



Coordinated Public Transit –  
Human Services Transportation Plan

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**WESTERN EL DORADO COUNTY AND  
CALIFORNIA DEPARTMENT OF TRANSPORTATION**

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FINAL, ADOPTED AUGUST 28, 2008

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consulting associates

In association with:

**Innovative Paradigms**  
Building Mobility Partnerships  
a subsidiary of paratransit inc. 

  
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# Acknowledgements

*Innovative Paradigms would like to thank Jerry Barton for his invaluable assistance throughout this planning process.*

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*The following agencies and organizations shared their insight and perspective throughout the planning process:*

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El Dorado Hills Vision Coalition  
El Dorado Hills Community Services District  
Mother Lode Rehabilitation Enterprises  
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# Chapter 1. Project Overview

## Introduction

This Coordinated Public Transit-Human Services Transportation Plan for Western El Dorado County is sponsored by the California Department of Transportation (Caltrans). It is part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California.

The project has been completed in two phases: the first resulted in an Existing Conditions Report, which described existing transportation services and programs, and identified service gaps and needs. The second phase of the project focused on identification of potential strategies and solutions to mitigate those service gaps, and on developing a plan to implement those strategies. The results and key findings emerging from both phases of the planning process are documented in this Coordinated Plan.

As described further in this report, federal planning requirements specify that designated recipients of certain sources of funds administered by the Federal Transit Administration (FTA) must certify that projects funded with those federal dollars are derived from a coordinated plan. Caltrans serves as the designated recipient in non-urbanized areas of California for funds subject to this plan.<sup>1</sup> El Dorado is one of these 23 counties, which are highlighted in the map in Figure 1-1.

These projects are intended to improve the mobility of individuals who are disabled, elderly, or of low-income status. This plan focuses on identifying needs specific to those population groups as well as identifying strategies to meet their needs. Caltrans is sponsoring a statewide planning effort on behalf of the rural counties for whom the funds are intended so that potential sponsors of transportation improvements may access the funds.<sup>2</sup>

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<sup>1</sup> The term “non-urbanized area” includes rural areas and urban areas under 50,000 in population not included in an urbanized area.

<sup>2</sup> Some plans in rural areas have been completed independently of this effort. Caltrans’ website lists the status of the plans at: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

# Figure 1-1 Caltrans Coordinated Planning for California Counties



## Report Outline

This Coordinated Plan is organized in seven chapters, as described below:

**Chapter 1** presents an overview of the project, its sponsorship by Caltrans, and federal planning requirements established by the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. In addition, it discusses federal and state roles in promoting coordination among public transit operators and human service transportation providers. It also describes the funding environment for transportation in rural California.

**Chapter 2** summarizes the steps taken and the methodologies used to prepare the Coordinated Plan. It provides a description of the process, from initial contact through final plan. This chapter also provides a summary of key documents related to transportation planning in Western El Dorado County that have helped inform the effort.

**Chapter 3** includes a demographic profile of Western El Dorado County, which was developed using data prepared by the U.S. Census Bureau, the California Employment Development Department and other government agencies. This information establishes the framework for understanding the local characteristics of the study area, with an emphasis on the three population groups subject to this plan: persons with disabilities, older adults, and those of low-income status.

**Chapter 4** documents the range of public transportation services that already exist in the area. These services include public fixed route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. These were identified through review of existing documents, and through local stakeholder interviews.

**Chapter 5** consists of the needs assessment. An important step in completing this plan includes the identification of service needs or gaps as well as institutional issues that limit coordinated transportation efforts in Western El Dorado County. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved.

The needs assessment for this plan was derived through direct consultation with stakeholders identified by the project sponsors, and through a review of existing documents and plans that also provide information on existing services and the need to improve them.

**Chapter 6** presents and prioritizes a range of potential service strategies as identified by local stakeholders. These strategies are intended to mitigate the gaps discussed in Chapter 5. Identification and evaluation of strategies is an important element in the plan, as this step is required in order to access federal funding sources that could support their implementation.

**Chapter 7** presents an implementation plan for the highest-ranked strategies. A potential project sponsor is identified, along with projected costs, potential sources of funds, and an overall assessment of how implementation of these strategies could address service gaps identified in Chapter 5.

## SAFETEA-LU Planning Requirements

On August 10, 2005, President Bush signed SAFETEA-LU into law, authorizing the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal year 2009, including \$52.6 billion for federal transit programs.

Starting in Fiscal Year 2007, projects funded through three programs in SAFETEA-LU, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”<sup>3</sup>

The Federal Transit Administration (FTA) issued three program circulars, effective May 1, 2007, to provide guidance on the administration of the three programs subject to this planning requirement.

These circulars can be accessed through the following websites:

<a href="http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html">http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html</a>	Elderly Individuals and Individuals with Disabilities
<a href="http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html">http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html</a>	Job Access and Reverse Commute
<a href="http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html">http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html</a>	New Freedom Program

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

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<sup>3</sup> Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

## Federal Coordination Efforts

Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies. The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- **Presidential Executive Order:** In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. It may be found at [www.whitehouse.gov/news/releases/2004/02/20040224-9.html](http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html)
- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: [http://www.unitedweride.gov/1\\_81\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_81_ENG_HTML.htm)
- **Previous research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.<sup>4</sup>

## State of California Coordination Efforts

### Assembly Bill 120 (1979)

Since 1979, with the passage of the Social Services Transportation Improvement Act (Assembly Bill 120, Chapter 1120), initiatives to coordinate human service transportation programs in the State of California have been largely guided by state legislation. Under California Government code 15975, this law, commonly referred to as AB 120, required transportation planning agencies and county transportation commissions to:

- Develop an Action Plan for the coordination and improvement of social service transportation services.
- Designate a Consolidated Transportation Services Agency (CTSA) to implement the Action Plan within the geographic area of jurisdiction of the transportation planning agency or county transportation commission. CTSA's are considered eligible applicants of Transportation Development Act (TDA) Article 4.5 funds.
- Identify the social service recipients to be served and funds available for use by the consolidated or coordinated services.
- Establish measures to coordinate the services with fixed route service provided by public and private transportation providers.

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<sup>4</sup> Examples include United States General Accounting Office (GAO) reports to Congress entitled *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist*, (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information*, (August 2004).

- Establish measures to insure that the objectives of the action plan are consistent with the legislative intent declared in Section 15951.

### **Senate Bill 826 (1988)**

In 1988, Senate Bill 826 was introduced amending the AB 120. It required the establishment of

- Measures for the effective coordination of specialized transportation service from one provider service area to another.

And required that

- Transportation planning agencies and county transportation commissions shall every four years update the social services transportation inventory pursuant to Section 15973 and every two years shall update the action plan prepared pursuant to Section 15975 and submit these reports to the California Department of Transportation.

### **Assembly Bill 2647 (2002)**

In 2002, Section 15975.1 was repealed, which no longer required the transportation planning agencies to submit an Action plan or inventory to the California Department of Transportation. The Department no longer has a role in the development of the Social Service Transportation Action Plan and will not be receiving information or reporting to the Legislature.

### **Role of Consolidated Transportation Service Agencies (CTSAs)**

AB 120 authorized the establishment of CTSAs and recognizes them as direct claimants of TDA Article 4.5 funds. CTSAs are designated by Regional Transportation Planning Agencies (RTPAs) or, where RTPAs do not exist, by the local Transportation Commission. Very little guidance exists, however, as to expectations or the roles of the CTSAs. As discussed below, TDA law requires that any rural county intending to use some of its TDA funds for streets and roads purposes establish a Social Service Transportation Advisory Committee (SSTAC) comprised of the transit dependent, including disabled, elderly and low income representatives; representatives from the CTSA also are required to participate on the SSTAC.

The CTSA has the potential to be the key instrument of Coordination efforts in rural counties.

The El Dorado County Transportation Commission (EDCTC) has designated El Dorado County Transit Authority (El Dorado Transit) as the CTSA. The SSTAC plays an active role and meets as needed to discuss transportation issues and to advise the EDCTC.

## **Funding Public Transportation in Rural California**

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

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

A review of federal, state and local funding programs for public transit agencies and social service providers is presented in Figure 1-3 at the conclusion of this chapter. The figure highlights the funding programs and their purpose, how funds can be used, who is eligible to apply and other relevant information. The funding matrix is broadly prepared and may include funding sources that do not apply to every rural county. More detailed information on funding sources commonly used by public transit agencies in rural counties is described in the following section.

Funding for public transportation in rural California counties is dependent primarily on two sources of funds: TDA funds generated through State of California sales tax revenues, and Federal Section 5311 funds intended for rural areas. These two funding programs are described in this chapter. A brief overview is provided of other funding sources that are available for public transit and social service transportation. Because the funding arena is complex and varied, this section on funding is not intended to identify all potential funding sources, but rather to identify the major sources of funding for public transit and human service transportation in rural California.

The three sources of federal funds subject to this plan (FTA Section 5316, 5317 and 5310), are described below. Caltrans serves as the designated recipient for these funds intended to be used in rural and small urbanized areas of the state. As designated recipient, Caltrans is required to select projects for use of SAFETEA-LU funds through a competitive process, and to certify that projects funded are derived from the coordinated plan.

### **FTA Section 5316 Job Access and Reverse Commute (JARC) Program**

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

### **FTA Section 5317 New Freedom Program**

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA).

New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

### **FTA Section 5310 Elderly and Disabled Specialized Transportation Program**

Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to elderly persons and persons with disabilities. Typically, vans or small buses are available to support nonprofit transportation providers; however, Section 5310 funding can also be used for operations if the service is contracted out. In California, a local match of 11.47% is required.

The following chart provides an estimate on the levels of JARC and New Freedom funding available for non-urbanized portions of the state from 2007 to 2009, as well as Elderly and Disabled (Section 5310) funds for the entire state. As the designated recipient of these funds, Caltrans is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners.

**Figure 1-2 Projected State of California Funding Sources/Amounts**

Designated Recipient	Fund Source	2007 \$ estimate	2008 \$ estimate	2009 \$ estimate
Caltrans	5316 Rural JARC <sup>1</sup>	1,467,032	1,573,618	1,659,360
Caltrans	5317 Rural New Freedom <sup>1</sup>	681,111	777,302	821,719
Caltrans	5310 Elderly and Disabled Section <sup>2</sup>	12,394,851	13,496,069	14,218,737

<sup>1</sup> Estimates are for rural portions of California only, although funding is available statewide

<sup>2</sup> Estimates are for the entire state of California

### FTA Section 5311

Federal Section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are: 1) to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation; 2) to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; 3) to encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; 4) to assist in the development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

A portion of 5311 funds is set aside for a Tribal Transit Program (TTP), which provides direct federal grants to Indian tribes to support public transportation on Indian reservations. For the period 2006 through 2009 the amount is \$45 million nationally. Awards are made directly to tribes by FTA through a competitive process. TTP was not intended to replace or reduce funds tribes receive from states under the Section 5311 program.

Fifteen percent of the Section 5311 apportionment is for the Intercity Bus Program, Section 5311(f). The Intercity Bus Program funds public transit projects that serve intercity travel needs in non-urbanized areas. Projects are awarded on a statewide competitive basis. This program funds operating and capital costs, as well as planning for service. As with most federal capital funds, the Section 5311 grant funding program provides 80% of capital costs with a 20% matching requirement. Section 5311 funds provide up to 50% of operating costs to support transit operations.

### Transportation Development Act (TDA)

The California Transportation Development Act has two funding sources for each county or regional entity that are locally derived and locally administered: 1) Local Transportation Fund (LTF) and 2) State Transit Assistance Fund (STA).

- **LTF** revenues are recurring revenues derived from ¼ cent of the retail sales tax collected statewide. The ¼ cent is distributed to each county according to the amount of tax collected in that county. In counties with a population of less than 500,000 as of the 1970 US Census, TDA funds may be allocated under Article 8 for transit services or for local streets and roads, pedestrian or bicycle projects.

Prior to approving TDA funds for purposes other than public transportation, specialized transportation, or facilities for bicycles and pedestrians, the local transportation planning agency is expected to consult with its local SSTAC and conduct an assessment of transit and determine whether there are unmet transit needs, and whether or not those needs are “reasonable to meet.” Each RTPA is required to adopt definitions of “unmet transit need” and “reasonable to meet.” Any unmet transit needs that are reasonable to meet must be funded before funds can be allocated for streets and roads.

El Dorado County has allocated all of its TDA to transit purposes for the past two years. One result of this allocation is the elimination of the unmet needs hearing process in the County. Instead this process has been replaced with an annual Citizen Participation Hearing Process. This offers an opportunity for input regarding transit issues but does not carry with it the same legal requirements as the unmet needs process. The unmet needs process is specifically directed at addressing the tradeoff between transit and highway spending. Where all funds are allocated to transit, the process does not have the same relevance.

- **STA** are revenues derived from sales taxes on gasoline and diesel fuels. STA is allocated annually by the local transportation commissions based on each region’s apportionment. Unlike LTF that may be allocated to other purposes, STA revenues may be used **only** for public transit or transportation services.

## State Transportation Improvement Program

The State Transportation Improvement Program (STIP) is another option for transit funding. To receive state funding for capital improvement projects, such as new vehicles or other capital equipment, projects must be included in the State Transportation Improvement Program, or STIP. The STIP is a multi-year capital improvement program that includes projects programmed with state funds. Local agencies should work through their Regional Transportation Planning Agency, El Dorado County Transportation Commission (EDCTC), to nominate projects for inclusion in the STIP. In the Sacramento area, SACOG serves as the MPO for the region, which includes western El Dorado County. STIP projects in the EDCTC area are programmed by EDCTC and must be included in both the Regional Transportation Improvement Program (RTIP) and the SACOG Metropolitan Transportation Improvement Program (MTIP/FTIP).

## Other Funding Sources

### Older Americans Act (OAA)

The Older Americans Act was signed into law in 1965 amidst growing concern over seniors’ access to health care and their general well-being. The Act established the federal Administration on Aging (AoA), and charged the agency with advocating on behalf of an estimated 46 million Americans 60 or older, and implementing a range of assistance programs aimed at seniors, especially those at risk of losing their independence. Transportation is a major service under the Act, providing needed access to nutrition and other services offered by the AoA, as well as to medical and other essential services required by an aging population. No

funding is specifically designated for transportation. However, funding can be used for transportation under several sections of the OAA, including Title III (Support and Access Services), Title VI (Grants to American Indian Tribes), and the Home and Community-Based Services (HCBS) program.

#### Medi-Cal

Medi-Cal is California's Medicaid health care program. It pays for a variety of medical services for children and adults with limited income and resources. Funding for non-emergency medical transportation is available.

#### Regional Centers

While Regional Centers are nonprofit private corporations, they were established by state legislation. They receive public funds under contract to the California Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities. There are 21 regional centers with more than 40 offices located throughout the state. Transportation is a critical component of Regional Centers because clients need specialized transportation services for traveling to and from sheltered workshops. It is the responsibility of each Regional Center to arrange their client's transportation. Regional Centers are primarily funded with a combination of State General Fund tax dollars and Federal Medicaid funds. The primary contractual relationship is with the State Department of Developmental Services.

Alta California Regional Center is the regional center serving clients in El Dorado County.

#### Agricultural Worker Transportation Program (AWTP)

The Legislature appropriated \$20 million from the Public Transportation Account in FY06-07 for grants to public agencies statewide, seeking to provide transit services specifically for farm workers. The intent of the AWTP is to provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide. The emphasis of the AWTP will be to implement vanpool operations similar to the successful Agricultural Industries Transportation Services (AITS) program ongoing in Southern San Joaquin Valley, transporting agricultural workers to regional employment sites. The California Department of Transportation administers the AWTP. It is scheduled to sunset on June 30, 2010.

#### Private Foundations

Many small agencies that target low-income, senior and/or disabled populations are eligible for foundation grants. Typically, foundation grants are highly competitive and require significant research to identify foundations appropriate for transportation of the targeted populations.

#### Tribal Casinos Transportation Programs

Tribal casinos in some counties have indicated an interest in coordinated transportation efforts. They may have funds available to assist with the purchase of new vehicles or to subsidize plans to transport employees to and from the worksite.

#### Service Clubs and Fraternal Organizations

Organizations such as the Rotary Club, Soroptomists, Kiwanis, and Lions often pay for special projects. For transportation, they might pay for or help contribute toward the cost of a new

vehicle or a bus bench or shelter near senior citizen housing. These organizations might also pay for trip reimbursement for after school or child care programs.

### Employers

Employers who are in need of workers are sometimes willing to underwrite transportation in order to fill their labor needs. Employers sometimes contribute to a flex route night bus, a subsidized car-sharing program or a shuttle or vanpool to their employment site. For a list of major employers in western El Dorado County, please see Figure 3-3.

**Figure 1-3 Transportation Funding Matrix**

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Federal Sources</b>						
<b>Transportation Funding</b>						
Federal Transit Administration (FTA) Section 5309 Funds (Congressional Earmark)	Capital Projects for bus and bus-related facilities.	Capital projects only	Discretionary, varies annually	Public transit operators	20% for capital projects	Obtaining a Congressional earmark is in part dependent upon the "clout" of the local delegation and the funding amount can vary tremendously.
FTA Section 5316 Job Access and Reverse Commute (JARC) Program	Local programs that offer job access services for low-income individuals.	Capital projects and operations	Maximum of \$200,000 per project per year	MPOs, RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
FTA Section 5317 New Freedom Program	Supports <i>new</i> services and alternatives, beyond ADA that are designed to assist individuals with disabilities access transportation services, including transportation to and from jobs and employment support services.	Capital projects and operations	Maximum of \$125,000 per project per year.	MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations	50% for operating costs, 80% for capital costs. Can match with other federal funds.	Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>
FTA Section 5310 Elderly and Disabled Specialized Transportation Program	Providing services to elderly persons and persons with disabilities.	Capital projects only	\$12 million in FY 2008	Nonprofit agencies, public agencies	11.47% match	Typically vans or small buses are available to support nonprofit transportation providers. Annual grant cycle. Applications are available at Caltrans website <a href="http://www.dot.ca.gov/hq/MassTrans/">http://www.dot.ca.gov/hq/MassTrans/</a>

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
FTA Section 5311	Enhance access for those living in non-urbanized areas and improve public transportation systems in rural and small urban areas.	Capital projects and operations	Formula based funding - Apportionment by area	Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Funds are distributed on a formula basis to rural counties throughout the country. A portion of 5311 funds (\$45 million nationally from 2006-2009) is set aside for a Tribal Transit Program, which provides direct federal grants to Indian tribes to support public transportation on Indian reservations.
FTA Section 5311(f)	Funds public transit projects that serve intercity travel needs in non-urbanized areas.	Capital projects and operations		Public agencies, local governments, tribal governments, nonprofit agencies	50% for operating costs, 80% for capital costs	Projects are awarded on a statewide competitive basis
<b>Health and Human Services Funding <sup>(1)</sup></b>						
Title XX Social Services Block Grant (SSBG) (Department of Social Services)	Goals: 1. Reduce dependency, 2. Achieve self sufficiency, 3. Protect children and families, 4. Reduce institutional care by providing home/community based care, 5. Provide institutional care when other forms of care are not appropriate.			Child Welfare Services, Foster Care, Deaf Access, Community Care Licensing, CDE Child Care, and Department of Developmental Services programs.	Unknown	Grant must be used for one of the goals of SSBG and cannot be used for certain purposes such as the purchase or improvement of land or payment of wages to any individual in social services. These funds are not allocated separately but are used in lieu of state general fund.
Healthy Communities Access Program (HCAP) (Department of Social Services)	Develop/strengthen integrated community health systems that coordinate health care services for individuals who are uninsured or underinsured, such as transportation coordination to improve access to care.		\$83 million	Public and private health care providers as well as social services, local government and other community based organizations.	Unknown	Build upon Federal programs that support entities serving low-income populations in an effort to expand and improve the quality of services for more individuals at a lower cost.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Community Services Block Grant (CSBG) (Department of Community Services & Development)	Assist low income people in attaining the skills, knowledge, and motivation necessary to achieve self-sufficiency.			Community action agencies, low income individuals in CA (100% of Federal poverty level).	Unknown	None
Aging & Disability Resource Center Grant Program - Part of the President's New Freedom Initiative (Dept. of Aging)	Support state efforts to create "one stop" centers to help consumers learn about and access long-term supports ranging from in-home services to nursing facility care.		\$800,000 awarded to California in 2004	State of California	Unknown	None
HIV Care Formula Grants (Dept. of Health and Human Services)	Support programs designed to increase access to care and treatment for underserved populations, reduce need for costly inpatient care, reduce prenatal transmission, improve health status of people with HIV. A portion of the funds can be used for transportation.		\$2,073,296,000	State, local governments, public and nonprofit private agencies.	Unknown	None
Consolidated Health Center Program (Bureau of Primary Health Care)	Fund health centers that provide primary and preventative health care to diverse underserved populations. Health centers can use funds for center-owned vans, transit vouchers, taxi fare.			Community based organizations including faith based organizations.	Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Older Americans Act Title III B - Grants for Supportive Services & Senior Centers (Administration on Aging)	Funds are awarded by formula to State units on aging for providing supportive services to older persons, including operation of senior centers. May be used to purchase and/or operate vehicles and funding for mobility management services.	Capital projects and operations.	\$357 million	States and territories, recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Program for American Indian, Alaskan Native, & Native Hawaiian Elders (Administration on Aging)	This program supports nutrition, information and referral, multipurpose senior centers and other supportive services for American Indian, Alaskan Native and Native Hawaiian elders. Transportation is among the supportive services, including purchase and/or operation of vehicles and for mobility management.	Capital projects and operation	\$26 million	Recognized Native American tribes and Hawaiian Americans as well as non-profit organizations.	Unknown	None
Community Mental Health Services Block Grant (Center for Mental Health Services State Planning Branch)	Improve access to community-based health-care delivery systems for people with serious mental illnesses. Grants also allot for supportive services, including funding to operate vehicles, reimbursement of transportation costs and mobility management.	Capital projects and operations.	\$430,000		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Substance Abuse Prevention & Treatment Block Grant (Substance Abuse & Mental Health Services Administration)	Block grants provide funds for substance abuse prevention and treatment programs. Transportation-related services supported by these grants may be broadly provided through reimbursement of transportation costs and mobility management to recipients of prevention and treatment services.		\$1.78 billion	State of California	Unknown	States are required to expend their primary prevention services funds using six specific strategies: community-based processes, information dissemination, education, alternative activities, problem identification and referral, and environmental strategies. A seventh category, "other" strategies, can be approved on a limited basis.
Child Care & Development Fund (Administration for Children & Human Services)	Provide subsidized child care services to low income families. Not a source of direct transportation funds, but if child care providers include transportation as part of their usual services, covered by their fee, these services may be covered by voucher payments.		\$4.8 billion	States and recognized Native American Tribes	Unknown	None
Developmental Disabilities Projects of National Significance (Administration for Children and Families)	Promote and increase independence, productivity, inclusion and integration into the community of persons with developmental disabilities, and support national and state policy that enhances these goals. Funding provides special projects, reimbursement of transportation costs and training on transportation related issues.		\$11.5 million		Unknown	None

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
Head Start (Administration for Children & Families)	Head Start provides grants to local public and private agencies to provide comprehensive child development services to children and families. Local Head Start programs provide transportation services for children who attend the program either directly or through contracts with transportation providers.		\$7 billion	Local public and private non-profit and for-profit agencies	Unknown	The Head Start regulation requires that programs make reasonable efforts to coordinate transportation resources with other human service agencies in their communities.
TANF / CalWORKs (California work opportunity & responsibility to kids) (Department of Social Services)	Provide temporary assistance to needy families. Recipients are required to participate in activities that assist them in obtaining employment. Supportive services, such as transportation and childcare are provided to enable recipients to participate in these activities.			States and Federally recognized Native American tribes. Eligible families as defined in the TANF state plan	Unknown	TANF funds cannot be used for construction or to subsidize current operating costs. State and county funds in the CalWORKS program are used to meet the TANF maintenance of effort (MOE) requirement and cannot be used to match other federal funds.
Community Development Block Grants (CDBG) (Department of Housing & Community Development)	Create or preserve jobs for low income and very low income persons.			Counties with less than 200,000 residents and cities of less than 50,000 residents	Unknown	Applicants cannot be participants on the US Department of HUD CDBG entitlement program.

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>State Sources</b>						
Agricultural Worker Transportation Program (AWTP)	Provide safe, efficient, reliable and affordable transportation services, utilizing vans and buses, to agricultural workers commuting to/from worksites in rural areas statewide.	Capital projects and operations	\$20 million in FY2006/07	Public agencies	No mandatory matching requirements	Administered by the Caltrans. Scheduled to sunset on June 30, 2010.
Transit System Safety, Security and Disaster Response Account	Develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster.	Capital projects	Varies by county	Agencies, transit operators, regional public waterborne transit agencies, intercity passenger rail systems, commuter rail systems	None	Part of Proposition 1B approved November 7, 2006.
State Transit Assistance Fund (STAF)	Public transit and paratransit services	Capital projects and operations	Varies from year to year depending on appropriation to Public Transportation Account of which 75% goes to STA.	Allocated by formula to public transit operators	None	Revenues derived from sales taxes on gasoline and diesel fuels.
State Transportation Improvement Program (STIP)	Major capital projects of all types, including transit.	Transit capital projects	Varies from year to year depending on appropriation to Public Transportation Account of which 25% goes to STIP.			Determined once every two years by California Transportation Commission.
Public Transportation Modernization, Improvement and Service Enhancement Account (PTMISEA)	Advance the State's policy goals of providing mobility choices for all residents, reducing congestion, and protecting the environment	Transit capital projects	\$600 million statewide in FY2007-08. \$350 million proposed for 2008-09.	Transit operators and local agencies who are eligible to receive STAF funds pursuant to California Public Utility Code Section 99313	None	Bond act approved by voters as Proposition 1B on November 7, 2006

Program Fund Source	Funding Purpose	Use of Funds	Estimated Fund Amount	Eligible Recipients	Matching Requirements	Comments
<b>Regional/Local Sources</b>						
Transportation Development Act (TDA) Articles 4 and 8 (1/4 cent sales tax)	Transit operating assistance and capital projects, local street and road maintenance and rehabilitation projects, pedestrian/bicycle projects	Capital projects and operations	Varies by county	Cities and counties. Allocated by population formula within each county.		Revenues are derived from 1/4 cent of the retail sales tax collected statewide, distributed according to the amount of tax collected in each county to a Local Transportation Fund in each county.
Transportation Development Act (TDA) Articles 4.5	Paratransit operating assistance and capital projects	Capital projects and operations	Up to 5% of the Local Transportation Fund revenue	Cities and counties and CTSA's		
<b>Private Sources</b>						
Tribal Casino Transportation Programs	Coordinating transportation efforts on Indian reservations	Capital projects and operations	Unknown	Wide variety of agencies and organizations	None	Some tribes have funds available to assist with the purchase of a new vehicle or to subsidize plans to transport employees to and from the worksite.
Service Clubs and Fraternal Organizations	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	May be interested in paying for bus benches or shelters
Employers	Variety of transportation services, especially capital improvements	Capital projects and operations	Unknown	wide variety of agencies and organizations	None	Employers sometimes are willing to underwrite transportation to support their workers getting to/from worksite.

## Chapter 2. Project Methodology

The four required elements of a coordinated plan, as outlined by FTA in the May 15, 2007 guidance for the JARC, New Freedom and Section 5310 programs are 1) an assessment of current transportation services, 2) an assessment of transportation needs, 3) strategies, activities and/or projects to address the identified transportation needs (as well as ways to improve efficiencies), and 4) implementation priorities based on funding, feasibility, time, etc. This chapter describes the steps that were undertaken to develop these elements of El Dorado County's Coordinated Plan.

The starting point for building a successful coordination plan involves identifying and assessing both community needs and existing resources. This process requires input from a wide range of stakeholders and customers. The methods utilized during the course of this project were designed to reach out to public, private, and non-profit organizations as well as transportation users representing senior adults, persons with disabilities, individuals with low incomes, youth and families. The following steps were used to prepare the key findings that are presented in this plan:

- Initial Contact
- Stakeholder Involvement
- Demographic Profile
- Existing Services Inventory
- Existing Conditions Analysis and Needs Assessment
- Identification and Evaluation of Strategies
- Implementation Plan for Recommended Strategies

### Initial Contact

In 2007, Caltrans compiled information, which included a local Point of Contact (POC), for each of the 23 counties that chose to be included in the Rural Coordination Plans Master Contract. In El Dorado County, the POC was Jerry Barton, Senior Transportation Planner with the El Dorado County Transportation Commission (EDCTC).

Numerous discussions were held with Mr. Barton as part of the early planning process. An initial meeting was scheduled on December 5, 2007, with members of the Social Services Transportation Advisory Council (SSTAC) and the El Dorado Transit – Transit Advisory Committee (TAC).

### Stakeholder Involvement

Stakeholder involvement for this project was solicited in a variety of ways, beginning with the SSTAC meeting in early December, 2007, held in Diamond Springs. Participants at this meeting provided input regarding the current transit situation in El Dorado County, including a list of unmet needs. The group also provided suggestions for contact lists for future meetings, focus groups, surveys and on-site interviews.

Participants at the initial meeting represented a range of agencies and client populations, as shown in Figure 2-1.

**Figure 2-1 Initial Kick-Off Meeting Participants**

Stakeholder	SSTAC/TAC Member	Representing
Star Walker	SSTAC	El Dorado County Senior Services
Penny Shervey	SSTAC	El Dorado County Disabled
Ellen Yevdakimov	SSTAC, TAC	El Dorado Center for the Visually Impaired
DJ Peterson		Vision Coalition for El Dorado Hills (Youth)
Cathie Watson		Court Appointed Special Advocates (CASA) (Youth)
Steph Carlson		El Dorado County Mental Health
Janet Kenneweg		El Dorado Hills Senior Center
Teri Gotro		El Dorado Hills Teen Center
Mindy Jackson	SSTAC, TAC	El Dorado Transit
Scott Ousley	SSTAC, TAC	El Dorado Transit
Danielle Pedrigue		El Dorado Transit
Jerry Barton	TAC	El Dorado County Transportation Commission
Edith Monger	SSTAC	South County
Ruth Tousta	TAC	
Lindell Price		Public
Pauline McCann		Public
Michelle Will		United Outreach Grace Place
Jason Eberhart-Phillips, MD		El Dorado Public Health Department

During the Kick-Off meeting, the consulting group answered questions and presented material, which covered federal requirements generated through SAFETEA-LU, coordination plan process and timeline, the CTSA role in coordinated transportation and potential funding for solutions and strategies.

Follow up interviews were conducted in December 2007, and January - February 2008, with staff members from the El Dorado County Transportation Commission, El Dorado Transit, Shenandoah High School and other interested individuals. These follow up interviews provided great detail regarding services available and unmet needs. They also identified current coordination efforts and, in certain instances, barriers to further coordination.

Stakeholders were contacted in January and February 2008, and asked to participate in a survey. Respondents were encouraged to complete a 20 question survey (Appendix B) or to request an on-site or telephone conference.

A series of meetings with representatives of the Mother Lode Rehabilitation Enterprises, El Dorado Hills Vision Coalition, the EDCTC and El Dorado County Transit Authority were held on January 29, 2008. The purpose of the meetings was to broaden the participation in the planning

process by providing a venue in which community agencies could offer additional detail regarding coordination needs and resources.

Input from the El Dorado County Area Agency on Aging (AAA) and the Alta California Regional Center was solicited to ensure that these key stakeholders had opportunities to participate throughout the planning process.

Input from stakeholders was a key element in the planning process. Beginning with the Kick Off meeting in December 2007, public, private and non-profit agencies as well as members of the general public were invited to participate in the identification of service gaps and unmet needs. The list of unmet needs that resulted from early stakeholder input served as the starting point for the development of strategies. Draft strategies were presented to community members in a public workshop held April 30, 2008 in Diamond Springs.

For more details on the Strategies Workshop, please see Chapter 6 Identification of Strategies/Public Outreach.

The plan preparation steps were designed to be interactive with stakeholders from across the county. Thus key individuals and agencies were involved at various points continually throughout the process allowing them to provide feedback on work as of certain target dates. Draft materials were circulated to key contacts for review and refinement prior to incorporation into final draft documents.

Appendix A provides documentation on public outreach.

## Demographic Profile

A demographic profile for El Dorado County was prepared using census data and additional planning material from various local and state agencies such as the California Employment Development Department. This step provided a basis for understanding the unique local characteristics of Western El Dorado County and focused on the three demographic groups that are subject to this plan: older adults, individuals with disabilities and persons with low income.

Complete data is contained in Chapter 3 Demographic Profile.

## Existing Services Inventory

The creation of a comprehensive inventory of current transportation services in Western El Dorado began during the summer of 2007, when Caltrans undertook the task of compiling data on public, private and non-profit agencies that provide services in El Dorado County. This matrix, which is included at the end of Chapter 4, was updated continually throughout the project as new information was supplied by stakeholders during meetings, interviews and through surveys.

Service providers were contacted by email and/or by telephone as needed to solicit information or clarification regarding issues such as the type of service delivered, the target population for the service, the area of service delivery and the number/type of vehicles.

Key findings from this portion of the project are included in Chapter 4 Existing Public Transit Service and Human Service Transportation Providers.

## Existing Conditions Analysis and Needs Assessment

A critical step in the development of this plan is the identification of service needs or gaps. The needs assessment process provides the basis for recognizing how service within El Dorado County for older adults, persons with disabilities and individuals of low income can be enhanced. In some cases, the recognized need is the protection and maintenance of existing services.

Needs assessment for El Dorado’s plan was drawn from consultation with stakeholders through meetings, interviews and surveys and through the analysis of existing documents such as

- Western El Dorado County 2008 Short Range Transit Plan
- Unmet Needs Hearing Report and Recommendations (2006)
- Disposition of Public Participation Comments (2007)
- Disposition of Public Participation Comments (2008)
- SSTAC/TAC minutes and reports

Key findings derived from the needs assessment process are included in Chapter 5 Key Findings, Service Gaps and Unmet Transportation Needs. The consulting team prepared the findings by examining and analyzing the available data and applying the input provided by the many stakeholders during the process. The result is a comprehensive delineation of the needs of El Dorado County.

## Identification and Evaluation of Strategies

On April 30, 2008, the consultant facilitated a public workshop in Diamond Springs in El Dorado County. The time and location of this meeting were suggested by the local project sponsor. The goals of the workshop were to:

- Confirm previously identified unmet transportation needs
- Confirm criteria to evaluate potential strategies
- Identify and prioritize strategies for addressing these needs

The consultant developed an initial set of suggested service strategies intended to address the gaps, and also drafted proposed evaluation criteria to use when ranking the strategies. An interactive process directly involving workshop participants resulted in refining the list of strategies, and in prioritizing them. Chapter 6 presents the findings of that exercise. See Appendix A public outreach documentation.

## Implementation Plan for Recommended Strategies

As a final step for this planning effort, an implementation was plan was developed for each of the highly-ranked strategies. Specifically, this assessment identified:

- Potential lead agency or “champion” with the institutional, operational and fiscal capacity to implement the proposed strategy

- Implementation timeframe, when proposed strategies are implemented, including the process of applying for funding
- Estimated Costs: The assessment considered the range of operational and capital costs needed to implement the strategy
- Potential funding sources, including potential use of SAFETEA-LU funds.

Highlights of the implementation plan are summarized on a matrix in order to provide a “snapshot” of the proposed implementation plan, and key elements for implementing the recommended strategies are also discussed in more detail in Chapter 7.



## Chapter 3. Demographic Profile

El Dorado County is located in the central Sierra Nevada Mountains, east of Sacramento. Over half of the county’s 1,805 square miles is publically owned land. Natural attractions include Lake Tahoe, the Sierra Nevadas and the Eldorado National Forest. Tourism and recreation play an important part in the county’s economy.

El Dorado County is bordered by

- Alpine County (southeast)
- Amador County (south)
- Sacramento County (west)
- Placer County (north)
- Douglas County, NV (northeast)



The county is comprised of two distinct regions: Western El Dorado County and the Tahoe Basin. As shown in Figure 3-1, the focus of this coordinated plan is the western portion of El Dorado County (west of the Sierra Crest), including Placerville, El Dorado Hills, Cameron Park, Pollock Pines, and Diamond Springs as well as smaller communities. This area represents approximately 78% of the county’s population. Because this plan addresses a portion of El Dorado County excluding the Tahoe Basin (which is part of the Tahoe Regional Planning Agency), statistical information is, in some cases, not available in precise relationship to the Plan area. This is typically noted in the text regarding specific statistical measures.

Placerville, the County Seat, is the one incorporated city in the focus area. Unincorporated communities include El Dorado Hills and Cameron Park.



The most rapid population growth in recent years has taken place in the western part of the county. The rural nature of the area combined with its close proximity to Sacramento has resulted in substantial and continuing increases in population. For example, the population of El Dorado Hills has grown from 6,395 in 1990 to over 35,000 in 2007.

Major highways serving the county include US Route 50 and CA State Routes 49, 89 and 193.

This demographic profile was prepared to document important characteristics about El Dorado County as they relate to this planning effort. In particular, the profile examines the presence and locations of older adults, persons with disabilities, and low-income persons within the area.

This aspect of the plan relies on data sources such as the United States Census and the California Employment Development Department. While some statewide and countywide census information has been updated to reflect the population characteristics of 2006, this information is not available at the individual community level and some data points of interest to this plan (i.e. Commute Patterns) are only available for 2000. Where applicable, data for both 2000 and 2006 is shown. For each of the illustrating figures, the applicable data source is referenced.

## Population Overview

Figure 3-1 presents population data for El Dorado County, its key communities, and California as a whole. As shown, there is a slightly higher ratio of senior adults in the county than in the state.

**Figure 3-1 Basic Population Characteristics 2000 and 2006**

	Total Population	Persons aged 65+		Persons with Disability		Persons at or below Poverty Level	
<b>California</b>							
Census 2000	33,871,648	3,595,658	10.6%	5,923,361	19.2%	4,706,130	14.2%
2006 Estimate	36,547,549	3,927,830	10.8%	4,283,468	12.9%	4,787,729	13.1%
<b>El Dorado County (including Tahoe Basin)</b>							
Census 2000	156,299	19,334	12.4%	25,535	17.4%	11,079	7.1%
2006 Estimate	178,066	20,282	11.4%	23,738	14.2%	13,889	7.8%
<b>Placerville</b>							
Census 2000	9,610	1,670	17.4%	2,077	21.6%	1,135	11.8%
2006 Estimate	10,086	1,753 <sup>2</sup>	17.4%	2,180 <sup>2</sup>	21.6%	1,191 <sup>2</sup>	11.8%
<b>El Dorado Hills</b>							
Census 2000	18,016	1,321	7.3%	1,510	8.7%	299	1.7%
2006 Estimate <sup>1</sup>	35,276	2,587 <sup>2</sup>	7.3%	3,076 <sup>2</sup>	8.7%	585	1.7%
<b>Cameron Park</b>							
Census 2000	14,549	1,787	12.3%	2,152	14.8%	719	4.9%
2006 Estimate <sup>1</sup>	18,100	2,223 <sup>2</sup>	12.3%	2,677 <sup>2</sup>	14.8%	894 <sup>2</sup>	4.9%

Source: U.S. Census

<sup>1</sup>California Department of Finance

<sup>2</sup>2006 Estimates for Persons aged 65+, with Disabilities and At or Below Poverty Level extrapolated from U.S. Census estimates

## Older Individuals

According to U.S. Census estimates for 2006, 11.4% of the residents of El Dorado County are age 65 and older. This is higher than the statewide figure of 10.8% for California. Census 2006

figures are not available at the community level: however data from Census 2000 indicates Placerville had the highest ratio of older individuals (17.4%), which is significantly higher than that reported for the state as a whole. El Dorado Hills (7.3%) was below the state average.

## **Individuals with Disabilities**

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the 2000 Census. The 2000 Census included two questions with a total of six subparts with which to identify people with disabilities.<sup>5</sup> It should be noted that this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent him or her from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e., lift- or ramp-equipped).

The Census Bureau has determined that the 2000 Census overstated the number of people with disabilities. This overstatement occurred because of a confusing instruction in the Census questionnaire. In the particular, the number of people with a “go outside the home disability” was substantially overstated as a result of a confusing skip pattern in the mail-back version of the Census long form.

The Census’s 2006 American Community Survey incorporates an improved questionnaire that eliminates the source of the overstatement. For California as a whole, the 2000 Census estimated that 19.2% of non-institutionalized people age 5 and older had a disability. The corrected estimate, based on the 2006 American Community survey, was 12.9%. Corrected results are not yet available for many rural counties or for cities within counties. Therefore, disability tables in this section use the 2000 Census disability data.

Nationally, approximately 19% of Americans reported a disability in Census 2000, compared to California (19.2%) and El Dorado County (17.4%).

## **Individuals At or Below Poverty Level**

U.S. Census estimates for 2006 report median household income in El Dorado County at \$70,516, which is higher than the state average of \$56,645. As of 2006, El Dorado County had a lower percentage of residents (7.8%) who reported living below the poverty line than the state as a whole (13.1%).

## **Population Overlap**

It is important to note that there are areas in which an individual may fall into more than one category. The figure below illustrates this point. For example, older people are more likely to experience a disabling condition, which can limit (or further limit) mobility.

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<sup>5</sup> These questions were: 16. Does this person have any of the following long-lasting conditions: (a) Blindness, deafness, or a severe vision or hearing impairment? (b) A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying? 17. Because of a physical, mental, or emotional condition lasting 6 months or more, does this person have any difficulty in doing any of the following activities: (a) Learning, remembering, or concentrating? (b) Dressing, bathing, or getting around inside the home? (c) (Answer if this person is 16 years old or over.) Going outside the home alone to shop or visit a doctor’s office? (d) (Answer if this person is 16 years old or over.) Working at a job or business?

**Figure 3-2 Individuals Included in Multiple Categories**

	Persons aged 65+ <sup>1</sup>		Persons aged 65+ with Disability		Persons aged 65+ at or below Poverty Level	
California						
Census 2000	3,595,658	10.6%	1,465,593	4.3%	280,411	.8%
El Dorado County						
Census 2000	19,334	12.4%	6,884	4.4%	966	.6%

Source: U.S. Census 2000

**Population Trends**

Western El Dorado County is experiencing continuing and sustained population growth. El Dorado County recorded a population of 156,266 residents according to Census 2000; 2006 estimates put the population for the county at 178,066. The California Employment Development Department (EDD) projects that by 2020, more than 221,000 people will call El Dorado County home. Again, the Western portion of El Dorado County constitutes approximately 78% of the total County population.

This overall population growth during the next decade is important to compare to related increases in older residents during the same period of time. El Dorado currently reports a higher percentage of people 65 and older than the state as a whole (see Figure 3-2 above). Without public transportation options, seniors will face challenges accessing medical facilities and other necessary services.

**Economic Indicators in El Dorado County**

The following section contains economic information pertaining to El Dorado County, including unemployment rates, major employers in the county, employment changes and county to county commute patterns.

**Employment in El Dorado County**

The County’s industry employment increased steadily during the period from 2002 – 2006, with addition of 5,300 jobs (11.2%). Increases occurred in all industries except mining and agriculture.

As shown in Figure 3-3 below, employment opportunities exist in Placerville and El Dorado Hills. Stakeholders indicated that public transit schedules do not adequately support the use of El Dorado Transit by employees in these areas of the county. In particular, travel between El Dorado Hills and the Placerville area is difficult with public transit due to the existing timing of the bus schedules. Also travel from Sacramento to El Dorado County including both the El Dorado Hills area and Placerville is not well served by the existing schedules.

**Figure 3-3 Major Employers in Western El Dorado County**

Employer Name	Location	Employer Class Size
Blue Shield	El Dorado Hills	1,000 – 4,999
DST Output	El Dorado Hills	1,000 – 4,999
El Dorado County Child Protective Serv.	Placerville	500 - 999
El Dorado County Sheriff	Placerville	250 – 499
Endwave Corporation	Diamond Springs	250 – 499
Fortune 800	El Dorado Hills	250 – 499
Marshall Medical	Placerville	1,000 – 4,999
Marshall Medical Center	El Dorado Hills	250 – 499
McClone Construction	Cameron Park	250 – 499
More Recycling Center	Placerville	250 – 499
Spare Time Inc	El Dorado Hills	250 – 499
Wal-Mart (Stage Court)	Placerville	100 – 249
Wal-Mart (Missouri Flat Rd)	Placerville	250 - 499

Source: California Employment Development Department

### Unemployment Rate

During the same five year period, El Dorado County experienced consistently lower unemployment rates than those reported by California, according to the California Employment Development Department.

**Figure 3-4 Unemployment Rates 2002 – 2006**

	2002	2003	2004	2005	2006
California	6.7%	6.8%	6.2%	5.4%	4.9%
El Dorado County	5.2%	5.6%	5.3%	4.8%	4.6%

Source: California Employment Development Department

### County to County Commute Patterns

Commute patterns can be important indicators of transportation needs. Data from the 2000 Census shows that 55 % of the labor force in El Dorado County commuted to jobs within the county. A significant number of county residents (26.8%) commute to Sacramento County. Approximately 8,200 workers commuted into the county from neighboring areas. Information collected through stakeholder interviews and confirmed through California Employment Development Department data indicates there is a growing number of workers in the employment centers in El Dorado Hills.

**Figure 3-5 Commute Patterns of El Dorado County Residents**

County of Residence	County of Workplace	Number of Workers	Percentage of Workers
El Dorado	El Dorado	39,709	55.1%
El Dorado	Sacramento	19,353	26.8%
El Dorado	Placer	3,663	5.1%
El Dorado	Douglas NV	4,130	5.7%
El Dorado	Other Counties	5,264	7.3%
	TOTAL	72,119	100%

Source: U.S. Census 2000

The two maps on the following pages illustrate the areas within Western El Dorado County that likely have the greatest need for public transportation services.

Transit Dependency Index (Figure 3-7) represents concentrations of people who are most likely to need public transportation: seniors aged 65 or older, individuals with disabilities, and people with low income. This map displays the composite measure of these three indices. Figure 3-7 shows those parts of the focus area with the highest population and employment density. The highest population and employment areas typically generate the highest transit usage due in large part to the concentration of overall trips in these areas.

### Demographic Analysis Methodology

The Transit Dependency Index and Population/Employment Matrix were created to provide a visual representation of existing demographic groups and transportation needs of Western El Dorado County.

The Population/Employment Matrix presents concentrations of population and employment at the census block group level, which is the smallest group for which sample data is tabulated by the U.S. Census Bureau. El Dorado County contains 123 census block groups, compared to Amador (29) or Alpine County (2). This matrix is based on 2000 Census data for population and 2000 Census Transportation Planning Package (CTPP) data for employment.

The Transit Dependency Index shows concentrations of populations with higher needs for public transportation: seniors 65 or older, people with disabilities and individuals with low incomes. This information is derived from the 2000 Census.

Please see Appendix C for a more detailed explanation of the methodology used in the creation of the Population/Employment Matrix and the Transit Dependency Index.

Figure 3-6 Western El Dorado County 2000 Population / Employment Density

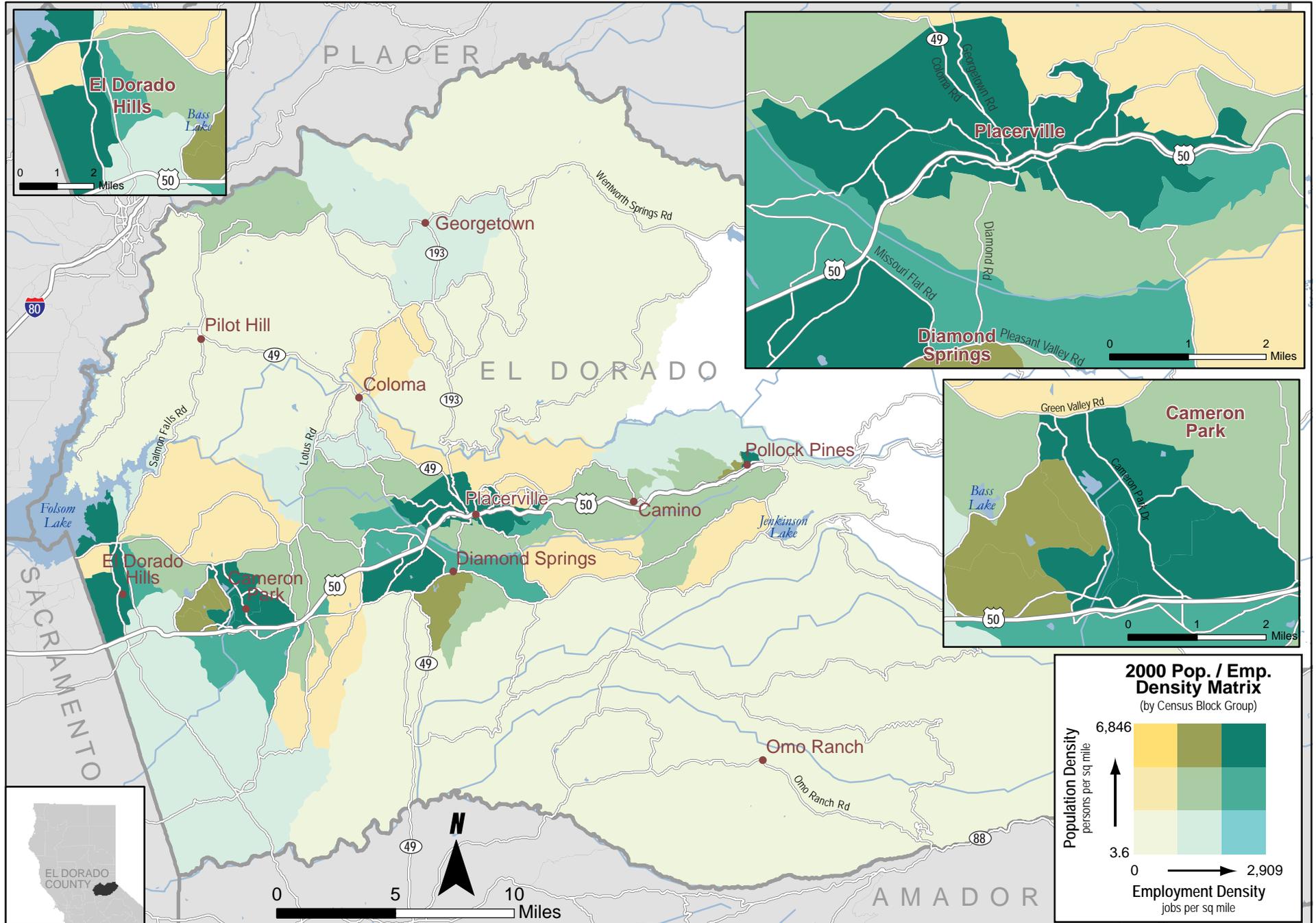
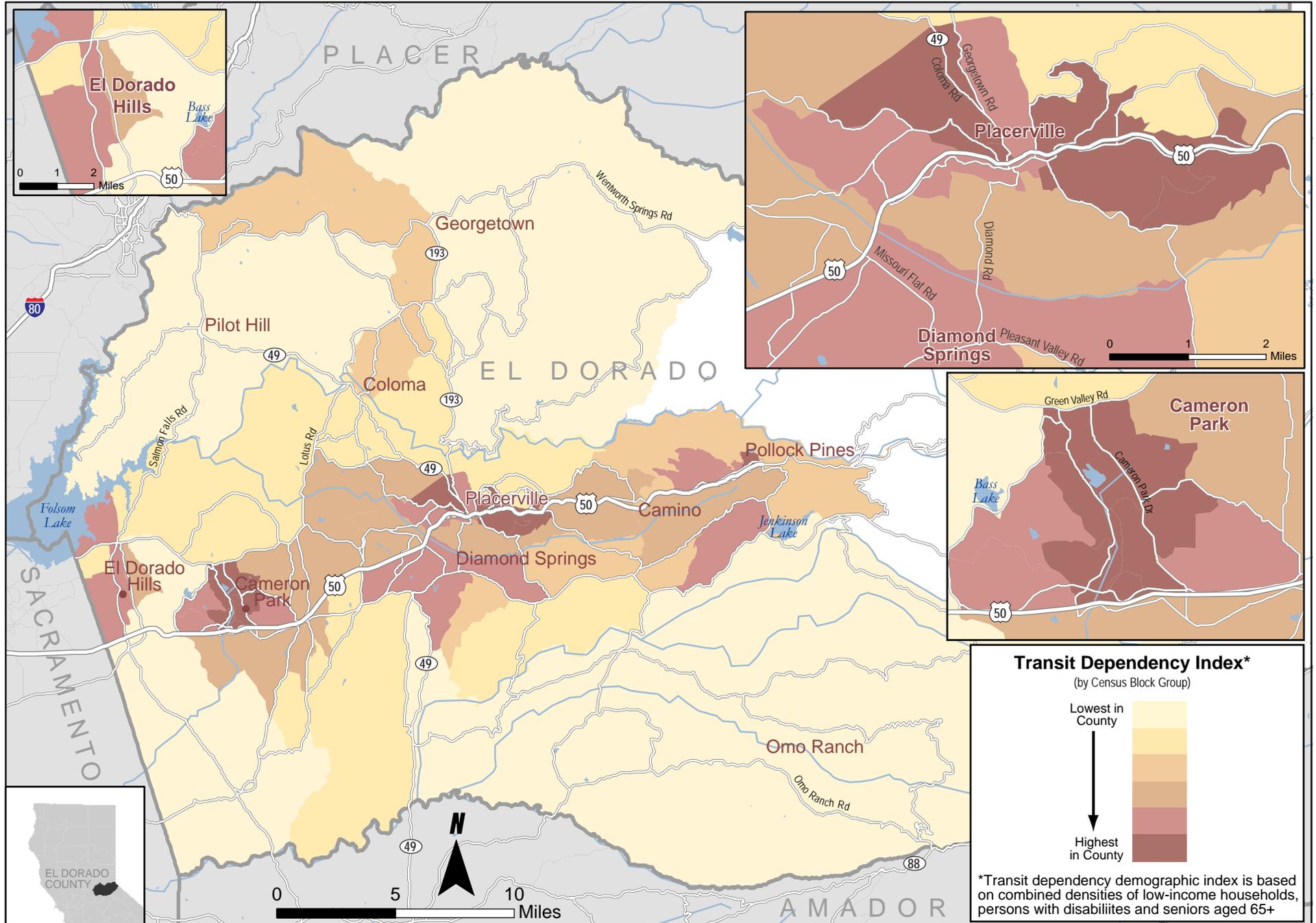


Figure 3-7 Western El Dorado County 2000 Transit Dependency Index



**Transit Dependency Index\***  
(by Census Block Group)

Lowest in County

Highest in County

\*Transit dependency demographic index is based on combined densities of low-income households, persons with disabilities and seniors aged 65+

## Chapter 4. Existing Public Transit Service and Social Service Transportation Providers

This chapter presents existing public transit service and transportation that is provided by or funded by social service agencies in Western El Dorado County. A map illustrating existing services and a matrix summarizing provider characteristics and contact information of county transportation providers can be found at the end of the chapter.

### Overview

Western El Dorado County is served by a number of agencies or organizations offering some level of social service transportation. These agencies are the threads that contribute to the transportation network serving the social needs of the targeted populations – the elderly, low-income, and people with disabilities. This Coordination Plan is built largely on the integration of these various services to meet the needs identified in the planning process. The hub of the transportation network is the regional transit operator. El Dorado County Transit Authority (El Dorado Transit) offers a variety of services to the general public, some of them tailored to meet the unique social needs of the communities in the western portion of the county. El Dorado Transit is also the designated CTSA for El Dorado County. In this capacity, the agency is responsible for leading the effort to coordinate services responding to State guidance provided by various provisions of TDA. These two major roles place El Dorado Transit at the center of the planning effort to coordinate services.

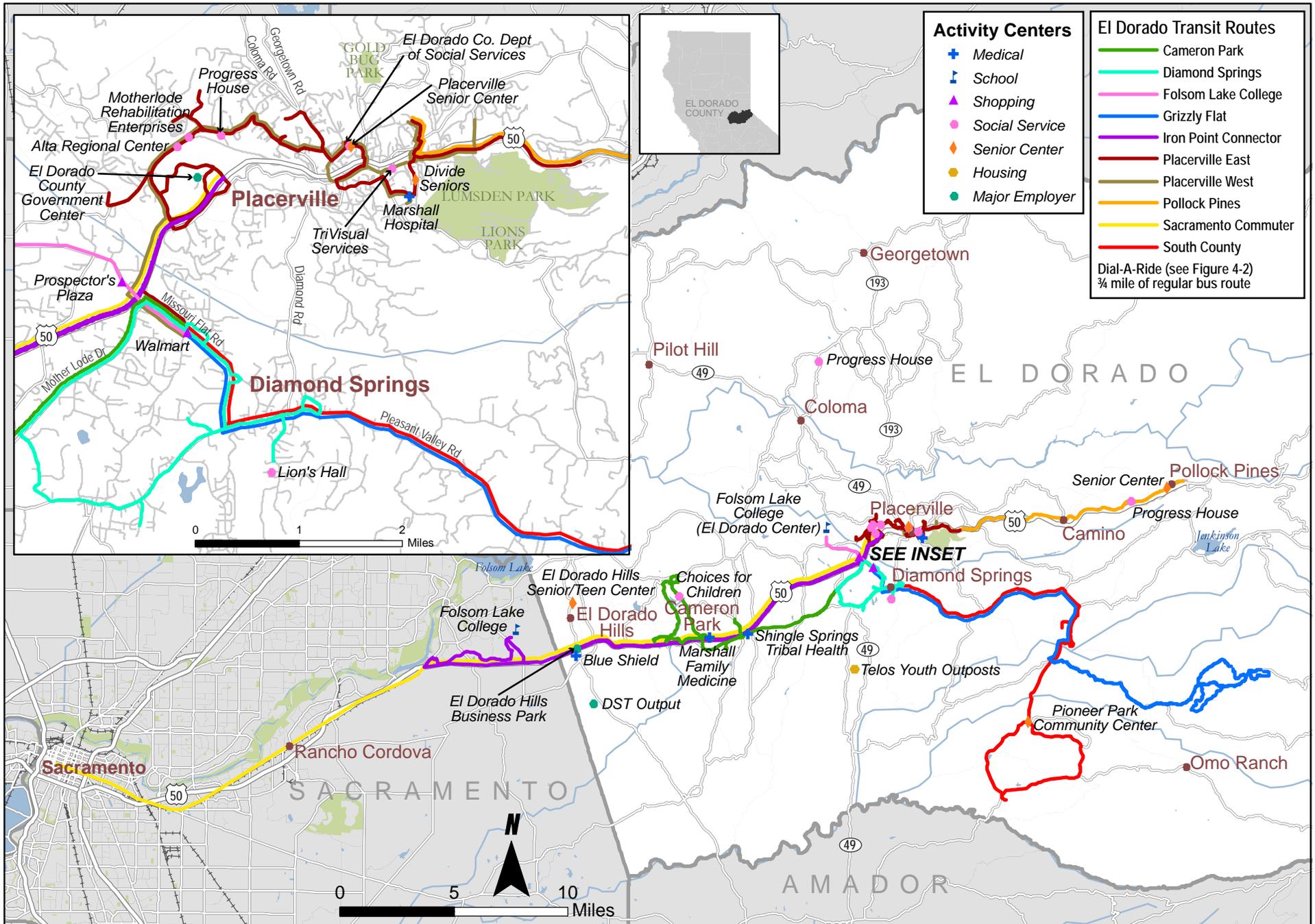
Other services described in detail on the following pages include Snowline Hospice, UPC of Greater Sacramento and Mother Lode Rehabilitation Enterprises. Together these services offer the ingredients for a more coordinated delivery system in El Dorado County.

### Existing Service and Transportation Needs

Transit Service and Activity Centers (Figure 4-1) provides a picture of current transportation services within Western El Dorado County. El Dorado Transit routes are displayed along with key destinations throughout the county.

A matrix summarizing operating characteristics of all county transportation providers can be found at the end of the chapter.

Figure 4-1: El Dorado County Transit Services and Activity Centers



The data also suggests that service may need to be expanded to destinations such as the El Dorado Hills area where there are large population centers and employment opportunities but no existing service.

### El Dorado County Transit Authority (El Dorado Transit)

El Dorado County Transit Authority (El Dorado Transit) has been serving El Dorado County since 1975, when it offered transportation for elderly and disabled passengers in the greater Placerville region. In 1980, service was expanded to include both fixed route and demand response services to the general public. Currently, the El Dorado Transit operates a fleet of 60 vehicles, which are serviced by its own maintenance department. Maintenance is available Monday through Friday, 4:30 AM – 7:00 PM.

El Dorado Transit is the only public transit service in the western county. In 1993, the City of Placerville and El Dorado County entered into a joint powers agreement that resulted in the creation of the El Dorado County Transit Authority, which oversees the operation of the transit system.

El Dorado Transit operates six local bus routes Monday through Saturday. Transfers in Placerville allow passengers to travel throughout the western county areas, including

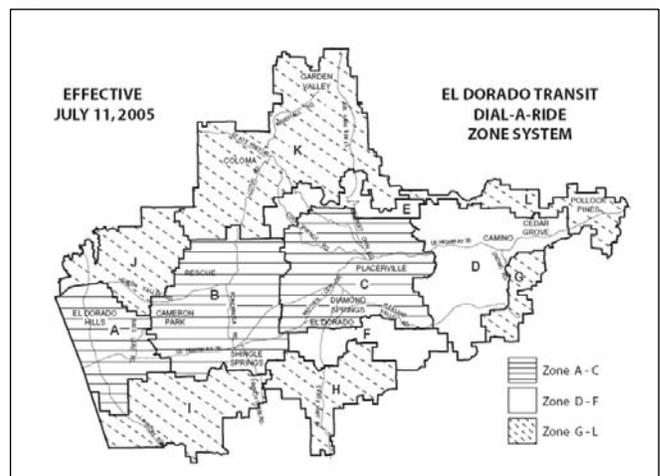
- Placerville
- Shingle Springs
- Diamond Springs
- Pollock Pines
- El Dorado
- Camino
- Cameron Park

Dial-A-Ride is El Dorado County Transit Authority’s curb-to-curb transportation service, which provides rides for individuals unable to use the regular bus routes. Figure 4-2 illustrates the DAR service area and the 12 zone system utilized to determine fares.

Dial-A-Ride service is available weekdays from 7:30 AM to 5:00 PM and weekends between the hours of 8:00 AM and 5:00 PM. DAR is available to all riders; however, seniors (60 and older) and persons with disabilities receive priority when booking rides.

El Dorado Transit also offers weekday commuter service to downtown Sacramento from park and ride lots

**Figure 4-2 Dial-A-Ride Zones**



throughout the county. In addition, El Dorado Transit operates the Iron Point Connector between Placerville and the Folsom Light Rail Station. The service is available Monday through Friday.

Tuesdays and Thursdays each week, El Dorado Transit provides Sac-Med service, non-emergency medical transportation to medical facilities in Sacramento County. All El Dorado County Transit Authority vehicles are wheelchair accessible and buses are equipped with bike racks.

El Dorado Transit routes and services are described below.

**Figure 4-3 El Dorado County Transit Authority Routes and Services**

Route/Service	Description	Start	End	Days
Placerville Shuttle East	Missouri Flat Transfer Station – Point View Dr. and Newtown Rd.	7:00 AM 9:00 AM	5:45 PM 4:45 PM	Mon – Fri Sat
Placerville Shuttle West	Woodman Circle - Missouri Flat Transfer Station	7:00 AM 9:00 AM	5:35 PM 5:00 PM	Mon - Fri Sat
Placerville Express <sup>1</sup>	Placerville Station Transfer Center – Missouri Flat Transfer Station	7:05 AM	5:30 PM	Mon - Fri
Pollock Pines	Placerville Station Transfer Center – Pollock Pines	7:00 AM	6:00 PM	Mon – Sat
Diamond Springs	Missouri Flat Transfer Center – El Dorado	7:00 AM	5:45 PM	Mon – Sat
Cameron Park <sup>2</sup>	Missouri Flat Transfer Station – Cameron Park	6:25 AM	6:15 PM	Mon - Sat
Folsom Lake College	Missouri Flat Transfer Station – Folsom Lake College/El Dorado Ctr	7:35 AM 8:35 AM	6:15 PM 3:15 PM	Mon – Fri Sat
South County	Missouri Flat Transfer Station – Prospectors Plaza	8:05 AM	5:20 PM	Tue
Grizzly Flat	Prospectors Plaza – Missouri Flat Transfer Center	7:50 AM	4:00 PM	Thur
Dial-a-Ride	Shared ride transportation for seniors and disabled passengers. See Figure 4-2 for service area.	7:30 AM 8:00 AM	5:00 PM 5:00 PM	Mon – Fri Sat – Sun
Sac - Med	Shared ride non-emergency medical transportation for seniors, disabled and general public passengers	8:00 AM	6:30 PM	Tue & Thur
Commuter	Placerville – Downtown Sacramento	5:20 AM	8:00 PM	Mon – Fri
Reverse Commuter	Downtown Sacramento – Placerville	7:00 AM	7:00 PM	Mon - Fri
Iron Point Connector	EDC Fairgrounds Park and Ride – Folsom Light Rail Station	5:45 AM	7:30 PM	Mon - Fri

<sup>1</sup> Per ADA regulations, express bus routes are not subject to off-route deviation requests.

<sup>2</sup> Per ADA regulations, express portions of this bus routes are not subject to off-route deviation requests.

Among El Dorado County Transit Authority's most important roles in social service transportation delivery is its designation as the CTSA for the western portion of El Dorado County. The Transit Agency has held this designation for many years and has taken some steps to fulfill the expectations of the formal coordination role. Among the actions that El Dorado Transit has taken consistent with the CTSA designation is its role as transportation provider for the following human service agencies:

- Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.)

M.O.R.E., a nonprofit agency located in Placerville, provides services to disabled individuals, including vocational and life skill training, job placement, and a creative arts program. El Dorado Transit transports M.O.R.E. clients to the program site through a contract with the Alta California Regional Center. Alta California Regional Center is responsible for supporting services to the developmentally disabled clients of M.O.R.E.

- El Dorado County Senior Day Care Center

El Dorado County Transit Authority provides subscription Dial-A-Ride service to the clients of the Senior Day Care Center. The Center, operated by El Dorado County Community Services Department, serves homebound seniors with mental and physical disabilities.

- Alta California Regional Center

Alta California Regional Center provides assistance to individuals with developmental disabilities, including at-risk infants and their families. Alta contracts with El Dorado Transit, Extreme Taxi and the El Dorado County Office of Education to offer transportation for clients to the Placerville area. Among the services funded by Alta is the transportation to M.O.R.E. that is provided by El Dorado Transit.

## **Other Transportation Service Providers**

### **Snowline Hospice**

Snowline Hospice is a nonprofit, community-based organization dedicated to meeting the unique physical, emotional and spiritual needs of those who are nearing the end of life's journey. Volunteers, at their discretion and using personal vehicles, may provide transportation on a client-by-client basis.

### **Choices Transitional Services – (CTS)**

Choices Transitional Services (CTS) operates four programs, offering training in areas of self-help, advocacy, pre-employment and community integration for adults with developmental disabilities. Transportation for shopping, employment, medical appointments and community activities is provided by staff members using personal vehicles. Reimbursement for mileage is provided through funding from the Alta California Regional Center.

### **Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.)**

In addition to the services described above, M.O.R.E. operates a 15 passenger van that is used to transport clients who reside at Pathways, a group home in Placerville. The agency also utilizes a seven passenger minivan and a Ford Escort to provide transportation on community outings. Two Ford extended cab pickup trucks take program participants to job sites. All vehicles are driven by staff members.

### Gold Country Retirement Center

Utilizing one 20 passenger bus equipped with a wheelchair lift, Gold Country Retirement Center provides transportation to its senior and disabled residents. Trips are provided for non-emergency medical appointments, shopping and social activities.

### Eskaton

Eskaton has two vehicles used to provide transportation for its senior and disabled residents. On Tuesdays and Thursdays, a 20 passenger bus with a wheelchair lift takes individuals shopping and to medical appointments. This vehicle, along with the agency's seven passenger minivan, is also utilized for transportation to social events and activities.

### 50 Corridor Transportation Management Association

Corridor 50 TMA, a nonprofit agency, promotes commuting options by providing information about ridesharing. Placement assistance is available to employers, individuals and other interested organizations.

### DST Output

One of the largest employers in El Dorado County, DST has seven vanpools travelling to El Dorado Hills from South Sacramento (five vanpools) and Elk Grove (two vanpools). The vans are leased by Enterprise exclusively for vanpools.

### Area 29 Agency on Aging (AAA)

Area 29 Agency on Aging is responsible for the administration of senior programs in El Dorado County for residents 60 years and older. The AAA develops and implements the Area Plan for Senior Services. Funding for transportation is limited to the Senior Shuttle program, which provides service in Placerville and El Dorado Hills for weekly shopping.

### Greyhound

Greyhound bus service is available in Sacramento.

### Amtrak

Daily bus service is available in El Dorado County from Placerville to the Amtrak Station in Sacramento. This service is offered only to ticketed Amtrak passengers.

### Airport

Sacramento International Airport is the closest major airport serving western El Dorado County.

### Private Taxicab Service

Western El Dorado County is served by two privately owned taxi companies. Both Lightning Taxi and Extreme Taxi provide 24 hour service and will take passengers as far as South Lake Tahoe and the Sacramento Airport. The county is also served by the Folsom Airporter and Foothill Flyer, which provide airport shuttle service.

### Medi-Cal Vendors

It is possible for local providers (including public agencies and non-profit organizations) to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal arrangements. Medi-Cal is California's Medicaid health insurance program. It pays for a variety

of medical services for children and adults with limited income and resources. People receiving Medi-Cal covered services may be provided NEMT at Medi-Cal's expense under certain very limited circumstances. Medi-Cal will pay for NEMT only when it is provided by a carrier licensed by Medi-Cal, and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance. Although the rules limit NEMT to people who need a wheelchair van, ambulance or litter van, this can include people who just need a high level of care, for example very frail dialysis patients, even though they do not need to use a lift or ramp.

No Medicaid vendors have been identified in El Dorado County. Extensive inquiry revealed no firms receiving Medicaid reimbursement for transportation of non-emergency medical clients.

Please refer to Appendix G for information about Medi-Cal vendor requirements.

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Figure 4-4 Transportation Matrix

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Transportation Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Total Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates	Funds/subsidizes	Volunteer / staff drivers	Provides I&R													
El Dorado County Transit Authority (EDCTA)	Public	X	X			X	El Dorado Transit	Provide Fixed Route, Paratransit, DAR service to Western Slope of EDC; provide contract services to other agencies	TDA; STA; 5310; 5311; 5313; 5307; AB2766	\$4,911,666.00	Western Slope of El Dorado County	Fixed Route, Paratransit, DAR, contract services for Senior Day Care and ARC	Gen'l Public	45 passenger = 14 37 passenger = 5 32 passenger = 1 26 passenger = 6 20 passenger = 17 5 passenger = 5 4 passenger = 12	128,000 total 99,000 revenue	In-House	In-House 3 bays/4 mechanics Mon - Fri 4:30 AM - 7:00 PM Squareigger, Zonar software	Trapeze Access Excel	Provides services under contract to Alta Regional Center and Dept of Human Services
Alta California Regional Center (ARC)	Non-profit			X		X	ARC	Assists person with developmental disabilities, at-risk infants and their families.	State of California	Data not available	Western Slope of El Dorado County	Contracts with EDT	Developmentally disabled	N/A	N/A	N/A	N/A	N/A	Contracts with EDCTA, Extreme Taxi, EDC Dept of Education
Area 29 Agency on Aging	Public			X		X	Senior Services of El Dorado County	Funds Senior Shuttle	CA Office of Aging	"very little for transportation"	Placerville El Dorado Hills	Shuttle	Senior 60+	(1) van	Data not available	Data not available	El Dorado County	N/A	
Choices Transitional Services (CTS)	Non-profit			X	X		Independent Living Ind. Living Transitions Adult Day Care PAVES	Programs for developmentally disabled adults	ARC	Data not available	Western Slope of El Dorado County	Vouchers for EDT or Staff drivers	Developmentally disabled adults	Staff uses personal vehicles	Data not available	N/A	N/A	None	Staff transports to jobs and medical/social service appointments. Reimbursed for mileage
El Dorado County Office of Education	Public		X				ADCOE	Provides transportation to disabled adults	ARC	Data not available	Western Slope of El Dorado County	Contract provider	Disabled adults	5 passenger vans wheel chair accessible	Data not available	Data not available	Placerville Union School District	None	approx.30 clients, most of whom are special needs students
El Dorado County Public Health Dept.	Public			X	X		Various programs	Support services for low income, elderly, children, drug/alcohol addicted	Federal, state funds for public health	approx. \$2,400	Western Slope of El Dorado County	Vouchers Staff drivers	Low income, disabled, children, seniors	7 passenger van = 1 Jeep = 1 Ford Explorer = 1	Data not available	N/A	El Dorado County	None	Staff transports some clients to medical/social service appointments
Eskaton	Non-profit		X		X		Eskaton	Provides multiple retirement living options, depending on the level of care requirement	N/A	Data not available	Cameron Park	Shuttle	Eskaton residents	20 pass bus/wheelchair lift = 1 7 passenger minivan = 1	Data not available	In-House	Contracted	N/A	
Extreme Taxi	Private		X				Extreme Taxi	24 hour taxi in Placerville	Private payers; ARC	Data not available	Placerville area	Taxi	Gen'l public (Taxi) Dev. Disabled (ARC)	Taxis = 5 non wheelchair accessible	Data not available	In-House	Data not available	None	Provides approx 100 rides per month under contract to ARC
Family Connections El Dorado	Non-profit				X	X	Latino Mental Health Outreach	Provide mental health and other outreach service to Latino community	El Dorado County Dept. of Human Services	Data not available	Western Slope of El Dorado County	Staff drivers	Latino Outreach Program clients	4 passenger Honda Civic = 1	Data not available	N/A	Under dealer warranty	N/A	
Gold Country Retirement Center	Private				X		Gold Country Retirement Center	Provides multiple retirement living options, depending on the level of care requirement	N/A	Data not available	Placerville area	Shuttle	Gold Country residents	20 pass bus/wheelchair lift = 1	Data not available	In-House	Contracted	None	Very interested in coordinated maintenance with EDT
Mother Lode Rehabilitation Enterprises (M.O.R.E.)	Non-profit				X		M.O.R.E.	Diverse programs to serve needs of disabled adults	ARC; Donations	Data not available	Western Slope of El Dorado County	Demand	Disabled adults	15 passenger van = 1		N/A	Contracted	None	

Agency Name	Agency Type	Transportation Role(s)					Program Name	Program Purpose and Description	Transportation Funding Source(s)	Annual Operating Cost	Area Served	Service Type	Clients	Vehicles Quantity / Type	Average Total Monthly Miles	Driver Training Program	Vehicle Maintenance Provider	Technologies	Miscellaneous Comments
		Public Transit	Operates	Funds/subsidizes	Volunteer / staff drivers	Provides I&R													
Sierra Pulmonary	Private		X				Sierra Pulmonary	Private medical transportation	Private payers	Data not available	Western Slope of El Dorado County	Demand	Gen'l Public	Wheelchair accessible van = 1	Data not available	In-House	Contracted	ToDoWin	Approx. 3 trips per month
Snowline Hospice	Private				X		Snowline Hospice	To enhance the living, comfort the dying and support the grieving with compassion and dignity.	Private donations	Data not available	Western Slope of El Dorado County	Volunteer	Hospice clients	N/A	Data not available	None	N/A	N/A	Volunteers can provide transportation on a case by case basis

## Chapter 5. Key Findings: Service Gaps and Unmet Transportation Needs

This chapter summarizes the range of unmet transportation needs that were identified through research and stakeholder input. Service gaps and transportation needs in El Dorado County were identified through a combination of sources. This chapter details findings from:

- Stakeholder Input (meetings, interviews, surveys)
- Existing Documentation (Western El Dorado County 2008 Short Range Transit Plan, Response to Public Hearing Comments (2005), Unmet Needs Hearing Report and Recommendations (2006, 2007), additional statistical data)
- Analysis of the county’s demographic profile

The federal guidelines relating to the Coordination Plan require an assessment of needs. As indicated in Chapter 1, the needs assessment is based upon the experiences and perceptions of the planning partners involved in the process. The assessment may also be based upon more sophisticated data collection efforts that identify needs in an area and service gaps. Both experiential and factual data were used in the preparation of this Plan. For example, stakeholders input consistently indicated the need for transit services to El Dorado Hills and Cameron Park as a priority. U.S. Census data for population and employment centers as well as transit dependent groups indicate that these communities have populations that have high needs for transportation services. Information compiled from El Dorado County Transit Authority shows that service to this area is extremely limited.

### Stakeholder Input

The assessment began with intensive interviews with El Dorado County stakeholders including operators, social service agencies, and user groups. An initial meeting with the Social Services Transportation Advisory Committee (SSTAC) and the El Dorado Transit – Transit Advisory Committee (TAC) was held in December 2007.

Figure 5-1 presents a summary of the findings of the SSTAC Focus Group:

**Figure 5-1 SSTAC/TAC Findings – December 2007**

Issue	Agency
El Dorado Hills not part of El Dorado Transit system. There is a great need for services in this area.	All agencies
Increased service for foster kids/families, especially at night. No night service. Clients eligible for bus passes but no buses available.	CASA
Student/Youth employment: Kids have jobs but no way to get to/from work. Funding is available but there are no coordinated efforts to use it.	El Dorado Hills Vision Coalition
El Dorado Hills Vision Coalition has Teen Taxi grant but can't sustain the program. Wants to partner with some other agency that works with seniors.	El Dorado Hills Vision Coalition
Kids need to get to safe places after school	El Dorado Hills Vision Coalition
Potential phone service assistance at El Dorado Transit	El Dorado Hills Vision Coalition
Liability issues are concerns	El Dorado County Transit Authority
Grace Place Homeless Shelter needs service	
Surplus vehicles: none in the county	El Dorado County Transit Authority
Image of public transportation is poor	Transit riders
Land use and planning should be considered in the future	EDC Public Health
Shenandoah HS student work program needs help	
Justice system/Sheriff's office - youth transportation	EDC DHHS
El Dorado Hills Senior Center potential partner with Teen Taxi	El Dorado Hills Senior Center
County Mental Health has van, mini vans but limits on other users. They are county fleet cars.	EDC DHHS
South County concerns: Gold Country & Eskaton expansion for seniors	Transit Rider
Reluctance of seniors to use transit	EDC Senior Services
Clients need to get to Placerville for jobs.	EDC Human Services
Clients need bus service "7 am - 6 pm plus" to get children to child care	EDC Human Services

## Existing Documentation

The needs assessment process was further defined by a review of recently prepared documents pertaining to the needs in El Dorado County. These included:

- Western El Dorado County 2008 Transit Development Plan
- Unmet Transit Needs Report (June 2006)
- Response to Public Hearing Comments (May 2005)
- Disposition of Public Participation Comments (May 2007)
- Public Transportation Citizen Participation Process Public Hearing (2007)

- SSTAC minutes and reports
- El Dorado Transit Dial-A-Ride Focus Group Report (September 2006)

### **Short Range Transit Plan (SRTP) 2008**

The El Dorado County Transportation Commission (EDCTC) commissioned a short range transit plan in 2007. The SRTP recommended that El Dorado County Transit Authority continue in its role as CTSA and that on at least a quarterly basis, review potential coordination opportunities to avoid unnecessary duplication and to ensure convenient connections between services

### **Public Transportation**

#### **Citizen Participation Process Public Hearing 2007**

A public hearing was held in April, 2007. Comments from interested agencies and transit users included:

- Need for youth transportation in El Dorado Hills
- Need for youth transportation in the Pollock Pines area
- Need for extended service, after 5:30 PM
- Need for increased Dial-A-Ride services
- Need for safe pedestrian and bicycle access to bus stops
- Need for increased service in Northwest portion of the county
- Need for transportation for disabled individuals who have evening/weekend employment

#### **Unmet Needs Report 2006**

The 2006 Unmet Needs Findings included stakeholder comments such as:

- Saturday service in Cameron Park with two-hour headways
- More frequent weekday service in Cameron Park
- Extended evening service in Cameron Park
- Better connections between Folsom Lake College/El Dorado Center and Placerville/Hangtown
- Increased service in South County
- Buses that are better equipped for wheelchairs
- Improvement in Dial A Ride reservation system

### **Existing Coordination of Services**

El Dorado Transit, in its dual capacity as sole public transit provider and CTSA, is the lynchpin of coordination activities in the western slope of El Dorado County. Stakeholders praise El Dorado Transit for its efforts and willingness “to make things work,” as one workshop participant stated. However, while some coordination arrangements are in place, all stakeholder agencies agreed that more can be done.

Currently, El Dorado Transit provides transportation for the Department of Human Services Senior Day Care Center program and, under contract to the Alta California Regional Center, operates seven daily routes for developmentally disabled clients. El Dorado County Public Health purchases tickets to distribute to its clients on a case-by-case basis.

El Dorado County Transit Authority is a recipient of FTA Section 5307 funds through its agreement with the Sacramento Area Council of Governments (SACOG). El Dorado Transit is one of several transit operators serving the Sacramento Urbanized Area and was included in the coordinated plan prepared by SACOG in 2007.

El Dorado Transit assists other agencies with the preparation of grant applications as requested.

The El Dorado County Office of Education (EDCOE) is a contract provider of transportation to Alta California Regional Center clients. Utilizing five-passenger vans that operate over 25 daily routes, EDCOE transports approximately 30 riders. This is seen by EDCOE as a logical extension of its special needs transportation program, since the majority of clients are former students.

## Major Barriers to Coordination

All rural areas in California are facing significant challenges in the delivery of mobility options to seniors, disabled and low income individuals. Demographic and economic trends will not relieve the stresses that are being placed on existing systems. The aging of rural county residents along with an influx of new seniors and retirees and the rising price of gas make the need to address transportation issues more pressing and immediate.

Transportation providers in rural counties find themselves stretched thin trying to address the growing demand for services. El Dorado Transit demonstrates on a daily basis a deep understanding of its community's needs and displays creativity in meeting those needs with limited resources. One workshop participant voiced her support for El Dorado Transit by saying, "We are so blessed to have this service. Don't do anything to muck it up."

Recognizing the need for agencies to work together is a vital step towards achieving more efficient, cost effective transportation services. However, coordination efforts can be impeded by a wide range of obstacles, including:

- Lack of resources: staff, funding, equipment
- Different client eligibility requirements
- Service area boundaries that limit connectivity
- Inter-county and intra-county jurisdictional issues
- Different agencies with different requirements for driver screening, training and licensing and vehicle safety
- Lack of software/technology or incompatibilities with software/technology prevent sharing of scheduling and dispatching, client eligibility data, and reports
- Liability/insurance issues

- Privacy requirements, such as HIPPA, prevent sharing client information
- Reporting requirements that vary for federal, state and local funding sources
- Rural counties often do not have the large number of public and private agencies that can share resources; coordination opportunities can be limited simply by the number of organizations operating within the region.
- Social service agencies typically provide programs and services to a very discretely defined client population. Agencies may serve frail elderly or severely physically disabled or mentally disabled clients. Often the unique needs of the client population are such that they cannot be co-mingled with other passengers because social or behavioral problems may result. This presents a natural barrier to coordination. However, the resources used to serve one client group may also be used to serve a very different client group at another time of day when co-mingling of passengers is not necessary.

In discussions with stakeholders in El Dorado County as well as other rural counties in central and eastern California, the single most significant barrier to increased coordination was identified as ***the lack of resources*** to pursue such activities.

El Dorado Transit and stakeholders both agreed that staffing levels within the transit agency, which has the responsibility of spearheading coordination activities, do not allow for dedicated focus on CTSA activities. El Dorado Transit has entered into agreements with the Department of Human Services and the Alta California Regional Center to provide transportation, thus providing one level of coordination. However, efforts at a larger mobility management role, including negotiating agreements between or with human service agencies have not transpired.

Interviews with stakeholders showed that there is interest in coordinated arrangements for vehicle maintenance provided by the El Dorado County Transit Authority maintenance department. “This would be a godsend,” stated the transportation director of one local non-profit agency. However, concerns by El Dorado Transit over liability issues have forestalled this opportunity. Likewise, stakeholders reported that perceived liability issues with volunteer driver programs, staff drivers, and the sharing of vehicles are barriers to coordination efforts within El Dorado County.

## Duplication of Services

Various sources of funding can restrict transportation service to specific populations (elderly, disabled, low income) for specific purposes. This can result in service duplication and inefficiencies in multiple areas, including:

- Vehicles from different agencies, running the same route at the same time, may offer different services or serve different clients, and thus do not pick up additional riders.
- Transit systems, Medicaid brokers, and volunteer driver programs each operate their own training for drivers.
- Transit systems, county agencies and other transportation providers have their own in-house maintenance programs for vehicles.

- Transit systems, senior programs, brokers and other agencies maintain their own call centers for consumers to use to arrange for transportation or for general information.
- Transit systems and human service transportation providers purchase vehicles and equipment separately.
- Each transportation program has its own eligibility requirements. An individual may qualify for more than one type of service but will need to contact several different programs, each having different application and eligibility requirements. For example, some applications accept self-reported disabilities while others require a doctor's verification, and others require an evaluation. One agency may service clients 60 years and older while another defines "senior" as 65 years and older.

Based on stakeholder input and data collected for the transit provider inventory in Chapter 4, there is not significant duplication of transportation services in El Dorado County. Many of the agencies included in the inventory do not provide transportation directly, but rather rely on El Dorado Transit and supplement this service at times and to destinations when El Dorado Transit is not available. In some cases, vouchers or bus passes are purchased, which are distributed to clients on an as-needed basis. Several agencies indicated that their clients' needs were so specific, coordination efforts were difficult to impossible to achieve. These agencies respond by providing services that tend to be very limited in scope, focusing on getting clients to programs or appointments, and do not duplicate other services to any significant degree.

In discussions with stakeholders, two areas of duplication were mentioned:

1. Driver training is provided by El Dorado Transit as well as other non-profit agencies in the county. However this training tends to be part of a larger general employee training program developed and administered at the corporate level for the agencies. An interest in developing consolidated training opportunities has been expressed by stakeholders.
2. The Senior Day Care program in Placerville is administered by El Dorado County's Human Services department with transportation for clients provided by El Dorado County Transit Authority. Trips can be scheduled by clients by contacting either the transit agency or the Day Care staff. Coordination of this service through the El Dorado Transit call center would free up Senior Day Care staff time and avoid duplication of services.

## Key Origins and Destinations

Distance is what often defines the geographical nature of rural counties. It is not uncommon for the trips from home to the doctor, the grocery store, or work to be 50, 60, 70 miles or more. Add to this the challenge that many individuals with the most limited access to private transportation live in the most remote areas of the county. The distance between where people are and where they want to be make the provision of transportation difficult.

Figure 4-1 in the previous chapter shows transit services and activity centers in El Dorado County.

For many rural areas, key services are relocating to larger communities or regional centers. Medical facilities are a prime example of this. This causes increased pressure on individuals such as the elderly, the disabled and persons of low income, who are transportation dependent.

In many instances, non-emergency medical transportation is seen as the most important need. The table below shows key origins and destinations for transportation consumers in the county.

**Figure 5-2 Key Origins and Destinations**

Origin/Destination	City	Type
UC Davis Medical Center/Medical Facilities	Sacramento	Medical
Alta California Regional Center	Placerville	Human Services
Blue Shield	El Dorado Hills	Employment
Choices for Children	Cameron Park	Human Services
Divide Seniors	Georgetown	Human Services
Divide Seniors	Placerville	Human Services
DST Output	El Dorado Hills	Employment
Ed Dorado County Dept. of Social Services	Placerville	Human Services
El Dorado County Government Center	Placerville	Employment
El Dorado Hills Business Park	El Dorado Hills	Employment
El Dorado Hills Senior/Teen Center	El Dorado Hills	Recreation
Folsom Lake College	Folsom	Education
Lion's Hall	Diamond Springs	Recreation
M.O.R.E.	Placerville	Human Services
Main Street in Old Town	Placerville	Retail
Marshall Family Medicine	Cameron Park	Medical Facility
Pioneer Park Community Center	Somerset	Recreation
Placerville Senior Center	Placerville	Recreation
Pollock Pines Safeway	Pollock Pines	Retail
Pollock Pines Senior Center	Pollock Pines	Recreation
Progress House	Camino	Human Services
Progress House	Garden Valley	Human Services
Prospector's Plaza/K-Mart	Placerville	Retail
Shingle Springs Tribal Health	Shingle Springs	Medical Facility
Telos Youth Outpost	El Dorado	Human Services
Wal-Mart	Placerville	Retail

While many of the key destinations are in Placerville, the communities of El Dorado Hills and Cameron Park, which are both population and employment centers, are experiencing greater demand for services. Access to local services in other communities within the county plus the

importance of out-of- county destinations were consistently mentioned by stakeholders during meetings, workshops and interviews.

## Existing and Projected Transportation Needs

Since El Dorado County has no formal models that would predict demand for public transportation services that serve older people, people with disabilities, and people with limited incomes, population projections provide the best available evidence. Useful projections of the population with limited incomes are not available, and the best evidence about the future of the disabled population is that it will grow in proportion to total population and the population in older age groups

In El Dorado County, the senior population (age 60 and older) is expected to grow from 41,050 to 62,453 between 2010 and 2020, based on California Department of Finance projections. This represents a 52% increase. Therefore, it is assumed that demand for transportation services for older people will increase approximately 52% over the next ten years.

## Unmet Needs

Through a process that involved significant stakeholder participation and detailed analysis of existing documentation, the transportation needs and service gaps in El Dorado County were identified. These generally fell into the following four categories: coordination, connections, service availability and equipment.

Further discussion with stakeholders allowed the service gaps and unmet needs identified during Phase 1 of the planning process to be prioritized by rankings of high, medium and low. Please see Chapter 6 for a detailed description of this process.

The unmet needs and service gaps as articulated by stakeholders are listed by category in this chapter. For prioritized strategies recommended in response to these needs, see Chapter 6 Identification of Strategies/Public Outreach.

- **Coordination** – challenges that impede coordination efforts
- **Connections** – challenges providing transportation links inside and outside El Dorado County
- **Service Availability** – challenges providing service beyond existing service
- **Acquisition and Replacement of Capital Equipment** – challenges maintaining or expanding the available fleet, both public and private; maintaining or enhancing other capital equipment including computer hardware/software, maintenance and communications equipment

## Coordination

Stakeholders identified several needs that affect general coordination efforts such as:

1. Overcome barriers to coordination, including lack of staff resources to manage coordination activities and insufficient funds to achieve useful levels to support coordination activities. Combine CTSA and mobility management functions in a more unified way.

2. Develop a vehicle maintenance program to support human service agencies within the county
3. Develop a system of support services such as driver training and alcohol/drug testing for human service agencies within the county
4. Develop a coordinated volunteer driver program

## **Connections**

The need for connectivity to out of county services or systems was identified, especially for medical services and social service programs. In addition, gaps within the county in growing communities such as Cameron Park and El Dorado Hills were outlined. Specific service gaps include:

1. Insufficient service to Sacramento for non-emergency medical trips
2. Insufficient service for employment opportunities. Specifically the need for reverse commute service from El Dorado Hills to Placerville and from Sacramento to El Dorado Hills. JARC funds could be utilized for this service.
3. El Dorado Hills and Cameron Park both as population and employment centers highlights the need for transportation services in the area, specifically for seniors, disabled, and youth.

## **Service Availability**

Repeatedly, stakeholders indicated a need for expanded services Transit users and human service agencies both expressed concerns over limited or nonexistent transportation outside the typical weekday work schedule. Specific issues include:

1. Insufficient Dial-A-Ride service, especially on weekdays
2. Lack of public transportation outside the 7:00 AM - 5:00 PM weekday window is seen as a significant factor limiting employment opportunities, especially for students or people in entry level jobs who often work non-traditional hours.
3. Extended service on weekends is needed for seniors and disabled individuals for shopping and social activities.
4. Lack of service for outlying areas of El Dorado County

## **Acquisition and Replacement of Capital Equipment**

Stakeholders acknowledged the need for replacement vehicles to maintain the operational status and service quality of the public transit fleet. Expansion of the number of available vehicles utilized by both the transit agency and human service agencies within the county will allow for increased coordination opportunities that do not rely primarily on El Dorado Transit for transportation services.

In addition, other capital equipment may be needed to enhance coordination activities within the county.

1. New and replacement vehicles, computer hardware/software, maintenance equipment, communication base station/mobile radios cameras, GIS equipment, and other equipment eligible under 5310 guidelines

2. Develop a Retired Vehicle Program to allow the use older (retired) vehicles for less intense social service agency needs

## **The Role of the CTSA**

An important issue in the institutional component of a coordination effort in El Dorado County is the fact that few if any of the agencies involved in the SSTAC were aware of the existence of a CTSA. As described previously, El Dorado Transit has undertaken several coordination activities in its role as the CTSA. Even though the Agency has contracts with M.O.R.E. and Alta California Regional Center, there are other opportunities to explore in its role as CTSA. The leadership role of the CTSA is something that can be bolstered in order to achieve more extensive coordination.

## **Additional Issues**

While not listed as a service gap or unmet need, the cost of transportation was a factor in the needs assessment process. The rising cost of fuel has a significant impact on service providers and individuals alike. This is especially true for those who live in outlying areas and now find themselves with limited transportation options for employment, medical services, and recreation.

## **Next Steps**

Coupled with the need to identify service gaps is the need to identify corresponding potential strategies intended to address these deficiencies. These “strategies” are broadly defined approaches to serving the needs identified in the planning process. They serve as the foundation to guide the selection of projects available with SAFETEA-LU funding. They may include greater collaboration between agencies whose service needs differ by time of day and can be served by consolidated resources. They may also take the form of institutional changes where overall guidance and support of service collaboration is centralized. Such a change can mean staff resources to negotiate collaborative agreements between willing participants to achieve efficiency. A FTA Section 5310 application might be the responsibility of one agency but could include an agreement to serve the clients of another agency during “off-peak” periods. This is the responsibility of the CTSA as defined in TDA.

As a next step, a range of strategies intended to address the needs identified in this chapter was presented to local project stakeholders, along with proposed evaluation criteria to prioritize them. Although many of the needs identified are specific to gaps or deficiencies with the public transit system, the strategies are multi-modal in nature, and will take maximum advantage of flexibility allowed through the various funding sources that could support their implementation.

Recommended strategies as prioritized by stakeholders in El Dorado County are detailed in chapters six and seven.

## Chapter 6. Identification of Strategies and Evaluation

The identification of coordination strategies was the next step in the planning process. This chapter outlines the strategies that initially were developed by the consulting team and subsequently were modified with input from stakeholders in El Dorado County.

The strategies are intentionally broad in order to provide general guidance to local officials who will score grant applications submitted by local agencies. Similarly, the strategies are written in such a way as to encourage “outside the box” thinking about creative ways to address coordination issues within El Dorado County. It is hoped that agencies will develop innovative new projects that will qualify under the strategies included in the Coordinated Plan as approved by the local transportation commission.

The strategies outlined in this chapter were developed from findings gathered through diverse methods including stakeholder meetings, interviews, surveys, and the extensive coordination experience of the consulting team. Additional source material such as short range transit plans, unmet needs hearings, triennial reports, and census data was also used. The strategies thus were formulated to address specific needs and service gaps in El Dorado County that were documented through this process.

### Public Workshop on Strategies and Priorities

On April 30, 2008, many members of the community participated in a half-day workshop, during which unmet needs and corresponding preliminary strategies were reviewed. Evaluation criteria were presented with the goal of seeking feedback on the draft strategies and their prioritization. The final strategies were prioritized based on criteria agreed upon by the stakeholders at the workshop.

The Coordination Planning process placed a great deal of emphasis on public input. Public outreach for the Strategies and Priorities workshop was realized using a variety of resources. Consumers were notified through the placement of flyers on El Dorado Transit vehicles. General public contact was made through newspaper articles in local publications. Stakeholders from social service agencies, interested organizations and the SSTAC were contacted via mailers and email. Please refer to Appendix A for information on public outreach.

### Methodology and Approach

The workshop was publicized using a variety of outreach methods including:

- A press release prepared by the consulting team was sent by the Point of Contact to local newspapers, the **Georgetown Gazette** and the **Mountain Democrat**.
- Flyers advertising the April 30<sup>th</sup> workshop were provided to the Point of Contact for distribution on El Dorado Transit vehicles and posting at transit stops
- Email invitations were sent to representatives of human service providers, county agencies, SSTAC and TAC, and other interested stakeholders



*Consultant Phil McGuire leads discussion at community workshop in Diamond Springs.*

The following agencies and community groups were represented at the public workshop in April:

- Transit Users – Seniors
- Transit Users – Disabled Persons
- Transit Users – General Public
- El Dorado County Center for the Visually Impaired
- Sierra Foothills AIDS Foundation
- El Dorado County Chamber of Commerce
- Mother Lode Rehabilitation Enterprises (M.O.R.E.)
- United Outreach
- El Dorado County Dept. of Human Services – Senior Day Care Services
- El Dorado County Transit TAC
- El Dorado County SSTAC
- El Dorado County Transit Authority
- El Dorado County Transportation Commission
- California Department of Transportation

During the workshop, the purpose of the Plan, the potential funding sources, the findings from the *Existing Conditions Report*, and the preliminary strategies were presented to the participants. The evaluation criteria were discussed as a tool to narrow the strategies to those most important to those attending the workshop and the constituencies and residents they

represented. Copies of the JARC and New Freedom application and the Section 5310 application were made available. A representative from CalTrans explained the process to apply and noted that the deadline had been extended for applications.

Participants were asked to:

- Determine evaluation criteria in order to prioritize strategies
- Confirm or elaborate on the list of unmet needs
- Add additional service gaps or unmet needs not identified
- Eliminate items that were found to have been met using existing resources
- Eliminate duplicate items
- Add additional strategies not identified
- Provide input into the prioritization of strategies

## Evaluation Criteria

During the public workshop held in Diamond Springs, participants discussed the criteria used to evaluate strategies presented to the group. The consulting team outlined the basic requirements as defined by SAFETEA-LU and stakeholders had input into the final determination of criteria.

Based on the criteria adopted at the workshop, stakeholders were asked to rank the proposed strategies as either

- High priority: Meets all or most of the criteria
- Medium priority: Meets some of the criteria
- Low priority: Meets few or none of the criteria

### Criteria 1: Coordination

How would the strategy build upon existing services? The strategy should:

- Avoid duplication and promote coordination of services and programs
- Allow for and encourage participation of local human service and transportation stakeholders

### Criteria 2: Meets documented need

How well does the strategy address transportation gaps or barriers identified through the Coordinated Public Transit-Human Services Transportation Plan? The strategy should:

- Provide service in a geographic area with limited transportation options
- Serve a geographic area where the greatest number of people need a service
- Improve the mobility of clientele subject to state and federal funding sources (i.e. low-income, elderly, persons with disabilities)

- Provide a level of service not currently provided with existing resources
- Preserve and protect existing services

### Criteria 3: Feasibility of Implementation

How likely is the strategy to be successfully implemented? The strategy should:

- Be eligible for SAFETEA-LU or other grant funding
- Result in efficient use of available resources
- Have a potential project sponsor or individual **champion** with the operational capacity to carry out the strategy
- Have the potential to be sustained beyond the grant period

## Identification of Strategies

At the community workshop on April 30, stakeholders discussed criteria to be used in prioritizing recommended strategies. The decision was made to broadly apply all criteria when evaluating strategies and to rank strategies considering criteria as a whole.

### High Priority Strategies

Coordination Opportunity:

Overcoming barriers to coordination, including

- lack of staff resources to manage coordination activities
- insufficient funds to achieve useful levels to support coordination activities

Strategy:

*Provide sufficient resources to allow for negotiation of interagency agreements, providing for coordinated use of assets and operating funds*

The importance of the CTSA became very clear during discussions with local participants, many of whom were not aware of the role of the CTSA in the County. El Dorado Transit, with a larger staff managing a larger system than other rural counties, is among the more sophisticated of the rural operators in its role as CTSA. However, the agency faces the same challenges as its smaller counterparts in its attempts to increase coordination efforts.

Research revealed that while most rural counties have a designated CTSA, many CTSA's are not very active in pursuing coordination opportunities. This situation often is the result of two local conditions:

#### 1. Lack of Staff Resources to Pursue Coordination

Small transit agencies, such as El Dorado Transit, are frequently the designated CTSA for its county. While such designation is intended to carry with it the responsibility to work actively to coordinate the services of local organizations including the transit operator, small agencies often do not have the staff to carry out this task. The existing staff is focused on day-to-day operations management, service planning, and overall

compliance with regulations. While supporting the concept of coordination and the key role of the CTSA in the coordination process, small agencies do not have sufficient personnel to dedicate to outreach, planning and organizing that is required for effective coordination.

Completing grant applications can be confusing and overwhelming. While larger agencies often have staff dedicated to the preparation of grant applications, smaller agencies usually assign this responsibility to the transit manager or other administrative personnel. These individuals may not have the time or the expertise to seek out grant opportunities and submit applications.

## **2. Lack of Sufficient Funds to Accomplish Meaningful Results**

Grant amounts available to rural counties are usually significantly less than those awarded to larger urban counties. The small size of the award can make it difficult to achieve “critical mass” or sufficient funds to realize meaningful outcomes. Agencies in rural counties weigh the value of the grant amount against the staff time required to prepare the grant application and manage the grant once an award is made. Often, agencies find the reward is not worth the effort.

The realization that El Dorado County Transit Authority, the CTSA, does not have sufficient staff resources to create coordination results led to the recommendation that the CTSA function of the agency be enhanced through dedicated funding for that purpose. Workshop participants rated as a high priority the ability to:

- Add staff devoted to CTSA activities or
- Contract for CTSA management services from an outside expert source

Stakeholders universally recognized the need to dedicate resources to the achievement of coordination results to be an immediate action priority. TDA funds are a typical and likely source for CTSA implementation. Article 4.5 of TDA makes available up to 5% of the funds for community transit purposes. However, Article 4.5 funds, if not claimed as such, are available as Article 4.0 funds. In El Dorado County, all funds available through TDA are dedicated to transit purposes. Thus if funds are to be claimed for article 4.5 purposes, they will reduce the amount available through Article 4.0 by an equal amount. In the absence of “new” TDA funds, sources such as New Freedom and JARC grants for mobility management purposes could be utilized to achieve this objective.

### **Coordination Opportunity:**

Establishment of centralized maintenance and repair services to include social service agencies, non-profit organizations, and local government entities

### **Strategy:**

*Provision of contract maintenance through the CTSA*

El Dorado Transit could expand its maintenance capability to include sufficient hours to service outside agency vehicles on a fee paying basis. Human service agencies in El Dorado County expressed interest in utilizing the expertise of the El Dorado transit maintenance staff for serving

their vehicles, especially those with wheelchair lifts. In other counties, CTSA's operate such programs to provide needed services centrally while covering all costs and earning a profit. Client agencies benefit by having their vehicles serviced by expert technicians familiar with the unique maintenance issues of transit vehicles and wheelchair lifts. In addition, maintenance agreements can be written to include the use of a loaner vehicle while the client's vehicle is serviced, thus reducing down time. Some coordinated maintenance programs offer evening and/or weekend service to accommodate social service agencies that provide transportation during the 8:00 AM – 5:00 PM window. Buses can be serviced after hours and returned to the yard before the workday begins.

**Coordination Opportunity:**

Need for increased Dial-A-Ride service

**Strategy:**

*Increase Dial-A-Ride service to meet existing and potential future demand.*

As identified by stakeholders and the Short Range Transit Plan, there is a need for additional Dial-A-Ride service, especially during weekdays. DAR service should be enhanced to allow El Dorado Transit operations staff the ability to allocate service hours depending on anticipated needs and observed operating patterns.

Service could be expanded through El Dorado Transit's role as transit operator in providing direct services and/or through its role as CTSA in coordinating agreements with human service agencies for services to seniors and disabled individuals.

**Coordination Opportunity:**

Lack of sufficient transportation for medical trips from El Dorado County to Sacramento.

**Strategy:**

*Increase days of service to Sacramento for medical and social service appointments*

*Provide travel training for potential passengers to use existing commuter service with connecting transfers in Sacramento*

Rural areas often do not have specialized medical services available within their communities, which means members of the three target populations (seniors, disabled, low income) frequently do not have ready access to needed treatment. El Dorado County residents regularly must travel to Sacramento. The Sacramento area is home to major facilities such as the UC Davis Medical Center, several Kaiser Permanente hospitals, the Sutter Medical Center and other specialized facilities.

El Dorado County Transit Authority operates Sac-Med, a shared ride, non-emergency medical transportation program for seniors, disabled and general public passengers. Service is provided Tuesdays and Thursdays to Sacramento County. Currently, there are occasional capacity constraints, forcing clients to reschedule their appointments or find alternate transportation. Service could be expanded by either adding an additional day of service or a second bus on an existing service day.

During the week, El Dorado Transit also provides commuter service to downtown Sacramento. By providing travel training that teaches potential passengers how to utilize the commuter service from El Dorado County and Regional Transit in Sacramento to reach their destinations, service could be expanded without the addition of new vehicles. Please see Appendix D for additional information on Travel Training.

**Coordination Opportunity:**

More fully utilize volunteer drivers in social service transportation programs

**Strategy:**

*Identify agencies or community leaders to coordinate volunteer programs, including the recruitment, screening, training and managing of volunteers*

*Identify or create new insurance programs to eliminate exposure of volunteers and agencies to inappropriate levels of liability*

Some agencies in rural counties use volunteer drivers to expand mobility options. Programs can use volunteers with private cars to transport clients for non-emergency medical trips, to senior nutrition programs, to veterans' medical centers, or for everyday tasks such as shopping. Often drivers are reimbursed for mileage. Some programs utilize accessible vans, donated cars, or retired buses. In outlying regions of the county where public transit options are limited, the use of volunteer drivers can be a very efficient, cost-effective way to offer service to seniors and low income or disabled individuals. Volunteer programs can be especially effective for transporting individuals to and from social service program sites, such as senior centers. Veterans' organizations often rely on volunteers to transport clients to VA facilities. Some agencies use volunteers to transport clients to out-of-county medical appointments. In such cases, the volunteer driver typically drives the patient to the facility, waits while medical services are rendered, and then transports the client home.

Successful volunteer driver programs require administrative oversight in order to recruit, screen, train and coordinate volunteers. Specifically, there is a need for constant ongoing recruitment, as there is usually a high rate of turnover in volunteers. Leaders or agencies within the community who will undertake the administration of the volunteer driver program should be identified.

One significant obstacle to successful volunteer driver programs can be the exposure of the volunteer to personal liability in the case of an accident. Typically a volunteer's personal insurance coverage is the only liability protection in force while doing volunteer work. By identifying or creating new insurance programs that eliminate the volunteer's personal insurance exposure, this obstacle can be reduced or removed. Such a program might include creation of insurance programs that provide an additional primary layer of coverage while a volunteer is providing this vital service.

**Coordination Opportunity:**

**Connections for employment:**

- Reverse commute to Placerville
- Reverse commute from Sacramento to El Dorado Hills

**Strategy:**

*Expand traditional transit service through reverse commute service. Could be done by adjusting trip times for returning buses from Sacramento to better serve county destinations (e.g. El Dorado Hills and Placerville)*

Employment opportunities exist in Placerville and El Dorado Hills; however commuter service runs from these communities into Sacramento County. By coordinating service, using regular buses returning from Sacramento and operated by El Dorado County Transit Authority, reverse commute service could be implemented. Scheduling will be a critical factor in order to accommodate the typical 8:00 AM to 5:00 PM workdays of employees. (Currently, the Reverse Commuter arrives in El Dorado Hills at 8:15 AM and in Placerville at 8:54.) JARC funding could be used for this service.

**Coordination Opportunity:**

Need for new and replacement capital equipment for El Dorado County Transit Authority and human service agencies

**Strategy:**

*Coordinate arrangements for purchase of capital equipment, including vehicles, to help tap available funding, e.g. FTA Section 5310*

*Use older (retired) vehicles for less intense social service agency needs*

The purchase of new or replacement capital equipment, including vehicles, should be coordinated among agencies. El Dorado Transit is the primary vehicle operating agency in the county. It is also the CTSA. It therefore has two major roles: 1) to purchase vehicles/equipment for its own use, and 2) to coordinate the purchase of vehicles/equipment for other agencies through its CTSA role. The latter may mean helping agencies prepare Section 5310 or other applications for funding. The transit agency's role in both types of vehicle acquisition would allow for the strategic assessment of vehicle needs for the county.

Implementation of this strategy entails a collaborative approach among local human service transportation providers and public transit to develop a county-based or regional capital improvement program. Components of a capital improvement program would include:

- Identification and prioritization of transit facilities needing improvement
- Identification and prioritization of bus stops or transit centers needing improvement to enhance their usability, such as installation of shelters, benches, curb cuts, etc.
- Modification of bus stops to ensure their accessibility for wheelchair users
- Schedule for replacement of vehicles operated by local non-profit agencies funded with FTA Section 5310 funds
- Development of an expansion plan to increase operators' fleets; identification of applicable fund sources
- Identification and prioritization of other capital equipment such as computerized scheduling and dispatching program, enhanced telephone or communication systems, or vehicle modifications needed to meet air quality standards

The original operator of a vehicle is typically the most intense user of the bus. This means that a vehicle operates high miles and receives intense use during its “first life.” However, even after an intense period of use by one agency, the vehicle may have useful life if operated in a less intense environment. This can be only occasional use by the second agency or regular use but for short distances or for limited use each day. An example would be the operation of service only to a noontime senior meal site.

El Dorado County Transit Authority should consider formalizing a vehicle distribution program for its retiring vehicles that might still have useful life for a second agency. Some agencies couple the contribution of a vehicle to another agency with some components of operating cost such as maintenance service or insurance.

## **Medium Priority Strategies**

Coordination Opportunity:

Lack of public transportation outside the 7:00 AM – 5:00 PM weekday window.

Strategy:

*Expansion of service beyond the 7:00 AM – 5:00 PM window in the existing transit service area*

The need for transportation services outside the weekday window was identified as important for individuals participating in social service programs or school events and for employment opportunities, especially for youth. Evening service could be expanded using both traditional public transit and social service

Coordination Opportunity:

Coordination of support services, such as driver training and drug and alcohol testing

Strategy:

*Expansion of driver training, alcohol/drug testing and other support services for non-profit organizations through the CTSA*

An agency devoted to coordination, typically the CTSA, often can provide a variety of support services to community organizations that lack the resources or the expertise to provide them internally. Many social service agencies are too small to have dedicated technical resources, such a certified driver trainer, on staff. This sets the stage for the provision of support services by a centralized agency. Please see Appendix E for additional information on driver certification requirements and training programs.

In El Dorado County, El Dorado Transit as the CTSA may be in a position to provide centralized services to a variety of agencies in the county. Services could include

- consolidated driver training programs for staff or volunteers of social service agencies
- staff support for technical functions such as drug and alcohol testing.

Coordination Opportunity:

Lack of adequate transportation for seniors, youth and developmentally disabled populations in El Dorado Hills

**Strategy:**

*Expand joint use of vehicles and service in El Dorado Hills for seniors, developmentally disabled and youth (typical service hours do not overlap)*

The El Dorado Hills area receives limited public transportation service. With a growing population and few local social services, there is an increasing need for travel to services out of the immediate area. The population groups that were identified as having very significant needs were seniors, youth and people with disabilities.

The needs of these groups vary by time of day. Developmentally disabled individuals usually require transportation in the early morning and mid-afternoon while seniors typically need transport to meal sites during noon hours. Youth need service to after school programs later in the day. The synergy offered by such needs is the possible utilization of the same resources to serve all three groups. The same bus that provides service to seniors for meals could also be used to carry students to after school activities and developmentally disabled to training programs. Such a bus might also be used for other purposes for these groups evenings and weekends.

**Coordination Opportunity:**

Lack of adequate transportation for seniors and developmentally disabled populations in Cameron Park.

**Strategy:**

*Expand joint use of vehicles and service in Cameron Park for seniors, developmentally disabled and youth (typical service hours do not overlap)*

There is a significant need for transportation for the senior and developmentally disabled within Cameron Park. This need was identified through the various stakeholder meetings and is also evident in the census data, which shows that Cameron Park is second only to Placerville in the number of seniors and people with disabilities in its community. Typically, these two groups require transportation services at different times of the day, which makes the sharing of resources very practical. Developmentally disabled clients require service during early morning and mid-afternoon hours, while seniors most often use the bus for noontime service to meal sites. The same bus that provides service to disabled clients mornings and afternoons could be used to transport seniors to midday meal programs.

**Coordination Opportunity:**

Red Hawk Casino to open Fall-Winter 2008

**Strategy:**

*Work with tribal management to develop transportation options to serve employees and guests of the Red Hawk Casino*

The Red Hawk Casino as it develops may emerge as a major employment destination. The need for public transportation at the site may call for a variety of transit services. Large scale casino sites typically are major employers, major destinations for visitors, and also are often the site of support facilities such as employee daycare and medical clinics. Discussions should occur early with tribal representatives to incorporate transit service options into the facility and

financial planning for the casino. Though the casino is well into development, it is never too late to discuss and create coordination opportunities.

**Coordination Opportunity:**

Taxi service in El Dorado County is not widely available

Standards for overall service as well as driver screening and training could be improved to provide higher quality service.

**Strategy:**

*Implement taxi voucher program*

*Work with taxi companies to upgrade driver screening and training*

Currently, there are two taxi companies operating in western El Dorado County. Taxi vouchers are a tool to expand transportation services to targeted population groups through relatively inexpensive means. Such programs generally consist of the sale of taxi scrip to eligible individuals at some reduced factor of face value. The user is thus subsidized and receives services at less than full cost. The taxi provider receives full fare through the redemption of scrip at the total trip cost. Such a program has the benefit of offering another source of service to an eligible user group at lower cost while also helping to stabilize taxi operators that in rural areas have difficulty staying in business.

A common concern about taxi companies is that they often have driver selection and training standards that are lower than those of public transit agencies. Background screening of drivers can help to improve overall standards. Similarly driver training standards for taxi operators can also be improved. This is an area that can be addressed either by the taxi providers themselves or in conjunction with the CTSA as a central provider of training or other resources.

## **Low Priority Strategies**

**Coordination Opportunity:**

Lack of public transportation on weekends for seniors, disabled and youth

**Strategy:**

*Expand public transit service and social service agency transportation to provide service on weekends for seniors, youth and disabled individuals*

The need for increased public transportation on weekends was articulated in every public forum held in El Dorado County. Seniors want to shop, socialize and participate in recreational activities. Youth need transportation for employment. Expanded service could be realized using JARC and New Freedom funds. Social service agencies could provide service utilizing vehicles normally used only during the week.

**Coordination Opportunity:**

Lack of service to outlying areas of El Dorado County

**Strategy:**

*Expand public transit service and social service agency transportation to outlying areas of the county*

Public transportation options to rural areas of the western slope of El Dorado County are limited, with service to Grizzly Flat provided one day per week. Service could be expanded to the northwestern part of the county (Georgetown – Auburn) with a similar one day per week route. Coordination with service providers in the South Tahoe region of the county as well as neighboring counties could be explored.

## Chapter 7. Implementation Plan for Recommended Strategies

The purpose of the Coordinated Public Transit – Human Services Transportation Plan is to fulfill SAFETEA-LU requirements and also to recommend strategies that encourage creative solutions designed to enhance the provision of transportation services to seniors, people with disabilities, and low income individuals.

The effort required to develop, implement and sustain programs that meet this need cannot be accomplished by the CTSA or any one agency acting alone. Active participation by a wide variety of organizations and individuals will be required. Transit agencies, public, private and non-profit human service providers, transit users, local governments, and the general public will all need to fulfill their respective roles for coordination to be effective.

Months of study combined with often passionate input from stakeholders in western El Dorado County have resulted in the prioritized strategies that are presented in this chapter. The recommendations are divided into high, medium and low priority strategies.

A basic framework for coordination already exists in western El Dorado County, with El Dorado County Transit Authority acting as the CTSA. Partnerships between El Dorado Transit and local agencies are viewed as solid and productive and should be encouraged to continue. However, within the county, there are additional opportunities for coordination that should be pursued.

### High Priority Strategies

High priority strategies were selected by stakeholders from a list of recommended strategies during a public workshop in April 2008, Participants agreed to determine priority rankings by applying evaluation criteria as a whole to each strategy, thus considering effectiveness of coordination, documented need and feasibility of implementation.

Figure 7-1 presents those strategies that El Dorado County residents determined to be of the highest priority for achieving more effective coordinated transportation. For each high priority strategy the following information is provided:

- Lead agency/champion: The individual or organization that will assume the leadership role to move the strategy forward. The champion is the key figure in the successful implementation of the strategy.
- Implementation timeframe, when proposed strategies are implemented, including the process of applying for funding
- Order of magnitude costs: Approximate range of costs for implementation
- Cost effectiveness of strategy: When strategies were prioritized by stakeholders, cost-effectiveness was one of the considerations used to determine high priority recommendations. While some strategies may be less costly than others to implement in the short term, more costly strategies may be included if they positively impact

mobility needs of significant numbers of seniors, people with disabilities or low-income individuals.

- Potential funding sources: Strategies without funding sources have little potential for successful implementation. FTA grant sources as well as other possible funding sources are indicated.

**Figure 7-1 Implementing High Priority Strategies**

Strategy (to address need/gap)	Lead Agency or Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost Effectiveness of Strategy	Potential Funding Sources
Provide sufficient resources to allow the CTSA to negotiate interagency agreements, providing for coordinated use of assets and operating funds	CTSA	Year 1-2 FY 2008/09 – FY 2009/10	\$50,000 - \$150,000	<b>HIGH</b> Minimal investment to stimulate more effective use of other resources	TDA New Freedom
Provision of contract maintenance through CTSA	CTSA	Year 1-2 FY 2008/09 – FY 2009/10	\$0 - \$75,000 (Minimal set up cost)	<b>HIGH</b> Little or no investment to expand service options with customers paying full cost of services	Fee for Services
Expand Dial-A-Ride Service, either through increased service hours (El Dorado Transit as operator) or through agreements with human service agencies (El Dorado Transit at CTSA)	El Dorado Transit & CTSA	Year 1-2 FY 2008/09 – FY 2009/10	\$35,000 – \$75,00 per year	<b>HIGH</b>	5310
Increase days of service to Sacramento for medical and social service appointments	El Dorado Transit	Year 1-2 FY 2008/09 – FY 2009/10	\$50,000 - \$200,000 per year	<b>HIGH</b> Some cost if additional trips are necessary; minimal to no cost if schedule adjustments address the issue	Medicaid New Freedom
Provide travel training for potential passengers to use existing commuter service to Sacramento for connections/transfers	CTSA	Year 2- 3 FY 2009/10 – FY 2010/11	\$25,000 - \$75,000 per year	<b>MEDIUM</b> Minimal cost for training staff to provide instruction	New Freedom AAA Alta California Regional Center
Identify agencies or community leaders to develop and coordinate volunteer programs, including the recruitment, screening, training and managing of volunteers  Identify or create new insurance programs to eliminate exposure of volunteers and agencies to inappropriate levels of liability	CTSA	Year 2- 3 FY 2009/10 – FY 2010/11	Included above in CTSA resources	<b>HIGH</b> Potentially very cost effective: minimal to no investment for free to low cost services	New Freedom

Strategy (to address need/gap)	Lead Agency or Champion	Implementation Timeframe	Order of Magnitude Costs (Capital or Operating)	Cost Effectiveness of Strategy	Potential Funding Sources
Coordinate arrangements for purchase of capital equipment, including vehicles to help tap available funding, e.g. FTA Section 5310	CTSA	Year 1 – 3 FY 2008/09 – FY 2010/11	Included above in CTSA resources	<b>HIGH</b> Minimal investment; better coordination of assets	5310 5311 STIP
Use older vehicles for less intense social service agency transportation needs	CTSA	Year 1-2 FY 2008/09 – FY 2009/10	\$0 - \$25,000 (depends upon decision to add support funding to the bus recipient)	<b>HIGH</b> Minimal expense for more intensive use of assets	
Expand traditional transit service through addition of reverse commute. Could be done by adjusting trip times for returning buses from Sacramento to serve El Dorado Hills and Placerville	El Dorado Transit	Year 2- 3 FY 2009/10 – FY 2010/11	\$50,000 - \$150,000 (may be minimal if schedule adjustments are sufficient)	<b>MEDIUM</b> Moderate expense if cost of added reverse trips entails expanded service	JARC

Strategies determined by El Dorado County stakeholders to be of medium priority are listed in Figure 7-2.

**Figure 7-2 Implementing Medium Strategies**

Strategy (to address need/gap)	Timeframe	Comments
Expand service beyond the 7:00 AM – 5:00 PM window in the existing transit service area	Year 2 – 5 FY 2009/10 – FY 2012/13 Depending upon available funding	Included in 2008 Short Range Transit Plan (SRTP) Alternatives
Expansion of driver training, alcohol/drug testing and other support services for non-profit organizations through the CTSA	Year 2 – 3 FY 2009/10 – FY 2010/11 Depending upon level of interest by agencies	CTSA to serve as sponsor
Expand joint use of vehicles and service in El Dorado Hills for seniors, developmentally disabled and youth (typical service hours do not overlap)	Year 2 – 3 FY 2009/10 – FY 2010/11 Depending upon success of CTSA function	Included in 2008 SRTP Alternatives
Expand joint use of vehicles and service in Cameron Park for seniors, developmentally disabled and youth (typical service hours do not overlap)	Year 2 – 3 FY 2009/10 – FY 2010/11 Depending upon success of CTSA function	Included in 2008 SRTP Alternatives
Work with tribal management to develop transportation options to serve employees and guests of the Red Hawk Casino	Year 2 – 5 FY 2009/10 – FY 2012/13 Depending upon growth of casino employment and customer volume	Included in 2008 SRTP Alternatives Casino to open late 2008
Implement taxi voucher program Work with taxi companies to upgrade screening and driver training	Year 3 – 5 FY 2010/11 – FY 2012/13 Depending upon interested taxi companies	CTSA to serve as sponsor

Strategies determined by El Dorado County stakeholders to be of low priority are listed below in Figure 7-3.

**Figure 7-3 Implementing Low Priority Strategies**

Strategy (to address need/gap)	Timeframe	Comments
Expand public transit service and human service agency transportation to provide service on weekends for seniors, youth and disabled individuals	Year 2 – 5 FY 2009/10 – FY 2012/13 Depending upon available funding	Included in 2008 SRTP Alternatives
Expand public transit service and human service agency transportation to outlying areas of the county	Year 3 – 5 FY 2010/11 – FY 2012/13 Depending upon available funding	Included in 2008 SRTP Alternatives

## Implementing the Strategies

This section addresses what needs to be done to move forward with all of the strategies identified in Chapter 6. Several interrelated activities and decisions need to be addressed to begin implementing the strategies. They are discussed in the following sections.

### **Program Administration**

California pioneered the centralized coordination program administrative structure with the creation of CTSA's in 1979. This forward thinking action provided a basis for centralized program management and inter-agency support. The CTSA is designated by El Dorado County Transportation Commission, which is the RTPA for the County. This structural relationship provides the high-level oversight responsibility at the RTPA/LTC level with implementation responsibility being borne by the CTSA. The Planning Agency has the authority to withdraw its designation of a CTSA and reassign it to another organization if the original agency does not perform its duties to the level expected by the Planning Agency.

In El Dorado County, an effective program administration structure is in place. The El Dorado County Transportation Commission has designated El Dorado Transit as the CTSA. The transit agency has in turn accomplished several coordination activities in this role. The Commission does provide oversight and hopefully will increase its monitoring role as a result of the recommendations in this Coordinated Plan. El Dorado Transit has participated extensively in this planning process, which appears to have re-ignited its pursuit of coordination opportunities. The transit agency was among the most vigorous supporters of the highest ranked priority for increased resources to pursue coordination. This process has served to refocus attention on opportunities for efficient provision of services that in many cases serve to complement the traditional transit operation.

### **Decision Making Process**

The local decision making process in El Dorado County is functioning reasonably well. The Transportation Commission has designated El Dorado Transit as the CTSA. The Commission oversees its performance through a high level of ongoing staff interaction and collaboration on grants and projects. The roles and relationships are also addressed in the 2008 Short Range Transit Plan, which acknowledges the formal relationship of the agencies. Further, the SSTAC is active and participates in the coordination decision process as mandated by state statute. The process could be enhanced through more formal assignment of clearinghouse functions to the CTSA for grant coordination and strategy implementation. This enhanced role has been practiced in some other counties with the result being coordination even at the grant preparation level. This step typically introduces a strong incentive for local agencies to work together.

### **Guidelines for Transportation Provider Agreements and Service Standards**

Coordinated transportation agreements can take many forms, depending on the types of services involved, the agencies that are party to the agreement, and the clients served. Thus each service agreement will have its own unique set of requirements. Agreements can be developed for client transportation, driver training, vehicle maintenance, volunteer coordination, or a myriad of other services. Each agreement should contain clear performance guidelines and standards specific to the service/services provided.

Provider agreements for human service transportation coordination are typically between agencies each with unique resources. The concept is for each participating agency in an agreement to share its resources with the other. This sharing can achieve real efficiencies in resource utilization. Yet the variation among human service agencies in client populations, service needs, professional sophistication, and depth of management staff varies tremendously. Thus a critical component in coordination is flexibility. Coordination will only work where it allows for uniqueness in the agreements that accomplish service delivery.

Each provider agreement should be crafted to fit the unique circumstances and resources of the participants. Such agreements will typically include the following sections:

- Objectives: what are the parties trying to accomplish through coordination
- Term (length) of the agreement
- Compensation or resource specification: what each agency will contribute in money, equipment, staff time, facilities, etc.
- Liability: what each agency's share of liability for incidents will be
- Termination provisions: how can either party get out of the agreement
- Performance standards: what measurable results are expected in order to assess the success or failure of the effort
- Decision making: what process is used for the parties to change or modify the agreement

There may be at least two levels of performance standards associated with human service coordination agreements. The first is contained in the agreement between the actual agencies and is defined in the performance standards section mentioned above. The agencies that fund or provide the service must specify some measures by which they will determine whether the arrangement is meeting their intent. This broad area would also include the requirements imposed by any funding source that is contributing to the project.

The second level of standards would come from the oversight agency responsible for coordination. This could typically be the CTSA. In its role as the central point for coordination, the CTSA may also apply certain monthly or annual performance standards. These could include measures such as those listed below:

- Revenue Hours
- Passengers (including a breakdown by category such as fare type, transfers, etc)
- Passenger Fares
- Revenue Miles
- Operating Costs
- Cost/Passenger
- Cost/Hour
- Farebox Recovery Ratio (depends upon the source of funding)
- On-Time Performance or Ride Time

- Accidents/Incidents/Passenger Complaints/Driver Issues
- Vehicle Issues
  - Road Calls
  - Out of service
  - Maintenance activities
  - Missed Runs or Service Denials

Efficiency standards use operational data to measure the performance of a transportation program. Monitoring operational efficiency and productivity may require data such as operating cost, farebox revenue recovery, vehicle revenue miles, vehicle revenue hours and boardings (passenger trips).

Many rural agencies do not have the staff resources to collect and analyze a broad range of performance data. Therefore the recommended efficiency performance standards are limited to key indicators that will provide agencies with a good picture of how well service is doing. Recommended efficiency measures for human service transportation coordination include:

- Operating Cost per Passenger: Calculated by dividing all operating and administrative costs by total passengers.
- Operating Cost per Revenue Hour: Calculated by dividing all operating and administrative costs by the total number of vehicle revenue hours (with revenue hours defined as time when the vehicle is actually in passenger service).
- Passengers per Revenue Hour: Calculated by dividing the total number of passengers by the total number of vehicle revenue hours. The number of passengers per hour is a good measure of service productivity.
- Farebox Recovery Ratio: Calculated by dividing all farebox revenue by total operating and administrative costs. Farebox recovery evaluates both system efficiency (through operating costs) and productivity (through boardings). Some funding sources do not include passenger fare requirements. In such cases, a farebox level is not relevant.

Reliability standards are another method of evaluating performance. Reliability standards can include on-time performance, complaints, accident frequency, and vehicle breakdowns. However, some of these measures may have little relevance to social service agencies. At the time of creating inter-agency agreements, these standards can be evaluated for specific relevance.

## **Access to Jobs and Employment**

In El Dorado County, population and employment centers are focused around the communities of Placerville, El Dorado Hills and Cameron Park. A major employment destination is the Sacramento area. Census 2000 statistics indicate approximately 27% of county residents commute to Sacramento for jobs. El Dorado Transit operates commuter service Monday through Friday beginning as early as 5:20 AM, with return service available leaving Sacramento from approximately 2:30 PM – 6:30 PM.

While some level of reverse commute service from Sacramento is offered by El Dorado Transit beginning at 7:00 AM, stakeholders indicated this schedule did not allow employees in El

Dorado Hills or Placerville to get to work on time. With a growing number of Sacramento area residents working in El Dorado County, reverse commute schedules could be adjusted to provide more viable options.

During the planning process, stakeholders identified the following transportation needs for job access in El Dorado County:

- Service from El Dorado Hills and Cameron Park to Placerville
- Service from Sacramento to El Dorado Hills
- Service outside the 7:00 AM – 5:00 PM window
- Evening and weekend service for youth/entry level job holders
- Service to the new Red Hawk Casino

## **Volunteer Transportation**

While there are agencies in El Dorado County that rely on volunteer drivers (e.g. Senior Shuttle, Snowline Hospice), there is no coordinated effort to recruit, train and retain volunteers.

Many rural counties have developed high functioning volunteer driver programs to supplement public transit, especially to support residents who live in outlying areas or who need non-emergency medical transportation. El Dorado County stakeholders recognized the benefits of a county-wide program and rated as “high” a strategy to build a volunteer driver pool. Program administration is the key to the successful implementation and ongoing viability of volunteer programs; thus the need for an individual or community agency to be the champion is critical.

The issue of agency liability frequently is raised as an obstacle to the implementation of volunteer driver programs. Efforts are underway through agencies such as Nonprofits United to create special insurance packages for individuals or agencies that offer an initial layer of coverage when a volunteer is operating a vehicle. This would supersede the coverage provided by the individual or agency when not in volunteer service. Early indications from Nonprofits United are that such coverage may be on the horizon.

The Beverly Foundation offers online resources for volunteer driver programs at [www.beverlyfoundation.org](http://www.beverlyfoundation.org). Additional information is available at the Agency Council on Coordinated Transportation in the State of Washington, which has a manual for starting and maintaining volunteer transportation programs. It addresses the liability issues and provides forms and templates for agencies. The manual is available at [www.wsdot.wa.gov/transit/training/vdg/default.htm](http://www.wsdot.wa.gov/transit/training/vdg/default.htm)

## **Coordinating/Integrating School Bus and Public Transportation Services**

The El Dorado County Office of Education (EDCOE) is a contract provider of transit services to clients of the Alta California Regional Center. This arrangement is viewed by the EDCOE as a natural extension of services that were provided to developmentally disabled individuals while they were students in the public school system. It is common for regional centers to contract with multiple vendors within a county; in El Dorado County vendor relationships exist with EDCOE and El Dorado Transit.

The coordination/integration of student transportation and public transportation services is fraught with obstacles. These include legislative and institutional barriers; restricted funding requirements and reporting requirements; turfism; attitudes and perceptions about student safety; vehicle design, and operational issues.

In California, there are no state statutes or regulations that prohibit using school buses to transport non-pupils. Indeed, from the state perspective, the use of school buses and in particular the co-mingling of pupils and non-pupils on school buses appears to be allowed as long as seating is available. Ultimately, though, the responsibility for school bus operations and policies is delegated to the local districts, which traditionally have been uninterested in broadening their focus beyond student transportation.

According to the California Department of Education, there have been sporadic uses of public school buses for transporting the general public, primarily in connection with moving people for special events, such as spectators at a professional golf tournament or marathon participants. CDE staff is not aware of any instances in California where the general public is being transported along with students on home-to-school routes.

While school district transportation resources were identified in the inventory of transportation service providers (Figure 4-4), stakeholders representing the EDCOE did not participate in any stakeholder meetings associated with the study. EDCOE's focus is on student transportation and there has been little interest shown in coordination efforts with other agencies.

## **Vehicle Maintenance and Operations**

Efforts are currently underway to determine the future facility needs of El Dorado County Transit Authority. The El Dorado Transit fleet consists of 60 vehicles ranging in size from four to forty five passengers. Maintenance facilities are adequate to meet the needs of the current fleet; however a feasibility study should be commissioned to determine the requirements for the next generation of commuter buses. The analysis should consider both space and equipment needs. Parking lot expansion at the transit facility will be required to accommodate employee and transit vehicles. Administrative space will be enhanced to include training facilities and office space for support staff.

During meetings with stakeholders, interest was expressed by several agencies in a consolidated maintenance program, which would take advantage of the facilities and technical expertise of the El Dorado Transit maintenance department. El Dorado Transit, in its role as CTSA, could develop agreements that would allow for the implementation of this coordination activity. An analysis should be done to determine the maintenance department's ability to add additional clients, utilizing current facilities and staffing. One option would be to make greater use of the existing facility evenings and weekends for transit and social service vehicles.

For additional information on consolidated maintenance programs a part of coordinated plans, please see Appendix F.

## **Summary and Next Steps**

For the majority of the high priority strategies recommended in this plan, the CTSA was suggested as the appropriate sponsor or champion. As the CTSA, El Dorado County Transit Authority can be the catalyst for the range of activities described in chapters six and seven. A number of the strategies are relatively low cost projects that should be easy to implement.

However, critical to accomplishment of any of these is the emphasis on its role as the CTSA by the transit agency. By raising the profile of the CTSA function within the agency, El Dorado Transit conceivably could accomplish much more in its coordination role.

This role of CTSA mirrors the federal focus on mobility management centers. A mobility management center is very close in concept to a CTSA. Under the broad umbrella of a mobility management center, the CTSA should use the limited resources required to craft new coordination programs and oversee their operation. This is largely a staff function that is often missing even in agencies such as El Dorado Transit that have achieved some results relative to coordination. Stakeholders in El Dorado County agreed that the primary strategy in this plan should call for El Dorado County Transit Authority to redouble its effort as CTSA through the addition of staff services to implement the range of strategies.

Staff services could be obtained with limited funding through such sources as New Freedom, which specifically mentions “mobility management centers” as a funding priority. The staff resources needed to accomplish real results could either be added internally or purchased from outside sources of coordination expertise.

A fully functioning CTSA would be capable of doing the necessary staff work to negotiate agreements, design maintenance programs, organize volunteer driver programs, establish key relationships with the social service community, and finally monitor the success of the many ventures thus established.

Many transit agencies serve as the CTSA, as is the case in El Dorado County. While this dual function is not always the most efficient structure to achieve real social service coordination, in El Dorado County the joint responsibility serves to facilitate integration of regular transit service with human service transportation. The necessary leadership is in place to accomplish this.



# **APPENDIX A**

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## **STAKEHOLDER INVOLVEMENT AND PUBLIC WORKSHOP MATERIALS**







2828 Easy Street Suite 1 | Placerville CA 95667 | tel: 530.642.5260 | fax: 530.642.5266 | www.edctc.org

**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)  
and  
EL DORADO COUNTY TRANSIT AUTHORITY TECHNICAL ADVISORY COMMITTEE (TAC)**

**JOINT MEETING ON DECEMBER 5, 2007  
for the  
COORDINATED HUMAN SERVICES TRANSPORTATION PLAN – CHSTP**

**MEETING SUMMARY**

Consultants Bill Durant and Marilyn Cole from Innovative Paradigms lead the meeting on behalf of Caltrans.

***SSTAC Members Present:***

Edith Monger, Penny Shervey, Ellen Yevdakimov, Lindell Price (for Stanley Price), Star Walker, Mindy Jackson, Scott Ousley

**1. Welcome/Introductions**

There was a discussion of the grant programs available:

5310 – Capital Grant Program – Buses or computer technologies, Statewide Competitive, or EDT bus replacement

5316 – JARC

New Freedom – Capital and operating for services over and above ADA

Qualification – Requires CHSTP

**2. Purpose of the Coordinated Plan**

Link Human Service with Public transportation

Maintenance Opportunities

Shared vehicle programs

**3. Potential Coordinated Transportation in El Dorado County**

1. Foster kids to work – CASA kids
  - a. Eligible for bus passes but no bus available
  - b. Court Appointed Special Advocates (CASA)
2. Vision Coalition – EDH
  - a. Kids need to go to safe places after school
  - b. Want to share teen taxi
  - c. \$1100/month for Van Enterprise
  - d. Interested in potential phone service assistance at EDT
3. EDH Senior Center – Janet  
Partnership with Vision coalition
4. Grace Place Homeless shelter
5. Mental Health – Have county vans, min vans
  - a. Clients to doctor appointments

- b. Limitations on other users
  - c. They are county fleet cars
- 6. Justice System – Youth?
- 7. Edith Monger – south county concern – gold country for seniors/Escaton
- 8. Star Walker – Seniors often don't want to use transit
- 9. Penny Shervey – Human Services – clients want employment or to get to Placerville
  - a. Needs 7 a.m. to 6 p.m. plus, children to child care
  - b. Map of cluster points of where people are?
  - c. Often pay mileage reimbursement, or transport personnel with employee base

#### **4. Open Discussion**

CHSTP updates with RTP  
Prioritization and feasibility of alternatives  
Training for use of transit system

- 10. Jason Eberhart Phillips
  - Marginalized groups, elderly, disabled, youth
  - Partners to change the way we develop our cities/communities
  - Create job centers that people can reasonably reach by transit – big picture
- 11. Local circulation map or coordinated transportation map.
  - Includes density, employment areas, services

#### **5. Next Steps**

There will be additional one-on-one contact with stakeholders who may be able to assist with coordinated transportation.

#### **6. Adjourn**

## El Dorado County

### Key Stakeholders

Please list organizations, individuals, agencies, businesses, etc. that are key stakeholders and should be contacted as a part of this process.

Organization	Type (choose from drop down list)	email	Phone	SSTAC Member
EDC Senior Services	Public	<a href="mailto:wdemerest@co.el-dorado.ca.us">wdemerest@co.el-dorado.ca.us</a>	530-621-6198	X
EDC Senior Services	Public	<a href="mailto:swalker@co.el-dorado.ca.us">swalker@co.el-dorado.ca.us</a>	530-621-6255	X
EDC Disabled	Public	<a href="mailto:penny.shervey@co.el-dorado.ca.us">penny.shervey@co.el-dorado.ca.us</a>	530-642-7163	X
InAlliance (Disabled)	Non Profit	<a href="mailto:shendrix@inalliance.com">shendrix@inalliance.com</a>	800-273-2252 x 363	X
ED Ctr for the Visually Impaired	Non Profit	no email	530-626-9715	X
Vision Coalition for ED Hills (Youth)	Non Profit	<a href="mailto:djpeterson99@sbcglobal.net">djpeterson99@sbcglobal.net</a>	916-643-4393	
CASA (Youth)	Non Profit	<a href="mailto:program@casaeldorado.org">program@casaeldorado.org</a>	530-622-9882	
EDC Mental Health	Public	<a href="mailto:stephanie.carlson@edcgov.us">stephanie.carlson@edcgov.us</a>	530-621-6200	
ED Hills Senior Center	Public	<a href="mailto:jkenneweg@edhcsd.org">jkenneweg@edhcsd.org</a>	916-358-3575	
ED Hills Teen Center	Public	<a href="mailto:tqotro@edhcsd.org">tqotro@edhcsd.org</a>	916-614-3217	
Divide Wellness Ctr/EDC Public Health	Public	<a href="mailto:gehamlin@co.el-dorado.ca.us">gehamlin@co.el-dorado.ca.us</a>	530-621-6191	
MORE	Non Profit	<a href="mailto:susie.davies@morerehab.org">susie.davies@morerehab.org</a>	530-622-4848	
Shenandoah High School	Schools		530-622-6212 x 1017	
The Gates Recovery Foundation	Non Profit	<a href="mailto:pnielsen@gatesrecovery.org">pnielsen@gatesrecovery.org</a>	(530) 622-9500	
UCP of Greater Sacramento	Non Profit	<a href="mailto:ucp@ucpsacto.org">ucp@ucpsacto.org</a>	(916) 565-7700	
Placerville Advocacy, Vocational and Educational Services (PAVES)	Non Profit	<a href="mailto:info@cts-choices.org">info@cts-choices.org</a>	(530) 622-6674	
Cancer Support Group	Non Profit	<a href="mailto:cpurgett@snowlinehospice.org">cpurgett@snowlinehospice.org</a>	(530) 344-0700	
50 Corridor Transportation Management Association (TMA)	Non Profit	<a href="mailto:rebecca@50corridor.org">rebecca@50corridor.org</a>	(916) 351-3975	
Sierra Pulmonary	Private	<a href="mailto:Peggy@sierrapulmonary.com">Peggy@sierrapulmonary.com</a>	(916) 351-3975	

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**From:** Jerry Barton [mailto:jbarton@edctc.org]

**Sent:** Wednesday, April 16, 2008 3:23 PM

**To:** 'Wanda Demarest (wdemarest@co.el-dorado.ca.us)'; 'Star M Walker'; 'Greg Sudtell (sudtell@comcast.net)'; 'Stanley Price (sprice@internet49.com)'; 'penny.shervey@co.el-dorado.ca.us'; 'Stanley Price'; 'Susan Hendrix (shendrix@inallianceinc.com)'; 'Mindy Jackson (mjackson@eldoradotransit.com)'; 'Scott Ousley (sousley@eldoradotransit.com)'

**Cc:** 'Phil McGuire'

**Subject:** Coordinated Transit Plan Mtg 4/30 at 8:15am

Hello Members of the EDCTC SSTAC:

There will be a meeting of the SSTAC at 8:15am on Wednesday, April 30, 2007 at El Dorado Transit, 6565 Commerce Way in Diamond Springs. The purpose of the meeting is to learn about the Human Service Public Transportation Coordination Plan and to develop strategies to improve regional mobility. This will be another combined meeting of the EDCTC SSTAC and the El Dorado Transit – Transit Advisory Committee.

Please see attached flyer, agenda and El Dorado County Coordinated Public Transit Existing Conditions report.

Thanks and I hope to see you there!

Save the Date: \*\*An additional meeting of the SSTAC will be held on Wednesday May 28 at 8:15am at El Dorado Transit to review and discuss the draft Short Range Transit Plan which will be made available next month.

-Jerry

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Jerry Barton  
Senior Transportation Planner  
530.642.5267  
[www.edctc.org](http://www.edctc.org)



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**Wednesday, April 16, 2008  
FOR IMMEDIATE RELEASE**

**Contact: Jerry Barton, 530-642-5267**

## **Public Asked to Share Ideas to Improve Transportation Services for El Dorado County Older Adults, People with Disabilities and Low-Income Residents**

### **El Dorado County Human Service-Public Transportation Coordination Plan Community Workshop**

**Wednesday, April 30, 2008, 8:15 a.m.**  
6565 Commerce Way, Diamond Springs, CA 95619

*Refreshments will be provided.*

The El Dorado County Transportation Commission, in cooperation with Caltrans, is sponsoring a transportation workshop for El Dorado County organizations and residents. Project planners invite organizations and residents to discuss strategies to improve transportation services for low-income residents, as well as seniors and people with disabilities.

The workshop is being held as part of the El Dorado County Human Service-Public Transportation Coordination Plan. Sponsored by Caltrans, the Plan's goal is to improve mobility for county residents through better coordination of services among transportation providers and human service agencies in El Dorado County. The Plan will address transportation improvements so residents can get to medical appointments, classes, day care, and jobs. The Coordination Plan will also identify transportation services needed to help people run errands and go shopping, as well as connect to other transportation services.

The workshop is scheduled to last up to 90 minutes. Planners will share results of recent meetings, surveys and data analysis. Workshop participants will be asked to help prioritize transportation needs and strategies. A broad discussion is planned so community members can explore different ways to improve local transportation services.

For agencies seeking federal transportation funds, information will be available at the workshops about three types of federal funds: Job Access Reverse Commute (JARC), New Freedom, and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds).

The Human Service-Public Transportation Coordination Plan is a required document for local organizations and the Transit Agency to apply for certain types of federal funds. These dollars can be used to add new transit service, replace buses or purchase new equipment like bus shelters or dispatch software.

The workshop will allow planners to develop transportation strategies based on community priorities.

Caltrans commissioned the Human Service-Public Transportation Coordination Plan on behalf of the El Dorado County Transportation Commission to find transportation needs and gaps, and define opportunities for better coordination. An Existing Conditions Report was prepared in March 2008, which provides findings from interviews with planners, community representatives and political leaders; an analysis of community demographics and transportation data; and a review of regional issues.

***For more information about the El Dorado County Human Service-Public Transportation Coordination Plan and the community workshop, please call Jerry Barton at the El Dorado County Transportation Commission 530-642-5267.***

Coordinated Transportation Plan  
For Seniors, People with Disabilities and  
Low-Income Residents of El Dorado County

# COMMUNITY WORKSHOP

YOU ARE INVITED TO ATTEND A WORKSHOP:

**Diamond Springs Wednesday, April 30, 2008, 8:15 AM**  
6565 Commerce Way, Diamond Springs, CA 95619



Help to shape the future of transportation for seniors, people with disabilities and low-income El Dorado County residents.

- Learn about ongoing Human Service-Public Transportation Coordination Plan.
- Provide input about community transportation needs and priorities.
- Share your opinion about options.
- Recommend strategies to improve regional mobility.
- Find out about federal transportation funds that may be available to agencies in El Dorado County.

Who should attend?

- Human Service Agency Representatives
- Elected Officials
- Transit Staff
- Bus Riders
- Community Residents

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For More Information

Jerry Barton

El Dorado County Transportation Commission

530-642-5267

[jbarton@edctc.org](mailto:jbarton@edctc.org)

Contact the El Dorado County Transportation Commission at least three business days prior to workshop to request language interpretation assistance or alternative information formats at the workshop.

El Dorado  
County  
LTC name  
&/or Logo



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## Transportation workshop April 30

The El Dorado County Transportation Commission is sponsoring a transportation workshop for El Dorado County organizations and residents at 6565 Commerce Way in Diamond Springs on Wednesday, April 30, beginning at 8:15 a.m.

The workshop is being held as part of the El Dorado County Human Service-Public Transportation Coordination Plan. Sponsored by Caltrans, the plan's goal is to better coordination of services among

transportation providers and human service agencies so residents can get to medical appointments, classes, daycare, jobs, run errands and go shopping, as well as connect to other transportation services.

The workshop is scheduled to last up to 90 minutes. Caltrans commissioned the Human Service-Public Transportation Coordination Plan on behalf of the El

► see **WORKSHOP**, page 28

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## WORKSHOP

*continued from 4*

Dorado County Transportation Commission to find transportation needs and gaps, and define opportunities for better coordination. An Existing Conditions Report was prepared in March, 2008, which provides findings from interviews with planners, community representatives and political leaders; an analysis of community demographics and transportation data; and a review of regional issues.

For agencies seeking federal transportation funds, information will be available at the workshops about three types of federal

funds: Job Access Reverse Commute (JARC), New Freedom, and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds). The Human Service-Public Transportation Coordination Plan is a required document for local organizations and the Transit Agency to apply for certain types of federal funds. These dollars can be used to add new transit service, replace buses or purchase new equipment like bus shelters or dispatch software. For more information, call Jerry Barton 642-5267.

El Dorado County  
Coordinated Public Transit – Human Services Transportation Plan  
Community Workshop – April 30, 2008

Name: <u>JERRY BARTON</u>	Organization (if applicable): <u>EDCTC</u>	<input type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>2828 Easy Street Placerville Ca 95667</u>	Email (please print clearly): <u>jbarton@edctc.org</u>	<input checked="" type="checkbox"/> email me copies of the grant applications
Name: <u>Edith Monger</u>	Organization (if applicable): <u>Seniors</u>	<input type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>8074 Perry Creek Rd. #3 Fair Play 95684</u>	Email (please print clearly): <u>None</u>	<input type="checkbox"/> email me copies of the grant applications
Name: <u>MINDY JACKSON</u>	Organization (if applicable):	<input type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>6565 Commerce Way Diamond Springs CA 95619</u>	Email (please print clearly): <u>m.jackson@eldoradotransit.com</u>	<input type="checkbox"/> email me copies of the grant applications
Name: <u>Ellen Yevdokimov</u>	Organization (if applicable): <u>El Dorado Co Center for Visually Impaired</u>	<input type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>4067 Clearct, Placerville</u>	Email (please print clearly): <u>ellenyev@sbcglobal.net</u>	<input type="checkbox"/> email me copies of the grant applications
Name: <u>Greg Suddell</u>	Organization (if applicable): <u>DISABLED</u>	<input type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>2861 Royal Park Dr. C.P. 95682</u>	Email (please print clearly): <u>SudTell@comcast.net</u>	<input checked="" type="checkbox"/> email me copies of the grant applications
Name: <u>Ruth Towster</u> <u>(4850 Knier Mine Rd)</u>	Organization (if applicable): <u>Seniors, TAC, El Dorado / Brand</u>	<input type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>El Dorado, CA 95623</u>	Email (please print clearly): <u>Seniors TAC El Dorado / Brand</u>	<input type="checkbox"/> email me copies of the grant applications
Name: <u>Joan Fuqua</u>	Organization (if applicable): <u>Sierra Foothills AIDS Foundation</u>	<input checked="" type="checkbox"/> email me a copy of the Phase I report
Address (street, city and zip code): <u>550 Main Street, Diamond Springs 95619</u>	Email (please print clearly): <u>joan@sierrafoothillsaids.org</u>	<input type="checkbox"/> email me copies of the grant applications

**El Dorado County  
Coordinated Public Transit – Human Services Transportation Plan  
Community Workshop – April 30, 2008**

Name:	Organization (if applicable):	email me a copy of the Phase I report
Danielle Pedrique Address (street, city and zip code): 6505 Commerce Way Diamond Sp.	<input checked="" type="checkbox"/> EDCTA Email (please print clearly): dpedrique@eldorado-transit.com	<input type="checkbox"/> email me a copy of the Phase I report
Name: Maurel Brent Bumb Address (street, city and zip code): 542 Main St Placerville	<input checked="" type="checkbox"/> Organization (if applicable): EDC Chamber Email (please print clearly): Chamber@eldoradocounty.org	<input type="checkbox"/> email me a copy of the Phase I report
Name: Susie DAVIES Address (street, city and zip code): 399 Placerville Dr. CA 95667	<input checked="" type="checkbox"/> Organization (if applicable): MOTHER LOON REHABILITATION ENTERPRISES M.O.R.E. Email (please print clearly): susie.davies@more rehab.org	<input type="checkbox"/> email me a copy of the Phase I report
Name: Wanda Demarest Address (street, city and zip code): 935A Springs St, Placerville 95667	<input checked="" type="checkbox"/> Organization (if applicable): Senior Day Care Services / DEPT OF HUMAN SERVICES Email (please print clearly): Wdemarest@co.eldorado.ca.us	<input type="checkbox"/> email me a copy of the Phase I report
Name: MATT MAUK Address (street, city and zip code): 6505 Commerce Way, DS.	<input checked="" type="checkbox"/> Organization (if applicable): EDCTA Email (please print clearly): mmauk@eldorado-transit.com	<input type="checkbox"/> email me a copy of the Phase I report
Name: Scott A. Ousley Address (street, city and zip code): 6565 Commerce Way, DS 95619	<input checked="" type="checkbox"/> Organization (if applicable): EDCTA Email (please print clearly): soulsley@eldorado-transit.com	<input checked="" type="checkbox"/> email me a copy of the Phase I report
Name: Tila Priebe Address (street, city and zip code): 1120 N. Street Sacramento, CA	<input checked="" type="checkbox"/> Organization (if applicable): Caltrans Email (please print clearly): Tila.Priebe@dot.ca.gov	<input type="checkbox"/> email me a copy of the Phase I report

**El Dorado County  
 Coordinated Public Transit – Human Services Transportation Plan  
 Community Workshop – April 30, 2008**

Name: <i>Art Edwards</i>	Organization (if applicable): <i>United Outreach</i>	email me a copy of the Phase I report
Address (street, city and zip code): <i>2820 Miller Way Pleasant</i>	Email (please print clearly): <i>art.edwards@sbcglobal.net</i>	email me copies of the grant applications
Name: <i>ROBERT PURSER</i>	Organization (if applicable): <i>PUBLIC</i>	email me a copy of the Phase I report
Address (street, city and zip code): <i>PO Box 507 El Dorado, CA 95623</i>	Email (please print clearly): <i>R_PURSER@INNERCITE.COM</i>	email me copies of the grant applications
Name: <i>William Wild</i>	Organization (if applicable):	email me a copy of the Phase I report
Address (street, city and zip code): <i>6767 Green Valley Road Paradise</i>	Email (please print clearly): <i>billwild@edcoe.org</i>	email me copies of the grant applications
Name:	Organization (if applicable):	email me a copy of the Phase I report
Address (street, city and zip code):	Email (please print clearly):	email me copies of the grant applications
Name:	Organization (if applicable):	email me a copy of the Phase I report
Address (street, city and zip code):	Email (please print clearly):	email me copies of the grant applications
Name:	Organization (if applicable):	email me a copy of the Phase I report
Address (street, city and zip code):	Email (please print clearly):	email me copies of the grant applications
Name:	Organization (if applicable):	email me a copy of the Phase I report
Address (street, city and zip code):	Email (please print clearly):	email me copies of the grant applications



# **APPENDIX B**

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## KEY STAKEHOLDER SURVEY



## Public Transit and Human Services Transportation Coordinated Plan *El Dorado County Key Stakeholder Survey*

Innovative Paradigms, working with Nelson/Nygaard Consulting Associates, is currently preparing a Coordinated Plan for Public Transit and Human Service Transportation in El Dorado County. ***Your organization has been identified as a key stakeholder in transportation services for persons with disabilities, older adults, and individuals with limited incomes.***

As a key stakeholder, your insights and opinions are extremely valuable. We have prepared a 20 question survey to gather information about the current state and future needs of coordinated transportation in your community. We invite you to share your thoughts on this important issue.

### **WHAT DO I NEED TO DO?**

Please review the attached Key Stakeholder Survey. There are two ways to submit your comments:

- Complete the survey and return it to Phil McGuire by email [philm@innovativeparadigms.com](mailto:philm@innovativeparadigms.com) or by fax to 425-645-7991
- Contact Phil McGuire at 916-868-6215 to arrange a telephone conference to discuss the survey (approximately 20 – 30 minutes in length)
- Please return your survey or schedule a phone conference by **Wednesday, February 13, 2008**. (Conferences can take place after February 13<sup>th</sup> if necessary.)

### **HOW LONG WILL IT TAKE TO COMPLETE THE SURVEY?**

Many of the questions on the survey require a simple check mark; other questions are open ended to allow you to share your views. Depending on your comments, we estimate the survey can be completed in 20 – 30 minutes.

### **WHY IS A COORDINATED PLAN BEING DONE AT THIS TIME?**

The California State Department of Transportation (Caltrans) is the designated recipient for federal funds intended for non-urbanized portions of the state and is required to distribute them to local entities through a competitive grant process. The primary goal of this planning effort is to respond to federal SAFETEA-LU requirements for receiving these federal funds.

This project also provides an opportunity for a wide range of stakeholders with a common interest in human service transportation to collaborate on how best to provide transportation services for older citizens and individuals with limited incomes and/or disabilities. Stakeholders, such as you, from each county are being called upon to identify service gaps and/or barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the individualized plans.

Thank you for your participation in the development of a coordinated transportation plan for El Dorado County. Please feel free to contact me at 916-868-6215 with any questions or comments.

Regards,



Philip B. McGuire

Chief Executive Officer  
[philm@innovativeparadigms.com](mailto:philm@innovativeparadigms.com)



Innovative Paradigms • 431 I Street Suite 200 • Sacramento, CA 95814

## Public Transit and Human Services Transportation Coordinated Plan

### *El Dorado County Key Stakeholder Survey*

Organization		Date	
Contact		Title	
Address		Phone	
City, Zip		email	

<b>1</b>	<b>What is your organization’s current involvement in transportation or transportation assistance?</b>		
	Fund transportation programs (name funding sources):		
	Directly operate public transportation services		
	Hire contractors to provide public transportation services		
	Directly operate human service agency transportation services		
	Hire contractors to provide human service agency transportation services		
	Arrange/provide volunteer driver and/or escort services		
	Reimburse/subsidize transit/taxi fares/personal car mileage		
	Do not fund or provide (directly or through contractors) transportation services		
	Provide information referral services		
	Other:		
<b>2</b>	<b>What type of transportation does your organization provide?</b>		
	Fixed route transit (fixed path, fixed schedule, with designated stops)		
	Flex route transit (deviations permitted off fixed path or between fixed, scheduled stops)		
	Subscription service (determined by residences of customers/program participants and daily/regular trips to/from same location (e.g., agency, school, program site or medical provider)		
	Demand response (includes casual appointments and subscription service)		
	Other:		
<b>3</b>	<b>Who uses these transportation services?</b>		
	Persons with disabilities		Persons with low-income
	Older adults (ages):		Children/Youth (ages):
	General Public		Other:
<b>4</b>	<b>What kinds of trips can people make using your transportation service?</b>		
	For any trip purpose		To/from agency program only
	Medical		Shopping
	Recreational		Employment/training
	School		Other
<b>5</b>	<b>Are there services you formerly provided but had to cut due to operational or funding challenges?</b>		
	___ Yes ___ No <b>If YES, describe them.</b>		

<b>6</b>	<b>Are you currently planning any expansion or improvement of services?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If YES, please describe:</b>
<b>7</b>	<b>Are there expansions or improvements to your agency’s service that are needed or desired but which you cannot provide? (These may be transportation services or other services that are constrained by transportation limitations.)</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If YES, please describe:</b>
<b>8</b>	<b>Are there other transportation service providers in this area?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If YES, please list:</b>
<b>9</b>	<b>Are you familiar with the Consolidated Transportation Service Agency (CTSA) in your area?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If YES, how does your organization interact with the CTSA?</b>
<b>10</b>	<b>From the point of view of people with disabilities, older adults, and people with limited incomes, what are the most significant gaps in the existing transportation services in this county?</b>
	Places where service is needed and not currently provided
	Times when is service needed and not currently provided
	Lack of transportation options in rural areas, especially for those without access to an automobile
	Specialized services for disabled people above and beyond requirements of the Americans with Disabilities Act (ADA)
	Specialized services for low-income persons seeking or working at entry-level jobs during non-traditional hours
	Connectivity between communities (including communities in adjacent counties)
	Affordable service
	Easily available information
	Other:
<b>11</b>	<b>Are there any under-utilized transportation services in the community?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If YES, please describe:</b>
<b>12</b>	<b>What kinds of coordination efforts are you currently participating in?</b>
	Participate on a coordination committee
	Participate in joint purchasing
	Share service information, policies, procedures with other agencies
	Provide information to a centralized directory of community transportation services
	Occasionally serve a trip for another agency
	Regularly share vehicles, staff, and/or training resources
	Purchase from/sell transportation service to other agencies
	Utilize same contractors and allow co-mingling of sponsored clients from different contracts
	Have consolidated call center, operational, and/or maintenance functions with other organizations
	Purchase service through a common broker
	Other:
	None

<b>13</b>	<b>What opportunities do you see for improved coordination? Who do you believe is in the best position or the most qualified to lead this effort?</b>					
<b>14</b>	<b>Interest: How much interest does your organization have in a higher level of coordination?</b> <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/> None					
<b>15</b>	<b>What are the significant challenges in bringing about a higher level of coordination?</b>					
	Legal restrictions on the use of funds			Legal restrictions on the use of vehicles		
	Liability/insurance concerns			Billing/accounting issues		
	Agencies concerned about losing control of service or protecting their funding					
	Agencies concerned about the unique characteristics of client populations					
	Other: _____					
<b>16</b>	<b>RESOURCES</b>					
	<b>Vehicles List (indicate quantity &amp; type, passenger size, diesel/gas). Insert additional rows or attach an additional page, if necessary.</b>					
	Qty	Type (Car, Van, Bus)	Passenger Size	Fuel Type	Wheelchair accessible	Year
	<b>Equipment, non vehicle</b> <input type="checkbox"/> computer systems <input type="checkbox"/> scheduling software <input type="checkbox"/> office space <input type="checkbox"/> maintenance facility <input type="checkbox"/> Other (describe) _____					
	<b>Maintenance Facilities</b> Describe shop capability <input type="checkbox"/> Number of service bays <input type="checkbox"/> Number of mechanics Shop hours: _____ Do you use any maintenance management software? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, what capability does it have? _____					
	<b>Fuel</b> Do you have your own fueling facility? <input type="checkbox"/> Yes <input type="checkbox"/> No Do you purchase fuel from outside vendors? <input type="checkbox"/> Yes <input type="checkbox"/> No Do you receive any discounts on fuel purchase? <input type="checkbox"/> Yes <input type="checkbox"/> No Do you currently sell fuel to any other agencies? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, what agencies? _____ Are there legal or other constraints that limit or prevent you from selling fuel to other agencies? <input type="checkbox"/> Yes <input type="checkbox"/> No   If YES, please describe: _____					

	<b>Software</b>	<b>What type of software does your organization use?</b>
	Dispatch	Experience with the software? ___High ___Medium ___Low ___None
	Routing	Experience with the software? ___High ___Medium ___Low ___None
	Client Database	Experience with the software? ___High ___Medium ___Low ___None
	Eligibility Database	Experience with the software? ___High ___Medium ___Low ___None
	In-House Support	Experience with the software? ___High ___Medium ___Low ___None
	<b>Website</b>	___with information about transportation ___with links to other transportation resources
	<b>Dispatch Technology</b>	___radio system ___cell phones ___mobile data computers
	<b>Call Center</b>	_____number of incoming lines _____number of call takers
<b>17</b>	<b>Insurance Provider:</b>	
	<b>Required limits/indemnification</b>	
<b>18</b>	<b>Is your organization involved in eligibility screening of clients?</b> ___Yes ___No	
<b>19</b>	<b>Does your organization</b> ___Test drivers for drugs and alcohol ___Provide driver training How many drivers do you have? _____Volunteers _____Union _____Non-Union	
<b>20</b>	<b>How could the County or State better support local coordination efforts? Do you have any other issues or concerns?</b>	



# **APPENDIX C**

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## DEMOGRAPHIC METHODOLOGY



## Methodology for Demographic Maps

This section presents the methodology of demographic analysis conducted for the demographic maps included in this chapter. Population/Employment Matrix and Transit Dependency Index were created to present existing demographic components and transportation needs of the study area.

Population/Employment Matrix presents concentrations of population and employment at the census block-group level. The matrix is based on 2000 Census data for population and 2000 CTPP (Census Transportation Planning Package) data for employment numbers. In order to generate the matrix, density of population and employment were calculated for each block-group. Then the population and employment density values were categorized into three classes each—both using the quantile method which places an equal number of values into each class. This identified a 1, 2 or 3 value (lowest, middle, and highest) for each. Once combined, the Population/Employment Matrix contains nine values, from a low population-low employment density (1,1 = 1) to a high population-high employment density (3,3 = 9).

**Resultant Matrix Values**

Population, values 1-3	7	8	9
	4	5	6
	1	2	3
Employment, values 1-3			

Transit Dependency Index presents concentrations of populations with higher public transportation needs - seniors 65 year or older, people with disabilities, and low-income (150% of poverty level) population. The index value is based on 2000 Census data. To generate the index values, density of seniors, people with disabilities and low-income population were calculated individually for each block group. Then the density values were categorized into five groups, from one to five, using the quantile method. The Transit Dependency Index value equals the sum of the three category values, resulting in some number 3 through 15. Block-groups with higher index values have greater concentrations of seniors, people with disabilities and/or low-income population.

One limitation of this analysis is that rural counties tend to have a small number of block-groups. For example, Alpine County contains only 2 block-groups, while El Dorado County has 123 block-groups. The average number of block groups for the studied twenty-three counties is 39.



# **APPENDIX D**

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## **EFFECTIVENESS OF TRAVEL TRAINING**



## Effectiveness of Travel Training

Travel training for transit customers is an efficient and cost effective way of increasing mobility options for individuals who might otherwise rely on paratransit services to meet their transportation needs.

Data reported by Paratransit, Inc. of Sacramento, California and Capital Metro Transit of Austin, Texas illustrate the success of travel training programs.

### Paratransit, Inc.

With over 10,500 graduates, Paratransit, Inc., of Sacramento, California, is one of the nation's foremost providers of mobility training programs. For nearly thirty years the firm has been a pioneer in the development and delivery of travel training for seniors and persons with disabilities.

Historical data maintained by Paratransit for the past three decades indicates that travel training graduates continue to use fixed route service after successful completion of the course. Interviews conducted approximately six months after training show that between 80% and 92% of program participants use the fixed route system.

### Cost Avoidance

Training transit consumers to use fixed route instead of paratransit systems moves rides from higher cost service to lower cost service. Shifting passenger trips to fixed route vehicles typically has no impact on cost because excess capacity is being utilized for the trips. Accommodating these same trips on paratransit service could require increased capacity in the form of additional vehicles or operating hours or both. The cost avoidance derived from moving potential paratransit trips to fixed route service allows transit agencies to dedicate fewer resources to paratransit operations.

By examining information from thousands of travel training experiences in numerous venues over the past three decades, Paratransit, Inc., has put together statistical data on the cost effectiveness of mobility training. From interviews with program participants, Paratransit estimates the number of trips for work, education, shopping, medical appointments, and social activities each graduate will take during a twelve month period. Using this estimated trip figure, calculations are determined for cost avoidance resulting from consumers using fixed route instead of more expensive paratransit services. The estimates below are for Fiscal Year 2007 – 2008.

	<b>Estimated Annual Trips</b>	<b>Estimated Cost per Trip</b>	<b>Estimated Annual Cost</b>
Paratransit services	90,984	\$ 38.93	\$ 3,542,007
Fixed route services	90,984	\$ 13.77 <sup>1</sup>	\$ 1,252,850
<b>Estimated Cost Avoidance</b>			<b>\$ 2,289,157</b>

<sup>1</sup> Cost per trip calculated by using the most recent Sacramento Regional Transit average of \$4.17 per trip combined with Paratransit, Inc.'s mobility training cost of \$9.60 per trip.

## Capital Metro Transit

During the mid-1990s, Capital Metro Transit, in conjunction with Easter Seals Project ACTION, conducted a twelve month demonstration project to ascertain the effectiveness of travel training for paratransit passengers with various disabilities who might be able to use fixed route services. The project examined whether individuals who were trained to use the fixed route would continue to ride the lower cost system and, if so, for how long after completion of the program. Simply put, would travel training reduce paratransit costs and increase mobility choices for consumers?

One hundred eighty (180) people participated in the program. Project staff conducted pre- and post-training evaluations of ability to use the fixed route system.

Breakdown by disability:

Mental Health/Mental Retardation	98
Orthopedic	46
Visual Impairment	14
Neurological	13
Head Injury	9

Of the 180 participants listed above, 18 used wheelchairs.

## Results

<b>Frequency of Fixed Route Use</b>		
<i>Frequency</i>	<i>Before Training</i>	<i>After Training</i>
Never use fixed route	102	10*
Less than once a week	41	57
1 – 3 times per week	37	61
4 – 7 times per week	0	42
More than 7 times per week	0	10

\*The 10 individuals who answered "Never" after training gave cognitive difficulties or lack of interest as their reasons for not using the fixed route system.



significant savings in paratransit operating expenses while transit users realize increased independence and mobility options. This win-win result is what mobility management was designed to accomplish.

# **APPENDIX E**

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## **DRIVER TRAINING**



# Driver Training

The safety of passengers, whether they are in a bus, a paratransit vehicle, a van or a personal car, rests in the hands of the driver. Training of individuals who have this crucial responsibility is a key component of transportation services. Consolidated programs that coordinate this effort have the potential to provide a more efficient, cost effective method of driver training, which can increase driver awareness and passenger safety.

In California, the Commercial Motor Vehicle Safety Program was enacted to improve traffic safety on state roadways. As a result, California has developed licensing and testing requirements for drivers of commercial vehicles that equals or exceeds federal standards. The State defines commercial vehicles to include any vehicle that is designed, used or maintained to carry more than 10 passengers, including the driver, for hire or profit or that is used by any nonprofit organization or group. In order to operate a commercial vehicle in California, drivers must obtain a commercial drivers license (CDL).

## **Basic Requirements for a Commercial Drivers License**

To receive a California Commercial Drivers License, applicants must

- Be 18 years old or older and do not engage in interstate commerce activities or be 21 years old or older to engage in interstate commerce activities
- Be a resident of the State of California
- Submit a completed CDL application
- Pass a drug and alcohol screening test
- Pass a physical exam and submit an approved medical form completed by an approved medical practitioner
- Pass a vision test
- Pass a knowledge (law) test
- Pass a performance (pre-trip and driving) test

The type of vehicle to be operated determines the level of original and ongoing training, the class of license and the type of endorsement required. The table on the following page details specific certification requirements.

Transportation programs in rural counties utilize a variety of approaches to meet customer needs. The primary provider of services to seniors, disabled individuals and persons of low income is typically the public transit agency. Human service agencies may provide transportation options by relying on staff or volunteer drivers using personal vehicles or by operating a small number of vans or cutaway buses. The licensing and training requirements for drivers working in different agencies with different vehicles can present a potential barrier to coordinated driver training programs.

### California Special Drivers License Requirement

Vehicle Type	Maximum Passenger & Driver	License Required	Endorsement Required	Original Training	Renewal Training (Annual)	Testing Required
Car, Minivan		Class C "regular" drivers license	N/A	N/A	N/A	N/A
Paratransit Vehicle	10	Class C "regular" drivers license	N/A	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	N/A
Paratransit Vehicle	24	CDL A or B	P	4 hr Safe Operation 4 hr Special Transportation	4 hr Safe Operation 4 hr Special Transportation	Drug Medical Written Pre-trip BTW
GPPV	24	CDL A or B	P	12 hr classroom 8 hr Certified Defensive Driving 20 hr BTW	2 hr refresher training	Drug Medical Written Pre-trip BTW
Transit VTT		CDL A or B	P	15 hr classroom 20 hr BTW	8 hr per training period (classroom/BTW)	Drug Medical Written
School Bus		CDL A or B	P, S	20 hr classroom 20 hr BTW	10 hr (Classroom.BTW)	Drug Medical Written First Aid (written) Pre-trip BTW
SPAB		CDL A or B	P	15 hr classroom 20 hr BTW	10 hr (Classroom/BTW)	Drug Medical Written Pre-trip BTW

California Department of Education

## Acronyms and Definitions

<b>BTW</b>	Behind the Wheel
<b>CDL</b>	Commercial Drivers License
<b>GPPV</b>	General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)
<b>P</b>	Passenger Endorsement
<b>S</b>	School Bus Endorsement
<b>SPAB</b>	School Pupil Activity Bus
<b>VTT</b>	Verification of Transit Training

As illustrated in the table on the previous page, the hours of original training for drivers vary from eight hours (paratransit vehicle) to 40 hours (school bus, GPPV). Renewal training requirements differ as well, ranging from two to ten hours per year. Volunteer drivers using cars or minivans are not required to participate in any training, although many agencies recommend defensive driver classes for their volunteers.

Small organizations in rural communities frequently do not have certified driver trainers on staff and are unable to provide on-site training. New employees are required to have their CDL upon hire, which can mean lengthy trips to certified training/testing locations. Training in other subject areas may be limited. For example, two nonprofit agencies in El Dorado County indicated their driver training consists of a video presentation provided by the corporate office for general new employee orientation.

A consolidated program could be implemented in rural areas that would meet the highest level of training requirements for driver education and thus would satisfy needs for all classes of licenses and endorsements. However, it is likely that small agencies whose drivers only need eight hours of training would be reluctant to participate in a longer and thus more expensive program.

Agencies with a large driver staff and high turnover often offer initial training classes on an ongoing basis (e.g. monthly or quarterly)., Rural agencies tend to provide classes on an as needed basis when filling a specific vacancy, in some cases as infrequently as once every two years. This type of scheduling can make it difficult to coordinate with other organizations that need to respond quickly to employment needs. Opportunities could be available, however, to coordinate renewal training by preparing an annual schedule of classes in which all interested parties may participate.

Variations in licenses, endorsements, and training for drivers necessitate a well designed approach if consolidated training is to be effective. The CTSA could provide the leadership to achieve such coordination in both initial operator training and renewal training. Course content and scheduling are paramount issues to be resolved if public transit, private and nonprofit agencies are to benefit.



# **APPENDIX F**

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## **CONSOLIDATED MAINTENANCE**



# Consolidated Maintenance

## **Effectiveness Of Consolidated Maintenance**

Consolidated vehicle maintenance programs offer many benefits to participating agencies. Interest in such coordination efforts is high in rural counties where expert technicians, experienced in the care of transit vehicles and specialized equipment such as wheelchair lifts, can be difficult if not impossible to find.

Consolidated maintenance more fully utilizes existing facilities and staff by making services available to organizations and agencies that require a high level of technical maintenance expertise beyond what is found at a local garage or auto shop to maintain their vehicles. In rural counties, this combination of state of the art facilities and expert knowledge most usually is found in the local transit agency's maintenance department

A key element in successful consolidated vehicle maintenance programs is the pay-for-service approach, which requires clients to be billed at full cost plus markup, thus ensuring sustainability of the service. Expenses such as garage keeper's liability insurance become part of the cost structure.

The important role a dedicated maintenance program can play to the social service community is very clear. Human service agencies in rural areas, typically small nonprofit organizations operating very few vehicles, are forced to rely on local vendors with little experience with transit vehicles and specialized equipment. Consolidated maintenance agreements provide the high quality skills and facilities that are best suited for proper vehicle maintenance.

## **Unique Expertise**

A centralized maintenance program that services paratransit-type vehicles (typically cutaway buses) develops specialized technical expertise not usually available from commercial repair shops. This expert knowledge extends to serving wheelchair lifts, fareboxes, tiedown systems, brake interlock systems, electrical systems and cutaway chassis.

## **Service Availability**

Human service agencies most frequently utilize their vehicles during normal business hours (Monday through Friday, 8:00 AM – 5:00 PM). Maintenance service that is offered evenings and weekends can minimize the need for organizations to cancel service while vehicles are in the shop or to postpone maintenance because there is no back up vehicle. Work schedules that are carefully designed can maximize the use of facilities while providing service geared to meet the needs of the customer.

## **Loaner Vehicles**

Small agencies often have difficulty maintaining routine maintenance schedules because they do not have backup vehicles. Thus, a day in the shop means a day without client transportation. A consolidated maintenance program can address this issue by providing a loaner vehicle of similar size and configuration while servicing the customer's vehicle. For example, retired buses, still fully functional but not able to take the heavy daily use required by public transit, can be used to provide this type of support. A Loaner Program allows agencies to continue to provide service while their vehicles are in the shop.

## **Centralized Record Keeping**

Sophisticated maintenance providers rely on software to ensure record keeping is in compliance with federal, state and local laws and regulations. In addition, maintenance software can track customer-specific data such as maintenance intervals, costs, vehicle replacement timing, and life cycle costs. This level of detail is often far beyond what human service agencies maintain themselves.

## **Fueling**

Consolidated fueling from a centralized location also can be a benefit to non-profit agencies. A fueling program can result in lower fuel prices as a result of bulk purchasing as well as guaranteed availability in time of shortage. It also allows for careful monitoring of fuel usage.

## **Consolidated Purchasing**

A consolidated maintenance agreement can include combined purchasing of commodities such as tires. Cost savings can be realized when several agencies join together to order supplies and equipment.

## **Liability Coverage**

The maintenance provider routinely obtains garage keepers liability insurance coverage to protect the customer organizations doing business with the organization. This coverage is standard for repair shops. It is readily available in the insurance market. Such coverage insures an agency's vehicles while they are in the care and custody of the maintenance provider.

## **Conclusion**

In rural counties, agencies utilizing their own vehicles to provide transportation to clients can benefit greatly from consolidated maintenance programs. The overall quality of vehicle maintenance can be enhanced, depending on the depth and level of services offered. At the very least, expert technicians are available to work on vehicles, resulting in better

maintained equipment with longer life cycles. Through the use of customer oriented scheduling (i.e. nights and weekends) and loaner programs, service disruptions can be minimized or eliminated.

For the provider of maintenance services, a consolidated program allows for greater utilization of existing facilities which are often “purpose built” for bus maintenance. Such facilities typically have the specialized equipment that is required to maintain modern sophisticated transit and social service agency vehicles. Today’s cutaway buses and vans require computerized diagnostic equipment and other specialized items that can be lacking in some private shops.

Centralized maintenance programs are typically structured on a fee for service basis fully covering the costs of the provider agency. In fact, consolidated maintenance programs are often revenue producing functions for the agency while still offering all of the benefits to the “customer” organizations.

Coordination opportunities such as consolidated maintenance programs can be implemented with relative ease. As the transportation director of a human services agency in El Dorado County said, “It would be a godsend to contract for maintenance services with the local transit authority.”



# **APPENDIX G**

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## **MEDI-CAL**



# Medi-Cal

## **Becoming a Medi-Cal NEMT Provider**

It is possible for local providers (including public agencies and non-profit organizations) to become providers of non-emergency medical transportation (NEMT) under existing Medi-Cal arrangements. Medi-Cal is California's Medicaid health insurance program. It pays for a variety of medical services for children and adults with limited income and resources. People receiving Medi-Cal covered services may be provided NEMT at Medi-Cal's expense under certain very limited circumstances. Medi-Cal will pay for NEMT only when it is provided by a carrier licensed by Medi-Cal, and only when the individual's medical condition requires transport by a wheelchair van, litter van, or ambulance. Although the rules limit NEMT to people who need a wheelchair van, ambulance or litter van, this can include people who just need a high level of care, for example very frail dialysis patients, even though they do not need to use a lift or ramp.

In many rural counties there are no Medi-Cal NEMT providers. Some rural counties are served by an NEMT provider in another county with very limited availability of service. By becoming a Medi-Cal NEMT provider, the local agency could help address a lack of providers now available and improve access to medical care for people who have difficulty using other modes, including ADA paratransit, volunteer transportation, or taxicabs. NEMT is free to the rider. Medi-Cal's standard rates for NEMT are currently \$17.65 per patient plus \$1.30 per mile with a patient on-board. The pick-up rate is reduced when multiple patients are picked up at the same time. Effective July 1, 2008 a 10% reduction from the standard rates is in effect as part of the state deficit reduction program. These rates may not be sufficient to recover the full cost of providing service (or for a private provider to make a profit), but they would pay for the major portion of actual cost in a public operation. Medi-Cal payments would qualify as match for New Freedom funding.

In the Bay Area, the Eastern Contra Costa Transit Authority (ECCTA, or "Tri-Delta") has created an NEMT program called MedVan. It uses a separate fleet of vehicles and accepts referrals from social workers and medical providers just as a private provider of NEMT would. According to Tri-Delta staff, they got involved because there is a shortage of NEMT providers in their area and this was limiting Medi-Cal clients' ability to get rides. They report that Medi-Cal staff were eager to help them complete the paperwork to become qualified for the program. Requirements for vehicles and driver training are similar to those already met by agencies using federal transit funding. The fact that MedVan is separate from Tri-Delta's dial-a-ride program may help deal with the issue sometimes encountered of whether Medi-Cal will pay full price or only the public fare—there is no public fare for this program. Most of the MedVan riders are going to dialysis. They are not necessary wheelchair users.

If an agency wishes to make its NEMT service available to riders who are not covered by Medi-Cal, the announced fare would need to at least equal the rate charged to Medi-Cal. However, it might be possible to provide subsidies for this fare. Another limitation concerns use of facilities funded with certain Federal transit grants.

Forms and instructions for becoming an NEMT provider are available on the Medi-Cal web site at [http://files.medi-cal.ca.gov/pubsdoco/prov\\_enroll.asp](http://files.medi-cal.ca.gov/pubsdoco/prov_enroll.asp).

# **APPENDIX H**

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