and north to Twain Harte. Nonetheless, there are pockets of persons living throughout the county where it is inefficient and not



feasible for Tuolumne Transit to provide service, given overall low-densities and low ridership potential. Some of these areas include significant identifiable clusters of older adults, particularly in areas around Sonora, in the vicinity of Cooperstown, and near Groveland.

Transportation Resources

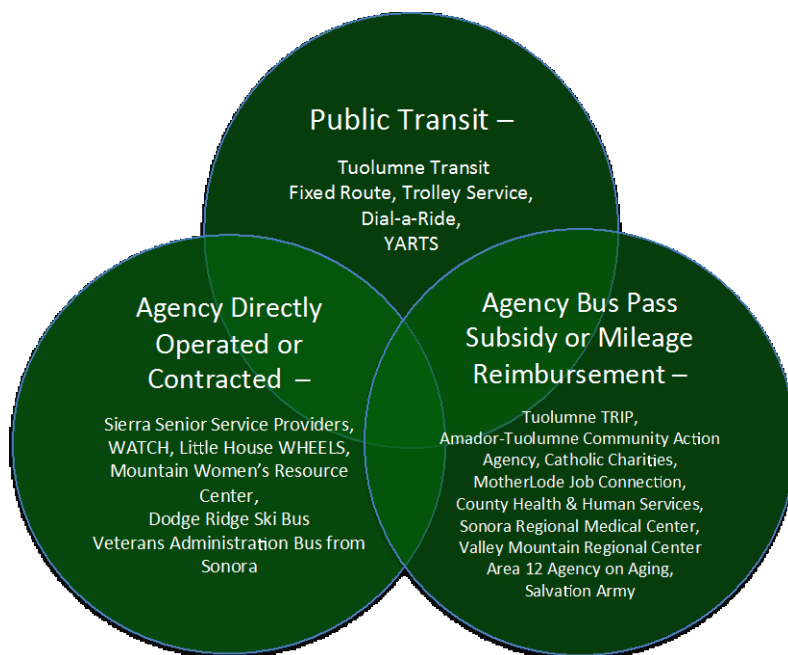
Chapter III compiles information on the transportation resources identified that are available to move older adults, persons with disabilities, and persons of low income around Tuolumne County and to selected destinations outside the county.

Tuolumne Transit’s exemplary public transportation program operates within the county and its six routes provide significant local fixed route service. Tuolumne Transit’s Dial-A-Ride program, the Dodge Ridge Ski Bus, and its Historic 49 Trolley are among its special services. Public transit also includes YARTS, bringing regional and international visitors to Tuolumne County, as well as enabling local travel between the Yosemite Valley and Central Valley, travels along Route 120 and Highway 140.

Exhibit ES–3, Identified Transportation Services and Programs in Tuolumne County

Human service transportation programs, although numerous, are usually directed to particular client groups or trip purposes. They include directly operated transportation, mileage reimbursement, and volunteer driver programs and bus pass purchase programs. Among special initiatives, Catholic Charities has developed a travel training video to encourage older adults to use public transportation.

An inventory of these services in Chapter III provides additional detail about service area, operating practice, and describes the scale of these programs, in terms of number of vehicles or number of trips provided where this information can be obtained.



Mobility Needs and Gaps

Chapter IV presents findings related to mobility needs and gaps developed from the Coordinated Plan’s outreach efforts. Twenty-two agencies contributed information via interviews and eleven agencies,

through nineteen respondents, completed the agency E-survey. Including consumer and agency focus groups, almost 60 individuals participated in varying forms and settings to help describe the transportation concerns of older adults, persons with disabilities, and persons of low income.

A parallel outreach effort reported on was the Area 12 Agency on Aging—Area Plan and its accompanying surveying that brought back input from 1,410 participants. Among these, one in six made comments, of which 21% involved some form of transportation concern or observation. Grouped into six areas these comments included:

1. **Improving existing public transportation** and
2. **addressing other transportation-support elements** including medical appointment transportation, making sidewalk and other pedestrian improvements, increasing the use of volunteers around transportation, increasing transportation choices to the outlying areas, and improving transportation information for older adults.

The Area 12 Area Plan did identify Tuolumne County as the county among its five-county service area with the **largest number of “not geographically isolated” seniors** and with the **second-highest number of “geographically isolated seniors.”** This reflects the density of older adults resident in the greater Sonora area, making transit a very good local option. It also reflects the fact that significant numbers of persons live outside Sonora and the Highway 108 corridor from Jamestown to Twain Harte.

This Coordination Plan’s E-survey findings were developed from eleven responding agencies and nineteen respondents represented a **combined caseload of over 10,000 persons** that included young people and children, older adults, persons with disabilities among others. As with the Inventory, these agencies report varying types of transportation. The top three most-often reported transportation needs were for **out-of-county medical transportation, getting to regional doctors, and getting to local doctors**. Least commonly heard needs, by this respondent group were for out-of-county education trips (47%), out-of-county work trips (53%), and for dialysis trips (71%).

Awareness of Tuolumne Transit is very high, with all responding E-survey agencies indicating they are very familiar or somewhat familiar with public transportation services, although improvement in various information tools remains a need.

Mobility barriers were identified by E-survey respondents in relation to trips that *didn’t* happen or *couldn’t* happen. Seven barrier-related topics of recurring transportation needs identified included:

1. Non-emergency medical transportation;
2. Expanded public transportation service hours and days for work trips earlier or later than Tuolumne Transit;
3. Sunday trip needs;
4. Increased public transit frequencies to reduce long waits for buses;
5. Expanded demand response services given long waits for dial-a-ride consumers;
6. Round-trip travel times on both fixed route and demand response that are long; and
7. Affordability of bus fares for the lowest income individuals and for agencies with small, limited budgets to assist with transit subsidies for bus passes.

Areas of mobility need identified through agency interviews and focus group discussions overlap with issues already identified. These included:

1. Tuolumne Transit enhancements;
2. Additional intra-county trip needs;
3. Medical transportation trip needs that include senior transportation service expansion;
4. Bus stops, bus stop amenities, and path-of-access issues;
5. Out-of-county trip needs; and
6. Transit information and mobility management topics.

Possible coordinated projects and responses by which to address these needs were also identified by Tuolumne County stakeholders. Grouped into the following areas, these included:

- Surplus vehicles from Tuolumne Transit;
- Infrastructure support to coordinated and volunteer programs including insurance and other technical assistance;
- Adapting Tuolumne Trip Program for out-of-county trips, including for Groveland trips;
- Expanded rider information and outreach; and
- Expanded mobility management functions; interest in vanpool/rideshare opportunities.

Strategies of Response

Chapter V analyzes the Coordination Plan's findings in order to define project responses. Tuolumne County has some strong, existing coordinated transportation projects that include coordination between Tuolumne Transit and Calaveras Transit and between Tuolumne Transit and YARTS. The new Tuolumne TRIP mileage reimbursement program is a significant new coordination project involving many partners. It builds upon the existing voluntary transportation initiatives of Sierra Senior Services Providers and Groveland's Little House WHEELS. Additionally, in the RIM fire response, Tuolumne Transit played a critical coordination role in planning for visitors' evacuation on YARTS buses.

Potential coordination activities responsive to the findings of this Coordination Plan are in six areas:

1) Non-emergency medical transportation responses; 2) Enhancement of volunteer programs; 3) Vanpool and rideshare opportunities; 4) Mobility management leadership; 5) Promotion of information tools; and 6) Improving veterans connections.

The ideas and project examples presented set the stage for the Goals and Objectives matrix that establishes the framework of this Coordination Plan. To address needs and mobility gaps identified, a program of **five goals, seventeen objectives and numerous projects or strategies**, are presented. Table ES-1 presents these five goals and its organizing objectives, with particular strategies and performance measures for assessing progress at improved mobility in Tuolumne County. These comprise both the strategic direction and the workplan for moving forward to address mobility needs of the target populations and to fill gaps in the existing transportation network.

Priorities for Moving Forward

Priority listing of high, medium and low-priority projects are presented in Chapter VI. Moving any project forward requires finding the **interested, willing and able partners** who can do so. Institutional leadership issues are highlighted, including consideration of a larger, two or more county role for Tuolumne Transit for stretching scarce transportation resources. Potential for non-emergency medical transportation partnerships of several types exist and these represent excellent starting points from which to develop coordination success from this 2014 Coordinated Plan. Particular action steps and initial partners are identified, but additional implementation detail will have to be developed. Guiding goals and objectives for Tuolumne County’s 2014 Coordinated Plan follow in Exhibit ES-4.

Exhibit ES- 4

Coordinated Plan Goals and Objectives for Tuolumne County	
Goal 1 - Continue Enhancements to Tuolumne Transit	
1.1	Increase service frequencies as funding allows and where minimum service standards can be met.
1.2	Increase evening hours as funding allows and where minimum service standards can be met.
1.3	Improve service to outlying areas as funding allows and where minimum service standards can be met.
1.4	Increase Dial-A-Ride productivity.
1.5	Increase the Tuolumne Transit funding base to support a variety of new and coordinated projects.
1.6	Explore institutional collaboration with Calaveras Transit to achieve expanded services and improved efficiencies.
Goal 2 – Develop Non-Emergency Medical Transportation Options	
2.1	Ensure Tuolumne Trip is serving non-emergency medical trips.
2.2	Establish new partnerships to support non-emergency medical trips.
Goal 3 – Promote Out-of-County and Other Work Trip Options	
3.1	Develop vanpool and rideshare options.
3.2	Improve veterans’ transportation connections.
Goal 4 – Enhance Information and Mobility Management to Promote Mobility Options	
4.1	Support Tuolumne Transit website enhancements to aide in trip discovery for Tuolumne Transit trips, both fixed-route and Dial-A-Ride, and for area specialized transportation programs.
4.2	Develop and support agency-based Mobility Manager capabilities.
4.3	Explore institutional collaboration with Calaveras Transit to provide for regional Mobility Management.
Goal 5 – Support Capital Improvements	
5.1	Support improved downtown Sonora bus transfer facilities and continue bus shelter and bus stop improvement program.
5.2	Develop low-cost lighting for bus stops.
5.3	Continue vehicle capital replacement program for Dial-A-Ride and non-emergency medical transportation services.
5.4	Develop park-and-ride and rideshare facilities.

2014 Public Transit – Human Services Transportation Coordination Plan for Tuolumne County

I. Introduction

This introductory section sets forth the statutory requirements of Tuolumne County’s Coordinated Public Transit – Human Services Transportation Plan, presents the key themes and priorities from the 2008 Plan, and the approach undertaken to develop the 2014 Coordinated Plan Update.

Federal Statute and Requirement

The passage of the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users*-Public Law 109-059 (SAFETEA-LU) in August 2005 established a new transportation planning requirement for counties and regions. Federal authorization legislation of SAFETEA-LU linked two existing grant programs, §5316 – *Job Access and Reverse Commute* and §5310- *Elderly and Persons with Disabilities* capital program, with a third initiative called §5317 *New Freedom* program, through a Coordination Plan that was to be locally developed, at the county or regional level. Its intent was to identify the transportation needs and mobility challenges of three populations:

- Individuals with disabilities;
- Older adults; and
- Persons of low income.

The *Public Transit-Human Services Transportation Coordination Plan*, or the Coordinated Plan, brings together human service organizations and public transit properties to identify and meet mobility needs of older adults, persons with disabilities and persons of low income. Building upon a history of coordination requirements within the §5310 program, the Coordinated Plan process helps leverage and extend scarce transportation resources by coordinating different and often separate “siloeed” service systems. Specifically, the Plan identifies strategies for coordinating services and for meeting and prioritizing mobility needs for possible funding under §5310, §5316 or §5317:^{1,2,3}

¹CIRCULAR.FTA C 9070.1F.U.S.Department of Transportation, Federal Transit. Administration. May 1, 2007
ELDERLY INDIVIDUALS AND INDIVIDUALS WITH DISABILITIES PROGRAM GUIDANCE AND APPLICATION INSTRUCTIONS.

²CIRCULAR.FTA C 9050.1.U.S. Department of Transportation. Federal Transit. Administration. May 1, 2007. Subject: THE JOB ACCESS AND REVERSE COMMUTE (JARC) PROGRAM GUIDANCE AND APPLICATION INSTRUCTIONS.

³CIRCULAR.FTA C 9045.1.U.S. Department of Transportation, Federal Transit Administration. May 1, 2007. Subject: NEW FREEDOM PROGRAM GUIDANCE AND APPLICATION INSTRUCTIONS.

- **Elderly and Disabled Transportation program §5310** has been a significant funding source for specialized transportation, specifically for capital projects in California in support of transportation services for older adults and persons with disabilities.
- **New Freedom program §5316** provides capital and operating support for projects serving persons with disabilities and to meet trip needs that “go beyond the ADA.” *The American with Disabilities Act (ADA) requires public transit providers operating fixed route, fixed schedule service to also provide complementary paratransit services.*
- **Job Access and Reverse Community program (JARC) §5317** provides funding to improve mobility choices for low-income persons, particularly for work and work-related trips.

Federal Level Changes

Changes were made to these three Federal funding sources with the passage of MAP-21, the new federal Transit authorization *Moving Ahead for Progress in the 21st Century Act*, Public Law 112-141, signed into law by President Obama on July 6, 2012. The New Freedom and JARC programs were removed in MAP-21 and associated funds re-allocated. The 5310 program funding level has been expanded to include projects that serve persons with disabilities, and operating projects became eligible for funding through Section 5310.

MAP-21 requires that projects funded with 5310 dollars are “**projects in the Coordinated Plan,**” not simply derived from it as had been the case under SAFETEA-LU direction. This makes the public involvement processes of the update process all the more important. It is necessary to ensure that a breadth of voices are making input to the plan and that identified projects are as comprehensive as possible, in anticipation of future grant cycles and to build responsive coordinated projects.

This Document’s Purposes

This 2014 Coordinated Plan will address the following objectives:

- To **ensure compliance with law** by Tuolumne County, including Federal Transit Administration regulation that requires the regular conduct of a Coordinated Plan.
- To **validate past or identify new unmet transportation needs and mobility gaps** of the target groups.
- To **engender dialogue between two service sectors**, the public transit provider and the human services agencies, serving Tuolumne County for purposes of identifying and supporting coordinated projects by which unmet needs and mobility gaps can be addressed.
- To **establish a list of responsive projects and strategies**, including initial priorities, by which to address unmet needs and mobility gaps, positioning Tuolumne County stakeholders for pursuing grant and specialized transportation funding opportunities to support these over the next four years.

Key Themes from Tuolumne County's 2008 Coordinated Plan

This current Coordinated Plan builds upon the first such effort. Tuolumne County's 2007/2008 Coordinated Plan identified various issues related to the mobility of the target groups of older adults, persons with disabilities, and persons of low income. Some of these have continuing relevance. Identified mobility gaps and unmet transit needs included the following:

- Need for extended service hours, for evening and weekend service.
- Need for improved on-time performance.
- Increased availability of additional transit information.
- Need for more benches and shelters at bus stops.
- Difficulty accessing nearest bus stop due to overall coverage of transit system - some people are necessarily not near bus stops.
 - Need for smaller vehicles
 - Limited availability of out-of-county trips
 - Concerns about public transit reliability
 - Difficulty with childcare and school trips
 - Concerns about time and costs of using public transit
 - More information and training needed

Pedestrian environment and bus stop improvements; safer crossings, and improved pedestrian environment with more benches and shelters at stops.

Strategies of response were identified, grouped by high and medium priority, and summarized below.

Table 1, 2008 Coordinated Plan Priorities

2007/ 2008 Priority Strategies and Responses	Status
HIGH PRIORITY: <i>Short-term or on-going implementation</i>	
1. Goods delivery program for seniors and persons with disabilities.	This has not yet proven feasible to implement.
2. Mobility manager	Tuolumne TRIP (TT), a newly initiated program, will provide certain mobility management functions, including continuing coordination and agency-level communication about available transit and specialized transportation services. TT's Ambassador Program of personalized transit-related information continues.
3. Public-private partnerships for employee transportation	Tuolumne Transit has periodic discussions, continuing with the Dodge Ridge Company on bus options.

4. Out-of-county transit service to Modesto	The continuing success of YARTS during its seasonal operation provides out-of-county connections. The VA bus leaving Sonora every weekday morning connects veterans to Central Valley facilities in Fresno and Merced, with possible connections to the Palo Alto VAMC.
5. Tuolumne County Transit “loop” bus service in Sonora on Saturdays	Dial-A-Ride services continue to provide Saturday transportation options, and are available to the general public.
6. Replacement and expansion of vehicles for transportation programs and transit agencies	Tuolumne Transit has offered its replacement vehicles (that have reached the end of their useful life) to community agencies as well as provided limited technical assistance to human service agencies.
7. Program monitoring and driver training	
8. Transportation summit for transportation providers and agencies	Tuolumne Transit, through development of Tuolumne TRIP and the Sierra Providers network has worked with numerous area human service agencies.
MEDIUM PRIORITIES: <i>Worthy of further evaluation for future planning and funding</i>	
1. Tuolumne County Transit 7 days a week, with later evenings	There has not been sufficient funding, particularly with the 2008/2009 downturn of the economy, to significantly expand transit operations.
2. Central bus terminal in each community.	Work is underway for a transit transfer center at the regional Law and Justice Center site.
3. Pedestrian paths, sidewalk improvements, bus shelter, and benches program	Bus stop improvements have continued, with eight high-use locations identified and recent efforts have improved the Indian Rock Center bus stop in East Sonora. Transit shelters at Tuolumne Township Park and at Willow Springs will provide year-round comfortable locations to wait for the buses.
4. Coordinated social service and transportation information resources.	Tuolumne Transit, in collaboration with Catholic Charities, Area Board 12, and Sierra Senior Service Providers, has as moved forward with implementing Tuolumne TRIP, a volunteer driver training program that was just launched in January 2014 after considerable time spent preparing for and developing collaborative partnerships.
5. Driver training for assisting persons with disabilities	
6. Volunteer driver program	
LOW PRIORITY STRATEGIES:	
1. Shared use of school buses	The school bus industry has made this increasingly difficult to pursue.
2. Fare agreements between providers	Tuolumne Transit collaboration with YARTS.
3. Ridesharing program	This happens informally around the county.

II. Context

This section identifies the characteristics of Tuolumne County residents who are among the focus of the Coordinated Plan: older adults, persons with disabilities, persons of low income, and veterans. Their distribution across the county is also considered to understand who and where the persons whose mobility needs concern this Coordinated Plan are located.

Tuolumne County Target Populations

Population Changes among Target Populations

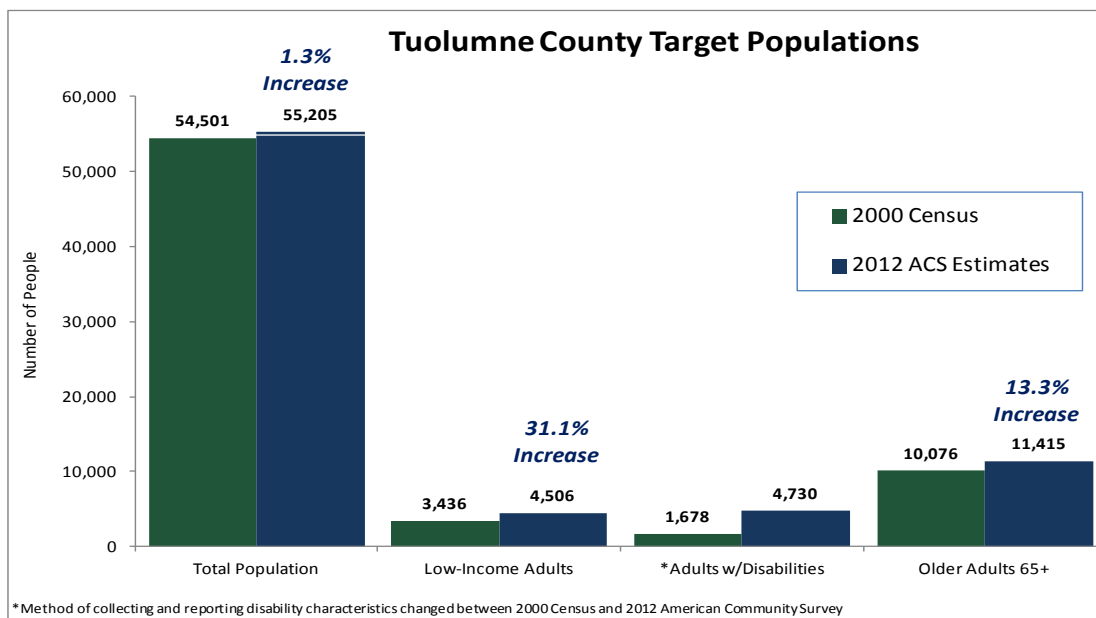
As noted, the Federal regulatory direction for the Coordinated Plans establishes three groups of interest:

- **Older adults;**
- **Persons with disabilities;** and
- **Persons of low-income.**

In addition, **veterans** are included as a group whose transportation needs may differ somewhat from the general public and so are of concern to this Coordinated Plan.

Tuolumne County's total population of 55,205 persons represented only a one percent increase from the 2000 US Census reported total of 54,501 persons. Current and historical population information for Tuolumne County, reflecting change between 2000 and the 2012 year U.S. Census/ American Community Survey (ACS) data for the target groups, is summarized in Figure 1, utilizing 2012 ACS 5-year estimates.

Figure 1, Tuolumne County Target Population



Tables 2 and 3 present detail for each population group that are the focus of this Coordinated Plan using the American Community Survey (ACS) 5-year estimates; these present the most accurate information for rural and smaller communities, such as Tuolumne County.⁴

Table 2, Tuolumne County Adult Population under Age 65

TARGET POPULATIONS for Adult Persons w/Disabilities, and Adult Persons of Low-Income					
2000 Census Attribute, Summary File 3 2012 American Community Survey 5-year Estimates	[2000 Census] Tuolumne County People by Category	% of Total County Population	[2012 ACS] Tuolumne County People by Category	% of Total County Population	% Change from 2000 to 2012
TOTAL POPULATION [1]	54,501	100.0%	55,205	100.0%	1.3%
ADULTS 18-64 [2]	33,141	60.8%	34,177	61.9%	3.1%
Low-income Adults, Ages 18-64 - 100% Federal Poverty Levels [3]	3,436	6.3%	4,506	8.2%	31.1%
<i>with % of Adults 18-64</i>	<i>10.4%</i>		<i>13.2%</i>		
Disability [4] (non-institutionalized) Ages 16-64 "go-outside-home" disability (2000)	1,678	3.1%			
<i>with % of Adults 18-64</i>	<i>5.1%</i>				
Disability [4] (non-institutionalized) Ages 18-64 (2010)			4,730	8.6%	
<i>with a hearing difficulty</i>			<i>1,083</i>	<i>2.0%</i>	
<i>with a vision difficulty</i>			<i>708</i>	<i>1.3%</i>	
<i>with a cognitive difficulty</i>			<i>2,275</i>	<i>4.1%</i>	
<i>with an ambulatory difficulty</i>			<i>2,138</i>	<i>3.9%</i>	
<i>with a self-care difficulty</i>			<i>747</i>	<i>1.4%</i>	
<i>with an independent living difficulty</i>			<i>1,344</i>	<i>2.4%</i>	

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

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

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age P087 / B1701 Poverty Status in the Past 12 Months by Sex by Age 2012 American

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

Persons of Low Income

Of Tuolumne County's 55,205 person total population for 2012 (among adults between the ages of 18 and 64) a total of 4,506 are low income, at or below 100% of the Federal Poverty Levels. This represents 6.3% of the total county population. There was a 31% increase in the number of adults of low-income but this translates to no measurable change in the proportion of the population. Federal Poverty Guidelines vary by household size –for a single person they are \$11,670 or less in annual income and for a household of four persons they are \$23,850 or less in annual income.

Persons with Disabilities

For 2012, there were 4,730 adults between the ages of 16 and 64 reporting some type of disability (8.6% of the County's population). Representing 8.6% of the total population, the largest disability category

⁴ This analysis is based on American Community Survey (ACS) 5-year estimates. The American Community Survey process is conducted annually and reported in one-year, three-year, and five-year increments. For smaller geographies and rural areas, such as Tuolumne County, the five-year estimates offer the most reliable data utilizing the largest sample size. The ACS 5-year data set is best used for rural communities as these are most accurate for smaller populations.

included those with cognitive difficulties at 4.1% of the total population. Those reporting ambulatory difficulties are 3.9% of the total population or 2,138 persons.

Because the Census changed the way in which it reports disability characteristics, it is not possible to compare the 2010 decennial information to prior decennial periods. In 2010, individuals were asked to identify those functional areas in which they have physical difficulties. Considerable effort was paid by the U.S. Census to devising reliable questions that could accurately reflect levels of disability among the general population. Previous census questions tended to overstate disability prevalence levels, due to confusion in how to respond.

Older Adults

While the county's overall population grew by less than two percent, the proportion of persons over the age of 65 grew by 13%. Table 3 reports the increase in seniors from 10,076 in 2000 to 11,415 in 2012, increasing by almost 1,500 persons. Also of note is the number of oldest adults, 85 years of age and older, which is now at 13% of all seniors or 1,500 individuals. This category of oldest adults are more frail, tend to have more mobility issues, and experience higher rates of transit dependency.

Table 3, Tuolumne County Older Adult Population

TARGET POPULATIONS for Older Adults w/Disabilities, and Olders Adults of Low-Income					
2000 Census Attribute, Summary File 3 2012 American Community Survey 5-year Estimates	[2000 Census] Tuolumne County People by Category	% of Total County Population	[2012 ACS] Tuolumne County People by Category	% of Total County Population	% Change from 2000 to 2012
TOTAL POPULATION [1]	54,501	100.0%	55,340	100.0%	1.5%
OLDER ADULTS [2]	10,076	18.5%	11,415	20.7%	13.3%
<i>Older Adults, ages 65-74</i>	5,535		6,317		
<i>with % of all older adults</i>	54.9%		55.3%		
<i>Older Adults, ages 75-84</i>	3,491		3,589		
<i>with % of all older adults</i>	34.6%		31.4%		
<i>Older Adults, ages 85+</i>	1,050		1,509		
<i>with % of all older adults</i>	10.4%		13.2%		
Low Income Older Adults, Ages 65+ - 100% Federal Poverty Levels [3]	390	0.7%	585	1.1%	50.0%
<i>with % of all older adults</i>	3.9%		5.1%		
Disability [4] (non-institutionalized) Ages 65+ "go-outside- home" disability (2000)	1,396	2.6%			
<i>with % of all older adults</i>	13.9%				
Disability [4] (non-institutionalized) Ages 65+ (2010)			3,994	7.2%	
<i>with a hearing difficulty</i>			2,116	3.8%	
<i>with a vision difficulty</i>			666	1.2%	
<i>with a cognitive difficulty</i>			1,113	2.0%	
<i>with an ambulatory difficulty</i>			2,250	4.1%	
<i>with a self-care difficulty</i>			855	1.5%	
<i>with an independent living difficulty</i>			1,763	3.2%	

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

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

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age P087 / B1701 Poverty Status in the Past 12 Months by Sex by Age 2012 American

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

The number of older adults of low income is relatively low at less than 600 individuals, representing five percent of all older adults in Tuolumne County and only one percent of the total Tuolumne County

population. However, this category did show a 50% increase since the 2000 Census, likely reflecting significant impacts for some individuals of the 2008 economic downturn.

The American Community Survey also estimates that almost 4,000 or 35% of Tuolumne County’s older adults have one or more of the *six disability characteristics* derived from survey disability questions. The most often reported disability type was difficulty ambulating, which affected 2,250 persons or 20% of all of Tuolumne County’s older adults. Those with an independent living disability are reported at just over 15% of older adults or 1,763 persons. These two categories of disability, while not additive to avoid double counting, are representative of a population that likely has difficulty using existing fixed route public transit service. These individuals could present higher demand for ADA paratransit and for specialized human services transportation programs.

Veterans

This country’s 22.6 million veterans are of continuing concern to Coordinated Plan processes as America winds down two wars and while many among the 1.4 million people in active military duty make their way to civilian lives. Table 4 shows that Tuolumne County veterans numbered 5,245 (ACS 2012), representing 9.5% of the total population and 11.5% of the population over age 18. Among these, Vietnam-era veterans are the largest group, making up almost 38% of all county veterans. World War II era veterans are still a significant group at almost 11% of all veterans, about 550 individuals.

The US Census Bureau reported the veterans’ unemployment rate of 25.7% for Tuolumne County is more than three times the national veterans’ unemployment rate of 8% and the Census reported 7.5% for Tuolumne County’s overall unemployment rate. During the past 12 months almost 10% (514 individuals) of all veterans were living in poverty.

Table 4, Tuolumne County Veteran Population

TARGET POPULATIONS for Veterans			
2000 Census Attribute, Summary File 3 2012 American Community Survey 5-year Estimates	[2012 ACS] Tuolumne County People by Category		% of Total County Population
TOTAL POPULATION [1]	54,501		100.0%
CIVILIAN POPULATION 18 YEARS AND OLDER	45,429		83.4%
VETERANS [2]	5,245		9.6%
Veterans Period of Service			
Gulf War (9/2001 or later) veterans	456	8.7%	0.8%
Gulf War (8/1990 to 2001) veterans	462	8.8%	0.8%
Vietname era veterans	1,967	37.5%	3.6%
Korean War veterans	960	18.3%	1.8%
World War II veterans	551	10.5%	1.0%
Veterans ages 18 to 34 years	525	10.0%	1.0%
Veterans age 35 to 54 years	635	12.1%	1.2%
Veterans age 55 to 64	1,269	24.2%	2.3%
Veterans age 65 to 74	1,243	23.7%	2.3%
Veterans age 75 years and older	1,574	30.0%	2.9%
Veteran population unemployment rate	1,348	25.7%	2.5%
Veteran population poverty status in the past 12 months	514	9.8%	0.9%

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

[2] Extrapolated from S2101 Veteran Status - 2012 American Community Survey 3-year Estimates

Tribal Populations

The Me-Wuk or Mi-Wok Indians are a group of Native Americans who were formerly composed of various groups. These groups that currently comprise the tribe are those who are the first inhabitants of the central California and those from the Sierra Nevada foothills. The groups also reached up to the San Francisco Bay area, and a small number of the present-day descendants are still in the same region. The tribe is divided into several Rancherias that are united by one blood, which of which is the Miwok or Me-wuk. Two federally recognized bands are in Tuolumne County: Tuolumne Rancheria and Chicken Ranch Rancheria.

Tuolumne Band of the Me-Wuk

The Tuolumne Band of Me-Wuk Indians is a federally recognized Indian tribe located in the foothills of the Sierra Nevada in Tuolumne County, California. The Tuolumne Rancheria was purchased on October 26, 1910 and established as one of two local reservations for landless Indians. The Tuolumne Rancheria is a 336-acre federal Indian reservation in Tuolumne County, at the western base of the Sierra Nevada. It is located near Yosemite National Park. The Rancheria was established in 1910, and had a population of 150 in 1990. The original acquisition consisted of 289.52 acres. Today there are over 1,700 fee-and-trust land acres. There are approximately 200 residents living on the Rancheria and an additional 200 non-resident members of the Tribe.

The governing body of the tribe is the Community Council composed of 87 members. The officers of the Community Council are Chairperson, Vice-Chair, Secretary, and Treasurer. Recommendations are made by Tribal Committees and are brought to the Council for approval. These committees are Business and Finance, Constitution and By-Laws, Planning and Development, Social Services Advisory, Personnel, Health Board, Enrollment, Housing Authority, Education, Cultural and Historic Preservation, and Tribal Law Enforcement. The Tuolumne Miwok own and operate the Black Oak Casino, Black Oak Cafe, Seven Sisters Restaurant, the Mill Bar, Kingpins, Willow Creek Lounge, Manzanita Bar, the Underground Arcade, and Brunswick Bowling Center in Tuolumne.

In January 2005 the Tribe opened the Tuolumne Me-Wuk Indian Health Center. It is a tribally owned and operated primary care health center located on the former Westside Property in the City of Tuolumne. It provides pediatric, obstetric, psychiatric, general medical care, minor surgery, and general health education. It continues to grow to meet the needs of the community: for example, an on-site pharmacy was opened in September 2006 and the new, state-of-the-art dental clinic opened up in April 2008 on Greenley Road in Sonora.

Chicken Ranch Rancheria

The Chicken Ranch Rancheria of Me-Wuk Indians of California is a federally recognized tribe of Me-Wuk people in Tuolumne County, California. The Chicken Ranch Rancheria is a 2.85-acre parcel of land, located in Tuolumne County. The tribe conducts business from Jamestown and is led by an elected council. The tribe owns Chicken Ranch Bingo and Casino, also located in Jamestown, as well as the Ranch House Restaurant.

Vehicle Access by Tuolumne County Residents

The availability of vehicles within Tuolumne County households is examined in Table 5. While ACS data shows that the majority of households have access to at least one vehicle, five percent or almost 1,200 households do not. Most of the households with no available vehicle are one-person and two-person occupied households, but the three-person and four-person households that do not have access to a vehicle is significant at 10%. The absence of a vehicle in a household may limit an individual's ability to access employment, medical care, or complete activities of daily living, especially in areas where public transit or specialized transportation resources are inadequate or inaccessible.

Table 5, Tuolumne County Household Vehicle Availability

TUOLUMNE COUNTY HOUSEHOLD VEHICLE AVAILABILITY						
	Households	% of total HH's	1 person HH	2 person HH	3 person HH	4 + person HH
Total Households in Tuolumne County	22,105	100%	6,155	9,787	3,098	3,065
Households with:						
No vehicle available	1,192	5%	880	218	56	38
1 vehicle available	6,725	30%	3,762	1,927	660	376
2 vehicles available	7,632	35%	1,119	4,519	899	1095
3 vehicles available	4,433	20%	293	2,263	1029	848
4 or more vehicles available	2,123	10%	101	860	454	708
2008-2012 American Community Survey 5-Year Estimates, B08201, HOUSEHOLD SIZE BY VEHICLES AVAILABLE						

Table 5 below summarizes the Census-reported mode of transportation utilized by the working population. It should be noted that these numbers are only suggestive given that when examining small population counts, such as users of public transportation, the margin of error can be as high as 100% within particular age groups.

Table 6, Tuolumne County Means of Transportation for Workers

TUOLUMNE COUNTY MEANS OF TRANSPORTATION TO WORK BY AGE						
	All ages 16+	% of Working Pop. 16+	Ages 16-64	% of Working Pop. 16-64	Ages 65+	% of Working Pop. 65+
Working Population	19,244		17,906		1,338	
Travel to work by:						
Drove alone	15,308	80%	14,378	80%	930	70%
Carpool	1,919	10%	1,847	10%	72	5%
Public transportation	128	1%	127	1%	1	0%
Walk	621	3%	579	3%	42	3%
Bike, motorcycle, taxi	306	2%	237	1%	69	5%
Work at home	962	5%	738	4%	224	17%
2008-2012 American Community Survey 5-Year Estimates, B08101, MEANS OF TRANSPORTATION TO WORK BY AGE						

From reported Tuolumne County means of transportation to work data, the majority (80%) of all workers are driving alone, consistent with many rural counties. Sixteen percent of the working population report traveling to work through carpool, public transportation, bicycle/motorcycle/taxi, or walking. These alternate modes of travel are more common among workers of households with no vehicles. For some individuals, not owning a vehicle represents a lifestyle choice, but for others, the cost of purchasing and maintaining a vehicle is not affordable.

Distribution of Target Populations within Tuolumne County

Differences exist in the densities of these population groups within Tuolumne County. Figures 2, 3, and 4 depict the density of total population, of older adults, and of persons of low income who are residents of Tuolumne County.

In Figure 2, the **county's total population** of 55,205 persons is shown to be most heavily concentrated in the areas between Yankee Hill and Jamestown along Highway 108 out to Twain Harte and Tuolumne City. Such distribution presents a rich opportunity for delivery of efficient public transportation services from which Tuolumne Transit has benefited.

In Figure 3, Tuolumne County's **older adult population ages 65 and older** of almost 11,500 persons is presented. The senior population density is similar to the total population density in that older adults are most heavily concentrated in the same areas, but differ in that seniors are also concentrated in areas such as Second Garrotte, Standard, and Confidence. A higher proportion of the older adult population can also be found in the southwestern portion of the county encompassing the towns of Cooperstown, La Grange, Hayword, Blanchard, and Granite Springs.

Tracking **disability populations** has been made somewhat more complicated by the new way in which the Census now records this information. As indicated previously, in 2012 there were 4,730 adults ages 18 to 64 and 3,994 older adults reporting at least one disability from disability categories of: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, and an independent living difficulty.

Low-income populations are distributed around the county in patterns different from those of older adults or persons with disabilities, with 4,506 adults ages 18-64 at or below 100% of federal poverty guidelines. As shown in Figure 4, the areas around the towns of Stent and Yosemite Junction have a higher density of low-income adults compared to the density of the total population and older adult population.

Figure 2

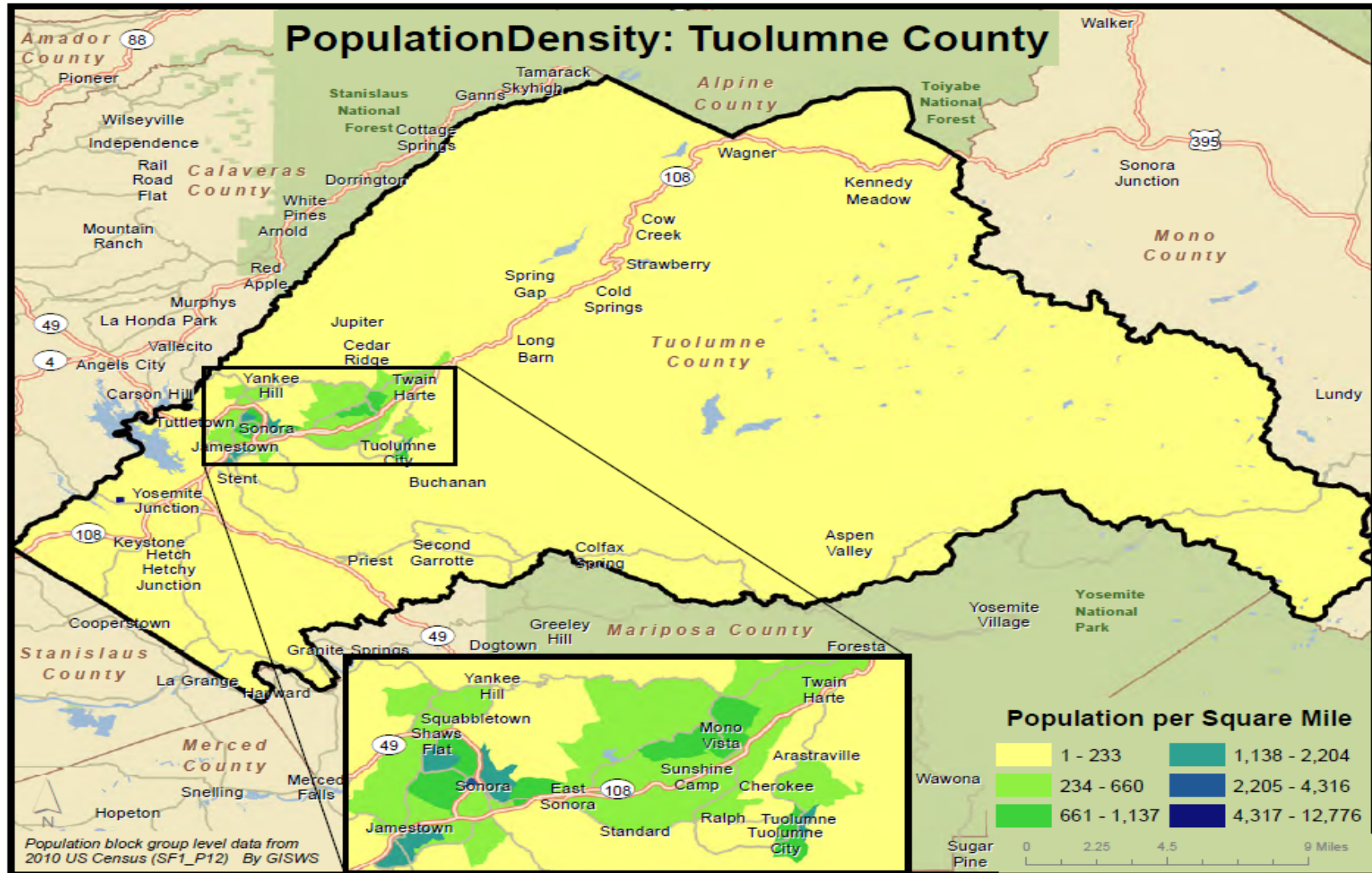


Figure 3

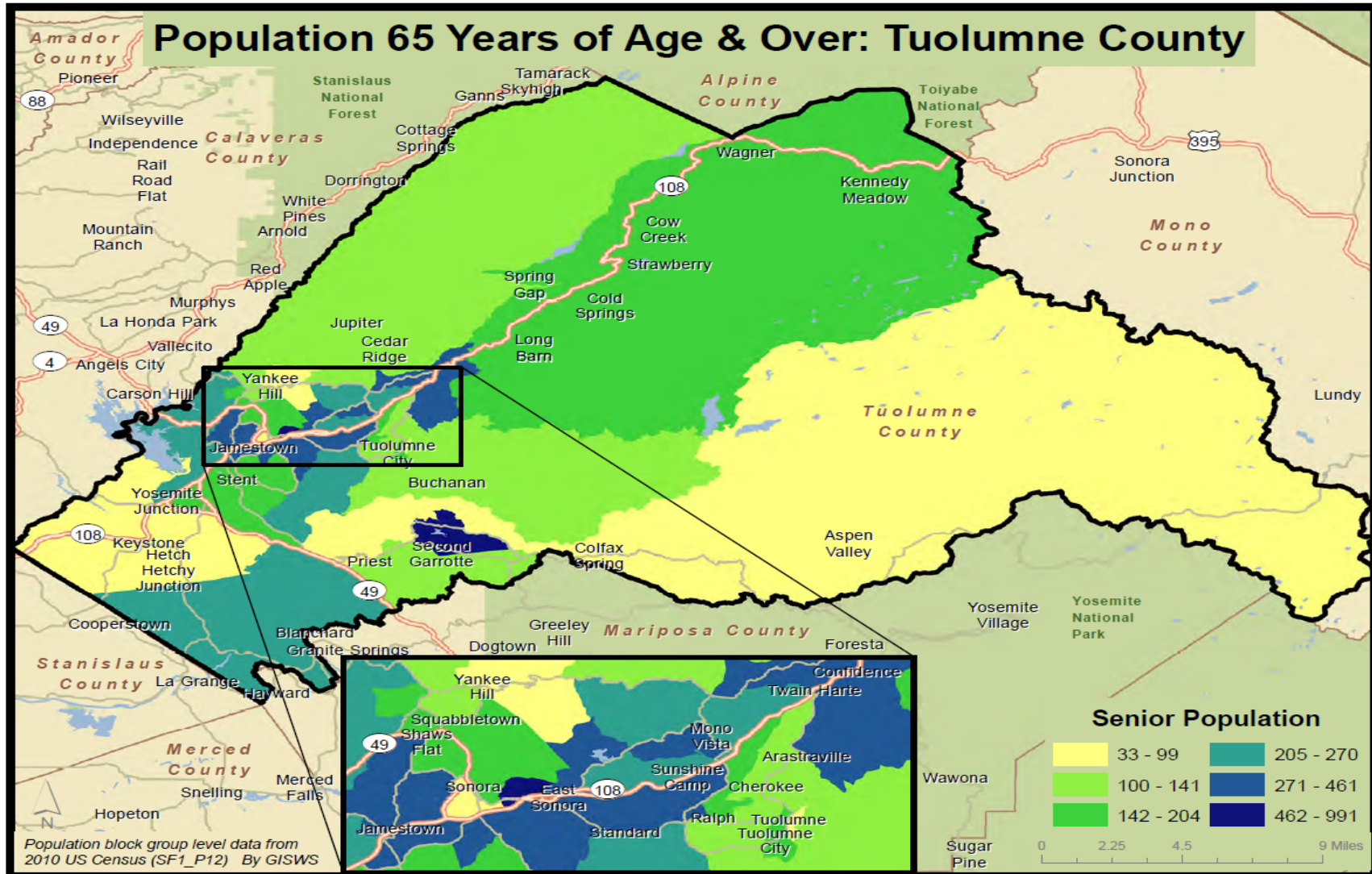
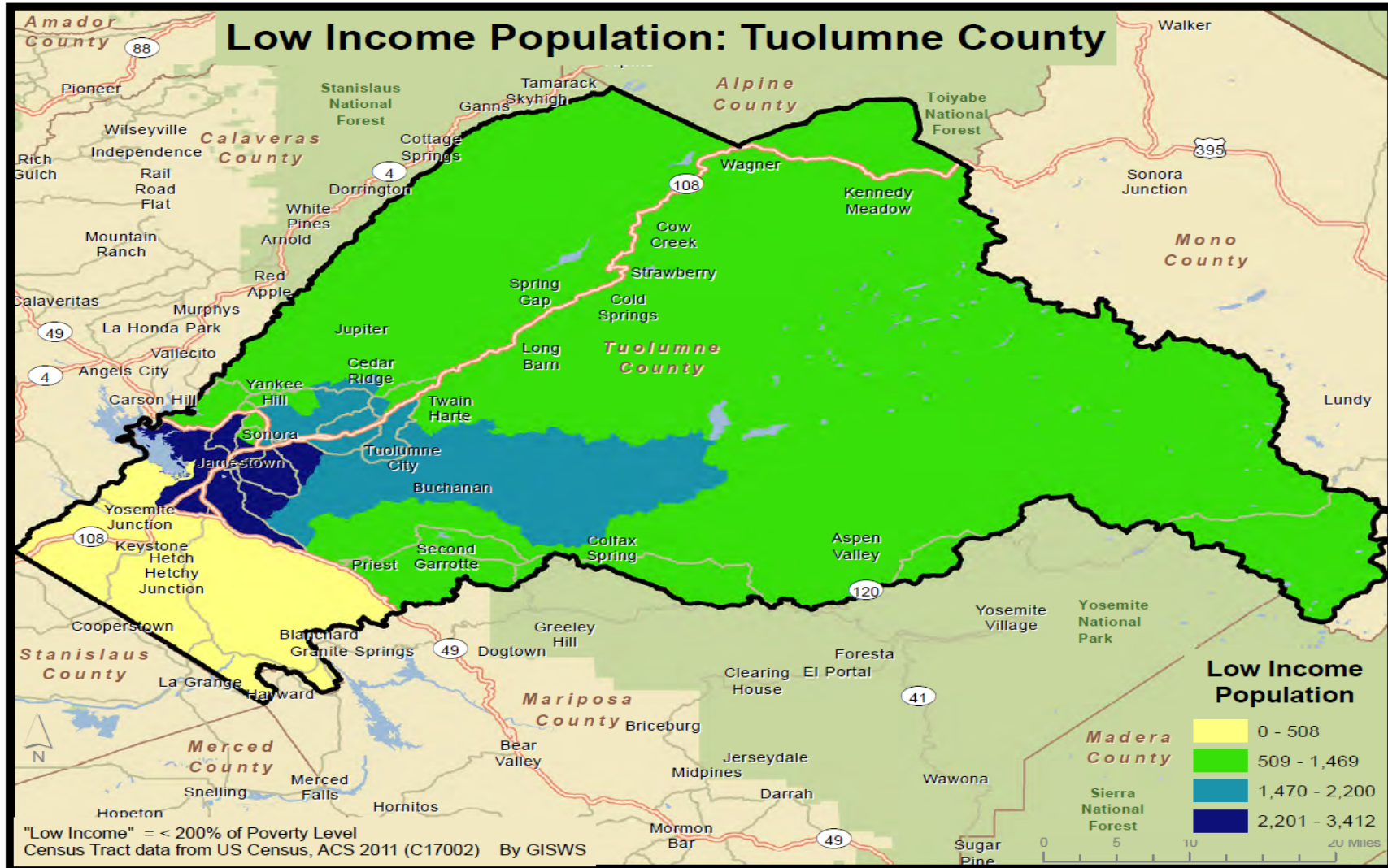


Figure 4



Summary

Tuolumne County's population has not grown by much, just 1.3 percent between 2000 and the 2012 American Community Survey reporting. This Coordinated Plan focuses on three groups: older adults, persons with disabilities, and persons of low income among the county's residents.

Among Tuolumne County's just over 55,000 persons, almost 21% (11,415 persons) are aged 65 and older. This is a substantially higher proportion of residents than for the state as a whole, where California's seniors comprise 11.5% of the total population. Persons with disabilities who are under age 65, as self-reported, are 8% of the county's population and for older adults, they represent 7% of the total population. Combined, these 8,724 individuals reported a range of disabilities and functional limitations, with ambulatory difficulties being the most common.

Adults under age 65 who are at or below federal poverty thresholds total 8% of the county population. Among older adults, it is a much smaller proportion at just 1% of the county population. Combined, these 5,091 persons make up 9.3% of the total population.

The Miwok or Me-wuk are a group of Native Americans whose members at one time lived in areas between the Sierra Nevadas and San Francisco. The Tribe in the present day is divided into several Rancherias that are united by one blood, the Miwok or Me-wuk. Two federally recognized bands are in Tuolumne County: Tuolumne Rancheria in the foothills of the Sierra Nevada near Yosemite National Park and Chicken Ranch Rancheria, located near Jamestown.

Another group includes veterans who are almost 10% of the county's total population, 5,245 veterans reported in the 2012 American Community Survey. The largest group among them is now the Vietnam era veterans, just under 2,000 persons.

The distribution of Tuolumne County residents supports provision of transit services with the greatest density of the population living in and around Sonora, between Yankee Hill and Jamestown and north to Twain Harte. Nonetheless, there are pockets of persons living throughout the county, including significant identifiable clusters of older adults, particularly in areas around Sonora, in the vicinity of Cooperstown, and near Groveland.

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III. Transportation Resources

This section presents the transit and transportation resources available to meet a range of transportation needs, and particularly those of older adults, persons with disabilities and persons of low income. Public transit and human service transportation resources are described. The Inventory of transportation concludes this section, providing further detail about the array of existing transportation programs in Tuolumne County.

Public Transit in Tuolumne County

YARTS



The Yosemite Area Regional Transit System (YARTS) began providing fixed route transit service throughout the Yosemite region in May of 2000 after several years of planning and service design. YARTS is a Joint Powers Authority between Mariposa, Merced, and Mono counties in partnership with Tuolumne County. It currently operates two routes, the 120 and the 140.

Route 120 runs from May to September when conditions allow buses to travel Highway 120 from Sonora to Yosemite. Stops include Sonora and Jamestown, Groveland, Buck Meadows, Yosemite Lakes, Big Oaks Flat and Crane Flat, and the Visitor Center in Yosemite Valley. During June and September weekends and seven days a week in July and August, Route 120 provides a service along Highways 120 and 395 connecting Yosemite with Mammoth Lakes.

Route 140 travels Highway 140 and provides connections between Merced and the Yosemite Valley. Stops along this route include Merced, Catheys Valley, Mariposa, Midpines, El Portal, and Yosemite. Route 140's Fall/Winter/Spring Schedule provides 12 runs a day, though not all are offered on weekends or holidays. The Summer Schedule provides 14 runs a day, though not all are offered on weekends or holidays.

YARTS connects with many regional and local transit services including, Yosemite Valley Shuttle, El Capitan Shuttle, Tuolumne Meadows Hikers' Shuttle, Tuolumne County Transit, the CREST bus, ESTA, The Bus, Mariposa County Transit, and Amtrak and Greyhound stations in Merced. YARTS also travels to Merced Airport.

Fares are distance based and can be purchased with cash and some debit cards aboard buses.

In this summer's service, YARTS provided 21 average trips per day in May, 30 average trips per day in June and 62 average trips per day in July. YARTS service was stopped during August and September with the closure of Highway 120 due to the Rim Fire.

Tuolumne County Transit Agency

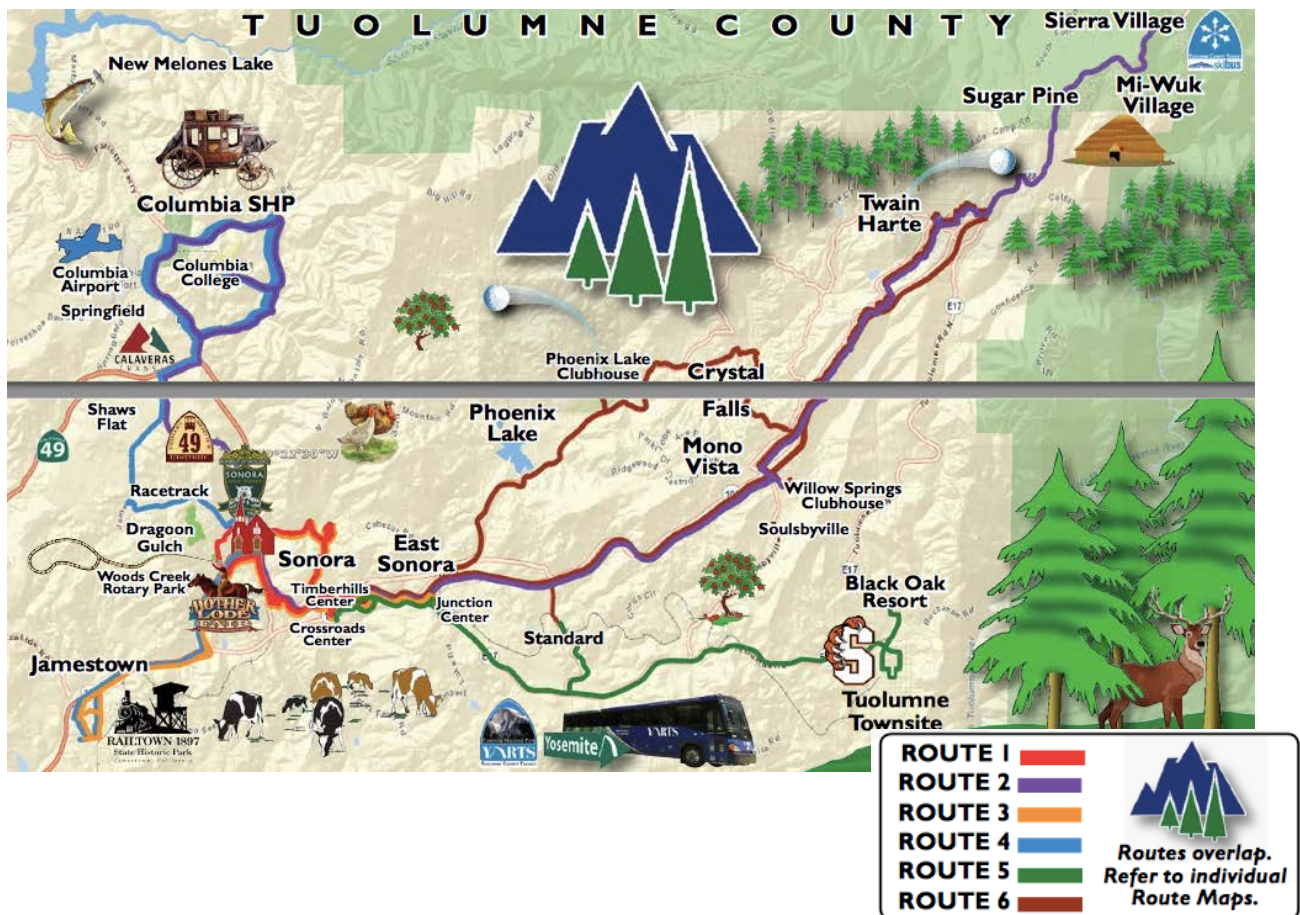


Tuolumne Transit's public transportation programs includes a mix of fixed route, demand response, and special services.

Tuolumne Transit Fixed-Route Services

Tuolumne County Transit Agency now operates six fixed routes within Tuolumne County serving the communities of Sonora, Jamestown, Columbia, Standard, Tuolumne, Twain Harte, Mi-Wuk, and Sierra Village. This service operates on weekdays only, making 41 total runs per day utilizing a fleet of 22 vehicles. The general span of weekday service is between the hours of 7:00 a.m. and 9:00 p.m. Figure 5 presents the new Tuolumne County system map graphic, presented with the schedule released in December 2013.

Figure 5, Tuolumne County Transit System Map, December 2013



Fixed route cash fares are \$1.50 for the general public, with discounted fares at \$1.00 for persons with disabilities and Medicare riders. Day passes, ticket books, monthly passes, and Special Services passes are also available for purchase. Riders' fare contributions represented 12% of overall operating expenses, with Route 1 generating a 17% farebox recovery rate and Route 2 a 12% farebox recovery rate, while Routes 3 and 4 are each just above 9% in farebox recovery. The state standard requires that a minimum of 10% of operating costs be paid by riders. In FY 2012/13, there were 80,819 fixed route riders.

Tuolumne Transit Demand Response

The Tuolumne Transit Dial-A-Ride service provides curb-to-curb transportation for older adults and persons with disabilities within 3/4 mile of an existing fixed route bus during the same span of service hours. The Dial-A-Ride service is available on Saturdays for the general public, between the hours of 9:00 a.m. and 4:00 p.m. It is the only public transit option available that day. The Dial-A-Ride fleet of six vehicles includes three new 20-passenger buses secured with Section 5310 grant funds, a statewide competitive grant process with which Tuolumne Transit has had good success.

The general cash fare for both weekday and Saturday service is \$3.00 per trip with options to purchase day passes, monthly passes, and ticket books. Dial-A-Ride riders provided a 12.5% fare ratio for the last fiscal year, solidly above the minimum 10% fare threshold. However, during the winter months of January, February, and April, the service barely met the minimum and was at just 10%. Dial-A-Ride passengers in FY 2012/13 numbered 28,124 riders.

Tuolumne Transit Special Services

TCTA has additional premium and specialized services to address specific transportation needs that traditional fixed route and Dial-A-Ride services cannot meet.

- **Dodge Ridge SkiBus** operates between December and April each year to provide a connection from Sonora to the Dodge Ridge ski slopes, operating on weekends and holidays between the hours of 7:00 a.m. and 6:00 p.m. Round-trip tickets are sold at \$10.00 per person, discounted to \$25.00 for a group of four. After growing slowly, in its third year of operation (the 2010/11 season) the SkiBus provided over 1,000 one-way passenger trips and achieved a farebox recovery ratio of 44%. The fifth year of operation, the 2012/13 season, achieved a slightly lower ridership level of 837 rides and a farebox recovery ratio of 26%.
- **Historic 49 Trolley Service** travels through the historic communities of Sonora, Jamestown, and Columbia with special service during the peak tourist season. Service in the past has begun during the Motherlode round-up and continued through to Labor Day. Due to declining ridership, Tuolumne Transit transitioned this service to a special event service, providing transportation for the Mother Lode Round UP, Father's Day Fly In, Mother Lode Fair, and the 49er Festival in Groveland. Ridership in the 2013 season was almost 300 rides through the summer of 2013, achieving a very modest 2% farebox and providing some free service as well. ,

- **Tuolumne TRIP** is a new service, designed as a low-cost, customer-driven approach for providing transportation for those that have needs not being met by current transportation programs, through mileage reimbursement to volunteer drivers. Rides are negotiated between rider and volunteer driver of their choosing and are utilized when needed. Volunteers deliver trips in their own vehicles and are reimbursed at \$0.35 per mile.
- **Tuolumne Transit's Transit Ambassador Program** offers to new riders the assistance of trained volunteers who knows the local fixed route transit system. Transit Ambassadors can help other first-time passengers or passengers who have questions about using the bus in general. Volunteers are recruited from amongst existing Tuolumne Transit riders.

Tuolumne Transit Annual Expenditures and Revenue

Table 7 presents annually revenue and expense information.

Table 7, Tuolumne County Transportation Council Expenditures and Revenues for FY 12/13

OPERATING EXPENDITURES			
EXPENDITURES BY CATEGORY:		% of total	
Salaries and Benefits	180,545	9%	
Professional and Specialized Services/ Transportation Contract Operations	1,720,493	86%	
Office equipment, rent and related expenses	91,787	5%	
<i>Total Operating Expense</i>			1,992,825
REVENUE SOURCES			
OPERATING REVENUE:		% of total	
Transportation Development Act – Local Transportation Fund	1,338,900	69%	
FTA Operating Grant	334,760	17%	
FTA Transit in the Parks Grant	47,000	2%	
Passenger Fare Revenue (farebox)	215,685	11%	
<i>Total Operating Revenue FY 12/13</i>			\$1,936,354
CAPITAL REVENUE			
State: PTMISEA Grant	82,476		
CalEMA Grant	47,171		
Transit Technical Planning Grant	67,500		
Investment earnings and misc. non-operating revenue	38,693		
Federal CMAQ	436,634		
Federal Section 5310	173,855		
Federal Section 5310 State Match (toll credits)	22,525		
<i>Total Capital Revenue FY 12/13</i>			\$868,854

Most transit funding comes from State of California Transportation Development Act revenues, the ¼ cent sales tax collected at point of sale. This accounts for 69% of total operating revenue of just under \$2 million. Passenger fares account for 11% and special grants combined account for another 19%.

Expenditures are primarily for the transit operations contract, at 86% of available operating dollars. The remaining 14% of expenditures supports TCTC staffing, office and facility lease expense, with other related infrastructure costs.

Human Service Transportation

This subsection highlights identified key characteristics of human service agency transportation programs within Tuolumne County.

Amador-Tuolumne Community Action Agency

The ATCAA Family Learning & Support Services program offers a variety of classes and services. ACTAA provides door-to-door transportation for its clients to the Family Learning Center as well as health care and dental appointments.

ATCAA Family Resource Services is a comprehensive child abuse prevention and family-strengthening program that provides a range of services. ACTAA transports homeless and high-need children to school and medical appointments.

ATCAA Homeless and Transitional Shelters provide emergency shelter to homeless children and families, along with case management support. It also provides door-to-door transportation to school for children residing in the Jamestown shelter as well as bus vouchers to shelter residents who are looking for work or housing.

Area 12 Agency on Aging

As an advocate for older adults, the Area 12 Agency on Aging strives to ensure opportunities for independence and the highest possible quality of life are available to all Area 12 residents aged 60 years and older. Services include Nutrition Programs at both congregate sites and Meals on Wheels. A12AA provides transportation funding for medical, shopping, and in-county transportation, which is provided by Sierra Senior providers under contract to Area 12 Agency on Aging.

Catholic Charities

The Catholic Charities program provides a full range of free services aimed at assisting older adults to safely age in place. This includes care management, socialization activities, and in-home counseling. Also provides free legal assistance to those aged 60 or older, long-term care ombudsman services, and elder awareness training. The Catholic Charities program provides limited transportation services to its clients by reimbursing mileage to volunteer drivers and by providing clients with bus passes for use on public transit.

DRAIL

DRAIL is a part of the network of Independent Living Centers in California that provide a vital link between persons with disabilities and the community. DRAIL offers information and referral services for transportation-related needs, provides travel training on public transit, and helps clients apply for ADA paratransit certification.

Little House WHEELS Volunteer Transportation

Little House is a senior activity center in Groveland at the edge of the Yosemite Valley that operates WHEELS. WHEELS is a transportation program for seniors aged 60 and over in the Groveland area as well as persons with disabilities. WHEELS uses volunteer drivers to provide trips for daily living activities of older adults. Most trips are provided locally but capability exists to bring individuals down into Sonora. The WHEELS' volunteer driver program utilizes an innovative scheduling tool, through Google DRIVE, to schedule trips for riders and to inform drivers of their trips.

WHEELS maintains a driver pool of about 28 active drivers and creates five to six driver schedules each week. Its manager reports 37 consumers on its roster of whom five (14%) make daily trips with WHEELS' assistance, 15 (40%) use on a regular basis and for the balance, their WHEELS registration is a safety net mobility option. Volunteer drivers go through an extensive orientation and vetting and are carefully monitored by the program's administrators in terms of reliability and safety considerations.

Mother Lode Job Connection

One Stop Centers are a statewide network of conveniently located centers that each provide employment, education, and training services to both individuals and employers, all in one place. These centers include programs such as unemployment insurance, job services, vocational education, vocational rehabilitation, and youth services through a partnership with local, state, and national organizations. Mother Lode Job Training provides bus passes and tickets for program participants, as well as limited mileage reimbursement, to assist persons who are job seeking or starting in new employment.

Mountain Women's Resource Center

MWRC assist women who have been victims of domestic violence become self-sufficient. MWRC provides transportation to residents of the domestic violence shelter for employment or housing.

Senior Resource Center

This Tuolumne County nonprofit Senior Resource Center operates a transportation program, matching volunteers with seniors aged 60 years and older who need rides to medical appointments and essential errands, and also maintains a senior resource directory. This guide includes contact information for everything from health care and housing to transportation and emergency services.

Sierra Senior Network Providers

Provides scheduled medical transportation within Tuolumne County for residents aged 60 years and older who are unable to use public transit. The service is funded by the Area 12 Agency on Aging to facilitate transportation for grocery shopping, pharmacy, bank, and other errands.

Sonora Regional Medical Center

The Sonora Regional Medical Center is a full service hospital, birth center, cancer center, and long-term care facility supported by 20+ clinics throughout the region, out-patient imaging, rehabilitation and surgery centers, home health and hospice services, and a durable medical equipment service. In very rare cases, the Medical Center will pay for patients to be transported home from the hospital in a taxi.

Tuolumne County Health and Human Services Agency

This County department oversees various public assistance programs that include: adult employment, public guardian, Welfare to Work and general assistance. The Agency serves about 400 frail elderly in its In-Home Supportive Services (IHHS) program. Transportation is provided by IHHS workers but as part of their reimbursed hours of home-care support. No mileage reimbursement is provided to IHHS workers. The Public Guardian's office oversees individuals under its authority who cannot be responsible for themselves. No transportation is provided through this program. The Public Health program has some limited transportation assistance available, generally on a mileage reimbursement basis and is largely focused on child welfare needs. Welfare to Work, with a caseload of 644 (September 2013) provides assistance in getting persons back to work and also has a limited transportation line-item to support individuals, largely through mileage reimbursement and some purchase of bus tickets.

Tuolumne County Probation Office

About 50 individuals are checking in daily at the new probation office at Shaw's Flats between 7:30 a.m. and 4:30 p.m. The Probation Department has a van that goes twice daily between the Highway 49 Day Reporting Center and different locations where its clients are.

Valley Mountain Regional Center (VMRC)

VMRC assists persons with disabilities by increasing independence through its many vendored programs. Its client base is exclusively persons with developmental disabilities who are accepted into the program, with services provided over the course of their lives. VMRC purchases or provides for transportation to and from its vendored programs, as well as some bus passes for clients that use public transit.

Veterans Transportation

A 40-passenger bus leaves Sonora daily at around 5:00 a.m. and transports veterans down to the Central Valley where connections can be made to travel all the way to the Palo Alto Veterans Administration Medical Center. This bus returns daily between 3:00 and 4:00 p.m. and is parked overnight and on weekends in the Lowes parking lot, adjacent to the Starbucks.

WATCH

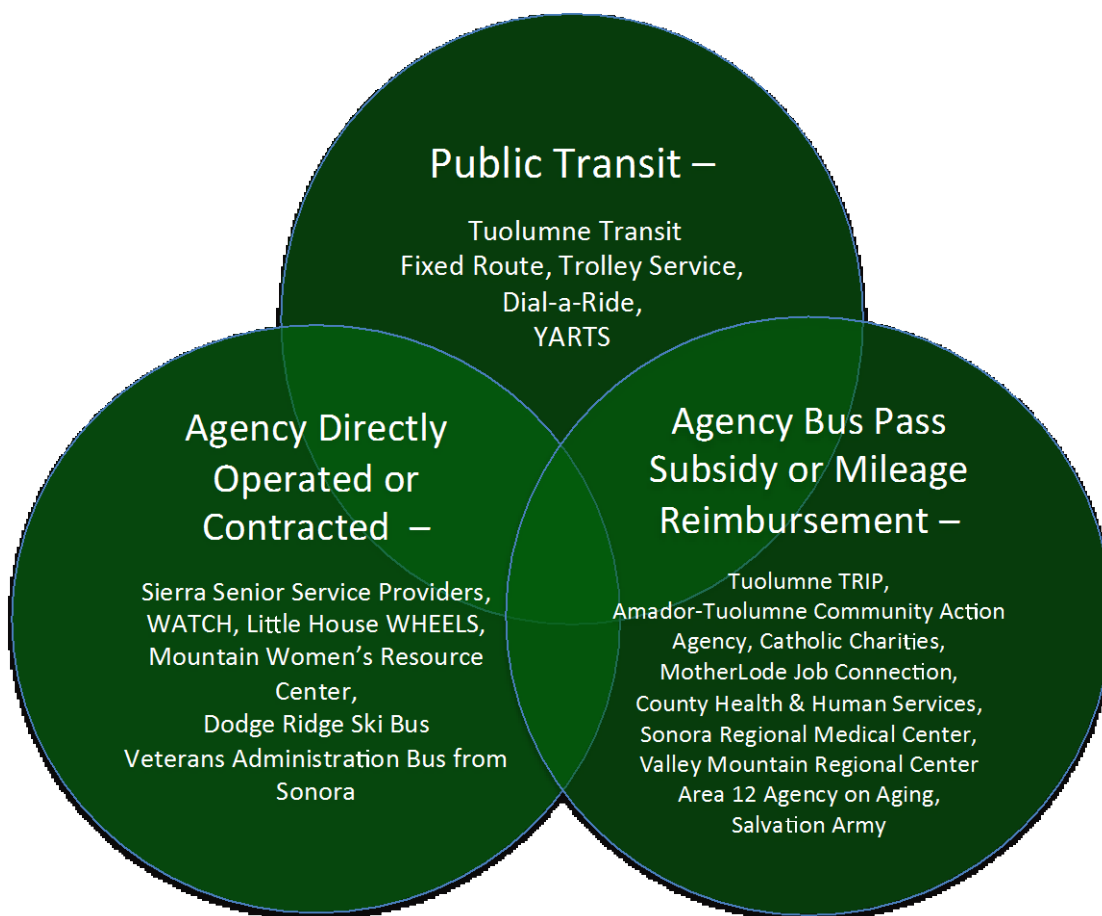
WATCH is a Valley Mountain Regional Center (VMRC) vendor that provides transport for authorized clients of VMRC between their homes and various day programs and activities.

Transportation Resource Inventory

Types of Transportation Resources in Calaveras County

A significant requirement of the Coordinated Public Transit-Human Services Transportation Plan is the development of an inventory that pulls together the information presented in the two previous sections, public transit services and human service transportation programs. The inventory compiles and documents the transportation services available to residents who are older adults, persons with disabilities, and persons of low income.

Figure 6
Identified Transportation Services and Programs in Tuolumne County



By way of summary, Figure 6 on the preceding page identifies the three transportation service categories generally available within Tuolumne County:

- 1) public transit services,
- 2) human service agency directly operated, including contracted or volunteer transportation, and
- 3) human service agency bus pass and mileage reimbursement programs.

Detailing the program information summarized above, Table 7 following presents the Tuolumne County Inventory in two sections:

1. Table 8-A presents route level information about the public transit programs of Tuolumne Transit and YARTS.
2. Table 8-B details identified human service transportation programs.

Table 8-A, Tuolumne County Coordinated Plan Transportation Inventory – Public Transit Services

PUBLIC TRANSPORTATION PROVIDER									
TUOLUMNE COUNTY TRANSIT									
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles	Trips
Fixed-Route Services									
Tuolumne County (209) 532-0401 Tuolumne County <small>om</small>	Fixed route transit service linking the population centers of Tuolumne County	41 total runs per day Headways range from 1 to 6 hours	Tuolumne County Transit (TCT) serves the communities of Sonora, Jamestown, Columbia, Tuolumne, Twain Harte, Mi-Wuk, and Sierra Village. There is no transit service to Groveland. Groveland resident please call the Tuolumne County Transit office to utilize the Groveland Dial-A-Ride.	Weekdays 7:00 a.m. to 9:00 p.m.	General Public	Cash General: \$1.50 Discounted (ADA/Medicare): \$1.00 Day Pass (FR only): \$4.00 Children: Free under 12yrs Monthly Passes Fixed Route: \$50.00 Discounted (ADA Medicare): \$36.00 All-Day/Special Service Pass All Services: \$10.00 SkiBUS (dodgeskiBUS.com): \$10.00 Yosemite BUS: \$ varies Ticket Books (15 tickets each book) Fixed Route \$20.00 Discounted \$12.50	Passengers may transfer from Dial-A-Ride to Tuolumne County Transit fixed route free of charge.	15	40,057
	Route 1 Sonora Loop Passengers may board or alight at 12 stops On-demand service is available at Blackberry Oaks and Greenly Rd. Apts stops	14 runs per day 55-minute headways	Sonora	Weekdays 7:00 a.m. to 7:46 p.m.	General Public	See Above	Transfers to other TCT lines are possible at Crossroads Shopping center (Wal-Mart) and Courthouse Park (Jackson St.).	See Total Above	See Total Above
	Route 2a/2b Sierra Village/ Columbia College Route 2a: Passengers may board or alight at 16 stops. On Demand service is available at Sunshine Rd./Hwy 108 and Mono Way/Eisey Ct. stops Route 2b: Passengers may board or alight at 23 stops. On-demand service is available at 4 stops	Route 2a 5 runs per day 3 hour headways Route 2b 5 runs per day 3 hour headways	East Sonora Sonora Columbia	Weekdays 6:25 a.m. to 7:42 p.m.	General Public	See Above	Transfers to other TCT lines are possible at Crossroads Shopping center (Wal-Mart), Courthouse Park (Jackson St.), and Columbia College. Direct connection to Calaveras Transit is available at Columbia College.	See Total Above	See Total Above

Table 8-A, Inventory - Public Transit Services, *continued*

PUBLIC TRANSPORTATION PROVIDER									
TUOLUMNE COUNTY TRANSIT									
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles	Trips
Fixed-Route Services Cont'd									
Route 3 Jamestown/ Sonora/ Crossroads	<p>Passengers may board or alight at 22 stops.</p> <p>On-demand service is available at 5 stops</p>	<p>4 runs per day</p> <p>3 hour headways</p>	<p>Jamestown</p> <p>Sonora</p> <p>East Sonora</p>	<p>Weekdays</p> <p>8:35 a.m. to 7:18 p.m.</p>	<p>General Public</p>	<p>See Above</p>	<p>Transfers to other TCT lines are possible at Crossroads Shopping center (Wal-Mart) and Courthouse Park (Jackson St.).</p>	<p>See Total Above</p>	<p>See Total Above</p>
Route 4 Jamestown/ Columbia	<p>Passengers may board or alight at 32 stops.</p> <p>On-demand service is available at 6 stops</p> <p>Route 4 will deviate to pick up passengers by reservation in areas that are not served by complimentary dial-a-ride service.</p>	<p>4 runs per day</p> <p>3 hour, 5 min headways</p>	<p>Columbia</p> <p>Sonora</p> <p>Jamestown</p>	<p>Weekdays</p> <p>7:00 a.m. to 5:45 p.m.</p>	<p>General Public</p>	<p>See Above</p>	<p>Transfers to other TCT lines are possible at Courthouse Park (Jackson St.), and Columbia College.</p> <p>Direct connection to Calaveras Transit is available at Columbia College.</p>	<p>See Total Above</p>	<p>See Total Above</p>
Route 5 Sonora-Tuolumne Townsite	<p>Passengers may board or alight at 22 stops.</p> <p>On-demand service is available at 14 Stops</p>	<p>5 runs per day</p> <p>2 hour 15 min to 4 hour, 5 min headways</p>	<p>Sonora</p> <p>East Sonora</p> <p>Tuolumne Townsite</p>	<p>Weekdays</p> <p>5:55 a.m. to 6:51 p.m.</p>	<p>General Public</p>	<p>See Above</p>	<p>Transfers to other TCT lines are possible at Crossroads Shopping Center (Wal-Mart).</p>	<p>See Total Above</p>	<p>See Total Above</p>
Route 6a/6b East Sonora/ Twain Harte	<p>Route 6a</p> <p>Passengers may board or alight at 14 stops. On-demand service is available at 6 stops.</p> <p>Route 6b</p> <p>Passengers may board or alight at 13 stops. On-demand service is available at 5 stops</p>	<p>Route 6a</p> <p>2 runs per day</p> <p>4 hours, 30 mins between runs</p> <p>Route 6b</p> <p>2 runs per day</p> <p>6 hours, 20 mins between runs</p>	<p>Sonora</p> <p>East Sonora</p> <p>Mono Vista</p> <p>Soulsbyville</p> <p>Twain Harte</p>	<p>Route 6a</p> <p>Weekdays</p> <p>11:10 a.m. to 5:40 p.m.</p> <p>Route 6b</p> <p>Weekdays</p> <p>7:05 a.m. to 2:28 p.m.</p>	<p>General Public</p>	<p>See Above</p>	<p>Transfers to other TCT lines are possible at Crossroads Shopping Center (Wal-Mart).</p>	<p>See Total Above</p>	<p>See Total Above</p>

Table 8-A, Inventory - Public Transit Services, *continued*

PUBLIC TRANSPORTATION PROVIDER									
TUOLUMNE COUNTY TRANSIT									
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles	Trips
Other Services									
Dodge Ridge Ski Bus (209) 532-0404 DodgeSkiBus.com	Ski bus service from Sonora to Dodge Ridge and points in between	Morning run leaving Sonora to Dodge Ridge. 15 available stops; 4 fixed and 11 Afternoon run leaving Dodge Ridge returning to Sonora. 15 available stops, all stops are by request only.	Sonora East Sonora Mono Vista Twain Harte Mi-Wuk Village Sierra Village	Weekends and Holidays Sonora to Dodge Ridge 7:00 a.m. to 8:45 a.m. Dodge Ridge to Sonora 4:30 p.m. to 6:00 p.m.	General Public	All Ticket Purchases are Round Trip Single Person: \$10.00 Family four Pack: \$25.00 Additional children tickets: \$5.00	Not applicable	Not Available	900
Historic 49 Trolley Service Tuolumne County Transit (209) 532-0404	Trolley service runs weekends - Motherlode Round-Up through Labor Day		Columbia Sonora Jamestown	Saturdays 11:00 a.m. to 9:00 p.m. Sundays 11:00 a.m. to 4:00 p.m.	General Public	All Day Pass: \$4.00 Single Ride: \$1.50 Children 12 & Under: FREE when accompanied by adult		5	735
Transit Ambassador Program Tuolumne County Transit (209) 532-0404	A Transit Ambassador is a specially trained volunteer who knows the local fixed route transit system and helps other first-time passengers or passengers who have questions about using the bus in general. A Transit Ambassador offers assurance, experience, information, and a friendly face to passengers.	Trained, screened volunteers with the Transit Ambassador Program of Tuolumne County help potential riders learn how to use the local transit system and discover the freedom transit offers. During orientation, a trusted third party may accompany a rider on their first day riding Tuolumne County Transit along with the Transit Ambassador.	Anywhere Tuolumne County Transit provides service	Weekdays 7:00 a.m. to 9:00 p.m.	General Public	No charge for Ambassadors service	Not Applicable	Not Applicable	Not Applicable

Table 8-A, Inventory - Public Transit Services, *continued*

PUBLIC TRANSPORTATION PROVIDER									
TUOLUMNE COUNTY TRANSIT									
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles	Trips
Other Services Cont'd									
Tuolumne TRIP Tuolumne County Transit (209) 532-0404	Tuolumne Trip service is designed as a low-cost, low-maintenance, customer-driven approach for providing transportation for those that have needs not being met by current transportation programs, through mileage reimbursement to volunteer drivers.	Rides are negotiated between rider and volunteer. Volunteers are chosen by the rider and are utilized when needed.	Tuolumne County	Negotiated between rider and volunteer	Seniors 60+ and persons with disabilities with ADA certification. Passengers with ADA certification will receive priority DAR service.	No Fare to Rider Volunteers are reimbursed at \$0.35 per mile Standard mileage allowances: • Participants residing within 10 miles of the City of Sonora: o 30 miles per one-way trip o 300 miles per month • All other participants: o 38 miles per one-way trip o 375 miles per month	Note: Service is anticipated to start on January 1, 2014	Volunteers use their own vehicles	Not Available at this time
Route: HWY 120 Jamestown, Groveland, Yosemite Yosemite Service (YARTS) (877) 989-2787 www.yarts.com	YARTS provides regularly scheduled public transit service into Yosemite National Park and the gateway communities along its routes. YARTS will drop passengers at non-scheduled stops within the Yosemite area where it is safe for the bus to stop.	Morning run leaving Sonora/ Jamestown to Yosemite Valley. 10 available stops. Afternoon run leaving Yosemite Valley to Sonora/ Jamestown. 10 available stops. From mid-June to mid-August a second round trip is offered one hour behind the first run.	Sonora Jamestown Groveland Buck Meadows Yosemite Lakes Big Oak Flat Gate Crane Flat Yosemite Valley	The Yosemite Bus operates from mid-May to mid-September. Monday - Sunday 7:00 a.m. to 8:00 p.m.	General Public	General Public: Ranges from \$2.00 one-way and \$4.00 round-trip to \$13.00 one-way and \$25.00 round-trip depending on location of origin and destination. Seniors, Disabled, and Children: Range from \$1.00 one-way and \$2.00 round-trip to \$9.00 one-way and \$18.00 round-trip depending on location of origin and destination. One child rides free with paying adult. Additional children pay discounted fare. 3-for-2 Pass: 3-Day passes can be purchased for three round trips at the price of two.	Connections are available to the following services: Tuolumne County Transit Other YARTS routes - Hwy 140 and Hwy 120 E. Yosemite Valley Shuttle El Capitan Shuttle Tuolumne Meadows Hikers' Shuttle	Not Available	3,172

Table 8-A, Inventory - Public Transit Services, *continued*

PUBLIC TRANSPORTATION PROVIDER									
TUOLUMNE COUNTY TRANSIT									
Service	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Fare	Transfers/ Policies	Vehicles	Trips
Demand Response Services									
Dial-A-Ride Tuolumne County Transit (209) 532-0404	Dial-A-Ride offers curbside pick-up and drop-off service. Dial-A-Ride is available within 3/4 miles of all fixed Routes.	Reservations should be made at least one day in advance. Same - day service may be accommodated on a space available basis only. Subscription service is available on a space available basis. For reservations call: (209) 532-0404	Tuolumne County Transit (TCT) serves the communities of Sonora, Jamestown, Columbia, Tuolumne, Twain Harte, Mi Wuk and Sierra Village. There is no transit service to Groveland. Groveland resident please call the Tuolumne County Transit office	Weekdays 7:00 a.m. to 9:00 p.m. Saturday 9:00 a.m. to 4:00 p.m. (limited service area)	Disabled persons with and without ADA certification and persons 60 years of age and older.	Cash General: \$3.00 Day Pass: \$7.00 Children under 12yrs: Free Monthly Passes All Services: \$100.00 Ticket Books (15 tickets each book) Dial-A-Ride: \$40.00	Passengers may transfer from Dial-A-Ride to Tuolumne County Transit fixed-route free of charge	5	13,216
Saturday Service	Curb-to-curb demand response service. This is the only TCT service available on Saturdays.	Reservations should be made at least one day in advance. For reservations call: (209) 532-0404	Within the Sonora, Jamestown, Columbia, Soulsbyville, Twain Harte, Standard, and Tuolumne areas	Saturday 9:00 a.m. to 4:00 p.m.	General Public	See Above	Not Applicable	Not available	565

Table 8-B, Tuolumne County Coordinated Plan Transportation Inventory – Human Services Transportation Programs

HUMAN SERVICES TRANSPORTATION PROVIDERS									
Service	Contact Information	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Notes	Vehicles	Annual Trips
Amador-Tuolumne Community Action Agency									
Family Learning Center	Shelly Hance 209-533-1397 xt 236 shance@atcaa.org	Provides door-to-door transportation for its clients to the Family Learning Center, health care and dental appointments.		Tuolumne County	Monday - Thursday 9:00 a.m. to 4:00 p.m.	Any person on the ATCAA caseload for services offered	The homeless shelter spends approx. \$1,200 per year to purchase tickets and/or passes from Tuolumne County Transit for their program participants to utilize the Tuolumne County Transit services.	2 vans in Sonora 1 Vans in Tuolumne	
Homeless Shelter		Provides door-to-door transportation to school for children residing in the Jamestown shelter using a donated Chrysler Concord vehicle driven by shelter staff. ATCAA also provides bus vouchers to shelter residents who are looking for work or housing.		Tuolumne County Amador County Calaveras County	Monday - Thursday 9:00 am to 4:00 pm			1 Donated vehicle	
Area 12 Agency on Aging									
Meals on Wheels and Senior Transportation	Doreen Schmidt dschmidt@area12.org (209) 532-6272	Services includes nutrition programs at both congregate sites and Meals on Wheels. Provides transportation funding for medical, shopping and in-county transportation provided by Sierra Senior providers	To make transportation arrangements (209) 533-2622, Ext. 16	Area 12 includes Alpine, Calaveras, Amador, Tuolumne, and Mariposa.		60 years of age and older	Spending \$35k annually on contracted transportation services		
Catholic Charities									
Catholic Charities	Kathi Toepel (209) 532-7632 ktoepel@ccstockton.org	Provides transportation services to its clients by reimbursing travel mileage to volunteer drivers and by providing clients with bus passes for use on public transit.		Calaveras and Tuolumne Counties		60 years of age and older+	Spends \$8k in mileage reimbursement and \$800 in bus passes. Also contributing \$10,000 to the Tuolumne TRIP program to support the volunteer driver program.		120

Table 8-B, Inventory - Human Service Transportation Programs, *continued*

HUMAN SERVICES TRANSPORTATION PROVIDERS									
Service	Contact Information	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Notes	Vehicles	Annual Trips
DRAIL									
Bus Pass Subsidy	Michael Pierce mike@drail.org 209-532-0963 www.drail.org	DRAIL offers information and referral services for transportation-related needs, provides travel training on public transit, and helps clients apply for ADA paratransit certification.	No reservations are necessary.	Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, and all of Tuolumne	Weekdays 9:00 a.m. to 5:00 p.m.	Persons with disabilities	Sonoma DRAIL office for Tuolumne County does not participate in the bus pass subsidy program.	Not Applicable	Not Applicable
Little House									
WHEELS Volunteer Driver Program	Alex Wylie (209) 962-4697 wheels@litttlehouse.org www.thelittlehouse.org	Volunteer drivers pick riders up from their home and take them to Groveland destinations, including the doctor, the library, post office, bank, grocery store, and shops. Then, return them safely home.	To sign up for WHEELS service call: (209) 962-6952. To become a volunteer driver call: (209) 962-4697.	Anywhere in Groveland or to Sonoma for medical appointments	Weekdays 9:00 a.m. to 5:00 p.m.	Seniors 60+ who are living in the Groveland area and who are unable to drive.	Delivers many long-distance trips that would otherwise not be possible or too expensive to make.	Private vehicles belong to volunteers	2,200
Mother Lode Job Training									
Job Connection	Vicki Long (209) 588-1150 vicki@mljt.org	Mother Lode Job Training provides bus passes and tickets for program participants, as well as mileage reimbursement.	No reservation requirement	Tuolumne County	Monday to Thursday 8:00 a.m. to 4:00 p.m.	Low-income adults seeking employment or job training		Not Applicable	Not Applicable
Mountain Women's Resource Center									
Domestic Violence Shelter	(209) 588-9305 www.mountainwomen.org	Provides transportation to residents of the domestic violence shelter for employment or housing.	No reservation requirement	Tuolumne County	24/7 Crisis assistance	Victims of domestic violence		Not Applicable	Not Applicable

Table 8-B, Inventory - Human Service Transportation Programs, *continued*

HUMAN SERVICES TRANSPORTATION PROVIDERS									
Service	Contact Information	Service Description	Reservations or Information	Service Area	Days and Hours of Service	Eligibility	Notes	Vehicles	Annual Trips
Sierra Senior Providers									
Senior transportation	Vickie Garrett (209) 533-2622, Ext. 16 vickieg@sierraseniorproviders.org Mike Ruggles (209) 533-2622 info@sierraseniorproviders.org	Provides scheduled medical transportation within Tuolumne County for residents age 60 years and older who are unable to use public transit	Passengers must call and make an appointment for transportation services. Trips are provided on a first come first serve basis.	Tuolumne County	Weekdays 8:00 a.m. to 4:00 p.m.	Older Adults 60+	Has 3 dedicated drivers and 4 volunteer drivers. Spends Approx \$53k per year on Transportation.	1 van and volunteers' private vehicles	200
Sonora Regional Medical Center									
Taxi Subsidy	Gail M. Witzlsteiner gail.witzlsteiner@ah.org (209) 536-3717	Provides clients with buss passes, mileage reimbursement, and transportation information assistance. Limited amount of gasoline cards. In very rare cases, the Medical Center will pay for patients to be transported home from the hospital in a taxi.	Reservation for Transportation-related services are based on specific need and arrangements are negotiated	Tuolumne County	Cancer Center:	low-income, elderly, and disabled patients	Spending \$16k annually on mileage reimbursement and gas cards, \$500 on bus passes, and \$200 on taxi vouchers	No vehicles	Not available
Valley Mountain Regional Center									
Regional Center Transportation	Patricia Green (209) 674-6525	Transportation services are provided to clients by VMRC through its vendored programs.	Reservations and scheduling depend on program Requirements.	San Joaquin, Stanislaus, Amador, Calaveras, and Tuolumne Counties.	Weekdays 6:00 a.m. to 6:00 p.m.	Persons with disabilities	VMRC may also provide bus passes and tickets for clients that use public transit.		
WATCH									
WATCH	Daniel Valdez (209) 352-3293 dvaldes@watchemail.org	WATCH is paid for by Valley Mountain regional center to transport clients between their homes and various programs.	Reservations and scheduling depend on program Requirements.	Tuolumne, Calaveras, and Mariposa Counties	Weekdays 6:00 a.m. - 6:00 p.m. Some special outings on the weekends	Developmentally disabled and all WATCH program participants		29 Vehicles	Not available

Summary

Section III reports on the resources available to move older adults, persons with disabilities, and persons of low income around Tuolumne County and to destinations outside the county.

Tuolumne Transit's exemplary public transportation program operates within the county and its six routes provide significant local fixed route service. Tuolumne Transit's Dial-A-Ride program, the Dodge Ridge Ski Bus, and its Historic 49 Trolley are among its special services. Public transit also includes YARTS, which is used by regional and international visitors as well as local persons traveling between the Central Valley and Yosemite National Park, along Route 120 and Highway 140.

Human service transportation programs were numerous and include directly operated transportation, mileage reimbursement, and volunteer driver programs and bus pass purchase programs. Among special initiatives, Catholic Charities has developed a travel training video to encourage older adults to use public transportation.

An inventory of these services provides additional detail about service area, operating practice, and the scale of the programs, in terms of number of vehicles or number of trips provided when this information can be obtained.

IV. Mobility Needs and Gap Findings

Outreach to Tuolumne County key stakeholders and to consumers brought back a range of mobility needs and transportation-related service gaps. These are reported here.

Coordinated Plan Outreach Efforts

A series of interviews were conducted during the fall of 2013 to provide input to the Coordinated Plan. As these were conducted while the Rim Fire was still active, although increasingly under control, additional telephone contacts were made to those who had been unable to meet with the consultant team in person. The on-site interviews include a focus group with consumers with disabilities, an agency discussion group with the Sierra Senior Network providers, and a discussion group of Tuolumne County drivers.

An agency E-survey was prepared and distributed several times to a mailing list compiled through Tuolumne County Transit's listing and augmented by the consultant team (about 50 agencies).

An early project meeting with Tuolumne Transit's SSTAC (Social Services Transportation Advisory Council) introduced the project aims and purposes and is expected to be followed by a late project meeting with the same group to provide feedback and to further coordinated projects.

Details of these outreach efforts follow as well as a report from the Area Agency on Aging of a related community-wide survey.

Table 9

Participants in the Coordinated Plan Development

Amador-Tuolumne County Action Agency
Homeless Services
Area 12 Agency on Aging
ATCCA Homeless Shelter
Chicken Ranch Rancheria
DRAIL
Interfaith Community Social Services
Mother Lode Catholic Charities
Mother Lode Job Training
SER Job Training
Sierra Senior Service Providers
Sonora Regional Medical Center
Sonora Cancer Institute
Medical Center Chaplaincy Program
The Little House – WHEELS
Tuolumne Band of the Me-Wuk
Tuolumne County Health & Human
Services –
Public Guardian Program
Public Health
In-Home Supportive Services
Welfare to Work Program
Tuolumne County Probation Office
Tuolumne County SSTAC – Social Services
Transportation Advisory Council
Tuolumne County Transit
Tuolumne Transit Drivers

Area Agency on Aging Survey of Changes in the Community To Improve Conditions of Older Adults

An area of inquiry valuable to this Coordinated Plan effort are the comments brought back through the Area 12 Agency on Aging master planning process. Conducted during 2011 a total of 238 respondents out of 1,410 participants offered comments. Among comments offered, 52 (21%) transportation-related

comments were made. These addressed transportation topics that can be generally summarized as follows:

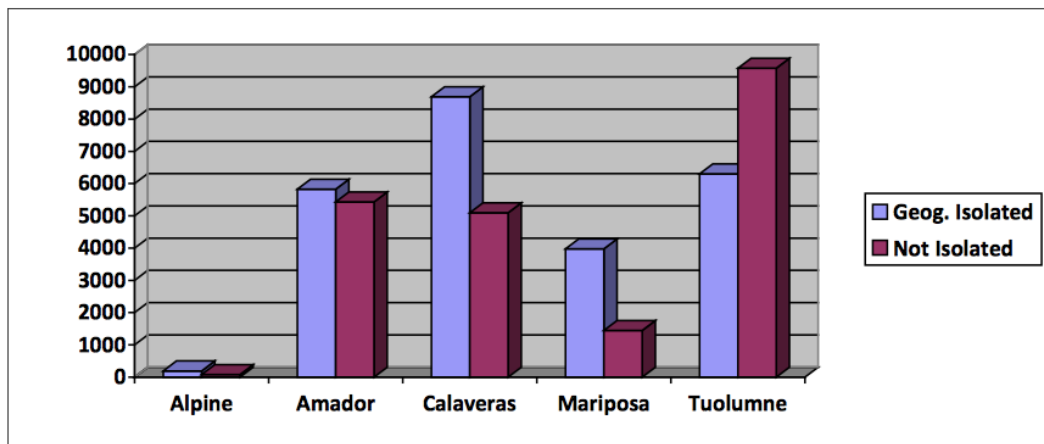
- Improved transportation for older adults, including
 - More frequent transportation;
 - Door-to-door service, particularly in the winter; and
 - Free , reduced , and affordable fares.
- Transportation, specifically for medical appointments, generally into Sonora. Some improved transportation for grocery trips as well as assistance with packages.
- Sidewalk and pedestrian improvements; making the highways safer for pedestrians.
- Increased use of volunteers to provide services, including transportation.
- Transportation to the outlying areas where Tuolumne Transit does not currently go and into neighborhoods adjacent to where the bus system runs.
- More transportation information for older adults.

Additionally, transportation is addressed in the **Area 12 Area Plan Update 2013-2014: Alpine, Amador, Calaveras, Mariposa, and Tuolumne Counties**. The Area Plan Update identified transportation needs as among the Priority 1 needs, although last on that list of twenty need areas. Priority 1 areas help to guide Area 12 funding decisions, with respect to limited Older Americans Act dollars, particularly in a region with significant numbers of geographically isolated older adults.

Transportation was one of just two Priority 2 needs, transportation and low-income housing. Priority 2 needs “are considered very important, and while they are not recommended for funding for 2012-2016, these areas would be eligible to apply for one-time-only or additional funds should they become available (pg. 15).”

Excerpted from the plan was the information presented below in Figure 7 regarding geographically isolated older adults.

**Figure 7, Area 12 Agency on Aging Area Plan, 2013 – 2016:
Information by County on Geographically Isolated Seniors**



2012 CA Department of Aging Demographic Projections

Tuolumne County has the second highest number of geographically isolated older adults, following Calaveras County, according to Area 12's Area Plan. Just over 6,000 Tuolumne County older adults are reported by the Area 12 Plan as being at geographic distances from services and from other people.

Agency E-Survey Findings

Who Responded

For this Coordinated Plan, a survey for social and human service agency representatives was developed to learn more specifically about mobility needs of Tuolumne County older adults, persons with disabilities and persons of low-income as well as the agency transportation resources available to them. With input from TCTC staff, the survey was distributed countywide on three occasions to approximately 40 agency contacts for which email addresses were available. There were 19 completed surveys, representing 11 agencies. Appendix A presents the agency E-survey tool.

Table 10 identifies respondent agencies, indicating the title of the person responding and their agency's client caseload, representing a combined caseload of an estimated 10,000 persons.

Table 10, Coordinated Plan Agency E-Survey Respondents

Tuolumne County Agency Respondents	Respondents Title	Caseload
Area 12 Agency on Aging	Planner	1,750
ATCAA, Homeless Shelter	Shelter Coordinator	
ATCAA, Information Services	IT Manager	29
ATCAA, Transitional housing	Housing Resources Coordinator	25
DRAIL Disability Resource Agency for Independent Living	Executive Director	120
DRAIL Disability Resource Agency for Independent Living	Independent Living Specialist	30
DRAIL Disability Resource Agency for Independent Living	Independent Living Specialist	100
DRAIL Disability Resource Agency for Independent Living	Independent Living Specialist	100
Interfaith Community Social Services	Director	2,000
Mother Lode Office of Catholic Charities	Director of Senior Services	300
SER, Jobs for Progress, Inc	Case Manager	20
Sierra Senior Providers	Transportation Manager	
Sonora Regional Medical Center	Director of Development & Public Relations	
Sonora Regional Medical Center, Cancer Center	Social Worker	
Tuolumne County Department of Social Services, Public Guardian/Ad	Social Worker	30
Tuolumne County Department of Social Services, Welfare to Work	Social Worker II	280
Tuolumne County Human Services Agency	Assistant Human Services Director	
Tuolumne County Human Services Agency	Social Worker	350
Tuolumne County Public Health Department	Health Officer	5,000
Total		10,134

For several agencies, more than one individual responded (although with differing agency responsibilities), as indicated by the survey respondent's title. Agency caseload information provides some insight into the scale of these programs. In all, responding agencies reported providing services to more than 10,000 people, although there is likely some duplication of individuals among this count as agencies not infrequently have common or at least overlapping constituents.

Table 11 following reports the types of transportation provided by these agencies. As indicated in the preceding inventory discussion, transportation is a mix of directly operated, subsidized bus passes,

mileage reimbursement, and volunteer driver programs. Two agencies **directly operate transportation**, Sierra Senior Services and Sonora Regional Medical Center. Eight **subsidize bus passes**, including Area 12, Tuolumne County Human Services Agency, Catholic Charities, Sonora Regional Medical Center and County offices of Social Services, Human Services, and Public Health. Six report subsidizing **some type of mileage reimbursement**, inclusive of all of these bus-pass-providing organizations with the exception of the Dept. of Public Social Services. Three arrange **volunteer transportation** or assist by providing transportation information. Seven programs report more than one type of transportation function to assist their constituents.

Table 11, Agency E-Survey Respondents by Transportation Function

Agency	Agency Type	No Trans	Operate	Contract	Subsidize Passes	Subsidize Mileage	Arrange Volunteers	Arrange Info
Area 12 Agency on Aging	Public agency			X	X			
ATCAA, Information Services	Public agency							X
ATCAA, Transitional housing	Public agency	X						
DRAIL Disability Resource Agency for Independent Living	Private, non-profit	X						
DRAIL Disability Resource Agency for Independent Living	Private, non-profit	X						
DRAIL Disability Resource Agency for Independent Living	Private, non-profit	X						
Tuolumne County Human Services Agency, DPSS, DBH, D	Public agency				X			
Interfaith Community Social Services	Faith-based	X						
Mother Lode Office of Catholic Charities	Private, non-profit				X	X	X	X
SER, Jobs for Progress, Inc	Private, non-profit	X						
Sierra Senior Providers	Private, non-profit		X					
Sonora Regional Medical Center	Private, non-profit		X		X	X	X	X
Sonora Regional Medical Center, Cancer Center	Private, non-profit				X	X	X	
Tuolumne County Department of Social Services, Welfare	Public agency				X	X		
Tuolumne County Human Services Agency	Public agency				X	X		
Tuolumne County Public Health Department	Public agency				X	X		
ATCAA, Homeless Shelter	Public agency				No response to this question			
DRAIL Disability Resource Agency for Independent Living	Private, non-profit				No response to this question			
Tuolumne County Department of Social Services, Public G	Public agency				No response to this question			

Key Agency Survey Findings

About Needs Information brought back from the agency survey reports on perceptions of need. Figure 8 ranks needs heard *often*, as termed by the survey and indicated for certain mobility concerns.

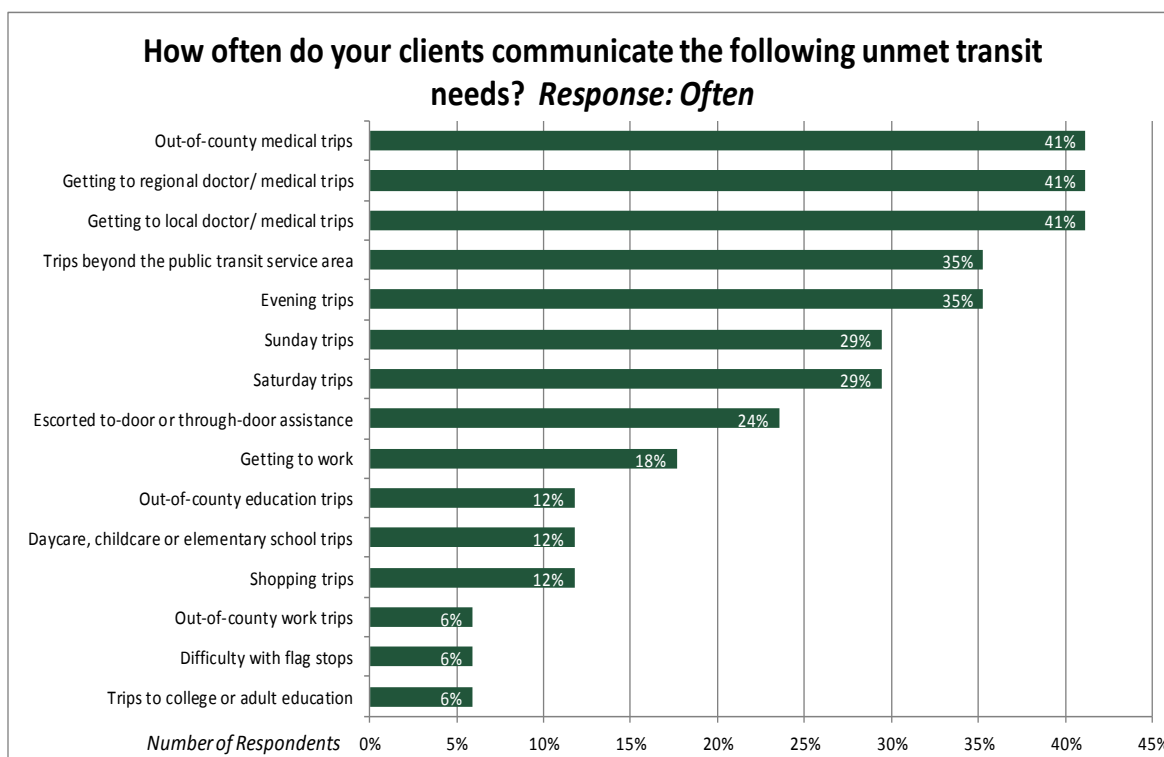
Figure 8 identifies that the top ranked *often*-heard needs were for **medically-related trips**. These included out-of-county non-emergency medical trips (41%), and local intra-county medical trip needs (41%).

The next most frequently reported *often-heard* needs were for **trips beyond the Tuolumne Transit Service area** (35%) or for **evening trips** (35%).

In the third tier of *often-heard* trip needs were trips on **Saturdays** (29%) and trips on **Sundays** (29%) followed by escorted transportation or **door-through-door transportation assistance** (24%).

A couple of agencies each (12%) reported that **getting to work**, getting to **daycare/ elementary school** or **shopping trip needs** were *often* reported. Of single agencies, only (6%) reported *often*-heard trip needs involving **out-of-county work trips**, **difficulty with flag stops**, and **trips to college**.

Figure 8, Agency E-Survey



Responses above considered only those needs most *often heard*, while Figure 9 on the following page presents all responses, identifying *sometimes heard* trip needs and those heard *rarely or not at all*.

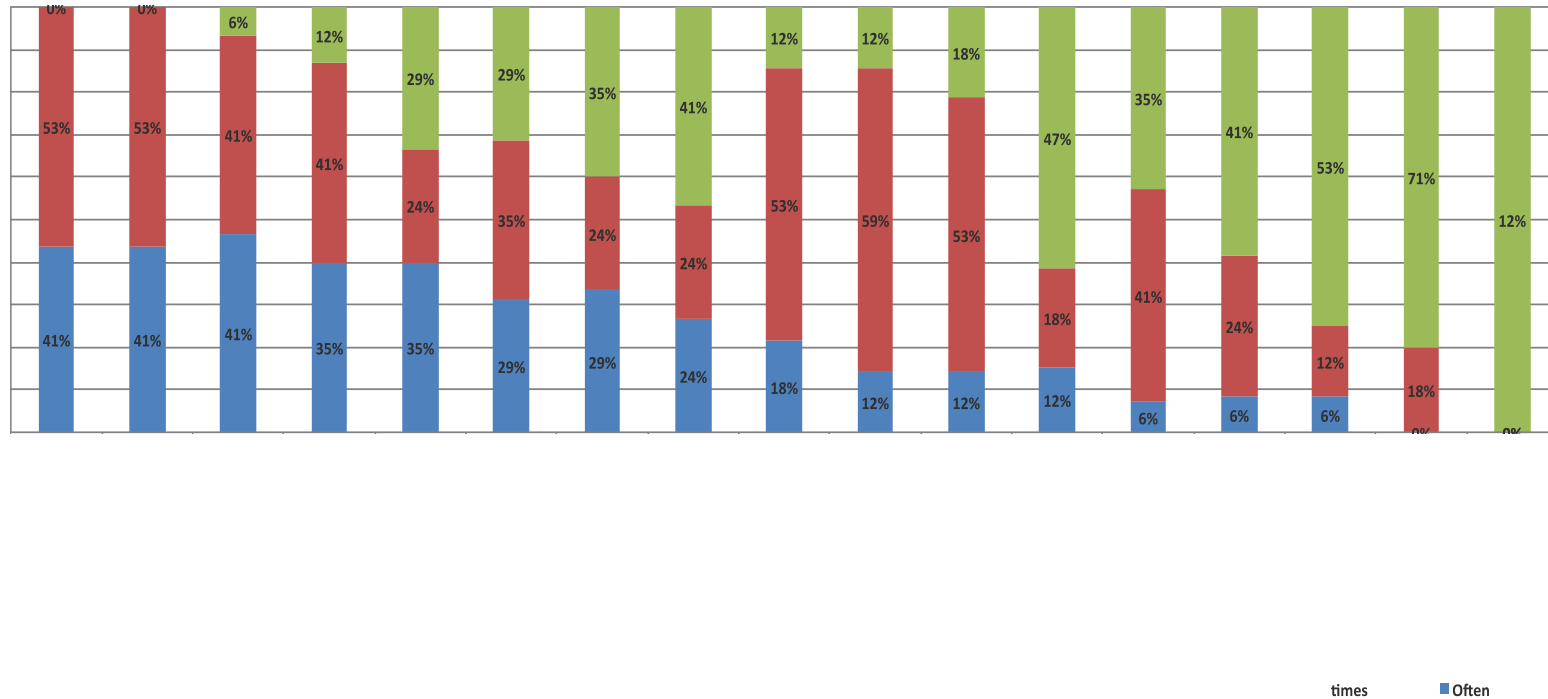
Medical trip types, of several sorts, all continue to be the highest ratings of frequency at 41% for *often heard* and 41% to 53% for *sometimes heard*. These are the first three trip-types listed on the left side of the x-axis in Figure 9 following, with combined responses, *often heard* and *sometimes heard*, ranging from 94% to 82%.

The next group of four trip type needs--- **evening, beyond the service area, Saturdays and Sundays** -- all show 25% to 24% in the *often heard* frequency category and between 24% to 41% *sometimes heard*. Trips **beyond the service area**, at 41% had a level of frequency that was similar to those of medical trip needs reported. Combined responses, *often heard* and *sometimes heard*, ranged from 76% to 45%.

Escorted trips and **door-through-door** assistance had a combined response of 48% (*often* or *sometimes needed*), possibly reported on behalf of frail elderly or individuals with compromised health conditions. **Work trips** and **shopping trips** had combined responses each of 61%, while **day care, childcare or elementary school trips** had a larger combined response of 65% (*often* or *sometimes heard*)

Among comments received, respondents noted that existing transit services cannot meet all needs either because of where services travel or eligibility requirements. One respondent indicated there was excessive time between bus stops, possibly reflecting concern about waits between bus runs and the frequency of transit services.

Figure 9, Agency E-Survey



About Mobility Barriers

Respondents were asked to identify the barriers that impacted the ability of their constituents to move easily around the county. The barrier topics listed by agency representatives included:

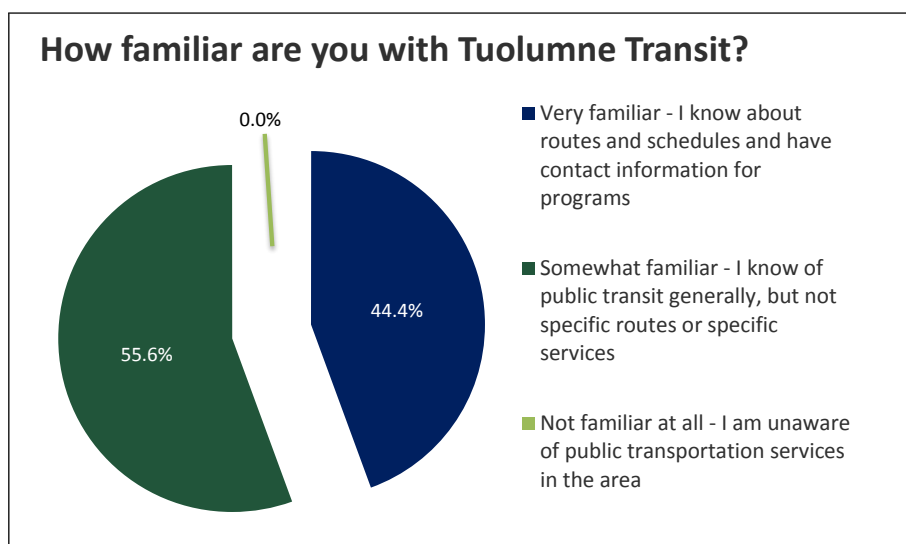
- ***Recurring specialized transportation needs***, such as the difficulties experienced by patients in radiation or chemotherapy that had recurring treatments for five to seven weeks and more in a row.
- ***Limited public transportation service hours and days***, including need for longer weekday hours and more weekend service. This included a need for earlier morning hours and later evening hours for those working late (or very early) shifts. It is difficult to use public transit for jobs that will require getting there on weekends, in the very early mornings, or late at night.
- ***Insufficient public transit frequencies***, given long waits between buses on fixed route
- ***inadequate demand response services***, given long waits for demand response rides for those unable to walk to bus stops because of frailty and difficulty with long ride-times because of the distances that these shared-ride services travel in picking up and delivering multiple passengers.
- ***Excessive ride times for the round-trip excursion*** can be too long and difficult for frail elderly and other riders when trips such as getting out to the market can become a five to six hour outing.
- ***Cost of using public transit and the affordability problem*** for lowest income persons.
- ***Affordability of public transit subsidy*** for agencies with limited bus pass purchase budgets by human service agencies.

Fifteen of seventeen respondents identified mobility barriers, as categorized in the areas above.

About Tuolumne Transit Awareness and Program Effectiveness

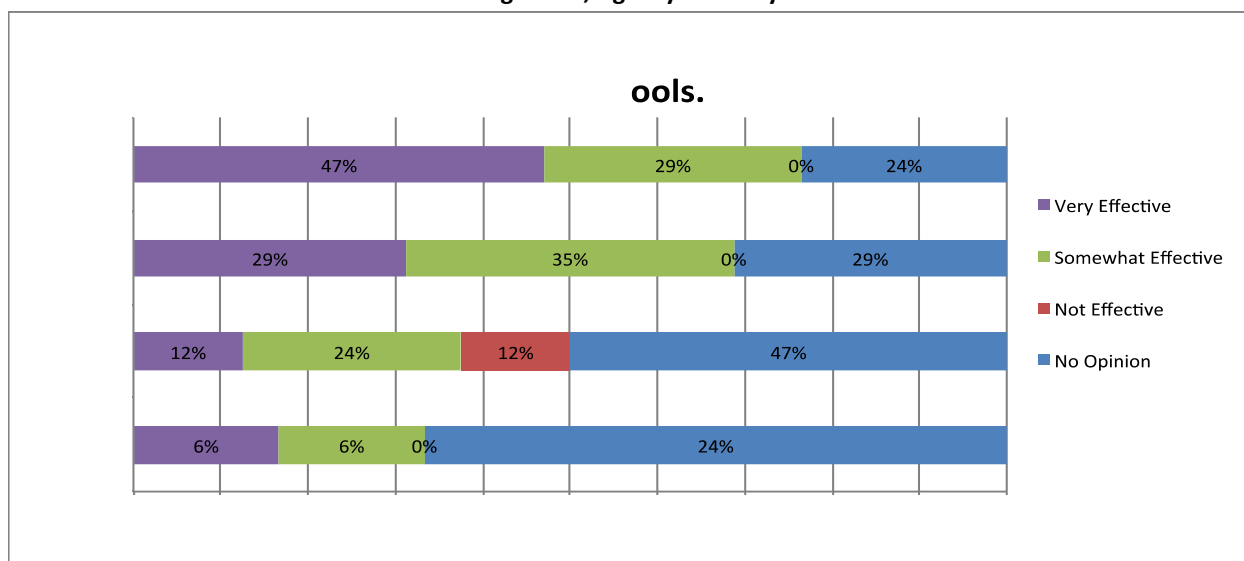
Agency E-survey respondents were asked about their levels of awareness of Tuolumne Transit. Impressively, with 44 percent of respondents indicating they are *very familiar* and 55 percent reporting *somewhat familiar*, all of the responding agency personnel report some working knowledge of the county's public transit program as depicted in Figure 10.

Figure 10, Agency E-Survey



When asked to rate information tools of Tuolumne Transit, 76% indicated that the **Schedule** was *very effective* or *somewhat effective*, presented in Figure 11 following. For the **Website**, 29% reported it as *very effective* and a somewhat larger group at 35% reporting it as *somewhat effective*, for a slightly lower combined total of 64%. Between a quarter and a third of respondents offered *no opinion* on these information tools. **Facebook** rates were lower, with 12% indicating *not effective*. In the **Other** category were several comments about bus stop signage. Notably, this survey question was asked before the December release of the new schedule and the revised website information.

Figure 11, Agency E-Survey

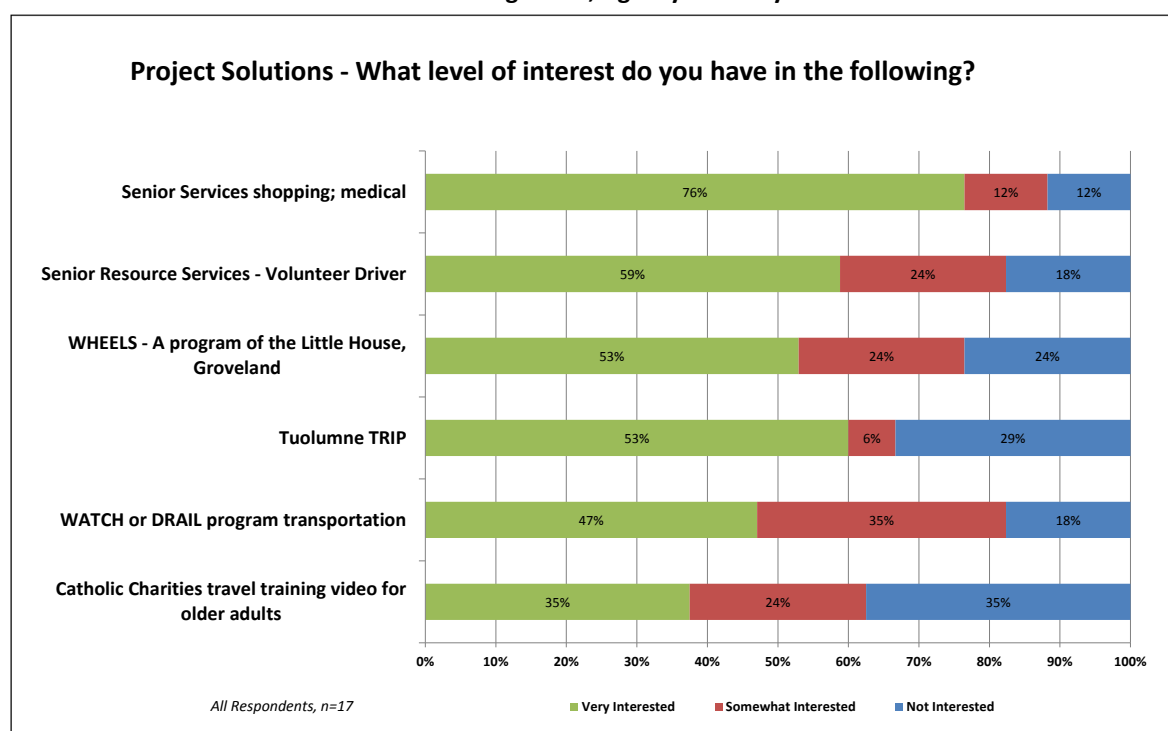


Possible Project Responses

Respondents were also asked to rate the types of project solutions or responses to mobility concerns in which they would have interest with their responses presented in Figure 12. **Senior shuttles** that served shopping or medically related purposes returned the greatest level of interest, with 88% indicating very interested or somewhat interested.

Two volunteer driver programs, through **Senior Resource Center** or Groveland’s **Little House WHEELS** Program, generated high interest levels, at 83% to 77% interest levels respectively. The **newest volunteer driver, Tuolumne TRIP**, where drivers are reimbursed for mileage, came in at a 59% interest level, very interested or somewhat interested. This may reflect some uncertainty or limited understanding of this new program.

Figure 12, Agency E-Survey



Support for **agency program transportation**, such as WATCH and DRAIL transportation, received an 82% overall interest level but relatively high “somewhat interested” within that, compared to other categories. This may reflect the clientele-specific nature of agency program transportation.

Finally, the **new travel training video** for older adults produced by Catholic Charities received the lowest level of interest at 59% overall interest level, likely reflecting that some respondents were not working with older adult populations to whom the video was targeted.

Outreach–Stakeholder Interviews and Focus Groups

Findings Regarding Mobility Needs and Gaps

The series of outreach interviews and focus group conversations conducted through this Coordinated Plan development process identified various key themes related to unmet transportation needs for older adults, persons with disabilities, and persons of low income. Issues and concerns reported are presented here in six areas of need. Seven opportunity areas or responses surfaced by interviewees are also presented. Appendix B presents notes from the interviews and focus groups that provide some additional detail.

1. Tuolumne Transit Enhancements

Operating days and hours – There was interest in several interviews for fixed route service on Saturdays and for later evening hours, particularly to support evening classes at Columbia College that end between 9:00 p.m. and 10:00 p.m., past the current 7:42 p.m. last run of Tuolumne Transit’s Route 2A. Comments about earlier a.m. service into Columbia College addressed the need to be on time for an 8:00 a.m. class. Several commenters, including the County Probation Office, identified this as a need. The Drug Dependency Court, now located at the high school, has some evening hours when parents and youth need to be able to attend and could benefit from transit services.

Saturday fixed route service was of interest to those seeking to do local shopping and weekend recreational trips. Dial-A-Ride on Sundays was identified as a need by older adult services representatives.

Service foot print – Within the existing Tuolumne Transit service area, there was interest in going to the Wal-Mart shopping center, closer to the front door for more frail riders who find it difficult to walk distances. Other areas, including traveling into the Phoenix Lake area, are at some distance from existing Tuolumne Transit service. There is some low-income housing that is not near existing transit services, such as Roland Mobile Home Park where residents have about a mile walk to Horse Shoe Bend Road to catch Tuolumne Transit. In the Boulder Creek and Yankee Hill Road area, interviews report generally long walks to nearest Tuolumne Transit stops. The homeless camp, off Stockton behind the rail road tracks, has transit-dependent individuals living there, with some numbers reported as unable to afford bus fares.

There were a number of communities identified that are not now served or to which it is difficult to get from existing Tuolumne Transit services. Some unserved areas include:

- Chrystal Falls. Among others, there are youth and juvenile delinquents at the Hope House (Willow Springs at Chrystal Falls) who need regular transportation;
- Phoenix Lake area, beyond Tuolumne Transit service;
- Big Hill Road and the Big Hill area;
- Camp Seco area; and

- Groveland area communities of Little Loomis, Smith’s Station, Greely Hill, and Colderville.

The continued effort to provide for Tuolumne Transit service stopping at the Shaw’s Flat new probation offices are appreciated.

Service operations – Reliability of service and on-time performance of Dial-A-Ride, namely providing trips within the 45-minute window, was reported as a past area of concern by SSTAC members but has apparently been improving in recent months.

Several comments were received about the desirability of cleaner vehicle interiors.

Riders were positive about their exchanges with dispatch and no adverse comments about drivers were received.

Dial-A-Ride operations – Dial-A-Ride ride times can be long, with multiple shared rides, and reportedly even short trips can take up to an hour of vehicle ride-time. Fares can be a concern for older adults, with a \$3 one-way trip and a \$6 round-trip expense.

Wheelchairs – DRAIL participants commented on the need for a standard procedure in tying down wheel chairs, with some concern that procedures differ greatly. Regarding wheelchairs, Tuolumne Transit drivers expressed concern that wheelchairs used by some passengers are not working, brakes don’t work and footrests and seatbelts have been removed. This makes it harder to safely transport persons in wheelchairs. Drivers indicated they are not always clear as to where to connect the tie down apparatus on some wheelchairs. Similarly, locating safe staging areas to load a person in a wheelchair can be difficult, particularly in winter. The improvements at eight new bus stops have been a help in this regard, as reported by drivers.

2. Additional Intra-County Trip Needs

Formalized vanpool and rideshare programs may serve some intra-county work trips that have been presented to staff of the Mother Lode Job Connections office for jobs at: Dodge Ridge Resort, Pinecrest Ski Resort, large employers around Chinese Camp, at the Standards lumber mill, and the prison at Jamestown. Seasonal work trips at Dodge Ridge Resort are not readily served by the SkiBus that orients its service to a different market.

Veterans transportation needs are largely out-of-county and, to a significant degree, met by the VA Bus that leaves Sonora every morning for the Central Valley, Fresno VAMC, and returns late-in-the-day. Areas of unmet need relate to difficulties getting to this very early morning pick-up in Sonora. Transportation to and from



this location, as well as good lighting, shelter, and seating for those waiting would be helpful. Also, the VA Bus does not have a secure parking location but parks daily in the Lowe's lot, behind the Starbucks. It is conceivable that a better location could be identified.



3. Medical transportation services and senior transportation service expansion

Medical trip needs of several types were reported by various human service agencies and ranked first among the categorized unmet needs on the Agency E-survey.

Intra-county non-emergency - There are recurring trips to the Sonora Cancer Center and to dialysis centers, among other locations, that involve specialized transportation. During this period the Groveland's Little House WHEELS program was scheduling daily trips for a duration of almost two months for a Groveland young adult who had to come into regular treatments at the Regional Hospital's Cancer Center. Other individuals have similar, recurring trip needs and often experience transportation difficulties as described by the Sonora Regional Hospital's chaplaincy program.

Both Tuolumne Transit Dial-A-Ride and the Sierra Service providers, in addition to the Little House WHEELS, currently provide some level of non-emergency medical trips, but needs beyond these capabilities are reported. In some cases, this is door-through-door transportation where frail or very debilitated individuals need assistance into their homes. Ensuring provision of recurring long-distance, intra-county trips have been particularly stressful on small voluntary programs such as WHEELS. Insurance expense has been a related concern of the WHEELS program, as well as fuel expense for recurring, longer-distance trips into Sonora.

Out-of-county, non-emergency medical transportation - Specialty referrals of a variety of sorts were identified by numerous stakeholders. These include trips to medical specialties in Modesto and Stockton, as well as to more distant medical facility locations in San Francisco, Palo Alto, and in Sacramento and at UC Davis. Numerous stakeholders spoke to how difficult it is to find volunteer drivers for such long-distance trips and near-to-impossible to directly provide these trips.

4. Bus transfer locations, bus stops and amenities, and path-of-access issues

Bus stop improvements and bus stop maintenance – In downtown Sonora, with the volume of pedestrian and vehicular traffic, it can be difficult for the buses to navigate the existing downtown transfer location at Court House Square. Agency stakeholders, including the Probation Department Director, spoke of the challenges of small spaces and multiple uses around

that area of downtown Sonora. TCTC has been exploring alternative bus transfer locations, in light of various operational issues that the present location presents. Also reported were some ADA access issues in downtown Sonora that could be eased by various pedestrian and path-of-access improvements.

In the surrounding area, it was reported that vegetation growing in the areas of many rural bus stops makes it difficult to see stops, both for passengers or drivers. This becomes more of a problem in later summer and fall when vegetation is full-grown. The eight new bus stops are useful improvements in each of those locations but additional stop enhancements are necessary. Improving the lighting at bus stops, particularly for winter pick-ups, will help both riders and transit operators. This was requested by older adult services representatives and by TT drivers.

Bus stop path of access. Older adults who are frail have difficulty walking to bus stops of any distance, particularly in the winter, as reported by older adult services and reflected in comments from consumers who requested more public transit and more Dial-A-Ride service.

5. Out-of-county transportation services

Destinations for out-of-county identified by agency stakeholders include the following:

- Calaveras County, including Angeles Camp and San Andreas;
- Lodi – particularly for retirees, and older adults;
- Modesto – connecting to Greyhound service; vocational rehabilitation with Dept. of Rehabilitation offices newly located in Modesto:
 - Stockton,
 - Sacramento/ Sacramento Airport and UC Davis Medical facilities,
 - VA in Pleasanton, for family members or others who cannot ride the VA bus, and
 - USF and Stanford medical facilities.

Vanpool and rideshare interests for work trips down into the Valley exist, given the down-sizing of local businesses and industries. There is an informal “meet up” rideshare location off Highway 49 where many casual and some regularly commuting riders reportedly meet up. This could be a focal point for more formalized vanpool or rideshare programs.

6. Transit information and mobility management topics

Tuolumne Transit Information - There were comments in the early fall about the Tuolumne Transit website not being up-to-date, including the fact that the Groveland Dial-A-Ride was not currently operating. With the December release of the schedule, fixed route service information has been made current. There was interest in locating the inventory or other specialized transportation resources on the Tuolumne Transit website. Ideally, trip planner capabilities that could enable

persons to “discover” how a trip can be made will have value, and need for such was commented upon by social workers in various public agency settings who did not themselves have much familiarity with Tuolumne Transit.

Mobility management is understood by the aging services network as a tool to assist in helping those who are aging-in-place, to help them stay in Tuolumne County. Mobility managers are seen as desirable information links that can help individual older adults with available transportation. Within the Senior Services network, there appears to be a good understanding of what’s available and what is developing, specifically the new Tuolumne TRIP program. But outside of that circle of senior service providers, there is somewhat more limited understanding.

Two areas with more fragmented information exist

- Within the Health and Human Services Dept. and the multiple County programs of Public Health, Public Guardian, In-Home Supportive Services among others; and
- Within the Sonora Regional Medical Center with its multiple units of in-patient hospital care and discharge planning, Cancer Center, emergency services, and other specialty services.

Opportunities for Coordinated Response Proposed by Participants

Discussions with agency personnel identified various opportunities that build upon existing coordination projects and explore or possibly construct others. Coordinated projects and strategies of response that came up in stakeholder discussions included the seven areas following, listed in no particular order:

1. **Vehicles surplus**ed from Tuolumne Transit can potentially be made available to human service agencies, including Sierra Senior Services, as indicated by TCTC staff. There was some interest in utilizing these vehicles that have been well maintained by Tuolumne Transit and have reached the end of their useful life as determined by the Federal Transit Administration. There was, however, uncertainty as to the ability of agencies – specifically Sierra Senior Services – to take on an additional vehicle.
2. **Infrastructure support** to existing coordinated transportation programs, continuing with Tuolumne TRIP administration; possibly insurance support to the Groveland WHEELS program under Volunteer Driver California insurance initiatives. The WHEELS program expressed some concern about securing affordable volunteer insurance.
3. **Tuolumne Transit’s web-based information tools** could be expanded to include specialized transportation resources. There was interest by agency personnel with the County Health and Human Services in making information about specialized transportation available to line staff and caseworkers that are in direct contact with consumers. Some agency personnel are not aware of the transportation that may exist.
4. **Adapting Tuolumne TRIP mileage reimbursement** for Groveland area trips, specifically for those longer-distance trips into Sonora medical facilities, was of some interest. The Groveland WHEELS

program administrators do not see need for mileage reimbursement for local trip-making but when longer-distance trips are made, or made repeatedly, into Sonora, there may value in securing gasoline cards or some such equivalent to sustain these volunteers.

5. **Expanded rider information and outreach**, particularly among older adults, can benefit from incorporating the Catholic Charities travel training video. A link to this video could possibly be located on the Tuolumne Transit website.
6. **Expanded mobility management functions** can be a way to help coordinate existing resources that were found in at least two settings: the Sonora Regional Medical Center and the multiple departments of the County Health and Human Services. Some way in which to coordinate the use of scarce resources can both help to better identify the specifics of unmet needs and spread available resources more effectively. For example, the hospital has a very limited taxi voucher program.
7. **Interest in vanpool and rideshare opportunities** for out-of-county work trips. Interest in this was articulated by the Motherlode Job Connection organization whose staff work with individuals who are seeking jobs. Not uncommonly, those who have been unemployed have difficulty affording transportation to get them to work. So low-cost vanpool and rideshare opportunities –if they can find their way to them – are of considerable interest.

Summary

Section IV presented findings related to mobility needs and gaps developed from the Coordinated Plan’s outreach efforts. Twenty-two agencies contributed information via interviews and eleven agencies, through nineteen respondents, completed the agency E-survey. Including consumer and agency focus groups, almost 60 individuals participated in varying forms and settings to help describe the unmet transportation needs of older adults, persons with disabilities, and persons of low income.

A parallel outreach effort reported on was the Area 12 Agency on Aging Area Plan process and its accompanying survey process that brought back input from 1,410 participants. Among these, one in six made comments, of which 21% involved some form of transportation concern or observation. These comments were grouped into six areas that included:

1. Improving existing public transportation; and
2. Addressing medical appointment transportation, making sidewalk and other pedestrian improvements to make it safer, increasing the use of volunteers around transportation, increasing transportation choices to the outlying areas, and improving transportation information for older adults.

The Area 12 Area Plan did identify Tuolumne County as the county among its five-county service area with the largest number of “not geographically isolated” seniors and the second-highest number of “geographically isolated seniors.”

Among E-survey findings, the eleven responding agencies and nineteen respondents represented a combined caseload of over 10,000 persons that included young people and children, older adults, persons with disabilities among others. As with the Inventory, these agencies report varying types of transportation. The top three most-often reported transportation needs were for out-of-county medical transportation, getting to regional doctors, and getting to local doctors. Least commonly heard needs, by this respondent group were for out-of-county education trips (47%), out-of-county work trips (53%), and for dialysis trips (71%).

Mobility barriers were identified by E-survey respondents in relation to trips that *didn't* happen or *couldn't* happen. These seven barrier-related topics of recurring transportation needs included:

1. Non-emergency medical transportation;
2. Expanded public transportation service hours and days for work trips earlier or later than Tuolumne Transit;
3. Sunday trip needs;
4. Increased public transit frequencies to reduce long waits for buses;
5. Expanded demand response services given long waits for dial-a-ride consumers;
6. Round-trip travel times on both fixed route and demand response that are long; and
7. Affordability of bus fares for the lowest income individuals and for agencies with small, limited budgets to assist with transit subsidies for bus passes.

Awareness of Tuolumne Transit is very high in the community, with all responding E-survey agencies indicating they are very familiar or somewhat familiar with public transportation services, although improvement in various information tools remains a need.

Agency interviews and focus group discussions identified six areas of need that overlap with some of the issues already identified:

1. Tuolumne Transit enhancements;
2. Additional intra-county trip needs;
3. Medical transportation trip needs that include senior transportation service expansion;
4. Bus stops, bus stop amenities, and path-of-access issues;
5. Out-of-county trip needs; and
6. Transit information and mobility management topics.

Agency interviews and focus groups also identified coordinated projects and responses by which to address these needs. These are grouped into the following areas:

- Surplus vehicles from Tuolumne Transit;
- Infrastructure support to coordinated and volunteer programs including insurance and other technical assistance;
- Adapting Tuolumne Trip Program for out-of-county trips, including for Groveland trips;
- Expanded rider information and outreach; and
- Expanded mobility management functions; plus interest in vanpool and rideshare opportunities.

V. Strategies of Response to Mobility Needs and Gaps

Existing Coordination Successes in Tuolumne County

Addressing identified need and mobility gap findings must begin with considering existing coordinated initiatives. Tuolumne County has a number of successful coordinated transportation and transportation-related activities in place. Some of these coordinated initiatives are long-standing, some newly developing and, in the case of response to Rim Fire, some are time-limited. These include

- **Tuolumne Transit and Calaveras Transit** – At Columbia College, the two public transit programs meet four times each weekday and it is possible to travel between the two counties. At present, there is no fare reciprocity between the services.



- **Tuolumne Transit and YARTS** – Tuolumne Transit is a founding partner of YARTS. There are prominent links on each services' website. Sonora Highway 49 links Groveland with one round-trip daily, during its operating season, from May 16th through September 15th. During the peak summer season, twice daily round trips operate between June 15th through August 31st.



- **Tuolumne TRIP** – This is a new project that is getting off the ground during fall 2013 and modeled after the Riverside County TRIP, a mileage reimbursement program where the individual secures his or her own volunteer. The Sierra Senior Services Network has been an active supporter of this program as well as Catholic Charities and Area 12 Agency on Aging that were early funding partners. The program has developed its operational procedures and expects to commence implementation, with outreach partners that include:
 - Sierra Senior Providers (Senior Center/Meals on Wheels);
 - Catholic Charities;
 - Senior Resources Services;
 - Area 12 on Aging;
 - Calaveras/Amador County;
 - Tuolumne County Behavioral Health; and
 - Social Services Transportation Advisory Council.

- **Sierra Senior Service Network** - This ongoing program operates with a combination of volunteer drivers and AAA funding for shuttle bus service. It is a collaborative project of the Area 12 Agency on Aging and has an extensive volunteer pool, but is never sufficient to meet demand. Waiting lists for riders can be as long as a year. Tuolumne Trip is being developed in part in response to the difficulties of maintaining a volunteer driver program that maintains a volunteer drive pool for assignment to riders



- **Catholic Charities Transportation Support** - This organization has been a leader around transportation topics contributing to the formation of Tuolumne TRIP, developing its own Transportation Options Inventory and producing an Older Adults Travel Training video, made with a Robert Wood Johnson Foundation grant. The Catholic Charities organization listens for and seeks solutions to mobility needs of their constituents, usually older adults, and persons with disabilities or of low income.

Transportation Options - Tuolumne County					
Agency Name	Type of Transport	Program Purpose - Description	Cost	Contact Information	
Catholic Charities Outreach & Engagement Program	Medical - out-of-town; Medical - local when other resources unavailable; Errands in town; Car	60+ Pick up at residence; Drop off at residence	Donation based; Mileage reimb. by Catholic Charities	Catholic Charities 532-2622	
Udal & Rode 24 hr. advance notice	Medical - local; Errands - local; Recreational; Handicapped accessible bus and Van	60+ Disabled. Pick up at residence; Drop off at residence; When bus based clients accepted.	Transit tickets	Tuolumne County Transit 532-0604	
Private Pay Agencies	Medical - out-of-town; Medical - local; Errands; Recreational; Car	Pick up at residence; Delivery to residence; Assistance to and from car; Agencies provide rides and safe if needed to accompany client.	Private fee	Varied	
Private Pay Caregivers	Medical - out-of-town; Medical - local; Errands; Recreational; Car	Pick up at residence; Drop off at residence; Privately paid caregivers give clients rides to destinations and are able to stay with client at destination.	Private fee	Varied	
Senior Resource Services	Medical - local; Errands; Recreational; Car	60+ Pick up at residence; Drop off at residence	Donation based	Senior Resource Services 508-1234	
Sierra Senior Providers (Senior Center)	Medical - local; Errands; Car; Handicapped accessible van	60+ Pick up at residence; Drop off at residence	Donation based	Sierra Senior Providers 532-2622	
Tuolumne County Transit	Bus	Pick up at designated bus stops; Drop off at designated bus stops; Clients wait at designated bus stops for pre-determined routes.	Transit tickets	Tuolumne County Transit 532-0604	
Taxi Cab Service	Car	Pick up at residence; Drop off at residence; Call anytime for pick up or drop off.	Private fee	Other Cab 532-2957 City Cab 534-8254	
Seaside Senior Services - The Little House - Groveland	Medical - local; Errands - local; Recreational - local; Car	Open to clients 60+ who have no car and no locally based family to assist them.	Donation based	The Little House 963-7383	
Vantage Transports	Medical - local; dialysis patients	Pick up at residence; Drop off at residence; Dialysis patients only; Provide transportation for clients who have trouble with regular systems.	Donation based; \$68 Month Cab	Vantage Transports 475-4708	
Veteran's Admin.	Medical - out-of-town for Veterans	Medical shuttle service for veteran patients	No charge	Veterans Administration 508-2880	
Area 12 Agency on Aging		Additional referrals and resources; Contact Information & Assistance.		Area 12 Agency on Aging 1-800-578-2028 532-6272	

- **Rim Fire Emergency Services Assistance by Public Transportation** - The Rim Fire began on August 17, 2013 with its major containment achieved around September 13th, burning over 255,000 acres of which 77,254 were in Yosemite National Park.⁵ This fire is considered to be the third largest wild fire in California to date. Tuolumne Transit assisted with coordination of the

⁵ Yosemite RIM Fire 2013, Burned Area Emergency Response Plan, Yosemite National Park, National Park Service. Prepared by Superintendent, Yosemite National Park, undated.

August evacuations of visitors in residential camps on YARTS buses, enabling dozens of young people and other visitors to leave the Yosemite Valley and its surrounding areas expeditiously.

Additional Coordination Opportunities

Potential coordination activities by which mobility needs and gaps could be addressed are discussed here in four areas :

1. Non-Emergency Medical Transportation Responses

Clearly the most frequently cited unmet out-of-county trip need for Tuolumne County older adults, persons with disabilities, and persons of low income is for medical trips. There are also some additional comment about in-county, non-emergency medical transportation needs. Unlike with work trips, where an income may enable improvements to a household's transportation choices, medical trip needs can be more difficult to meet and not easier to make as riders grow older or become more physically frail. Existing programs of Tuolumne TRIP, Sierra Senior Service Providers and the Little House WHEELS all contribute to meeting this need, but clearly additional need exists.

The Veterans Administration bus is another resource for non-emergency medical trips for some persons, specifically for veterans traveling to out-of-county VAMCs and who can get to the Sonora drop-off point.

Tuolumne Transit may itself become a provider of non-emergency medical transportation for some trips and where riders are MediCal eligible. In this context, the implications for health care reform and transportation are not yet well understood for California, nor for Tuolumne County where historically the MediCal transportation benefit has been provided only by State Dept. of Health Services vendors. Such licenses have been extremely difficult to secure.

In light of existing resources and the potential for new opportunity through health care reform, it is appropriate to explore partnering with Sonora Regional Medical Center, to explore what responses (specifically, coordinated responses) make sense. Toward this end, several examples of coordinated, non-emergency medical transportation offer models for Tuolumne County:

- One possible model is that of Health Express, a program of Western Placer Consolidated Transportation Service Agency (CTSA). Operated by the non-profit organization Seniors First out of Auburn, CA, this program has secured an annual operating contribution of \$50,000 from the Sutter Health organization. The Health Express provides trips within Placer County and to key medical facilities in Sacramento County to which Placer residents may be referred. The service provides door-to-door service and is free, although contributions are encouraged. Recently, the Health Express service has been integrated into a countywide call center so that

residents whose medically-related trips cannot be met by local demand response or fixed route services may be referred to Health Express.



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



- A third model is a rural, non-emergency medical transportation program operated by the Hi-Desert Medical Center, a hospital in San Bernardino County. Started with seed funding from the Morongo Basin Transit Authority, this program successfully secured a New Freedom grant through Caltrans to expand its modest existing hospital transportation program. Funding enabled the hiring of a mobility manager who works within the hospital to schedule trips and identify persons who might otherwise make a 911 call to get to the hospital. Operating funds for a driver and fuel are also supported by the grant while the hospital has paid for a new, lift-equipped vehicle. With the program now six months into operation, it has already exceeded its first-year estimate of 7,000 one-way passenger trips.



2. Enhancement of Volunteer Programs

Tuolumne County has a healthy voluntary organization network and evidence of considerable willingness on the part of county residents to assist their neighbors. The Little House WHEELS, the new Tuolumne TRIP, and the long-standing Sierra Senior Service Providers are a part of that.

Nonetheless, these organizations have needs in such areas as technical assistance around compliance with law, support around insurance, and even cash support, such as mileage reimbursement and gas cards for the long-distance volunteer driver trips.

Providing limited support to ensure these programs stay vibrant helps ensure that cost-effective mobility options remain a part of Tuolumne County's choices.

One new resource by which to provide such support lies in the new **National Volunteer Transportation Center** for which the start-up was announced in February 2014 by the **Community Transportation Association of America**. This new center anticipates building upon existing CTAA initiatives that are volunteer-oriented. Five specific topic areas will be the focus of the new National Volunteer Transportation Center:

- Information gathering related to volunteer programs and activities;
- Identification and promotion of promising practices;
- Collection and development of informational and technical resources;
- Planning and delivery of on-line educational programs; and
- Communication with volunteers and volunteer transportation initiatives across America.



Some volunteer activities within Tuolumne County themselves represent “best practices” that should be promoted through this new entity, such as the use of Google DRIVE to schedule volunteer trips by the Little House WHEELS program. Other information resources and technical assistance is likely to benefit Tuolumne County volunteer programs, sustaining and strengthening them.

3. Vanpool and Rideshare Opportunities

Development of somewhat more formalized rideshare and vanpool projects are likely to benefit Tuolumne County residents who could rideshare or use vanpools to get to work, either in the Central Valley or within the County to employment in Jamestown or Dodge Ridge, for example. An existing rideshare location is used daily by growing numbers of persons off Highway 108. Some study of this location could provide more substantive information about the volume of informal ridesharing that is happening. Agency stakeholder representatives indicated interest in formal vanpool programs that could provide continuing and potentially subsidized long-term commuting options for some individuals.

Informal Ridesharing Rideshare options include some open source, free applications such as RIDESHARE.US where one can post a Rideshare opportunity. Its purposes, as reported on their website, include:

“The RideShare.us is this website which is dedicated to reducing our dependence on the oil economy and greenhouse gas emissions through the promotion of ridesharing or carpooling in the United States and Canada. It is an interactive database application that facilitates the development of a ridesharing or carpooling network over the Internet. Organizations, schools, businesses and individuals can utilize the program, which allows for the creation of an almost instant online rideshare or carpool solution. There is no charge and the benefits are numerous, including:

- *Save Money*
- *Reduce Environmental Impact*
- *Reduce Dependence On Oil*
- *Reduce Road Congestion*
- *Save Parking Lot Space*
- *Get To Know New People*



RideShare.us

Your RideShare Alliance

Establishing a link on Tuolumne Transit’s website to a site such as this could informally assist Tuolumne County commuters. This would involve almost no expense from Tuolumne Transit administration, aside from an initial “vetting” of the links and perhaps some periodic monitoring of the experience of users. An additional resource is the new CTAA Rideshare entity, **RideShare Nation**. CTAA indicates that this website will “be dedicated to news, resources, finance and discussion about connecting all forms of ride sharing into a cohesive network that builds mobility options, reduces congestion and improves the environment. **Rideshare Nation** is for practitioners and professionals in related fields, such as transportation, government, health, education, public agencies, private businesses and nonprofit organizations.”



Formalized Vanpool and Rideshare Program - Another approach builds upon some highly successful vanpool experience. Commuting for low-income workers did surface as a modest-level need for those traveling to out-of-county work locations and within the county, usually for work shifts that start earlier or end later than Tuolumne Transit operating hours.

Successful vanpool programs include those of the California Vanpool Authority that has developed an extensive network of vanpools in rural and Central California. This non-profit authority is working successfully with transit properties and other governmental agencies in Fresno, Kings County, San Luis Obispo, and Kern County, among others, to develop low-cost vanpool options for rural and lower-income riders. This non-profit has worked to keep costs to the rider at the lowest possible level. Specifically, vehicles are purchased by the Authority with funding from public transit properties. Using a mix of California Transportation Development Act dollars and FTA funding, the Authority's purchase of vehicles translates into low costs to participants as individuals' monthly costs do not include vehicle leasing or depreciation expense.



A second vanpool model works with commercial vanpool entities that lease vehicles to participants. In the high desert of the Victor Valley, Federal Transit Administration grant funding was secured to help with start-up expenses of program design and development. The Victor Valley Transit Authority initiated in 2012 what has become a highly successful vanpool program to bring commuters from the high desert north of the Los Angeles basin down to rail connections and to employment within the greater San Bernardino-Riverside-Los Angeles region. Some commuters travel elsewhere in the high desert including north to Barstow.



In Northern Arizona, the Flagstaff public transit provider is now commencing a new vanpool program that was recommended through its Coordinated Plan process. Arizona State Department of Transportation funding has helped to fund the start-up of this new program. Some mix of state and federal grants and user contributions will likely pay for the ongoing operation of this small urban program. It is conceivable that start-up vanpool funding for rural areas such as Tuolumne County will become available in the next federal transportation authorization of MAP-21 where continued attention to rural mobility needs and solutions seems likely.



With varying models of vanpool programs, what would work best for Tuolumne County commuters would need to be better understood. Developing a rideshare capability of some type could be an incremental process in constructing that understanding of vanpool demand.

4. Mobility Management Leadership

Some partnering opportunities certainly exist but all will require leadership to realize coordinated responses. Such leadership around coordination is increasingly described in terms of mobility management. Tuolumne County has existing informal mobility management happening through its SSTAC (Social Services Transportation Advisory Committee) and through the collaborative efforts of the Sierra Senior Services Providers and the Tuolumne TRIP initiative.

Mobility management can typically exist at either of two levels:

- 1) **Systems-level issues**, coordinating between agencies and organizations to improve transportation; or
- 2) **Individual-level support** to riders and prospective riders to help coordinate the transportation an individual may need to make a full trip.

Work by the AARP Public Policy Institute and the *National Resource Center for Human Service Transportation Coordination* (NRCHSTC) describes two functional aims of mobility management that are systems-oriented.⁶ Mobility management may involve a systems approach to managing transportation resources, and may involve a process of managing a coordinated community-wide transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other.

Specific systems-oriented functions identified by the AARP in their report on Mobility Management include

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

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

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

⁶Mobility Management. AARP Public Policy Institute, Elizabeth H. Ellis AICP, KFH Group, Inc., Washington D.C, October 2009.

- Applying advanced technologies.

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

<http://www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf>



5. Promotion of Information Tools

Tuolumne Transit has in-place effective communications strategies, as evidenced by a unanimous response from the agency E-survey where 100% of respondents indicated they had high or moderate awareness levels of Tuolumne Transit. That said, given the array of resources potentially available to help move transit-dependent individuals about the county, and even to out-of-county locations, there is need for additional information tools. Assisting in “trip discovery” is an important information function. Can a provider be located for a given trip? Persons in need of such information assistance may be riders or prospective riders. They may also be case managers and agency personnel who are assisting their clients.

Clearly continued marketing of Tuolumne Transit to a range of audiences then is critical. Of value is the development of integrated information tools that work between human services and public transit will help address mobility gaps identified in this Coordinated Plan. Two categories of information tools are considered here: 1. Helping with “trip discovery” and 2. Building travel training resources.

- **Helping with “trip discovery.”** There are multiple emerging resources that blend information about public transit and human services transportation. The One Call-One Click resource is one such initiative, and Sonoma County's 211 webpage at www.sonomaaccess.org is a good example.

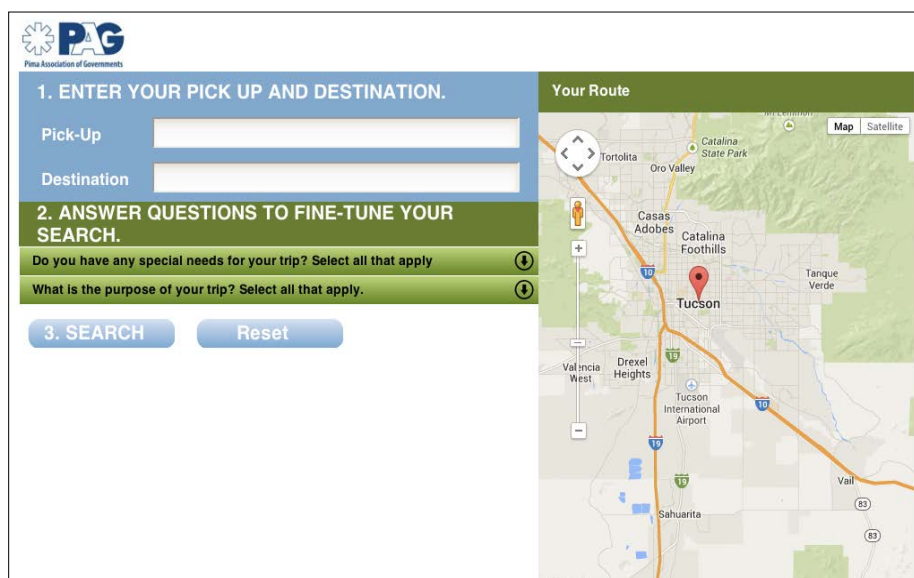
The Sonoma site is particularly good at distinguishing between “lists” of services and “trip discovery.” Its tab for transportation resources lists provider types by fixed route, paratransit

services, volunteer driver programs, agency-provided rides, veterans’ transportation, and travel training resources.

The Sonoma site’s “Find Your Ride” tab allows the user to select trip origin and trip destination areas of the county and required special mobility aides. This is a significant search capability for those concerned about various mobility concerns of the individual .



Another simple “trip discovery” web-based resource is Pima Find-A-Ride, in Pima County, Arizona, the county that includes Tucson. One feature of the Pima Find-A-Ride tool is that providers can edit information listed about their service. This is particularly aimed at inviting proprietary taxi companies, extending the resources beyond public transit and human service providers.



- **Building travel training resources.** Travel training or mobility training in its various forms is one important avenue, developing on-going travel training resources that can introduce different audiences to transportation. Travel training tools or models can benefit Tuolumne County residents who have mobility challenges, building upon the existing Transit Ambassadors Program:
 - One model is **destination-focused information** that might present destination-specific information. For example, a tab or button could highlight Tuolumne Transit route and times to such locations as Columbia College or to Sonora Regional Medical Center. Helping prospective riders determine quickly and easily how to travel to common destinations can make public transit information more user friendly.



- A second model is developing an **agency staff person** with programmatic responsibility for travel training. Potentially building upon the existing Ambassador Program provides more detailed information about the individuals who provide travel training and independent travel support to consumers. Expanding this program could focus on introducing new transit users to fixed route transit and potentially working with Dial-A-Ride users to consider use of fixed-route. A relevant example, albeit on a larger agency scale, is Riverside Transit Agency's Freedom to Go Program, which has a program component that focuses on training older adults and a second program component focused on training ADA-certified users of its Dial-A-Ride program. More information about the cost-savings this program generated in its first year, and anticipated continuing cost savings that were reported at the 94th Annual Meeting of the Transportation Research Board can be found at www.AmmaTransitPlanning.com/resources.
- A third model includes **periodic transit familiarization sessions**, which can parallel Tuolumne Transit's Ambassador Program, supporting group trip experiences on transit. The *Seniors on the Move Program*, although operated in the large metropolitan area of Los Angeles County, sought to provide these familiarization experiences by introducing groups of seniors to public transit at the congregate meals sites with annual and semi-annual workshops, taking them on field trips on public transit buses and linking them with "buddies," individual volunteers who have knowledge of local transit and an interest in sharing that with others. These travel buddies generally receive a free monthly pass, as long as they are continuing to introduce others to public transit.



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



6. Improving Veterans Transportation Connections

A final area of interest lies with improving veterans' transportation options. Veterans living in Tuolumne County who can get to the Sonora veterans bus in the early morning can get rides down to the Central Valley and on to the Bay Area Veterans Administration Medical Facilities. But veterans must know about this daily bus and be able to get to and wait at its very early morning pick-up in Sonora, leaving before Tuolumne Transit is operational.


Projects can include transportation information for veterans new to the area, building upon Southern California’s VetLink web portal, a one-click web badge which goes on to partner websites and enables them to help veterans find their way to transportation options. This allows partner agencies to have transportation information directly on their sites, via the hyperlink back to the VetLink One Click site.

Other projects can include bus stop enhancements to make the waiting area more comfortable for those waiting for their early morning trip and supporting volunteer and other transportation connections to help get veterans to and from a bus connecting Tuolumne County veterans with out-of-county medical facilities.

To place a badge on your site, have the person who updates your website highlight and copy one of the corresponding html code snippets below the image of your choice, and paste it into your site in the appropriate location (sidebar, etc.).

You do not need to copy the image itself to place a badge on your site. You only need to copy the code snippet.

140 pixels x 105 pixels



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<a href="http://www.rivsbvetlink.org" target="_blank"></a>
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7. Coordinated Downtown Sonora Transfer Location

TCTC and the City of Sonora are exploring alternative bus locations for the transfer of passengers between routes and services. Coordination and transfer of passengers among YARTS buses, the SkiBUS and Tuolumne County Transit is difficult in the existing area of Court House Square. Regional and local planning efforts conducted by Tuolumne County that include its Blueprint plan, *Tuolumne Tomorrow*, and the city’s *Vision Sonora*, suggest strategies for coordinating and enhancing transit. These include establishing an “intentional downtown Transit presence”, defining a new location and functions in the

downtown Sonora area. Support of this represents coordination opportunities among the transit providers and the City and local businesses. It is an excellent project to include in this Coordinated Plan to the extent that it has the potential to facilitate improved mobility generally, and some specific coordinated transportation projects.

Framing the Coordinated Plan

Table 11 presents five goals and the related objectives by which these and related strategies can be realized, suggesting an approach for addressing Tuolumne County’s mobility gaps and promoting the opportunities discussed in this chapter. Specifically, the five goals by which to address identified mobility gaps are:






 Goal 1 – Continue Enhancements to Tuolumne Transit	This goal supports continuing efforts to sustain Tuolumne Transit as an exemplary public transportation program, building upon the strengths of the current network.
 Goal 2 – Develop Non-Emergency Medical Transportation Options	This goal supports various activities to address the most frequently noted transportation need and service gap, namely insufficient non-emergency medical transportation both within the county and to out-of-county destinations.
 Goal 3 – Promote Out-of-County and Other Work Trip Mobility Options	This goal encourages development and strengthening of various strategies that support work trips, particularly for low-income individuals with work trips either within the county or to out-of-county locations.
 Goal 4 – Enhance Information and Mobility Management Strategies to Promote Mobility Options	This goal supports the enhancement of information tools and of mobility management strategies to inform target groups of available mobility choices and to assist them in connecting with those.
 Goal 5 – Support Capital Improvements	This goal provides for support of key capital projects, including bus stop improvements, vehicle replacement, and park-and-ride lots.

Table 11 presents this 2014 *Tuolumne County Coordinated Public Transit-Human Services Transportation Plan* framework of recommended direction, including seventeen objectives by which to realize the five above-stated goals. Numerous projects and strategies are identified, suggesting how these objectives can be implemented, as well as the indicators by which to measure impact.

Table 11
Coordinated Plan Goals, Objectives, and Potential Strategies to
Promote the Mobility of Tuolumne County Older Adults, Persons with Disabilities, and Persons of Low Income

GOAL	OBJECTIVE	POTENTIAL STRATEGIES AND PROJECTS	PERFORMANCE MEASURES
Goal 1 – Continue Enhancements to Tuolumne Transit			
1.1	Increase service frequencies as funding allows and where minimum service standards can be met.	1.1.1 Continued implementation of recommendations of the <i>Tuolumne County Transit Development Plan 2011</i> (TDP), to address improved service efficiencies and service effectiveness, while ensuring that minimum service standards are met.	<ul style="list-style-type: none"> - Increased ridership - Headways less than 90 minutes for local routes and 180 minutes for intercity -Minimum service standards of 7 to 10 passengers per hour can be met - Increased productivity and service efficiencies -Maintain farebox recovery ratio greater than 10%.
1.2	Increase evening hours as funding allows and where minimum service standards can be met.	1.2.1 Increase the operating day until at least 9:00 p.m. with the capability of picking up Columbia College students whose classes end at 9:00 p.m.	<ul style="list-style-type: none"> - Increased student ridership to Columbia College, increased boarding and alighting counts --Minimum service standards of 7 to 10 passengers per hour can be met. - Increased productivity and service efficiencies -Maintain farebox recovery ration greater than 10%.

GOAL	OBJECTIVE	POTENTIAL STRATEGIES AND PROJECTS	PERFORMANCE MEASURES
1.3	Improve service to outlying areas as funding allows and where minimum service standards can be met.	1.3.1 Promote Tuolumne TRIP as a resource to address areas of the county where Tuolumne Transit does not currently provide service.	- Tuolumne Trip trips provided by area
1.4	Increase Dial-A-Ride productivity	1.4.1 Promote use of Dial-a-Ride to key target groups, including older adults, particularly during winter months when ridership declines overall. 1.4.2 Ensure that Dial-A-Ride web-based information is current with respect to service area and rider guidelines.	- Increased Dial-A-Ride productivity, to meet and exceed 3.0 trips per revenue hour
1.5	Increase the Tuolumne Transit funding base to support coordination strategies and projects, as well as capital projects.	1.5.1. Pursue 5311(f) funding opportunities. 1.5.2 Explore discretionary and dedicated funding sources for which Tuolumne Transit could be eligible, including for eligible capital projects, including the proposed downtown Sonora transfer site. 1.5.3 Develop a collaborative 5310 grant application to support key coordinated projects. 1.5.4 Support human service agency purchase of bus passes and develop record-keeping mechanisms to track these agency-based purchases. 1.5.5 Continue examination of MediCal vendorization processes to secure Title XIV funding to Tuolumne Transit for provision of non-emergency medical trips. 1.5.6 If Tuolumne Transit secures MediCal vendorization, ensure that reporting procedures to identify and record trips and new revenues received to Tuolumne Transit are in place. 1.5.7 Seek Prop 1B bond funding for capital improvements.	- Expanded funding source base - Increased budget - Recorded agency bus pass purchases and increased agency purchases - Recorded NEMT MediCal reimbursed trip count
1.6	Explore institutional collaboration with Calaveras Transit to achieve expanded services and improved efficiencies.	1.6.1 Assess the potential for collaborative projects between Tuolumne Transit and Calaveras Transit, including - Expansion of Tuolumne TRIP Program; - Coordinated Mobility Management to include both Calaveras and Tuolumne Counties; - Coordinated or possibly consolidated transit service operations between the two counties; and - Coordination of services to improve connectivity between the	- MOUs between TCTC and Calaveras County regarding provision of transit and transportation services - Expanded services and service area - Increased service efficiency

GOAL	OBJECTIVE	POTENTIAL STRATEGIES AND PROJECTS	PERFORMANCE MEASURES
		two counties and the adjacent counties of San Joaquin, Stanislaus, and Merced to the west, as well as Sacramento (El Dorado) and Amador to the north and Mariposa to the south.	
Goal 2 – Develop Non-Emergency Medical Transportation Options			
2.1	Ensure Tuolumne TRIP is serving non-emergency medical trips.	<p>2.1.1 Provide reporting from Tuolumne TRIP on trips that are medically-oriented, where possible.</p> <p>2.1.2 Consider establishing a medical trip priority – or ensuring that a set percentage of available Tuolumne TRIP funding – to support medical trip-making by older adults, persons with disabilities and persons of low-income.</p>	- Reporting TT mileage-reimbursed trips on a routine basis and identify the number and percent of NEMT trips provided.
2.2	Establish new partnerships to support non-emergency medical trips.	<p>2.2.1 Develop MediCal partnering relationships with appropriate parties, for Tuolumne Transit provision of MediCal-reimbursed NEMT trips to the extent this is feasible and practicable.</p> <p>2.2.2 Develop partnership discussions with Sonora Regional Medical Center, including the Cancer Institute and the Chaplaincy program, to identify coordinated NEMT opportunities</p> <p>2.2.3 Develop coordinated direct service pilots to test shared responses to these trip needs, e.g. direct provision of NEMT services by partner agencies.</p> <p>2.2.3 Explore pilot life-line transportation services – e.g. on a one-day-a-week basis – to targeted areas of the Sonora Regional Medical Center service area to be coordinated with patient appointments, potentially operated by the hospital.</p>	<p>- Recorded NEMT MediCal reimbursed trips.</p> <p>- Scheduled and conducted meetings with key administrative personnel to assist in developing life-line transportation capabilities, potentially provided by the hospital.</p> <p>- Establishing appropriate and feasibly sustainable NEMT transportation projects (pilots) by partner agencies.</p>
GOAL 3 – Promote Out-of-County and Other Work Trip Mobility Options			
3.1	Develop vanpool and rideshare options.	<p>3.1 Develop CalVans or other vanpool capabilities, possibly coordinated with Calaveras County, to address certain work trips for within and out-of-county trip needs.</p> <p>3.2 Explore local partnerships with Dodge Ridge and the Jamestown prison – both employers and employees –regarding vanpool interest and capabilities.</p>	<p>- Employer contacts to determine interest in vanpool/ rideshare capabilities for Tuolumne County</p> <p>- New vanpool and/or rideshare vehicle-based</p>

GOAL	OBJECTIVE	POTENTIAL STRATEGIES AND PROJECTS	PERFORMANCE MEASURES
		3.3 Develop Wiki-type rideshare resources hosted on the Tuolumne Transit home page with minimal administration.	program in the County - Rideshare information
3.2	Improve veteran's transportation connections.	3.3.1 Explore informal rideshare capabilities and other resources that could assist veterans in getting to the early morning pick-up location for the VAMC bus. 3.3.3 Include VAMC transportation stop(s) in any bus stop improvement program that is funded.	- Rideshare information - Bus stop shelter, lighting and bench amenities
GOAL 4 – Enhance Information and Mobility Management to Promote Mobility Options			
4.1	Support Tuolumne Transit website enhancements to aid in trip discovery for Tuolumne Transit trips, both fixed route and Dial-A-Ride, and for area specialized transportation programs.	4.1.1 Develop general transit fixed route specification (GTFS) data for Tuolumne Transit for a Google Transit capability. 4.1.2 Develop specialized transportation information tools for website, beginning with basic inventory tools and moving to more sophisticated trip discovery capabilities as financial support becomes available. 4.1.3 Coordinate with the Network of Care, including Catholic Charities, Tuolumne County Dept. of Behavioral Health and Dept. of Health & Human Services, to ensure that agency-based information tools have updated transportation information.	- Establish trip discovery capability for Tuolumne Transit on Google Transit. - Hits on Google Transit - Capability to provide some specialized transportation information on Agency websites, including improving search results (Network of Care).
4.2	Develop and support agency-based Mobility Manager capabilities	4.2.1 Support Tuolumne Trip's mobility management functions, including assigning at least a 0.5 FTE dedicated position to mobility management to provide leadership in implementing Coordinated Plan strategies. 4.2.2 Define regional mobility management activities, extent and limits, in dialogue with the SSTAC and the Sierra Services network providers, to address - information activities through Transit Ambassadors, Tuolumne TRIP, website and call center strategies; - support for human service agency transportation through technical assistance, including identifying grant opportunities, vehicle acquisition opportunities, compliance with State and Federal law. 4.2.3 Develop a Sonora Regional Medical Center mobility management function to coordinate transportation requests and	- Funding at least a 0.5 FTE Regional Mobility Manager position - New Agency Mobility Managers in place - Mobility manager contacts: consumers, trips booked - Coordination meetings: mobility managers and Tuolumne Transit

GOAL	OBJECTIVE	POTENTIAL STRATEGIES AND PROJECTS	PERFORMANCE MEASURES
		resources within the hospital.	
4.3	Explore institutional collaboration with Calaveras Transit to provide for regional Mobility Management.	<p>4.3.1 Support inter-county mobility management activities and strategies <i>at the systems level</i>, with agencies whose caseloads encompass the two counties.</p> <p>4.3.2 Support inter-county mobility management activities and strategies <i>at the individual riders' level</i>, to assist riders and prospective riders in making trips that cross county lines.</p>	<ul style="list-style-type: none"> - Examination of institutional collaboration with Calaveras Transit to achieve expanded services and improved efficiencies - Implementation of collaborative projects and strategies
GOAL 5 – Support Capital Improvements			
5.1	Support improved downtown Sonora bus transfer facilities and continue bus shelter and bus stop improvement program	<p>5.1.1 Secure funding and authority to develop improved downtown bus transfer facilities.</p> <p>5.1.2 Seek input on next tier of high use bus stops, for development of enhanced bus shelters.</p>	<ul style="list-style-type: none"> - Enhanced downtown bus transfer facility - Number of bus stop improvements programmed - Number of bus stops improved
5.2	Develop low-cost lighting for bus stops.	5.2.1 Explore solar lighting bus stop fixtures that will enable either rider initiated lighting or provide some continuing low-level lighting at stops, with emphasis on isolated stops at a distance from commercial or town lighting.	<ul style="list-style-type: none"> - Number of bus stop improvements programmed - Number of new lighting locations installed
5.3	Continue vehicle capital replacement program for Dial-A-Ride and for non-emergency medical transportation services.	5.3.1 Prepare 5310 capital grant application(s) to continue replacement of existing vehicles and to support hospital application to secure additional vehicles for provision of hospital-based NEMT service capabilities.	<ul style="list-style-type: none"> - Number of grants written/ number of vehicles requested - Number of grants funded
5.4	Develop park-and-ride and rideshare facilities.	<p>5.4.1 Assess the feasibility of construction of park-and-ride facility placement in the south county, to facilitate community from Sonora into the Central Valley.</p> <p>5.4.2 Secure capital funding to support construction of park-and-ride facilities.</p>	<ul style="list-style-type: none"> - Assessment identifies an appropriate locations and sufficient demand - Capital funding secured - Facility(ies) constructed

Summary

Section V provides analysis of the Coordination Plan’s findings in order to define project responses. Tuolumne County has some strong, existing coordinated transportation projects that include coordination between Tuolumne Transit and Calaveras Transit and between Tuolumne Transit and YARTS. The new Tuolumne TRIP mileage reimbursement program is a significant new coordination project with many partners and builds upon the existing voluntary transportation initiatives of Sierra Seniors Services Providers and Groveland’s Little House WHEELS. Additionally, in the RIM fire response, Tuolumne Transit played a significant coordination role in planning for the evacuation of visitors on YARTS buses.

Potential coordination activities that would be responsive to the findings of this Coordination Plan are presented in six areas:

1. Non-emergency medical transportation responses;
2. Enhancement of volunteer programs;
3. Vanpool and rideshare opportunities;
4. Mobility management leadership;
5. Promotion of information tools; and
6. Improving veterans connections.

The ideas and project examples presented set the stage for the Goals and Objectives matrix that establishes the framework of this Coordination Plan. To address needs and mobility gaps identified, a program of five goals, seventeen objectives and numerous projects or strategies, are presented. The five Coordination goals are

Goal 1 – Continue Enhancements to Tuolumne Transit

Goal 2 – Develop Non-Emergency Medical Transportation Options

Goal 3 – Promote Out-of-County and Other Work Trip Mobility Options

Goal 4 – Enhance Information and Mobility Management to Promote Mobility Options

Goal 5 – Support Capital Improvements.

Together, these comprise both the strategic direction and the workplan for moving forward to meet more mobility needs and to fill gaps in the existing transportation network.

VI. Implementation Approach for Addressing Tuolumne County Mobility Gaps

The preceding Chapter V established a framework of goals, objectives, and strategies for moving forward to improve the mobility of Tuolumne County residents who are older, are persons with disabilities, or are of low income. A discussion of key institutional issues is presented here. Priority projects are identified as a working list of capital and operating projects, ranked by priority level to be developed based on the availability of funding and partner willingness and ability to participate.

Transportation Coordination Institutional Issues

Extending Tuolumne County Transit Leadership

Regional leadership is critical to achieving a coordinated approach to meeting transportation needs of populations addressed in this Plan. The limited resources devoted to public transportation in both Tuolumne and Calaveras Counties have and will likely continue to constrain the ability of each to provide adequate public transportation services. There is value in considering how and in what ways these to public transportation programs can better coordinated.

Historically, coordination concepts were articulated in California statutes of Social Service Transportation Improvement Act (AB 120, 1979), which established the construct of the *consolidated transportation services agency* (CTSA) and long pre-dated the Federal requirements of coordination set forth in SAFETEA-LU. Coordination was one component of an iterative process of three phases: cooperation, coordination and integration. Improving mobility was possible within any phase, or possible by moving sequentially from early, simple efforts of cooperation, to more directed coordination activities, to structurally formalized or institutionalized integration.

While it is beyond the scope of this report to fully assess and address institutional arrangements required to integrate transit in the two counties, the following option can be considered within this Coordinated Plan. Tuolumne County Transit Agency could provide the leadership to form a regional transportation network partnering with Calaveras County and possibly other counties. Many of the public transportation needs and goals articulated in this Coordinated Plan are shared among neighboring counties and could be facilitated by a more regional approach to transportation, one that is not so encumbered by county, jurisdictional boundaries.

Some form of two-county integrated transportation services would allow for a number of advantages:

- Leveraging resources to improve services at a lower overall cost;

- Reduce overall administrative costs;
- Improve transit’s ability to achieve a 10% or higher farebox recovery;
- Reduce the burden on the county’s limited resources with shared administrative costs;
- Provide possible economies of scale in negotiating operations contracts reducing overall costs; and
- Provide a more coordinated regional approach to addressing the transportation needs, while keeping the local perspective.

Tuolumne County Transit Agency has strong transit management organizations in place, which could provide needed management and leadership. However, politically this may be a difficult course of action to implement. It would require a joint powers authority (JPA) between the parties and agreements on the structure of the policy board and management organization. At this time of writing, Calaveras County is currently undergoing a Short Range Transit Plan which may present opportunity to further the dialogue about such coordination. At a minimum it should consider increased collaboration, and potentially moving to altered institutional arrangements regarding service operations.

Developing and Encouraging Interested, Willing, and Able Partners

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

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

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

Immediate Opportunities – Non-Emergency Medical Transportation

In March 2014, near the close of the Coordinated Plan preparation process, Tuolumne Transit convened a small group of key stakeholders on the topic of non-emergency medical transportation (NEMT). Trips that were non-emergency medical in nature have been identified as a key mobility gap and area of need by many Coordinated Plan participants. These trips needs surfaced for Tuolumne County residents traveling for medical purposes within the county, similar trips between Tuolumne and adjacent Calaveras County, from Tuolumne County to medical destinations in the central Valley, and to destinations in the greater Sacramento area, in Palo Alto or in San Francisco.

NEMT Project Development Workshop Participants

Tuolumne County Transit
Sonora Regional Medical Center
Tuolumne County Dept. of Public Health
Tuolumne County Dept. of Social Services
Tuolumne County Dept. of Children's Services
Area 12 Agency on Aging
Catholic Charities
Calaveras County Council of Governments

TCTC's March NEMT workshop was an opportunity to explore collaborative approaches to the challenges of non-emergency medical transportation. In dialogue, the group identified the range of NEMT-type trips that are presently supported. Among the capabilities represented in the room, NEMT trip resources included:

- **Potential for MediCal vendorization by TCTC** – this ability to charge the State of California's MediCal program for eligible trips provided by TCTC is something that is being explored and its legal implications considered. This would offer additional NEMT capability to riders who are not currently eligible for TT Dial-a-Ride and bring additional
- **Tuolumne TRIP program** – still new and modestly funded, this mileage reimbursement program has significant potential to fill gaps and ensure a cost-effective solution for many trip needs; it is a low cost trip, given the mileage reimbursement to a volunteer located by the rider than for a public transit Dial-a-Ride or Fixed-Route trip.
- **County In-Home Supportive Services** – the County's IHSS program will pay the IHSS provider for time spent transporting an eligible program participant but cannot reimburse the worker's fuel expense. If a link between the IHSS and Tuolumne TRIP can be crafted, this becomes a cost-effective way in which to help transit dependent individuals get to out-of-county or distant medical appointments.
- **Catholic Charities Volunteer Driver Program** – This private program links riders and available volunteer drivers. Holding sufficient volunteers for the longer distance, out-of-county medical trips is difficult but local coordination may make this an effective, local trip gap-filler.
- **Sonora Regional Medical Center** -- The hospital has several types of transportation, albeit each quite limited. It uses its Cancer Patient Support funds and the Chaplain's Fund to assist with providing longer distance trips, such as from Calaveras County into Sonora Regional Medical Center, or to help with special situations in getting individuals home post-discharge.

- **Area 12 Agency on Aging** -- This program is providing transportation through its contractors, notably the Sierra Senior Service Providers. At present the trips to adults age 50 and older, throughout the County but largely in Sonora.
- **Conunty Public Health Dept.** – There is some limited support for transportation through the California Childrens’ Services to eligible patients (and their parents) for eligible trips. Many of these are to out-of-county destinations.

There are other transportation programs in the county that are providing some NEMT trips but the group above reflects those participating in this particular workshop. Other providers include Groveland’s Little House WHEELS and the Salvation Army’s gas card program, among others.

Coordinating information about these programs simply among the funder or authorizing agencies will help to provide more trips, ensure that fewer people fall through the cracks. Recommended Action Steps developed through this discussion included:

1. Solidify and promote a **Mobilty Management capability** in Tuolumne County that can be the single-point-of-contact for both agency personnel and potentially for consumers to help connect with existing transportation resources.
2. Expand and promote the **Tuolumne TRIP as a key gap-filling transportation resource** to help ensure that hard-to-serve trips can be provided, exploring giving priority to NEMT trip purposes within this program.
3. Explore **coordination of the IHSS and Tuolumne TRIP program** to see whether for eligible IHSS participants, and within the limoted resources availble to Tuolumne TRIP, it is practicable to “marry” TRIP mileage assistance with IHSS staff time for longer distance, out-of-county trips.
4. Promote a **range of information tools**, including the Area 12 Agency on Aging transportation guidebook and this Coordinated Plan’s Inventory, and in time web-based tools to help agency personnel and residents find their way to available non-emergency medical transportation.
5. To develop solid **NEMT reporting and record-keeping capabilities** to better understand the level of demand for out-of-county and in-county NEMT trip needs.

Pursing any and all of these, probably with TCTC leadership at the outset, is indicated given the identification of medically-related trip needs as of highest priority.

Priority Capital and Operating Project List

Several priority categories and the actions suggested within each by this planning effort follow. For each priority area, the relevant goals from the previously presented in Table 7 are highlighted. It is noteworthy that the implementation of many of these projects will require additional funds and support from discretionary and competitive funding sources. The Caltrans Rural 5310 Call for Projects is the most likely support for some coordination operating and capital projects but other specialized funding

opportunities may well present. Priorities then will be determined by the funding source eligibility and which projects will likely be most competitive.

Although these priorities are presented in terms of highest-, medium-, and lower-level priority, in fact each of the initiatives identified below and presented in Table 7 represent a project or strategy that can improve the mobility of older adults, of persons with disabilities, or of persons of low income. If partners can be found for a particular project, and as funding becomes available, each can be actively pursued regardless of its placement on this particular priority list.

Highest Priority

- Actively promote construction of non-emergency medical transportation options that will build upon works-in-progress among various partner agencies.

Goal 2 – Non-Emergency Medical Transportation

- Examine institutional collaboration with Calaveras Transit to achieve expanded services and improved efficiencies in all areas:

Goal 1 – Enhancements to Tuolumne Transit

Goal 2 – Non-Emergency Medical Transportation

Goal 3 – Out-of-County and Other Work Trip Options

Goal 4 – Information and Mobility Management

- Continue Tuolumne Transit service enhancements as funding allows and where minimum service standards can be met.

Goal 1 – Enhancements to Tuolumne Transit

- Implement alternatives and coordinate resources for providing non-emergency medical transportation.

Goal 2 – Non-Emergency Medical Transportation

- Seek new funding, including submittal of competitive grants to FTA Section 5310 and other funding sources that support identified projects and coordinated transportation initiatives.

Goal 1 – Enhancements to Tuolumne Transit

Goal 2 – Non-Emergency Medical Transportation

Goal 3 – Out-of-County and Other Work Trip Options

Goal 4 – Information and Mobility Management

Goal 5 – Capital Improvements

- Support website enhancements and coordination efforts to integrate Tuolumne Transit and other specialized transportation program information.

Goal 4 – Information and Mobility Management

- Support capital improvements for vehicles and for pedestrian access and pedestrian/ rider safety, specifically in the downtown Sonora area.

Goal 1 – Enhancements to Tuolumne Transit

Goal 5 – Capital Improvements

Medium Priority

- Develop and extend mobility manager capabilities to connect more target group members with available transportation.

Goal 4 – Information and Mobility Management

- Support capital improvements for vehicles and for pedestrian access and pedestrian/ rider safety, generally.

Goal 5 – Capital Improvements

- Improve veterans’ transportation connections.

Goal 2 – Non-Emergency Medical Transportation

Goal 3 – Out-of-County and Other Work Trip Options

- Re-establish rideshare resources within Tuolumne County and the region.

Goal 5 – Capital Improvements

- Support capital improvements for park-and-ride lots.

Goal 5 – Capital Improvements

Lower Priority

- Implement vanpool programs.

Goal 3 – Out-of-County and Other Work Trip Options

- Expand travel training and transit familiarization programs, with an emphasis on older adults.

Goal 4 – Information and Mobility Management

As has been indicated, these priorities suggest areas in which to direct initial effort. However, over the course of the four years’ life of this plan, as other funding opportunities present or new partnerships develop, these should be actively explored regardless of their place on this priority listing.


VI. Appendix

Appendix A – Agency E-Survey

Appendix B – Notes from Agency Interviews and Focus Groups

Appendix C – Project Development Workshop: Non-Emergency
Medical Transportation Meeting Summary

Appendix A – Agency E-Survey



**TUOLUMNE COUNTY TRANSPORTATION COUNCIL
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION PLAN UPDATE: AGENCY SURVEY**

Contact Name: _____ Agency Name: _____

Title: _____ Program: _____

Telephone: _____ Mailing: _____

Fax: _____ City: _____

E-Mail: _____ Zip code: _____

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

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

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

3. IS YOUR AGENCY LIKELY TO MOVE WITHIN THE NEXT FIVE YEARS OR ESTABLISH AN ADDITIONAL SITE?

☐ Yes ☐ No ☐ Unsure

4. YOUR AGENCY TYPE (Check one only):

☐ Private, for profit ☐ Tribal organization

☐ Private, non-profit ☐ Public agency

☐ Faith based

5. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN TUOLUMNE COUNTY

_____ # Total clients / consumers enrolled or on caseload lists

_____ Estimated # traveling to site daily

_____ Estimated # daily who require transportation assistance

_____ Estimated # on-site daily in wheelchairs

6. PLEASE IDENTIFY THE CLIENT POPULATION YOUR AGENCY SERVES: (Check all that apply)

☐ Seniors, 60+ able-bodied ☐ Persons < 60 with physical disabilities

☐ Seniors, 60+ frail ☐ Persons < 60 w/ behavioral disabilities

☐ Children & Youth ☐ Persons with sensory impairments, all ages

☐ Veterans ☐ Persons of low-income, all ages

☐ General Public ☐ Homeless persons, all ages

☐ Others _____ ☐ Persons with limited English proficiency

7. HOW FAMILIAR ARE YOU WITH PUBLIC TRANSIT IN TUOLUMNE COUNTY? (e.g. Dial-a-Ride, Fixed Route, etc.)

☐ Very familiar – I know about routes and schedules and have contact information for programs.

☐ Somewhat familiar – I know of public transit generally, but not specific routes or specific services.

☐ Not familiar at all – I am unaware of public transportation services in the area

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

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

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

Please continue on back. Thank you!

TRANSPORTATION SURVEY, Page 2

11. ARE THERE ANY OTHER TRANSPORTATION SERVICES OR INITIATIVES NOT YET ADDRESSED, YOU THINK SHOULD BE INCLUDED IN THIS PROJECT? _____

12. PLEASE RATE THE EFFECTIVENESS OF THE FOLLOWING INFORMATION TOOLS. (check all that apply)

	Very Effective	Somewhat Effective	Not Effective	No Opinion
Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facebook Page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: (describe below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. WHAT LEVEL OF INTEREST DO YOU HAVE IN THESE TRANSPORTATION PROJECTS?

Very Interested	Somewhat Interested	Not Interested or Not Aware	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Senior Services shopping; medical
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tuolumne TRIP
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Catholic Charities travel training video for older adults
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WATCH or DRAIL program transportation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Senior Resource Services - Volunteer Driver
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WHEELS - A program of the Little House, Groveland

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

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

If you answered NO TRANSPORTATION to #14, stop here and return survey. Otherwise please complete questions #15 thru #25. Please return as indicated. Thank you!

15. WHO IS ELIGIBLE FOR YOUR TRANSPORTATION?

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

16. DRIVERS FOR TRANSPORTATION PROGRAM:

____ # Paid Dedicated Drivers ____ # Paid Staff who Drive
____ # Volunteer Drivers

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

18. NUMBER AND CAPACITY OF AVAILABLE VEHICLES:

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

19. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?

____ #Now ____ # Within a year ____ # Within 2 years

20. PASSENGER TRIPS PROVIDED

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

21. DAYS AND HOURS OF TRANSPORTATION OPERATION:

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

22. TRANSPORTATION BUDGET: (Estimated, current year)

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

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

- ☐ Increase ☐ Decrease ☐ Stay the same

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

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

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

- ☐ Yes ☐ No ☐ Unsure

Appendix B – Agency Interviews and Focus Groups

Tuolumne County SSTAC –July 12, 2013

WATCH (Valley Mountain Regional Center vendored program serving persons with developmental disabilities)

- Operate 7 buses and serve about 80 people daily.
- Provide daily weekday work trips to persons with developmental disabilities.
- Unmet needs may relate to weekend and recreation trips.

WATCH – Gerald

- Had been concerned about dial-a-ride reliability; has improved
- (Likes?) New bus stop signs

Tuolumne Transit Dispatcher

- Some trips can't be handled -- some areas unnerved
- Scheduling of rides and handling of customers is otherwise working smoothly.

Catholic Charities, Kathi Topel

- Establishing new TRIP program with volunteer drivers' found by rider and mileage reimbursement [Riverside model] – (Senior Services-Doren and TCTC-Tyler too)
- Coalition supported
- Catholic Charities also has a Robert Wood Johnson Foundation grant, UCSF research on help and assistance to persons age 50 and older.
- Older adults have difficulty walking distances to buses, dealing with the time of transfers (could be a 7-hour trip); seniors feel intimidated and vulnerable on public transit.
- Transportation needs – help getting to the doctor, into the doctor's offices; escort trips
- Advocate for transportation assistance within the medical system.
- Belief in collaboration – better ways to provide services
- New video of travel training for older adults on Tuolumne County

Senior Services, Vicky Garrett

- Operates Senior Center transportation – has been medical rides only; now adding shopping
- Interest in donated vehicle (from Tuolumne County Transit?)

Senior Services, Doreen Schmidt

- Older Americans Act, III B – serving four counties
- Mobility management activities – working to help make aging-in-place more readily possible and to encourage older adults to stay in Tuolumne County
- Developing daily transportation reports for older adults
- Role of Tuolumne Transit Coalition in promoting transportation options; promoting more mobility choices –
 - New TRIP program
 - TCTC mobility manager
- Types of needs
 - Housing/ low-income housing not always near Tuolumne Transit

- Cab services needs
- Dial-a-ride for Sundays
- Prisons – vanpools for employees
- Construction workers traveling down into the Valley (Jamestown); informal rideshare “meet-up”

Discussion of Other Issues

- Out-of-county trip needs
 - Modesto
 - Stockton
 - Sacramento/ Sacramento Airport
 - VA in Pleasanton (DAV doing some transportation? Uncertain)
 - Dept. of Rehab in Modesto
 - USF and Stanford medical facilities
 - Stanislaus
- Projects
 - Shopper Shuttle – Shopper Hopper
 - DRAIL (Disability Resource Center) and WATCH agencies getting places they need to travel
 - Salvation Army – bus added

TCTC – Tyler Summersett

- Bus shelters being added (8) with Prop 1-B funding for stop improvements
 - Sierra Village and 108
 - Willow Springs and 108
 - Mono Way (Miles Pizza)
 - Memorial Park
 - S. Washington/ grocery store
 - Sonora downtown
- New schedules anticipated for distribution in early September; when these are available, new service will commence after.
- New service – Orange Route split; Green Route loop separated; Route 1 core reversed direction to better serve the high school and other destinations.
- Ambassador program
- Bus ride free, possible kick-off for new service and service improvements

Donated vehicle interests

- TCTC “surplus” some vehicles (4) that have reached their useful life
- WATCH getting four new 5310 vehicles; getting rid of three vehicles
- Senior Center interest has been expressed

September Outreach Meeting Notes

Area 12 Agency on Aging, Sonora, 9/12/13

Attendees: Pauline White, Exec Director
Doreen Schmidt, Planner/MIS Specialist (will be transportation specialist)
Tom Beck, Senior Resource Center
Liz Bass, Former Tuolumne County Supervisor
Marge Warner, Chair of Area 12 Advisory Council and on the Transportation Committee

- Area 12 includes Alpine, Calaveras, Amador, Tuolumne Mariposa. The Area 12 Agency on Aging, established as a five county Joint Powers Agency in 1988. It provides services to approximately 11,000 older adults. It is part of an aging network, which includes 33 Area Agencies on Aging statewide and over 675 nationwide. Congress enacted the federal Older Americans Act (OAA) in 1965 to establish mandates for the provisions and funding of services to the 60-plus population. The Administration on Aging (AoA) through state units on aging is responsible for distributing funds and monitoring OAA mandates. The Area 12 Agency on Aging works hand-in-hand with the community to carry out the objectives of the OAA and provide the necessary tools to build a quality way of life with dignity and respect for seniors.
- Services include Nutrition Program at both congregate sites and Meals on wheels.
- Contractors in Mariposa, Tuolumne counties. Some transportation for medical, shopping and in county transportation – Common Ground in Amador, Did have some one but it did not work
 - Funding from older individuals
 - Minimum requirements to bid.
 - 60 years of age and older. No income requirement, Live in county
 - Basic intake. Reimburse \$15 paid
 - Another source – one time only funding—can be parceled
 - Medical, shopping, out of area, church.
 - Monday through Friday
 - Weekends
- SRS group of private people donate time and vehicles – volunteer two days per month 15 – 20 drivers. 55 clients. People call in. Volunteer schedulers take calls and calls back. One driver can take up to 4 people. The target clients are the elderly and have disability—lower income they cover all Tuolumne County except Groveland. Half destinations deal with medical needs. Shopping and banking are also needs. There is a waiting list. About a year wait. No alternate destination. Will not take out of county. Suggested donations. Goes back to program.
- Liz has promoted Involvement of business Shuttle service to have a noontime service to allow people to go somewhere for 20 minutes.
- Transit web site is not up to date, need better information
- Need for all the providers to sit down together
- Volunteer Driver program –Trip program to launch in October.
- Taxi voucher program
- Want to collaborate across the counties.
- Area 12 can help provide education, staff, collaboration
- Hospital does have a modest taxi voucher program; have to come to facility program.
- "Siloing" of funds and programs often prevents collaboration

- Community Cares Collation (Tuolumne/Calaveras) sponsored by Catholic Charities People don't have information regarding transportation options in Thanksgiving/ Christmas. Made of people from Tuolumne and Calaveras.
- Produced vignette on using transportation on YouTube.
- Buses don't come often enough. Long waits. People afraid to go on the bus. Fear of riding.
- Would like to of part of education. RFP. Travel training depends on volunteers. Extend driving years – education.
- Meals on Wheels. Contract
- Half riders live in mobile home or senior apt.

Assessment: Area 12 should be a major player. They have the connections in the community and funding. They want to be involved. They can identify both issues and resources. They are well aware of transportation limitations. Travel Training was a definite area where they want to be involved.

DRAIL Focus Group, Thursday 9/12/2013

Attendees: Mike Pierce, Independent Living Specialist
Jennifer Grabowski, Independent Living Specialist
Leng Power, Program Manager

- DRAIL assists persons with disabilities to live independently. Rely on public transit system to provide clients with transportation. Approximately 40 clients—1/3 are totally transit dependent. About half are semi-dependent. DRAIL will buy bus tickets. Some clients have difficulties reading schedules.
- Concerns
 - Boulder Creek – Yankee Hill Road—a lot of waiting. Currently walks a mile to catch bus in Columbia; will need to walk two miles when the route is changed.
 - Takes a long time—6-minute trip took an hour.
 - Getting to Wal-Mart (no bus goes into)
 - Getting to the jail
 - Need a weekend bus/Saturday bus
 - Many disabled persons on the bus. No consistency in how wheelchairs are handled. Tie downs and shoulder harness not used the same way. One passenger's wheel chair slipped free and was only partially restrained. (Note: refresher training for loading and tie downs may be useful to drivers).
 - Cleaning – buses are often dirty.
 - Out of County
 - Medical – certain specialties and insurance types are not available in Sonora.
 - Vocational rehab – Modesto
 - Social Security benefit doctors—evaluation
 - Connect to Greyhound – Modesto.
 - UC Davis—teaching hospital required for some medical treatments.
 - DAR is not consistent with time – on time performance outside a 45-minute window.
 - Most drivers are good—loves Stacie (driver on Route 3).
 - More people would ride if they could get to work on time.
 - Would like a bus every hour.

- Roland Mobile Home Park, Sonora – Need to walk a mile (Horseshoe Bend); Parrots Ferry Road. At least 12 riders live in the Park-some cannot walk
- Would like bus to come into the park/ comes to entrance;
- DAR is difficult to schedule – two weeks lead time to schedule.
- Key destinations are Wal-Mart and Junction.
- Tuolumne has Angels **on Wheels** to drive medical treatments.
- NAMI – Marsh gives a lot of rides.
- A lot of College kids
- Taxis are expensive--\$12.

Assessment: DRAIL clients rely heavily on public transit. Very cooperative. Some funding available for bus passes. Executive Director moves about in a wheelchair—Concerns regarding access to transit based upon experiences.

Mother Load Job Training Tuolumne, 9/11

19890 Cedar Road North, Sonora

Vicki Long, Manager (209) 588-1150 vickil@mljt.org

Leslie

Funded by the Workforce Investment Action (Federal) to provide resources to the unemployed, under employed, dislocated workers and veterans.

Goals:

- Provide support to individuals – vocational training in group and one-to-one situations, job leads and career (retraining) direction/ guidance, resume assistance, support.
- Provide support to employers – can pay a portion of the wages of an individual who is in training at a given employer.

Traffic through this Cedar Road North office – July 1 through Sept. 1 (two months)

1,110 visits representing 570 unique persons

Of these, enrolled 170 individuals into the Workforce Investment program

Employment picture in Tuolumne County:

- Major downsizing with the phased closing of the County hospital
- Lumber mill closed and then re-opened
- Grocery chains closed
- Kohl's closed
- Trickle-down effect results in many smaller businesses “ma and pop operations” close down when the sandwich shop, the tire store and so forth that provided services to these laid-off employees then lose their business
- Schools closing (increase in retiree population; need fewer schools)

Growing retiree population is resulting in increase in health care sector and jobs there – upturn in health care delivery and associated services.

Will take a survey for the month of October on transportation needs of persons who come into the Center.

Transportation issues and needs:

- 108 corridor, homes that are in the Phoenix Lake area are at distances from the bus route; difficult to walk

- Crystal Falls/ mini mart – homes
- Schedule to Columbia College is difficult for connecting with a.m. classes; for getting to first class of the day. Have to drive.
- Mother Lode Job Training Office was looking at moving and considering bus schedule; had looked at an office on Stockton Rd (?) but bus came by only twice daily. Determined not a feasible location.
- Staff does review the bus schedules; consult these when scheduling classes and training so that people can come by bus if at all possible. Not always feasible as they offer some classes at times when buses are not running. They themselves are on a four-day schedule and have various staff scheduling challenges that mean they cannot always match transit services and class times.
- Check with Interfaith homeless program -- between 8 to 1 p.m.; meals, shower, clothes

Current employment picture and work locations:

- Pinecrest ski resort – 50 to 100 jobs seasonal hires (Summer and winter)
- Dodge Ridge Ski Resort
- Me Wuk campgrounds
- Large employers in and around Sonora, Chinese Camp, Columbia
- Lumber mill (150+) Standards
- Prison, Jamestown
-

Potential interest in vanpool:

- Maybe Dodge Ridge Resort
- To central valley work locations

T. County Veterans Services

- High older veterans population (WWII, Korea, Vietnam eras)
- New, younger vets are not yet seeking services; keeping to themselves
- Contact at Columbia College – Michelle Vidaurrim / Financial Aide

State Dept. of Rehabilitation used to have an office here (at Mother Lode) but have moved down to Stockton. Must get a ride/ drive there for assessment, testing, and training.

Excellent data at: www.labormarketinfo@edd.ca.gov

Staff data person: Pedro V.

GROVELAND The Little House – WHEELS Program, 9/13

Alex Wylie, Program Coordinator

Here at The Little House, a list of initiatives begun, reviewed every year with South Side Senior Services:

Meals, Meals on Wheels (delivered here from The Little House)
Classes on aging topics, bowling
Support to veterans – mostly just making the space available for meeting

Interaction around transportation -- Concerned that the once-a-week Groveland to Sonora by Tuolumne Transit is not sufficient. The Wheels Program is sometimes taking 4 people per trip; greater need

- Judy Finely – Sonora Resource Services helped to mentor development of program
- Lucy Tendahl
- Gail?
- Local churches a resource; pastors talking to one another about responses

Specifics of WHEELS

- Service area of concern – Yosemite Vista Estates; Little Loomis; Big Oak Flats and Groveland; Priest's Point
- Volunteer-based service started here, focused on Sonora for medical appointments
- Eligibility -- started with 60 and older; persons with disabilities
 - Some expansion to include persons who cannot drive; no driving
 - Expanded to low-vision
- Little House pool of volunteers – 28 drivers; 38 volunteers overall
- Daily service (7 weeks?)
- Making 5 to 6 driver schedules per week – AT&T message system for WHEELS
- Drivers as “client advisors” pick-up – visit with clients.
- 37 completed clients
- 15 use regularly; 6 use once weekly; 15 use as “insurance” in case they might need transportation
- Drivers – outreach; drivers have preferences about riders; trip scheduler attempts to honor these
- Google DRIVE - schedule at the end of each month – a month out basic template; trip scheduling done the night before, taking in reservations that have come in that day.
 - Drivers have “read-only” capability; schedulers can “write”
 - Riders must make reservation request by 4 p.m. day before (local?) and medical appointments (into Sonora) one week ahead.
 - Dispatch/ scheduler calls riders (and drivers) to confirm that trip is scheduled
 - Schedule a #1 and #2 driver each day – usually only need the #1 driver but sometimes the #2 driver has a few trips.
- About ½ drivers stay up here; ½ drive down to Sonora.
- 100% voluntary effort; all contribute

WHEELS Issues and needs

- Working to build up Wheels sponsorships
- Gas cards would be a help for the drivers into Sonora
- Help with insurance (of volunteers) would be invaluable
- Destination end transportation information would be helpful
- Areas of need – Little Loomis, Smith's Station, Greely Hill Coulterville– had to turn people down for trips

Innovative program. Serve as “monitors” and eyes in the community; have referred individuals to Adult Protective Services for service and for case management.

Tuolumne Transit Drivers (Storer) Focus Group, 9/12

Attendees: Lynn, DAR driver
Johns, Safety
Dave
Paul, Route 3 Driver
Other drivers came in and out

- Drivers expressed a concern regarding wheelchairs used by passengers
 - Breaks not working.
 - For school buses, someone inspects the wheelchairs to ensure they are safe for transport
 - Footrests and seat belts removed

- A lot of wheel chairs have not been tested;
 - Drivers are not always certain where to connect for tie down.
- Concerns
 - Safe staging area to tie down.
 - Handling groceries – finding a safe place
 - Vegetation overgrowth – more with cutbacks.
 - Poor lighting
 - Winter is more difficult
- The 8 new bus stops are better.
- Riders are very positive of dispatch
- Out of county needs
 - Modesto
 - Oakdale
 - Angles Camp-Calaveras
 - Lodi – particularly retirees.
 - Late classes at college
 - Cleaning – buses are often dirty.
- Ambassador program
- Donation of bus passes for those who can't afford passes. Give out numbers
- Homeless camp- off Stockton, behind RR tracks
- Red Church, central park has free food, lunches.
 - Medical – certain specialties and insurance types are not available in Sonora.
 - Vocational rehab – Modesto
 - Social Security benefit doctors—evaluation
- Need to educate drivers of different human service agencies
- Big Hill – remote areas

Sierra Senior Service Providers, Agency Focus Group, 9/11

Catherine, Catholic Charities

Leo, Senior Services

Vicky Grant, Senior Services

Tyler Summerset, TCTC

New program, Tuolumne TRIP initiated in January 2012, seeking funds. Anticipating providing trips by Dec. 2013.

- Supporting across the county for all trip purposes; out-of-county for non-emergency medical trip purposes.
- Sonora Foundation dollars ended Dec. 2013.
- Area Agency on Aging allocated \$2900 for one-way trips of about \$15 each. Collaboration.

Catholic Charities

Funding of \$10,000 for Tuolumne Trip program; to support people who cannot drive or have no vehicle or no driver's license and/or cannot walk to bus stop; can't use existing services (frail elderly, Veterans, among others). TRIP a last resort resource.

Sierra Senior Service Providers focus on adults age 60+

- Referral resource, sharing information and resources
- Meal delivery – 175 meals a day on 6 routes; each 20 to 30 meals

Medical services locations, out-of-county:

- Modesto – Memorial Doctors Hospital
- Davis
- Stockton - Kaiser
- Sacramento
- Palo Alto - VA
- Bay Area

VA Community-based outpatient clinic, on Mono Way

- Coordinating with TT Dial-a-Ride
- Could use seating, stop signage, more information about transit there.
- Vets specialist Michelle 13663 Mountain, Sonora. vidaaurrim@yosemite.edu 588-5105
- Bus stop, restroom issues
- Subsidizing bus passes; affordability a problem for veterans – DAR trip costs \$3. One-way

DAR services

- Affordability a problem for seniors also; \$3. One-way trip and \$6 round trip
- Need a seniors bus pass for dial-a-ride
- Logisticare made a presentation about using DAR services (45 minutes)
 - DAR more than fares' to be reimbursed by Medicaid (MediCal)
 - Reimbursed per mile or per trip for authorized trips (general public service)
 - TT DAR hours of service to stay the same; TT service area to stay the same
- Saturday – general public dial-a-ride would be helpful –
- Growing user base – increased need
- DAR fleet – 6 to 8 vehicles of which 5310 procured 4 to 5; 3 new ones coming; will retire some to spares.
- 55 age policy, for older adults; may need to move it to 62 given demand for services.
- Implemented ADA cards – using F.R disability fare; show card

TT Information issues

- Those utilizing transit seem to get what they need to know
- Drivers very useful in informing people

Agency partners/ key stakeholders –

- Probation
- Interfaith
- Catholic Charities
- Other churches – St. Patrick's, Matthews
- DRAIL

Catholic Charities

- Transportation needs identified as need through Sonora Regional Medical Center; particularly for older adults; persons come through ER admissions; they may or may not have transportation home; their spouse or partner may or may not have transportation home.

Sierra Conservation Center

- Had a vanpool program – Foothill Rideshare

Travel statistics:

- Stanislaus – 108 miles to/ from Jamestown

Ridesharing

- Park and Ride lot – Whistle stop; grass roots support – 30 to 50 cars
 - Caltrans had issues
 - In front of gas station; Rawhide Road

Tyler – Dodge Ridge Resource/ Partnership possibility

- Picking up persons at Wal-Mart – employees, many 52 and older
- Sometimes coordinates with TCTC for ski bus on Sat., Sun and holidays
- Work through marketing dept. Jeff Hauf and Amber Jenkins
- New route for Adele Arnold, Probation clients, AB 109 participants – special route; problem of drainage ditch at the place where they would disembark; stopping on the wrong side of the road
- Transfer locations of busses a problem – at Main Street, City Hall. Complaints about charging station downtown Courthouse Park for AB 109 participants. Wrong image for city.

Unmet needs hearings – October 8th – new form available on line.

Sonora Regional Medical Center, 9/11

Gail Wiltzsteiner, Chief Administrator gail.wiltzsteiner@ah.org

Susan Balcarcel, social worker with cancer center

Bryan, Chaplain

Teresa, Chaplain

- Chamber of Commerce, government leaders put on alert that Tuolumne Transit needs evening hours; needs vehicle fleet for evening hours.
- High school youth need transit
- Tuolumne Transit (TT) and YARTS buses played important roles with Rim fire:
 - YARTS and Tuolumne Transit dial-a-ride helped evacuate kids from camps along Highway 40; residents of Groveland.
 - DAR standing at the ready to evaluate Sonora residents on oxygen; have lists of names of frail individuals who will need help.
 - Mass Casualty Incident declared – mobilized home care, hospice, and oxygen delivery to identify at-risk, frail individuals for evacuation.

- Tuolumne Trip, Sierra Senior Services Providers, in collaboration with Area Agency on Aging 12 coming along well. Outside agencies have been impressed although not yet clear just how this program will work.
- Susan: Cancer Center patients – Center plays a significant case management role; linking individuals with services. For older adults, transportation is a major challenge.
 - Hospital has a transportation fund to assist patients – some unknown percentage does go to transportation.
 - Center has been in place 8 to 10 years.
- Bryan:
 - Chaplin's fund has some dollars that help to support transportation – gasoline, taxis. \$500
 - Also an Employee's fund that supports direct needs, raises funds from bowling league, other strategies.
 - Meet by committee to determine which needs to support.
 - Groveland, no way to leave the area to get to needed medical specialty services
 - Need rides to get to a higher level of care
- Estimated 60 to 75 patients (annually) with special transportation needs
- Perhaps 15 to 20 are cancer patients, often with recurring appointments for oncology, radiation, infusions – repeating treatments
- Susan- received 4 calls today with transportation-related needs:
 - Tuolumne County – primary medical service
 - Cal Hwy 4 – secondary medical service
 - Mariposa – tertiary medical care
- Cancer center has considered volunteer driver programs – identifying people who could serve as drivers, but lost some of these volunteers
 - Trips into San Francisco – 12-hour day. Long, long day
 - American Cancer Society has some volunteers. Limited Angels on Wheels
 - Groveland – young man with new diagnosis; will need 36 radiation treatments over the course of 6 weeks; daily appointments. Significant need
- Non-emergency medical transportation needs:
 - Long distance
 - Spouse sometimes goes along; common with elderly couples and these are the ones who cannot easily drive themselves
 - Receiving many, multiple treatments
 - Patients flown in here, typically visitors – from accident, from hiking event
 - Discharge, no way to get home
 - Critical lab value – no way to get to lab for transfusion or treatment
- Hospital can provide some taxi vouchers for local trips - \$49 (check this); relationship with local cab companies
- Rural health care clinics in area
 - Chaplain's Fund has been assisting
 - 20 Rural health clinics (one in Groveland)
 - Need to transport children as well as others.
- Pediatric care/ clinic.

- Anticipating 1000s of new patients with Medicaid and Affordable Care Act; medical transportation NEMT; will use up available resources; no transportation benefit for elderly patients, as there is with Medicaid
- Behavioral health has some transportation capability
- Tuolumne dial-a-ride: shared ride can mean a long trip for a sick or frail individual; long waits; no way to get to the bathroom.
- Needs –
 - Routine medical appointments – dialysis 3x weekly; 36 to 40 radiation treatments
 - Emergency spouse transportation needs – comes in on ambulance with patient and can't get home
 - Distance to specialty referrals. (SF and others) \$189 to \$200 by cab
- Affordable Care Act, major changes in hospital accountability 2014 through 2016

Tuolumne County Health and Human Services, 9/13

Michie – Supervises programs that include: Adult Employment, Public Guardian, Welfare to Work, and General Assistance

Nicole – IHHS social worker

Masako – Public Guardian's Office

Jennifer – IHHS social worker

Some general familiarity with Tuolumne Transit services; could use more information but don't always seek it out.

iHSS clients, almost 400 very frail; very difficult to ride bus – shared ride and long waits for dial-a-ride are difficult for this population. DAR Drivers won't go up to the house. Clients need to travel to doctors and grocery stores.

Areas:

- Groveland area consumers – helped by The Little House Wheels program.
- Big Hill Road – difficult area; very steep; clients quite isolated
- La Grange {Stanislaus County}
- Also Mariposa and Merced County isolated areas

Trip needs are to:

- Stockton – higher priority, more frequent need
- Modesto
- UCSF
- UCD
- Stanford
- VA Palo Alto

Personal care assistants are providing some transportation,

Public Health --

- Paying some gas money, for fuel – can support trips as far as Stanford

Welfare to Work – Caseload of 644 (September 2013) Transportation by some independent providers

Multiple types of trip needs with different programs: Child Welfare, Behavioral Health/ Mental Health, Probation. Committee of Coordination to address the overlapping needs and coordinate around individual cases.

Child Welfare manager – Corey Ashton, Program Manager
Area 12 – Suzy Hopkins and Linda

Sierra Network is an important collaborative opportunity for Welfare to Work, Child Welfare,
Lots of people who come from multiple agencies and can examine overlapping needs together

Out-of-County transportation – clients can't afford the gas; provider can't afford mileage reimbursement

Multi-generation families living here; often family members are care providers but are themselves struggling.

Growing youth population – need choices in ways in which they can get around.

Tuolumne Transit

- Night-time transportation – need later evening service on Tuolumne Transit: work trips, to/ from hospital, mill, jobs at restaurants, Casino
- Connecting to Dodge Ridge bus in the early morning
- Dial-a-Ride needed 7 days a week
- Need an immediate needs transportation capability

Tuolumne County Probation Office, Sonora, 9/13

Adele Arnold, Director

Probation – 50 people daily – BI Contractor Day Reporting Center purchasing bus passes
Prop 109 requires post-release wearing of electronic bracelet for 30 to 60 days; important way to monitor.
There are “inclusion zones” and “exclusion zones” as well as times.

- People being released to County Probation; had been released to Parole. Now coming to County Probation for all services.
- Numbers of releases leveling out; not a lot more.
- New individuals; new at the front end where they cannot make their fines and fees, now coming into Probation programs.

Old building couldn't expand under AB 109.

New building will house Day Reporting Center, Work Release Program; siting it to keep it close to services
Downtown transfer Center location issues; need better resolution.

- Adjacent to courthouse and city admin building; useful for paying fees and fines.
- Hub for charging ankle bracelets (probation); City didn't like this in terms of tourism concerns
- Outreach by 3 to 4 churches; providing breakfasts in downtown Washington Street

New Building Extending stop at Shaw's Flat (residential area)

- No current buses – culvert dip and it hits the exhaust pipe of the vehicles
- Probation Dept. has a van that goes twice daily shuttle between Hwy 49 Day Reporting Center and different places where individuals are/ have to check-in

- Work release program – 7:30 a.m. start and 4:30 p.m. check-out

Drug Dependency Court at high school, to involve parents

- Court location for children and youth
- Random drug testing required (at another site)
- Have to get there daily, vans pick-up and take back

Pick-ups at:

- Wal-Mart/ Van goes there for 109 program participants
- Juvenile Hall
- Court House
- Probation
- Law and Justice
- From the park – work release program participants taking this shuttle daily 2 to 4 persons

Dial-a- Ride – service to the Campo Seco area: individuals don't drive; take regular bus as far as they can
Columbia College service – very important to those returning to college; need evening classes and ways to get home from evening classes;

Hope House (Willow Springs/ Chrystal Falls) – for youth/ juvenile delinquents/ Child Welfare – need transportation; about 18 to 22 youth who need school trips; work/job trips; to the market (groceries)

Appendix C – Project Development Workshop: Non-Emergency Medical Transportation Meeting Summary

Project Development Workshop for Tuolumne County *Public Transit-Human Services Coordinated Transportation Plan*

Focus on Non-Emergency Medical Transportation March 13, 2014, TCTC Offices

Participants

Tyler Summersett, Tuolumne County Transportation Commission
Amber Collins, Calaveras County Council of Governments
Gail Wiltzsteiner, Sonora Regional Medical Center
Catherine Driver, Catholic Charities
Doreen Schmidt, Area 12 Agency on Aging
Michelle Clark, Tuolumne County Dept. of Social Services
Michie Anderson, Tuolumne County Dept. of Social Services
Melissa Parrish, Tuolumne County Public Health

Consultant team:

Belynda Johnson, Majic Consulting
Heather Menninger, AMMA Transit Planning

Introductions Tyler Summersett welcomed everyone, with introductions all around. Tyler indicated that Darin Grossi, Executive Director of Tuolumne County Transportation Commission, was regrettably unable to attend today due to a late conflict but was supportive of exploration of the transportation-health care link and looking forward to hearing about today's discussion.

Heather Menninger gave a brief introduction, indicating that the purposes of the *Public Transit-Human Services Coordinated Plan* are three-fold: 1) to identify mobility needs and gaps of persons who are disabled, elderly or low-income; 2) to identify strategies by which to address those gaps and 3) to construct coordinated projects to place Tuolumne County in a strong position to secure competitive funding to underwrite some part of these projects.

Furthermore, the Coordinated Plan is a strategic planning tool, to help define what mobility strategies are needed and to explore what priority projects are supported by the community. The Coordinated Plan process does not have a funding stream behind it per se, but it is required by Federal statute. For funds to be secured through the Federal Transit Administration (FTA) Section 5310 program, which now includes the former New Freedom program (Section 5317), projects must be identified in the Coordinated Plan. Section 5310 funding can contribute 80% to capital projects, including 80% to mobility management project. Operating funding, up to 50%, can be applied for as well under conditions still to be established by Caltrans and in response to Federal guidelines. It is expected that these funds will be highly sought after and so developing strong, coordinated applications will place Tuolumne County in the best position to be successful competitively and bring additional transportation dollars to the County.

Focus on NEMT Heather Menninger and Belynda Johnson led the subsequent discussion. Non-emergency medical transportation surfaced through the Coordinated Plan development process as the most commonly identified need

and service gap for trips **both within Tuolumne County** and to **destinations out-of-county**. Some riders/consumers require **door-to-door and door-through door assistance** and this is difficult, if not impossible for public transit to provide. Some **trips are recurring**, as to radiation and chemotherapy appointments. Some are **one-time or non-recurring trips**, as to specialty appointments or referrals.

Trip Destinations

Stanford Medical Center

Modesto –

Medical Center Memorial Hospital

Individual medical doctors

Eye doctors, including cataract surgeries

Dental offices – Salido Clinic

Sacramento –

Multiple locations – UC Davis and others; dispersed

Transportation Resources The Coordinated Plan documents an array of existing transportation services, some supporting NEMT trips. This includes existing coordinated projects of the Little House Wheels in Groveland, Sierra Senior Service Providers supported by Area 12 Agency on Aging and Catholic Charities, Salvation Army and others. Most provide some level of in-county transportation but very limited out-of-county transportation. Area 12 Agency has developed a transportation inventory that they regularly provide to consumers describing available services' eligibility, service area and service types.

Gail WiltzSteiner reported that the American Cancer Society has just discontinued funding of its Road to Recovery program which provided volunteer drivers with some gas money.

MediCal Vendorization and TCTC Tyler Summersett spoke of TCTC's exploration of securing MediCal vendorization, as a sub-contractor to the contractor Logisticare associated with Tuolumne County's managed care MediCal provider. This has been difficult for TCTC to pursue because of the complexity of envisioning the obligations potentially required and managing these within its existing public transportation service delivery obligations. That said, Tyler indicated that the TCTC would be able to accept or not accept trip requests – largely provided by the Dial-A-Ride vehicles – for MediCal patients and for destinations within the County.

Questions as to whether this would include gurney or escorted trips, Tyler indicated no that individuals would need to be able to get themselves to the vehicle. TCTC would not accept the trip request if it wasn't one that its drivers and vehicle(s) could reasonably provide. The contract review process for this designation has been arduous and moving slowly. Several participants indicated that it would be useful to them if TCTC were a MediCal transportation provider. Possibly this could assist people not now in TCTC's service area, such as Big Hill trips, a particular individual who needs to travel to dialysis three times a week, although this might or might not be feasible on a

Tuolumne TRIP Program Tyler described the new TRIP program that provides mileage reimbursement to enrolled participants who are older adults or with disabilities. Participants must locate their own volunteer driver. Reimbursement for an approved number of miles, at \$0.35 per mile, is paid to the enrolled participant who then pays his or her volunteer driver. At present there are 8 enrolled participants, all largely from the Groveland area. A committee that includes Area 12 Agency and Catholic Charities' representatives makes the eligibility and trip purpose/ trip distance determinations.

Terminating the Groveland dial-a-ride service was the impetus for Tuolumne TRIP, developed from the national TRIP model in Riverside County and where TCTC staff participated in training by the Riverside Independent Living Partnership (ILP), TRIP's parent organization.

In-Home Supportive Services Michelle Clark indicated that IHHS will pay the provider for the trip to out-of-county medical facilities but cannot pay mileage expense. The TRIP program could be a way in which to assist the client and his/her IHSS worker in making longer, out-of-county trips.

Catholic Charities volunteer driver program Catherine Driver is linking volunteer drivers and persons who need trips. This is privately funded, through Catholic Charities, and so she has much discretion as to what and who to fund. She seeks to identify where a trip need can be met by one of the other transportation resources. She does use the new Tuolumne County TRIP as a safety net, resource of last resort. Holding sufficient volunteers willing to provide longer trips can be a challenge. She cited a recent case of a veteran who needed to travel to the Fresno VAMC but didn't want to make the very long day of it required if he rode the VA Bus leaving from the Sonora Community-Based Outpatient Clinic (CBOC); needing to match this rider with a willing volunteer.

Sonora Regional Medical Center Gail Wiltzsteiner reported that the hospital supports several types of transportation. Its Cancer Patient Support funds tend to be used for Calaveras and South County residents who have multiple treatments and where the longer-distance becomes an even greater hardship. The hospital's Chaplain's Fund is used to help people get home from the hospital who are otherwise stranded upon discharge. Both funds generally are used to purchase taxi trips.

Also, the hospital is in partnership with Anthem Blue Cross and plans to open a TeleHealth capability to bring in specialty consultations from specialists out of the area. Located at the site of the Hillside Family Medicine offices, this removes the need for the out-of-county trip for these trips and these consults.

Area 12 Agency on Aging Doreen Schmidt reported that the Area 12 Agency is supporting transportation through its provider contracts, notably Sierra Senior Service Providers. They are providing trips to persons age 50 and older or with disabilities. These are largely local trips and all within the county. The Area 12 Agency also prepares its Inventory to help advise consumers on transportation resources.

Public Health Dept. Melissa Parrish indicated that there is some financial transportation support through California Children's Services for eligible consumers (and their parents) and for eligible trips.

Mobility Management The consultants described Mobility Management, a relatively new transportation infrastructure tool of probably value in Tuolumne County, given its range of transportation services and the sometimes limited understanding of what's available. Mobility management is aimed helping connect riders with needed transportation services. Mobility management is a function that works at the system level and at the individual's level –

1. **at the system level** to help build and grow more transportation that addresses gaps in the transportation network
2. **at the individual level** to broker and connect riders with transportation that can meet their individualized need.

There was discussion about the value of Mobility Management, particularly in parsing out those scarce transportation resources that exist but which could never be widely marketed – such as limited taxi reimbursement capabilities. It would be important to identify clearly those services that are generally advertised and effort is made to make them known to the public in contrast with those services that are highly focused on a particular trip type or client need. There was consensus that such "knowledge" and function (or a person) within Tuolumne County that could help direct individuals appropriately would have considerable value.

Doreen Schmidt did indicate that the Senior Information and Referral (I&R) function within Area 12 plays a similar role, but this is focused on senior services. Gail Wiltzsteiner also indicated that its Physician Referral line operates on a similar resource broker model.

Mobility Management Data Reporting The group also discussed the importance of establishing a centralized Mobility Management function that placed an emphasis on data collection and data reporting. At present, the scale of the NEMT, both within the county and to out-of-county destinations is not clear. The TRIP program will help to capture some of this information as individuals are asked to provide the specific addresses to which they are seeking mileage reimbursement. Also a Mobility Manager can develop a data tool that helps to document information about trip requests, particularly NEMT trip requests.

Expanded TRIP Program One low-cost option for meeting more NEMT needs was in growing the new TRIP. There was clear interest in an expanded TRIP, mileage-reimbursement model to address out-of-county trip needs and to assist with those cases where there may well be a driver in place but there is limited ability to pay for gasoline for these longer trips. Michie Anderson and Michelle Clark, County Dept. of Social Services indicated that the IHSS and possibly limited Welfare-to-Work (where a job-related connection can be described) if mechanisms can be established that enable billing in arrears for specific, IHSS (WtW) enrolled individuals. Gail Wiltzsteiner indicated that Sonora Regional Medical Center could contribute but would not be able to support trips to out-of-county specialties or offices whose services were provided by the Medical Center. Around pediatric and dental care for children, there may be limited opportunity for funds partnership by the County Public Health Dept. Michie Anderson indicated that Adult Protective Services works with the Salvation Army for provision of gas cards. There may be mechanisms to apply some of these dollars to an expanded TRIP program.

Dedicated Out-of-County Vehicle There was some discussion of the concept of operating a vehicle one or two days a week to selected destinations, for example Modesto or Stockton, possibly to Sacramento. This is more problematic and difficult to plan for, given that the levels of demand and the specific places to which people need to travel is not clearly known.

Initial cost estimates by Heather and Tyler for service down into the Central Valley suggest that a two-day-a-week service could be operated for around \$37,000. Riders fares at \$10 round-trip could bring back as much as \$18,000 if ridership estimates of 7 to 9 passengers per trip could be realized. This leaves about \$19,000 in operating expense that would have to be found, a funding level that is potentially realizable.

There have been several vans in the past to out-of-county medical. Sonora Regional Medical Center used to operate one for center treatment. It generated so many trips that the hospital chose to develop its own Cancer Center locally, so that people wouldn't have to travel out-of-town when they were feeling ill in the first place.

Melissa Parrish indicated that for children and families where their medical/ dental care is out-of-county, such a dedicated van would be extremely helpful. For trips into Sacramento, with trip planning assistance (by the Mobility Manager) riders could possibly connect with Sacramento RT. Or there could be a coordinated pick-up with Paratransit Inc. to take riders to and from various medical facilities within the greater Sacramento area and still get back in time to meet a bus returning to Calaveras and Tuolumne Counties.

There was consensus that the dedicated van was problematic but still potentially of value in certain circumstances and with the right design. Understanding just what that could look like would be possible from the data collection/ data gathering processes that a Mobility Manager and expanded TRIP program could enable. It could be a later phase option and therefore should be included among the strategies.

The meeting adjourned at 4:15 with promise of providing the full Coordinated Plan to participants and follow-up by TCTC staff around its initiatives and next steps.