

**PLACER COUNTY**  
**SOCIAL SERVICES TRANSPORTATION**  
**ACTION PLAN UPDATE**

**December 2003**

*Prepared by*  
Placer County Transportation Planning Agency

In conformance with AB 120 and SB 826

# I. INTRODUCTION

---

The Social Services Transportation Improvement Act (AB 120, Chapter 1120, Statutes of 1979) requires each Regional Transportation Planning Agency (RTPA) to inventory social service transportation services and produce an action plan to make recommendations for greater coordination and efficiency.

The key elements of the AB 120 inventory include:

- ❑ An inventory and description of all existing public and private social service transportation services within the RTPA's geographic area of jurisdiction;
- ❑ A description of the overall role of the service in the community, and any other pertinent information necessary to adequately document and describe the service.

The key elements of the AB 120 action plan include:

- ❑ Designation of consolidated transportation service agency (CTSA) for the region;
- ❑ Identification of social service recipients, their needs, and funding sources available to address those needs;
- ❑ Efforts to coordinate social service transportation services within existing fixed route transportation systems;
- ❑ Efforts to coordinate between paratransit districts;
- ❑ Identification of other methods to maximize the combined efficiency of the various social service transportation providers.

In December of 1981, the first social services inventory was completed by Placer County Transportation Planning Agency staff to satisfy the requirements of AB 120. A survey was distributed to approximately 100 social service agencies, board and care facilities, and special transportation providers. The survey found 15 agencies providing social service transportation.

In 1988 SB 826 was passed, which extended AB 120 further. SB 826 (Chapter 962, Statutes of 1988) requires that the inventory of social services transportation providers be updated every four years and progress on the action plan for consolidation of social service transportation services be updated every two years.

The most recent update of the Social Services Transportation Inventory was completed in December of 2001 in compliance with AB 120 and SB 826. In 2001, 13 agencies were identified and surveyed, with 11 identified as being social services transportation providers. At that time three of the providers contracted with the CTSA of Placer County to transport their clients. In addition, there are a few cab companies that provide transportation services in Placer County as well as several public transit operators. The public transit operators are briefly described below.

- ❑ Placer County Transit provides deviated fixed route service and traditional fixed route services connecting communities on the west slope and in the north Lake Tahoe area. The County contracts with the CTSA to provide dial-a-ride along the Highway 49 corridor in Auburn, and in Granite Bay, Rocklin and Loomis.
- ❑ The City of Roseville provides local fixed route and dial-a-ride service and commuter service to Sacramento.
- ❑ The City of Auburn provides deviated fixed route service within the city limits and to/from the North Auburn unincorporated area.
- ❑ The municipalities of Rocklin, Loomis, and Colfax contract with the County for public transportation services within city or town limits.
- ❑ The City of Lincoln provides deviated fixed route and dial-a-ride service for its residents.

This current documentation represents PCTPA's biennial report on progress in implementing coordination efforts and recommendations from previous action plans. Survey results from the 2001 inventory are included in the appendix to this update.

## **II. CONCEPTS OF COORDINATION**

---

In enacting AB 120, the State Legislature identified six specific areas where coordination of service is possible. These areas include:

- ❑ Combining purchases of necessary equipment to obtain cost savings through volume purchasing discounts.
- ❑ Combining training programs to ensure safe operation of vehicles. Proper driver training should promote lower insurance costs and encourage the use of service.
- ❑ Centralizing dispatching of vehicles to maximize efficiency of service.
- ❑ Centralizing maintenance of vehicles to ensure adequate routine maintenance is performed and to facilitate vehicle scheduling.
- ❑ Centralizing administration of various social services transportation programs to eliminate duplicative services. Centralized administration of social services can provide more efficient and cost effective transportation services permitting social service agencies to respond to specific social needs.
- ❑ Identifying and consolidating all existing sources of funding for social service transportation can provide more efficient and cost effective use of scarce resource dollars. Consolidation of categorical program funds can foster eventual elimination of unnecessary and unwarranted program constraints.

### **CONSOLIDATED TRANSPORTATION SERVICE AGENCY**

AB 120 legislation requires that the action plan include the designation of a consolidated transportation service agency (CTSA). In general, the purpose of the CTSA is to implement the coordination goals assigned to it under the action plan. CTSA of Placer County, a division of PRIDE Industries, is the designated consolidated transportation service agency for Placer County.

Under Public Utilities Code Section 99233.7, up to 5% of the available Local Transportation Fund shall be made available for claims filed under Article 4.5 of the Transportation Development Act. CTSA of Placer County is the sole eligible claimant under Article 4.5. However, after reviewing claims, PCTPA reserves the right to find that such allocations of money could be used to better advantage for public transit services in the development of a balanced transportation system. PCTPA also reserves the right to rescind the consolidated transportation service agency designation and may designate a new agency or agencies, if it finds that the existing agency has failed to comply with its obligation under the Transportation Development Act or the action plan.

## **ONGOING COORDINATION EFFORTS AND NEW INITIATIVES**

Client needs, financial constraints, and administrative issues are the primary considerations for increased coordination of social service transportation in Placer County. Whenever and wherever possible, the public and private transportation service providers look for opportunities for consolidation. Many coordination and consolidation efforts are continuing in Placer County as listed below:

- ❑ Placer County Transit contracts with CTSA to operate dial-a-ride service in Granite Bay, Rocklin, Loomis, and along the Highway 49 corridor in Auburn. In addition, Placer County Transit contracts with CTSA to provide lifeline service within and to/from Foresthill, a rural community 17 miles from Auburn.
- ❑ CTSA has contracts with Charter Hospital to provide a driver and a back-up vehicle and with the Visual School to transport students.
- ❑ The Gold Country Stage provides daily service linking Colfax and Auburn to Grass Valley.
- ❑ Implementation of a voucher program to provide transportation for both the general public and social service agency clients who live in areas too remote for public transit service or who need to travel outside existing service hours or boundaries. This effort is being funded with State Transit Assistance and administered by the CTSA.
- ❑ The CTSA passes TDA funds through to the Foothill Volunteer Center. The Center, in turn, provides volunteer-based transportation to frail elders and people with disabilities.
- ❑ PCTPA and the public transit operators worked together to develop a consolidated transit map for Western Placer County. SACOG provided graphics and technical expertise. PCTPA distributed the maps throughout the area.
- ❑ The transit operators are collaborating in implementation of their marketing programs. The goal of this new initiative is to avoid duplication and take advantage of economies of scale by working in a unified manner.

## **STATUS OF PREVIOUS ACTION PLAN:**

Past reports and action plans, developed in compliance with AB 120 and SB 826, have identified coordination opportunities and made recommendations. This section provides a recap of those suggestions with their current status.

**Recommendation:** Establish a consolidated and coordinated social service transportation system. The preferred method is a transportation non-profit corporation.

**Current Status:** *The CTSA of Placer County was established in 1984 as a transportation non-profit corporation to provide consolidated and coordinated social service transportation in Placer County. In 1997, the CTSA of Placer County became a division of PRIDE Industries, which is also a non-profit corporation. As a division of PRIDE, the CTSA continues to coordinate and consolidate social service transportation in Placer County.*

**Recommendation:** The transportation non-profit agency should design two “operating divisions” of the consolidated system, one centered in Auburn and the other in Roseville.

**Current Status:** *The CTSA operation now has its headquarters at PRIDE Industries' state-of-the-art facility in Roseville. However, a portion of the fleet is based in Auburn. This arrangement seems to be working effectively.*

**Recommendation:** The transportation non-profit agency could operate service directly or contract it out to a public or private operator.

**Current Status:** *The CTSA currently operates the transportation service directly. When it is more cost effective to do so, or when CTSA vehicles and drivers are not available, the CTSA contracts with other public or private agencies.*

**Recommendation:** The proposed system will be closely monitored by the Placer County Transportation Planning Agency (PCTPA) for at least one year of operation.

**Current Status:** *The CTSA is continuously monitored by the PCTPA. PCTPA reviews the CTSA budget and financial audits, performs triennial performance audits, and reviews system performance under the requirements of the Transportation Development Act. In 2000, five-year service/operating/financial plans were completed for all of the public transit operators in Western Placer County including CTSA. An update of that five-year plan is currently underway.*

**Recommendation:** Present Placer Nutrition Service Council transportation service in Roseville should be evaluated by the City of Roseville.

**Current Status:** *This recommendation was made out of concern that the Placer Nutrition Service Council and the Roseville Dial-a-ride provided duplicative*

*services. The Foothill Volunteer Center, which assumed the Placer Nutrition Council service, provides volunteer drivers, who use their own vehicles to transport those who cannot use public transportation to medical appointments, shopping, and other errands. Volunteers cannot accommodate riders who use wheelchairs. Duplication with public transportation and paratransit operators in Placer County is therefore minimal to non-existent. In addition, the Foothill Volunteer Center participates on a local transportation collaborative with both the public and social service transportation providers in Placer County, further ensuring coordination, rather than duplication, of transportation.*

**Recommendation:** Whenever possible, encourage coordination of vehicle purchasing among public and not-for-profit providers, in order to take advantage of available discounts and ensure vehicles are replaced in a timely manner.

***Current Status:** The transit operators, including CTSA, meet regularly as the Transit Operators Working Group (TOWG). They exchange information about vehicle purchases and, when appropriate, coordinate same.*

**Recommendation:** Placer County Transportation Planning Agency should continue to encourage informal coordination efforts as a benefit to better service and cost efficiencies. These could include the sharing of back-up vehicles, coordinated driver training efforts, combined planning of new or improved services and coordination of specialized services outside the County.

***Current Status:** PCTPA facilitates TOWG meetings and applies for and administers planning grants for all public transit operators. These plans have resulted in service and operational improvements, updating of passenger data, and development of a coordinated marketing plan.*

**Recommendation:** The results of the Social Services Transportation Inventory identified that many agencies have clients that need education on how to use public transportation services. In order to fulfill this need, PCTPA applied for a grant to develop a coordinated marketing effort for all Placer County public transportation providers. This will include in-depth market research including ridership analysis, identification and needs. The coordinated effort will provide for efficient use of resources and avoid duplication of efforts.

***Current Status:** The Coordinated Transit Marketing Plan was completed and approved by the PCTPA Board in 2003. PCTPA is working with the TOWG to apply for grants to fully fund implementation of the plan. In the meantime, PCTPA is in the process of hiring a marketing intern to begin implementation.*

**Recommendation:** Social Service Transportation providers should have an excellent working knowledge of Public Transit services available. In order to ensure this, all social service transportation agencies will be provided with a recently developed coordinated

transit service map for western Placer County. In addition, social service agencies will be provided with current time schedules for public transit services.

**Current Status:** *PCTPA and the transit operators continue to disseminate the western Placer County transit map to all interested persons and agencies. In addition, in 2003, PCTPA conducted a workshop for social service agencies, which included discussion of available transportation options and a resource packet with information about all of the transportation services in Placer County.*

**Recommendation:** To the extent feasible, social service agencies that provide their own transportation services should explore sharing of vehicles to maximize utilization.

**Current Status:** *Some social service agencies, among them Health For All (which provides adult day health care services in western Placer County), provide transportation to and from their facilities in the morning and afternoon. The vehicles remain idle during the day. PCTPA will continue to encourage these agencies to explore ways to utilize this “down time” by making the vehicles available for other paratransit services.*

**APPENDIX**

**2001 SOCIAL SERVICES TRANSPORTATION INVENTORY RESULTS**

**SOCIAL SERVICES TRANSPORTATION  
 PROVIDER INVENTORY  
 DECEMBER 2001**

---

<b>ALTA CALIFORNIA REGIONAL CENTER</b>	
<b><u>Clientele:</u></b>	Serve individuals with developmental disabilities.
<b><u>Service Area:</u></b>	Placer County, as well as 9 other Counties in the region.
<b><u>Direct Service Provider?</u></b>	No
<b><u>Transportation Service Description:</u></b>	Direct client transportation contracted with Laidlaw and CTSA of Placer County. Clients also use paratransit services. Agency provides bus passes for Placer County Transit.
<b><u>Number of Clients:</u></b>	425
<b><u>Number of One-way Rides each year:</u></b>	234,000
<b><u>Additional Client Needs:</u></b>	Better/more frequent bus service, Travel Training to help clients use public transit, better/more frequent door-to-door transportation.
<b><u>Agency Needs:</u></b>	N/A
<b><u>Number of Drivers:</u></b>	N/A
<b><u>Average Monthly Miles:</u></b>	N/A
<b><u>Average Monthly Hours:</u></b>	N/A
<b><u>Annual Costs:</u></b>	\$1,190,000
<b><u>Funding Sources:</u></b>	State, Regional Center.

**DEPARTMENT OF REHABILITATION**

**Clientele:**

Provide services to disabled persons to assist them in obtaining employment.

**Service Area:**

Roseville, Rocklin, Granite Bay, Lincoln, Loomis and in Sacramento County, Antelope.

**Direct Service Provider?**

Agency contracts with CTSA and transit service providers of Placer County.

**Transportation Service Description:**

Client transportation is provided to places of employment and to schools, education and training programs of similar organizations.

**Number of Clients:**

700

**Number of One-way Rides each year:**

Unknown

**Additional Client Needs:**

Better/more frequent bus/transit service. Better/more frequent door-to-door service for paratransit clients. Service into Granite Bay.

**Agency Needs:**

**Number of Drivers:**

**Average Monthly Miles:**

Unknown

**Average Monthly Hours:**

Unknown

**Annual Costs:**

**Funding Sources:**

**FOOTHILL VOLUNTEER CENTER**

<b><u>Clientele:</u></b>	Seniors over 60 and disabled persons under 60 who are unable to use public transportation.
<b><u>Service Area:</u></b>	Placer County from Colfax south to Roseville and west to Lincoln.
<b><u>Direct Service Provider?</u></b>	Yes
<b><u>Transportation Service Description:</u></b>	Volunteers transport clients to doctor appointments, shopping and other personal trips. Volunteers are reimbursed for mileage.
<b><u>Number of Clients:</u></b>	420
<b><u>Number of One-way Rides each year:</u></b>	7,588
<b><u>Additional Client Needs:</u></b>	Travel training to help clients use public transportation, better/more frequent door-to-door transportation.
<b><u>Agency Needs:</u></b>	More funding for better services. More volunteer drivers.
<b><u>Number of Drivers:</u></b>	75 part-time
<b><u>Average Monthly Miles:</u></b>	7,000
<b><u>Average Monthly Hours:</u></b>	Unknown
<b><u>Annual Costs:</u></b>	\$110,615.00
<b><u>Funding Sources:</u></b>	Federal: \$35,000.00 Local: \$75,615.00

<b>HEALTH EXPRESS</b>	
<b><u>Clientele:</u></b>	Seniors 60 years or older with a disability.
<b><u>Service Area:</u></b>	The greater Auburn area including the communities of Newcastle and Bowman.
<b><u>Direct Service Provider?</u></b>	Yes
<b><u>Transportation Service Description:</u></b>	Provides round-trip service to medical appointments.
<b><u>Number of Clients:</u></b>	Unknown
<b><u>Number of One-way Rides each year:</u></b>	Approx. 3,000
<b><u>Additional Client Needs:</u></b>	None
<b><u>Agency Needs:</u></b>	More funding to provide transportation, assistance/funding to purchase more vehicles.
<b><u>Number of Drivers:</u></b>	2
<b><u>Average Monthly Miles:</u></b>	Unknown
<b><u>Average Monthly Hours:</u></b>	Unknown
<b><u>Annual Costs:</u></b>	Approx. \$25,000/year
<b><u>Funding Sources:</u></b>	Auburn Sutter Faith Foundation

**MANZANITA HOUSE / ASOC ROSEVILLE**

<b><u>Clientele:</u></b>	Mentally challenged and homeless persons.
<b><u>Service Area:</u></b>	Placer and 6 other Counties.
<b><u>Direct Service Provider?</u></b>	Yes
<b><u>Transportation Service Description:</u></b>	Transport clients to work, religious activities, shopping, medical appointments, schools/educational programs, to other facilities or programs, including those outside of the County.
<b><u>Number of Clients:</u></b>	3,240
<b><u>Number of One-way Rides each year:</u></b>	Approximately 2500
<b><u>Additional Client Needs:</u></b>	Better/more frequent bus/transit service and travel training to help clients learn to use public transit.
<b><u>Agency Needs:</u></b>	Could use assistance and/or money to purchase vehicles.
<b><u>Number of Drivers:</u></b>	Approximately 16
<b><u>Average Monthly Miles:</u></b>	7,000
<b><u>Average Monthly Hours:</u></b>	
<b><u>Annual Costs:</u></b>	\$10,130
<b><u>Funding Sources:</u></b>	

**PLACER SCHOOL FOR ADULTS**

**Clientele:**

Students, all adult, mostly seniors and adults with disabilities.

**Service Area:**

Loomis, Auburn and Colfax and surrounding unincorporated County.

**Direct Service Provider?**

Yes, as well as contracting out for client transportation with mid-Placer schools and Cherokee Tours.

**Transportation Service Description:**

Transport students for community based learning, including to classes, programs, outings and field trips.

**Number of Clients:**

Unknown

**Number of One-way Rides each year:**

Unknown

**Additional Client Needs:**

**Agency Needs:**

Could use assistance and/or money to purchase vehicles. Would contract for more transportation for a reasonable cost.

**Number of Drivers:**

**Average Monthly Miles:**

Unknown

**Average Monthly Hours:**

Unknown

**Annual Costs:**

**Funding Sources:**

**SIERRA MEDICAL TRANSPORTATION**

**Clientele:**

Transport any clientele.

**Service Area:**

Auburn and Placer County.

**Direct Service Provider?**

Yes

**Transportation Service Description:**

For profit transportation provider, transport persons to any requested destination.

**Number of Clients:**

Unknown

**Number of One-way Rides each year:**

Unknown

**Additional Client Needs:**

None

**Agency Needs:**

Would consider transporting other clients for the appropriate price.

**Number of Drivers:**

10

**Average Monthly Miles:**

Unknown

**Average Monthly Hours:**

Unknown

**Annual Costs:**

Not Stated

**Funding Sources:**

N/A

**HEALTH FOR ALL**

<b><u>Clientele:</u></b>	Seniors and underprivileged adults over the age of 18.
<b><u>Service Area:</u></b>	Western Placer County
<b><u>Direct Service Provider?</u></b>	No
<b><u>Transportation Service Description:</u></b>	Contract with CTSA for clients' daytime transportation to medical appointments at their facility.
<b><u>Number of Clients:</u></b>	140-150
<b><u>Number of One-way Rides each year:</u></b>	50,402
<b><u>Additional Client Needs:</u></b>	More funding to transport clients.
<b><u>Agency Needs:</u></b>	Not Stated
<b><u>Number of Drivers:</u></b>	N/A
<b><u>Average Monthly Miles:</u></b>	N/A
<b><u>Average Monthly Hours:</u></b>	N/A
<b><u>Annual Costs:</u></b>	Unknown
<b><u>Funding Sources:</u></b>	Unknown

**ADVOCACIES RESOURCES & CHOICES (ARC)**

<b><u>Clientele:</u></b>	Developmentally disabled adults.
<b><u>Service Area:</u></b>	Auburn, Loomis Roseville, Newcastle, Weimar, Grass Valley, Colfax.
<b><u>Direct Service Provider?</u></b>	Yes, also contract out for service once daily with Laidlaw.
<b><u>Transportation Service Description:</u></b>	Transport persons to work places, shopping, on field trips/outings and to school/educational programs.
<b><u>Number of Clients:</u></b>	61
<b><u>Number of One-way Rides each year:</u></b>	None
<b><u>Additional Client Needs:</u></b>	Better/more frequent bus/transit service and door-to-door service. More funding and better training for clients to learn to use public transit.
<b><u>Agency Needs:</u></b>	More money to provide transportation.
<b><u>Number of Drivers:</u></b>	N/A
<b><u>Average Monthly Miles:</u></b>	400
<b><u>Average Monthly Hours:</u></b>	Unknown
<b><u>Annual Costs:</u></b>	Unknown
<b><u>Funding Sources:</u></b>	Unknown

**PLACER COUNTY HEALTH AND HUMAN SERVICES**

<b><u>Clientele:</u></b>	Children, adults and families who are eligible to receive services through Health and Human Services.
<b><u>Service Area:</u></b>	Placer County, with frequent trips outside the County.
<b><u>Direct Service Provider?</u></b>	Yes
<b><u>Transportation Service Description:</u></b>	Provide transportation for their clients, in addition to reimbursing clients for transportation costs.
<b><u>Number of Clients:</u></b>	Unknown
<b><u>Number of One-way Rides each year:</u></b>	Unknown
<b><u>Additional Client Needs:</u></b>	Better or more frequent bus service, travel training for assistance in learning to use public transit, better/more frequent door to door transportation. More funding to provide transportation.
<b><u>Agency Needs:</u></b>	Additional funding to provide transportation and purchase vehicles.
<b><u>Number of Drivers:</u></b>	
<b><u>Average Monthly Miles:</u></b>	Unknown
<b><u>Average Monthly Hours:</u></b>	Unknown
<b><u>Annual Costs:</u></b>	Unknown
<b><u>Funding Sources:</u></b>	Unknown

**CTSA OF PLACER COUNTY, A DIVISION OF PRIDE INDUSTRIES**

<b><u>Clientele:</u></b>	Provide services to seniors and disabled persons.
<b><u>Service Area:</u></b>	Throughout Western Placer County, and the Sacramento area.
<b><u>Direct Service Provider?</u></b>	Yes
<b><u>Transportation Service Description:</u></b>	Non-profit organization providing door-to-door transit services for contracted clientele using agency vehicles and drivers.
<b><u>Number of Clients:</u></b>	Unknown
<b><u>Number of One-way Rides each year:</u></b>	Approximately 85,000.
<b><u>Additional Client Needs:</u></b>	Better/more frequent bus/transit service. More funding for Social Service agencies to transport clients.
<b><u>Agency Needs:</u></b>	More funding to provide transportation and to purchase vehicles.
<b><u>Number of Drivers:</u></b>	25-30
<b><u>Average Monthly Miles:</u></b>	Unknown
<b><u>Average Monthly Hours:</u></b>	8 or more hours daily
<b><u>Annual Costs:</u></b>	\$1,572,267
<b><u>Funding Sources:</u></b>	Local Transportation Fund, State Transit Assistance, and others.

**PLACER COUNTY DRUG COURT**

<b><u>Clientele:</u></b>	Adults with drug-related criminal charges.
<b><u>Service Area:</u></b>	All of Placer County
<b><u>Direct Service Provider?</u></b>	No
<b><u>Transportation Service Description:</u></b>	Reimburse clients for transportation costs, direct clients to use public transportation.
<b><u>Number of Clients:</u></b>	20-50
<b><u>Number of One-way Rides each year:</u></b>	N/A
<b><u>Additional Client Needs:</u></b>	Better/more frequent bus/transit service, door to door transportation, more funding for social service agencies.
<b><u>Agency Needs:</u></b>	More funding to provide transportation and need to locate a cost effective transportation provider.
<b><u>Number of Drivers:</u></b>	N/A
<b><u>Average Monthly Miles:</u></b>	N/A
<b><u>Average Monthly Hours:</u></b>	N/A
<b><u>Annual Costs:</u></b>	Unknown
<b><u>Funding Sources:</u></b>	Unknown

**SIERRA FAMILY SERVICES**

<b><u>Clientele:</u></b>	Perinatal counseling program for mothers and their children.
<b><u>Service Area:</u></b>	All of Placer County
<b><u>Direct Service Provider?</u></b>	Yes
<b><u>Transportation Service Description:</u></b>	Provide transportation to and from counseling sessions four times per week.
<b><u>Number of Clients:</u></b>	25-30
<b><u>Number of One-way Rides each year:</u></b>	1,350
<b><u>Additional Client Needs:</u></b>	Better or more frequent door-to-door transportation. More funding for Social Service agencies to provide transportation.
<b><u>Agency Needs:</u></b>	More funding to purchase vehicles and provide transportation to clients.
<b><u>Number of Drivers:</u></b>	1 Part time driver.
<b><u>Average Monthly Miles:</u></b>	700 or more
<b><u>Average Monthly Hours:</u></b>	
<b><u>Annual Costs:</u></b>	\$10,000
<b><u>Funding Sources:</u></b>	Non-Profit Organization.