

Coordinated Public Transit – Human Services Transportation Plan

MODOC COUNTY TRANSPORTATION COMMISSION

Final Report



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Nelson | Nygaard
consulting associates

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FLT Consulting, Inc.

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Consulting Team

FLT Consulting, Inc. served as the subcontractor to Nelson\Nygaard Consulting Associates on the Coordinated Plan for Modoc County.

FLT Consulting, Inc.

Faith Trimble

Meagan Eliot

Rebeca Potasnik

Nelson\Nygaard Consulting Associates

Linda Rhine, Project Manager

Thanks to the following people who contributed to this report:

Pam Couch, Modoc County Transportation Commission (MCTC) and Modoc Transportation Agency (MTA) / Sage Stage

Paul Mitchell, Dimensional Associates Resources & Training (DART)/Modoc Work Activity Center

Marie Smith, Modoc County Senior Center

Diane Fogle, County of Modoc, CalWORKs Program (California Work Opportunity & Responsibility to Kids)

Carol Callaghan, Training Employment And Community Help (TEACH), Inc.

Heather Tufts, TEACH Inc.

Felicia McNair, California Tribal TANF Partnerships

Melinda Dollarhide, Cedarville Rancheria

Barbara Swanson, Planning and Service Area 2 Agency on Aging

Florence Triola, MCTC Social Services Transportation Advisory Committee

Niki Witherspoon, Modoc County Transportation Commission

Cindy Imbach, Modoc Transportation Agency / Sage Stage

Terry Williams, Commissioner, Modoc County Transportation Commission

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Chapter 1. Project Overview

Introduction

This Coordinated Public Transit Human Services Transportation Plan for Modoc 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, which are highlighted in the map in Figure 1-1. 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.¹

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.² 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.

¹Some 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>

² The term "non-urbanized area" includes rural areas with populations less than 50,000 persons that are not included in an urbanized area.

Figure 1-1 Caltrans Coordinated Planning for California Counties



Report Outline

This Coordinated Public Transit-Human Services Transportation Plan for Modoc County 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, and it describes the funding environment for transportation in rural California. This chapter also provides a summary of other key documents related to transportation planning in Modoc County that have helped inform this effort.

Chapter 2 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 3 includes a demographic profile of Modoc County, which was prepared using U.S. census data. This information establishes the framework for better understanding the local characteristics of the study area, with a focus 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 and private transportation services that already exist in the area. These services include public fixed-route services, and transportation services provided or sponsored by other social service agencies. These were identified through a review of existing documents and through local stakeholder interviews. This chapter also incorporates an inventory of transportation providers that was initially prepared by Caltrans staff and confirmed with local program staff.

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 Modoc 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 the plan, as this step is required in order to access federal funding sources that could support their implementation.

Chapter 7 presents a high-level implementation plan for the high priority strategies. A potential project sponsor is identified, along with estimated costs, potential sources of funds, and an overall assessment of how implementation of these strategies could address the service gaps identified in Chapter 5.

SAFETEA-LU Planning Requirements

On August 10, 2005, President Bush signed SAFETEA-LU into law, authorizing \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal Year 2009. Nearly one-fifth of the amount (\$52.6 billion) was directed to federal transit programs.

Under SAFETEA-LU, projects funded through three specific programs are required to be derived from a locally developed, coordinated public transit-human services transportation plan. These programs include 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) programs. The Federal Transportation Administration (FTA) issued guidance indicating 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.”³

The FTA issued separate program circulars, effective May 1, 2007, for each program. The circulars can be accessed through the following websites:

| | |
|---|--|
| http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html | Section 5310 - Elderly Individuals and Individuals with Disabilities |
| http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html | Section 5316 - Job Access and Reverse Commute |
| http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html | Section 5317 - New Freedom Program |

The federal guidance specifies that each coordination plan include the following four required elements:

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.;
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.

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

Federal Coordination Efforts

Effective coordination can enhance transportation access, minimize duplication of services, and facilitate more cost-effective solutions using existing resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation agencies. The SAFETEA-LU requirements emerged from previous federal initiatives, studies and reports intended to enhance social service transportation coordination, among them 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
- **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
- **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.⁴

State of California Coordination Efforts

Initiatives to coordinate human service transportation programs in the State of California were enacted two decades earlier. In 1979, California adopted the Social Services Transportation Improvement Act or Assembly Bill No. 120, Chapter 1120, which is often referred to as AB 120. This law enacted under California Government Code (CGC) 15975 required regional 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 for California 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.
- Establish measures to insure that the objectives of the action plan are consistent with the legislative intent declared in California Government Code (CGC) Section 15951.

⁴ 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).

Effective January 1, 2003, Assembly Bill 2647 repealed Caltrans' roles in receiving information, analyzing data and preparing a report to the State Legislature, because during 22 years of effort the Department was never able to accurately analyze social service transportation needs throughout California due to the receipt of incomplete information. However, RTPAs and LTCs are still required to prepare and adopt an action plan that describes in detail the steps required to accomplish the consolidation of social service transportation services. The intent was to allow local agencies to determine the best way to consolidate and coordinate social service transportation in compliance with CGC 15951.

Senate Bill 826 (1988)

In 1988, the California legislature adopted Senate Bill 826, which amended AB 120. This law required the following:

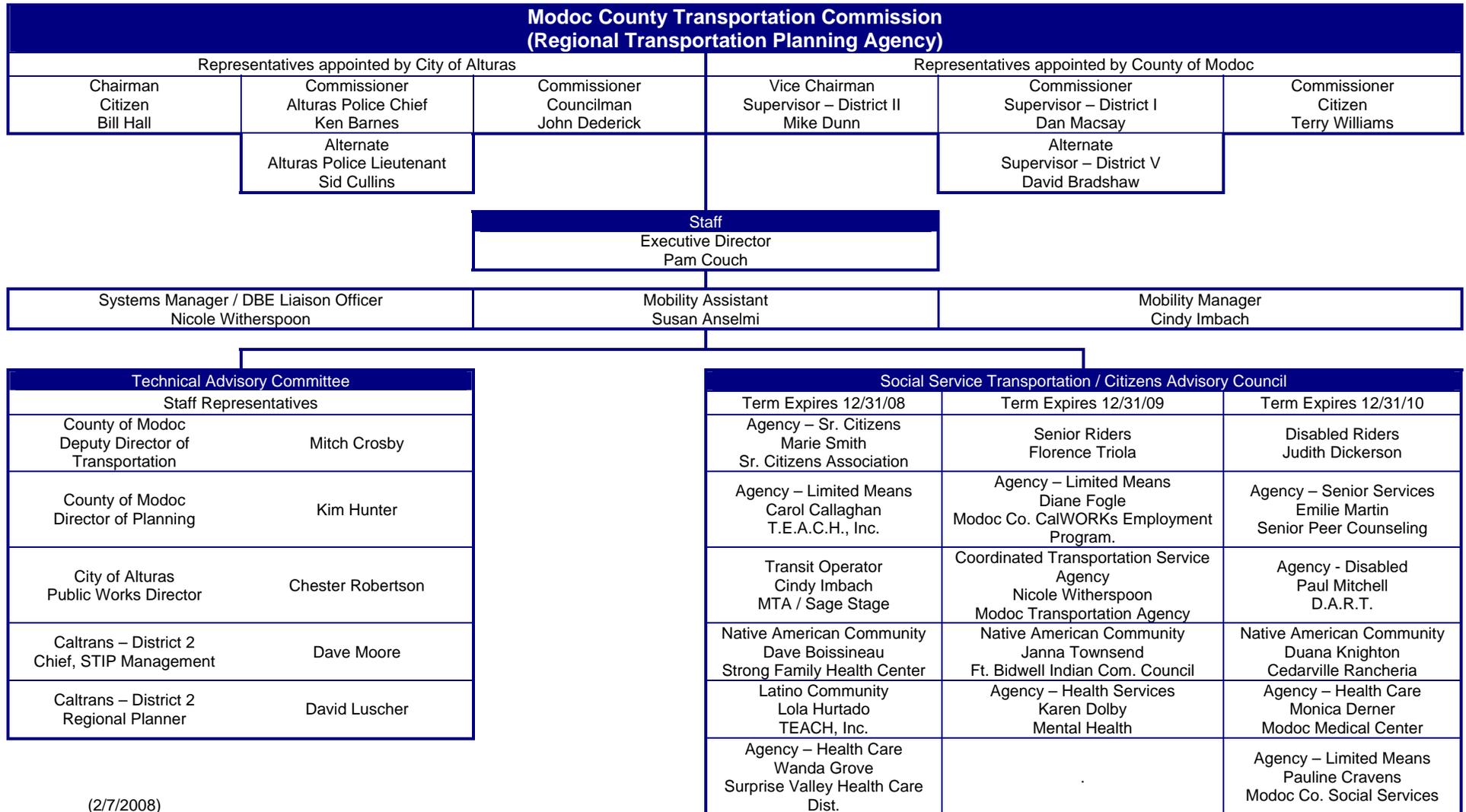
- Caltrans to establish measures for the effective coordination of specialized transportation service from one provider service area to another.
- Regional transportation planning agencies and county transportation commissions to inventory social service transportation services every four years, and to provide an Action Plan to Caltrans every two years.

Role of Consolidated Transportation Service Agencies (CTSAs)

AB 120 authorized the establishment of Consolidated Transportation Service Agencies (CTSAs) and recognizes them as direct claimants of TDA Article 4.5 funds. At least one CTSA must be designated by Regional Transportation Planning Agency (RTPA) or Local Transportation Commission (LTC). However, very little written guidance exists about expectations or roles of 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); representatives from the CTSA are required to participate on the SSTAC.

In Modoc County, the Modoc Transportation Agency (MTA) is the only designated CTSA in the region. One representative from the CTSA serves on the Social Service Transportation or Citizens Advisory Council (SSTAC), which meets at least once per year to advise both the Modoc County Transportation Commission (MCTC) and the MTA about specific transportation issues, such as the Regional Transportation Plan (RTP) required every five (5) years for rural regions according to annual guidelines adopted by the California Transportation Commission (CTC) under Government Code Section 14522. (See Figure 1-2 for the organizational chart of the Modoc County Transportation Commission.) The 2007 California Regional Transportation Plan Guidelines were adopted September 20, 2007 by the CTC; they are available at http://www.catc.ca.gov/programs/rtp/2007_RTP_Guidelines.

Figure 1-2 Modoc County Transportation Commission Organizational Chart



(2/7/2008)

Public Transportation Funding

Transportation funding in California is complex—federal and state formula and discretionary programs provide funds for transit and paratransit services, and sales tax revenues are also used for public transit purposes. Similar to all public funding, 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. Because the relationship among public funding depends their sources (tax basis) and administrative characteristics, the ensuing discussion uses three broad categories: (a) Local funding that is locally derived and locally administered; (b) State funding that is administered by Caltrans or another state agency by appropriation, allocation or competitive grant programs; and (c) Federal funding that is administered by Caltrans or another state agency.

Local - The California Transportation Development Act creates two funding sources for each county or regional entity that are locally derived and locally administered: (a) Local Transportation Fund (LTF) and (b) State Transit Assistance Fund (STAF). Like most frontier-rural counties, the Modoc County region has no other sources of locally derived and locally administered sales tax or other revenues. Nor is it likely, because of geographic juxtaposition to sales tax-free Oregon that Modoc County voters would ever embrace local or regional taxes that are popular elsewhere in California.

LTF revenues are recurring revenues derived from ¼ cent of the retail sales tax collected statewide. These revenues depend upon population and spending in the region, because they equal the amount of actual tax collected in and returned to each county. In counties with a population of less than 500,000 as determined by the 1970 U.S. census, Article 8 TDA funds may be allocated for local streets and roads only after completing an annual Unmet Transit Needs process and adopting one of three findings that there are: (1) no unmet transportation needs; (2) no needs that are reasonable to meet; or (3) defined transportation needs with specific criteria. Since establishing Sage Stage public transit services in 1997, all available LTF has been used for public transportation.

STAF (State Transit Assistance Funds) are recurring revenues derived from sales taxes on gasoline and diesel fuels. STAF is allocated annually by the MCTC, after the California State Controller's Office (SCO) defines each region's apportionment. Unlike LTF, which may be allocated to other purposes, STAF revenues may be used *only* for public transit or transportation services. During the past five years, the MCTC allocated these STAF amounts to the MTA/Sage Stage for public transportation services:

State - The State of California adopts an annual budget that defines certain programmatic sources and uses of public funding that are administered by various state agencies. While an accounting of all such state funding is beyond the scope of this document, several key California programs or accounts that may be used for rural transportation purposes are discussed below:

PTMISEA (Public Transportation Modernization, Improvement and Service Enhancement Account) revenues are non-recurring bond revenues that may be allocated *only to agencies and transit operators eligible to receive STAF funds pursuant to California Public Utility Code (PUC) code section 99313*. Pursuant to Government Code section (GC) 8879.55, on October 24, 2007

the SCO provided a detailed schedule of potential allocations for eligible entities. These revenues are one-time only bond proceeds, totaling \$600 million statewide to be appropriated in fiscal year 2007-08. The Modoc County region may receive a one-time allocation of \$79,382, which will be reduced due to interest on a Pooled Money Investment Account Loan and State administrative charges that are not yet known. Because these are bond funds, they can be used only for capital projects with minimum defined life expectancies, yet to be determined.

CTSGP (California Transit Security Grant Program) is part of Proposition 1B approved by voters during the November 7, 2007 general election. These revenues are one-time only bond proceeds, totaling \$60 million statewide to be appropriated in fiscal year 2007-08. This program is administered by the Governor's Office of Homeland Security. Senate Bill 88 was signed by the Governor and chaptered into law on August 24, 2007. The Modoc County region may receive a one-time allocation of \$7,940, which may be reduced due to interest on a Pooled Money Investment Account Loan and State administrative charges that are not yet known. Because these are bond funds, they can be used only for capital projects with minimum defined life expectancies, yet to be determined. For current information, see <http://www.ohs.ca.gov/grantsinfo2007> or contact Robert Nelson, Program Representative, Governor's Office of Homeland Security, Grants Management Division, Transit Security Grant Unit by direct telephone at (916) 322-2680 or email via Robert.nelson@ohs.ca.gov.

Regional centers are nonprofit private corporations that contract with the 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 California. 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.

Federal funding programs are revenues derived from federal transportation legislation, which is adopted every six years with annual appropriations, allocations or awards by federal fiscal year. Typically, federal transportation funding programs require that a specific match share of total project costs are derived from local or state funding sources. According to specific legislation certain states are permitted to use varied match funding requirements for transportation projects by type (capital, planning, marketing and operations). California is one of those states. In addition, under SAFETEA-LU, a unique provision allows other or non-U.S. DOT funding to match federal transportation funding. Examples of local match which may be used for the local share include: state or local appropriations; other 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 source is documented and supported, represents a cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget.

Federal public transportation funding is administered chiefly by two U.S. DOT agencies: the Federal Transit Agency (FTA) and the Federal Highway Administration (FHWA). Because this plan focuses on coordination of public and social service transportation in the Modoc County

region, this section will briefly outline portions of key funding programs applicable to counties with populations less than 50,000 persons. Although most federal transit programs are defined by specific section number, the following discussion simply uses “FTA” followed by an assumed section number.

FTA 5310 Program - Transportation for Elderly and Disabled Persons

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 non-profit 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 preferred, but special circumstances may apply.

FTA 5311 and 5311(f) Programs - Rural Transportation

FTA 5311 funds are distributed on a formula basis to rural counties or regions throughout the country with populations numbering less than 50,000 persons. The goals of this nonurbanized formula program are: 1) to enhance the access of people in nonurbanized 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 nonurbanized 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 nonurbanized transportation to the maximum extent feasible.

FTA 5311(f) funds are awarded through a competitive grant program administered by Caltrans Division of Mass Transportation, Office of Federal Transit Grants. In California, fifteen percent of the FTA 5311 apportionment designated to the Intercity Bus Program, which funds public transit projects that serve intercity travel needs between non-urbanized areas with less than 50,000 persons and regional or metropolitan centers and that provide connectivity to the National Intercity Bus Transportation network. Projects are awarded on an annual basis through statewide competitive basis. It should be noted that the Modoc region’s transit operator, MTA/Sage Stage, typically is awarded Intercity Bus program funding every year, which has averaged between \$125,000 to \$140,000 during the past three fiscal years. Because of this funding, MTA/Sage Stage provides services from Alturas (Modoc County seat) to Klamath Falls, Oregon (once per week), to Redding, California (twice weekly) and to Reno, Nevada (three times per week). This regular intercity bus service allows the public and human service agencies’ clients to travel economically to distant urban centers for health care and various mandated appointments.

Under SAFETEA-LU, the three sources of federal funds subject to this plan (FTA Section 5316, 5317 and 5310) that are available for public transit and social service transportation are described below. 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.

FTA 5316 - Job Access and Reverse Commute (JARC) Program

The purpose of the JARC program under SAFETEA-LU 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 each state’s portion of the national low-income population. This approach

differs from previous funding federal cycles under ISTEA and TEA-21, when JARC grants were awarded purely on an “earmark” basis. In California, new JARC program funds may be used for transportation projects in rural counties according to project type and specific match funding requirements.

FTA 5317 - New Freedom Program

The New Freedom formula grant program aims to provide additional tools to overcome barriers facing Americans with disabilities, who seek integration into the work force and full participation in society. Although named similarly, this federal transportation funding is very different from funding programs under U.S. Health and Human Service Programs. 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 projects 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 new JARC program 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

For planning purposes, the chart below provides estimated levels of JARC and New Freedom funding available for non-urbanized portions of California by three fiscal years (2007 through 2009, as well as Elderly and Disabled Transportation Funding (FTA 5310) funds for the entire state during the same periods. As the designated recipient of these newly defined FTA funding programs, Caltrans is responsible to define guidelines, develop application forms and establish selection criteria for a competitive selection process in consultation with its regional partners and potential sub-recipients.

Figure 1-3 Selected FTA Program Funding Sources and FY Amounts

| Designated Recipient | Fund Source | 2007 \$ estimate | 2008 \$ estimate | 2009 \$ estimate |
|----------------------|--|------------------|------------------|------------------|
| Caltrans | Rural JARC | 1,467,032 | 1,573,618 | 1,659,360 |
| Caltrans | Rural New Freedom | 681,111 | 777,302 | 821,719 |
| Caltrans | Elderly and Disabled Section 5310 Statewide (includes urban areas) | 12,394,851 | 13,496,069 | 14,218,737 |

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.

Private Transportation Funding

Private Foundations

Many small agencies that target low-income 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. Both MCTC and MTA/Sage Stage staff are hopeful that the McConnell Foundation, serving the greater northern California region, will provide funding to partner with Modoc’s transportation and/or human service agencies in future projects. More information about the McConnell Foundation can be found at www.mcconnellfoundation.org.

Service Clubs and Fraternal Organizations

National service clubs and organizations such as Rotary International, Elks, Kiwanis, and Lions sometimes award funding for special projects. For transportation, they might pay for or help contribute toward the cost of a new vehicle, bus bench or shelter near senior citizen housing or located in neighborhoods with certain characteristics. These organizations might also reimburse travel to/from after school or childcare programs, and non-emergency medical transportation.

The Modoc Economic Vitality Council is another local group, which may partner with MCTC, MTA/Sage Stage or another agency for transportation or mobility management projects. The Council meets monthly. Membership includes a wide variety of local businesses, government agency staff persons, Native American Tribal Councils and many public participants. The group,

grant application development and activities are supported by the Alliance for Workforce Development, Inc. and the Alturas Chamber of Commerce.

A summary of federal, state and local funding programs for public transit agencies and social service providers is presented in Figure 1-4. The figure highlights the funding programs and their purpose, how funds can be used, who is eligible to apply and other relevant information.

Figure 1-4 Funding Sources for Human Service and Public Transportation Programs

| Program Fund Source | Funding Purpose | Use of Funds | Estimated Fund Amount | Eligible Recipients | Matching Requirements | Comments |
|---|--|---------------------------------|--|--|---|---|
| Federal Sources | | | | | | |
| Transportation Funding | | | | | | |
| 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 http://www.dot.ca.gov/hq/MassTrans/ |
| 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 http://www.dot.ca.gov/hq/MassTrans/ |
| 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 http://www.dot.ca.gov/hq/MassTrans/ |

| 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 |
| Health and Human Services Funding ⁽¹⁾ | | | | | | |
| 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 |
|--|---|---------------------------------|---|--|------------------------------------|--|
| State Sources | | | | | | |
| 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 |
|--|---|---------------------------------|---|--|-----------------------|--|
| Regional/Local Sources | | | | | | |
| 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 | | |
| Private Sources | | | | | | |
| 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. |

Local (Modoc County) Planning Documents and Relevant Research Reports

To learn more about complementary studies or reports relevant to this plan, the consultant team conducted a literature review, which is summarized below.

Regional Transportation Plan⁵

The Regional Transportation Plan (RTP) documents the policy direction, actions and funding strategies designed to maintain and improve the regional transportation system. The purpose of the plan is to provide a vision of transportation conditions, supported by goals, for ten and twenty year planning horizons. The Modoc County Transportation Commission (MCTC) is required by California law to update the plan every five (5) years. The Modoc 2008 RTP Update is currently updated (ahead of schedule) in order to address new requirements resulting from recently enacted State laws, rules and regulations dealing with bond revenue programs (briefly described in previous State funding section.) This document provides more details about various transportation programs within the Modoc County region.

Modoc County Annual Overall Work Program⁶

The Modoc County Overall Work Program (OWP) is the annual operating plan and budget that is produced for each fiscal year. It identifies activities to implement transportation goals and objectives during a 12-month period. OWP activities support the RTP, and the RTP is developed and implemented through the OWP. The OWP provided information about current public and social service agency transportation activities.

Mobility Management Plan for a Remote Rural California Region⁷

The Community Transportation Association of America (CTAA) sponsored a technical assistance project for the Alturas Chamber of Commerce and its partner, the Modoc Transportation Agency, to develop an implementation plan for a mobility management center (MMC). The report documents the vision, research, planning, financial analysis and decision-making required to establish the Modoc Mobility Management Center. It also includes an inventory of agencies that provide transportation services, a description of the Unmet Transit Needs process, and a descriptive overview used to develop an Open Source web-based tool by graduate students attending Montana State University in Bozeman during this small project.

Mobility Applications Program: Program Guidance Document and Needs Assessment⁸

The Mobility Applications Program (MAP) documents the concept of operations, evolution of advanced technology tools and streamlined processes to improve transportation services and coordination in frontier and rural areas of California. Its development was funded by Caltrans with special FTA research funding; this project developed and administered by the MCTC in

⁵ Modoc County 2005 Regional Transportation Plan, LSC Transportation Consultants, 2006

⁶ Modoc County FY 2007/08 Overall Work Program, Modoc County Transportation Commission, 2007

⁷ Mobility Management Plan for a Remote Rural California Region, Current Transportation Solutions, Inc., 2007

⁸ Mobility Applications Program: Program Guidance Document and Needs Assessment (Version 1.0), Modoc County Transportation Commission, 2006

cooperation with its California regional partners in Lassen, Plumas, Inyo and Mono counties along the U.S. highway 395, a focus route along the eastern Sierra. This document provides information on development of advanced technologies as part of mobility application program (MAP) to serve far-flung frontier-rural regions as well as interregional and intercity (ground) transportation needs.

Non-Emergency Medical Transportation Coordination: Assuring Access to Health Care in a Frontier Rural Region⁹

This project engaged regional transportation planning agencies from Modoc, Lassen and Plumas Counties and the County Medical Services Program Governing Board and focused on transportation-disadvantaged residents. These individuals, who either do not drive or have limited access to working vehicles, are known to either miss or avoid health care due to a lack of access to non-emergency medical transportation (NEMT). In frontier rural counties, adding isolation, language and insurance barriers further increases the at-risk nature of this population. The guiding principles, recommendations and stakeholder involvement process from this project parallel those reported in this effort.

⁹ Non-Emergency Medical Transportation Coordination: Assuring Access to Health Care in a Frontier Rural Region, Nelson\Nygaard Consulting, 2006.

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 Modoc County's Coordinated Plan.

Demographic Profile

A demographic profile of Modoc County was prepared using census data. This step establishes the framework for better understanding the local characteristics of the study area, with a focus on the three population groups subject to this plan: persons with disabilities, older adults, and those of low-income status.

The demographic profile is incorporated in Chapter 3 of this report.

Literature Review

The consultant team conducted a literature review of recently completed—or currently underway—planning efforts relevant to this Coordinated Plan. The purpose of this literature review is to learn about other planning activities in the County and to identify major transportation issues and concerns to ensure issues of importance are incorporated in the Coordinated Public Transit Human Services Transportation Plan. A summary of the literature review is outlined in Chapter 1.

Stakeholder Involvement and Public Outreach

Stakeholder involvement is an important element of this plan, and is required by SAFETEA-LU. As a first step, staff from the California Department of Transportation's Division of Mass Transportation (DMT) identified the Modoc County Transportation Commission as the primary point of contact. The consultant team then collaborated with the Transportation Commission staff to identify key stakeholders to be included during the development of this plan. Stakeholder involvement was solicited primarily through a series of seven in-person and telephone interviews convened in Alturas. In addition, consultant staff convened a kick-off meeting with the Social Services Transportation Advisory Committee (SSTAC) in January 2008 with the goals of introducing SSTAC members to the project and obtaining their feedback on project activities. In particular, the SSTAC and stakeholder involvement was critical in identifying unmet transportation needs, and in identifying and prioritizing potential project strategies to mitigate these needs. The results of the interviews and SSTAC meeting are described in Chapters 4 and 5, and a complete list of participants is included in Appendix C.

A variety of public outreach efforts were also used to engage the public in developing strategies to meet the identified needs. The details of these efforts are included in Chapter 6.

Existing Transportation Services

This step involves documenting the range of public transit and human service transportation services that already exist in the area. This process was initiated in July 2007 by Caltrans staff and updated by the consulting team in January and February 2008. To ensure all existing services have been identified and accurately described, the consulting team reviewed the inventory with key stakeholders. The services in the inventory include public fixed route and dial-a-ride (paratransit) services, and transportation services provided or sponsored by other social service agencies. The description and corresponding maps of existing services are presented in Chapter 4.

Needs Assessment

An important step in completing this plan is to identify service needs or gaps. The needs assessment provides the basis for recognizing where—and how—service for the three population groups needs to be improved. In some cases, maintaining and protecting existing services is identified as a service need.

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 analysis of existing services and opportunities to improve them.

Key findings resulting from the Needs Assessment are included in Chapter 5.

Identification and Evaluation of Strategies

To develop a list of strategies to meet the community's needs, public outreach meeting was held on May 1, 2008, in Alturas. Details of the outreach effort and workshop approach are included in Chapter 6.

Implementation Plan for Recommended Strategies

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

- Potential lead agency or “champion” with the institutional, operational and fiscal capacity to implement the proposed strategy
- Implementation timeframe, in general
- Estimated costs, considering the range of operational and capital costs needed to implement the strategy
- Potential funding sources, including potential use of SAFETEA-LU funds and possible sources of required local match.

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 the corresponding text of Chapter 7.

Chapter 3. Demographic Profile

Study Area Description and Demographic Summary

Modoc County is located in the far northeast corner of California, bordered by Oregon to the north and Nevada to the east. Approximately 70% of the county is made up of publicly owned land.¹⁰ It is the third least populated county in the state with one of the lowest densities, spanning approximately 4,100 square miles with an average of 2.24 people per square mile.¹¹ Within this expansive region, only 9,449 people were counted during the 2000 U.S. Census. The City of Alturas is the only incorporated city in the region, where nearly one-third of the county residents live.

Methodology

This demographic profile was prepared to document regional population characteristics as they relate to planning for coordination, primarily using both 2000 and 2005 Census data. In particular, the profile examines the presence and location of three target populations within the county: seniors (people aged 65 years and older), people with disabilities, and those with lower incomes.¹² It is important to note that in some cases an individual may fall into several demographic categories (seniors, people with disabilities, people with lower incomes). For example, as people age, they are more likely to experience a disabling condition that may further limit their mobility. Statewide, 4% of people aged 65 and older report a disability, and about 8% of seniors also live in poverty.¹³ The population counts for each of the target demographic categories presented in this report are not mutually exclusive.

This profile also identifies the region's key employment sites, which are important to keep in mind for the purpose of identifying transportation gaps. Four maps (Figures 3-3, 3-6, 4-1 and 4-2) are used to describe the county's population, employment centers, transportation needs and services.

Transit Dependency Index Map (Figure 3-3)

Transit Dependency Index presents population concentrations of seniors aged 65 years or older, people with disabilities, and people with low incomes (150% of poverty level). The index value is based on 2000 Census data. To generate the index values, densities of seniors, people with disabilities, and people with low incomes were calculated for each of Modoc County's 12 block groups. Then the density values were categorized into five groups, from one to five, using the quantile method. The quantile method assigns an equal number of values into each category. 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 people with low incomes. The rural

¹⁰ Source: *Modoc County 2005 Regional Transportation Plan*, LSC Transportation Consultants, Inc., February 2006, p. 11.

¹¹ Source: *Modoc County 2005 Regional Transportation Plan*, LSC Transportation Consultants, Inc., February 2006, p. 11.

¹² People with lower incomes are counted as those whose annual income is less than 150% of the federal poverty level.

¹³ U.S. Census Bureau, 2000.

nature of Modoc County presents a limitation to this analysis as the county only has 12 block groups.

Population/Employment Density Map (Figure 3-6)

The Population/Employment Matrix presents concentrations of population and employment at the census block group level. The matrix uses 2000 Census data for population and 2000 Census Transportation Planning Package (CTPP) data for employment numbers. To generate the matrix, population density and employment density were calculated for each of Modoc County’s 12 block groups. Then each of the population and employment density values were categorized into one of three classes (1 = lowest, 2 = middle, 3 = highest) using the quantile method. The quantile method assigns an equal number of values into each class. Since Modoc County has 12 block groups, the quantile method assigned four densities as lowest, four densities as middle, and four densities as highest for both population and employment. Then these classes are combined creating the Population/Employment Matrix which contains nine values, from a low population - low employment density (1,1 = 1) to a high population - high employment density (3,3 = 9). It should be noted that the rural nature of Modoc County presents a limitation to this analysis as the county only has 12 block groups.

Resultant Matrix Values

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

Population Characteristics

Figure 3-1 compares the relative proportions of the three target population groups - seniors, people with disabilities, and people living in poverty - within Modoc County and the State of California.

Figure 3-1 Basic Population Characteristics¹⁴

| Area | Total population | % of state | % people aged 65+ | % people w/ disabilities | % living below 150% of poverty level |
|--------------|------------------|------------|-------------------|--------------------------|--------------------------------------|
| Modoc County | 9,449 | 0.03% | 17.3% | 25.5% | 32.3% |
| California | 33,871,648 | 100% | 10.6% | 17.5% | 24.1% |

¹⁴ Source: 2000 U.S. Census

Seniors

Statewide, nearly 11% of Californians are 65 years of age or older, while over 17% of Modoc County residents are 65 years or older.

People with Disabilities

The definition of “disability” varies. For this project, information cited is consistent with definitions reported in the 2000 Census, which were based on two questions including six subparts to identify people with disabilities.¹⁵ It should be noted that this definition differs from the definition used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA).¹⁶

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 2005 American Community Survey incorporated an improved questionnaire that eliminated 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 2005 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.

While about 17.5% of Californians reported a disability, more than 25% of Modoc residents reported a disability.

Income

The 2000 U.S. Census reported the median household income in Modoc County was \$27,522, nearly \$20,000 lower than the median income for the statewide population. The median household income in the City of Alturas was slightly lower than the county average at \$24,351. Over 33% of Modoc residents and over 38% of Alturas residents were living below 150% of the federal poverty level,¹⁷ compared to about 24% in the state as a whole.

¹⁵ These questions were: 18. Does this person have a physical, mental, or other health condition that has lasted for 6 or more months and which (a) limits the kind or amount of work this person can do at a job? (b) prevents this person from working at a job? 19. Because of a health condition that has lasted for 6 or more months, does this person have any difficulty—(a) going outside the home alone, for example, to shop or visit a doctor’s office? (b) taking care of his or her own personal needs, such as bathing, dressing, or getting around inside the home?

¹⁶ To qualify for ADA paratransit services, an individual’s disability must prevent the person from independently being able to use the fixed-route transit service, even if the vehicle is accessible to people with disabilities (i.e. wheelchair lift or ramp equipped).

¹⁷ The poverty threshold, by size of family unit and number of children, used for the 2000 U.S. Census can be found at: <http://www.census.gov/hhes/www/poverty/threshld/thresh99.html>

Figure 3-2 Median Household Incomes & Populations Living Below 150% of Poverty Threshold¹⁸

| Area | Total population | Median household income | Population for whom poverty status is determined | Population living below 150% of federal poverty level | Percent below 150% of poverty level |
|-----------------|------------------|-------------------------|--|---|-------------------------------------|
| City of Alturas | 2,892 | \$24,351 | 2,881 | 1,111 | 38.6% |
| Modoc County | 9,449 | \$27,522 | 9,142 | 2,955 | 32.3% |
| California | 33,871,653 | \$47,493 | 33,100,044 | 7,986,887 | 24.1% |

Transit Dependency

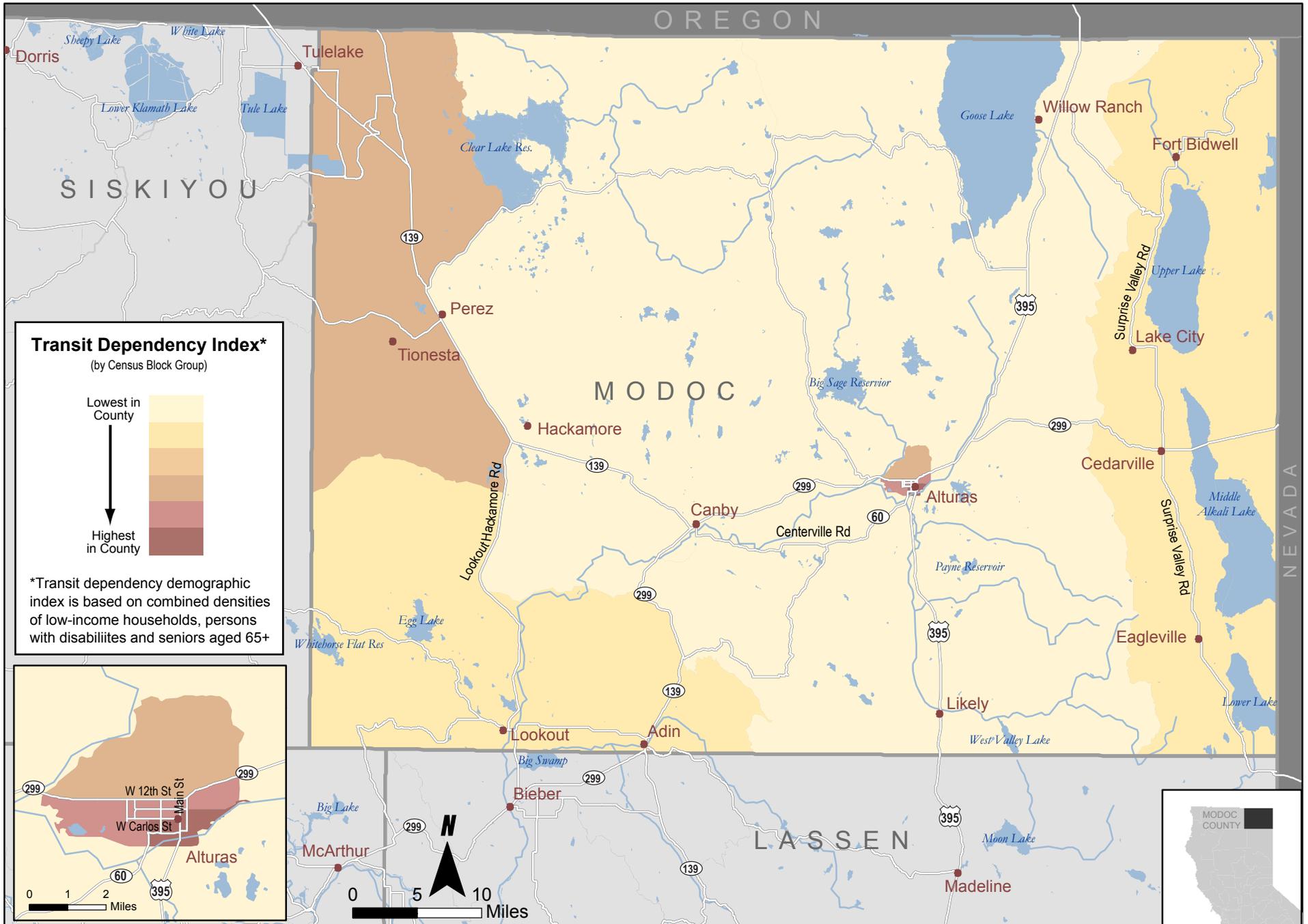
As described above, the proportion of seniors, people with disabilities and people with lower incomes is greater in Modoc County than in the state as a whole. Since these populations tend to have a greater level of dependency on transportation services provided by public transit and/or social service providers, the demand for these services may be proportionately greater in Modoc County than in the state as a whole.

The Modoc County 2000 Transit Dependency Index Map (Figure 3-3), depicts concentrations of the combined target populations. These populations are most dependent on public transit and human service transportation providers to meet their transportation needs. The darker shading on the map represents higher transit dependency among the population. (It should be noted that the analysis provided by this map is limited because it is based on data at the Census block group level. Because Modoc County has a small population with people scattered throughout its borders and only has 12 block groups, relatively few for this type of analysis.) The higher density population is in Alturas as well as along U.S. Hwy 395 and Surprise Valley Road.

This map visually confirms that Alturas has the highest transit dependency in the county. Since Alturas has the largest population, it predictably also has the greatest number of people with disabilities, people with low incomes, and seniors. Two other areas of the county are notable for their transit dependencies—the northwestern part of the county, encompassing the communities of Tulelake, Perez and Tionesta, and the northeastern part of the county, encompassing the communities of Fort Bidwell, Lake City, and Cedarville.

¹⁸ Source: 2000 U.S. Census

Figure 3-3 Modoc County 2000 Transit Dependency Index



Population Trends

The total population of Modoc County is expected to increase by 24% between the years 2000 and 2030, with the population 65 years of age and over growing at a much faster rate than the population under 65 (see Figure 3-4). All population growth will place increased demands on public transit and human service transportation. However, growth in the senior population will most likely have greater impacts.

Figure 3-4 Projected Population Change in Modoc County for People Aged 65 Years and Over¹⁹

| Age Group | 2000 | 2010 | 2020 | 2030 | Population Change 2000-2030 |
|--------------------------|---------------------|--------|--------|--------|-----------------------------|
| Under 65 | 7,938 | 8,792 | 10,256 | 12,460 | 57% |
| 65 and over | 1,690 | 2,017 | 2,878 | 3,790 | 124% |
| Total | 9,628 ²⁰ | 10,809 | 13,134 | 16,250 | 24% |
| 65 and over (% of total) | 17.6% | 18.7% | 21.9% | 23.3% | - |

Employment

Of the Modoc County population aged 16 and over (7,325), just over half (4,128) were in the labor force in 2000.²¹ Of those, 88% were employed, while in 2002, approximately 92% of people in the labor force were employed.²²

Government (federal, state and local) is the largest employer in the county with over 1,300 employees. The Trade, Transportation and Utilities industry is the second largest. Figure 3-5 provides a complete listing of the number of people employed by industry in Modoc County, their location, and their size class based on their number of employees.

¹⁹ Source: State of California, Department of Finance, Population Projections for California and Its Counties 2000-2050, by Age, Gender and Race/Ethnicity, Sacramento, California, July 2007

²⁰ The population figures reported by the California Department of Finance and the U.S. Census Bureau vary slightly for the year 2000. The growth rates reported in Figure 3-4 should be considered as estimates only and understood in terms of the order of magnitude.

²¹ Source: 2000 U.S. Census

²² Source: California Employment Development Department, Employment by Industry Data, found at <http://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/?PageID=166>.

Figure 3-5 Employment by Industry in Modoc County, 2002²³

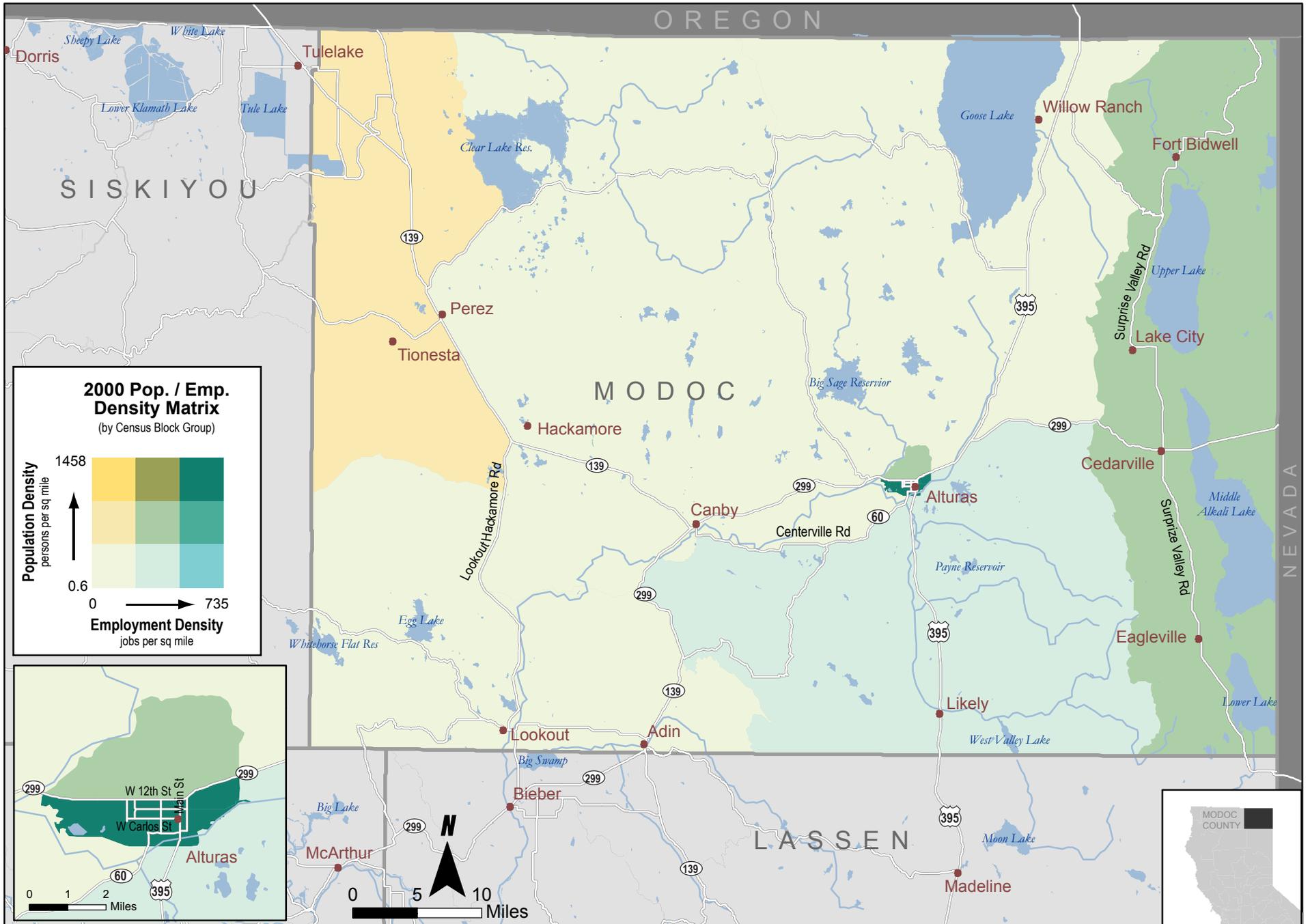
| Industry | Employees |
|-------------------------------------|--------------|
| Government | 1,380 |
| Trade, Transportation and Utilities | 530 |
| Other Services | 340 |
| Farm | 310 |
| Manufacturing/Goods Producing | 180 |
| Educational and Health Services | 150 |
| Leisure and Hospitality | 150 |
| Total | 3,040 |

The Population/Employment Density map, Figure 3-6, shows concentrations of population and employment. Dark green indicates high concentrations of both employment and population; light green indicates higher concentrations of employment than population; and yellow indicates higher concentrations of population than employment. (It should be noted that the analysis provided by this map is limited because it is based on data at the Census block group level. Because Modoc County is rural, it only has 12 block groups which is relatively few for this type of analysis.)

This map visually confirms that the majority of Modoc County residents live and work in Alturas. It also shows higher concentrations of employment than population in north Alturas suggesting more workers commute from other locations to their jobs here. The far eastern part of the county, along Surprise Valley Road, has higher concentrations of population and employment than the rest of the county, with the exception of the Alturas. The northwestern part of the county, encompassing the communities of Tulelake, Perez, Tionesta, has higher concentrations of population than employment suggesting these residents need to commute further to work. The area south of Alturas, including the community of Likely, has higher concentrations of employment than population. This suggests employees commute from other areas of the county to their jobs here. The communities of Canby, Hackamore, Adin, and Lookout are in areas with low population as well as few jobs.

²³ Source: California Employment Development Department, Employment by Industry Data, found at <http://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/?PageID=166>.

Figure 3-6 Modoc County 2000 Population / Employment Density



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

Public Transit Operators

Sage Stage is the only public transit operator serving the Modoc County region. It is operated by the Modoc Transportation Agency (MTA) through a contract with MV Transportation, Inc. All of Sage Stage’s six vehicles are wheelchair accessible. Sage Stage operates three intercity bus routes and general public demand responsive service within a ten mile radius of Alturas, the county seat. During fiscal year (FY) 2006-07, Sage Stage provided 12,695 one-way passenger trips, operating 145,513 vehicle service miles and 5,834 vehicle service hours.²⁴ All of these performance measures have improved each year since Sage Stage began providing service in 1999.

Operating Costs and Funding

The adjusted operating costs for Sage Stage during FY 2006-07 were \$299,800 (\$238,071 for intercity bus routes and \$61,729 for local demand responsive services). In addition to fares, the Modoc Transportation Agency receives federal, state, and local funds to finance Sage Stage operations.

In September 2000, the Modoc County Transportation Commission (MCTC) adopted a landmark policy dedicating its regional Transportation Development Act (TDA) funding to public transportation purposes.²⁵ Simultaneously, the MTA adopted a mission statement for public transportation services:

Transportation Development Act funds shall be used to provide the citizens of Modoc County with lifeline public transportation services, both within and outside the region, to facilitate access to basic living activities.

As described in Chapter 1, the State of California established two major sources for public transportation funding through the Transportation Development Act — the Local Transportation Fund (LTF) and the State Transit Assistance (STA) fund. The Modoc County Transportation Commission (MCTC) annually receives approximately \$210,000 in LTF revenues, which may increase with Rite-Aid now operating in Alturas. These sales tax revenues relate directly to local population and spending, and in FY 2007-08, Modoc County received approximately \$245,000 in LTF funds.

²⁴ Source: Modoc County Transportation Commission (MCTC), Draft Regional Transportation Plan, 2008.

²⁵ MCTC Resolution 00-24 (adopted September 19, 2000) established clear regional policy and precedence to use TDA funding exclusively for public transportation purposes, after modest MCTC administrative expenses. California statutes allow TDA funds to be used for other purposes (streets and roads) providing that the RTPA finds (through annual Unmet Transit Needs public process) that there are either no “unmet transportation needs” or that there are no “unmet transportation needs” that are reasonable to meet.

During the past six years, fiscal years 2002-03 through 2007-08, the MCTC has allocated an average of 71.1% of regional LTF to the MTA/Sage Stage. During the same period, the Commission received \$32,000 STA funds annually, on average. However, these regional revenues have fluctuated considerably during the previous six fiscal years per Figure 4-1.

Figure 4-1 Modoc Regional STA Fund Revenues

| FY 02/03 | FY 03/04 | FY 04/05 | FY 05/06 | FY 06/07 | FY 07/08 | Average |
|----------|----------|----------|----------|----------|----------|----------|
| \$13,066 | \$13,381 | \$15,653 | \$26,433 | \$82,501 | \$40,748 | \$31,964 |

STA funds are allocated annually through formula by the Legislature, depending upon the balance in the state’s Public Transportation Account (PTA). The latter has fluctuated significantly during recent years, as PTA funds were used to help balance the State’s budget. STA funds must be used for public transportation purposes; in the Modoc region, all STA funds are allocated to the MTA/Sage Stage.

The MTA charges fares for Sage Stage transportation. Adults pay general fares. Qualified seniors, elderly, disabled and student passengers pay discount fares. During the previous six fiscal years, the Sage Stage yielded 17.4% farebox recovery ratio, on average.

Modoc County also receives federal funding from the FTA Section 5311 program, which is allocated and administered through California State Department of Transportation (Caltrans) Division of Mass Transportation (DMT). This program is only eligible to nonurbanized areas with populations under 50,000. The federal government determines the amount of funds distributed to each state by formula. Caltrans DMT administers FTA 5311 funds on reimbursement basis based on maximum allocation per county and local application. Regions may use FTA 5311 funds for operating or capital expenses, and regions may carry over their FTA 5311 allocations to future year. The MTA/Sage Stage elected to combine its FY 2006-07 and FY 2007-08 FTA 5311 allocations (\$40,000 per year) to use towards a capital purchase of one vehicle. In addition to match funding, the MTA will add regional LTF funds in order to purchase appropriate expansion and/or replacement vehicles.

In addition, the MTA/Sage Stage applies for and receives competitive FTA 5311(f) intercity bus program grants to subsidize its intercity bus routes. Figure 4-2 displays the amounts received by the MTA in FY 2006-07 for three intercity bus routes.

Figure 4-2 FY 2006/07 Sage Stage Intercity Routes

| Description / Service to | Klamath Falls | Redding | Reno, NV | Total |
|----------------------------|---------------|---------------|-------------|----------|
| FTA5311(f) revenues | \$14,823 | \$27,067 | \$57,838 | \$99,728 |
| Service Days (#) | (1) Wed | (2) Mon & Fri | (3) M, W, F | (6) |
| Revenue Service Miles | 17,091 | 29,132 | 66,595 | 112,878 |
| Revenue Service Hours | 526 | 905 | 1,935 | 3,366 |
| Passengers (one-way trips) | 781 | 694 | 1,833 | 3,308 |

Intercity Bus Service

Sage Stage operates three intercity fixed routes with deviated services providing transportation between communities within Modoc County as well as making connections to Reno, Nevada; Redding, California; and Klamath Falls, Oregon. Figure 4-3 shows these routes on a county map. All intercity routes make one round-trip per service day, which originate and end in Alturas. Service to Klamath Falls, Oregon is available through Canby, Newell and Tulelake on Wednesdays. Service to Redding is available on Monday and Friday with stops in Canby, Adin and towns along State Route 299 in Shasta County. Service through Susanville in neighboring Lassen County and on to Reno is available via US 395 on Monday, Wednesday, and Friday; the bus makes regular stops at the Greyhound terminal, Amtrak station, Reno/Tahoe International airport and regional medical centers.

All intercity services are provided on reservation basis and require a minimum of two fare-paying passengers per service day. Flag stops are permitted on these routes, as well.

Current fares for intercity bus service range from \$18 to \$32 for the general public and \$13.50 to \$24 for persons eligible for discounted fares.²⁶

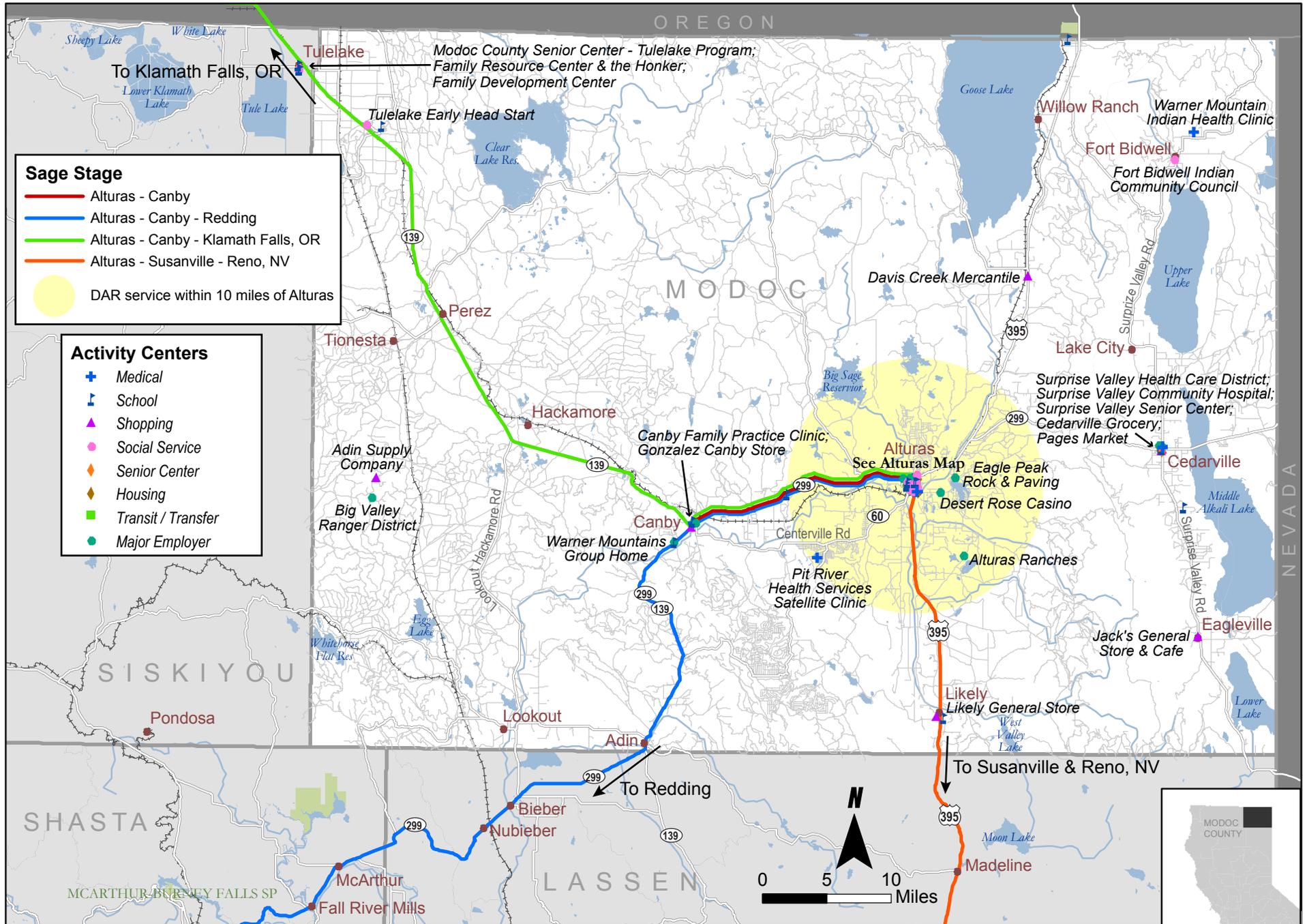
Local Service

Sage Stage operates Dial-A-Ride, a demand responsive service available to the general public within a ten mile radius of Alturas. Figure 4-3 depicts this service area on a county map, and Figure 4-4 offers a more detailed view of the City of Alturas. Dial-A-Ride operates Monday through Friday from 8:00 AM to 5:00 PM. Rides are scheduled on a first come first serve basis. However, priority is given to trips to healthcare appointments if they are scheduled in advance. Subscription trip service is also available for routine trips (such as commuting to work and school) with some limitations.

Depending upon trip length according to three zones, Dial-A-Ride fares range from \$2 to \$6 for the general public and \$1.50 to \$4.50 for discounted fares.

²⁶ Due to escalating fuel costs and the fact that most [over 90%] bus riders are eligible for discount fares, discount fares are now only 25% less than general fare, whereas they were 33.33% less than general fares prior to July 1, 2008.

Figure 4-3 Modoc County Transit Services and Activity Centers



Traveler Information

The MTA/Sage Stage has a growing internet presence to provide the public with information about its services and assistance with trip planning. The MTA hosts its own website (www.sagestage.com), and Sage Stage schedules are available on Google Transit (www.google.com/transit), which offers trip planning, cost to drive personal vehicle versus ride transit, and itinerary building.

In addition, the Modoc County Transportation Commission has spearheaded development of a web-based trip planning and systems management project known as CALnections (calnections.com). This Intelligent Transportation Systems (ITS) project was initiated with funding through Caltrans Division of Research and Innovation (formerly New Technology) using State research and planning funding. The initial project funds were augmented by local funding from participating regional planning agencies in Modoc, Lassen, Plumas, Mono and Inyo counties along the US 395 corridor. The CALnections project is currently in beta testing and in-house deployment with Sage Stage and Inyo-Mono Eastern Sierra Transit Agency data. CALnections will:

- **Provide the riders with better information that is easier to use.** A public user can use the internet, call or walk-in to gather information about their transportation options. One additional service may be to offer reservations on-line.
- **Automate more transit activities.** CALnections will automate reporting to local board, granting agencies and for new grants. CALnections will also manage driver payroll reporting and fleet, vehicle usage.
- **Coordinate between transit providers in adjacent counties.** With all schedules and fares in one database, CALnections could optimize routings and work toward simplifying fares, e.g. age of senior or youth rider.
- **Coordinate with transportation providers and social service agencies within the community.** As schedules and days of the week are understood, social service agencies could work to schedule appointments on days that transportation is available, vs. increase service hours for other days and times.

Eventually, data from other counties, local as well as intercity carriers, could be added, allowing people to plan intercity travel and increase connectivity throughout rural California.

The MCTC and its partners (Caltrans, the Federal Transit Administration, and regional transportation planning agencies and public transportation providers in Lassen, Plumas, Mono and Inyo counties) developed a guidance document, entitled the Mobility Applications Program (MAP). The intent of MAP is to improve transportation services, information sharing and coordination using technology tools and streamlined processes. At this time, focused on the Modoc County region, the following primary MAP projects are being pursued:

1. Rural California trip planning tool - CALnections
2. Modoc Mobility Management Center
3. Business plan for the mobility management center and CALnections website design

4. Electronic payment card and automated vehicle locator technologies demonstration project - six MTA/Sage Stage vehicles and two Eastern Sierra Transit Authority (formerly Inyo/Mono Transit) vehicles.
5. Modoc transportation handbook

Social Service Transportation Providers

Many social service programs in Modoc County offer transportation as a secondary service in support of the primary services they offer. Some of these programs have staff or volunteers who directly provide transportation in agency-owned vehicles, while others use staff members' privately owned vehicles and reimburse mileage. Modoc County social service programs also supply transportation through purchasing bus passes, contracting with transportation providers, providing gas/fuel vouchers, and reimbursing mileage and carpool/fuel sharing costs. The following list summarizes the transportation offerings of social service programs in the county. A detailed inventory of these transportation services (Figure 4-6) can be found at the end of this chapter.

Developmentally Disabled

Far Northern Regional Center is a contractor for the California State Department of Developmental Services and provides transportation services in several northern California counties for work and community access. Depending on need, service provision ranges from gas vouchers and mileage reimbursement to direct service.

Modoc Work Activity Center, Dimensional Association Resources and Training (DART) provides daily transportation for their clients to access the work center, plus additional transportation for activity-related trips during the day. These transportation services are provided through a contract with Far Northern Regional Center.

Seniors

Modoc Senior Citizens Association operates the **Modoc Senior Center**, which provides door-to-door transportation services for seniors living within a five mile radius of Alturas. Transportation is provided to programs including the nutrition site, operating Tuesday through Friday. The Senior Center also offers transportation for grocery shopping, medical appointments, and other personal business from 9:00 - 11:30 AM and 12:30 – 2:00 PM. The senior bus also delivers meals-on-wheels to homes of eligible seniors.

Tulelake Senior Center provides door-to-door transportation to its programs as well as for seniors to access community services. It also provides delivery services to home bound seniors.

Surprise Valley Senior Center in Cedarville coordinates volunteer transportation among participating seniors, including transportation to the nutrition site. In conjunction with the Surprise Valley Hospital District, this center provides noon-time meals to eligible seniors two days per week and meals for eligible home-bound seniors.

Native American Tribes

Two federally-recognized Native American tribes own land in Modoc County – the Paiute Tribe, with the Cedarville Rancheria and Fort Bidwell Reservation, and the Pit River Tribe (and the Achomawi band of the tribe), with the Lookout and Alturas Rancherias and the X-L Ranch.

Cedarville Rancheria directly provides transportation to seniors, people with disabilities, and people with low incomes and also offers mileage reimbursements for tribal members.

Fort Bidwell Indian Community Council, through the **Warner Mountain Indian Health Project**, provides transportation to tribal members to access health care, schools, job training, and recreational opportunities through mileage reimbursement, gas vouchers, and direct transportation services with paid and volunteer drivers.

Pit River Health Services provides transportation through mileage reimbursement and direct services with agency-owned vehicles for Native Americans affiliated with the Pit River Tribe, headquartered in Burney, to access health care at their various facilities.

Strong Family Health Center (formerly the Modoc Indian Health Program) provides direct transportation with agency-owned vehicles for Native Americans from the Alturas and Cedarville Rancherias to access health services at a facility in Alturas. This entity recently partnered with the County of Modoc and City of Alturas to obtain \$300,000 funding through U.S. Congress to conduct a feasibility study that may lead to construction of a new hospital in Alturas to provide local health care to everyone.

Client-Based

Alliance for Workforce Development, Inc. provides transportation to support individuals seeking employment. Trips include program access, job sites, health care appointments, personal business, shopping, education and job training, and social and recreation opportunities.

Alturas Head Start provides transportation to its daycare site as well as to health care appointments.

American Cancer Society – Road to Recovery provides patients with a mileage reimbursement.

California Department of Rehabilitation provides transportation for health care in support of employment training. Services include mileage reimbursement, gas vouchers, carpool/fuel sharing reimbursement, and bus passes.

Canby Family Practice provides gas vouchers to its transportation-disadvantaged patients to access health care at its clinic.

Modoc County CalWORKs provides transportation to clients in support of securing employment. Transportation is provided through the purchase of bus passes, provision of gas vouchers, mileage reimbursement, and directly by staff.

Modoc County Department of Health Services provides transportation to public health programs including mental health and drug and alcohol treatment through gas vouchers, mileage reimbursement, bus passes, and direct services with agency-owned vehicles.

Modoc County Department of Social Services provides transportation with staff and volunteer drivers for health care appointments.

Modoc County Head Start provides transportation for access to preschool, daycare, and health care appointments.

Modoc County Office of Education offers a variety of transportation services to children and their families in support of their programs including trips to schools, daycare, Head Start, health care, job training, social services, and recreational opportunities. Transportation services are provided directly by staff and through bus passes, gas vouchers, and mileage reimbursement.

Modoc County Veterans Services provides a volunteer-driven shuttle service from Alturas to Reno for Veterans to access health care. The shuttle vehicle was donated by AMVETS Department of California to the Reno Veterans Administration (VA) Medical Center in Reno, NV; the latter provides fuel and vehicle maintenance. The County of Modoc assists through its Veterans Services Coordinator, which is a paid position. In addition, a local person provides voluntary services to schedule free transportation for veterans needing health care at the Reno facility.

Modoc Medical Center provides transportation directly with agency-owned vehicles for people who need to access health care at the hospital, and for residents of its nursing facility. The MTA/Sage Stage donated a retired-from-service public transit vehicle to the County hospital for the benefit of patients to access the local hospital and nursing facility residents.

Surprise Valley Health Care District provides transportation for patients and residents of the assisted living facility, who need to access the clinic or community hospital. They use paid staff and an agency-owned vehicle, which are supported by local taxpayers through a district property tax assessment.

T.E.A.C.H. Inc. provides transportation through a variety of programs for access to various program sites, employment, job training, education, schools, and health care. Service is available through staff driving their own private vehicles with mileage reimbursement and via agency-owned vehicles, gas vouchers, and bus passes. Initiated in partnership with the Modoc Office of Education and County Superintendent of Schools, this organization is a separate entity supported by multiple grant funding, programs and collaborative relationships with community organizations, which provides ‘lifeline’ services and assistance to eligible recipients in Modoc County.

Medi-Cal Transportation Providers

No Medi-Cal providers were identified in Modoc County. See Appendix D for information on becoming a Medi-Cal provider. However, it must be noted that the State of California’s on-going budget crises potentially dictate that non-emergency medical transportation for Medi-Cal eligible clients will be severely curtailed if not eliminated altogether.

Connecting Transit Services beyond the County

For regional connections, Modoc County residents can access Amtrak, Greyhound, and air services in Redding, California (145 miles from Alturas); Reno, Nevada (189 miles away from Alturas); and Klamath Falls, Oregon (100 miles away from Alturas). Sage Stage provides service to each of these destinations.

The MTA Sage Stage signed a Rural Feeder Agreement with Greyhound Lines, Inc. in 2007. As such, Greyhound tickets may be purchased at the Modoc Mobility Management Center. Under the Agreement, both Greyhound and Sage Stage will wait up to one hour for delayed passengers making specified connections between the carriers.

Greyhound service in Redding makes north and south connections along the I-5 corridor and connects with SR 99. Amtrak service travels north and south via the California Starlight train. Southbound service operates on an Amtrak Thruway bus. An airport in Redding serves Las Vegas, Seattle, Portland, Eureka, and San Francisco via Horizon, United Express and Allegiant airlines.

Greyhound service in Reno makes east and west connections along I-80. Amtrak service travels east and west via the California Zephyr train or Amtrak Thruway bus. There is a connection to Eastern Sierra Transit Authority/CREST, which provides service to the south along U.S. 395 through Carson City to Bishop and alternately from Bishop to as far as Ridgecrest. Reno offers the closest international airport facility, serving as a regional hub for United, US Airways, Southwest and other airlines.

Transportation services are now more limited in Klamath Falls. Until 2007, Greyhound provided direct service through Klamath Falls making north and south connections along US 97, to connect with Greyhound routes and terminals in Sacramento, Chico, and Redding. While travelers can still make connections to Greyhound services through affiliates in Klamath Falls, local shuttle operators provide fare-based transportation from Klamath Falls to Medford and Lakeview, Oregon. Amtrak's California Starlight may also be accessed in Klamath Falls or Redding.

Summary of Transportation Provider Characteristics

Twenty-five agencies with a total of 41 programs were identified as social service transportation providers. These agency programs directly provide transportation, arrange transportation services through a contractual arrangement, and/or subsidize the cost of transportation for their clients. The majority of the agencies own their own vehicles to support the provision of transportation to their clients. Because of this, these agencies have the flexibility to provide demand responsive services. Sage Stage is the only public transportation provider serving Modoc County that offers intercity bus and local Dial-A-Ride services.

A detailed inventory of transportation providers serving Modoc County, Figure 4-6, is found at the end of this chapter. To complete this inventory, program staff were asked to identify key characteristics of any transportation service they provide or sponsor. Figure 4-5 below shows the agencies whose services are associated with these characteristics.

Figure 4-5 Transportation Provider Key Characteristics

| Transportation Service Characteristic | Sponsor Agencies or Programs |
|---|--|
| Fixed route with deviation | <ul style="list-style-type: none"> • Sage Stage Intercity Routes - originating in Alturas to Klamath Falls, Redding and Reno as described above. |
| Only within immediate Alturas area | <ul style="list-style-type: none"> • Sage Stage Dial-Ride (within 10-mile radius of Alturas) • Modoc Medical Center |
| Service to areas beyond Modoc County | <ul style="list-style-type: none"> • Sage Stage Intercity Routes • Modoc Work Activity Center / DART • County of Modoc Depts. of Health Services, Social Services and Veterans Services • Health Services • Dept. of Social Services • AMVETs and Reno VA Hospital • Modoc County Office of Education • TEACH, Inc. |
| Makes use of volunteer drivers | <ul style="list-style-type: none"> • Modoc County Veterans Services • Fort Bidwell Indian Community Council • Modoc Senior Citizens Association - Alturas and Tulelake Centers |
| Service for medical purposes only | <ul style="list-style-type: none"> • Canby Family Practice Clinic • Modoc Medical Center (Alturas hospital and Warner View convalescent hospital and skilled nursing facility) • Surprise Valley Health Care District (Cedarville hospital) • County of Modoc • Dept. of Health Services • Dept. of Social Services • Veterans Services • Modoc County Office of Education Child/Family Services, Head Start, Even Start Family Education, Independent Living Skills Programs • Warner Mountain Health Care (Ft. Bidwell Tribe) • Strong Family Health Center (Alturas and Cedarville Rancherias) • Pit River Health Services (XL and Burney) • State of California Department of Rehabilitation, Modoc Branch |
| Service for general public | <ul style="list-style-type: none"> • Sage Stage Intercity • Sage Stage Dial-A-Ride |
| Service for seniors only | <ul style="list-style-type: none"> • Modoc Senior Center • Tulelake Senior Center |
| Service for people with developmental disabilities only | <ul style="list-style-type: none"> • Modoc Work Activity Center DART • Far Northern Regional Center |

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Figure 4-6 Transportation Provider Inventory

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments |
|--|-------------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------|-------------------------------------|--|---------------------------|-------------------------------------|---|--------------|---|---|-----------------------|-------------------------|------------------------------|----------------|---|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | |
| Alliance for Workforce Development, Inc. | Nonprofit | | | | x | | Modoc Employment Center | Program to provide access to a comprehensive array of quality employment services, job-related education, and training opportunities to job seekers, employers, and the community. Provides fuel reimbursement for clients when they might be job searching (rare- 5-6 trips per yr) | Not Applicable | Not Applicable | Modoc, Lassen, Sierra and Plumas Counties | Demand | Low income | Staff who drive (1 in program vehicle) | 10 | Not Applicable | Not Applicable | Not Applicable | Does not provide direct transportation service |
| Alturas Head Start | | | x | | | | Sierra Cascade Family Opportunities | Early education/day care program. Provides trips to facility or program and medical/health care. | Federal | Not Available | Modoc County | Demand | Low income, physically disabled | Not Available | Not Available | Not Available | Not Available | Not Available | |
| American Cancer Society | Nonprofit | | | | x | | Road to Recovery | Provides transportation services to cancer patients via volunteer drivers, also gives mileage reimbursement (@ \$0.14/mi) | Fundraising and donations | approx. \$400 available per patient | Only in the Redding local area | Demand | All patients | None, all vehicles provided by volunteers | Not Available | None required | Maintained by the owner | None used | 1 trip per month |
| Canby Family Practice Clinic | Nonprofit | | x | | | | Not Available | Access to Canby Family Practice Clinic services (medical, dental, and behavioral health) | General budget funds | Not Available | Modoc County | Demand | Elderly, Native Americans, Veterans, indigent/low income, physically/ mentally disabled, cancer patients, chronically ill | Gas vouchers | Not Available | Not Available | Not Available | Not Available | Gas vouchers provided by TEACH; 3 to 20 clients provided with transportation weekly |
| CA Tribal TANF Partnerships (CTTP) | Tribal Government | | x | | | | Not Available | Employment services | Federal | Not Available | Modoc County | Demand | Native Americans | Not Available | Not Available | Not Available | Not Available | Not Available | |
| Cedarville Rancheria | Tribal Government | | x | x | | | Not Available | Provide trips to /from facility /program (within 50 miles), school /education /job training, social /recreation | Unknown | Not Available | Modoc County | Demand | Native Americans - Elderly and Disabled | 2 agency vehicles - 1997 GMC Safari (capacity: 12) and 1994 Dodge PU (capacity: 3); mileage and other direct costs reimbursement at \$.485/mile | Not Available | Not Available | Not Available | Not Available | Transport clients only |

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments |
|---------------------------------------|-------------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------|-------------------------------------|--|--|-----------------------|---|-----------------|---------------------------------|---|-----------------------|-------------------------|--|---|--|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | |
| Far Northern Regional Center (FNRC) | Non-profit | | | x | | | Far Northern Regional Center (FNRC) | Provides transportation services through public transportation systems and contracted providers to developmentally disabled | State Dept. of Developmental Services (DDS) | Not Applicable | Chico = Plumas & Lassen, Redding = Modoc, Siskiyou, Tehama & Trinity Co's | Demand | Developmentally Disabled | See note ---> | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Each county has many transportation options based on client needs (public transit vouchers, reimbursements, etc). |
| Fort Bidwell Indian Community Council | Tribal Government | | x | | x | | Not Available | Provide trips to medical/ health care, school/ education/ job training, social/ recreation, members' children to/ from school | Not Available | Not Available | Fort Bidwell | Demand | Native Americans | Staff drivers (6 in agency vehicles), volunteer drivers (3 in agency vehicles, reimbursement, gas vouchers | 4,000 | Not Available | Not Available | Not Available | 20 people served, 20 rides per month |
| Head Start | Public | x | | | | | Head Start | Transportation for preschool, daycare, & medical trips. | County general fund | Not Available | Modoc County (Medical trip could be outside of County.) | Demand | Head Start participants | Not Available | Not Available | Not Available | Not Available | Agency, staff and participant household vehicles. | |
| Modoc Transportation Agency | Public | x | x | | | x | Sage Stage - Dial-a-ride | Service within Modoc County (within 10-miles of Alturas) including Modoc Estates & Cal Pines (shuttle). | 5311, TDA, Farebox | \$314,399 | Within 10-miles of Alturas (county seat). | Dial-a-ride | Public | Six (6) Ford 450 Cutaways with wheelchair lifts | 11,451 | County | CALnctions, under development, will facilitate/ enhance coordination with other agencies within Modoc county. AVL/Swipe Card module (currently being tested, debugged and deployed.) | MTA has 6 vehicles for both dial-a-ride and fixed route services. | |
| Modoc Transportation Agency | Public | x | x | | | x | Sage Stage - Intercity Lifeline | Fixed route public transit services | | | Modoc Co., Redding, Klamath Falls, Or, and Reno Nevada | Intercity/fixed | Public | | | | | Alturas to Cal Pines, Canby, Newel, Tulelake & KF (W&Sa). Alturas to Likely, Madeline, Standish & Reno (M & Th). Alturas to Cal Pines, Canby, Adin & Redding (Tu & F) | |
| Modoc County | Public | | x | x | | | CalWORKS | Mission is to assist adults receiving cash aid in Modoc County to achieve a goal of self-sufficiency. Access to on-site services and referrals to a county-wide-collaboration are provided to meet the individual needs of the CalWORKS participant. | General budget funds/federal block grant distributed by State Health and Human Services to 58 counties | \$ 162,106 | Modoc County | Demand | Low income, physically disabled | Staff who drive (2 in program vehicles), advanced gas voucher/reimbursement at \$.485/mi or parking with receipts, purchased transportation from Sage Stage | Not Available | Not Available | Maintained by local vendors | No | Sage Stage is utilized as a priority transportation provider. Program holds a high accountability to access to services, so adapted to the demand for transportation services with little or no notice through staff transporters. |

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments | |
|--|-------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------|----------------------------------|--|---|-----------------------|---|----------------------|--|---|--|--------------------------|--|---|--|--|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | | |
| Modoc County | Public | | | | x | x | Senior Center - Alturas Program | Site nutrition, home delivered meals, and program transportation for access to nutrition and community inclusion. Provide trips to facility or program, medical/health care, personal business, shopping, work, social/recreation. | A2AA | Not Available | Alturas (Modoc County) | Demand | Elderly, disabled | Staff who drive (2 in program vehicles), volunteer drivers (3 in program vehicles), refer to Sage Stage for wheelchair transport | 1,600 | Not Available | Not Available | Not Available | 62 people served, 160 rides per month; transport clients only | |
| | Public | | | | x | x | Senior Center - Tulelake Program | Site nutrition and home delivered meals for access to nutrition and community inclusion. | A2AA | Not Available | Tulelake (Siskiyou County) | Demand | Elderly, disabled | Staff who drive (1 in program vehicles), volunteer drivers (2 in program vehicles), may use Sage Stage for trips to Klamath Falls | 768 | Not Available | Not Available | Not Available | 9 people served, 64 rides per month; may transport others | |
| Modoc County Department of Health Services | Public | x | x | | | | Drug and Alcohol | Trips to facility or program, medical/health care, school/education/job training, social/recreation. Also provides gas vouchers. | State and Federal Funds | \$ 700 | Modoc County | Demand, Gas Vouchers | General public | 3 vehicles | None required, transportation training conducted in-house for long distances | Contracted to local shop | None used, GPS available in the newer vehicles | 70 people served, 3 rides per month; may provide transportation to others | | |
| | Public | x | x | | | | Mental Health | Trips to facility or program, medical/health care, school/education/job training, social/recreation, transfers to state hospitals. Also provides gas vouchers. | Realignment from the Mental health Services act | \$ 15,000 | Modoc County | Demand, Gas Vouchers | Mentally ill | 4 vehicles | | | | | 1,500 | 10 people served, 12 rides per month; transport clients only |
| | Public | x | x | | | | Public Health | Trips to medical/health care; most transports are provided for children 0-18 years (CCS program). Also provides gas vouchers. | Realignment from the Public health Services act | \$ 1,000 | Modoc County | Demand, Gas Vouchers | County resident only, elderly, Native American, veteran, physically/mentally disabled, cancer patient, chronically ill, low income | 3 vehicles | | | | | Not Available | |
| Modoc County Dept. of Social Services | Public | | | | x | | Social Services | Transports clients of Social Services only | CPS funding, APS funding | Not Available | Modoc County (Medical trip could be outside of County). | Demand | County resident only, elderly, Native American, physically/mentally disabled, cancer patient, chronically ill, low income | Staff who drive. Volunteers drive agency vehicles. | 200 | None | Contracted to local vendor | None used | 25 people served, 2 rides per month (25 rides per year); transport clients only. 2 vehicles. | |

| Agency Name | Agency Type | Transportation Role(s) | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments | |
|----------------------------------|-------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------|--|---|--|---------------|---|------------------------|---|---|-------------------------|---|--|---|---|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | | | | | | | | | | | | | | Provides I&R |
| | Public | | x | | x | | Veterans Services | Medical transportation for Veterans from Alturas to Reno (Veterans' Hospital) | VA | Not Available | Northern CA and NV | Demand - 2 days a week | Eligible Modoc County Veterans | 1 VA donated van | 2,400 | Drivers trained in defensive and safety training by VA | Van maintained by VA | None used | Attendants can accompany veteran - no wheelchair access. Transport clients only. Spoke with John Howard from Veteran's Services in Nevada |
| Modoc County Office of Education | Public | | | x | x | | Child and Family Resources - Family Matter | To facility or program, medical/health care, school/education/job training, social/recreation, clients' children to/from school, other (probation, mental health, TEACH, etc.) | State health and human services program funding | Not Available | Modoc County | Demand | Families, residents only | Staff who drive (8 in program vehicles), purchased transportation | Not Available | Not Available | Not Available | Not Available | 2 people served per month, 1 ride per month; may transport others |
| | Public | | x | | | | Child/ Family Services, Head Start, Even Start Family Ed., Independent Living Skills | | General budget funds | \$ 22,621 | Modoc County (Medical trip could be outside of County). | Demand | Low income families | One 1995 Ford Club Wagon 350XL (9 passenger) | 773 | None required | Contracted - local car dealership maintenance department. | None used | Staff drive agency vehicles, gas vouchers, mileage reimburse, Sage vouchers. |
| | Public | | | x | x | | Early Head Start | Trips to facility or program, school/education/job training, social/recreation. Gas vouchers, or Sage Stage vouchers are provided to parents on an as needed basis as long as they are needed for participation in program activities or program required medical, dental or social service appointments. | Federal funding, through the Department of Health and Human Services, Administration For Children and Families, Office of Head Start | \$ 25,000 | Alturas, Cedarville (Modoc), and Tulelake (Siskiyou) | Demand | Low income families. | Staff who drive (20 in own vehicles), reimbursement | 6,250 | No training program, all drivers are required to take a defensive driving class every 4 years | Maintenance of the vehicles is monitored in-house; local providers are used for maintenance and repair (Carstens Motors, Alturas Tire, Harvest Ford in Klamath Falls, Ore., and Les Schwab Tire in Tulelake) | None used, they have vehicle tracking systems | 40 people served, 21 rides per month; transport clients only. The Modoc County Office of Education receives funding for this program. |
| | Public | | | x | x | | S.E.A.L.S. After School Program | Trips to facility or program, work, clients' children to/from school or daycare | State | \$ 200,000 | Modoc County | Demand | County resident only, Native American, low income, physically/ mentally disabled, cancer patients | Staff who drive (12 in agency vehicles), mileage reimbursement at \$.485/mi, purchased transportation form Sage Stage | Not Available | Not Available | Not Available | Not Available | May provided transportation for field trips, and events. Would like to develop transportation for students living out of town? |

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments |
|--|-------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------|---|---|--------------------------------------|---|---------------|-------------------------------------|---|--------------------------|--|---|------------------------------|--|------------------------|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | |
| Modoc Joint Unified School District | Public | x | x | | | | Alturas Elementary, Modoc Middle, Modoc High, Adult Ed, Community Day, High Desert community, Independent Study, Warner High State Line Elem (New Pine Creek), South Fork Elem (Likley), Arlington Elem (Canby) | State | \$420,000 (budget - 07/08 school yr) | New Pine Creek, Alturas, Canby and Likley | Fixed | Students | 11 buses (3 x 84 pax, 4 x 72 pax, 1 x 44 pax, 1 x 47 pax, 1 x 78 pax, 1 x 60 pax) | 13,055 | In-house training. Driver must have 10 hrs per year in-service (provided in-house by employee who is a state certified instructor) | Maintenance done in-house. Transportation department services and maintains buses most of the time. Major repairs are sometimes contracted out. | None used | | |
| | Public | | x | | | | Modoc Adult Community School | Not Available | Not Available | Modoc County | Fixed, demand | Students | Not Available | Not Available | Not Available | Not Available | Not Available | | |
| Modoc Medical Center | Non-profit | | x | | | | N/A | From the Modoc Hospital | Not Available | Immediate Alturas Area, very rarely to Redding | Demand | Nursing home residents | 1 van with a wheelchair lift | Not Available | In-house training for wheelchair use | Contracted to local services | None used | | |
| Modoc Work Activity Center (Dimensional Association Resources and Training (DART)) | Nonprofit | | x | | | | N/A | Far Northern Regional Center, MSCAA grant (till Dec 08) | \$ 57,390 | Modoc County (Medical trip could be outside of County.) | Demand | Physically/developmentally disabled | 4 vans (2 x 9 pax - wheelchair capable and 2 x 8 pax) | 1,285 | In-house, with defensive driving, transporting people with special needs, lifting, etc | Maintained by local mechanic | None used | Staff drive agency vehicles (4 vehicles) on a client trip basis. May provide transportation to others. 40 rides per month. 3 to 20 clients provided transportation weekly. | |

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments |
|---|--------------------|------------------------|-------------------------|------------------------------------|---------------------------|---|--|---|-------------------|--|-------------|--|---|--------------------------|---|---|--|--|------------------------|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | |
| Pit River Health Services | Private non-profit | x | | | | Indian Health Services | Medical trips for clients (native Americans) to destinations within and beyond county to clinics and back | Indian Health Services (partially), 3rd party revenue generated | \$ 70,000 | Modoc County (Medical trip could be outside of County to Shasta County, Sacramento, San Francisco or Redding). | Demand | Clients - (Native Americans) | 2 vans (8 pax) | 3,000 to 5,000 | None required, teach First aid / CPR in-house | Contracted with local auto dealer of the vehicle type | RPMS (Resource Patient Management System) - aids in scheduling | Staff drive agency vehicles & Mileage reimbursement. They are Medicaid vendors, but not for transportation. | |
| State of CA Dept. of Rehabilitation | Public | | x | | | Modoc Branch | Provide medical trips in conjunction with employment training. | State health and human services program funding | Not Available | Modoc County (Medical trip could be outside of County). | Demand | County resident only, elderly, Native American, veteran, physically /mentally disabled, cancer patient, chronically ill, families with learning disability, low income | Reimbursement (mileage at \$.15/mi or gas and parking with receipts), gas vouchers, purchased Sage Stage transportation, carpool/fuel sharing reimbursement | Not Available | Not Available | Not Available | Not Available | | |
| Strong Family Health Center | Public | x | | | | (Formerly Modoc Indian Health Program) | Medical trips for clients (Native Americans) to destinations within and beyond county. | Indian Health Services | \$ 37,307 | Modoc County excluding Fort Bidwell, sometimes go outside county too | Demand | Native Americans | 2 vans - One 8-10 seater and one 6-8 seater | 300 - 500 | Contracted - 2-3 weeks training | Contracted to local company | None used | | |
| Surprise Valley Health Care District | Non-profit | x | | | | Not Available | Services to Surprise Valley Health Care District for patients who need access to clinic or community hospital. | General funds | \$ 10,000 | Surprise Valley, and the district residents only | Demand | Surprise Valley HC Patients needing NEMT, very rarely, they cater service to patients who don't have means to get to the facility | 1 van (8 pax, with wheelchair access, and ramp) | 300-500 | In-house for wheelchair access | Maintained by local mechanic | None used | Transport clients only, sometimes cater to residents of the area who cannot find means to come to the clinic | |
| Surprise Valley Joint Unified School District | Public | x | x | | | Surprise Valley Elementary, JR High and High School (Cedarville), Great Gasin High, Community Day | Not Available | State | Not Available | Surprise Valley, including Fort Bidwell, Lake City, Eagleville and Cedarville | Fixed | Students | Not Available | Not Available | Not Available | Not Available | Not Available | | |

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments |
|-----------------|--------------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------------------------|---|---------------------------------|-------------------|---|-------------|--|---|--------------------------|--|----------------------------------|------------------------------|--|------------------------|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | |
| T.E.A.C.H., Inc | Private non-profit | x | | | | | Battered women and children and victims of sexual assault | MCAA | \$ 10,000 | Modoc County | Demand | County residents only and meets program criteria | 1 van | 100 - 500 miles | None available, just a defensive driving class for all employees | contracted to a local car dealer | None used | Provide transportation backup to MCOE when needed. 1 person served per month, 11 rides provided per year. Have 3 staff who drive; gas vouchers; purchased transportation from Sage Stage | |
| | Private non-profit | x | | | | | Modoc Crisis Center To facility or program, medical/health care, work, school/education/job training, clients' children to/from school | Not Available | | Modoc County | Demand | Low income, people in need of help | | | | | | 46 people served, 10 rides per month; transport clients only; Staff who drive (5 in program vehicles), gas vouchers, purchased transportation from Sage Stage | |
| | Private non-profit | | x | x | | N/A | Provide emergency services and Modoc Crisis ctr who need non-emergency medical transportation | Modoc/Siskiyou CAP | Not Available | Modoc County (Medical trip could be outside of County). | Demand | Emerg. Svc's & Modoc Crisis Ctr clients | Staff drivers use agency vehicles, & gas vouchers, Sage Stage vouchers | Not Available | Not Available | Not Available | Not Available | | |
| | Private non-profit | | x | x | | Child Abuse Prevention (CAPIT) | Trips to facility or program | Not Available | Not Available | Modoc County | Demand | People in need of help | Staff who drive in private vehicles, transportation purchased from Sage Stage | 25 | Not Available | Not Available | Not Available | 10 people served, 60 rides per month; transport clients only | |
| | Private non-profit | x | | | | Homeless and emergency shelter | Medical / health care, work | Not Available | Not Available | Modoc County | Demand | Elderly, Native Americans, veterans, low income, cancer patient, chronically ill | Not Available | Not Available | Not Available | Not Available | Not Available | Does not provide transportation services | |
| | Private non-profit | x | | | | Migrant Even Start | ECE, parenting, Adult Education and ESL for Migrant families residing in the Tulelake/Newell area | Not Available | Not Available | Modoc County | Demand | Migrant workers | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Not Applicable | Program ends Sept 30, 2008, due to lack of further funding | |

| Agency Name | Agency Type | Transportation Role(s) | | | | | Program Name | Program Purpose and Description | Funding Source(s) | Annual Operating Cost | Area Served | Service Type | Clients | Vehicles Quantity / Type | Average Monthly Miles | Driver Training Program | Vehicle Maintenance Provider | Technologies | Miscellaneous Comments |
|--|-------------|------------------------|-------------------------|------------------------------------|---------------------------|--------------|---|---|--|-----------------------|--------------------------|--------------|----------|---|-----------------------|---|---|--------------|------------------------|
| | | Public Transit | Operates transportation | Funds or subsidizes transportation | Volunteer / staff drivers | Provides I&R | | | | | | | | | | | | | |
| Tulelake Basin Joint Unified School District | Public | x | x | | | | Adult Education, Newell Elem, Tulelake, Elem, Tulelake High, Community Day, Continuation High | Provides home to school transportation for students | State, Home to School Transportation Funds | \$ 340,527 | Merril, Newell, Tulelake | Fixed | Students | 5 buses, 2 Siennas, 3 suburbans, 2 vans | 12,500 | In-house, conducted Provided by lead bus driver - a certified trainer. 40 hrs min. training for original license and 10 hrs for renewal | Contracted for major repairs, in-house maintenance available by personnel staff | None used | |

Chapter 5. Key Findings: Service Gaps and Transportation Needs

This chapter summarizes the range of transportation coordination issues, service duplication, key origins and destinations, and transportation needs identified in Modoc County. These issues were identified primarily through input from the workshops conducted in Alturas, along with in-person and telephone interviews with key stakeholders.

Existing Coordination of Services

The following coordination efforts are in place in Modoc County:

- Some social service transportation providers have established partnerships with the Modoc Transportation Agency, in which social service agency clients ride Sage Stage whenever possible, in lieu of using agency transportation. Sage Stage bills the agency for rides taken.
- Modoc Transportation Agency participates in vehicle fueling and insurance pools with other county agencies, including those in neighboring counties.
- CALnections, an online trip-planning tool, is under development. It is expected to simplify inter-operator trip planning and manage billing and reporting for social service or other agency funded trips in the region.

Service Duplication and Underused Services

In total, agencies in the City of Alturas and Modoc County have 68 vehicles to provide transportation services,²⁷ many of which are not used to their full capacity. Each of the agencies provides services to specific populations or their own clients, and they tend to provide transportation in the same areas of the county, particularly within the greater Alturas area.

The transit agency and social service providers also house their vehicles separately and provide their own maintenance, typically through local vendors.

Some stakeholders indicated that they thought Modoc County residents did not take full advantage of the Alturas Dial-A-Ride service. Even with its current service areas and routes in Modoc County, Sage Stage does not always have consistent rates of ridership, though ridership is increasing as fuel prices continue to climb. In an analysis of Sage Stage ridership, MTA staff found that many factors influence ridership, including price of fuel, special events, weather, road conditions and timing issues related to riders' receipt of pension, welfare or other checks.

²⁷ Source: Modoc County Transportation Commission. The figure includes all local government and entity-owned vehicles located in or serving the Modoc County region. Some vehicles are remotely located with high odometer readings that are infrequently used; others headquartered in Alturas and Cedarville are newer and are used more frequently, until excessive mileage renders them replaceable.

Capacity to Coordinate and Barriers to Coordination

The major transportation providers in this community expressed a desire to coordinate services more, an important first step in coordination. Each of the agencies, however, provide specialized services, and they cite funding restrictions, awareness of coordination opportunities, budget concerns, community culture and demands, the cost of transporting a widely dispersed population and insurance concerns as key barriers to coordination:

- Some organizations reported facing funding restrictions that prohibit them from transporting any passengers other than their own clients, limit the destinations they can serve, or prohibit them from sharing their program vehicles.
- All agencies are facing tight budgets and are concerned about any new efforts that would increase their transportation costs, even in the short term.
- Social service agencies are not always aware of vehicle availability when they need to use an additional vehicle, and they have not participated in any formal efforts to communicate about coordination opportunities.
- A culture of independence – born of necessity in isolated, rural communities – sometimes limits people from taking advantage of transportation services. Some may be reluctant to be limited in their activities by the availability of the public transit or other transportation options, such as carpooling.
- Combining trips with general public and people with developmental disabilities has been identified as a barrier, based on historical experience in Modoc County. The Modoc Work Activity Center, which provides services to people with developmental disabilities, was the public transit provider before the Modoc Transportation Agency. Through that experience, they learned that some people without developmental disabilities would not ride with people with developmental disabilities. General public use of public transit services increased with the establishment of Sage Stage. People with developmental disabilities almost continue to almost exclusively use Modoc Work Activity Center’s transportation services.
- The cost of providing trips to a few people across long distances is prohibitively expensive.
- Insurance concerns have been identified as a barrier to establishing volunteer transportation programs.

If these barriers can be adequately addressed, this community has a good opportunity to improve the efficiency of their services and community access to their services. To begin with, key agency leaders, such as the Modoc Transportation Agency and CalWORKs, have taken a leadership role in coordination efforts and to share information and resources that will help to make these improvements, and they have expressed a willingness to continue to do so. They also have the structure of the Social Service Transportation/Citizens Advisory Council that they can work with as well as the CALnections online tool that may be used to begin sharing information and coordinating services.

Key Origins and Destinations

Most of the services available in the Modoc region are focused in the City of Alturas, making it a major travel destination. Approximately one-third of the county’s residents live in Alturas, while

the rest of the county residents require transportation to the County seat as well as transportation within the City itself. Residents of Tulelake and Newell are an exception, as those residents may more easily access services in Klamath Falls, Oregon. Likewise, residents of Adin tend to commute to McArthur and Burney, where wider varieties of services are available compared to the City of Alturas.

Certain key destinations are located outside of the county, such as specialized health care services and facilities, airports, employment sites, and major shopping centers. Reno, NV, Redding, CA and Klamath Falls, OR are major destinations for these needs. Also, it is important to recognize that Modoc County does not have a community college. The closest community colleges are Lassen Community College in Susanville and the College of the Siskiyous in Mt. Shasta, 96 and 153 miles from Alturas respectively. However, both these community colleges provide remote learning opportunities, in addition to offering various courses at locations in Modoc County according to need and demand.

Interstate travel to Oregon and Nevada are common. In relation to Alturas, Lakeview, Oregon is 55 miles northeast via US 395; Klamath Falls, Oregon is 98 miles northwest on SR 139; and Reno, Nevada is 189 miles southeast via US 395. (See map in Chapter 4 – Figure 4-3.)

Most of the region’s transportation needs arise from the challenges of serving a small, dispersed population. As one interviewee expressed, it’s hard to justify trips to only transport only one person or only a few people, but the need is still there.

Existing and Projected Transportation Needs

Unserviced Areas

The following Modoc County communities lack public transit service²⁸:

- Cedarville²⁹
- Eagleville
- Fort Bidwell
- Likely
- Lookout

Some stakeholders also expressed the need for expansion of public transit services to Lakeview, Oregon. It is a growing area that may provide increased opportunities for employment and shopping in the future. There are no public transportation services to this area at this time. However, the Modoc Northern Railroad purchased track and operates regular freight service from Lakeview, carrying mostly lumber products from active timbering and milling operations.

²⁸ Presented in alphabetical order.

²⁹ Sage Stage provides limited service, “free” to riders between Alturas and Cedarville for the Modoc County Fair each year, but the area is not served currently during other times of the year. In the past, Sage Stage piloted three different attempts, which operated as trial routes for minimum one year period each. However, MCTC staff believes that through the years most Surprise Valley residents (as those living in remote frontier regions) have learned to carpool and to help neighbors or friends access lifeline services and get groceries for the month.

Underserved Areas

The following Modoc communities were identified as being underserved:

- Adin
- Cal Pines
- Canby
- Modoc Estates
- Newell
- Tulelake

Sage Stage provides service through Adin, Canby and Tulelake on its intercity routes. Residents of these areas may access these services only on the days when those services run through their areas, and they are limited to the hours of the one round-trip that is provided on each of those days.

Sage Stage provides demand responsive, dial-a-ride service in a ten-mile radius around Alturas, which reaches two key regional subdivisions of Modoc Estates and California Pines. Some stakeholders expressed a need to expand this ten-mile radius to reach a larger area and more residents. Even with such an expansion, however, Sage Stage would not be able to reach some homes within the subdivisions that are located on or accessed via private, undeveloped roads. By policy, Sage Stage buses do not travel on non-public or non-maintained roads.

Stakeholders indicated the following specific key destinations are currently underserved by public transportation:

- Adin Senior Center
- Cal Pines to Alturas for jobs, school, child care and after school programs – at the specific times when these trips are needed
- Non-emergency medical transportation to specialized facilities in California (Davis, Redding, San Francisco), Oregon (Klamath Falls), and Nevada (Reno) with accommodation for travel times and layover periods to coincide with specific passenger-patient needs or demands.
- Return trips from hospital stays or patient visitations, when departure needs do not match Sage Stage scheduled intercity bus service times back to Modoc County

Stakeholders indicated certain key destinations isolated from regular public transportation services. They consistently identified non-emergency medical or health care facilities, medical and dental practitioners' offices, radiology and (elective) surgery centers that could not be accessed directly via Sage Stage. Since Sage Stage does provide service to many health care services and facilities, some people are constrained from using these facilities. Medi-Cal (California's Medicaid program) typically restricts clients to facilities located within California. Often this means traveling to specialty medical facilities in Redding. Veterans travel to Reno, Nevada, the location of the closest Veterans Hospital. People carrying comprehensive private insurance typically travel to Klamath Falls, Oregon. Mobile dialysis clinics do not exist in Modoc County, so residents must travel outside of Modoc County for such services or for periodic examination or care by specialized health care providers; some persons noted that their specific

destination is dependent upon their personal health care or insurance coverage (or lack thereof).

Cost Mitigation

The cost of providing transportation services, by public transit and human service agencies, is high, especially in this frontier region, with small populations dispersed throughout a large area. Travel distances are usually far with few passengers. CalWORKs reported transportation as its greatest expense next to staff salaries. All organizations reported operating their transportation services at a loss. Rising gas prices and disparate mileage reimbursement rates³⁰ contribute to the lack of affordability, and organizations expressed a need to provide more gas vouchers to their clients. Fuel costs have risen in Modoc County, where only one vendor provides fuel, from an average of \$1.54 per gallon in 2000 to \$3.31 per gallon so far in 2008.^{31 32}

The cost of accessing transportation for community members is also prohibitive for some people. The rising gas prices noted above are also a major concern for community members, nearly one-third of whom are living below 150% of the federal poverty level (as reported in Chapter 3). While public transit is less expensive than owning and operating a personal vehicle, it is also difficult for some to afford bus fares, especially for the longer intercity routes.

Evening and Weekend Service

Areas of the county served by public transportation do not always have services at needed times. Sage Stage's Dial-A-Ride service is not available on weekends or before 8:00 AM or after 5:00 PM on weekdays, and Sage Stage intercity service is available only on certain weekdays. Following are the specific needs reported:

- Stakeholders expressed a need for transportation during nontraditional work times within the Dial-A-Ride service area, particularly evening hours on week days.
- Social service representatives also indicated a need for service from after-school programs to students' homes, as schools do not provide this service.
- Community members expressed a need for access to community activities in Alturas during evening hours in the summer months.

Transportation Assistance for Seniors and People with Disabilities

Sage Stage has budgetary constraints when trying to provide specialized services for people with disabilities that go above and beyond the requirements of the Americans with Disabilities Act (ADA). Stakeholders who work with seniors and people with disabilities indicated that

³⁰ Mileage rates vary, depending on the rates an organization may use. The current County of Modoc mileage reimbursement rate is 48.5¢ per mile. The State of California rate is 50.5¢ per mile for non-Unit 6 employees and 34¢ per mile for Unit 6 employees. The federal rate is 50.5¢ per mile.

³¹ Source: Modoc Transportation Agency

³² These rates represent the most favorable rates, as the Modoc Transportation Agency joined local government agencies in a bulk fuel purchasing agreement and negotiated lower rates with the provider. In addition, the MTA Sage Stage applied for and received exemption from federal fuel tax (flat 18¢ per gallon). However, despite these efforts, during June 2008 the MTA paid an average \$4.50 per gallon of fuel (less 18¢ per gallon federal fuel tax). Posted diesel fuel prices were \$5.41 per gallon as of July 23, 2008, and appear to have remained at that price for the surrounding weeks. For the average community member, diesel fuel costs have risen as high as \$4.609 per gallon in 2008.

current intercity services offered by Sage Stage do not always work well for passengers with special needs.

The primary needs expressed on behalf of seniors and people with physical disabilities were door-to-door service and assistance with packages. Door-to-door service is available whenever possible. Although a recent case study³³ of the MTA found that Sage Stage drivers regularly provide a high level of assistance to elderly and disabled passengers, resources and other issues sometimes limit them from accommodating all requests. Seniors may need to transfer to local transit to reach their final destinations, which some seniors find difficult to access. Agencies used to have volunteer transportation programs to assist seniors to make these trips, but the expense of insurance became prohibitive for agencies.

The primary needs expressed on behalf of people with developmental disabilities were demand responsive and hand-to-hand services, even with the high level of service provided by Sage Stage noted above. Some agencies serving clients with developmental disabilities also expressed the perception that passengers who have developmental disabilities negatively impact overall ridership on Sage Stage because the general public does not want to ride with them. This perception is based on the fact that the Modoc Work Activity Center, which provides transportation services to people with developmental disabilities, used to provide public transit services as well. During that time, they found that some people would not share rides with people with developmental disabilities.

Direct Trips to/from Out-of-County Medical Appointments

Sage Stage provides limited trips to Klamath Falls, Redding, Reno, and Fall River, which may be used to access medical or health care facilities. However, stakeholders noted that they have difficulties using public transit to access medical or other appointments because the schedules do not always align with each other. For instance, a person may have a medical appointment in Redding that they can reach on time by bus, but they may not be done with their appointments until after Sage Stage's return trip has already departed. This requires them to either stay overnight or attempt to find a friend or family member to come pick them up.

Information

Some stakeholders reported inaccurate information, demonstrating that they did not understand available public transit services. Others indicated that many residents have the misunderstanding that Sage Stage Dial-A-Ride (DAR) service is only for medical trips, when in actuality health care travel is given priority-scheduling reservations. Sage Stage DAR is available to anyone, on first come, first serve reservation basis; all trip purposes are eligible.

Some stakeholders indicated that their agencies could do a better job educating their own clients about the Sage Stage schedule, so their clients would make appointments to coincide with available public transit service days and hours.

Community members also expressed some confusion about where to find contact information for requesting a ride from Sage Stage or other transportation services. However, resources are available through the MTA/Sage Stage office, including information posted on their website at www.sagestage.com and through direct assistance in travel planning that residents may receive by calling the MTA staff Monday through Friday, 9:00 AM to 5:00 PM.

³³ Nelson\Nygaard Consulting Associates, Inc. "Keeping Communities Connected," May 2007.

Guaranteed Rides at Time Needed

Due to financial constraints and historical service demonstrations, MTA Sage Stage prefers advance reservations for service. While same-day service is provided on a resource-available basis, Sage Stage requests at least one business day advance notice for trip scheduling. MTA Sage Stage uses a third-party contract operator employing two full-time and six part-time drivers. With notice, MTA Sage Stage is able to schedule adequate numbers of drivers and vehicles to respond to fluctuating customer demands. The inability to rely on a guaranteed seat on the bus, however, makes it difficult for agencies arranging rides for their clients and residents trying to make travel arrangements. For instance, some students use Sage Stage to commute to school, and some agencies that would like to schedule rides for their clients to access work may not always be able to find seats available on Sage Stage at times to coincide with passenger-client specific need or desire for intermittent or one-time trip. However, MTA staff regularly adjusts its drivers' schedules and negotiates with casual riders to accommodate regular commute trips, particularly made by seniors or persons wishing to make routine trips. For example, the Sage Stage bus provides return-to-home travel for a 93-year old senior with macular degeneration (nearly blind), who enjoys breakfast with his friends at the same local café almost every weekday. This same gentleman often conducts personal errands, banking and grocery shopping on foot, then drops in the Modoc Mobility Management Center/Sage Stage offices to ask staff to call the Dial-A-Ride driver for a ride.

ADA Definition and Transportation Assistance

Participants identified the need for additional transportation support for people who are not defined as having a disability according to the Americans with Disabilities Act (ADA). For instance, a community member with Multiple Sclerosis stated a need for assistance on long trips, but the cost of bringing a travel assistant along is prohibitive. If this person was defined as having a disability according to the ADA, free or reduced fares would have been available to the travel assistant.

Projected Transportation Needs

Many of these needs are expected become more severe over time if left unaddressed. Senior population growth is a fair indicator of growth in transportation service needs. As discussed in NEMT Coordination in a Frontier Rural Region report, other population growth rates, including Latino, Native American and lower income populations, will also influence the demand on transportation service needs. Their growth rates, however, are not expected to be nearly as high as the growth rate of the senior population. Therefore, the senior population growth rate is relied upon for a rough estimate of the increase in demand for transportation services.

According to the California Department of Finance projections described in Chapter 3, the senior population in Modoc County is expected to increase by 43% between 2010 and 2020, which roughly translates into a 43% increase in demand for transportation services over the next ten years.

Chapter 6. Identification and Evaluation of Strategies

This chapter presents strategies and solutions to address the service gaps and transportation needs as well as the criteria established to evaluate the strategies. It also describes results of the public workshop held to develop and prioritize the strategies

Public Workshop

Methodology

On May 1, 2008, the consultant team facilitated a public workshop in Alturas, CA. A variety of public outreach methods were used, including:

- The Modoc Transportation Agency mailed a letter of invitation to members of the Social Services Transportation Advisory Committee (SSTAC), who represent social service agencies and the general public.
- The Modoc Transportation Agency posted flyers around the Sage Stage office.
- The Modoc Transportation Agency distributed 3,600 flyers as inserts in the *Modoc Record* one week prior to the meeting.
- The consultant team submitted a media release to the local weekly newspaper, the *Modoc Record*, and an article was published in the May 1st issue.
- A draft report of the strategies developed out of the public workshop was submitted to the Modoc Transportation Agency for further public comment.

The flyer, press release, newspaper article and sign-in sheet from the workshop are included in Appendix B.

To help residents access the meeting, Modoc County adults that participated in the public workshop were offered free transportation to and from the meeting. As a way of thanking them for their participation, they were offered a free one-way bus pass anywhere Sage Stage travels (valued up to \$30 each).

Nineteen people participated in the workshop, including representatives of the Modoc Transportation Agency, Modoc County Transportation Commission, Caltrans and CalWORKs. Most participants were members of the general public and resided in or near Alturas. See Figures 6-1 and 6-2 for the breakdown of participants.

Figure 6-1 Community Workshop Participants – by Type of Participant

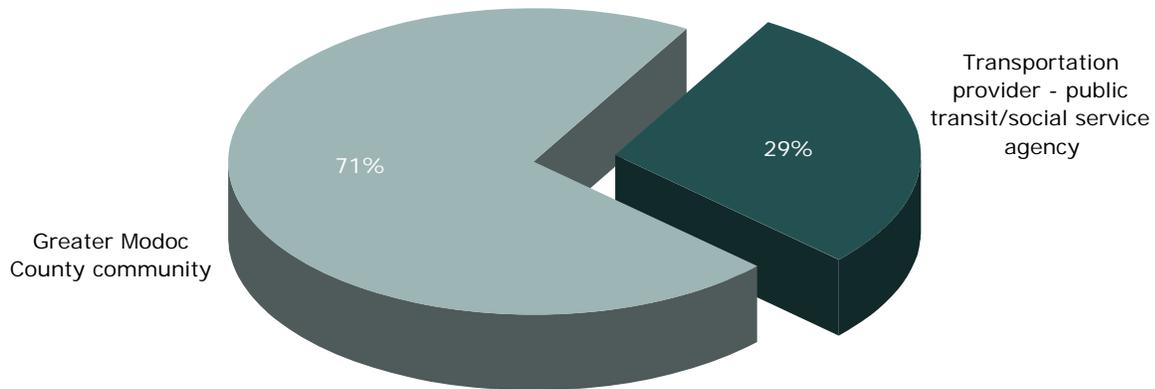
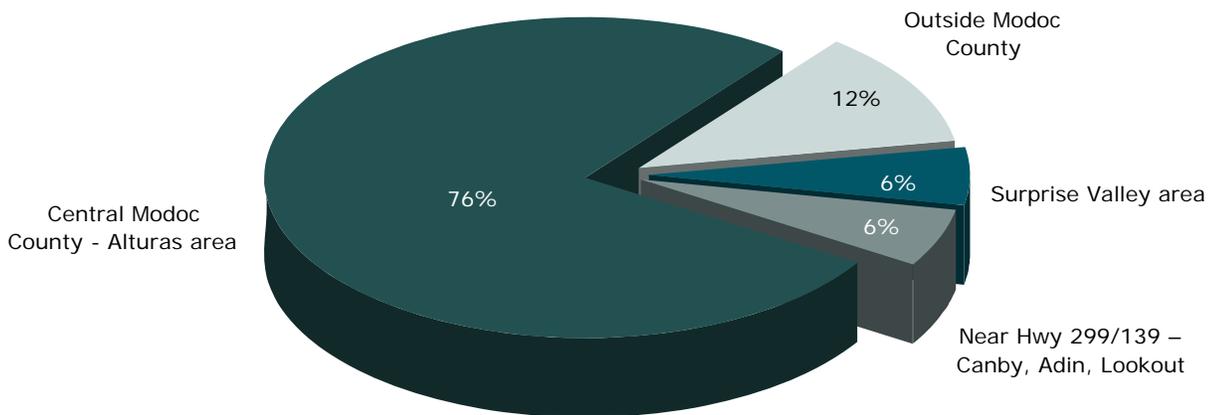


Figure 6-2 Community Workshop Participants – by Area of Residence



Approach

The consultant team opened the workshop with an overview of the coordinated planning process and findings from the Existing Conditions Report. The consultant team then facilitated two small work group exercises and recorded their findings using electronic polling pads (see Figure 6-3). Electronic polling pads are small handheld devices given to each participant. Participants are asked a question, and they enter their responses on the polling pads. The combined responses are instantly displayed for everyone to see in the PowerPoint presentation.

Figure 6-3 Electronic Polling Devices



The first work group exercise was designed to review and update, as needed, the list of needs identified during the January SSTAC meeting, as well as to prioritize the most critical transportation needs in Modoc County. When the list was affirmed by the group, participants used the electronic polling pads to identify the needs that they considered to be the most critical.

The second work group exercise was designed to identify strategies that could help Modoc County meet its identified service needs and to prioritize those strategies. The work groups reviewed and amended a list of potential strategies supplied by the consultant team. As a large group, they identified five criteria with which to prioritize the strategies. They were instructed to review the list of strategies and individually identify high, medium and low priorities on their electronic polling pads. High priorities were identified as those that met all or most (4-5) of the criteria. Medium priorities were those that met some (2-3) of the criteria. Low priorities were those that met one or no criteria (0-1).

The final list of prioritized strategies was developed using the following method:

- High priority strategies: Received 50% or more of the high priority votes.
- Medium-high priority strategies: Received more high priority votes than low or medium priority votes, but less than 50% of the participants rated these strategies as a high priority.
- Medium priority strategies: Received more medium priority votes than low or high priority votes.³⁴
- Low priority strategies: Received more low priority votes than medium or high priority votes

All polling data was automatically tallied and presented on a screen for the group to verify and discuss.

³⁴ One strategy was rated as a medium priority because the participants were evenly divided in rating it as a high and low priority.

The high priorities were presented to the Modoc County Transportation Commission following the public workshop and were unanimously adopted by the commissioners.

Evaluation Criteria

The evaluation criteria included:

- Be obtainable/doable – The group agreed that high priority strategies should be doable, meaning that resources should be available and community support should exist.
- Be efficient/cost-effective – The group agreed that high priority strategies should employ make efficient use of available resources and be cost-effective for providers and users.
- Meet identified needs – The group agreed that high priority strategies should meet the needs that have been identified, especially those identified as the most critical. (See “Critical Needs” section below for further information about this criterion.)
- Serve the most people – The group agreed that high priority strategies should serve as many people as possible – individuals and groups of people.
- Be convenient – The group agreed that high priority strategies should be convenient for both users and providers in order to maximize participation in the strategy.

Critical Needs

Participants affirmed the list of needs as previously identified and added three other service gaps and needs, which are incorporated in Chapter 5:

Public transit and appointment schedule incompatibility

Participants noted a need that they have difficulties using public transit to access medical or other appointments because the schedules do not always align with each other. For instance, a person may have a medical appointment in Redding that they can reach on time by bus, but they may not be done with their appointments until after Sage Stage’s return trip has already departed.

ADA definition and transportation assistance

Participants identified for additional transportation support for people who are not defined as having a disability according to the Americans with Disabilities Act. For instance, a community member with Multiple Sclerosis needs assistance for long trips, but the cost of bringing a travel assistant along is prohibitive. If this person was defined as having a disability according to the ADA, free or reduced fares would have been available to the travel assistant.

Sage Stage Phone Number Confusion

There has been some confusion about where to find contact information for requesting a ride from Sage Stage or other transportation services.

Considering the full list of identified transportation needs in Modoc County, the workshop participants identified the top three critical needs as:

Mitigation of the high cost of transportation

As described in Chapter 5, this refers to the need to mitigate both agency and community member transportation costs. Costs of providing transportation services, by public transit and human service agencies, are high, especially in this frontier region, with small populations dispersed throughout a large area. Costs of accessing transportation for community members is also prohibitive for some people. It is difficult for some to afford bus fares, and gas prices are unaffordable for many people.

Direct trips to and from out-of-county medical appointments

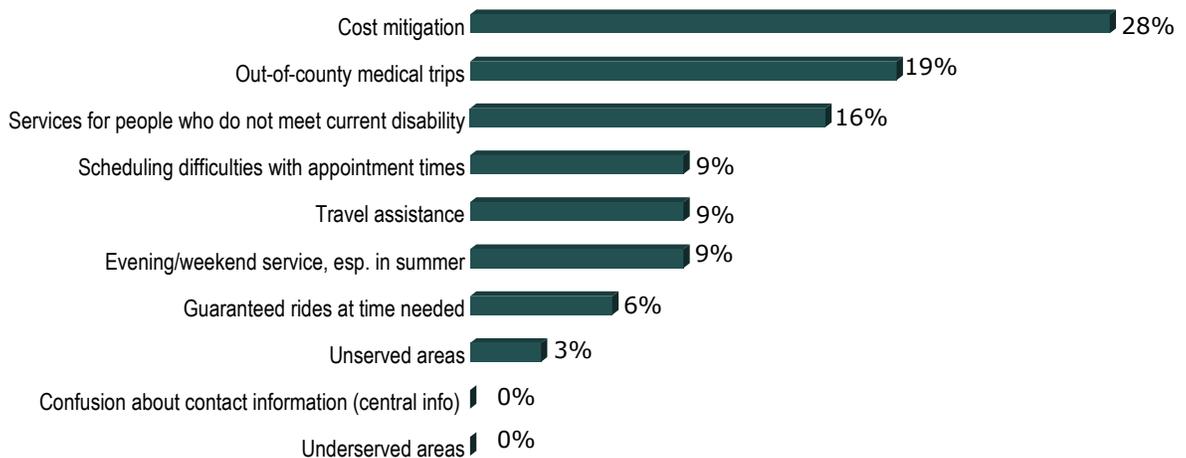
As described in Chapter 5, this refers to the need to improve service to medical appointments outside of Modoc County where most of the specialized medical services are available. Specifically, workshop participants identified a need for some people, particularly seniors and people with disabilities, to have access to direct transportation services to and from these appointments. They have found the waiting period between trips to be difficult for some, and return trips are not always available when the appointments are complete.

Transportation for people who fall outside of the ADA definition of disability

As described above, this refers to the need for increased assistance for people with disabilities that do not meet the ADA definition.

The full ranking of transportation needs is illustrated in Figure 6-4.

Figure 6-4 Modoc County Transportation Needs – Prioritized by Percentage of Responses as Top Two Critical Needs



Identification of Strategies

A list of 19 strategies was developed, which fall generally into three goal categories: 1) make transportation easy and safe, 2) provide more transportation options and 3) provide transportation more efficiently. The majority (71%) of the participants agreed that the strategies should be implemented in a way that would increase the use of public transit within the current system.

A list of the strategies, organized in each goal area, is provided in Figure 6-5, with the results of the prioritization exercise. The shading in the table highlights how the majority of the participants voted.

Figure 6-5 Strategies by Goal Area – Results of Prioritization Exercise

| | Percentage of Responses | | |
|--|-------------------------|--------|-------|
| | High | Medium | Low |
| Make It Easy and Safe | | | |
| Coordinate schedules, fares, transfers | 65% | 35% | 0% |
| Plan for emergencies | 65% | 29% | 6% |
| Streamline information with 5-1-1/2-1-1 system | 63% | 32% | 5% |
| Streamline payment process | 40% | 33% | 27% |
| Upgrade level or type of services | 18% | 53% | 29% |
| | | | |
| Provide More Options | | | |
| Voucher system for volunteer drivers | 72% | 17% | 11% |
| Develop bus buddy/escort programs | 59% | 18% | 23% |
| Expand service hours | 53% | 23.5% | 23.5% |
| Expand service days | 44% | 44% | 12% |
| Arrange carpool or ride share travel | 35% | 29% | 35% |
| Develop a ride sponsorship program | 16% | 63% | 21% |
| Expand service areas | 27% | 60% | 13% |
| Develop transit travel training | 21% | 21% | 57% |
| Add connections to intercity transportation | 18% | 29% | 53% |
| | | | |
| Be Efficient | | | |
| Subsidize mileage reimbursements/gas vouchers | 79% | 10.5% | 10.5% |
| Offer bulk-pay trips | 63% | 31% | 6% |
| Joint purchasing | 61% | 22% | 17% |
| Sharing resources | 50% | 37.5% | 12.5% |
| Contract for services | 27% | 53% | 20% |

Though the relatively small group of Modoc County residents that participated in the public workshop on May 1, 2008, reside in the Alturas area, their concerns and solutions reflected the broader concerns represented by the social service agencies in the previous SSTAC meeting. The strategies they rated as high priorities could also prove to be effective strategies for residents throughout the county. Figure 6-6 identifies needs that could be addressed by these strategies, depending on the details of the projects that are developed.

Figure 6-6 Strategies by Goal Area – Needs Potentially Addressed

| | Needs Potentially Addressed |
|--|--|
| Make It Easy and Accessible | |
| Coordinate schedules, fares, transfers | Underserved areas; cost mitigation; information |
| Plan for emergencies | Information |
| Streamline information with 5-1-1/2-1-1 system | Information |
| Streamline payment process | Cost mitigation |
| Upgrade level or type of services | ADA definition and transportation assistance; transportation assistance for seniors and people with disabilities |
| Provide More Options | |
| Voucher system for volunteer drivers | Unserved areas; underserved areas; cost mitigation; evening/weekend service; direct trips to/from out-of-county medical appointments |
| Develop bus buddy/escort programs | ADA definition and transportation assistance; transportation assistance for seniors and people with disabilities |
| Expand service hours | Evening/weekend service |
| Expand service days | Evening/weekend service |
| Arrange carpool or ride share travel | Unserved areas; underserved areas; cost mitigation; evening/weekend service; direct trips to/from out-of-county medical appointments |
| Develop a ride sponsorship program | Cost mitigation |
| Expand service areas | Unserved areas; underserved areas |
| Develop transit travel training | Cost mitigation; transportation assistance for seniors and people with disabilities |
| Add connections to intercity transportation | Unserved areas; underserved areas |
| Be Efficient | |
| Subsidize mileage reimbursements/gas vouchers | Cost mitigation |
| Offer bulk-pay trips | Cost mitigation |
| Joint purchasing | Cost mitigation |
| Sharing resources | Cost mitigation |
| Contract for services | Cost mitigation |

The remainder of this chapter describes each of the strategies, by goal area.

Make It Easy and Safe

The high priority strategies in this goal area include coordinating transportation schedules, fares and transfers through a central system; coordinating with 5-1-1 and 2-1-1 as transportation information and referral systems; and planning for emergencies. Other strategies to make transportation safer and easier include streamlining payment processes for riding public transit and upgrading the level or type of services offered by public transit and other providers.

Figure 6-7 Prioritized Strategies to Make Transportation Safe and Easy – Percent of Responses

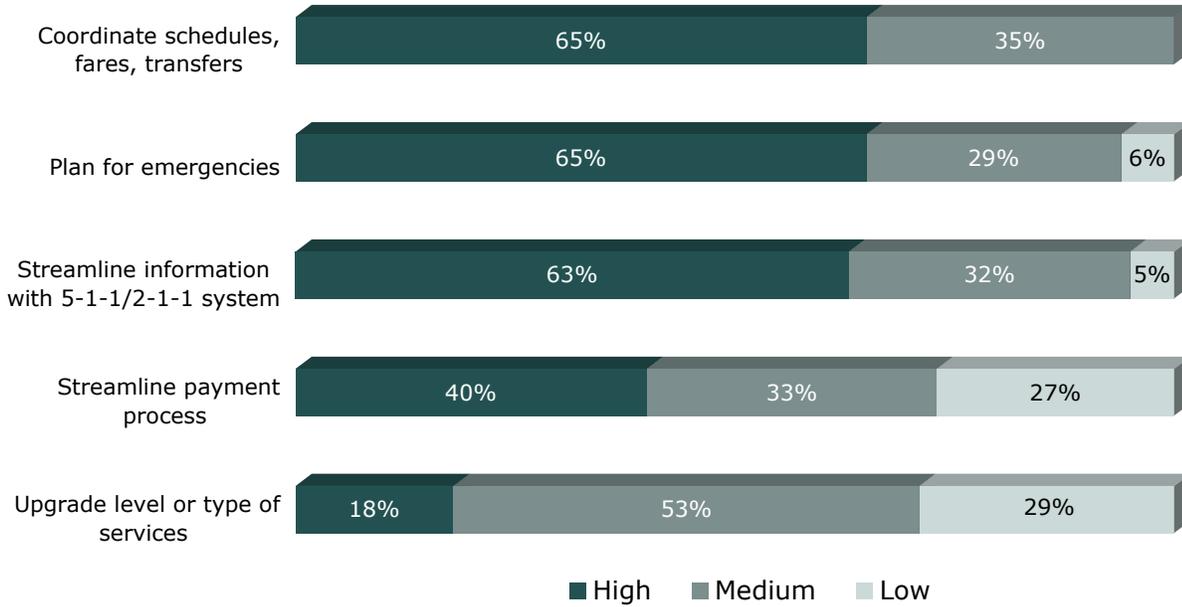


Figure 6-8 Prioritized Strategies to Make Transportation Safe and Easy - in Detail

| High Priority | |
|--|--|
| Coordinate Schedules, Fares and Transfers | Projects that provide a “one-stop-shop” for planning, reserving and paying for trips – regardless of the provider or funder of the trip - would provide a completely coordinated transportation system where all transportation is organized or brokered through a central location. Transportation providers and funders would coordinate their services, including schedules, fares and transfers within and between systems. This strategy facilitates the concept of a transportation brokerage, where one organization arranges for trips for multiple populations and funding sources. A web-based public transit and social service provider trip-planning tool, called CALnections, is already under development in Modoc County to coordinate schedules, fares and transfers. |
| Streamline information with 5-1-1/ 2-1-1 system | Projects that leverage existing information and referral systems would mitigate the confusion about which phone numbers to call to access transportation services in Modoc County, and make it easy for passengers to find the most appropriate mobility option for them. Participants at the community workshop discussed the use of the nationwide 5-1-1 and 2-1-1 phone numbers. 5-1-1 provides transportation information (e.g. congestion, construction, pass conditions), and 2-1-1 provides information about human services, including transportation services. The 5-1-1 and 2-1-1 systems both offer an easy to remember, free phone number to call. A combined system could also be considered. |
| Plan for Emergencies | Projects that address emergency situations for people who are unable to provide their own transportation would assist people with evacuations or other needs in the event of a natural or other disaster. This issue was introduced as a general safety strategy during the community workshop, and these efforts are already underway. |
| Medium Priority | |
| Streamline payment process (Med-Hi) | Projects that make it easier for passengers to purchase trips from any transit or social service provider would increase ridership and provide for a more efficient payment collection or cost allocation process for transportation providers. Implementing “smart cards”, on-line payments, or providing passengers the ability to pay fares with credit cards are several options for streamlining the payment process. |
| Upgrade level or type of services | Projects that enhance the level of transportation service currently could provide a higher level of service for those that need it. For instance, an agency could provide door-to-door stops or provide assistance with packages or other needs. |

Provide More Options

The high priority strategies in this goal area include establishing a voucher system for volunteer drivers, establishing a bus buddy or travel escort program, and expanding transportation service hours into the evening. Other strategies to provide more transportation options include expanding the days when transportation services are offered, arranging carpools or a ride share program, developing a ride sponsorship program, expanding the areas in which transportation is provided, developing transit travel training and adding connections to intercity transportation.

Figure 6-9 Prioritized Strategies to Provide More Transportation Options – Percent of Responses

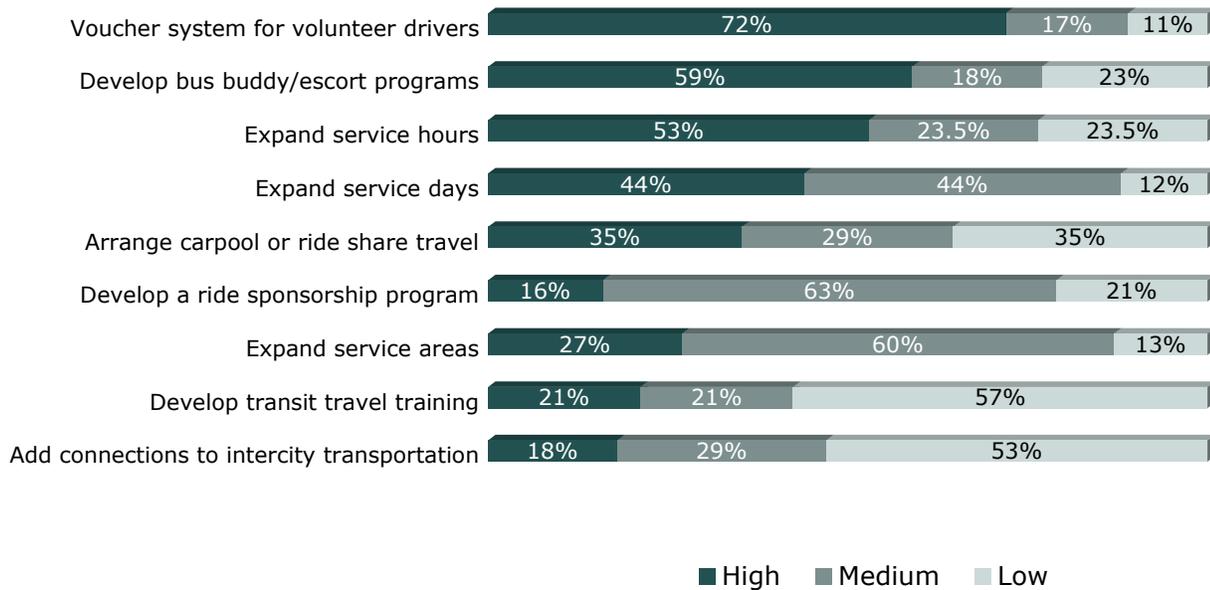


Figure 6-10 Prioritized Strategies to Provide More Transportation Options - in Detail

| High Priority | |
|---|---|
| Voucher System | Projects that provide stipends to individuals who volunteer to drive seniors, people with disabilities and low-income residents would provide more mobility options for people to get where they need to go when public transit or other transportation services are not available or will otherwise not meet their needs. For example, people that need a ride could independently find a driver willing to transport them to their destination. The volunteer driver would be provided with gas vouchers or other incentives to compensate them for their out-of-pocket expenses incurred while volunteering their time. |
| Bus Buddy or Escorts | Projects that offer assistance to riders to or from their destination would provide assistance to people who are not yet comfortable riding public transit, or need assistance. In addition, public transit can stretch dollars further when more people ride the fixed-route services instead of demand response services. |
| Expand Service Hours | Projects that expand the hours when transportation services are provided would assist people who work non-traditional hours, and allow more time for passengers to finish their appointments or meet other out-of-town needs. In addition, workshop participants noted that an extension of service hours in the evenings would be particularly valuable in the summer months, when they are less likely to be burdened by the weather and desire more options to seek out quality of life activities in the evenings. This could be accomplished through public transit and/or other transportation providers. This strategy would be more cost effective when providers work together to coordinate their services, such as planning complementary operating hours to effect a cohesive expansion of service hours. |
| Medium Priority | |
| Expand Service Days (med-high) | Projects that expand days when transportation services are provided would assist with to access appointments, shopping, and recreational activities on the weekends. Again, this could be accomplished through public transit and/or other transportation providers. Like expanding the service hours, it would be more cost effective when providers work together to coordinate their services in a way that would result in a cohesive expansion of service days. |
| Carpool or Ride Share (med-high) | Projects that develop or promote carpooling, vanpooling or other ride share programs would coordinate meet that need a ride with people who are driving. This strategy has been particularly effective for commuters traveling to the same or similar locations for employment or training, or for people attending group events (theatre, sports, associations, public meetings). |
| Ride Sponsorship | Projects that identify private funds for sponsoring the transportation of individuals would assist people with low incomes to access public transit or other fee-based transportation services, giving them more options for independently getting where they need to go. |
| Expand service areas | Projects that expand transportation in areas where it currently is not provided would allow people in more remote areas of the county to access transportation services, and it could provide more opportunities to access areas outside the county, such as Lakeview, OR. Modoc County is a large area, with most of its population centered in or near Alturas and with smaller communities dispersed throughout the county. Typically it is not cost-effective for public transit to provide transportation to smaller, dispersed communities. In this county, expanded service areas strategies may be more effectively accomplished by social service agencies, or through carpool or volunteer strategies. |
| Transit travel training | Projects that teach people how to ride the fixed-route bus could help people feel more comfortable with using the service. It meets the workshop participants' desire to increase public transit ridership, making Sage Stage more efficient and possibly allowing them to further extend their services and meet more needs. |
| Low Priority | |
| Connections to intercity transportation | Projects that provide connections from the more remote areas of the county to intercity routes provide access to regional travel. |

Be Efficient

The high priority strategies in this goal area include subsidizing mileage reimbursement and gas vouchers, offering bulk-pay trips, and entering into joint purchasing agreements. Other strategies to make providing transportation services more efficient include sharing resources and contracting for services.

Figure 6-11 Prioritized Strategies to Make Transportation More Efficient – Percent of Responses

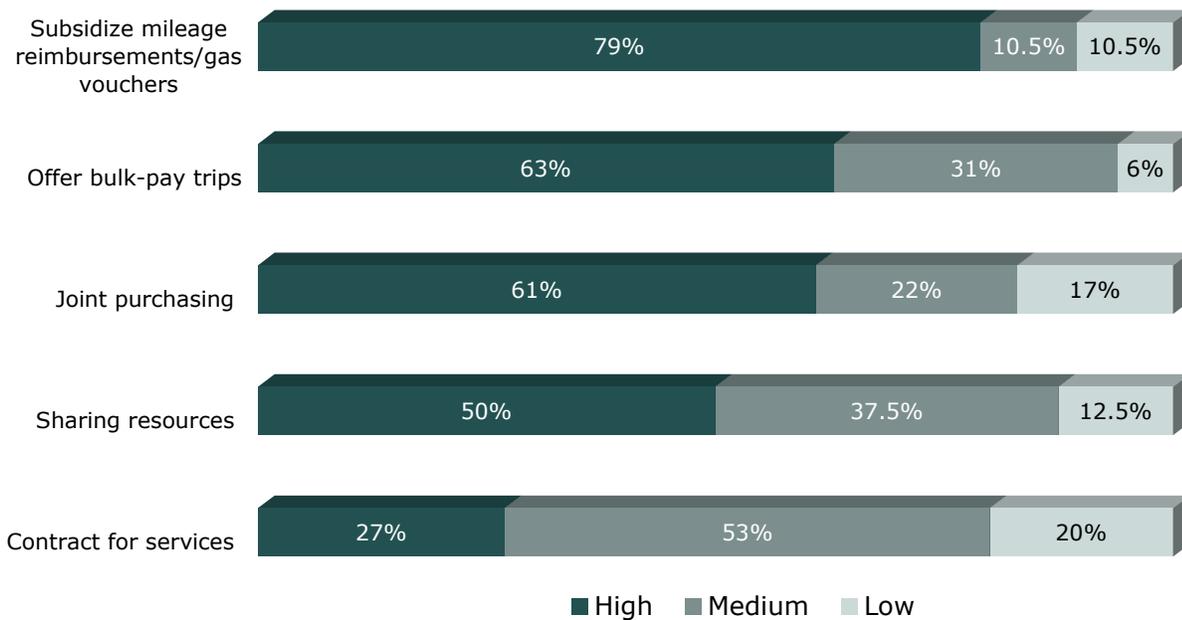


Figure 6-12 Prioritized Strategies to Make Transportation More Efficient - in Detail

| High Priority | |
|--|--|
| Subsidize mileage reimbursements/gas vouchers | Projects that help provide for fair mileage reimbursements and/or gas vouchers to volunteer drivers would help recruit and retain volunteer drivers. This strategy can also assist low-income clients who can drive their own cars but need financial assistance to do so. Oftentimes, the most cost-effective transportation can be full cost reimbursements on an as needed basis, rather than establishing an underutilized bus route or transportation program. |
| Offer bulk-pay trips | Projects that allow riders to purchase bulk trips (e.g. bus passes) at a reduced rate would help make transportation more affordable, especially for low-income passengers. The workshop participants were particularly interested in this idea, with the caveat that it would only be cost-effective for riders if the bus passes did not expire. |
| Joint purchasing agreements | <p>Projects that organize agencies to pool their purchase requests would create greater economies of scale and reduce overall administrative costs across multiple agencies. Joint purchase requests could be for funding equipment, insurance, driver certification training, driver safety updates, software, and/or vehicle maintenance. Reducing these costs may give transportation providers a greater ability to provide the services that Modoc County residents need.</p> <p>The Modoc Transportation Agency (MTA) already participates in some joint purchasing arrangements with other county and transit agencies to reduce costs for all participating agencies. These agreements could serve as a model for establishing such agreements between other agencies.</p> |
| Medium Priority | |
| Share Resources (med-hi) | Projects that coordinate agencies to share resources – such as vehicles, software, program management, driver training, driver safety updates, drug testing, administrative policies and procedures, facilities, and equipment - would reduce overall administrative cost and may give transportation providers a greater ability to provide the services that residents need. |
| Contract for Services | Projects that provide more transportation by contracting or coordinated with existing transportation providers would reduce overlap in services, create greater economies of scale and leverage resources across multiple agencies. This strategy is particularly useful for agencies with insufficient or underutilized vehicles, drivers, or passengers |

Chapter 7. Implementation Plan for Recommended Strategies

Introduction

This chapter presents the next steps for implementing the high priority strategies. It also provides some general guidelines and factors to be considered when implementing the strategies.

Implementing the Strategies

Several interrelated activities and decisions need to be addressed to begin implementing the strategies. They are discussed below.

Program Administration

The Modoc Transportation Agency (MTA) has been a significant leader in meeting as many travel needs for Modoc County residents and visitors as possible. In conjunction with the MCTC, which shares staff and facilities with MTA/Sage Stage, and as the organization that has led the efforts to develop CALnections, the MTA could build on this leadership by taking a strengthened role in managing public transit and social services transportation coordination, but increased social service agency involvement, more energetic leadership and new funding sources or programs are needed to support increased efforts.

CalWORKs is a ready ally in this work, and other major social service transportation providers that currently serve on the Social Services Transportation and Citizen Advisory Council (SSTAC) are potential candidates for championing coordination efforts and taking an active role in informing decision-making.

Recommendation: Seek funding to further centralize and enhance the management of transportation coordination projects in the MTA by adding an additional staff person who can focus on building the social service agency relationships and commitments necessary to support the success and sustainability of these projects.

Decision-Making Process

The Modoc County Transportation Commission is currently the decision-making body for regional transportation related issues. The SSTAC meets at least once per year and advises the MCTC on Unmet Transit Needs (per the TDA) and social service transportation needs.

Recommendation: Strengthen and expand the SSTAC, incorporating change agents who have decision-making abilities in their respective organizations. The Council should meet on a regular basis and provide recommendations to the Commission regarding transit and/or social service transportation policy changes that would improve the provision and coordination of services. The SSTAC could also oversee the implementation of this plan.

Service Standards

Developing service agreements with transportation providers and following through with monitoring system performance are important tasks for transportation providers. Service agreements should include the following basic monthly and year-to-date operating and performance data as relevant, many of which are already being reported to the MTA Board of Directors:

- Revenue Service Hours
- Deadhead Hours (Non-Revenue Hours)
- Passengers (including a breakdown by category such as fare type, transfers, passes, etc)
- Passenger Fares
- Revenue Service Miles
- Deadhead Miles (Non-Revenue Miles)
- Operating Costs
- Cost/Passenger
- Cost/Hour
- Farebox Recovery Ratio
- 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

Where doable, agencies are encouraged to develop and adopt a set of standards and benchmarks that can be monitored and measured to provide a framework for effectively managing and evaluating transit and paratransit services. While specific standards can vary depending on the service and operating environment, industry practice generally uses the standards to monitor efficiency and service quality and reliability.

Efficiency standards use operational performance data to measure the performance of a transit system. Monitoring operational efficiency and productivity requires 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 on routine or monthly basis. 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 performance for fixed route and paratransit services include:

- **Operating Cost per Passenger:** Calculated by dividing all operating and administrative costs by total passengers (with passengers defined as unlinked trips).
- **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).
- **Revenue to Non-Revenue Hour Ratio:** Non-revenue hours include deadheading between the garage and the location where the buses go in and out of scheduled service. This is a relevant measure because of some of the potential long-distance deadheading required in rural counties, however, deadheading in Modoc County occurs only within the 10-mile radius of Alturas in which the Dial-A-Ride operates. Non-revenue hours can also include paid operator time before and at the end of their shift (vehicle checks, sign in time and time spent refueling buses etc.) and the time to deliver replacement buses when a bus is taken out of service because of an accident or breakdown. Note that revenue to non-revenue hour measurement is difficult to apply to contracted services because contractors are not normally required to track non-revenue hours of operation.
- **Passengers per Revenue Hour:** Calculated by dividing the total number of passengers (unlinked trips) 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). Farebox recovery ratio benchmarks are critical to the establishment of passengers per revenue hour benchmarks and benchmarks for design standards.
- **Progress toward use of volunteers:** Calculated by the number of volunteers and trips provided by those drivers each year. Over time, the increase in the use of volunteers, as drivers or bus buddies, can be calculated.
- **Administrative-Trip Cost Ratio:** Calculated by dividing the cost to administer trips by the trip operation costs for transit and social service agencies. (Potential target = administrative costs stay the same, while trips increase.)

Local fixed route and dial-a-ride services also measure and monitor **reliability standards**. Recommended reliability standards for fixed route and paratransit services include:

- **On-Time Performance:** Can be monitored by road supervisors, where applicable. No bus shall depart a formal time point before the time published in the schedule. Dial-a-ride and demand response service should pick up passengers within the policy pick-up window established for the service.
- **Passenger Complaints/Passengers Carried:** Requires the systematic recording of passenger complaints.
- **Preventable Accidents/Revenue Mile Operated:** Operator training efforts or operator incentive bonuses should increase as the number of preventable accidents increases.

While there should be no preventable accidents, a benchmark should be established to permit some flexibility in the evaluation of training efforts.

- **Road Calls/Revenue Mile Operated:** A high number of road calls reflects poor bus reliability and may indicate the need for a more aggressive bus replacement program or changes to maintenance procedures and practices

Recommendation: Transit and social service agencies should jointly identify measures that provide information on the progress of coordinated transportation objectives, and the SSTAC and Modoc County Transportation Commission should review progress annually.

Next Steps for Implementation of Short-Term Strategies

Significant work needs to take place by the Modoc County Transportation Commission, SSTAC, the transit agency, social service agencies, and community leaders to scope the details of implementing the strategic objectives of this plan. Specific projects need to be defined, timelines established, roles and responsibilities clarified, and budgets developed.

This section describes the ranked strategies of this coordinated transportation plan with a very high-level recommendation for timeframe, focus, participants, costs and funding sources. Each of these categories needs further definition in detail as projects are developed. A summary of these factors and recommendations is included in Figure 7-1, which follows this section.

For ease of discussion, some of the individual strategies described in Chapter 6, as ranked by the public workshop participants, have been grouped together because they are similar and require similar administrative, funding and other factors for implementation. Each of the individual strategies is listed in Figure 7-1 for ease of reference between the two chapters.

Coordinate Information, Schedules, Fares and Transfers

Nationwide, mobility management centers are being established as a central source of mobility information, planning, and trip coordination. Further development of a mobility management center in Modoc County would accomplish many of the strategic objectives in this plan, including administration of volunteer programs, travel assistance, trip planning, and information and referral for transportation resources.

The MTA Sage Stage has already established the beginnings of a mobility management center with the test that is being implemented for an online trip planner, known as CALnections. Once stabilized and improved, this evolving advanced technology tool could be expanded to meet more needs and improve the efficiency of transportation services for Modoc County residents and visitors. Additional staff may be needed to manage the growing need for coordination efforts in the mobility management center.

The mobility management center phone number serves as the central point of contact for transportation needs. Expanded efforts may be needed to make the contact information readily accessible for all Modoc County residents, as there was an indication that there was some confusion about the phone number to use for finding out information about transportation services. If a 5-1-1 or 2-1-1 system is implemented in the region that contact information should be included in those systems.

The start-up costs for an enhanced mobility management center are expected to range from \$100,000 to \$150,000, and annual operating costs are expected to range from \$30,000 to \$50,000. Potential funding sources include³⁵:

- New Freedom
- Aging & Disability Resource Center Grants
- Title III B Grants
- Community Mental Health Services Block Grant
- Local resources

Recommendation: The SSTAC could meet as soon as possible after the final coordinated plan is released to determine a prioritized order for implementing the projects through the mobility management center and to identify which sources of funds should be pursued to support the additional staff person and projects. Discussion with Caltrans is taking place about taking over further development of CALnections or a similar tool, such as Google Transit, in order to expand and solidify the tool so it can be used in multiple jurisdictions throughout the State. This could make the development and implementation of a final, useful trip planning tool much more efficient for all local jurisdictions. Caltrans would also be better positioned to develop a tri-state trip planner by linking CALnections with Washington’s Travel Options Website and Oregon’s Trip Check online tool, which are currently under development.

While Caltrans discussions are being pursued, the new staff person in the mobility management center could focus on:

- Publishing and distributing the transportation directory that has already been under development,
- Establishing and publicizing one phone number to reach for public transit and social services transportation information and referrals, and
- Developing of a volunteer driver and bus buddy program.

Plan for Emergencies

As noted in Chapter 6, this strategy was identified during the public outreach meeting to discuss strategies, though it does not directly address the needs previously identified in stakeholder discussions. However, community members felt it is important to have a plan that meets the needs of people who have mobility challenges. Modoc Transportation Agency has been participating in emergency management planning and has reported that these issues are being addressed.

Recommendation: To ensure that the emergency management plan is addressing the needs of seniors, people with disabilities and low income people, it is recommended that the agency in charge of the planning process, the Modoc County Sheriff’s Office, give a presentation to the SSTAC and follow-up with any further planning needs that are identified.

³⁵ Information about who is eligible to apply for potential funding sources is available in the Transportation Funding Matrix (Figure 1-x) in Chapter 1.

Modoc Transportation Agency could take the lead in making arrangements for this presentation. It is not expected that this strategy will incur any significant costs, depending upon any additional planning needs that may be identified.

Volunteer Transportation and Assistance Programs

The high priority strategies discussed in this section, as identified in Chapter 6, include developing a voucher system for volunteer drivers and developing a bus buddy/escort program.

Volunteer transportation is a key strategy for meeting various mobility needs among seniors, people with disabilities and persons with low incomes, especially for people living in unserved or underserved areas and for those people trying to reach out-of-county services. Volunteer drivers can transport people in need at times when Sage Stage is not running and in areas that Sage Stage cannot efficiently serve.

Volunteer driver programs exist in many urban and rural areas, including Tehama, Glenn, Lassen and Nevada Counties in California as well as Clackamas County in Oregon State. Programs range from ten to 125 volunteer drivers and are funded by federal and state sources as well as rider donations. Volunteers can be reimbursed up to the IRS allowable limit (currently \$0.585 per mile). These programs are managed by nonprofits or county agencies. Some programs limit ride purposes to medical appointments and senior or disabled passengers only, while others allow various trip purposes and serve people with low incomes as well. For the most part, the volunteer drivers use their own insurance policies and assume some potential direct or personal liabilities.

Other resources are also available for developing volunteer transportation programs:

- Nonprofits United provides train the trainer programs for volunteer driver education, including a one-day course for general driver training and a three-day course for educating drivers who will be transporting non-ambulatory passengers. These trainings are available to anyone responsible for training employee and volunteer drivers.
- The Agency Council on Coordinated Transportation in Washington State has produced a manual on starting and maintaining a volunteer transportation program, including addressing the liability issues. The manual is available at <http://www.wsdot.wa.gov/transit/training/vdq/default.htm>.
- ITN America provides resources for developing these programs as well, and it is possible to establish a local affiliate to provide direct volunteer driver services. Information is available at www.itnamerica.org/.

Volunteers can also provide travel assistance to those just learning to ride the bus. A volunteer bus buddy program could help all agencies to operate more efficiently by encouraging as many people as possible to ride Sage Stage, especially given that stakeholders have noted that it is a high quality service that could be used by more people. For instance, senior center trips could be made on Sage Stage, reducing the duplication in services that are reportedly provided between the senior center and public transit. Such a program has already been started through Sage Stage's routine riders, who are compensated with complementary travel vouchers for their assistance. Some MTA staff members also help to communicate with Spanish-speaking riders. These assistance efforts could be formalized, expanded and publicized to transition more riders to Sage Stage services.

The cost of managing these programs would involve staff time for managing the program and recruiting and training volunteers and providing mileage reimbursements to the volunteer drivers and possibly providing bus vouchers or other incentives to bus buddies. For a program of 40 volunteer drivers, the annual net cost of operating a volunteer driver program is estimated at \$74,000; for a program of 30 bus buddies, the cost of operating a bus buddy program is estimated at \$42,000.³⁶ It is expected that Modoc County could implement a significantly smaller program; yet important to note that such program elements could be combined to further reduce costs. Therefore, the cost of operating combined or separate volunteer programs in Modoc County could range from \$15,000 to \$60,000. Details about successful volunteer programs can be found in a resource provided by the Beverly Foundation at www.aoa.gov/prof/transportation/media/Door-Through-DoorGuide/HowToGuide_DoorThroughDoorTransportation.pdf.

Potential funding sources include:

- New Freedom
- Job Access & Reverse Commute
- Aging & Disability Resource Center Grants
- Title III B Grants
- Community Mental Health Services Block Grant
- Developmental Disabilities Projects of National Significance
- Local resources

Recommendation: In lieu of any social service agencies that could manage a local volunteer transportation program and in order to centralize all coordination efforts, it is recommended that the volunteer programs be incorporated into the mobility management center described above. (The SSTAC could review the transportation inventory provided in Chapter 4 and consider any additional organizations to make a final recommendation about which agency should manage Modoc County’s volunteer transportation and assistance program.) Existing volunteer programs and volunteer program resources could be reviewed as a starting place for enhancing the current program in Modoc County.

Make transportation more affordable for riders

The two strategies discussed in this category include offering bulk transit passes at a reduced rate and seeking funding to offset the cost of providing bus vouchers, gas vouchers or mileage reimbursements. In follow-up discussions with key stakeholders in Modoc County, significant concern was expressed about the feasibility of offering bulk transit passes, due to MTA budget limitations and previous experience with providing bulk passes through social service agencies, which resulted in lost passes for which funds could not be recovered. The MTA has recently implemented a new voucher system in which any social service agency that is billed for client transportation after the trip has been made must always pay general fares as well as a monthly billing or invoice fee of \$25/month. The long-term effects of this approach will be studied. In the short-term, it appears that more social services agencies are buying prepaid tickets and/or farecards.

³⁶ Estimated costs provided by Catholic Community Services Southwest, Washington State.

There is greater support for improving the affordability of accessing transportation in Modoc County by seeking funding for voucher and/or reimbursement subsidies. CalWORKs and the Tribal TANF programs would be appropriate lead organizations for seeking the funds to expand the provision of these vouchers, as they are the primary agencies that provide services to low-income residents of Modoc County. (See the Transportation Inventory, Figure 4-x, in Chapter 4 for more agencies that provide bus and gas vouchers and mileage reimbursements.) The population that uses these services is relatively small, though long distances are typically traveled, so it is expected to be a medium to high cost strategy. Based on recent CalWORKs expenditures, and extrapolated for other agencies that provide vouchers or mileage reimbursements, it is expected that the cost of providing 50% subsidies would range from \$75,000 to \$100,000. Costs associated with this strategy could be lower if lower subsidies were sought. For instance, it is expected that the cost of providing 25% subsidies would range from \$37,500 to \$50,000.

Possible funding sources include:

- JARC
- FTA 5311(f) Intercity Bus program
- Title XX Social Services Block Grant
- Community Services Block Grant
- TANF / CalWORKs
- Community Development Block Grant
- Community Mental Health Services Block Grant
- Substance Abuse Prevention & Treatment Block Grant

Recommendation: All programs that provide travel vouchers could jointly apply for funds to help expand the amount paid to people in need of vouchers and match the federal rate for mileage reimbursements.

Joint purchasing

There are several opportunities for joint purchasing projects in Modoc County. The Modoc Transportation Agency already participates in joint fuel purchasing with collective local government entities, but some social service agencies and organizations that are not a part of the county government do not. The Modoc Transportation Agency also has in-house driver trainers, so it may be possible for them to provide jointly purchase driver training to other agencies and organizations. (See Appendix E for more information about coordinating driver training.) All of the agencies also currently take care of their maintenance needs individually, so efficiencies could be created by establishing a joint maintenance program. (More information on coordinating vehicle maintenance is provided in the “Vehicle Maintenance and Facility Needs” section below.)

For agencies that operate large direct transportation programs, these strategies should provide significant cost savings, while other agencies may feel little impact. Little to no funding should be needed to establish these programs, as these activities are already in place and could simply be made more efficient through coordination. If a consultant is hired to help with the planning process, it is estimated that the cost will range from \$50,000 to \$75,000. Funding sources to

support planning may need to be acquired locally, with joint support from the participating agencies.

Recommendation: Modoc Transportation Agency and Modoc Work Activity Center would both be good candidates for taking the lead in organizing joint purchasing projects. Modoc Office of Education or TEACH, Inc. may also be interested in participating in this strategy and could also become lead agencies for specific new program features.

Potential projects could be reviewed by the SSTAC, and a lead agency could be identified for individual projects. For instance, the Modoc Transportation Agency could take the lead on organizing a joint driver training program, while the Modoc Work Activity Center or another organization could take the lead in establishing a joint maintenance program for tire purchases and other maintenance needs. These efforts could be initiated immediately in order to realize cost savings as soon as possible.

Figure 7-1 Implementing High Priority Strategies

| Make It Easy and Accessible | | | | | | |
|--|---|-------------------------------------|--|--|---|--|
| Strategy (to address need/gap) | Lead Agency/Champion | Implementation Timeframe | Order of Magnitude Costs (Capital or Operating) | Cost- Effectiveness of Strategy | Potential Funding Sources | Comments |
| Coordinate Information, Schedules, Fares and Transfers <ul style="list-style-type: none"> • CALnections • 5-1-1/2-1-1 • Sagestage.com • Google/transit | Modoc Transportation Agency/Caltrans | Begin now | Start-up: \$100,000-\$150,000 Ongoing Operating: \$30,000-\$50,000 per year | Medium to high cost High value | New Freedom ADRC Grants Title III B Grants CMHS Block Grant Local resources | CALnections, an online trip-planning tool, is currently being tested. Further funding and regional partners need to be acquired to complete data in system and get bugs out of the software. Taking the system statewide should be considered. With additional staff in the mobility management center in the MTA, MTA information can serve as the central contact for accessing transportation services, and this information should be included in the local 5-1-1/2-1-1 system if established in the area. |
| Plan for Emergencies | SSTAC/Modoc Transportation Agency/Emergency Services Department | Begin now | Costs would likely be incorporated into the ordinary job responsibilities of current staff that would be involved. Additional costs could be incurred by developing and implementing a communication plan. | Low cost High value | N/A | Emergency management planning has already been underway in Modoc County. A public information plan is needed. |

| Provide More Options | | | | | | |
|---|---|-----------------------------------|---|--|--|---|
| Strategy (to address need/gap) | Lead Agency/Champion | Implementation Timeframe | Order of Magnitude Costs (Capital or Operating) | Cost-Effectiveness of Strategy | Potential Funding Sources | Comments |
| Volunteer Transportation and Assistance Programs <ul style="list-style-type: none"> • Volunteer voucher system • Bus buddies • ITN America | Modoc Transportation Agency/CalWORKs | Begin now | \$15,000-\$60,000 | Low to medium cost High value | New Freedom JARC ADRC Grants Title III B Grants CMHS Block Grant Developmental Disabilities Projects of National Significance Local resources | A volunteer program is an appropriate task for social service agency, but there are no social service agencies that serve all target populations in Modoc County. With additional staff in the mobility management center and commensurate funding, the Modoc Transportation Agency could lead this work. |
| Expand service hours | Modoc Transportation Agency (with Mobility Manager) | See volunteer assistance programs | See volunteer assistance programs | See volunteer assistance programs | See volunteer assistance programs | No agency currently has enough money to expand services and/or service hours. Any expansion should take place through volunteer programs. |
| Be Efficient | | | | | | |
| Strategy (to address need/gap) | Lead Agency/Champion | Implementation Timeframe | Order of Magnitude Costs (Capital or Operating) | Cost-Effectiveness of Strategy | Potential Funding Sources | Comments |
| Make transportation more affordable for riders <ul style="list-style-type: none"> • Bulk transit passes • Subsidize bus/gas vouchers and mileage reimbursements | Social service agencies that provide travel cost assistance | Begin within two years | \$37,500-\$100,000 | Medium to high cost High value | JARC 5311(f) SSBG CSBG TANF / CalWORKs CDBG Community Mental Health Services Block Grant Substance Abuse Prevention & Treatment Block Grant | Subsidizing travel vouchers and/or mileage reimbursements provided by social service agencies may be a viable option. Further study is needed to provide bulk transit passes, as the Modoc Transportation Agency budget is at capacity. |
| Joint purchasing agreements | Modoc Transportation Agency/Modoc Work Activity Center | Begin now | Consultant costs: \$50,000-\$75,000 | Medium cost/potential cost savings High value | Local resources | Some joint purchasing arrangements currently exist in Modoc County, but additional opportunities are also available for public transit and social services transportation providers. |

Medium Priority Strategies

Figure 7-2 below lists the medium priority strategies identified in the community outreach process, with general timeframes and considerations for future implementation.

Figure 7-2 Implementing Medium Priority Strategies

| Make It Easy and Accessible | | |
|----------------------------------|-----------------------|--|
| Strategy (to address need/gap) | Timeframe | Comments |
| Streamline payment process | Begin now | The Modoc Transportation Agency is currently considering implementing strategies to streamline public transit payment processes, including using smart cards and allowing credit card payments when riding the bus. |
| Upgrade level or type of service | Review within 2 years | Sage Stage and social service agency drivers currently provide door-to-door and hand-to-hand services for most trips. After recommendations for enhancing current services, such as the bus buddy program, this recommendation should be reviewed to determine if additional service upgrades are needed. |
| Provide More Options | | |
| Strategy (to address need/gap) | Timeframe | Comments |
| Expand Service Days | Begin within 2 years | Currently not feasible for Sage Stage. Could be explored through other agencies or could be addressed through the volunteer transportation strategy. |
| Carpool/Rideshare | Begin within 2 years | Potential future project of the mobility management center. Could also be employer-sponsored programs. |
| Ride Sponsorship | Begin within 2 years | Consider coordinating program through CalWORKs or a local civic organization |
| Expand Service Areas | Begin within 2 years | Potentially addressed through the volunteer transportation strategy, especially since Sage Stage has already made several attempts to offer service in unserved/underserved areas, and low demand for service rendered them unfeasible. |
| Transit Travel Training | Begin within 2 years | Incorporate into mobility management center's responsibilities. |
| Be Efficient | | |
| Strategy (to address need/gap) | Timeframe | Comments |
| Share resources | Begin within 2 years | As joint purchasing agreements are successfully implemented, additional resource sharing projects should be identified to make providing transportation resources as efficient as possible. |
| Contract for services | Begin within 2 years | The ability to transport people who are not clients of the provider will need to be reviewed and addressed in order to successfully implement this strategy. The SSTAC could review the inventory provided in this report as a starting point for identifying potential providers. Funding and other restrictions for providing shared rides will need to be reviewed in detail before pursuing this option. |

Low Priority Strategies

Figure 7-3 below lists the one low priority strategy identified in the community outreach process, with a general timeframe and considerations for future implementation.

Figure 7-3 Implementing Low Priority Strategies

| Be Efficient | | |
|---|----------------------|---|
| Strategy (to address need/gap) | Timeframe | Comments |
| Create connecting transportation routes/services for to connect residents in remote areas to intercity transportation | Begin within 5 years | With the successful implementation of volunteer transportation programs or ride share programs, a coordinated effort may be considered for connecting people in outlying areas to Sage Stage or other intercity routes. |

Other Coordination Considerations

Access to Jobs and Employment

Job access will be increased for people who access travel vouchers through CalWORKs and tribal TANF programs when funds are accessed to subsidize the provision of these vouchers. It will allow these agencies to offer this benefit in a more meaningful way for people with low incomes who are trying to access work and work programs. (See the strategy to make transportation more affordable for riders, as described in the “Next Steps for Implementation of Short-Term Strategies” section above.)

School Transportation

In some rural communities in the U.S., school districts transport students (particularly in high school) via the local/regional public transit system. In other rural areas, the general public is transported on school buses – more often at times when the school buses are not being used for student transportation, but in some cases, at the same time. And, in other communities, the same private carrier that operates student transportation services also provides public transit and/or paratransit services under a separate contract. In addition, transit agencies and school districts, and in some cases, Head Start programs, have coordinated support services such as joint purchasing of fuel and maintenance service. This results in cost savings for all participating agencies.

In Modoc County, pupil transportation is separate from the public transportation system, though some students do ride Sage Stage to get to school. In fact, Modoc Joint Unified School District (serving the greater Alturas area) pays for Sage Stage transportation of students with disabilities, who cannot ride the school bus safely.

In Modoc County, there are three school districts, which operate their own fleets of school buses during the academic year. The Modoc County Department of Health, Modoc County Office of Education and Alturas Head Start also provide transportation for Head Start participants but just within the greater Alturas area.

School district transportation has not been included in Modoc County’s coordination plan. There are a number of barriers that may account for the fact that coordination has not been more fully pursued between school districts and other providers, including legislative/institutional barriers, restricted funding and reporting requirements, turfism, attitudes and perceptions about student safety, vehicle design, and operational issues.

Coordination could be possible as the state legislative environment does not appear to restrict general public-pupil transportation, and the vehicle design concerns are being addressed. There may also be opportunities to coordinate driver training, vehicle maintenance or public transit services to increase access to school programs. (The legislative environment and vehicle design issues are discussed further in Appendix E, and driver training considerations are discussed separately in Appendix D.) It is recommended that school district representatives be invited to serve on the SSTAC to review these and other opportunities³⁷.

Vehicle Maintenance and Facility Needs

Modoc County transportation providers did not identify any specific current or near-future vehicle maintenance or facility needs. However, vehicle maintenance needs arise every year, and new vehicles are regularly needed as vehicles age or services are increased.

Modoc Transportation Agency and some social service agencies currently contract varied vehicle maintenance services, tires and bulk fuel purchases by piggy-backing with the County of Modoc or separately negotiated multi-year contracts between MTA Sage Stage and local vendors. It is recommended that all providers consider consolidating their maintenance services, as described above in the joint purchasing section.

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 vehicle 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.

Other considerations are discussed below:

- **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

³⁷ School district representatives previously served on the SSTAC, but they do not any longer.

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 agencies³⁸. 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.³⁹
- 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.

It is also recommended that the SSTAC and transportation providers consider developing a coordinated capital improvement program. Implementation of this strategy entails a collaborative approach among local human service transportation providers and/or sponsors to develop a county-based or regional capital improvement program. 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

³⁸ MTA has already implemented this strategy. This recommendation is targeted at other transportation providers.

³⁹ MTA Sage Stage MTA Sage Stage has a multi-year tire purchase agreement and favorable hourly mechanic rates that were negotiated with local vendors. Other providers should consider such arrangements.

Summary and Immediate Next Steps

It is recommended that the MTA and other transportation providers begin with only a few projects because in order to successfully move forward in their coordination efforts because the needs are high and resources are tight in this county. Modoc County transportation providers must meet and establish which agencies, and individuals within those agencies, will take a leadership role in coordination projects. It is also recommended that they seek funding to hire a new mobility manager within the Modoc Transportation Agency (or other agency, as deemed appropriate). Once those issues are, the following immediate next steps are recommended:

- Request that the Modoc County Transportation Commission strengthen the SSTAC by expanding its membership to include decision-makers and transportation coordination champions.
- Convene the SSTAC as soon as possible. It is recommended that the goals of that meeting include:
 - Establish a more frequent meeting schedule of the SSTAC.
 - Review the Coordinated Public Transit-Human Services Transportation Plan and identify two to three projects related to the high priority strategies to pursue immediately.
 - Begin detailed implementation plans for the preferred projects.

APPENDIX A

GLOSSARY OF TERMS

Accessibility

The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including users of wheelchairs and other mobility devices.

ADA Complementary Paratransit Service

Demand-responsive service operated by public entities in order to accommodate persons who cannot ride fixed-route services due to a disability. Public entities operating fixed-route services are required to provide complementary paratransit services meeting a set of service characteristics specified under the Americans with Disabilities Act.

Administration on Aging (AoA)

The agency within the U.S. Department of Health and Human Services that oversees the implementation of the Older Americans Act, including senior nutrition programs, senior centers and supportive services for elders.

Americans with Disabilities Act (ADA)

Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those persons unable to use fixed-route service because of their disability.

Area Agency on Aging (AAA)

The local entity that plans senior services and advocates for the elderly within their communities, administering provisions of the Older Americans Act (see OAA).

Brokerage

A method of providing coordinated transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors. This type of brokerage may be appropriate when full consolidation of services is not the best option.

Capital Costs

Refers to the costs of long-term assets of a public transit system such as property, buildings and vehicles.

Carpool

A type of transportation arrangement, usually for commuter trips, in which two or more individuals share a regular trip in an automobile. Carpools typically provide door-to-door service, change when a rider's travel needs change, and may be arranged on an informal basis or through a rideshare program or brokerage.

Consolidation

Restructuring transportation services to serve the same market with fewer service providers (sometimes only one provider).

Coordination

A process through which two or more organizations interact jointly to accomplish their transportation objectives, usually for the purpose of achieving greater cost-effectiveness in service provision, avoiding duplication of services, and improving overall mobility within a community. Coordination models are varied and can range in scope from shared use of facilities, training or maintenance, to co-mingling trips from different agencies through integrated brokerages or consolidated transportation service providers.

Curb-to-Curb Service

A common designation for transit services in which the vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination, in contrast to door-to-door service, in which passengers may be provided with an escort from the door of their origin to the door of their destination.

Demand-Response Service

A type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand response service often do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. These services usually, but not always, require advance reservations.

Dial-a-Ride Service

A name that is commonly used for demand-responsive service.

Disabled Person

Any person who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as persons who are not so affected.

Door-to-Door Service

A form of paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination. Door-to-door service provides a higher level of assistance than curb-to-curb service, yet not as much as “door-through-door” service, in which the driver actually provides assistance within the origin or destination.

Employment Transportation

Transportation specifically designed to take passengers to and from work or work-related activities.

Farebox Revenue

A public transportation term for the monies or tickets collected as payments for rides. Farebox revenue may include cash, tickets, tokens, transfers, and pass receipts. Farebox revenues rarely cover even half of a transit system’s operating expenses.

Federal Transit Administration (FTA)

A component of the U.S. Department of Transportation that regulates and helps fund public transportation. FTA provides financial assistance for capital and operating costs and also sponsors research, training, technical assistance and demonstration programs.

Fixed-route Transit

Transit services in which vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.

Head Start

A program of comprehensive services for economically disadvantaged preschool-age children. Services, including transportation, are provided by local Head Start agencies and are funded by the Administration for Children and Families, part of U.S. DHHS.

Human Services Transportation

Transportation related to the provision of human or social services, including transportation for the elderly, people with disabilities, and low-income individuals when the transportation is provided by an arrangement other than public service available to all. Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants.

Intercity Bus Service

Provides long distance service between cities, often as part of a large network of intercity bus operators (e.g., Greyhound, Trailways). Both express and local bus service may be provided.

Job Access and Reverse Commute Program (JARC)

A federal funding program for work-related transportation for low-income individuals, authorized in the TEA-21 transportation funding act. The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

Medicaid

A healthcare program for low-income and other medically needy persons, jointly funded by state and federal governments. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment.

New Freedom Program

A new program under the SAFETEA-LU federal transportation funding act, New Freedom is intended to provide capital and operating funding for service and facility improvements that go beyond those required by the ADA in addressing transportation needs of persons with disabilities.

Older Americans Act (OAA)

Federal law establishing a network of services and programs for older people. This network provides supportive services, including transportation and nutrition services, and works with public and private agencies that serve the needs of older individuals.

Operating Assistance

Funding that helps support the day-to-day costs of operating or providing services; in transportation settings, this category often includes driver salaries and operating staff expense, as well as fuel, and other routine, ongoing costs of having and operating a transportation service.

Operating Costs

Non-capital costs associated with operating and maintaining a transit system, including labor, fuel, administration, and maintenance.

Paratransit

Types of passenger transportation that are more flexible than conventional fixed-route transit and as such are able to meet a variety of more specialized transportation needs. Paratransit includes demand-response transportation services, shared-ride taxis, carpooling and vanpooling, jitney services and other service models. This term is most often used to refer to wheelchair accessible, demand-response van service.

Rideshare/Ridematch Program

A rideshare program facilitates the formation of carpools and/or vanpools, usually for work trips. A database is maintained of ride times, origins, destinations, and driver/rider preferences of users and potential users. Persons requesting to join an existing pool or looking for riders are matched by program staff with others. In rural areas, a rideshare programs is often used to coordinate Medicaid transportation.

Ridesharing

The simultaneous use of a vehicle by two or more persons.

SAFETEA-LU

The current federal funding act for surface transportation programs (including federal transit programs), providing funds over a six-year period though FY2009.

Section 5307

The section of the Federal Transit Act that authorizes grants to public transit systems in urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and

200,000. Transit systems in urban areas with populations greater than 200,000 receive their funds directly from FTA.

Section 5309

The section of the Federal Transit Act that authorizes discretionary grants to public transit agencies for capital projects such as buses, bus facilities and rail projects.

Section 5310

The section of the Federal Transit Act that authorizes capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute Section 5310 funds to local operators in both rural and urban settings, who are either nonprofit organizations or the lead agencies in coordinated transportation programs.

Section 5311

The section of the Federal Transit Act that authorizes capital and operating assistance grants to public transit systems in areas with populations of less than 50,000.

Shuttle Service

Fixed-route service that connects a small number of fixed stops and operates at a high frequency, over a repetitive route.

Temporary Aid to Needy Families (TANF)

Created by the 1996 welfare reform law, TANF is a program of block grants to states to help them meet the needs poor of families. It replaces AFDC, JOBS, Emergency Assistance, and some other preceding federal welfare programs. Program funds are often used to pay for transportation, childcare, and other barriers to workforce participation.

Trip

A one-way movement of a person or vehicle between two points. Many transit statistics are based on “unlinked passenger trips,” which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination on a third vehicle and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

United We Ride

A federal interagency initiative that supports states and their localities in developing coordinated human service delivery systems. United We Ride provides state coordination grants, a transportation coordination and planning self-assessment tool, technical assistance, and other resources.

U.S. Department of Health and Human Services (HHS)

Funds a variety of human services transportation through AoA, Head Start, Medicaid and other programs.

U.S. Department of Transportation (DOT)

The principal direct federal funding and regulating agency for transportation facilities and programs. Contains the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA).

Vanpool

A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.

APPENDIX B

DOCUMENTATION OF PUBLIC OUTREACH AND STAKEHOLDER CONSULTATION

Exhibit B-1 Stakeholder Meeting Invitation



Modoc County Transportation Commission
111 W. North Street
Alturas, CA 96101-3936
(530) 233-6410 Phone • 233-3744 Fax

SOCIAL SERVICE TRANS ADVISORY COUNCIL AND CITIZENS' ADVISORY COMMITTEE MEETING:

COORDINATION PLAN DEVELOPMENT

Modoc County Transportation Commission will convene its councils and invites others to attend a **special workshop on Thursday, January 3, 2008 in Modoc Transportation offices, 111 W. North Street, beginning at 10:00 a.m.** The State Dept. of Transportation hired consultants to prepare an initial Public Transit-Social Service Transportation Coordination Plan for the Modoc region. After Plan is completed and adopted, local applicants may compete for grants through various, new transportation funding programs. Separate notices and criteria will be published in the future for each separate program. This workshop considers how to best coordinate transportation services, avoid duplication and wisely utilize public funding to help get folks where they need to go.

The public and interested parties are invited to attend to learn more and provide input. Detailed meeting agenda are available now. Stop by Sage Stage office or call (530) 233-6410 for more information.

/s/ Pam Couch
Executive Director

Publish: December 20, 2007
January 3, 2008

Bill: Modoc County Transportation Commission

Exhibit B-2 Modoc County Transportation Commission Meeting Article

PROOF OF PUBLICATION

Modoc County Record

P.O. Box 531
Alturas, CA 96101
(530) 233-2632

State of California
County of Modoc

I am a citizen of the United States and a resident of the county aforesaid; I am over the age of eighteen years; I am not a party to or interested in the notice published.

I am the publisher of the *Modoc County Record*, a newspaper of general circulation, printed and published weekly in the City of Alturas, County of Modoc.

The *Modoc County Record* has been adjudged a newspaper of general circulation by the Superior Court of the County of Modoc, State of California, under the date of July 30, 1958, Case Number 6356.

The notice of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

_____ 12/20 _____

All in the year 2007

I certify (or declare) under the penalty of perjury that the following is true and correct:

Dated at Alturas, California, this

20 day of DECEMBER, 2007



MODOC TRANSPORTATION MEETING AND COORDINATION PLAN DEVELOPMENT

Modoc County Transportation Commission will hold its regular monthly meeting on Thursday, January 3, 2008 in Alturas City Hall, 200 W. North Street, beginning at 3:00 p.m. Meeting agenda includes annual reorganization; consultant presentation about Public Transit-Social Service Transportation Coordination Plan development for Modoc region; preliminary discussion about project nominations and adoption of 2008 Modoc Regional Transportation Improvement Program to occur during 2/7/08 public hearing; partner agency and staff reports; and other business as required. Final agenda posted by 12/27/07. The public and all interested parties are invited to attend this meeting, and to provide input. Call (530) 233-6410 for more information.

/s/ Pam Couch, Executive Director

Published in the *Modoc County Record* on December 20, 2007.

Exhibit B-3 Public Outreach Meeting Flyer

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

COMMUNITY WORKSHOP

YOU ARE INVITED TO ATTEND A COMMUNITY WORKSHOP

on
Thursday, May 1, 2008
from **1:00 p.m. to 3:00 p.m.**
Alturas City Hall, 200 W. North Street, Alturas



Help to shape transportation improvements and coordinated services for seniors, people with disabilities and low-income Modoc County residents.

- Learn about development of Modoc's Human Service-Public Transportation Coordination Plan
- Provide suggestions and input about your community's transportation needs and priorities
- Share your opinion and ideas about ways to meet those needs
- Recommend methods to improve regional mobility
- Find out about federal transportation funding available to agencies in Modoc County

Who should attend?

- Local Residents
- Human Service Agency Representatives
- Elected Officials and Community Leaders
- Tribal Members and Representatives
- Bus Riders and Friends

Free transportation to the workshop, and a reward for your participation!

- Free bus transportation will be provided to public participants - to and from the workshop - within the Dial-A-Ride service area on a space available basis. As usual, you will need to call Sage Stage (530) 233-6410 to reserve your trip at least one day in advance.
- Also, to help say "thanks for your input", all adult public participants will receive a coupon for a free one-way trip anywhere Sage Stage travels - at the end of the workshop.

For More Information

Contact the
Modoc County Transportation Commission
Call (530) 233-6410, Fax (530) 233-3744 or
Stop by 111 W. North Street, Alturas



Exhibit B-4 Public Outreach Meeting Press Release

FOR IMMEDIATE RELEASE

Public Asked to Share Ideas to Shape Transportation Improvements and Coordinate Services for Seniors, People with Disabilities and Low-Income Residents in Modoc County

Modoc County Human Service-Public Transportation Coordination Plan

Community Workshop

Thursday, May 1, 2008, 1:00 to 3:00 p.m.
Alturas City Hall, 200 W. North Street, Alturas

The California Dept. of Transportation (Caltrans) Division of Mass Transportation (DMT) and the Modoc County Transportation Commission (MCTC) are sponsoring a community workshop for Modoc County residents and interested parties to identify travel needs, consider strategies and rank them to help get people where they need to go. Project planners invite organizations and residents to consider ways to improve transportation services, especially for low-income residents, seniors and people with disabilities.

Caltrans DMT has funded development and preparation of the Modoc County Human Service-Public Transportation Coordination Plan by a consultant team of professional transportation planning experts. The Plan's goal is to improve mobility for county residents through better coordination of services among transportation providers and human service agencies in Modoc County. The Plan will consider transportation improvements so residents can get to health care appointments, training, day care and jobs. It will also identify transportation services needed to help people run errands and go shopping, as well as connect to intercity carriers, like Greyhound or Amtrak. The MCTC intends to incorporate the Coordination Plan concepts, strategies and recommendations within its Regional Transportation Plan, which is scheduled for adoption during a Public Hearing on June 5, 2008.

This Coordination Plan Workshop is scheduled to last for two hours on Thursday, May 1, beginning at 1:00 in the afternoon. Drawing from the Existing Conditions Report prepared in March 2008, the consultant team will share results of recent interviews and data analysis. Workshop participants will be asked to help prioritize transportation needs and strategies, especially for target population groups including low-income residents, seniors and people with disabilities. Several exercises are planned to explore different ways to improve local transportation services. **The focus of the workshop is to identify transportation needs, consider ways to meet them, and rank various strategies based on community priorities.**

For agencies and organizations seeking resources and funding, information will be available at the workshop about three competitive federal grant opportunities: Job Access Reverse Commute (JARC), New Freedom, and the Elderly and Disabled Transportation Assistance Program (5310 Grant Funds). These federal grant programs require the Modoc County region to adopt a Human Service-Public Transportation Coordination Plan in order for Modoc agencies to apply. They also require local match funding. Grant funding may be used to add new transportation services for target groups, replace vehicles, or purchase new equipment and software to help people plan travel, to qualify for transportation subsidies and to take trips. Applications are due to the MCTC by June 2, 2008; MCTC staff will provide more information and assistance about these "new" federal grant programs at the May 1 workshop.

Free bus transportation will be provided to and from the workshop within the Dial-A-Ride area on a space available basis. Interested community members will need to call Sage Stage (530) 233-6410 to reserve their trip at least one day in advance. Also, to help say "thanks for your input", all adult participants will receive a coupon for a free one-way trip anywhere Sage Stage travels - at the end of the workshop.

For more information about the Coordination Plan and Workshop, contact Faith Trimble at faitht@fltconsulting.com. For application forms and more information about federal grant programs, contact the Modoc County Transportation Commission at (530) 233-6410.

Exhibit B-5 Public Outreach Meeting Newspaper Article

May 1, 2008-Modoc County Record-Page 11

Gas prices up--

MTC seeks input on transportation plan

The Modoc County Transportation Commission is holding a community workshop May 1 on a coordinated transportation plan for seniors, people with disabilities and low-income residents of the county.

The workshop is at Alturas City Hall, 200 W. North Street from 1 p.m. to 3 p.m. The public will learn about the development of Modoc's Human Service-Public Transportation Coordination Plan, provide suggestions and input on needs and services, share opinions and ideas, recommend methods to improve regional mobility and find out about federal transportation funding available in Modoc County.

Local residents, human service agency representatives, elected officials and community leaders, tribal

members and representatives and bus rider and friends are encouraged to attend the workshop.

In appreciation, all public participants will receive a coupon for a free one-way trip anywhere Sage Stage travels.

For more information call the MCTC at 530-233-6410

**Dedicated To The Future
of Modoc County**

Exhibit B-6 Public Outreach Meeting Sign-In Sheet

**COMMUNITY WORKSHOP
COORDINATED TRANSPORTATION PLAN
"SOCIAL SERVICE TECHNICAL ADVISORY COMMITTEE"
MAY 1, 2008 - 1:00PM TO 3:00PM**

Sign-In Sheet*

PLEASE PRINT

| | Name | Mailing Address | City | ZIP | Phone |
|---|------------------------|-----------------|---------------|-------|-------|
| 5 | 1. Diane Carlson | | Alturas Ca. | 96101 | |
| 4 | 2. KAY THURSTON | | ALTURAS CA | 96101 | |
| 3 | 3. Florence Triola | | Alturas CA | 96101 | |
| 6 | 4. Lisa Velasco | | Alturas CA | 96101 | |
| 7 | 5. Mike Siromi | | Alturas CA | 96101 | |
| | 6. DAVID LUSCHER | | REDDING CA | 96009 | |
| | 7. Dore Fogle | | Alturas ca | 96101 | |
| | 8. Lenora Williams | | Georgetown CA | 96104 | |
| 3 | 9. Jess Scott | | Alturas | 96101 | |
| 1 | 10. Duane Dickerson | | Alturas | 96101 | |
| 8 | 11. Betty Baker | | Alturas | 96101 | |
| 2 | 12. Patricia Voss | | alturas | 96101 | |
| 9 | 13. Lola STORES | | ALTURAS CA | 96101 | |
| 7 | 14. Jennie F. Lewis | | ALTURAS CA | 96101 | |
| | 15. Jila Pribe | | Sacramento | | |
| 1 | 16. Betty Ann Crawford | | alturas | 96101 | |
| 2 | 17. Paul Crawford | | ALTURAS | 96101 | |
| | 18. Lola Hurtado | | Alturas | 96101 | |
| | 19. Genevieve Evans | | Tahoe City | 96145 | |
| | 20. | | | | |
| | 21. | | | | |
| | 22. | | | | |
| | 23. | | | | |

APPENDIX C

LIST OF PARTICIPANTS AT PUBLIC OUTREACH MEETINGS

List of Participants at Public Outreach Meetings

Key Stakeholder Meeting, Alturas, CA, January 3, 2008

| Participant Name | Affiliation |
|--------------------|--|
| Pam Couch | Modoc County Transportation Commission (MCTC) and Modoc Transportation Agency (MTA) / Sage Stage |
| Paul Mitchell | Dimensional Associates Resources & Training (DART)/Modoc Work Activity Center |
| Diane Fogle | CalWORKs |
| Heather Tufts | TEACH Inc. |
| Terry Williams | Modoc County Transportation Commissioner / MTA Board Member |
| Melinda Dollarhide | Cedarville Rancheria |
| Florence Triola | MCTC Social Services Transportation Advisory Committee |
| Niki Witherspoon | Modoc County Transportation Commission |
| Cindy Imbach | Modoc Transportation Agency / Sage Stage |

Public Workshop, Alturas, CA, May 1, 2008

| Participant Name | Affiliation |
|--------------------|---|
| Diane Carlson | Community member |
| Kay Thurston | Community member |
| Florence Triola | MCTC Social Services Transportation Advisory Committee |
| Lisa Velasco | Community member |
| Mike Suomi | Community member |
| David Luscher | Caltrans District 2 |
| Diane Fogle | CalWORKs |
| Terry Williams | Modoc County Transportation Commissioner / MTA Board Member |
| Jerry Smith | Area Agency on Aging, PSA 2 |
| Judith Dickinson | Community member |
| Betty Baker | Community member |
| Patricia Voss | Community member |
| Lora Flores | Community member |
| Jesse Flores | Community member |
| Jila Priebe | Caltrans - Division of Mass Transportation |
| Betty Lou Crawford | Community member |
| Paul Crawford | Community member |
| Lola Hurtado | Community member |
| Genevieve Evans | LSC Consultants |

APPENDIX D

BECOMING A MEDI-CAL NEMT PROVIDER

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.

APPENDIX E

CONSOLIDATED DRIVER TRAINING PROGRAMS

Consolidated Driver Training Programs

The safety of passengers, whether they are riding in a bus, paratransit vehicle, van or personal car, rests in the hands of the driver. Driver training is a key component of transportation services; however, in California, training requirements vary depending on the type of vehicle operated. Consolidated programs that coordinate this effort have the potential to provide a more efficient, cost effective method of driver training, and can also enhance 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 vehicle” 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, the driver must obtain a commercial drivers license (CDL).

Basic Requirements for a Commercial Drivers License¹

- Be 18 years old or older and not engaged 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

Specific basic and ongoing training requirements, as well as the class of license and type of endorsement, are triggered by the type of vehicle to be operated. These are detailed in Figure E-1.

¹ MTA Sage Stage has different requirements, subject to Federal Motor Carrier Safety Administration requirements, because it is an interstate carrier. More information on these requirements can be found at www.fmcsa.dot.gov. The requirements listed above apply to other transportation providers in the county.

Figure E-1: California Special Drivers License Requirement

| Vehicle Type | Maximum Passengers & 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 ² A or B | P ³ | 4 hr Safe Operation 4 hr Special Transportation | 4 hr Safe Operation 4 hr Special Transportation | Drug Medical Written Pre-trip BTW ⁴ |
| GPPV ⁵ | 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 ⁶ | 20 hr classroom 20 hr BTW | 10 hr (Classroom.BTW) | Drug Medical Written First Aid (written) Pre-trip BTW |
| School Pupil Activity Bus | | CDL A or B | P | 15 hr classroom 20 hr BTW | 10 hr (Classroom/BTW) | Drug Medical Written Pre-trip BTW |

Source: California Department of Education

² Commercial Drivers License.

³ Passenger Endorsement

⁴ Behind the Wheel

⁵ General Public Passenger Vehicle (operated by a public transit agency not a nonprofit agency)

⁶ School Bus Endorsement

As illustrated by Figure E-1, the required number of hours for original training for drivers varies 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.

Often, small organizations in rural communities 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. Available training in other subject areas may also be limited.

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.

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.

Variations in licenses, endorsements, and training for drivers necessitate a well designed approach if consolidated training is to be effective and its participating staff persons and agencies protected from liabilities via appropriate, cost-effective insurance and/or legal counsel. With appropriate indemnification, a 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

SCHOOL TRANSPORTATION COORDINATION

School Transportation Coordination

Legislative Environment in California

In California⁷, 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. In addition, an agency may contract with the local school district to use buses for agency trips; however, the driver must have proper licensing to drive a school bus.

According to the California Department of Education, there have been sporadic uses of public school buses for transporting the general public, but it has mostly been 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.

California Utility Vehicle

In response to the quandary regarding vehicle design (i.e., school buses are not designed to carry the general public, and transit buses are not designed for children), the California Department of Education (CDE) initiated in the late 1990s the development of an accessible hybrid utility vehicle merging currently available technology from both school bus and transit industry vehicles. The integrated passenger-school bus, known as the California Utility School Bus, is intended to meet the needs of the entire passenger transportation industry. Currently, the CDE uses the vehicle in its Bus Driver Instructor Training Program, which travels to educational conferences and industry trade shows. Interest in this utility vehicle has remained dormant for some time, but recently has increased because of the upswing in coordination planning. In future years, the CDE envisions the flexible Utility School Bus that may be used for the transportation of both students and the general public routed within the same vehicle.

⁷ Based on Information provided by John Green, California Department of Education, for TCRP Report 56 on Integrating School Bus and Public Transportation Services in Nonurban Communities, and confirmed via e-mails and one telephone conversation on June 27, 2008.