



**PLACER COUNTY TRANSPORTATION
PLANNING AGENCY**

**South Placer Regional
Dial-A-Ride Study:
Final Report**

Prepared for:

**Placer County Transportation Planning Agency
Auburn, California**

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**PLACER COUNTY TRANSPORTATION PLANNING AGENCY
South Placer Regional Dial-A-Ride Study:
Final Report**

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PLACER COUNTY TRANSPORTATION PLANNING AGENCY
SOUTH PLACER REGIONAL DIAL-A-RIDE STUDY: FINAL REPORT

EXECUTIVE SUMMARY

CONTEXT FOR THIS STUDY

This study was undertaken because of concerns for Placer County residents who require dial-a-ride services and the need for additional guidance to Placer County Transportation Planning Agency (PCTPA) and its transit operators in how to cost-effectively meet those needs within available resources. This examination is part of the continuing attention to public transit's long term direction prompted by the region's growth, with further growth anticipated in Placer County.

Needs and concerns of dial-a-ride or paratransit have been monitored and assessed over time, usually acknowledging the limited resources available for these high cost, demand responsive services. Recent visioning in the region calls for continued attention to the requirements of individual market segments, including seniors and those with similar individualized mobility needs. The *Transit Master Plan for South Placer County*, adopted in June 2007, speaks to the critical importance of creating services that are seamless to the users and of developing an infrastructure by which these needs can be effectively met as Placer County grows.

DEMAND FOR SERVICES

Placer County's target population for dial-a-ride services is estimated as a range from 29,000 to 47,000 persons, between 12 to 19 percent of the County's 2000 population of almost 250,000 residents. These persons are adults under age 65 who are low income and/or disabled, as well as seniors age 65 and older. Using general population estimates developed by Sacramento Area Council of Governments (SACOG), projections suggest increasing proportions of Placer County residents will be within the target populations:

- by 2010, up to 72,000 persons or 21 percent of the population;
- by 2020, up to 105,000 persons or 23 percent of the population; and
- By 2030, potentially up to 141,000 persons or 26 percent of the population.

Trip demand is also considered for the target population of seniors and younger adults who are disabled or low-income. Working with "mean trips per day", an estimated range of 849,000 up to 1.5 million **trips needed** annually was developed. These are conservatively low estimates, using low-end trip rates and assuming weekday trip needs only.

Contrasting this with trips provided in the county, an estimate of all demand response, dial-a-ride trips provided suggests a total of 210,342 **trips provided** in FY 2005. This is considerably below the low-end estimate of 849,000 trips, suggesting significant latent, unserved demand. These estimates compare favorably with the most recent short range transit plan (SRTP) demand estimation, projecting for 2005 a total of 52,368 persons as potential users of demand response services, just above this study's high-end estimate of persons of 47,000. The SRTP demand estimate for demand response services established a 2005 figure of 914,733 trips needed, just above the low end of the range proposed here.

EXISTING DIAL-A-RIDE SERVICES

A picture emerges of a comprehensive set of dial-a-ride services within Placer County, summarized in Exhibit E-1 with service areas presented in Exhibit E-2. Eight dial-a-ride and specialized transit programs are examined. These range from **Lincoln Transit**, as the smallest, to larger **Roseville Dial-a-Ride** or **Placer County Transit (PCT)** services. **Auburn's deviated fixed-route** and the **Taylor Road Shuttle** are not dial-a-ride services but provide scheduled service that also serves curb-to-curb requests at riders' homes or destinations. The **Consolidated Transportation Services Agency (CTSA)**, operated by Pride Industries, is filling some gaps within this picture of demand response services.

Fairly high levels of service exist, operating on all weekdays and Saturdays in most areas. In addition, consumers can request door-to-door assistance from **Lincoln Dial-A-Ride** and the **CTSA**, important for the frailest passengers or those with visual impairments. With the exception of **CTSA** services, programs examined are all general public dial-a-ride programs, offering trips to almost all callers as space allows. The **Roseville Dial-A-Ride** has a formalized Americans with Disabilities (ADA) program in place and gives priority to ADA riders. Sometimes general public riders do have to be bumped to make room for the ADA priority rider. **PCT** has been careful to ensure that its services meet the ADA complementary paratransit requirements although its ridership is not limited to ADA riders.

Among these demand responsive programs, there are differences in fares, in operating hours, and in trip reservation processes which are confusing to consumers. Notably one rider interviewed on the "ride alongs" spoke of how to make the services work in an interconnected way to transfer between cities, but she said "you have to know how to do this yourself." This suggests trip-making opportunities exist but are not readily apparent to Placer County residents.

The major policy issue identified is that of the general **CTSA** trips, now provided through Pride Industries, Inc. Up to 43 percent of the trip samples reviewed are trips originating and ending outside of Placer County. The recent audit process identifies significant operational concerns related to reporting and general record keeping. Together, these findings suggest opportunity to revisit the CTSA service parameters, to articulate clearly both the expectations and the limitations on CTSA trips. Such clarification will ensure that Transportation Development Act funding support to the CTSA is spent in ways consistent with PCTPA's policy direction.

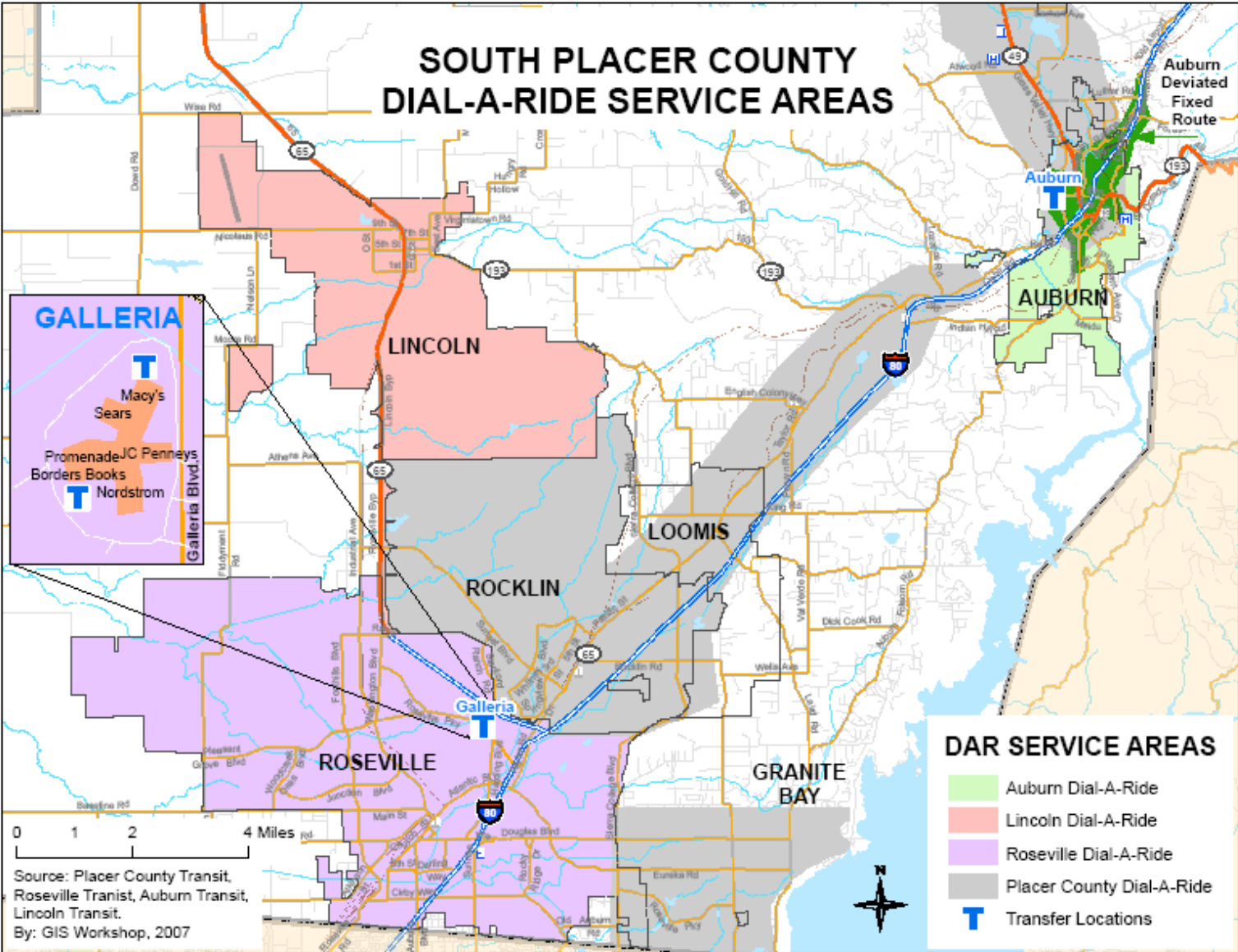
FUNDING AND PERFORMANCE

Public dial-a-ride programs represent a significant piece of the overall public transportation program in South Placer County, providing 210,000 trips in FY 05/06 for a total public expenditure of \$2.86 million. This is almost 27 percent of the \$10.4 million in public transit funding spent by Placer County jurisdictions in FY 2005/2006. Passengers contributed \$233,573 in FY 05/06 in dial-a-ride fares, including the deviated fixed route services, or 8.2 percent of total operating costs. Performance was discussed and a mix of high and low performance is documented. Only one service, **Roseville Dial-A-Ride**, is meeting the minimum 10% farebox return. Two services are improving their farebox recovery return from lower prior year numbers. Four services show increasing ridership. Three services show declining ridership. Only limited CTSA operating data was made available so it was not included among the peer comparisons.

Exhibit E-1, South Placer County Dial-A-Ride Study -- Summary of System Operating Characteristics

| System | Operating Organization | Area Served | Hours/Days of Service | Eligibility | Fare Policies | Trip Policies | Reservation Policies | Cancellation/ No-Show Policies |
|---------------------------------------|--------------------------------|--|---|------------------------------------|---|--|---|---|
| PLACER COUNTY TRANSIT | | | | | | | | |
| Rocklin/Loomis Dial-A-Ride | Contracted to PRIDE Industries | Rocklin and Loomis unincorporated areas; transfers at the Galleria and Sierra College. | M-F 6 a.m. to 7:55 p.m. Rocklin HS 6:45 & 7:45 a.m. & 3 p.m. Sat. 9 a.m. to 3:55 p.m. | General Public | General Public \$2 Disabled/ Senior/ Youth - \$0.50 GP Day Pass \$2.50 S/D/Y Day Pass \$1.25 | 10 to 15 minute window, before or after the scheduled pick-up time | (530) 885-BUSS (540) 745-7570 (916) 788-2324 CTSA (530)888-7433 24 hours in advance; same-day requests accommodated on a space available basis | Must call at least 2 hours prior to scheduled pick-up time not to be counted as no-show. After 3 no-shows, may suspend riding privilege. |
| Granite Bay Dial-A-Ride | Contracted to PRIDE Industries | Community of Granite Bay and to Galleria | M-F 9 a.m. to 11 a.m. M-F 2 p.m. to 4 p.m. | General Public | Children <5 – free Transfer to PCT fixed route. - free | Curb-to-curb service | | |
| Highway 49/ Auburn Dial-A-Ride | Contracted to PRIDE Industries | Auburn, ¼ mile of Highway 49 Route; including Ophir Rd. by reservation | M-F 6 a.m. to 7:30 p.m. Sat. 8 a.m. to 6 p.m. | General Public | | | | |
| Taylor Road Shuttle | Contracted to PRIDE Industries | Between Auburn & Sierra College; ¼ mile deviations of Taylor Road | M-F 6:30 to 7:15 p.m. Sat 9:45 a.m. to 5:30 p.m. | General Public | GP \$2 Sen./ Disabled - \$1 20 Ride Passes | Reservation required for deviated pick-up | (916) 788-2324 | |
| City of Auburn | City operated | City of Auburn, deviated fixed-route pickup within ¼ mile of two routes (Red and Blue) | M-F 6 a.m. to 6 p.m. Sat. 9 a.m. to 5 p.m. | General Public | Adult \$0.80 Senior/ Disabled/ Student - \$0.60 Day Pass \$2 Children <5 – free Transfers to AT - free | Limited to 3 deviations per route. Real-time scheduling; rider can't book pick-up ahead. Deviated service curb-to-curb | 530-906-3700 (driver) 530-823-4211 (info) Can call driver to request deviation pick-up or to ask questions about route. | Not applicable |
| City of Lincoln | City operated | City limits, connecting to Galleria | M-F 8 a.m. to 5 p.m. | General Public | All riders \$2 20-punch pass - \$15 40 punch pass - \$27 | -Curb-to-curb; -2 min. to 15 dwell time -Possible 1 hour ride time | (916) 645-8576 Two hours up to two weeks. TTD (800) 735-2922 | At least one hour in advance to cancel; within 15 minutes counted as no-show. |
| City of Roseville | Contracted to MV | City limits, connecting at Galleria and Louis Lane at Orlando; Sacramento or PCT. | M-F 6 a.m. to 8 p.m. Sat. and Sun. 8 a.m. - 6 p.m. | General Public ADA priority | Adult - \$3.75 Senior/Disabled/ADA - \$2 Children <5 – free | - 15 min. before or after - 1 hour ride time - Curb-to-curb - Subscription reservations | (916) 774-5757 TDD 774-5220 Call day before between 8 a.m. to 5 p.m. Same-day if available. | At least two hours in advance to cancel. Notice of possible suspension if 4 or more no-show |
| Pride/CTSA | PRIDE Industries | County areas, connecting at Galleria; pick-up or drop-off in Roseville; to Sacto | M-F 6 a.m. to 9 p.m. Sat 8 a.m. to 6 p.m. | Seniors & Persons w/Disabilities | A "nominal fee"; fares not published | Medical trips, work trips | (530) 888-7433 (916) 788-2330 | Not published |

Exhibit E-2



FUNDING AND PERFORMANCE, CONTINUED

The indicator trips per capita reveals differences among the jurisdictions, a measure of the comparative “volume” of service available and used by consumers:

- **Auburn’s deviated fixed-route** service provides high quantities at a rate of 4.5 trips per resident per annum;
- **Roseville Dial-A-Ride** has the highest trip rate indicator of the dial-a-rides, at 0.6 trips per resident per year;
- The **City of Lincoln**, PCT services of **Highway 49 Dial-A-Ride** and the **Taylor Road Shuttle**, as well as **CTSA general trips** all had rates of 0.3 trips per capita;
- **Rocklin / Loomis Dial-A-Ride** was below these at 0.2 trips per capita;
- **Granite Bay Dial-A-Ride** was considerably lower at 0.05 trips per capita.

When contrasted with other small systems, **Roseville Dial-A-Ride** is performing very well in relation to farebox and may want to explore strategies for increasing its already favorable productivity of 3.1 passengers per hour. **Auburn deviated fixed-route** is in a similarly favorable stance. The other dial-a-ride programs are performing more modestly, with farebox recovery of four to six percent, and acceptably on other performance indicators. Those below four percent farebox are the **PCT Highway 49 Dial-A-Ride** and **Granite Bay**, with the later program performing poorly on all indicators when compared to other small systems.

Funding picture changes for dial-a-ride include increased or new funding becoming available under three programs of the *Safe Accountable Flexible Efficient Transportation Act – A Legacy for Users* [SAFETEA-LU], including § 5316, *Job Access and Reverse Commute* [JARC] and § 5317, *New Freedom*, estimated at \$134,000 for JARC and New Freedom combined. This document provides rationale for projects potentially proposed for these funds, which although modest in total amount, are targeted directly at the findings identified by this study.

PUBLIC INPUT

General comments about both need and opportunity emerge from public perceptions of South Placer County Dial-A-Ride programs. Consumers and agency representatives share some confusion about available services and how best to access these. Residents in the most rural, unincorporated areas of the county have difficulty accessing services. Specialized, individualized services are needed, including door-through-door for the oldest or most frail, for those who are visually impaired or for dialysis patients on the return home after treatment. Individuals contacted through the study processes identified concerns about the **quality of** and **access to** the **CTSA** transportation services. Public perceptions suggest need for improvement to existing specialized transportation, both CTSA and general public dial-a-rides. Information access was a primary area of need for Placer County residents who don’t understand how these services work and who cannot use main line, fixed route services.

These topics were echoed in the fall 2006 unmet needs testimony of which more than a third related to dial-a-ride and specialized transportation issues. Members of the public offering comment spoke of county areas where dial-a-ride is desired, particularly the unincorporated western county areas beyond the ¾ mile corridor of existing fixed-route services. Medical trip needs were identified as difficult-to-meet trips. Related to these, consumers asked for more assistance from drivers and dispatch in recognition of the special mobility problems of these populations.

COORDINATION ALTERNATIVES

Differing service-related policies and practices that can limit mobility options for the target populations. Issues will impede a vision of improved mobility for Placer County residents requiring specialized transportation. Such policies and practices included varying days and hours of operation, fare policy, eligibility, reservation practices, transfer and service areas. Access to information is consistently identified as difficult by consumers and agency staff.

Institutional barriers exist to full consolidation of services in that each city has its own “face” on the service and is unlikely to want to give that up. Coordination direction must accommodate this. Importantly however, a significant player, Placer County’s CTSA operated by Pride Industries, found it difficult to cooperate with study efforts, suggesting difficulties in developing more complex collaborative relationships.

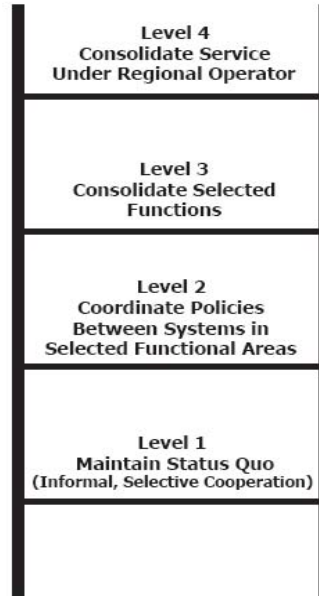
CTSA functional responsibilities, with its benefits and opportunities, originated in California in state legislation of almost thirty years ago. Six CTSA programs are contrasted on key factors revealing widely differing implementation of the 1979 state legislative direction. It is appropriate at this time to be revisiting coordination of dial-a-ride services and the role of the CTSA, particularly in light of new Federal regulatory guidance around coordination of public transit and human services transportation.

Given the challenges of effective coordination, a ladder for proceeding from **cooperation to coordination to consolidation** is suggested. This ladder involves various functional activities, enabling agencies to selectively participate at levels at which they are comfortable. Functional alternatives examined within this ladder construct are discussed in this document with regard to:

1. Reorganizing the CTSA or multiple CTSA's.
2. Transportation information
3. Vehicle maintenance
4. Centralized call taking
5. Standardized client eligibility
6. Trip scheduling and dispatch
7. Service delivery
8. Fare payment, policies and practices

Moving up or down the ladder, in relation to the functional areas of interest to different stakeholders, is desirable and the ladder’s various rungs are suggested by Exhibit E-3 following.

Exhibit E-3: Coordination to Consolidation Ladder
Dial-a-Ride Services in South Placer County



Demand Response Steps
(Increasing Levels of Coordination)



RECOMMENDATIONS

The recommended direction suggested by this study's findings establishes the following vision of a coordinated program of demand response, specialized transportation services:

**VISION FOR COORDINATED, REGIONAL
DEMAND RESPONSE SERVICES
FOR SOUTH PLACER COUNTY**

Mobility for Placer County seniors, persons with disabilities and others who require specialized transportation that is responsive to riders' needs, seamless, understandable to the user, cost-effective, safe and convenient, and able to grow to meet needs of increasing numbers of residents.

Four basic recommendations and twenty implementing activities are further proposed:

1. Establish PCTPA leadership to guide the County's operators towards an integrated, regional demand response program.

Specific activities are recommended to include:

- 1.1 Establish a regularly scheduled meeting of the TOWG [Transit Operators Working Group] to discuss an established agenda of items related to demand responsive services in the County. Require the publicly-funded transit operators to ensure representation at the TOWG meetings.
- 1.2 PCTPA shall set the agenda, with agreement from TOWG members and concurrence of the Technical Advisory Committee, to begin discussion of common practices whereby the individual dial-a-ride entities would agree to common or standardized policy or operating procedures in any of the following areas:
 - o Fare policy and practices
 - o Core dial-a-ride operating hours
 - o Core dial-a-ride service days
 - o Standard eligibility processes, including ADA certification processes
 - o Trip reservation policies, call takers
 - o Trip scheduling policies, dispatchers
 - o Transfer locations / transfer policies and procedures
 - o Service areas
 - o Role of the CTSA and interaction of the CTSA functions with other public dial-a-ride programs
- 1.3 Ensure that South Placer County coordination direction is firmly integrated into the SACOG coordination planning under SAFETEA-LU programs Section 5316, 5317 and 5310 so that these funding sources can be utilized by South Placer County stakeholders. Use that process to strengthen and build the capacity of human service transportation providers within South Placer County who can help to meet some identified specialized transportation need.
- 1.4 Monitor other PCTPA long-range planning activities to identify the opportunities supportive of regional coordination of South Placer County demand response services, including through capital acquisition (vehicles and technology), facility planning (maintenance) and operations (coordinated dispatch and trip scheduling).

2. Promote general public demand response policies that improve efficiencies and build capacity in South Placer County.

Specific activities are recommended to include:

- 2.1 Working with the TOWG, identify the top priority functional areas from among those detailed in Chapter 7, and establish the appropriate strategies by which to pursue implementation. This could include, for example, a collective technology grant application for a shared computer-aided trip scheduling or trip brokering capability.
- 2.2 Develop basic performance standards for public dial-a-ride programs to establish performance goals or targets. These should include customer satisfaction indicators as well as TDA performance audit measures.

- 2.3 Conduct an in-depth quantitative analysis of user and non-user travel needs, including but not limited to on-board surveying of the needs and preferences of the county's dial-a-ride users and the conduct of a latent demand needs assessment, though household surveying or other strategies.
- 2.4 Conduct an operational assessment that can return recommendations towards improved efficiencies in the delivery of general public demand responsive services.
- 2.5 Establish procedures to systematically collect and analyze service requests that cannot be met; regularly share these at the TOWG level and work towards quantifying unmet transit needs that may suggest demand response solutions.
- 2.6 Aggressively research and implement all strategies that can increase effectiveness and efficiencies of public demand response services while not sacrificing the quality and responsiveness of these programs.

3. Establish a CTSA for South Placer County that promotes specialized transportation options and addresses the needs of residents.

Specific activities are recommended to include:

- 3.1 In concert with other quantitative work about user and non-user travel needs, develop a strategic approach to obtain qualitative needs information. Invite stakeholder agencies and consumer representatives to discuss unmet needs and to identify ways in which the CTSA services should be targeted to better meet South Placer County residents' needs.
- 3.2 Undertake appropriate public outreach to PCTPA member agencies, including working with the **Best Step Transportation Collaborative**, to ensure that input about needs can be systematically collected, establishing a qualitative picture of needs that human services agencies may already be providing. Identify those CTSA support functions needed (e.g. vehicle maintenance, back-up vehicle loaner programs, training and retraining, insurance pools, etc.).
- 3.3 Conduct an operational assessment that can return recommendations towards improved efficiencies in the delivery of CTSA directly-operated services.
- 3.4 Upon analysis of the qualitative and quantitative needs assessments, construct a Scope of Work for CTSA functions, including provision of trips and delineation of any other potential support services that may currently be indicated. Develop a contract describing appropriate contractual expectations for the provision of this work, including reporting and performance expectations.
- 3.5 Determine whether to prepare a competitive procurement process for CTSA functions or to negotiate these services with Pride Industries or to establish some type of hybrid arrangement.

4. Develop a coordinated information strategy for demand response services oriented to the information needs of consumers, agency personnel and transit operators in South Placer County.

Specific activities are recommended to include:

- 4.1 Develop a single information brochure for demand response, public dial-a-ride services within South Placer County that can be made available in paper and electronic forms.
- 4.2 Work with the TOWG to implement a shared information policy, including website links specifically related to demand response and dial-a-ride services.
- 4.3 Enlist participation and assistance by key stakeholder representatives, including but not limited to the ***Best Step Transportation Collaborative***, to provide feedback on the development of a single information tool for demand response services, identifying ways in which to distribute to agency staff who work with consumers in the target groups.
- 4.4 Identify key players involved in the 211 and 511 processes and ensure that demand response information is integrated into their efforts, establishing mechanisms for maintaining current public transit information.
- 4.5 Develop strategies, in concert with the TOWG and with concurrence of the Technical Advisory Committee, to move to a one-number environment within South Placer County for public transit, including demand response transportation. Secure funding to implement these strategies.

**PLACER COUNTY TRANSPORTATION PLANNING AGENCY
SOUTH PLACER REGIONAL DIAL-A-RIDE STUDY:
FINAL REPORT**

CHAPTER 1 - PURPOSE AND APPROACH

1.1 INTRODUCTION TO THE PROBLEM

Placer County Transportation Planning Authority (PCTPA) sought to develop a strategy for coordinating or consolidating dial-a-ride services in South Placer County. Analyzing the opportunities of coordination or consolidation came about as a consequence of recommendations of various planning efforts of PCTPA and in anticipation of a growing population and increased demand for the specialized transportation services of dial-a-rides.

There was too, some modest interest in considering unmet transportation needs, to address those needs of seniors, persons with disabilities, persons of low income that could reasonably be met with existing resources. Additionally, there was interest in establishing a coordinated, countywide transportation capability that was more easily accessed and utilized by the Placer County residents.

Among the questions asked by the consultant team were the following:

- What are the current levels and characteristics of demand response resources available to consumers in South Placer consumers?
- What current demand response trip needs exist?
- What future trip needs can be anticipated?
- Are these being and will these be met by existing services?
- What levels of coordination and consolidation will best serve Placer County residents?

1.2 STUDY APPROACH AND ORGANIZATION OF THIS REPORT

This document reports on a study effort of Placer County dial-a-ride and paratransit programs, conducted during the winter and spring of 2007. There were various elements to this study, including a review of prior studies of interest and relevance, outreach activities to community stakeholders, collection of key data items from the public paratransit operators, two peer data collection activities and preparation of a demand estimation of current and projected specialized transit trips.

Two issues impacted the course of the study effort and required modification from the original study design, as proposed in response to the Request for Proposal issued by PCTPA in the winter of 2006. The first of these was a very limited response to a community-wide survey that was attempted. As described later in this report, a broad-based mailing to almost 150 agencies and organizations resulted in a survey response of just eight surveys, with two of these from PCTPA transit agencies.

This low return on an outreach activity was, to some degree, supplemented by interviews with key stakeholders. Additionally, a series of "ride-alongs" were scheduled on the various systems

to obtain some qualitative perspectives on each service. PCTPA staff accompanied a member of the consultant team on these trips for a several-hour block of ride-time on each service.

Secondly, the consultant team had difficulty obtaining data from the CTSA for a significant period of time. This somewhat slowed the course of the study as the basis of a coordinated or consolidated service requires a clear understanding of the basic services of each potential partner. Ultimately, a request for dispatch trip logs did generate useable information from Pride Industries and this resulted in a significant origin and destination analysis of CTSA services. The resulting report is organized in the following manner:

- **Chapter Two** summarizes the considerable past planning work conducted related to Placer County public transit, highlighting the issues relevant to dial-a-ride services.
- **Chapter Three** presents an estimation of the demand for dial-a-ride services, including specialized transportation services in Placer County, developing estimate ranges of both the type and numbers of persons and the numbers of such trips that can be expected. These estimates are contrasted with the demand projection developed in the 2005 Short Range Transit Plan (SRTP) planning process.
- **Chapter Four** describes key operating characteristics of the public dial-a-ride and specialized transportation services operating in South Placer County.
- **Chapter Five** documents the performance experience of the County's dial-a-ride programs and the funding supporting public transit. Funding changes that impact dial-a-ride services are discussed.
- **Chapter Six** considers input from various stakeholders and examines findings in terms of unmet or undermet need for demand response and specialized transportation.
- **Chapter Seven** presents a discussion of the coordination and consolidation opportunities and alternatives for Placer County, in light of the findings presented in the preceding sections.
- **Chapter Eight** sets forth a recommended direction, with implementing actions, to improve Placer County public demand response transportations programs that are largely oriented to seniors, persons with disabilities and persons of low income.

Importantly, this study is neither a performance audit nor a detailed operational analysis of these public transit services. Rather, this is a review and analysis of the current roles and responsibilities of these programs within Placer County, contrasting these with available information about needs, in order to develop recommendations. This document provides direction for positioning public dial-a-ride services to effectively and efficiently meet current needs and future needs of Placer County residents who require specialized transportation.

1.3 DEFINITIONS OF SERVICE TYPES

To clarify language used in this study, it is important to understand the types of service that are under review, drawing upon definitions set forth in the short range transit planning process:¹

¹ Placer County Transportation Planning Agency -- Short Range Transit Plan Update, LSC, Inc., June 2005, pp. 7-1 – 7-3.

Demand Response Service

Demand response transit service, also termed “dial-a-ride” or “paratransit”, is characterized as curb-to-curb or door-to-door service, and trips are scheduled by a dispatcher in response to a telephoned request from a rider. Typically at least a 24-hour advance reservation for service is required although some same-day service may be possible, depending upon space available on individual vehicles. Reservations can often be made further in advance, from seven to twenty-one days, depending upon the individual system.

Most demand response public transit is now Americans with Disabilities Act (ADA) complementary paratransit and is utilized almost exclusively by, and limited to, ADA certified riders. Demand response programs were commonly general public services in California in the 1970s and 1980s, before the passage of the ADA in 1990. For areas where dial-a-rides serve the general public, these are often effective at providing public transportation in low density and rural areas where fixed-route service cannot achieve adequate passenger loadings. A demand response service that is an ADA complementary paratransit program must meet six service criteria which include providing service to all persons who are ADA eligible within a $\frac{3}{4}$ mile envelope of the fixed route service. Persons who are ADA eligible are those who are functionally unable to use the fixed route service all of the time or under certain conditions.

For consumers, demand response services have the advantage of providing services between their home and destination, without having to get to a public fixed-route bus stop at either end of the trip. Consumers experience considerable dissatisfaction with the primary limitation of demand response service in that it is less dependable than fixed-route. Pick-up times can vary considerably and even in the best quality programs, there is a higher degree of uncertainty as to when vehicle will arrive and at what time the passenger will arrive at his or her destination.

Demand response programs are high cost and low productivity services because of their individualized nature of traveling from the origin to the destination of the individualized rider. Per trip costs can range easily from \$16 to \$25 per trip with productivity measures that are common at 2.0 passengers and considered very good at 4.0 passengers per revenue hour. Efficiencies can be realized through shared-ride dispatching, grouping the trips as efficiently as possible. Variables affecting these efficiencies include the proportion of shared-ride scheduling in place, including the proportion of subscription trips, the length or distances of the trips, including the size of the service area, the number of vehicles available and various operational policies including the reservation time window and the reservation process.

Route Deviation Service

One alternative to demand response service is route deviation or deviated fixed-route service. Transit vehicles follow a specific route, but leave the route to serve demand response origins and destinations. It should be noted that a minimum $\frac{3}{4}$ mile deviation must be offered in order for a service to be considered demand response under the ADA, thereby negating the requirement for complementary paratransit required for fixed-route service. The vehicles are typically required to return to the designated route, within a block or so of the point of deviation, to ensure that all intersections along the published fixed-route are served. As with demand response, passenger on-board time is increased and reliability is decreased. Usually there is a limit to the number of deviations a system can allow, in order to maintain its published time points. Riders may have to request the deviation up to 24 hours in advance but in some cases, may make the request of a dispatcher or the driver on the day of service.

Specialized Transportation

This is a broad category of transportation, somewhat loosely defined and inclusive of many hybrids of individualized transportation initiatives that respond to the particular needs of consumers. It certainly includes demand response and route deviation services, but it may also include volunteer transportation, mileage reimbursed transportation programs, specially-targeted van pools or shuttles and non-emergency medical services. Such alternative transportation is usually targeted to the special requirements of seniors, persons with disabilities and persons of low income.

These are important additional transportation options to be considered in coordination planning underway as a consequence of a new funding program under SAFETEA-LU, § 5317, *New Freedom* program, and increased funding under the existing § 5316 *Job Access and Reverse Commute* program and § 5310, the elderly and individuals with disabilities capital program.

Specialized transit may include social service operated transportation, such as that contracted for by California's regional centers for persons with developmental disabilities. For purposes of this report, specialized transit refers to the CTSA services that are provided by Pride Industries.

General Public Dial-A-Ride versus CTSA Dial-A-Ride Services

Finally, this report discusses both general public transit programs operated on behalf or the jurisdictions of the cities and the County and the dial-a-ride services provided by the *consolidated transportation services agency* (CTSA) operated by Pride Industries. CTSA's role and responsibilities are discussed at length in Chapter 7.

General public dial-a-ride programs are distinguished from the CTSA largely in relation to the clientele that they serve. General public dial-a-rides are open to any member of the general public while a CTSA may establish more restrictive eligibility criteria. Some public dial-a-ride programs may also be the jurisdiction's complementary paratransit program required by the Americans with Disabilities Act (1990), as is the case with Roseville's Dial-A-Ride and the county's Auburn Highway 49 Dial-A-Ride.

These two service types are also distinguished by the levels of service provided. Pride's CTSA specialized services can provide door-to-door and door-through-door service while most of the general public dial-a-ride programs limit themselves to curb-to-curb service. Such differences will impact performance indicators as shorter dwell times at the curb, as for the general public programs, will lead to greater efficiencies and more productive service than for the more highly individualized, but time-consuming services that the CTSA can provide.

CTSAs were established in response to the *Social Services Transportation Improvement Act* of 1979 (as amended) and were intended to extend and improve the transportation programs provided by social service agencies. CTSAs are potentially eligible for up to five percent of the Transportation Development Act allocation, consistent with Article 4.5. CTSAs are established at the discretion of the region and are not ADA complementary paratransit programs, except to the extent that they must provide accessible services.

CHAPTER 2 - FINDINGS FROM OTHER STUDIES

2.1 OVERVIEW

This section summarizes studies of relevance to this review, including:

- Transit Master Plan for South Placer County (2007)
- SACOG Long Range Transit Plan (2006)
- SACOG Senior Study (2006)
- Western Placer County Marketing Study (2003)
- Placer County Long Range Transit – Organizational Study: Financial and Administrative Analysis (1998)
- Placer County Long Range Transit Organization Study: Final Report (1994)

Discussed elsewhere in this document are the short range transit plan recommendations, which relate directly to individual providers, and the unmet transit needs testimony which has direct relevance to the public input section of this study.

2.2 PLACER COUNTY TRANSIT STUDY SUMMARIES

Title of Study:

*Transit Master Plan for South Placer County
Placer County Transportation Planning Agency
Adopted June 27, 2007*

Summary/Purpose of Study:

Concurrent with this study, a transit master planning effort was underway. The purpose of the study was to prepare a “Transit Master Plan for Placer County” and to look at transit service delivery, preparing a coordinated vision or a “blueprint” for integrated service delivery by the County’s transit operators over the next 30 years. Paratransit services included discussion of those operated by Auburn Transit, Lincoln Transit, Placer County Transit (PCT), and Roseville and the CTSA. The CTSA provides community transit services under contract to social service agencies and dial-a-ride services to PCT.

Approach:

Interviews were conducted with agency officials in Placer County, participation in the SACOG long range transit planning workshop and in the MTP2035 workshop hosted by PCTPA comprised the study effort. Input covered the roles of transit in the county, possible changes to transit service in 10 to 20 years in the future. Priorities for addressing present and future needs and whether or not to consolidate transit services were among the issues addressed.

Key Issues:

- Establish a new Umbrella Transit Agency via State Legislation.
- Installation of a CNG fueling facility to support future growth.
- Consolidate existing vehicle fleets operated by PCTA, Roseville, Lincoln, Auburn and CTSA.
- Consider system integration options, with incremental implementation.

Recommendations/Conclusions:

The most critical finding is the importance of making transit use “seamless” to the user. Other findings of importance spoke to the need for improved inter-jurisdictional trip capability and improved paratransit services.

System integration recommendations include establishing an incremental process for reviewing and implementing policies and action that move through phases:

- Phase I – Uniform identity, even with individual entities’ local “branding”
- Phase II – Fares, fare collection, service system nomenclature regarding routes and schedules integrated.
- Phase III – Select integration of administration, management and maintenance activities
- Phase IV – Complete integration including policy, labor management and capital procurement.

Paratransit details

- Develop an administrative structure to support cross-jurisdictional trips. Address key issues including fare collection and cost allocation.
- Examine consolidation of all paratransit under one provider, or with separate providers under a single provider, or with separate providers under one managing/coordinating entity. At a minimum, establish one fare card for all ADA travel.
- Expand the CTSA Dial-A-Ride voucher program to include non-emergency medical trips and offer a senior discount.
- Identify areas that have the greatest intensive growth in senior populations (e.g. Rocklin). Identify key trip attractors in other jurisdictions including the Galleria, Wal-Mart, and Kaiser.
- Organize an “Ambassador” program for seniors to assist with trip planning.
- Conduct a paratransit needs study to guide the design and provision of services targeted to each user group.
- Coordinate near-term actions with the on-going study results in areas such as service consolidation while addressing cross-jurisdictional problems, establishing ADA certification.

Title of Study:

*Phase I Long Range Transit Plan
Key Themes and Summary Vision, Visionary Scenario Workshop
SACOG Transit Coordinating Committee
October 3, 2006*

Summary/Purpose of Study:

This was a special SACOG workshop to provide opportunity for the Transit Coordinating Committee members to provide input on a fiscally unconstrained visionary scenario for the Long Range Transit Plan.

Approach:

Participants were invited to respond to issues presented on a range of topics impacting public transit in the SACOG region that included: the aging population, neighborhood circulators, fast transit services, transit funding, coordination issue, institutional issues, planning themes and legislative advocacy. The key themes reported focused on perceptions of existing services, evolving market needs, the planning processes, institutional and funding considerations and technology advancements.

Key Issues:

- Stated goals of 30 minute service in suburban areas, 15-20 minute headways in denser corridors and 7 minute in service in highest demand corridors.
- A mix of services is needed to serve different market needs: “one size doesn’t fit all...”
- Need to utilize technology advancements more effectively in the region, with adoption of real-time passenger information, automatic passenger counters and smart card implementation needs to be accelerated.
- Consensus that a more pervasive, multi-modal approach is required to achieve long-term land use and mobility goals, including promoting the mobility manager role among operators and key stakeholders.

Recommendations

The Summary Vision published from this effort documents the desire of this group of stakeholders to establish a world class transit system for the Sacramento area region. A key component of that will be the integration of mobility services with a mix of services available, utilization of appropriate technology, performance measurement to assess progress and improved coordination system-wide to help consumers move more easily about the region. Promoting the education of consumers and various institutional changes are indicated.

Title of Study:

*Sacramento Area Council of Governments (SACOG)
Senior Study
October 2006 Draft*

Summary/Purpose of Study:

This study's purpose was to look more closely at the mobility needs of a rapidly growing population of seniors and persons with disabilities. This is an analysis of senior and disabled demographic and mode choice trends, as well as transportation barriers that seniors and persons with disabilities encounter. It discusses current and recommended strategies for dealing with those barriers.

Approach:

SACOG with the support of Odyssey, a non-profit transportation organization, conducted outreach to senior and disabled residents in each county. The outreach effort included workshops, telephone interviews, internet-based comments and a survey.

Key Issues:

- Looked at transportation barriers to mobility for seniors and persons with disabilities, key destinations, and local preferences for transportation-related improvements that improve accessibility.
- Barriers included the driving costs of transportation, heavy and high speed traffic, weather and inconveniently located parking.
- Barriers to fixed-route service include: insufficient service, lack of service that are nearby residences, too long ride times, drivers not following the rules for helping seniors and persons with disabilities, poor bus stop locations, lack of system integration and insufficient transit information.
- Barriers to using demand-responsive services include: requirements for advance scheduling, insufficient service regarding hours, capacity and geographic areas, long waiting times for pick-up, challenges of intercity connections and curb to curb service.
- Barriers to mobility for pedestrians include: high traffic intersections that are challenging to cross, inadequate time to cross intersections and lack of sidewalks or that are in poor condition.

Recommendations/Conclusions:

The report lists suggestions for solutions to the issues listed above from the participants in the workshops. The draft report provides data and input for SACOG, local governments, service providers, community-based organizations and leaders, advocates, and community residents to initiate the process of prioritizing, planning and implementing appropriate recommendations.

Title of Study:

*Placer County Transportation Planning Agency
Western Placer County Marketing Study
Final Draft August 2003*

Summary/Purpose of Study:

The objective of the study was to update the passenger profile of the five operators within the Placer County Transportation Planning Agency's (PCTPA) area of jurisdiction which includes: Placer County Transit, Auburn Transit, Lincoln Transit, Roseville Transit and CTSA/Pride. In addition, the other objective was to create a meaningful Coordinated Marketing Plan (CMC) for public transportation in western Placer County.

Approach:

The approach to the study included on-board surveys, community telephone surveys, stakeholder (including social service agencies) and employer interviews, indirect market research and market analysis.

Key Issues:

- Increase awareness of public transportation in western Placer County
- Improve familiarity with public transportation services in Western Placer County by potential riders (including social service agencies).
- Enhance public perception of public transportation in western Placer County.

Recommendations/Conclusions:

- Consolidated Transportation Services Agency is operated by Pride Industries. (CTSA/Pride) They are the operator of specialized transportation (for seniors, and persons with disabilities). CTSA/Pride provides subscription service to social service clientele and complementary paratransit service.
- CTSA/Pride is the lead agency in conducting outreach to social service agencies. They will market to these agencies and has a key role in the overall positioning strategy for the Coordinated Plan. CTSA/Pride will work with the Coordinated Marketing team to prepare human interest media releases to emphasize the importance of public transportation to the community as an important part of its strategy.
- The median age in Gold Country areas is increasing, which means that the number of clients for CTSA/Pride is growing.
- Customize promotions and offerings to meet the values as well as needs of specific demographic segments within western Placer County.
- Seniors are a group for whom mobility is a common issue. For some seniors, driving becomes more difficult and there is a need for safe, reliable public transportation that is attractive to seniors. Mail is the most effective way to reach this audience. Safety and independence can be benefits that interest seniors.
- Persons in the lowest income quadrant have been the main target market for public transportation because they are either fully or partially transit dependent. A large segment of the population is disenfranchised from the mainstream and is harder to reach

through the media and public outreach efforts. To attract the attention of this segment, it is important to emphasize value as well as low cost and how these features can reflect pride and empowerment.

Non-direct marketing to include social agencies are ways to reach targeted market segments.

Title of Study:

*Placer County Long Range Transit – Organizational Study: Financial and Administrative Analysis
Placer County Transportation Planning Agency
January 1998*

Summary/Purpose of Study:

The purpose of this study is to completely develop public transit options for the PCTPA. It looks at specific administrative and financial requirements that are a part of each of the recommendations. Included in the study area are the following public transit operators:

- Placer County Transit
- Roseville Transit
- Auburn Transit
- Lincoln Transit

Approach:

- Developed recommendations for options and outlined advantages and disadvantages.

Recommendations/Conclusions:

- Loss of control over local TDA funding does not result from transit service consolidation.
- Establishing local decision-making in the consolidation agreement is the key to maintaining local control over transit services.
- A combination of Roseville/Rocklin/Placer County Transit Service (Option V) may not be a realistic option for transit consolidation.
- Combined Roseville/Rocklin service (Option VI) through a service contract would appear to be the most sensible option for consolidation in Western Placer County.
- Coordination among operators should continue to be emphasized. Coordination of services using integrated transfer points and reciprocal transfer agreements between bus systems is possible. There are other opportunities for coordination such as joint procurement, integrated fare programs, joint marketing, and joint driver training.

Title of Study:

*Placer County Long Range Transit Organization Study: Final Report
Submitted to: Placer County Transportation Commission
July 15, 1994*

Summary/Purpose of Study:

This study's purpose was to develop long-term recommendations for a new organizational approach to providing transit services in Placer County. The study provided existing conditions, travel forecasts, estimations of fleet requirements, the financial element, organizational analysis and recommendations.

Approach:

Placer County Transportation Commission (PCTC) led the study and worked with its partners who included: Cities of Auburn, Colfax, Lincoln, Rocklin and Roseville, the Town of Loomis, Caltrans, the CTSA of Placer County, PCTC, Placer County Transit, Regional Transit, SACOG and Sierra Cab. These agencies were members of the Technical Advisory Committee that assisted in providing guidance and helping to develop recommendations as well as conclusions.

Key Issues:

- Increasing in population and travel demands.
- New legislative mandates that impact congestion management, air quality, services for the disabled community as well as funding patterns that are changing within the state.

Recommendations/Conclusions:

- Conducted a "Paratransit Usage Estimate" based upon the countywide annual paratransit trips per capita. The study estimated the number of these paratransit trips to be about 465,000 (using population projections) and in 2015, the estimated number of trips is about 685,000.
- At the time of the report, some of key funding sources include: § 18 –Rural Assistance, § 16(b) (2) Program –Elderly & Disabled, and § 9 Operating. The most widely used funding source is the Transportation Development Act/Local Transportation Fund.

2.3 SUMMARY COMMENTS

PCTPA is in the midst of significant attention to the long term direction of the transit resources available to residents of Placer County. This is in large part because of the growth in the County's population experienced, with further growth anticipated. It is also in response to the growth and development of the region as a whole, including increasing numbers of seniors.

Paratransit needs and concerns have been monitored and reported with time, usually with acknowledgement of the limited resources available for these high cost, demand response services. Recent visioning in the region calls for continued attention to the special needs of market segments, including seniors and those with similar individualized mobility needs. The *Transit Master Plan for South Placer County*, adopted in June 2007, speaks to the critical importance of creating services that are seamless to the users and of developing an infrastructure by which these needs can be effectively met as the County grows. These are themes echoed in prior studies, with emphasis now on addressing existing intercity needs and steady planning for increased demand. Planning for needs of consumers of dial-a-ride services requires attention to individualized needs, operationally on the vehicles and by designing systems that can address consumers' needs.

CHAPTER 3 – DEMAND ESTIMATE FOR PARATRANSIT AND SPECIALIZED TRANSPORTATION IN PLACER COUNTY

3.1 OVERVIEW

Planning for increased coordination and consolidation of demand response services for Placer County is informed by an understanding and measuring of the specific populations that use general public and senior-oriented dial-a-ride programs. These individuals are best characterized by the target populations of three SAFETEA-LU programs: § 5310, *Capital Assistance for Seniors and Disabled Individuals*, § 5316, *Job Access and Reverse Commute*, and § 5317, *New Freedom*. The populations served by these programs are seniors, persons with disabilities and persons of low income. This section quantifies the people within these population groups in Placer County and projects the future population. A further rationale for quantifying the specialized trips these individuals may need is proposed.

3.2 PARATRANSIT TRIP DEMAND ESTIMATE

Target Populations

The Federal Transit Administration has identified several populations as of concern to three SAFETEA-LU programs, § 5310, § 5316 and § 5317, namely persons of low income, including persons on welfare, persons with disabilities and elderly individuals.

Table 3-1 identifies the numbers of these individuals in Placer County based upon selected 2000 Census variables. In order to be consistent with SACOG projections, the entire county's population was used. Initial effort was made to isolate the populations within census blocks for just South Placer County. However, because the SACOG projections are for the county as a whole, it was necessary to remain consistent with those numbers in relation to future population estimates.

Approximately 79 percent of the County's total population lives in South Placer County, within the communities of interest to this study.

Table 3-1 examines the adult population only of Placer County's total 2000 population of almost 250,000 persons, considering various subgroups of adults of low income or with disabilities and seniors by different age categories. Certainly there are children in poverty and children with disabilities who could require public paratransit. But for purposes of developing an estimate of demand for specialized transportation, this review considers the individual likely to be traveling on his or her own and not the dependent child. For that reason, only adult population subgroups are discussed here.

Table 3-1
Dial-A-Ride Target Populations

| Placer County Target Populations as Specified for SAFETEA-LU's JARC, New Freedom and Section 5310 Capital Program | | | |
|---|---------------------------|------------------------------|--------------------------|
| 2000 Census Attribute, Summary File 3 | People by Category [2000] | % of Total Placer Population | % of Population SubGroup |
| Placer County Total Population [1] | 248,399 | 100% | |
| ADULTS 16-64 [2] | 157,718 | 63% | |
| Low-income adults , Ages 16-64 (below poverty level as defined by the Census Bureau) [3] <i>Low Income as a percentage of Age 16-64 Population.</i> | 14,272 | 6% | 9% |
| Adults go-outside-home disability (non-institutionalized) <i>Disabled adults as percentage of Age 16-64 Population</i> | 5,722 | 2% | 4% |
| SENIORS [2] | 32,577 | 13% | |
| Seniors, ages 65-74 | 17,458 | 7% | 54% |
| Seniors, ages 75-84 | 11,408 | 5% | 35% |
| Seniors, ages 85+ | 3,711 | 1% | 11% |
| Low Income seniors (below poverty level as defined by the Census Bureau) [3] | 1,200 | 0.5% | |
| Seniors "go-outside home disability" (non-institutionalized) [4] <i>Disabled seniors as percentage of all seniors</i> | 5,183 | 2% | 16% |
| TARGET POPULATION RANGE TOTALS | | | |
| LOW END: Low income adults (16-64) and only seniors 75+ | 29,391 | 12% | |
| MID RANGE: Adults with disabilities (16-64) and all seniors 65+ | 38,299 | 15% | |
| HI END: Low income adults (16-64) and all seniors 65+ | 46,849 | 19% | |

[1] Census 2000 Summary File 3, Total Population.

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age.

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age.

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

Poverty Levels For the 2000 Census, the Placer County population was established as 248,399. Of this total, 6 percent of adults age 16 to 64 were identified as at or below the poverty levels as defined by the U.S. Census, or about 14,200 persons in the study area. Definitions of poverty by the U.S. Census are made on the basis of a set of money income thresholds that vary by family size and composition. When a family's income is less than the threshold for a family of that size and type, then that family and every individual in it is considered to be in poverty. These thresholds do not vary geographically.²

² U.S. Bureau of the Census, *Income, Earnings and Poverty Data from the 2005 American Community Survey*. B.H Webster, A. Bishaw. Washington, DC, August 2006, p. 20.

The Placer County proportion of 6 percent of persons at poverty levels is below the statewide mean of 13.3 percent and the same national mean of 13 percent for the U. S. as a whole.³

Disability Characteristics The second population group of interest is persons with disabilities. As characterized by 2000 Census the selected variable, among the several disability variables recorded by the U.S. Census was the “go-outside-the-home disability”, persons with difficulty performing selective activities of daily living that impact their ability to travel outside their homes. These number 5,722 persons or 4 percent in the total County population and 2% of adults between the ages of 16 to 64.

Persons of low income represent some overlap but also some difference with the group of persons with disabilities. The Census Bureau documents that presence of a disability is associated with lower levels of income. Those with a low relative income nationally (less than half the median), were 13.3 percent among those with no disability, 30.4 percent among those with any disability and 42.2 percent among those with a severe disability.⁴ Individuals who are disabled and of low income are therefore included on Table 3-1.

The Aging Population The senior population has a variety of characteristics of interest to this discussion. The individuals over age 65 in the 2000 census numbered 26,000 or 13 percent of the County’s population. This is above the statewide average of 12 percent. Low-income seniors, defined by income in relation to household size, are 0.5 percent of the population and represent 4 percent of the senior population, age 65 and older. Seniors with disabilities were also identified in the 2000 census, a self-reported category and reflecting the individual’s perception of disability. Sixteen percent of seniors in Placer County characterized themselves as disabled, in relation to the “go-outside-the home” disability.

A third group of potentially vulnerable seniors are those who are older than 75 years of age and those who are older than 85 years of age. Advanced age is associated with increased rates of disability and therefore increasing mobility needs.⁵ Over 11,400 seniors are between the ages of 75 and 84 and almost 3,700 are aged 85 and older, a total of almost 15,000 individuals.

The physiology of aging identifies age 75 as the age point at which the natural effects of the aging processes are increasingly likely to impinge upon lifestyle, health status and general well-being. This is not to say that every 75 year-old is going to have mobility difficulties. But it does indicate that statistically, there is increased incidence of disease processes, of falling, which results in mobility impairments and of the consequences of stroke and heart disease, as well as various chronic conditions or degenerative processes that can limit mobility.⁶

For persons age 85 and older, these rates of increased incidence of chronic disease and impairment increase more dramatically. This population is highly likely, although certainly not every individual in this group, to have increased special needs when it comes to moving about their local community. This group is also the subset of the senior population that is expected to grow at the fastest rates with the aging of the baby boomers.

³ *Income, Earnings and Poverty Data from the 2005 American Community Survey*, p. 22.

⁴ *Current Population Reports, Series P23-194, Population Profile of the United States, 1997*. p. 32.

⁵ U.S. Bureau of the Census, *Current Population Reports, Series P23-194, Population Profile of the United States, 1997*. Washington DC, 1998, p. 50-51.

⁶ Spirduso, W. *Physical Dimensions of Aging*, Human Kinetics, 1995, p. 28.

For purposes of considering Placer County dial-a-ride services, the target population range begins with the smallest representation of adults that would use specialized transit service, seniors older than 75, progressing to the largest population which includes all seniors and adults with disabilities which may include adults living below the poverty line.

Key variables of interest to this discussion are presented in the three figures following, representing census tract information presented by census designated places, namely the cities. Figure 3-1 shows the distribution of the senior population, showing Auburn with the highest proportion of seniors, between 14 percent and almost 19 percent. This is followed by Roseville, with seniors between 12 and 14 percent of the city's population. Rocklin has the fewest seniors, proportionally at just over 8 percent.

Seniors self-reporting a "go-outside-the-home" disability are presented in Figure 3-2 and again show Auburn with the highest proportion between 76 percent and 96 percent of its senior population. This is followed by Loomis at 67 to 75 percent and then Roseville at around 66 percent of its seniors reporting a disability.

Figure 3-3 depicts the low income population as a percentage of the total of each community's population. These low income households have incomes below the Federal poverty levels. Lincoln has the highest proportion of low income households, followed by Auburn. Granite Bay has the lowest proportion of low income households.

Figure 3-1

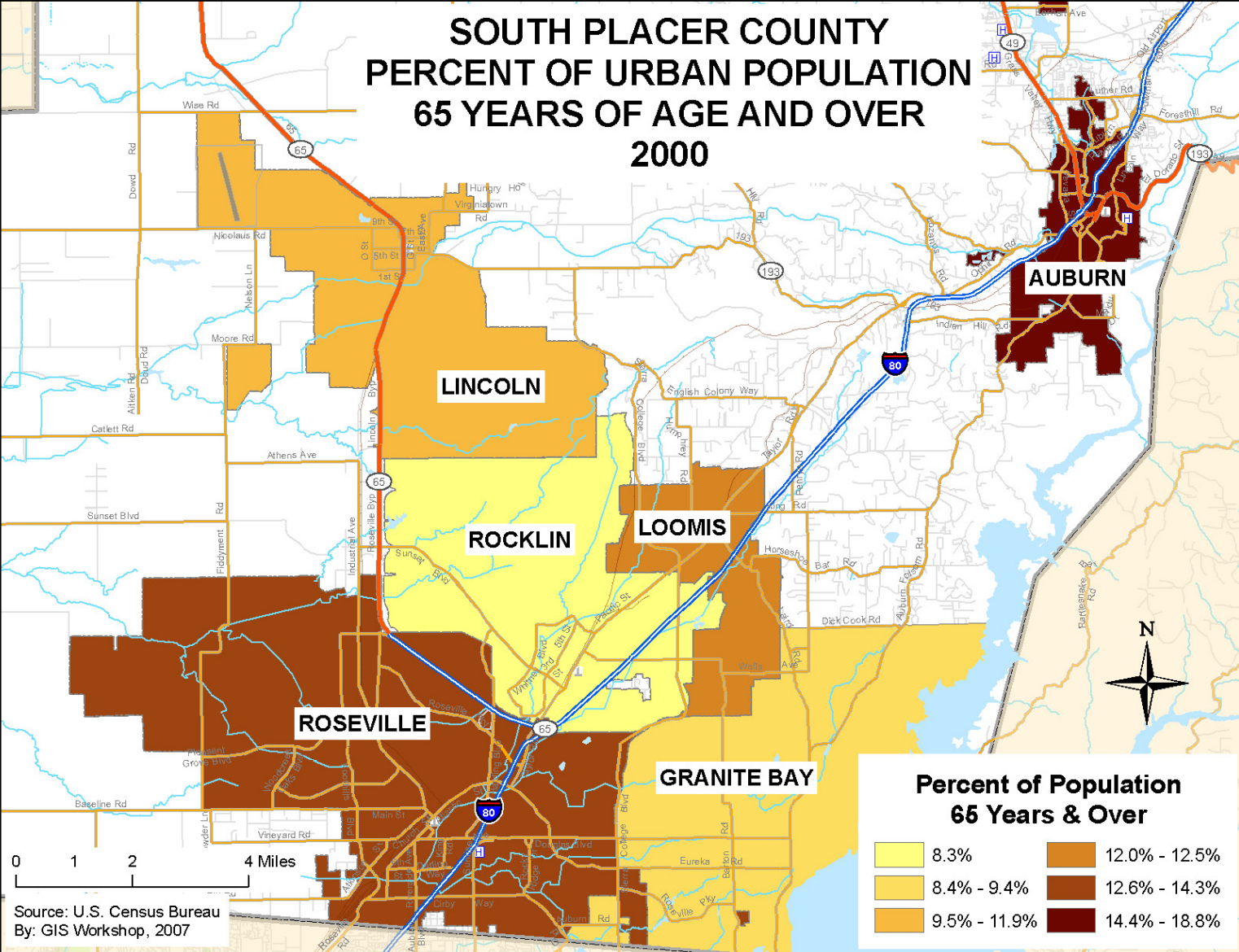


Figure 3-2

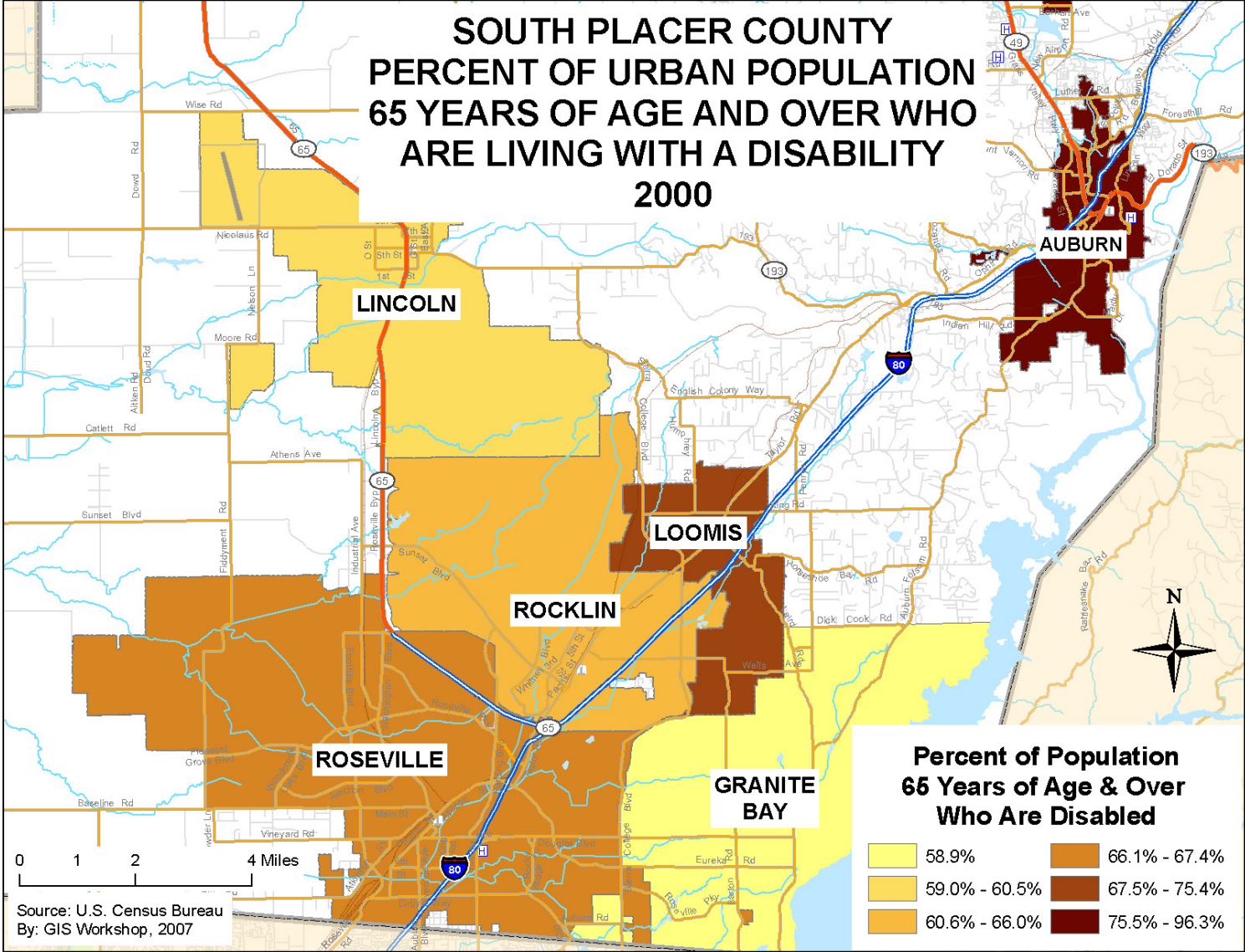
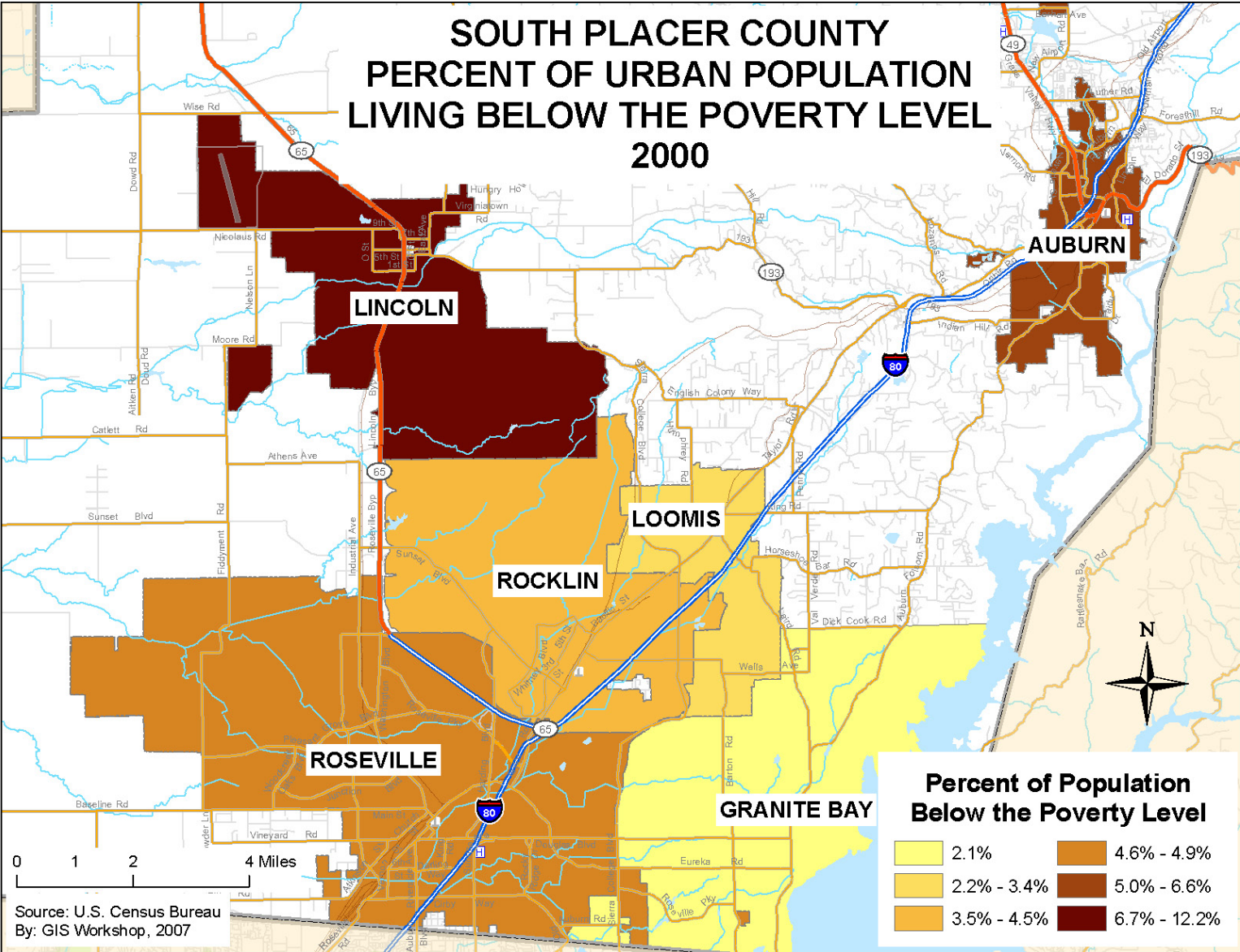


Figure 3-3



Future Population Projections

Anticipating future population impacts, Sacramento Area Council of Governments (SACOG) population projections for Placer County are presented in Table 3-2. SACOG estimates that the 2010 population of Placer County will be 349,000 and by 2030, almost 545,000 persons. These projections are constructed from mathematical models that anticipate changes in the senior population and other demographic subgroups.

**Table 3-2
Placer County Projections of Target Populations**

| TARGET POPULATIONS for JARC, New Freedom, 5310 Programs -- POPULATION PROJECTIONS | | SACOG Population Projections for Total Population | | | | | |
|---|--|---|--------------------|-------------------|--------------------|-------------------|--------------------|
| | 2000 Census | 2010 | | 2020 | | 2030 | |
| Total Placer County Population | 248,399 | 349,113 | | 456,040 | | 544,690 | |
| Adults with go-outside-the-home disabilities or | 5,722 <small>2% to 6% of total population</small> | 10,473 | <small>3%</small> | 18,242 | <small>4%</small> | 27,235 | <small>5%</small> |
| Low income adults | 14,272 | to 20,947 | <small>6%</small> | to 27,362 | <small>6%</small> | to 32,681 | <small>6%</small> |
| Seniors age 65 and older, including oldest seniors, 85+ (1% of total population), seniors with disabilities (2% of total population) and low-income seniors (1% total population). | 32,577 <small>13% of total population</small> | 50,891 | <small>15%</small> | 78,096 | <small>17%</small> | 108,204 | <small>20%</small> |
| | 38,299 <small>12% to 19% of total population</small> | 61,364 | <small>18%</small> | 96,338 | <small>21%</small> | 135,439 | <small>25%</small> |
| | 46,849 | to 71,838 | <small>21%</small> | to 105,458 | <small>23%</small> | to 140,885 | <small>26%</small> |

A narrow range of target persons is presented in Table 3-2, between 38,000 and almost 47,000 persons for the 2000 Census year, between 12 percent and up to 19 percent of the total population. The low-income population is not projected to increase proportionally over this thirty-year timeframe. Adults with disabilities are expected to increase modestly as increases in the number of adults with disabilities are suggested by evidence in the public health literature predicting increases among younger cohorts due to potentially rising obesity rates.⁷ For purposes of this analysis, such possible growth is represented within the range of adults age 16 to 64, growing from 2 percent to 5 percent over the thirty-year period.

Given senior population demographics, seniors increase in the proportion of the total population, growing from 13 percent of the 2000 County's population to a projected 23 percent by 2030. There is some demographic evidence, at the national level, that the proportion of seniors in poverty is decreasing as the baby-boomers age. This suggests that while tomorrow's seniors will be increasing significantly in quantity, they may also be more able to offset the costs of the services they require.⁸

The low-end target population for demand response services in Placer County, suggested by this analysis and with SACOG's population projections, increases from 12 percent of the 2000 population to potentially up to 25 percent of the 2030 population. This suggests mid-to-high end range of almost 47,000 persons or 19 percent of the population, could triple to almost 141,000 persons or 26 percent of the total population by 2030.

⁷ www.pubmed.gov, website of the national Library of Medicine and the National Institutes of Health, as cited in SACOG Region Senior and Mobility Study, 2007, p. 10.

⁸ U.S. Bureau of the Census, *Current Population Reports, Series P23-194, Population Profile of the United States, 1997*. Washington DC, 1998, p. 4.

Demand Estimation

Anticipating the level of trips these persons may need and what proportion of these trips are unmet or undermet is another area of inquiry. Table 3-3 presents an estimate of the potential trip demand for specialized transit trips that could be hypothesized for these target populations, drawing upon trip making rates and utilization rates in various national research efforts.

Utilizing the population estimates presented in the preceding tables, Table 3-3 uses average daily trip rates developed through national research to establish a total level of trips these groups may make on typical weekdays. These trip rates are annualized to establish annual trips made. Assumptions are then applied as to the proportion of trips made on public transit, some significant portion of which will be on dial-a-ride, demand responsive services.

**Table 3-3
Placer County Target Population Trip Making Estimates**

| Target Population, Census 2000 | | Mean Trip Rates Per Day ¹ | Estimated Annual Trips, All Trips (Trip Rate * Target Population * 255 days) | % Trip Made On Public Transit | Annual Trips Potentially on Public Transit (Annual Trips * Public Transit Rate) |
|---|--------------------------------|--------------------------------------|--|-------------------------------|---|
| Adults (age 16 – 64) | | | | | |
| Go-outside-the-home disability population at 2% of adult population (40,259) | 2% to 9 % adult population | 2.1 to | 3,064,131 | 25% ⁴ | 766,033 |
| Low Income population at 9% of adult population ages 18-64 (14,272) | | 3.7 ¹¹ | 13,465,632 | 8.5% ¹³ | 1,144,579 |
| Seniors (ages 65+) | | | | | |
| Seniors with go-outside-the-home disability at 2% of age 65+ (5,183) | 2% to 46% of senior population | 2.1 | 2,775,497 | 3% ¹⁵ | 83,265 |
| Seniors age 75 and older 46% of population age 56+ (15,119) | | 3.4 ¹¹ | 13,108,173 | 3% ¹⁵ | 393,245 |
| Target Population Range for Placer County | | | | | |
| Between 29,391 persons (12% of population) to 46,848 persons (19% of population). | | Trip Making Ranges | | | |
| | | Low | 5,839,628 | Low | 849,298 |
| | | Hi | 26,573,805 | Hi | 1,537,824 |
| Transit trips as proportion of all trips: | | | | | |
| | | | | | Low 14.5% |
| | | | | | Hi 5.8% |

[1] Bureau of Transportation Statistics, 2001 National Household Travel Survey - Trip rates for 65+, Not Employed; Medical Conditions Limiting Travel
 [2] National Cooperative Highway Research Program "Estimating Impacts of the Aging Population on Transit Ridership", p. 17 (2006)
 [3] Sacramento Area Council of Governments Household Travel Survey 1999, Senior & Disabled Mobility Study, 2006, p. 9.
 [4] Freedom to Travel, U.S. DOT Bureau of Transportation Statistics (2002)
 [5] Transportation Research Report, TCRP Report 82: Improving Public Transit Options for Older Persons (2002) and 2001 National Household Travel Survey (6%)

Mean trip rates are presented in Table 3-3 for the target population subgroups. Mean trip rates are the average number of one-way trips per day made by an individual, drawn from several published sources. The longstanding and primary source is the 2001 *National Household Travel Survey*, routinely used as a basic data set by which to understand travel patterns of various subsets of the U.S. population. This disaggregated study is built up from a relatively small "n" but distributed around the country so that it is not geographically limited to a single region. Because extensive work has been done with this data set, and a similar 1999 sampling,

it is the most common source for daily trip rate activity. Through the U.S. DOT Bureau of Transportation Statistics, mean trip rates for persons age 65, for those not employed, and for those with medical conditions limiting travel were developed and reported in Table 3-3.

Also utilized is work published by the National Cooperative Highway Research Program in a study entitled *Estimating Impacts of the Aging Population on Transit Ridership* (2006). Considerable research has been done by the highway industry to understand the effects of the aging process and its implications for road and highway design. This particular study disaggregated the travel patterns of seniors of different ages and mobility levels, to understand the different patterns of trip-making by seniors with different characteristics. Used in Table 3-3 is their published mean trip rate for the “oldest old”, seniors age 75 and older.

Several sources were used in attributing mode share to these subgroups. The U.S. DOT Bureau of Transportation Statistics published a study *Freedom to Travel* (2002) that examined the trip making behavior of various groups. It included an analysis of persons with disabilities and did identify them as high users of public transit, at rates of 25 percent and more of trips made, unlike the mode share for the general population of 4 percent or less. By contrast, the Sacramento Council of Governments conducted a disaggregated travel survey of seniors and the disabled populations and established a mode share of 8.5 percent use of transit by persons with disabilities, this in a region that is transit-friendly to persons with disabilities. To be conservative, the lower use rate of 8.5 percent is used here.

Finally a Transit Cooperative Research Report, Report 82: *Improving Public Transit Options for Older Persons* (2002) identified a 3 percent utilization rate by seniors in urbanized areas of public transit. This was half the mode share suggested by the 2001 *National Household Travel Survey* but again, the lower use rate is used to ensure a conservative, low-end estimate of trips.

Table 3-3 utilizes these sources to establish the total “mean” daily trips per person in the subgroup, multiplied by 255 days to establish a mean weekday travel figure for the year. That represented 5.88 million to 26.6 million trips a year for weekdays only and excluding weekend trips. To develop the trip estimate, the various rates of public transit, drawn from the literature and discussed above, are applied to get the proportion of these trips that might present for public transit. This suggests that of that range of total trips, between 849,298 and 1.5 million.

It is within this range that some number will present for dial-a-ride, demand responsive public transit. These trips may or may not be trips that are actually taken, given the highly individualized needs of these consumers. But the experience reported in the cited literature suggests that the need for these trips exists. As the proportion of persons requiring these specialized trips grows in Placer County, the relative need for increased numbers of these trips will grow also.

Trips Currently Provided

People targeted and trips needed must be contrasted with trips provided. Table 3-4 shows the level of public transportation trips provided in Placer County, as reported to the Federal Transit Administration through the National Transit Database (NTD) for the most recent year available, FY 2005 and augmented by work of this study. A total of 1.1 million trips are enumerated, exclusive of the rail trips reported for the region as a whole.

Public transit fixed-route bus service represents the largest proportion of trips provided at almost 915,000. Public paratransit reported into the National Transit Database were only for Placer County and Roseville, 74,010. This study estimates that a better total is 122,514, enumerated below for all of the general public dial-a-ride programs. Demand response, dial-a-ride trips at 19 percent of the total, reflect the majority of those provided on behalf of the general public dial-a-ride providers and less than 8 percent provided by PRIDE Industries through the CTSA.⁹

**Table 3-4
Placer County Public Transit and Other Specialized Transit Trips Provided**

| Public Transit and Other Specialized Transit Trips Provided | | |
|--|--------------------|------|
| <i>(FY 05 National Transit Database Reporting and Study Findings)</i> | | |
| Rail, Heavy Rail and Light Rail (SACOG regional total) | [289,500] | |
| Public Bus, Fixed Route <i>NTD Reporting: Placer County w/Auburn, Roseville.</i> | 914,580 | 81% |
| Public Demand Responsive <i>NTD Reporting: Placer County w/Auburn, Roseville. Tabulated from study processes</i> | [74,020] | |
| PRIDE CTSA non-emergency medical trips <i>(annualized 01.22.07 - 1.26.07)</i> | 82,992 | 7% |
| PRIDE CTSA medical trips annualized <i>(annualized 01.22.07 - 1.26.07)</i> | 4,836 | 0.4% |
| All Public Transit & Specialized Trips Reported (excludes rail) | 1,124,922 | 100% |
| Specialized Transit Trips Reported | 210,342 | |
| <i>Specialized Transit as % of All Trips</i> | 19% | |

The total of 1.125 million transit trips provided for the region (Table 3-4) sits well within the dial-a-ride demand estimation range of trips needed, as presented in Table 3-3, a range of between 850,000 and 1.5 million trips. However, with just 210,342 specialized transit trips provided or 19 percent of that total 1.125 million, it is likely there is a significant unmet need for these particular trip types, within the demand estimation range proposed.

3.3 SUMMARY COMMENTS

This chapter presented a rationale by which to quantify the populations most likely to use public demand response services. Census variables were used to establish a range of persons among the target groups of adults who are low income and/or disabled or are seniors. These individuals represented between 12 percent and up to 19 percent of Placer County's 2000 population of almost 250,000 residents. The target population is estimated up to 19 percent of

⁹ CTSA trips included in Table 3-4 are those funded with Placer County TDA dollars, through the CTSA designation. These totals may include a portion of trips, potentially up to 32,000 trips, provided outside of Placer County. This issue is discussed in detail in Chapters 4 and 7.

the population, between 29,000 to 47,000 persons, comprised of adults between the ages of 16 and 64 who are low income and/or disabled and seniors age 65 and older.

This proportion of the population is projected forward, using general population estimates developed by Sacramento Area Council of Governments (SACOG) and other assumptions about changes in the senior population and the base adult population. The projections suggest increasing proportions of Placer County residents will be within the target populations:

- by 2010, up to 72,000 persons or 21 percent of the population;
- by 2020, up to 105,000 or 23 percent of the population; and
- by 2030, potentially up to 141,000 persons or 26 percent of the population.

Trip demand is also considered in relation to the target population. Using a rationale for mean trips per day and estimating the proportion of those trips that might present for public transit, an estimate was developed for public transit demand. This represented a range of 849,000 trips and up to 1.5 million trips needed. These are conservatively low estimates, using low-end trip rates and accounting for weekday trip needs only.

Contrasting this with trips provided in the county, an estimate of all demand response, dial-a-ride trips provided suggests a total of 210,342 ***trips provided*** in FY 2005. This is considerably below the low-end estimate of 849,000 trips, although all trips provided in the county of 1.1 million are within this range that reaches to 1.5 million. This suggests the potential for significant latent, unmet demand.

These estimates compare favorably with the most recent short range transit plan demand estimation¹⁰ which projected that for 2005, a total of 52,368 persons were potential users of demand response services, as seniors or persons with disabilities. This is just somewhat above the high end estimate of persons of 47,000. The SRTP demand estimate for demand response services established a 2005 figure of 914,733 trips needed. This is between the range presented of 849,000 to 1.5 million specialized transit trips needed for Placer County residents, working with 2000 Census data.

¹⁰ Placer County Transportation Planning Agency, Placer County Short Range Transit Plan Update: Final Report LSC Transportation Consultants, Inc., June 2005, page 4-3.

CHAPTER FOUR – DIAL-A-RIDE AND SPECIALIZED TRANSIT SERVICES IN PLACER COUNTY

4.1 OVERVIEW

This chapter establishes the public paratransit resources available to South Placer County residents in relation to a number of areas. Specifically discussed are operating characteristics in relation to operating authority, an analysis of available performance data, comment on facilities and equipment, operating hours and fares. Included also are qualitative comments from a series of ride-alongs with each service.

4.2 DIAL-A-RIDE AND SPECIALIZED TRANSIT SERVICES AVAILABLE IN THE COUNTY

The dial-a-ride service areas in South Placer County are shown on Figure 4-1. General public dial-a-ride service information comes from the cities of Roseville, Lincoln, Auburn and the County of Placer. Specialized transit information was obtained from PRIDE Industries, both for the services operated as the Consolidated Transportation Services Agency (CTSA) and on behalf of the County of Placer for its contracted services.

The dial-a-ride service area boundaries follow the city limits of Lincoln, Roseville and Auburn. For the County they are more generalized and include portions of Auburn, Rocklin, Loomis and Granite Bay. The area served by Auburn's Deviated Fixed Route is also shown because it extends beyond the City's NE boundary and carries passengers who might otherwise use the Auburn or CTSA Dial-A-Ride service. Finally, the location of the Auburn Transfer Center along with two transfer stations at the Galleria Shopping Center in Roseville, are also noted.

4.3 SOUTH PLACER COUNTY PUBLIC DIAL-A-RIDE OPERATING CHARACTERISTICS

Figure 4-1 presents the service areas and Table 4-1 the central characteristics of eight dial-a-ride services operating in South Placer County. Each program is detailed in terms of its operator, the area served, hours and days of service, eligibility, policies related to fare, trip reservations and wait time, and cancellation and no show policies. Of the eight programs presented, seven serve the general public. One, the Pride CTSA, serves only seniors and persons with disabilities. All are traditional dial-a-ride, demand response programs with the exception of the City of Auburn deviated fixed-route service which picks up or drops off riders within $\frac{3}{4}$ of a mile of the published route.

Fares vary considerably. For seniors and persons with disabilities, fares are 50 cents on the Placer County Dial-A-Rides, 60 cents on Auburn Transit and \$2 on Lincoln and Roseville Dial-A-Rides. Pride/CTSA has no published fare. Each of the services operates six days a week, Monday through Saturday, with the exception of Lincoln Dial-A-Ride and Granite Bay Dial-A-Ride for which there is no Saturday service. Hours of operation vary considerably, as do trip reservation and cancellation policies.

Figure 4-1

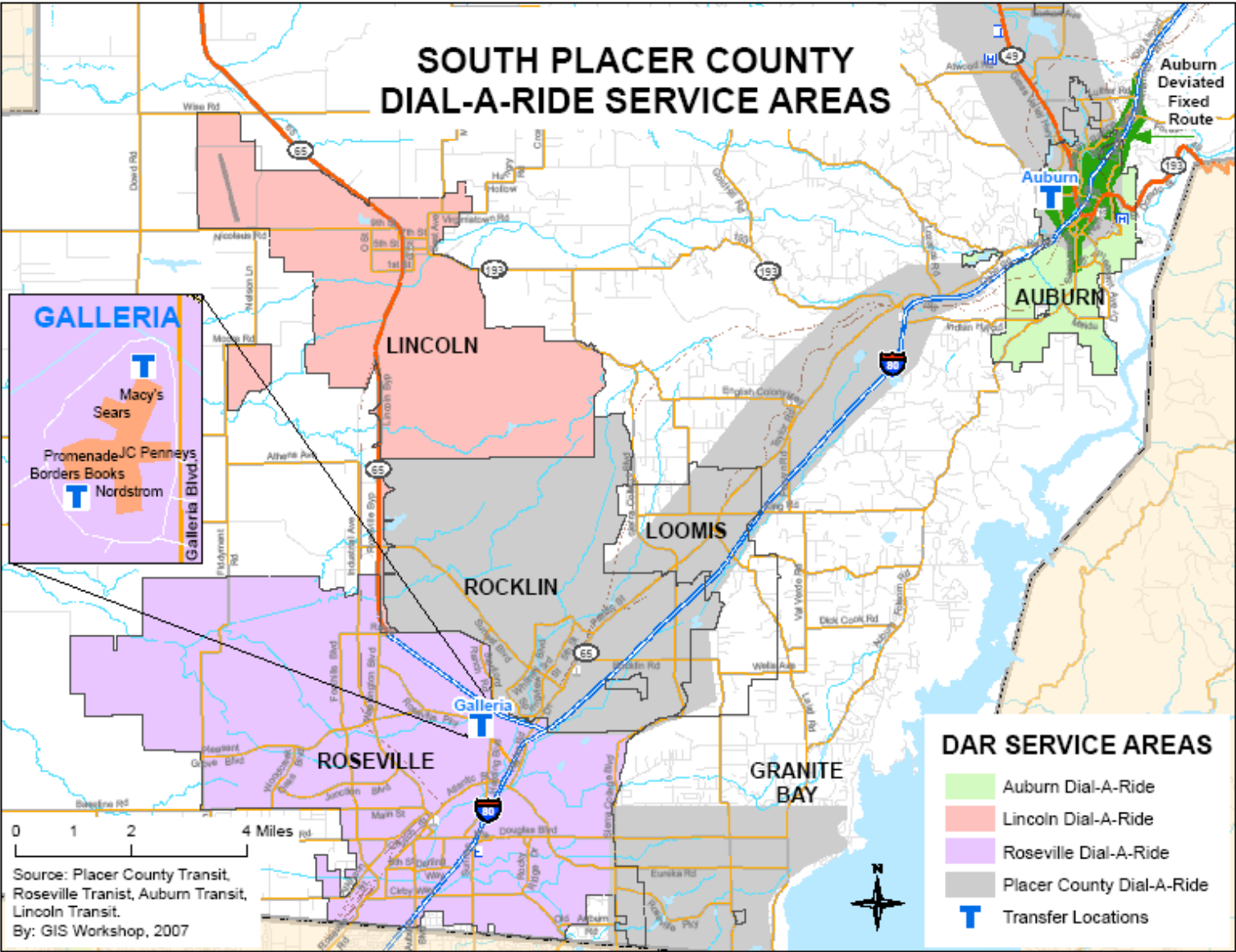


Table 4-1, South Placer County Dial-A-Ride Study -- Summary of System Operating Characteristics

| System | Operating Organization | Area Served | Hours/Days of Service | Eligibility | Fare Policies | Trip Policies | Reservation Policies | Cancellation/ No-Show Policies |
|---------------------------------------|--------------------------------|--|---|------------------------------------|---|---|---|---|
| PLACER COUNTY TRANSIT (PCT) | | | | | | | | |
| Rocklin/Loomis Dial-A-Ride | Contracted to PRIDE Industries | Rocklin and Loomis unincorporated areas; transfers at the Galleria and Sierra College. | M-F 6 a.m. to 7:55 p.m. Rocklin HS 6:45 & 7:45 a.m. & 3 p.m. Sat. 9 a.m. to 3:55 p.m. | General Public | -General Public \$2 -Disabled/ Senior/ Youth - \$0.50 -GP Day Pass \$2.50 -S/D/Y Day Pass \$1.25 | 10 to 15 minute window, before or after the scheduled pick-up time | (530) 885-BUSS (540) 745-7570 (916) 788-2324 CTSA (530)888-7433 24 hours in advance; same-day requests accommodated on a space available basis | Must call at least 2 hours prior to scheduled pick-up time not to be counted as no-show. After 3 no-shows, may suspend riding privilege. |
| Granite Bay Dial-A-Ride | Contracted to PRIDE Industries | Community of Granite Bay and to Galleria | M-F 9 a.m. to 11 a.m. M-F 2 p.m. to 4 p.m. | General Public | -Children <5 – free -Transfer to PCT fixed route. - free | Curb-to-curb service | | |
| Highway 49/ Auburn Dial-A-Ride | Contracted to PRIDE Industries | Auburn, ¼ mile of Highway 49 Route; including Ophir Rd. by reservation | M-F 6 a.m. to 7:30 p.m. Sat. 8 a.m. to 6 p.m. | General Public | | | | |
| Taylor Road Shuttle | Contracted to PRIDE Industries | Between Auburn & Sierra College; ¼ mile deviations of Taylor Road | M-F 6:30 to 7:15 p.m. Sat 9:45 a.m. to 5:30 p.m. | General Public | -General public - \$2 -Senior./ Disabled - \$1 20 Ride Passes | Reservation required for deviated pick-up | (916) 788-2324 | |
| City of Auburn | City operated | City of Auburn, deviated fixed-route pickup within ¼ mile of two routes (Red and Blue) | M-F 6 a.m. to 6 p.m. Sat. 9 a.m. to 5 p.m. | General Public | -Adult \$0.80 -Senior/ Disabled/ Student - \$0.60 Day Pass \$2 -Children <5 – free -Transfers to PCT – free (only continuing riders) | Limited to 3 deviations per route. Real-time scheduling; rider can't book pick-up ahead. Deviated service curb-to-curb | 530-906-3700 (driver) 530-823-4211 (info) Can call driver to request deviation pick-up or to ask questions about route. | Not applicable |
| City of Lincoln | City operated | City limits, connecting to Galleria | M-F 8 a.m. to 5 p.m. | General Public | -All riders \$2 11 trip punch pass for dial-a-ride - \$20 | -Curb-to-curb; -2 min. to 15 dwell time -Possible 1 hour ride time | (916) 645-8576 Two hours up to two weeks. TTD (800) 735-2922 | At least one hour in advance to cancel; within 15 minutes counted as no-show. |
| City of Roseville | Contracted to MV | City limits, connecting at Galleria and Louis Lane at Orlando; Sacramento or PCT. | M-F 6 a.m. to 8 p.m. Sat. and Sun. 8 a.m. - 6 p.m. | General Public ADA priority | -Adult - \$3.75 -Senior/Disabled/ ADA - \$2 -Children <5 – free | - 15 min. before or after - 1 hour ride time - Curb-to-curb - Subscription reservations | (916) 774-5757 TDD 774-5220 Call day before between 8 a.m. to 5 p.m. Same-day if available. | At least two hours in advance to cancel. Notice of possible suspension if 4 or more no-show |
| Pride/CTSA | PRIDE Industries | County areas, connecting at Galleria; pick-up or drop-off I to Sacto. | M-F 6 a.m. to 9 p.m. Sat 8 a.m. to 6 p.m. | Seniors & Persons w/Disabilities | A "nominal fee"; fares not published | Medical trips, work trips | (530) 888-7433 (916) 788-2330 | Not published |

4.4 CITY OF ROSEVILLE DIAL-A-RIDE

Operating Authority

The City of Roseville operates a general public dial-a-ride service, contracting its operations to MV Transit, a commercial operator.

Operating Characteristics

The City of Roseville Dial-A-Ride provides between 110 to 130 one-way trips per typical weekday. It operates a formalized ADA complementary paratransit program, providing same-day services to its riders which may include the general public. It has an ADA certification process with its application available on-line. Priority service is provided to ADA certified riders. Services operate seven days a week, starting at 6 a.m. on weekdays and at 8 a.m. on Saturday and Sundays. Service runs until 8 p.m. on weekdays and ends at 6 p.m. on Saturdays and Sundays.

Riders who are ADA certified, seniors or persons with disabilities are paying a \$2 fare while adult members of the general public are paying \$3.75. Children ages 5 and under are free.

The service is operating on an advance reservation basis but riders may call and request a ride for the same day and will be served if the trip can be scheduled. A performance standard of pickup within 15 minutes before and after the scheduled pick-up time is published. The operator reports that this is achieved 95 percent of the time.

Subscription services are estimated at between 30 and 50 percent overall but may run up to about 70 percent during selected peak periods, as reported by staff. It may be possible to manage a greater number of subscription trips and still handle demand response requests. This could increase efficiencies.

Major trip generators include medical facilities (Kaiser and Sutter clinics), the Galleria, RAC (a sheltered workshop) Imaging Dialysis, and UC Davis Professional Drive offices.

Trips that can't be served are estimated by staff at five to seven a day. These are mostly Lincoln to Roseville or Roseville to Auburn or the reverse of such trips.

Facilities and Equipment

The service is operated out of a 2,400 square foot office in the City yard, occupied by the contractor's staff. Trapeze software for computer-assisted dispatching has been in place for about one year and is leased by the contractor to the City. Two call taker/ dispatchers field calls and schedule trips during peak periods which are generally between 6 to 9 a.m. and between 12:30 p.m. until 3:30 p.m. Staff attempt to get to calls within one minute and if a caller is on-hold for more than one minute, a light on the console goes from green to red.

Twelve vehicles are dedicated to the Dial-A-Ride service, with eight to nine vehicles operating in peak service. The most recent California Highway Patrol terminal inspection was satisfactory after an unsatisfactory rating in a prior period. Maintenance is currently provided by City staff at the City's corporate yard. The Transit Master Plan for South Placer County has noted that there is "insufficient capacity to accommodate and promote efficient maintenance practices for the

Roseville Transit bus fleet in the short term.” (p. 36, April 2007 draft). This report also notes that the anticipated technology enhancements planned for vehicles (automatic vehicle locator systems, fare collection, closed circuit television and on-board data recorders, among other items) will require additional maintenance capabilities.

Drivers currently pick-up the Trapeze generated logs at the office, at the beginning of their shifts, and manually enter information about passenger pick-up and drop-off experiences.

Recommendations from the Roseville Transit Short Range Transit Plan (2005)

The most recent Short Range Transit Plan anticipated modest growth in demand for services, despite a slight decline in ridership over that previous reporting period, and forecast an additional 2,600 annual service hours, about a 4.7 percent increase. One service expansion vehicle was proposed in each of two successive years, with an additional back-up vehicle recommended as well. Among the issues suggested by this plan were:

- ***Increasing the efficiency of ADA services*** through increased fares for ADA riders, reducing the reservation window from 14 to seven days, instituting changes to the subscription policy, re-certifying ADA riders through increased in-person visits, providing free-fare trips on fixed-route for ADA riders and implementing an educational program for agency personnel to increase understanding about the limitations of dial-a-ride services.
- ***Expanding Roseville Dial-A-Ride***, in anticipation of city population increases, through an increase of almost 5 percent a year in revenue service hours or 2,600 annual service hours and expansion of one vehicle in each of two successive years, with an additional back-up vehicle recommended as well.
- ***Spanish-speaking trips scheduler*** was recommended to meet the needs of Spanish speaking consumers.

In terms of follow-up, the City of Roseville has continued to formalize its ADA program and is generally monitoring subscription service utilization. Dial-A-Ride fares were increased somewhat, although not to the level potentially set forth which would be two times the base fixed route fare. The vehicle fleet size has been modestly increasing. And a second call taking/dispatch position was added. The City has also worked with the TOWG and PCTPA to establish a Transit Ambassador program to train potential users of transit services.

Issues and Considerations

The following issues were identified as topics of concern through discussion with staff, dispatchers or with riders on the ride-along.

- ***Vehicle maintenance*** is an area of concern, potentially once a week or so experiencing difficulty in getting the paratransit vehicles into service. Transit vehicle maintenance is third in line behind police and trash, with paratransit vans coming after fixed-route.
- ***No ADA capacity problems*** appear to exist as staff report there are no trip denials for ADA riders or with denial of general public riders for that matter. It appears that a negotiated time can be developed satisfactorily for most riders, when trip requests are

made during peak periods. These are fairly long periods, about three hours, in the early a.m. and from mid-day (12:30 p.m.) until mid-afternoon. There is a road supervisor who is able to pick-up any stranded passengers.

- **The no-show policy may be too tight** as it is based upon a one-minute wait and this may be insufficient time for some more disabled, frail or slower-moving riders to make themselves known to the driver.
- **The morning peak period has greatest demand** and is the timeframe most likely to require road supervisor back-up with passenger pick-ups.
- **Need for smoother, easier mechanisms for transfer** between services was observed by staff; the multiple transit players in the County can be confusing.

Customer comments from riders on the “ride-along”:

- Industrial areas of Roseville are letting out earlier than 6 p.m. and others later than 8 p.m. Current service hours of Dial-A-Ride are a problem.
- Some vehicles breaking down.
- Appreciate service very much
- Need to be able to get to Sutter Terrace.
- Appreciate the service availability until 7 p.m.
- All of the drivers are nice and seem to like what they are doing; appreciate that as a rider.
- Riders were not aware of CTSA. “What is that?”

4.5 CITY OF LINCOLN DIAL-A-RIDE

Operating Authority

The City of Lincoln directly operates its municipal public transit program, including both fixed route and demand response services. Drivers and dispatch staff are employees of the City.

Operating Characteristics

Lincoln’s Dial-A-Ride program provides about 15 trips per day within the Lincoln city limits or connecting to with Roseville Dial-A-Ride at the Galleria.¹¹ Riders are generally seniors or persons with disabilities but members of the general public may also request rides. The service operates only on weekdays, between 8 a.m. and 5 p.m., hours roughly congruent with the fixed-route. Notably, this is not an ADA complementary paratransit program as the three Lincoln fixed-route services provide deviation, upon request, to pick up passengers within a ¼ mile band who cannot otherwise access the fixed-scheduled services.

Dial-A-Ride reservations may be made on the day of service, at least two hours before the trip is needed, or up to two weeks in advance. Riders can leave a message on the voice mail if they call in after hours. Staff report that there are no denials; that all requested trips within the

¹¹ Lincoln dial-a-ride supervisors report that trip-making levels doubled in FY 06, to almost 30 one-way trips per day.

service area can be served. Some group trips are presently scheduled on a dial-a-ride back-up vehicle, as availability permits, to destinations outside the service area.

Trip purposes are largely for medical reasons or for shopping, although there is no trip purpose restrictions are established for Lincoln Dial-A-Ride services.

Facilities and Equipment

The Lincoln program is dispatched out of a city-owned building adjacent to City hall, with vehicles maintained at the City yard. Six vehicles are available to the total Lincoln transit program, with two vehicles operating in the dial-a-ride service. All vehicles are lift-equipped. While riders are generally ambulatory persons, there are a number of individuals in wheelchairs at Lincoln Manor which has a large number of residents in wheelchairs. At Lincoln Manor there can be need for four wheelchair tie-downs at one time. Two vehicles can serve this need but it is difficult with potentially up to five passengers in wheelchairs requiring a trip at one time.

Dispatching is done manually, using a template that divides the hour into four 15-minute segments and enables the dispatcher to book trips, potentially adjusting the pick-up sequence as necessary as new requests come in during the day. Observation suggests that a significant majority of the reservations are same day trip requests. An informal registry of users is maintained and dispatchers are familiar with the names and home addresses of most riders.

One administrative FTE is currently assigned to the Lincoln transit program for oversight of day-to-day operations and dispatching, including responsibility for all dial-a-ride supervisory and reporting requirements. There are now two full-time dial-a-ride drivers with shifts from 8 a.m. to 5 p.m.

Transfers to and from the Roseville Dial-A-Ride can be aided by the Lincoln dispatcher, with meets between the vehicles set up for the trip in both directions. Staff reports an informal no-show policy with drivers waiting up to two minutes for riders and recording them as no-shows if they do not appear within that window.

Recommendations from the Lincoln Transit Short Range Transit Plan (2005)

The SRTP identified a fare box recovery issue related to the difficulty of the deviated fixed-route in making the minimum 10 percent required farebox return. This impacts the Dial-A-Ride program in that it requires it to achieve a higher farebox return in order to offset the lower deviated service farebox return. The SRTP consultants conclude that:

“This suggests that the City of Lincoln has not yet achieved the population density and concentration of activity centers that make an extensive fixed-route and deviated fixed-route service financially viable. Nonetheless, as the city continues to develop, the financial efficiency of the existing deviated fixed-route service will likely improve as ridership continues.”¹²

¹² Placer County Transportation Planning Agency Lincoln Transit Short Range Transit Plan Update, LSC Transportation Consultants, Inc., December 2004, pp. 9-4.

Recommendations at that time (late 2004) included eliminating deviated-fixed route in low demand areas and expanding service in developing areas:

- modifications to Route 203 to replace service to Lincoln Business Park and the airport with demand response service;
- reconfiguring deviated fixed-route services to a single route with two demand response vehicles;
- expand service over five years to meet planned major developments in the City's specific plan.

Lincoln Transit has developed maximum flexibility with its small fleet, operating now three deviated fixed-route service and a two-vehicle Dial-A-Ride service. The *Transit Master Plan for South Placer County* (June 1007) anticipates increases in the Lincoln Transit programming, including additional demand response vehicles, consistent with the planned development of the City.

Issues and Considerations

This program is clearly small, with one to two vehicles in Dial-A-Ride service, and seems to be managing well within its currently prescribed scale of operations. Long range planning clearly envisions growth in both fixed-route and demand response services in order to accommodate development both under construction and/or planned for the foreseeable future. To position itself for this growth, Lincoln Dial-A-Ride will likely have to accommodate more traditional demand response technologies and procedures that accompany increases in size.

Driver comments from the "ride along":

- There can be as many as 6 to 8 passengers a day who require use of the lift. Shift is 9 to 5 on week days.
- There are kids on the buses sometimes; a mix of seniors and general public.
- Carrying some riders to the Galleria regularly. Connecting there to Roseville. Need to get to and from Lincoln Hts. and to Sun City.
- Some riders have multiple trip needs, like rider previous day who had to go from home to Safeway, to City Hall, to the bank, back to City Hall and then home. The driver worked her in so that the passenger had a minimum of waiting time to make all these trips.
- Policy regarding bags is to carry them to the door. Door-to-door transportation is possible for those who need it.

Customer comments from riders on the "ride-along":

- Going shopping and down to the Galleria on Saturday.
- Need evening and weekend transportation.
- Needs to get to Kaiser for medical appointments on Tuesdays.
- Using friends for transportation when necessary but prefers the independence of using Dial-A-Ride.
- Desire to go to Wynco, near the Walmart in Roseville.
- No knowledge of CTSA or transportation by Pride.
- In order to connect with the Roseville Dial-A-Ride for trips around Roseville, had to set up the trip for Galleria on Roseville Dial-A-Ride oneself and then the return trip on Lincoln Dial-A-Ride. Rider reports it is possible but one must know how to arrange it.

Some concerns about Lincoln Dial-A-Ride have been received into the public record, through the unmet needs process, suggesting that it may be difficult for newcomers to the service to get onto the Dial-A-Ride. Although a zero trip denial rate has been reported, this is not documented and there is some concern that dispatch procedures may dissuade prospective new riders. Documentation of such issues will require further analysis.

4.6 CITY OF AUBURN DEVIATED FIXED ROUTE

Operating Authority

The City of Auburn Public Works Department operates a deviated fixed route service throughout the City. Auburn Transit's service is included in this review of South Placer County demand response services because of its capability to provide curb-to-curb service through deviations to pick up riders at their point of origin or to drop them at their destination.

Operating Characteristics

Auburn Transit provides between 180 and 200 trips per day on its deviated fixed route service. The Red Route and the Blue Route operate with hourly headways. Auburn Transit provides fixed-schedule service between checkpoints throughout Auburn and into North Auburn, deviating up to $\frac{3}{4}$ of a mile upon request. The service operates on weekdays between 6 a.m. and 6 p.m., with a more limited route operating on Saturdays, between 9 a.m. and 5 p.m. There is no service on Sundays.

Deviation policy is for requests that are received by the driver, through a cell phone on the vehicle. Passengers may request a deviated pick-up at the time of travel that is within the particular route timeframe as there is no mechanism for an advance reservation to be made through the driver. There is no separate fare for deviated pick-ups and the deviation pick-up option is not described on the Auburn Transit brochure. Noted only are the several "call-in" stops in the southern part of the city with the Call-In stop and the Auburn Transit Bus Driver numbers noted on that flyer.

Facilities and Equipment

The City fleet includes five (5) vehicles, all mid-sized 22 to 25 passenger buses. Vehicles are maintained at the Corporation Yard on Blocker Drive. The Maintenance Department provides transit vehicle maintenance, as well as to City Policy, City Fire, City Public Works, City Wastewater Treatment and City Building Department vehicles.

Because the service is self-dispatching, with calls going directly into the driver, there is no dispatch position. Information about Auburn Transit is available through a recorded message that goes to a telephone number at City Hall. Transfer locations include the Nevada Street Auburn Transit Center. Auburn Transit staff includes one $\frac{3}{4}$ time administrator, three full-time drivers with one serving as supervisor, a permanent part-time driver and three part-time temporary drivers.

Recommendations from the Auburn Transit Short Range Transit Plan (2004)

The Short Range Transit Plan Update (December 2004) based its recommendations upon concerns about declining ridership and a too-low fare box return ratio. Recommendations included:

- Eliminating weekend service on both Saturdays and Sundays.
- Improving the consistency of checkpoint deviation services throughout the service day.
- Providing service to Gray Horse and Vintage Oaks Subdivisions
- Extending the daily span of Saturday service

Auburn Transit did work to improve the regularity, and therefore the reliability, of its deviation service, operating on hourly clock headways so that riders can find the service more predictable. Sunday service was eliminated. Saturday service was not eliminated but operating hours now go until 5 p.m., extending service one hour beyond the 8 a.m. to 4 p.m. service span.

Issues and Considerations

Driver log information does not currently record the number of deviations served. A maximum of three deviations can be picked up on every run. If this maximum were regularly achieved, about one-third of the trips or between 50 to 60 deviations could possibly be picked up or dropped off on a typical weekday. Probably this is high. The 2004 SRTP identified a total of 41 deviations during a sample week.

During the afternoon “ride along” in January 2007 the 2 o'clock to 3 o'clock *Blue Route*, three instances of deviation service were observed. Two deviations were at the pick-up end of the trip and at the drop-off trip in one instance. Auburn Transit staff estimates the service is picking up between 20 to 25 deviations per day, which is considerably higher than the SRTP estimate of just 41 deviations per week. A weekday average of 20 deviations per day represents 5,100 specialized transit trips annually, a significant number of trips and between 9 and 10 percent of all trips provided.

Observations from the ride-along:

- Calls to the driver included a regular rider calling to confirm that the bus was coming by his/ her home and a rider calling to ask where the nearest stop was to his/her home.
- There was an obvious high satisfaction level expressed by consumers about the service. The driver knew most passengers by name.
- Driver longevity was identified by the driver as a reason for the high levels of service provided to consumers, in terms of knowing the riders and their regular travel needs.
- The driver commented that maintenance priority for the transit vehicles seems adequate within the city yard as the vehicles are not held up long or unavailable when needed.
- A rider commented upon how helpful it was to get information about the service when she asks the drivers because she is unsure of stops or timing.
- Youth are using the bus regularly, traveling home from school or after-school activities.
- Some concern expressed by riders about the reliability and on-time performance of Auburn Transit, if it grows into new areas where there is housing development (Valley Oaks, North Auburn).

4.7 Placer County Transit (PCT) Dial-A-Ride and Deviated Fixed-Route Services

Operating Authority

The County of Placer contracts for provision of its demand response service. Pride Industries provides the three services discussed here, as the CTSA, under contract to the County of Placer, through Placer County Transit (PCT).

Operating Characteristics

General public dial-a-ride services are operated on behalf of the County in three geographic areas, with the Taylor Road Shuttle operating as a deviated fixed route between Auburn and Sierra College in Rocklin. These services are referred to as:

- Rocklin/ Loomis Dial-A-Ride
- Granite Bay Dial-A-Ride
- Highway 49/ Auburn Dial-A-Ride
- Taylor Road Shuttle

The Highway 49/ Auburn Dial-A-Ride is the most heavily utilized of these services, carrying about 60 passengers on a typical weekday. The Rocklin/Loomis Dial-A-Ride and Taylor Road Shuttle each carry around 30 to 35 passengers per weekday. The Granite Bay service is the smallest of the four, carrying about 3 to 5 riders on an average weekday.

The first three programs, Rocklin/ Loomis, Granite Bay and the Highway 49/ Auburn Dial-A-Ride are traditional demand response services, with advance reservations required. Riders request the trip 24 hours in advance but may place a same-day request which will be served if space is available on the vehicle.

The Taylor Road Shuttle is a deviated fixed-route service that runs every two hours between Auburn Station and Sierra College in Rocklin along Taylor Road, with stops at Ophir Park and Ride, Newcastle, Penryn and Loomis. The service will deviate, upon request, to pick up or drop off a rider within $\frac{3}{4}$ of a mile of the route.

The Rocklin/Loomis, Taylor Road Shuttle and the Highway 49 Dial-A-Ride each operate on weekdays, starting at 6 a.m. and ending between 7:30 and 8 p.m. Both have Saturday service, running from 9 a.m. to 4 p.m. for Rocklin/Loomis and from 8 a.m. to 6 p.m. in Auburn. The Taylor Road Shuttle begins service at 6:35 a.m. and completes its last run by 7:15 p.m. Saturday service operates between 8:35 and 5:15.

The Granite Bay program operates more limited service, with just two hours of service, from 9 a.m. to 11 a.m. in the mornings, and another two hours of service, from 2 p.m. to 4 p.m. in the afternoons. Service is only available on weekdays.

Service policies are published in a flyer by the County that describes the service areas, fares, and the schedule for the Taylor Road Shuttle and for the dial-a-ride services, the 15 minute pick-up window, before and after the promised time and noting the cancellation and no-show policies.

Review of PCT Operating Contract with Pride Industries

Appendix A presents an analysis of the terms and conditions of the operating contract that PCT holds with Pride Industries related to its Taylor Road Shuttle service. This service was competitively bid and, with Pride Industries winning this procurement, represents a restructured way in which PCT and Pride Industries are doing business which is in relation to the terms of a well-structured agreement. Various comments are offered with respect to the contracts clauses and the enforceability of some of these (Appendix A).

Recommendations from SRTP Update for Placer County Transit (June 2005)

Although the SRTP recommendations related to Placer County Transit were extensive, largely in anticipation of growth in the county and continuing demand for services, specific dial-a-ride recommendations were more limited. These two recommendations were:

- Increase Highway 49 DAR service to match Highway 49 fixed-route span service
- Provide Granite Bay DAR using Roseville DAR

The Highway 49 service has been extended to ensure fully compliant ADA complementary paratransit service are provided. At present, the Granite Bay DAR remains the contractual responsibility of PCT's contractor, Pride Industries.

Issues and Considerations

PCT is clearly providing many of the "missing links" in South Placer County with respect to specialized transportation, with its services between Auburn and Roseville, and to and from various unincorporated communities of Rocklin, Loomis, Penryn and others. There may, however, be insufficient information available to members of the public about the reach of PCT services as there is a perception that you cannot readily get from Auburn to Roseville or travel the north-south corridor easily. Although the trip can be made in both directions, issues of frequency and the potential need for transfers make it a potentially discouraging trip to make.

Of some significance, even door-to-door service is potentially available if consumers need or request it. Many public transit programs have pulled this service back, providing only curb-to-curb service in order to ensure maximum efficiencies. The value of this was noted on the "ride-along" when the boarding of a single passenger took more than 20 minutes and required a high level of assistance from the driver. The dwell time necessary for this single rider was not a problem as it occurred during a mid-morning, low period of demand in the Rocklin area. The passenger, well-known to the driver, was using the service for his single weekly outing to an area shopping center where he would spend several hours doing grocery shopping and eating at a restaurant. The driver commented that she understood that the Dept. of Public Social Services was monitoring this individual to see whether he could appropriately continue to live independently. Clearly the PCT dial-a-ride was helping to make that possible, but so too was the policy of door-to-door assistance from the driver.

4.8 PRIDE INDUSTRIES – CTSA

Operating Authority

Pride Industries acts as a contractor to Placer County Transit, operating its dial-a-ride programs and the Taylor Road Shuttle. Additionally, Pride Industries is the *designated consolidated transportation services agency* (CTSA) with operating authority established through a resolution between PCTPA and under a Memorandum of Understanding, initially executed in 1983 and reauthorized in 1997.

Operating Characteristics

Pride Industries provides a number of services, including transportation services to persons with disabilities. Under contract to PCT, Pride provide general public dial-a-ride service, as the CTSA discussed above, operating in Auburn, Rocklin and Loomis, Granite Bay and the Taylor Road Shuttle

The organization's published mission statement reads:

“CTSA is dedicated to providing transportation services to people with disabilities, senior citizens, social service agencies, health care providers, various organizations and individuals within South Placer County.”

There was difficulty through the course of the study in enumerating what services the CTSA is providing. Included as Appendix B is the flyer that is published by Pride Industries to describe its CTSA transportation services. Two telephone numbers are available to consumers who request trips. The following statements can be made, based upon information provided in the flyer:

- Fares are not enumerated, but identified as “for a nominal fee...”
- Eligible persons are identified as seniors or persons with disabilities.
- Medi-Cal clients are accepted.
- The service areas for which services are offered are not identified, except for a statement that public transportation is available between Foresthill and Auburn, leaving each morning and returning in mid-afternoon. Specific time for the “scheduled service” are not identified.
- CTSA Services provided may include:
 - Trips to “primary” destinations of training or educations
 - Lifeline service, involving a volunteer who can assist qualified persons who need to travel to medical appointments
 - Trips for visiting convalescent homes

Facilities and Equipment

Varying vehicle counts are documented for the CTSA. Pride Industries reports availability of 60 vehicles to support CTSA activities in the survey activity conducted in the early phase of this study. The PCTPA Master Plan identifies a total of 33 vehicles associated with CTSA (April 2007). The CTSA Triennial Performance Audit (May 2007) identifies 43 vehicles, enumerating detail on these vehicles. The SRTP Update (December 2004) identified a 38 vehicle fleet, noting that all vehicles are accessible and all have been purchased with § 5310 funding.

Trapeze is used for computer-aided dispatching, although staff indicate that it is an older version of Trapeze and has not been updated. A consequence of this is that it is very difficult for staff to develop reports on trips provided.

Vehicle maintenance is provided on-site at Pride with two maintenance service bays and parking for vehicles in a fence-enclosed, protected area.

Staffing positions, as identified in the Triennial Audit, include a transportation manager position, a dispatch supervisor and 5 dispatcher positions, an office manager, a senior database analyst, a maintenance supervisor and 2 maintenance positions, a road supervisor and 29 driver positions. In terms of total FTEs (full time equivalent positions) this represents approximately 42 positions, plus the CTSA Transportation Manager.

Summary of CTSA Audits

1. CTSA Transportation Development Act Funds Audit Report, June 30, 2006

This annual certified financial audit was conducted pursuant to the requirement of § 99245 and § 99276, California Public Utilities Code, Chapter 4, Transportation Development.

As a certified financial audit, the objective of this analysis is to test and report on the validity of the financial statements and accounting practices of the Consolidated Transportation Service Agency and not specifically of its compliance with other requirements associated with receipt of TDA funds.

The audit found nothing to cause the auditors to believe that the TDA funds allocated for transit purposes by the CTSA failed to comply with the Statutes, Rules, and Regulations of the Transportation Development Act and the allocation instructions and resolutions of the Placer County Transportation Planning Agency. "However, providing an opinion on compliance with those provisions was not an objective of our audit and, accordingly, we do not express such an opinion." [Draft Audit Report, Compliance Letter]

Notwithstanding that statement, review of the "Notes to Financial Statement" does lead to a question about Note 2, Fare Box Revenue. This note states that "The Agency is required to maintain a *Farebox Revenue to Operating Cost Ratio* of 10% in unrestricted operations in order to comply with the Transportation Development Act." For 2006, the note lists "Fare-box revenue" of \$960,183 against Net Operating Cost of \$1,710,494, for a "Fare revenue percentage" of 56%. Analysis of the fare revenue figure cited, however, indicates that this figure includes the total value of the contract with Placer County Transit in the amount of \$903,465 for operation of the Hwy 49, Rocklin-Loomis and Granite Bay demand responsive services, which may not be "fare revenues" according to the definitions of the National Transit Database. Reclassification of these contract revenues would significantly lower the CTSA's farebox revenue ratio below the required level of 10%.

2. CTSA Triennial Performance Audit

Triennial performance audits of all operators are required by § 99246 of California Public Utilities Code, Chapter 4, Transportation Development Act, to "...evaluate the efficiency, effectiveness, and economy of the operation of the entity being audited..." The most current

Triennial Performance Audit of the CTSA covers the period through June 30, 2006 and is just in the process of being completed by Moore & Associates.

With regard to this South Placer County Dial-A-Ride Study, the audit reported significant findings in two areas: data accounting and reporting and fare revenues.

Data Accounting and Reporting

The audit found that CTSA transportation expenditures could not be segregated according to the service being operated; that data relating to Placer County Transit contract services has been included in the CTSA statistics reported to the State Controller for many years; and that CTSA data has also included data relating to contract services operated for Sonoma County. Furthermore, the audit was unable to analyze CTSA performance indicators due to persistent inaccuracies in reporting by Pride Industries. The audit recommends that a high priority be placed on engaging an independent consultant to establish proper accounting and reporting systems and procedures.

Fare Revenue Requirements

Pursuant to Public Utilities Code § 99268.4, the audit notes that the CTSA is required to achieve a ratio of fare revenues to operating cost at least equal to one-tenth (or 10 percent). The audit found that the CTSA failed to satisfy this requirement, achieving only 7.0 percent in FY 2005/06 and 6.3 percent and 8.0 percent in the preceding two years. Failure to meet this requirement could result in a reduction of the CTSA's allocation of funding by an amount equal to the shortfall in fare revenues.

Further, the failure to achieve the required fare revenue ratio triggers a requirement under § 99268 that limits the TDA funds received to no more than 50 percent operating costs. The CTSA was found to fail in meeting this requirement in the past two fiscal years, FY 2004/05 and FY 2005/06.

Other Issues and Considerations

Comments from Interview with Pride Industries/ CTSA Staff

As CTSA staff report it, the history of the CTSA function in South Placer County was that initially it was an entity unto itself which was then absorbed by Pride Industries in 1997. The contract for TDA funding was not let competitively but granted to Pride Industries as, at that time it was the only entity expressing interest in providing specialized transportation services to South Placer County residents.

The CTSA was seen as a way to serve the unserved riders, as Pride Industries/ CTSA staff describe the situation. CTSA services were not constrained by the same boundaries and service areas of the municipally-operated paratransit programs that operate within city jurisdictions. The ethos here, as staff indicate, was to serve farther away trips and the unserved trip, everywhere. Additionally, Pride Industries staff hoped that the CTSA might provide a platform for job creation for Pride consumers with disabilities. It was thought too that the CTSA umbrella might be able to serve Kaiser trips and other medical trips and destinations where the rider did not live in the local community of near the medical facility.

Pride Industries/ CTSA staff report a solid working with other municipal providers, notably a working partnership with Roseville to start and stop in the vicinity of the Galleria. Staff indicated a mutual desire to extend both the CTSA and the Roseville services by establishing a “meet” there. Boundaries were understood to be important though. This has been, reportedly, somewhat confusing to riders. CTSA staff indicated that riders understand the two meets at the Galleria, but with the Walmart and Target less than 200 yards away, and riders unable to be transported there, riders have expressed confusion and frustration.

Staff indicted too that vehicle maintenance and driver training were areas of potential coordination as these are challenging functions for all operators and may offer opportunity for reduced costs through economies of scale on collaborative efforts.

4.9 ANALYSIS OF PRIDE INDUSTRIES CTSA-OPERATED TRANSPORTATION SERVICES

Through the course of this study effort, there was difficulty in obtaining data from the CTSA that would meaningfully describe the services provided. After multiple requests for detailed information, the Pride Industries staff were able to produce a set of Trapeze reports, in PDF format, that detailed all CTSA and PCT contract services for a sample week in January. The consultant team was able to convert these PDF files into formats that could be imported into Access database, manipulated there and then exported for GIS analysis.

This analysis will show where passengers using the Consolidated Transportation Services Agency’s (CTSA) Dial-A-Ride services are picked-up in and around South Placer County. It begins with a description of all the Dial-A-Ride service providers and their areas in this region and then focuses on CTSA’s Dial-A-Ride, Medical and other passengers. Passenger data for a sample week is then analyzed and mapped to identify where these trips are originating. Appendix C presents the trip counts by service derived from this analysis

Origin of Passengers: Pride CTSA Service

During the week of January 22-27, 2007, there were a total of 2,192 passenger trips taken on Pride’s Consolidated Transportation Services Agency (CTSA) vehicles, according to information from their Trapeze database. Twenty-four percent of these trips were for PCT contract dial-a-ride passengers, four percent were for medical passengers and the remaining 72 percent were for general CTSA passengers. All three of these services operate between Monday and Friday while only the PCT contract dial-a-ride service operates on Saturday. The following analysis of these three passenger groups identifies where these trips originated and how many passengers were picked-up at each site.

Methodology

CTSA provided information on both trip origins and destinations however only the trip origins were evaluated. They were first grouped according to the type of passengers being served; CTSA contract Dial-A-Ride, Medical trips or general CTSA service. Next, the origin addresses in each group were summarize so that each was listed only once along with its associated passenger count. These addresses were then “geocoded” using a Geographic Information System or GIS. This is the process of converting individual addresses into points on a map. Each point represented an origin address and was associated with anywhere from one to 343 passengers. The number of passengers picked up at a location was then used to determine the

point size for that address symbol. There were a limited number of addresses and trips that could not be geocoded due to problems with either the addresses or its spelling.

Origin Findings by Service Type:

1. CTSA Contract Dial-A-Ride Service

Figure 4-2 shows the origin locations of CTSA's Dial-A-Ride passengers served during the week of January 22 – 27, 2007, provided on behalf of PCT contracts. These include the Rocklin/Loomis, Granite Bay, Highway 49/Auburn and Taylor Road Shuttle services. There were a total of 495 contract Dial-A-Ride trips taken to 131 addresses during this period. Fifteen of these addresses and 29 trips were left off the map however due to spelling or address problems.

The map shows a concentration of trips originating within the City of Auburn as well in North Auburn along Highway 49. The Amtrack Nevada Street Station (62 passengers) and PRIDE of Auburn (14 passengers) are among the most common origin locations in this area. Further south, additional contract Dial-A-Ride trips are originating in the Rocklin/Loomis area and along Interstate 80. Sierra College (50 passengers) in Rocklin is the most important pick-up location in this area. A list of these and other top origin locations for CTSA's contract Dial-A-Ride Service is included on Table 4-1. Addresses reflect a number of churches, schools, stores and residential locations where 5 or more Dial-A-Ride passengers were picked-up during this week. To protect riders' confidentiality, the actual addresses are not shown on Table 4-1.

2. CTSA Medical Service

Figure 4-3 shows the origin and volume of CTSA's Medical trips on weekdays between January 22-26, 2007. There were only 93 Medi-cal trips taken during this period to a total of 93 addresses. Two addresses and two trips were left off the map due to issues related to either spelling or the address.

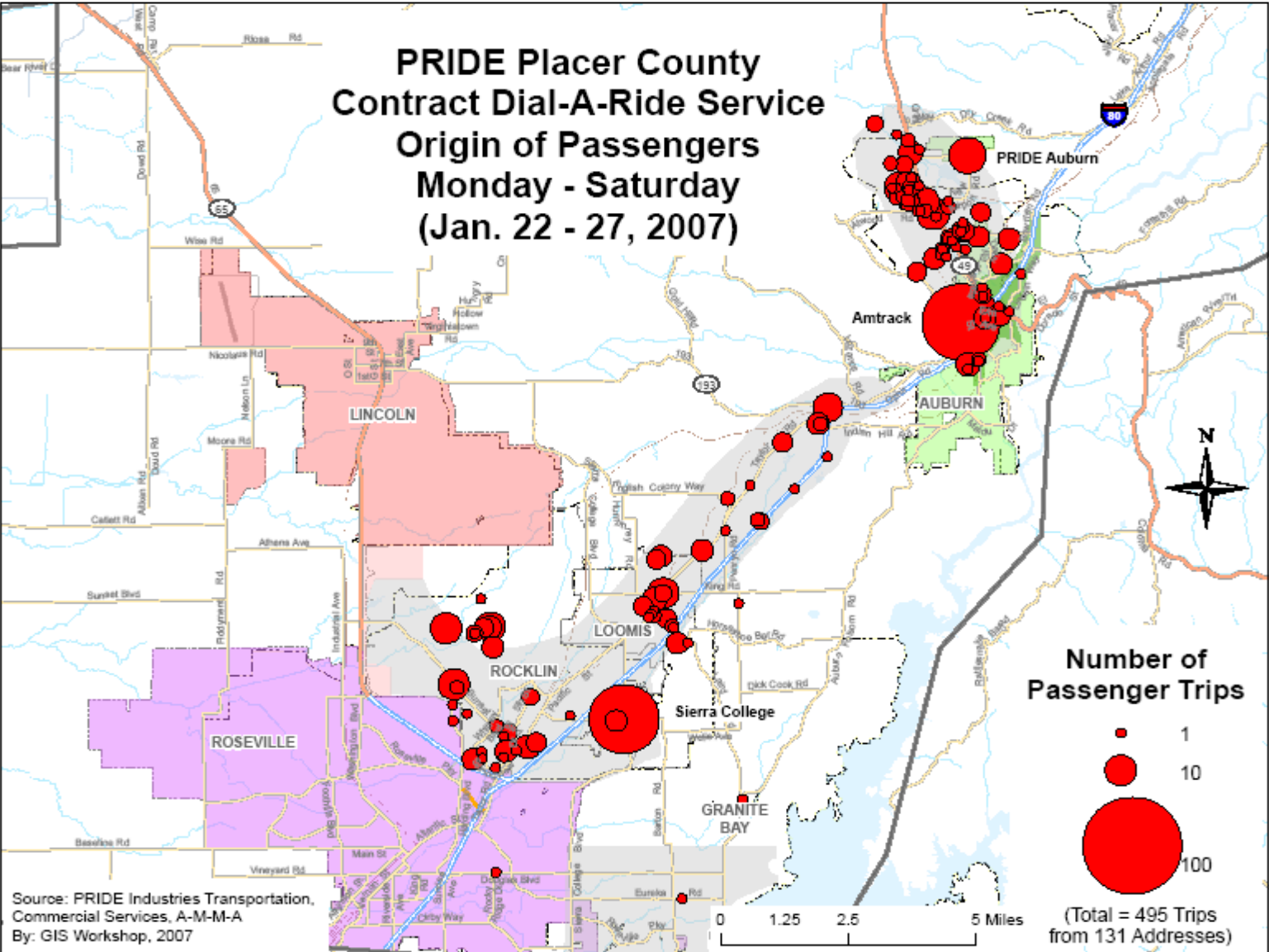
The map indicates that these Medical trips originated in various locations throughout South Placer County and North Sacramento County. Top origin locations include PRIDE of Sacramento (19 passengers) and Orange Grove School (11 passengers) in Sacramento and the New Life Center (7 passengers) in Loomis. Additional locations where four or more passengers were picked-up during this week are shown on Table 4-2, with specific addresses deleted to protect rider confidentiality.

3. CTSA General Service

Figure 4-4 shows the location and number of CTSA's general service riders traveling between Monday and Friday, January 22 – 26, 2007. These passengers took a total of 1,575 trips during this period from 188 addresses. Fifteen of these addresses and 59 trips were left off the map due to spelling or address problems.

The map indicates that most of these trips originated in either the North Sacramento or Roseville areas. Among the most popular origin locations were Orange Grove School (343 passengers), PRIDE Display Way (34 passengers), and St. Marks Short Center (8 passengers) in Sacramento along with PRIDE of Roseville (149 passengers) and AIM Higher (66 passengers) in Roseville. Other top origin locations include Easter Seals (34 passengers) in Yuba City, the Auburn Transition Center (28 passengers) and PRIDE of Auburn (17 passengers). Other popular origin locations are listed on Table 4-3 with addresses deleted.

Figure 4-2



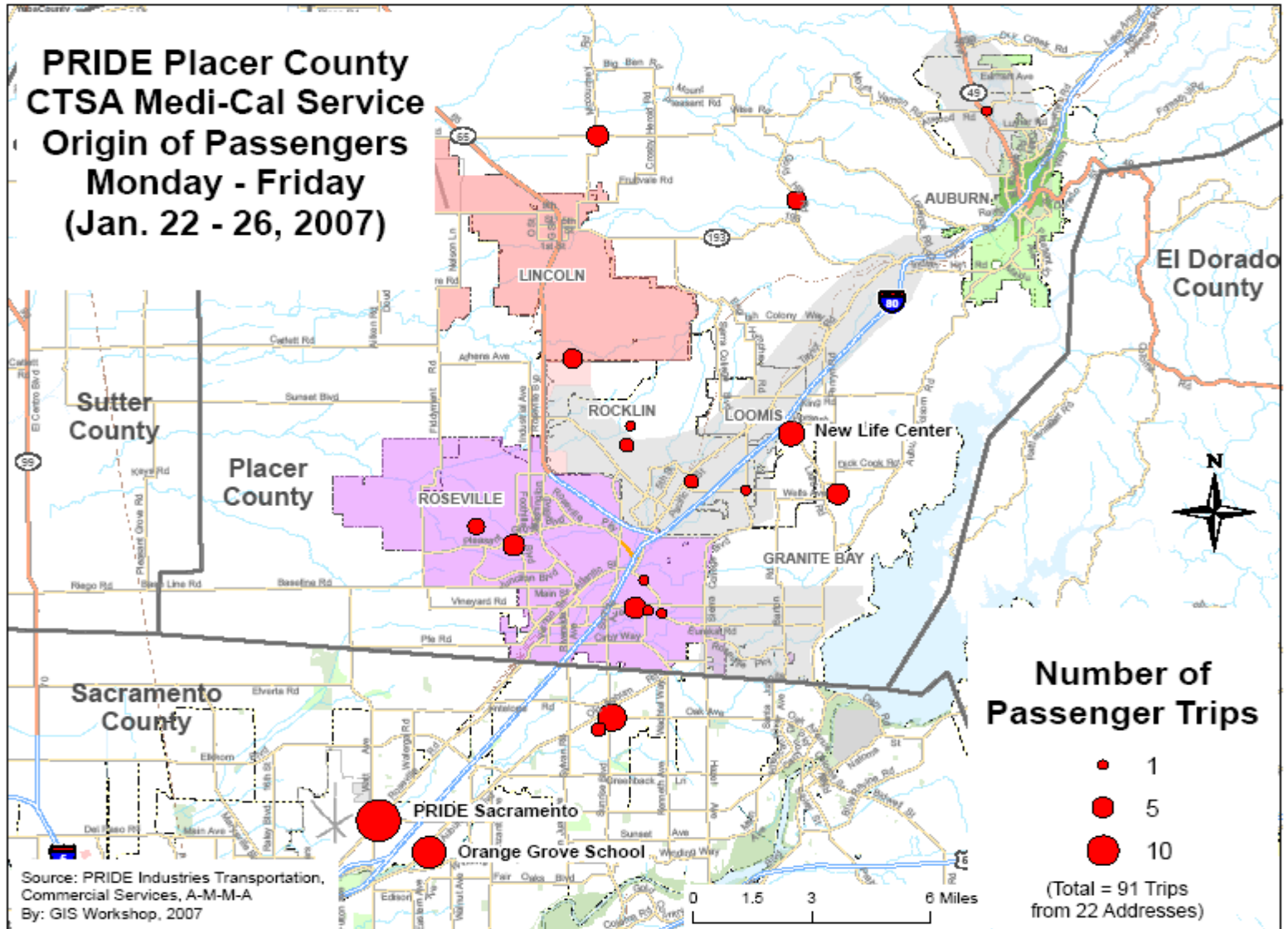
**Table 4-2, PRIDE Placer County CTSA
Placer County Transit Contract Dial-A-Ride Services
Top Origin Locations
Monday - Saturday
January 22- 27, 2007**

| Rank | Address | ZIP | City | Description of Address | Number of Trips Originating From This Location |
|------|---------|-------|--------------|-------------------------------|--|
| 1 | | 95603 | AUBURN | AMTRAK AUBURN | 62 |
| 2 | | 95677 | ROCKLIN | SIERRA COLLEGE | 50 |
| 3 | | 95602 | AUBURN | PRIDE AUBURN | 14 |
| 4 | | 95602 | NORTH AUBURN | BEL AIR | 11 |
| 5 | | 95603 | NORTH AUBURN | ROCK CREEK SCHOOL | 11 |
| 6 | | 95765 | ROCKLIN | FAMILY FITNESS | 10 |
| 7 | | 95765 | ROCKLIN | | 10 |
| 8 | | | LOOMIS | | 10 |
| 9 | | 95765 | ROCKLIN | Victory High School | 9 |
| 10 | | 95658 | NEWCASTLE | CAROL'S MARKET & DELI | 9 |
| 11 | | 95603 | NORTH AUBURN | GOLDEN CHAIN MOBILE HOME PARK | 9 |
| 12 | | 95602 | AUBURN | emerald hills | 6 |
| 13 | | 95603 | AUBURN | AUBURN GARDENS CONV HOSPITAL | 6 |
| 14 | | 95602 | AUBURN | | 6 |
| 15 | | 95650 | LOOMIS | | 6 |
| 16 | | 95677 | ROCKLIN | LYNROCK APT | 6 |
| 17 | | 95603 | NORTH AUBURN | | 5 |
| 18 | | 95603 | AUBURN | SENIOR CENTER | 5 |
| 19 | | 95603 | AUBURN | | 5 |
| 20 | | 95603 | AUBURN | | 5 |
| 21 | | | ROCKLIN | VICTORY HIGH SCHOOL | 5 |
| 22 | | 95603 | NORTH AUBURN | | 5 |
| 23 | | 95603 | AUBURN | | 5 |
| 24 | | 95650 | LOOMIS | | 5 |
| 25 | | 95650 | LOOMIS | | 5 |
| 26 | | 95765 | ROCKLIN | | 5 |
| 27 | | 95603 | AUBURN | ALBERTSONS | 5 |
| 28 | | 95677 | ROCKLIN | | 5 |
| 29 | | 95677 | ROCKLIN | | 5 |
| 30 | | 95650 | LOOMIS | FIRST ASSEMBLY OF GOD CHURCH | 5 |
| 31 | | 95603 | NORTH AUBURN | | 5 |
| 32 | | 95677 | ROCKLIN | SUNSET CHRISTIAN CENTER | 5 |
| 33 | | 95658 | NEWCASTLE | SIERRA SAFETY CO | 5 |

Addresses removed for confidentiality reasons

Source: PRIDE Industries Transportation, GIS Workshop, 2007

Figure 4-3



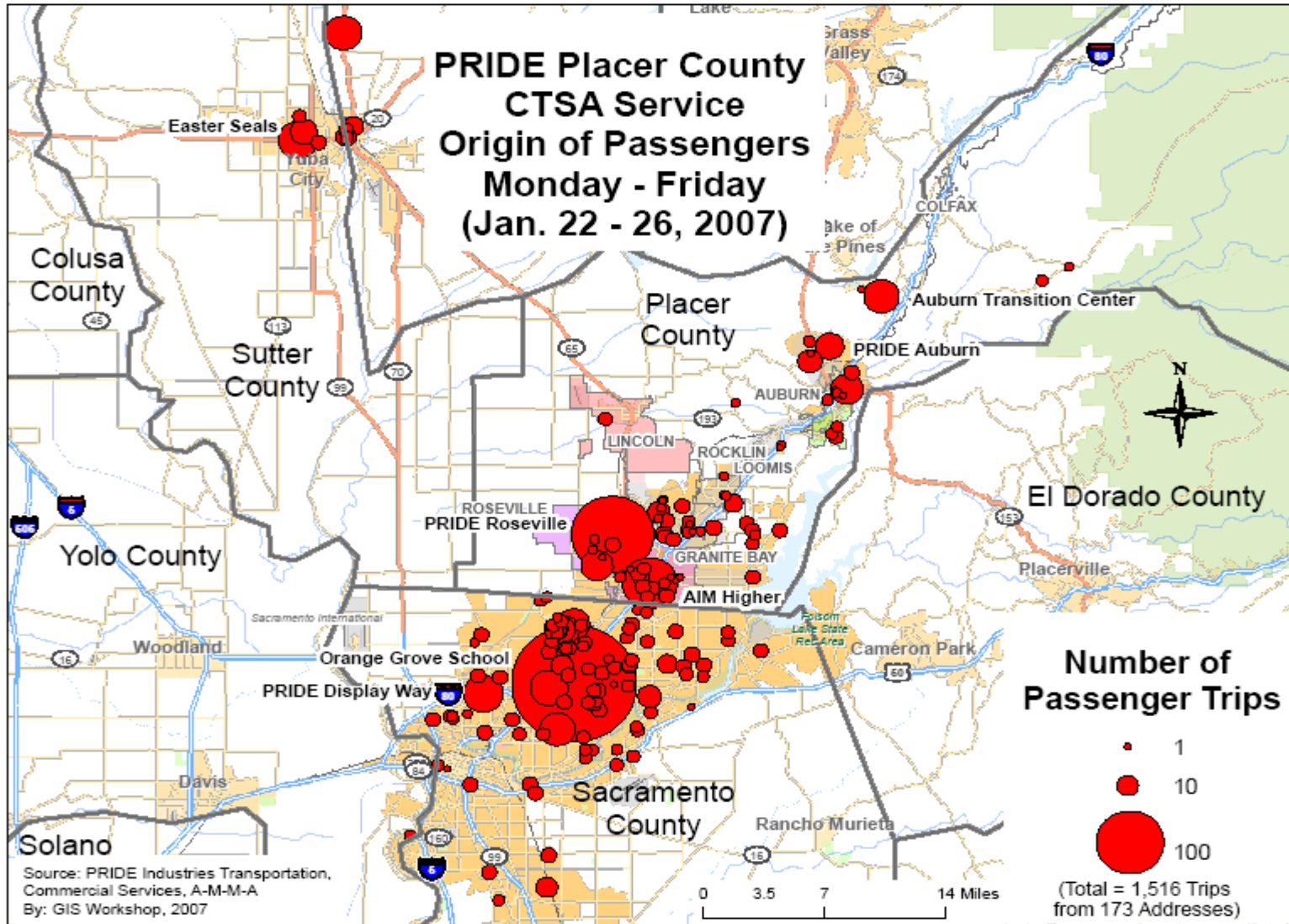
**Table 4-3, PRIDE Placer County
CTSA Medi-Cal Service
Top Origin Locations
Monday - Friday
January 22- 26, 2007**

| Rank | Address | ZIP | City | Description of Address | Number of Trips Originating From This Location |
|------|---------|-------|-----------------|------------------------|--|
| 1 | | 95660 | NORTH HIGHLANDS | PRIDE SACRAMENTO | 19 |
| 2 | | 95841 | NORTH HIGHLANDS | ORANGE GROVE SCHOOL | 11 |
| 3 | | 95610 | CITRUS HEIGHTS | | 8 |
| 4 | | 95650 | LOOMIS | NEW LIFE CENTER | 7 |
| 5 | | 95747 | ROSEVILLE | | 5 |
| 6 | | 95661 | ROSEVILLE | | 5 |
| 7 | | 95648 | LINCOLN | | 5 |
| 8 | | | LOOMIS | | 5 |
| 9 | | 95658 | NEWCASTLE | | 4 |
| 10 | | 95648 | LINCOLN | | 4 |

*Addresses removed for
confidentiality reasons.*

Source: PRIDE Industries Transportation, GIS Workshop, 2006

Figure 4-4



**Table 4-4 PRIDE Placer County CTSA
General CTSA Trips
Top Origin Locations
Monday - Friday
January 22- 26, 2007**

| Rank | Address | ZIP | City | Description of Address | Number of Trips Originating From This Location |
|------|--|-------|-----------------|------------------------------|--|
| 1 | Addresses removed for confidentiality reasons. | 95841 | NORTH HIGHLANDS | ORANGE GROVE SCHOOL | 343 |
| 2 | | 95747 | ROSEVILLE | PRIDE ROSEVILLE | 149 |
| 3 | | 95661 | ROSEVILLE | AIM HIGHER | 66 |
| 4 | | 95993 | YUBA CITY | EASTER SEALS | 34 |
| 5 | | 95603 | SACRAMENTO | PRIDE DISPLAY WY | 34 |
| 6 | | 95660 | | | 31 |
| 7 | | 95901 | MARYSVILLE | | 29 |
| 8 | | 95722 | MEADOW VISTA | AUBURN TRANSITION CENTER | 28 |
| 9 | | 95864 | SACRAMENTO | ST MARKS SHORT CENTER | 28 |
| 10 | | 95747 | ROSEVILLE | | 23 |
| 11 | | 95842 | SACRAMENTO | | 23 |
| 12 | | | AUBURN | | 23 |
| 13 | | 95660 | NORTH HIGHLANDS | | 19 |
| 14 | | 95660 | NORTH HIGHLANDS | | 18 |
| 15 | | 95602 | AUBURN | PRIDE AUBURN | 17 |
| 16 | | 95993 | YUBA CITY | | 15 |
| 17 | | 95603 | AUBURN | VISUAL / LIVING SKILL CENTER | 13 |
| 18 | | 95660 | NORTH HIGHLANDS | | 13 |
| 19 | | 95628 | FAIR OAKS | | 12 |
| 20 | | 95765 | ROCKLIN | | 11 |
| 21 | | 95828 | ELK GROVE | | 10 |
| 22 | | 95660 | NORTH HIGHLANDS | | 10 |
| 23 | | | BEALE AFB | BEALE AFB CONTRAILS INN | 9 |
| 24 | | 95628 | FAIR OAKS | | 9 |
| 25 | | 95901 | MARYSVILLE | YUBA COUNTY GOV'T CENTER | 9 |
| 26 | | 95650 | LOOMIS | NEW LIFE CENTER | 8 |
| 27 | | 95677 | ROCKLIN | | 7 |
| 28 | | 95677 | ROCKLIN | SIERRA COLLEGE | 6 |
| 29 | | 95662 | ORANGEVALE | | 6 |
| 30 | | 95678 | ROSEVILLE | | 6 |

Source: PRIDE Industries Transportation, GIS Workshop, 2006

Linked Trips, Trip Origins and Destinations by Service Type

The origin analysis did not provide sufficient information to understand the pattern of trips as a trip might originate in South Placer County and then travel to a destination in Sacramento County. The consultant team worked with the Access database to establish linked trips within the Trapeze data.¹³ These trips are depicted on the maps following in relation to only the cities of origin and destination. This provides a picture of the actual trip making activity, depicted:

- for CTSA contract dial-a-ride services in Figure 4-5;
- for CTSA medical services in Figure 4-6; and
- for CTSA general trips in Figure 4-7.

¹³ Pride's Trapeze data set establishes two records for each one-way passenger trip: the trip origin is one record and the destination address is stored in a second record. To create linked trips, programming was necessary to link the unique client i.d. numbers associated with each trip and develop an output that could be used in the GIS analysis.

Figure 4-5

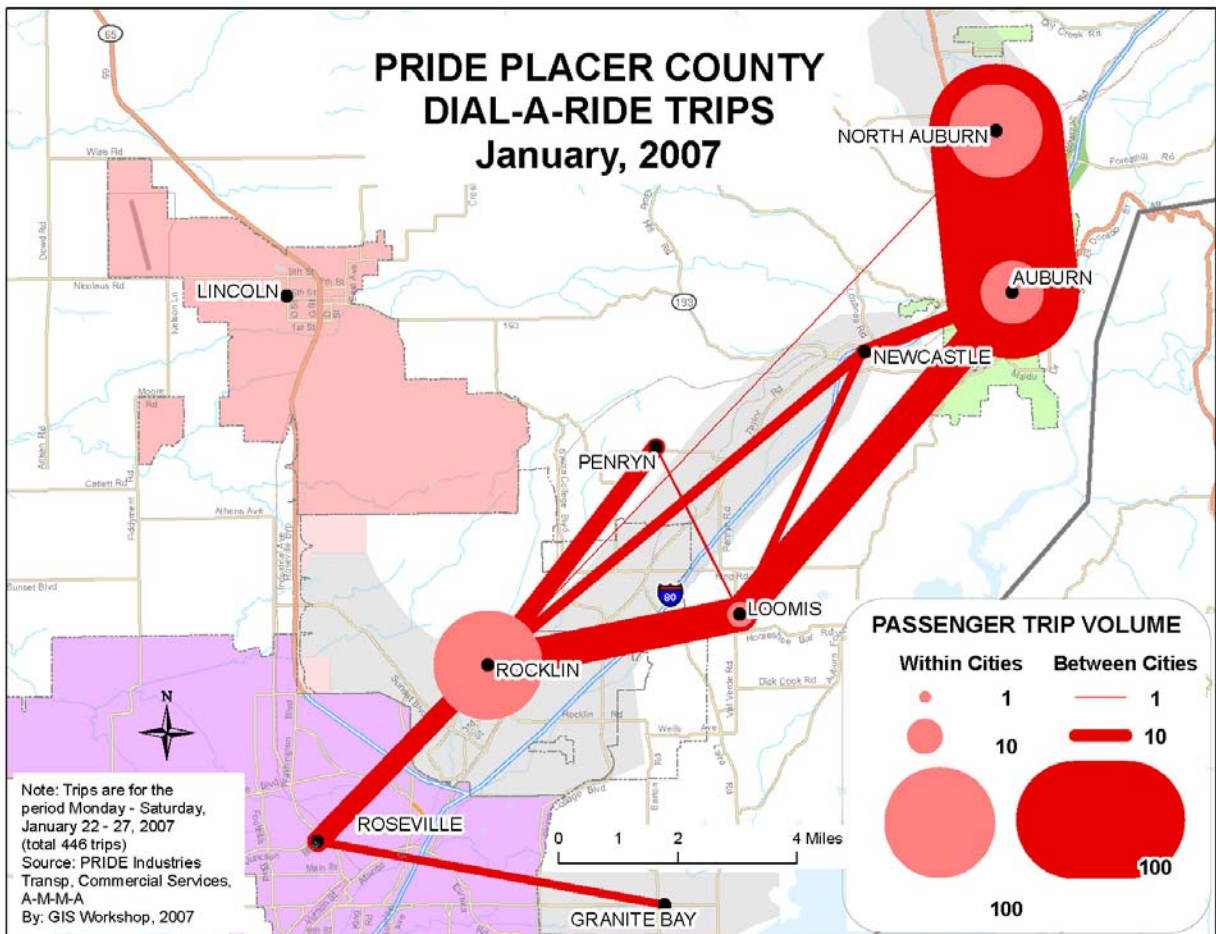


Figure 4-5 reveals that Placer County Transit (PCT) trips are very much reflective of PCT’s contractual understanding with Pride CTSA. Trips are provided within and between the communities of Auburn, of Rocklin and Loomis, between Auburn and Roseville, and between Granite Bay and Roseville. The circle and lines on Figure 4-5 present the relative volume of trips within this 446 trip sample from January 2007.

Figure 4-6 following depicts the pattern of trips labeled by the CTSA as Medical trips. This is a much smaller sample, a total of just 84 trips provided during this sample week. Trips are originating in South Placer County and traveling to various facilities in Sacramento County, in the North Highlands, Foothill Farms and Citrus Heights areas.

Figure 4-7 following shows a very different picture for all of the CTSA general trips, those trips that are not labeled as PCT contract trips or Medical trips. Table 4-4 details the volume of trips within South Placer County and between Placer and the neighboring counties. This detail shows that:

- 49% of this sample of trips originate within and end within South Placer County
- 7% originate within South Placer County and end outside of South Placer County
- 41% both originate and end outside of South Placer County

Figure 4-6

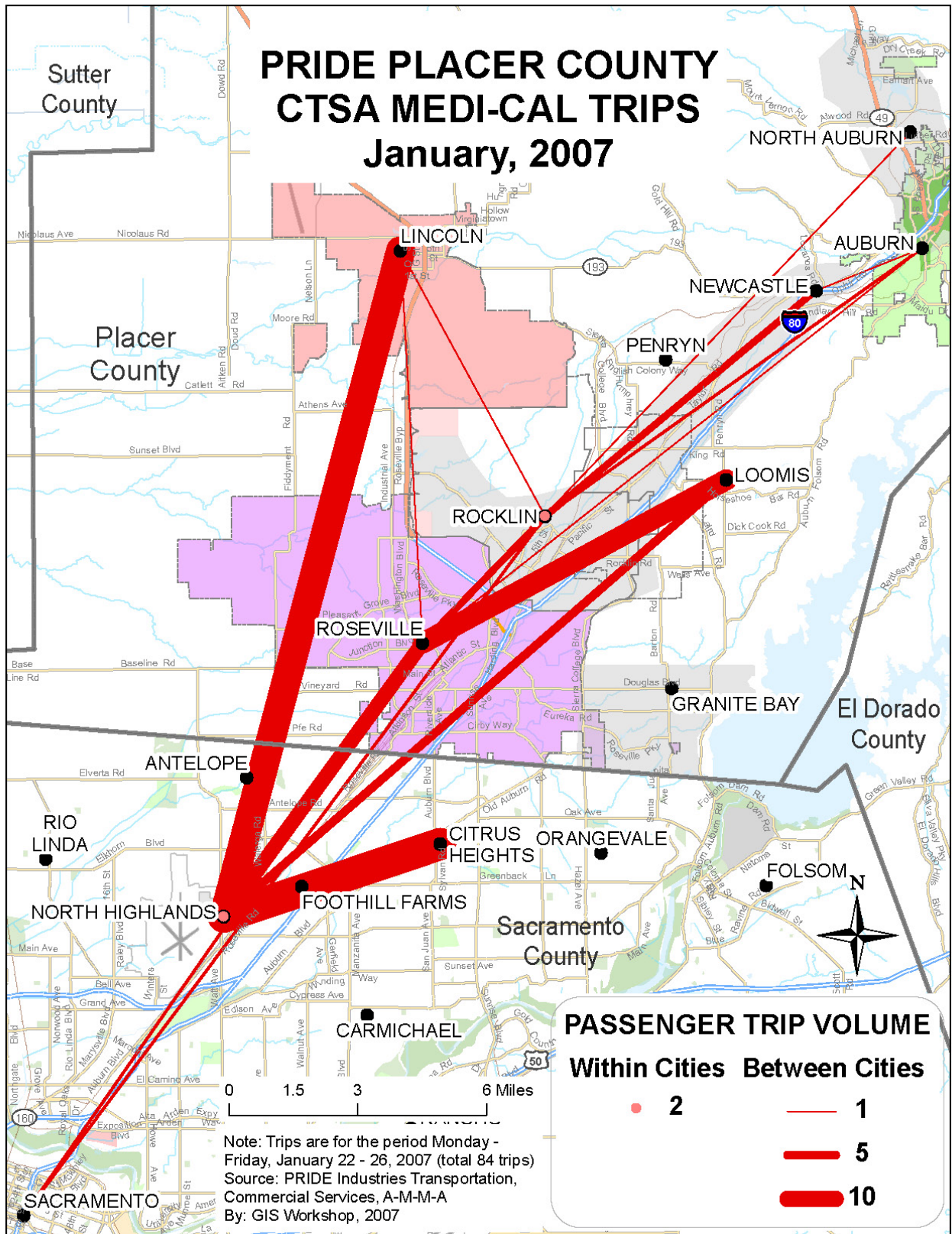


Figure 4-7

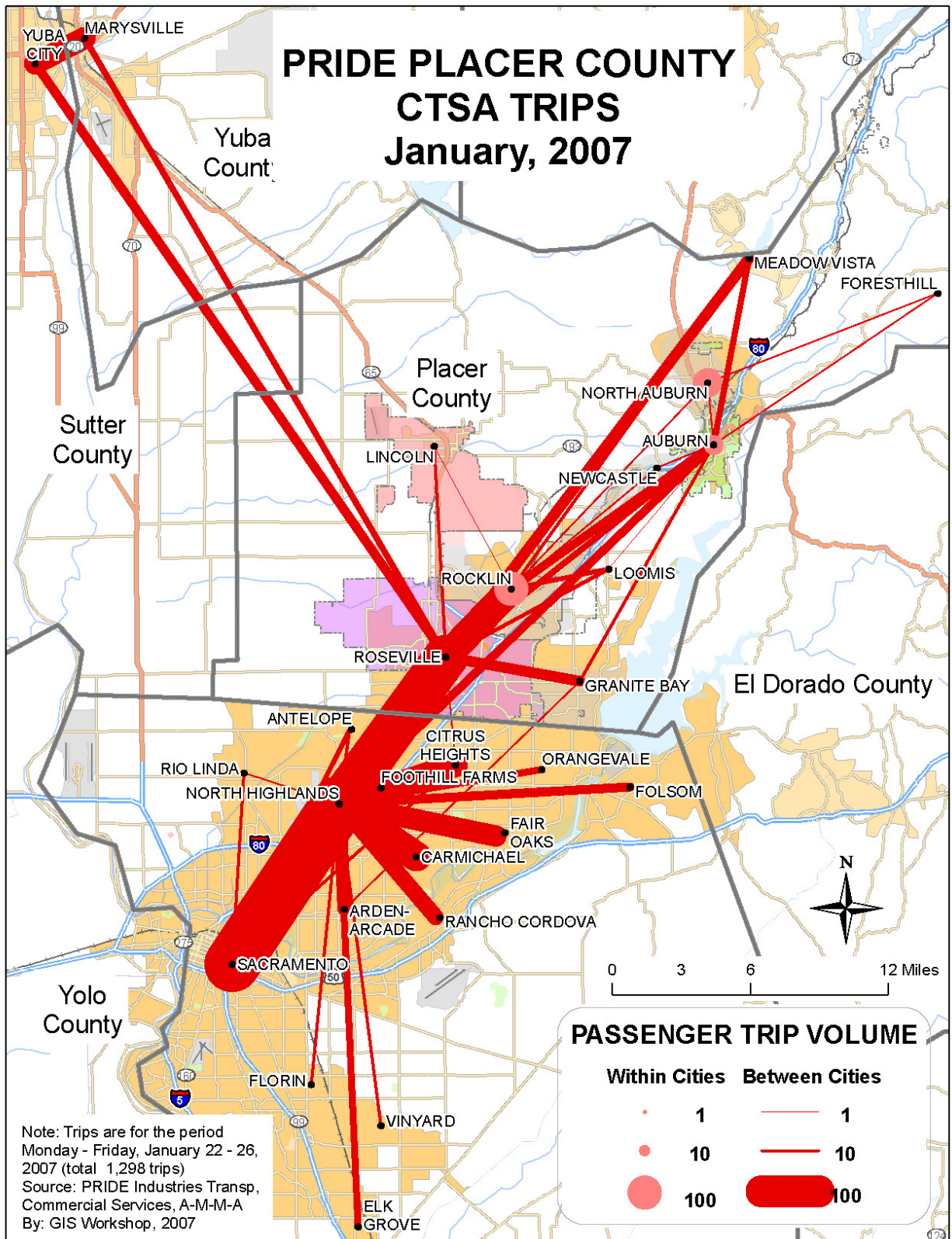


Table 4-5 Detail on PRIDE CTSA Trip Origins and Destinations from January 2007 Sample

| PRIDE CTSA Only Trips, Sample | | | Drop Off Area | | | | | | | | | | | | | |
|--|-------------|-------------------|--------------------------|-------|-------------------|------|-----------------------------|------|-----------------|------|-------------------------|-------|-------------------------|-------|-------------------|------|
| Pickup Area | Trips | Pickup % of Total | Auburn/ North Placer Co. | | City of Roseville | | Rocklin/ Loomis/Granite Bay | | City of Lincoln | | North Sacramento County | | South Sacramento County | | Yuba / Marysville | |
| | | | n | % | n | % | n | % | n | % | n | % | n | % | n | % |
| Auburn/Placer North Co. | 371 | 18.1% | 302 | 14.7% | 28 | 1.4% | 41 | 2.0% | | | | | | | | |
| City of Roseville | 307 | 14.9% | 25 | 1.2% | 69 | 3.4% | 86 | 4.2% | 5 | 0.2% | 74 | 3.6% | 23 | 1.1% | 23 | 1.1% |
| Rocklin/Loomis/ Granite B. | 321 | 15.7% | 60 | 2.9% | 90 | 4.4% | 154 | 7.5% | 1 | 0.0% | 10 | 0.5% | 6 | 0.3% | | |
| City of Lincoln | 14 | 0.7% | | | 4 | 0.2% | 1 | 0.0% | | | 9 | 0.4% | | | | |
| North Sacramento County | 645 | 31.5% | | | 74 | 3.6% | 10 | 0.5% | 9 | 0.4% | 326 | 15.9% | 226 | 11.0% | | |
| South Sacramento County | 290 | 14.2% | | | 25 | 1.2% | 5 | 0.2% | | | 221 | 10.8% | 39 | 1.9% | | |
| Yuba/Marysville | 101 | 4.9% | | | 24 | 1.2% | | | | | | | | | 77 | 3.8% |
| Total Trips (n) | 2049 | 100% | | | | | | | | | | | | | | |
| Dropoff % of Total Trips | | 100% | 18.9% | | 15.3% | | 14.5% | | 0.7% | | 31.2% | | 14.3% | | 4.9% | |
| Trips Originating and Ending in Placer County | | | | | | | | | 49.4% | | | | | | | |
| Trips Originating in Placer and Ending Outside of Placer County | | | | | | | | | 7.1% | | | | | | | |
| Trips Originating and Ending Outside of Placer County | | | | | | | | | 43.4% | | | | | | | |
| <i>Note: All percentages are of the Total "N" = 2049</i> | | | | | | | | | 100% | | | | | | | |

Summary Comments Regarding PRIDE CTSA Trip Analysis

This analysis showed the origin location of three CTSA services, working with a sample of almost 2,200 trips provided during the last week of January 2007. The services are the PCT contract service, the CTSA medical or medically-oriented trips and general CTSA Dial-A-Ride trips provided in this region. The trip origin analysis showed that all of the PCT Dial-A-Ride passengers are being picked-up from sites located within South Placer County, and specifically within the respective service areas of the PCT contract.

For the other CTSA services, a significant number of medical and general CTSA passengers are originating from sites outside of this service area. Many of these passengers are coming from sites as far away as North Sacramento County, particularly in the area of the Orange Grove School.

The linked trips analysis made this clearer, specifically for the general CTSA trips. Half of those trips are within and between South Placer County addresses. Seven percent are from South Placer County addresses to locations outside of the County while up to 43 percent are to and from destinations that are outside of South Placer County, in Sutter, Yuba and Sacramento Counties.

These pictures indicate that where the contracting expectations are spelled out and delineated, the CTSA is following those requirements explicitly. In the case of general CTSA services, there has been no such clarity about expectations. The consequence of this are shown clearly in Table 4-4 which suggests that TDA funding that underwrites the CTSA operations is subsidizing trips to non-Placer County residents, outside of South Placer County.

4.10 SUMMARY COMMENTS ON SOUTH PLACER COUNTY PUBLIC DIAL-A-RIDE SERVICES

A picture emerges of a fairly comprehensive set of demand responsive services within South Placer County with eight programs reviewed. These range in size from Lincoln Transit, as the smallest to larger programs in Roseville and Placer County Transit. Auburn Transit's deviated fixed-route, as well as the Taylor Road Shuttle are not dial-a-ride services but are providing scheduled service within their respective areas that can still provide curb-to-curb service with requests for deviation to riders' homes or destinations. The *consolidated transportation services agency* - CTSA) operated by Pride Industries is filling certain gaps within the picture of municipal and county-operated services.

Fairly high levels of service are represented, on all weekdays and Saturdays in most areas and Roseville Dial-A-Ride operating on Sundays. In addition, consumers can request door-to-door assistance from several services, including Lincoln Dial-a-Ride and the CTSA. This is important for the most frail passengers or for riders who are visually impaired.

With the exception of CTSA services, the programs examined are all general public dial-a-ride programs, offering trips to almost all callers when space allows. The Roseville Dial-A-Ride has the most formalized Americans with Disabilities (ADA) program in place and gives priority to ADA riders. Sometimes general public riders do have to be bumped to make room for the ADA priority rider. PCT has been careful to ensure that its services meet the ADA complementary paratransit requirements but ridership is not limited to ADA riders.

Among these dial-a-ride programs, there are differences in fares, in operating hours, and in methods and timing for making reservations which can be confusing to consumers. Notably one rider interviewed on the “ride alongs” spoke of how to make the services work in an interconnected way, to transfer between cities, but she said “you have to know how to do this yourself.” This picture of the services suggests that the wealth of trip opportunities that are possible are not readily apparent to South Placer County residents.

The major policy issue this analysis presents is that of the general CTSA trips, now provided through Pride Industries of which up to 43 percent of the sample reviewed are originating and ending outside of South Placer County. The recent audit process identifies some operational concerns related to reporting and general record keeping. But the overall analysis suggests opportunity to revisit the expectations CTSA services for South Placer County, to articulate clearly both the expectations and the limitations on CTSA trips. Such clarification will ensure that Transportation Development Act funding that underwrites the CTSA services provided in South Placer County is spent in ways consistent with PCTPA’s policy direction.

CHAPTER FIVE -- FUNDING AND PERFORMANCE MEASURES

5.1 OVERVIEW

This chapter examines standard performance indicators for the public dial-a-ride programs, including those set forth in state-required performance audits and an indicator of trips per capita. Also presented is a comparison of South Placer County dial-a-ride programs' performance with other, reasonably comparable programs. Funding is considered in relation to current expenditures. New funding potentially available under SAFETEA-LU is discussed.

5.2 DIAL-A-RIDE KEY PERFORMANCE INDICATORS

Table 5-1 following presents a three year picture of key operating data items for the dial-a-ride operators, including total costs, fares received, total passengers, vehicle revenue hours and vehicle revenue miles. Some information about vehicles and employees was obtained.

Table 5-2 presents four key indicators for each operator, calculated from these basic data items. These include passengers per revenue hour, passengers per revenue mile, operating cost per hour and operating cost per passenger. Countywide means for the two service types – dial-a-ride and deviated fixed route services – are shown to provide some comparison of performance among South Placer County's demand responsive operators.

Comments follow on the patterns that operating and performance data show for each of the dial-a-ride and specialized transit programs reviewed.

Placer County Transit - Highway 49 Dial-A-Ride: This is one of the larger of the mid-sized programs, serving between 14,500 and 15,000 passenger trips annually. Productivity at 2.37 and cost per passenger of \$15.99 are both declining indicators from the prior year when productivity was 2.76 riders per hour and per passenger costs were \$13.65. The FY 05/06 unit costs are somewhat consistent with those of two years ago, although almost 1,000 additional revenue hours have been added to the service in the three year period while revenue miles have declined from the FY 04/05 high. Operating costs per hour at \$38 are among the highest. Fare box recovery at just over 3 percent has increased slightly from the prior year.

Placer County Transit - Granite Bay Dial-A-Ride: This is the smallest service among those reviewed, providing a high of 1,200 trips two years ago and reporting just 928 trips in FY 04/05. Productivity is the lowest, at 1.6 riders per hour while per passenger costs are the highest, climbing from \$31 to \$39 to \$48 during this three year period. Revenue hours of service have been fairly constant over this period, about 1,000 hours annually or almost 20 hours of service weekly. Operating costs per hour of \$44 are the highest among this group of providers. Farebox recovery has been increasing during this three year period, but remains very low at below 2 percent.

Placer County Transit - Rocklin/ Loomis Dial-A-Ride: This service provided almost 8,000 trips during FY 05/06, down from two years ago: 9,900; and from the prior year: 9,500 riders. Revenue hours decreased about 900 hours between FY 05/06 and the prior year. Despite this

the per passenger costs have almost doubled in two years, from \$6 to \$12 while productivity declined from 2.0 to 1.9 to the current 1.6 riders per hour over the three years under review. Operating costs per hour of almost \$19.50 are considerably below those of the Granite Bay or Highway 49 Dial-A-Ride services. Farebox recovery had been a healthy 11 percent for two years, but dropped to 6 percent in the most recent period as ridership declined.

Placer County Transit - Taylor Road Shuttle: This deviated fixed route service is comparable in size to the Rocklin/ Loomis program, serving 9,000 riders this year. It too shows declining ridership, dropping about 1200 riders annually between the FY 03/04 year and the most recent year. Productivity at almost 3 riders per hour and the per rider trip cost of \$6 reflect the efficiencies of this service mode. But again, indicators all reflect declining performance with increasing unit costs and decreasing efficiencies. The operating cost per hour is \$18, the lowest of the PCT programs and reflective of the scheduled service nature of a deviated fixed route. Farebox return rates have been healthier, at almost 6 percent in the most recent year, down from 8 percent in the year previous and 7 percent before that.

City of Auburn Deviated Fixed Route: This service has the highest ridership levels of all programs reviewed at 56,000 riders, increased from the prior year's total of 50,000. Its 11 passenger per hour and passengers per mile of 0.90 are considerably above the comparable indicators for the other traditional dial-a-rides under review. Operating costs are high at \$77 per hour for this city-operated service, increased slightly from the prior year's \$74 per revenue hour. The per passenger cost of \$16 for the current year shows a slight decline from the preceding year, a positive consequence of the increasing ridership base. The farebox recovery ratio is struggling with the decreased ridership, down from over 10 percent in the first year of review to 8.8 percent in the current year.

City of Lincoln Dial-A-Ride: This program is small, just 3,700 riders served by its two dedicated vehicles. It is showing increasing ridership and improved productivity and passenger per hour indicators, growing from 1.9 to 2.0 riders per hour and increasing from 0.16 to 0.19 passengers per revenue mile. Cost data for only the Dial-A-Ride program was not available so cost-related performance indicators could not be calculated.

City of Roseville Dial-A-Ride: This service is the largest traditional Dial-A-Ride and with 46,000 riders in FY 04/05 it is approaching the volume of trips provided by the Auburn deviated fixed-route. Performance indicators of 3.1 riders per hour and 0.25 are very respectable for a community-based demand response service, showing slight improvements in these indicators over the three years under review. Per rider costs of \$17.55 is not inexpensive, reflective of the \$55 operating cost per hour but still within a reasonable range of expenditure. This is the only Dial-A-Ride program that is meeting and exceeding TDA's minimum 10 percent farebox return, currently at 12.5 percent for the most recent year.

Pride CTSA operating data could not be fully obtained and so is presented in only limited form in Figure 5-1, with the exception of an estimate of trips provided, totaling 87,828 built up from the January 2006 week sample provided by PRIDE.

**Table 5-1
South Placer County Dial-A-Ride Study
Financial and Operating Data by Operator**

| System | Fiscal Yr | Operating Cost | Fare Revenues | Total Passengers | Vehicle Rev Hours | Vehicle Rev Miles | Total Revenue Vehicles | Peak Weekday Vehicles | Total Employees |
|--|--------------|--------------------|------------------|------------------|-------------------|-------------------|------------------------|-----------------------|-----------------|
| Placer County [1] | | | | | | | | | |
| Highway 49 Dial-A-Ride | 03/04 | \$225,932 | \$4,829 | 14,492 | 5,563 | 55,967 | | 2 | |
| | 04/05 | \$248,750 | \$8,750 | 18,223 | 6,607 | 67,013 | | 2 | |
| | 05/06 | \$251,960 | \$8,631 | 15,759 | 6,625 | 59,379 | | 2 | |
| Granite Bay Dial-A-Ride | 03/04 | \$39,258 | \$354 | 1,262 | 1,020 | 8,962 | | 1 | |
| | 04/05 | \$42,715 | \$768 | 1,084 | 1,020 | 6,908 | | 1 | |
| | 05/06 | \$44,637 | \$857 | 928 | 1,012 | 5,717 | | 1 | |
| Rocklin/Loomis Dial-A-Ride | 03/04 | \$57,840 | \$6,550 | 9,973 | 4,947 | 38,698 | | 2 | |
| | 04/05 | \$62,926 | \$7,147 | 9,482 | 4,943 | 35,300 | | 2 | |
| | 05/06 | \$96,503 | \$6,180 | 7,918 | 4,961 | 31,066 | | 2 | |
| Taylor Road Shuttle (Deviated Fixed Route) | 03/04 | \$48,875 | \$3,454 | 10,230 | 3,052 | 57,617 | | 1 | |
| | 04/05 | \$53,178 | \$4,336 | 10,245 | 3,039 | 58,770 | | 1 | |
| | 05/06 | \$55,571 | \$3,256 | 9,028 | 3,038 | 58,576 | | 1 | |
| City of Auburn (Deviated Fixed Route) | 03/04 | \$252,173 | \$25,561 | 51,339 | 5,304 | 64,196 | 5 | 3 | 6 |
| | 04/05 | \$345,470 | \$32,677 | 50,601 | 4,652 | 60,635 | 5 | 2 | 6 |
| | 05/06 | \$370,301 | \$32,528 | 56,472 | 4,780 | 61,444 | 5 | 3 | 7 |
| City of Lincoln [2] Dial-A-Ride | 03/04 | \$486,414 | \$18,267 | 1,888 | n/a | n/a | 1 | 1 | 1 |
| | 04/05 | \$510,526 | \$18,971 | 3,505 | 1,790 | 25,804 | 1 | 1 | 1 |
| | 05/06 | \$548,626 | \$24,096 | 3,730 | 1,782 | 22,801 | 2 | 2 | 2 |
| City of Roseville [3] Dial-A-Ride | 03/04 | \$822,850 | \$95,085 | 46,759 | 16,877 | 226,281 | 11 | 6 | 26 |
| | 04/05 | \$746,241 | \$81,403 | 44,784 | 15,352 | 214,289 | 11 | 6 | 26 |
| | 05/06 | \$806,161 | \$101,928 | 46,553 | 15,066 | 184,450 | 11 | 6 | 26 |
| Pride/CTSA [4] Dial-A-Ride | 03/04 | \$703,707 | \$58,121 | n/a | n/a | n/a | n/a | n/a | n/a |
| | 04/05 | \$750,721 | \$48,615 | | n/a | n/a | n/a | n/a | n/a |
| | 05/06 | \$808,870 | \$56,098 | 87,826 | n/a | n/a | n/a | n/a | n/a |
| Grand Totals | 03/04 | \$2,637,049 | \$212,221 | 135,943 | 36,763 | 451,721 | 17 | 16 | 33 |
| | 04/05 | \$2,760,527 | \$202,667 | 137,924 | 37,403 | 468,719 | 17 | 15 | 33 |
| | 05/06 | \$2,982,629 | \$233,574 | 228,214 | 37,264 | 423,433 | 18 | 17 | 35 |
| Dial-A-Ride Totals | 05/06 | \$2,556,757 | \$197,790 | 162,714 | 29,446 | 303,413 | 13 | 13 | 28 |
| Dev'td Fixed Rt. Totals | 05/06 | \$425,872 | \$35,784 | 65,500 | 7,818 | 120,020 | 5 | 4 | 7 |

Notes

- Placer County contracts with Pride Industries for operation of the 4 services shown above, Hwy 49 Dial-A-Ride, Granite Bay Dial-A-Ride, Rocklin/Loomis Dial-A-Ride, and the Taylor Road Shuttle.
- Lincoln demand responsive services began in FY03/04 using fixed-route vehicles between routes; no separate data was collected, other than trips. Operating Cost and Fare Revenue figures for all three years are combined Lincoln fixed-route and demand response services.
- Roseville data shown for Dial-a-Ride portion of services only.
- Operating data and fare revenue for Pride CTSA could not be obtained.
- This Pride CTSA estimate of general CTSA trips provided was developed from study estimates, based upon a trip sample provided by Pride.

**Table 5-2
South Placer County Dial-A-Ride Study
Performance Indicators by Operator**

| System | Fiscal Yr | Pass per Veh Rev Hour | Pass per Veh Rev Mile | Oper Cost per Pass | Oper Cost per Rev Hour | Recovery Ratio |
|--|--------------|--------------------------|--------------------------|------------------------------|---------------------------|---------------------------|
| Placer County [1] | | | | | | |
| Highway 49 Dial-A-Ride | 03/04 | 2.6 | 0.26 | \$15.59 | \$40.61 | 2.1% |
| | 04/05 | 2.8 | 0.27 | \$13.65 | \$37.65 | 3.5% |
| | 05/06 | 2.4 | 0.27 | \$15.99 | \$38.03 | 3.4% |
| Granite Bay Dial-A-Ride | 03/04 | 1.2 | 0.14 | \$31.11 | \$38.49 | 0.9% |
| | 04/05 | 1.1 | 0.16 | \$39.40 | \$41.88 | 1.8% |
| | 05/06 | 0.9 | 0.16 | \$48.10 | \$44.11 | 1.9% |
| Rocklin/Loomis Dial-A-Ride | 03/04 | 2.0 | 0.26 | \$5.80 | \$11.69 | 11.3% |
| | 04/05 | 1.9 | 0.27 | \$6.64 | \$12.73 | 11.4% |
| | 05/06 | 1.6 | 0.25 | \$12.19 | \$19.45 | 6.4% |
| Taylor Road Shuttle | 03/04 | 3.4 | 0.18 | \$4.78 | \$16.01 | 7.1% |
| | 04/05 | 3.4 | 0.17 | \$5.19 | \$17.50 | 8.2% |
| | 05/06 | 3.0 | 0.15 | \$6.16 | \$18.29 | 5.9% |
| City of Auburn | 03/04 | 9.7 | 0.80 | \$4.91 | \$47.54 | 10.1% |
| | 04/05 | 10.9 | 0.83 | \$6.83 | \$74.26 | 9.5% |
| | 05/06 | 11.8 | 0.92 | \$6.56 | \$77.47 | 8.8% |
| City of Lincoln [2] | 03/04 | n/a | n/a | n/a | n/a | 3.8% |
| | 04/05 | 2.0 | 0.14 | n/a | n/a | 3.7% |
| | 05/06 | 2.1 | 0.16 | n/a | n/a | 4.4% |
| City of Roseville | 03/04 | 2.8 | 0.21 | \$17.60 | \$48.76 | 11.6% |
| | 04/05 | 2.9 | 0.21 | \$16.66 | \$48.61 | 10.9% |
| | 05/06 | 3.1 | 0.25 | \$17.32 | \$53.51 | 12.6% |
| Pride/CTSA [3] | 03/04 | n/a | n/a | n/a | n/a | n/a |
| | 04/05 | n/a | n/a | n/a | n/a | n/a |
| | 05/06 | n/a | n/a | n/a | n/a | n/a |
| Countywide Mean: Dial-A-Ride | 05/06 | 2.5 | 0.54 | \$13.07 ¹⁴ | \$58.33 | 7.7% ¹⁴ |
| Countywide Mean: Deviated Fixed Route | 05/06 | 8.4 | 0.55 | \$6.50 | \$54.47 | 8.4% |

Notes

1. Placer County contracts with Pride Industries for operation of the 4 services shown above, Hwy 49 Dial-A-Ride, Granite Bay Dial-A-Ride, Rocklin/Loomis Dial-A-Ride, and the Taylor Road Shuttle.
2. Operating Cost and Fare Revenue data for Lincoln is combined fixed-route and demand responsive. Also, separate demand response Revenue Hours and Revenue Miles are not available for FY 03/04.
3. As operating and fare data could not be obtained for general CTSA services, performance indicators are not calculated.
4. These Dial-A-Ride mean indicators include CTSA data. Other indicators do not as data were not available.

Trips Per Capita

There is value in understanding the quantity of trips provided in relation to the total population. Table 5-3 presents trips per capita information for the respective South Placer County jurisdictions, with assumptions made about unincorporated county populations and services.

Table 5-3 shows some significant differences across the county. Auburn's deviated fixed-route service reflects the highest trips per capita at 4.5 trips per person, in relation to the incorporated city limits' population. Of strictly the dial-a-ride programs, Roseville Dial-A-Ride has by far the strongest measure at 0.6 trips per capita or just over a half trip per capita for City of Roseville residents. The City of Lincoln and the PCT services of Highway 49 Dial-A-Ride and the Taylor Road Shuttle each generated trip per capita rates of 0.3 trips per resident, half the rate for Roseville Dial-A-Ride. General CTSA trips also calculate a comparable rate of 0.3 trips per resident for all South Placer County residents, counting only trips either originating or ending in Placer County. Service in the Rocklin/ Loomis area is below these services, at 0.2 trips while the Granite Bay service is lowest at 0.05 trips per capita measure. The countywide average is just under one trip per person per capita, at 0.9.

**Table 5-3 South Placer County Dial-A-Ride Study
Transit Trips Per Capita for
Dial-A-Ride and Deviated Fixed Route Services Only**

| Census Designated Places | 2000 Census Total Population | FY 2005/06 Dial-A-Ride & Deviated Fixed- Route Trips Provided | Trips Per Capita |
|---|---------------------------------------|---|---------------------|
| Placer County Total | 248,399 | | |
| South Placer County <i>(estimated at 79% of total County)</i> | 196,235 | | |
| Auburn | 12,647 | 56,472 | 4.5 |
| Granite Bay | 19,441 | 928 | 0.05 |
| Lincoln | 10,939 | 3,730 | 0.3 |
| Loomis | 6,427 | 7,918 | 0.2 |
| Rocklin | 36,563 | | |
| Roseville | 80,092 | 46,553 | 0.6 |
| South Placer County Unincorporated \1 <i>(estimated)</i> | 30,126 | 9,663 \2 | 0.3 |
| CTSA General and Medical Trips | | <87,828> | |
| CTSA General & Medical Trips - Adjusted | [196,235] | 55,828 \3 | 0.3 |
| All Dial-A-Ride & Deviated Fixed Route Trips (C TSA adjusted trips) | | 181,092 | |
| South Placer County <i>(estimated at 79% of total County)</i> | 196,235 | 181,092 | 0.9 |

Notes

- \1 South Placer County unincorporated population estimated by subtracting census designated place (CDP) population totals from South Placer County total which was estimated at 79% of countywide.
- \2 Includes trips for PCT Highway 49 Dial-A-Ride and Taylor Road Shuttle
- \3 CTSA adjusted trips removes the trips that originate and end OUT of Placer County.

5.3 COMPARISON OF SOUTH PLACER COUNTY DIAL-A-RIDE PROGRAMS WITH OTHER SYSTEMS

Table 5-4 following contrasts South Placer County dial-a-ride systems with other programs that are largely demand response services. Such comparisons offer opportunity to compare one's own programs with other operations. Comparisons must be made judiciously as there are many variables at work that influence indicators up or down. These variables include such elements as wait times at the curb, the number of shared-rides, the deployment of vehicles over the course of a service day and other operational policies that influence service efficiency and effectiveness.

Operational practices can vary more among demand responsive, dial-a-ride services than fixed-route, making it difficult to ensure that apples-to-apples comparisons are made. Nonetheless, comparative information among generally similar services does provide a point of reference or framework for assessing whether service performance is exemplary, acceptable, or poor.

Data presented here was drawn from several sources including the National Transit Database and the current SACOG MTP 2035 background information. Additionally, Table 5-4 includes information available to the consultant team from Riverside County Transportation Commission and the Kern Council of Governments. Both of these counties have small operators providing specialized transit services in rural and suburban environments and both are known to the consultant team as generally effective services.

Presented in relation to the number of riders transported, greater than or fewer than 15,000 annual riders, Table 5-4 presents information on nineteen operators. Paratransit Inc. is included, substantially larger than the other systems with 289,000 riders annually, but is clearly a regional provider whose performance is of relevance to this comparison. Notably, Pride CTSA services are not included in this table as performance data could not be calculated. But, with the estimate of 87,000 passenger trips annually, this is one of the larger programs among those operating in South Placer County.

The **Roseville Dial-A-Ride** has the strongest farebox recovery of all of the systems presented, with the exception of a deviated fixed-route program in Kern County. Roseville's productivity is favorable at 3.1 riders per hour, but not as strong as several of the Kern County Dial-A-Ride services with over three and up to four riders per hour. Roseville Dial-a-Ride is a cost-effective service, right at the average cost per passenger among the larger operators.

The **Auburn deviated fixed route** is performing reasonably well within this group, certainly favorably in relation to passengers per hour and operating cost per passenger. Auburn's farebox recovery is not as high as the Kern RT deviated fixed route program included but Auburn has a comparable per rider cost and a better productivity indicator.

The **Highway 49 Dial-A-Ride** has the lowest farebox recovery ratio, among the group carrying 15,000 riders or more. Its productivity is undesirably lower than other providers. Conversely the cost per rider indicator is desirably below the group average, a more cost-effective service than some.

Of the smaller systems, the **Rocklin/ Loomis** service and the **Taylor Road deviated fixed route** service have favorably high fare box recovery ratios, compared to other programs listed. The Rocklin/ Loomis per rider cost is favorable, less than half the mean for this group but it

shows lower-than-desirable productivity levels. Taylor Road shuttle's productivity is better than the mean but low for a deviated fixed route service. Its' per passenger cost is desirably low.

The **City of Lincoln Dial-A-Ride** is among the smallest of the programs listed, with only the **Granite Bay** program providing fewer one-way trips. Lincoln Dial-A-Ride's farebox is well below the required 10 percent, but considerably better than that of the Granite Bay service. Granite Bay is performing poorly on every measure.

Table 5-4
Placer County Demand Response Programs' Peer Comparison
(Ranked by farebox recovery)

| Large/Medium Operators < 15,000 annual riders | Annual Ridership | Annual Vehicle Revenue Hours | Pass. Per Revenue Hour | Oper Cost per Pass. | Revenue Miles Per Pass | Farebox Recovery |
|---|-------------------------|-------------------------------------|-------------------------------|----------------------------|-------------------------------|-------------------------|
| Kern RT North Kern Express/ Deviated Fixed Route ² | 46,275 | 5,099 | 9.1 | \$6.67 | 0.25 | 28.3% |
| City of Roseville DAR ¹ | 46,553 | 15,066 | 3.1 | \$17.32 | 0.25 | 12.6% |
| City of Auburn Deviated Fixed Route ¹ | 56,472 | 4,780 | 11.8 | \$6.56 | 0.92 | 8.8% |
| Sacramento RT DR ^{3,4} [Paratransit Inc.] | 289,500 | 206,833 | 1.4 | \$35.14 | 0.11 | 8.6% |
| Kern RT Lamont DAR ² | 23,853 | 5,044 | 4.7 | \$12.79 | 2.3 | 5.5% |
| Kern RT Kern River Valley DAR ² | 20,285 | 5,619 | 3.6 | \$16.76 | 0.18 | 5.0% |
| Riverside Specialized Transit Operators Report (total) ⁵ | 37,466 | 13,798 | 2.7 | \$20.49 | 0.18 | 4.9% |
| Antelope Valley Transit DR ⁴ | 58,482 | 30,581 | 1.9 | \$36.70 | 0.09 | 4.3% |
| PCT Highway 49 DAR ¹ | 15,759 | 6,625 | 2.4 | \$15.99 | 0.27 | 3.4% |
| Means for Medium/Larger Operators | 60,930 | 32,038 | 3.5 | \$17.97 | 0.48 | 5.9% |

| Small Operators > 15,000 annual riders | Annual Ridership | Annual Vehicle Revenue Hours | Pass. Per Revenue Hour | Oper Cost per Pass. | Revenue Miles Per Pass | Farebox Recovery |
|---|-------------------------|-------------------------------------|-------------------------------|----------------------------|-------------------------------|-------------------------|
| PCT Rocklin/Loomis DAR ¹ | 7,918 | 4,961 | 1.6 | \$12.19 | 0.25 | 6.4% |
| PCT Taylor Road Shuttle Deviated Fixed Route ¹ | 9,028 | 3,038 | 3.0 | \$6.16 | 0.15 | 5.9% |
| Kern RT Frasier Park DAR ² | 10,481 | 2,708 | 3.9 | \$15.63 | 0.16 | 5.2% |
| Kern RT Roasamond DAR ² | 13,837 | 3,438 | 4.0 | \$15.03 | 2.07 | 5.1% |
| City of Lincoln ¹ | 3,730 | 1,782 | 2.1 | n/a | 0.16 | 4.4% |
| Riverside Co. Care-a-Van ⁵ | 9,295 | 6,351 | 1.5 | \$30.27 | 0.13 | 4.3% |
| Kern RT Mojave DAR ² | 11,458 | 3,467 | 3.3 | \$18.31 | 2.04 | 4.2% |
| Yolo Transit DR ⁴ | 14,819 | 10,544 | 1.4 | \$54.55 | 0.10 | 3.8% |
| Riverside Co. Friends of Moreno Valley ⁵ | 4,842 | 1,746 | 2.8 | \$14.41 | 0.16 | 3.8% |
| PCT Granite Bay DAR ¹ | 928 | 1,012 | 0.9 | \$48.10 | 0.16 | 1.9% |
| Means for Small Operators | 8,634 | 3,905 | 2.4 | \$21.46 | 0.54 | 4.5% |

Notes:

¹ South Placer County Regional DAR Study

² Kern Regional Transit Operated Routes FY05/06

³ MTP 2035 Budget Background

⁴ 2005 National Transit Database

⁵ Riverside County Transportation Commission Measure A Specialized Transit FY05/06

5.4 PLACER COUNTY PUBLIC TRANSIT FUNDING SOURCES

Transit funding from a mix of state and federal sources are utilized by South Placer County's public dial-a-ride operators. But the predominate funding source is the Local Transportation Fund (LTF), with its distribution across Placer County jurisdictions as shown below in Table 5-5, providing over 90 percent of transit dollars available.

**Table 5-5
Local Transportation Fund (LTF) Expenditures by Placer County Jurisdiction,
FY 2005-2006
[From 2007 Unmet Transit Needs Analysis and Recommendations Report
Placer county Transportation Planning Agency]**

| Jurisdictions | LTF Transit \$ | LTF Transit % | LTF Transit \$ Per Capita | LTF Street \$ | LTF Street % | LTF Street \$ Per Capita | Total LTF |
|-----------------------------|---------------------|---------------|---------------------------|--------------------|--------------|--------------------------|---------------------|
| Auburn | \$380,000 | 54.3% | \$29.29 | \$316,901 | 45.5% | \$24.42 | \$696,901 |
| Colfax | \$4,105 | 4.2% | \$2.25 | \$94,642 | 95.8% | \$51.86 | \$98,747 |
| CTSA | \$868,870 | 100.0% | n/a | n/a | n/a | n/a | \$868,870 |
| Lincoln | \$734,703 | 50.3% | \$21.87 | \$726,215 | 49.7% | \$21.62 | \$1,460,918 |
| Loomis | \$9,956 | 2.9% | \$1.54 | \$330,675 | 97.1% | \$51.03 | \$340,631 |
| Placer County | \$2,672,808 | 53.5% | \$25.20 | \$2,322,300 | 46.5% | \$21.90 | \$4,995,108 |
| Rocklin | \$281,772 | 10.3% | \$5.53 | \$2,452,586 | 89.7% | \$48.17 | \$2,734,358 |
| Roseville | \$5,481,470 | 99.3% | \$52.38 | \$40,062 | 0.7% | \$0.38 | \$5,521,532 |
| Entire County Totals | \$10,433,684 | 62.4% | \$32.97 | \$6,283,381 | 37.6% | 19.9% | \$16,717,065 |

Of the total \$16.7 million provided through the LTF to Placer County jurisdictions, \$10.4 million was spent on public transit in FY 2005, or 62.4 percent of available dollars. Among the jurisdictions, there is considerable variance in the proportion of dollars put to transit. Roseville is applying essentially all available dollars, while Auburn, Lincoln and the County of Placer allocate between 54 percent to 50 percent. Rocklin and Loomis allocations are very modest, at 10 percent and 2 percent respectively. The CTSA received \$868,870 in FY 2005/2006 or approximately five percent of the total LTF available.

Table 5-6 following presents a broader array of transit funding sources, shown for a three year timeframe by operator. Notably these totals include both fixed-route and demand responsive expenditures. Also they are inclusive of capital expense, as well as operations. Some other modest sums of funding, other than those show in Table 5-5, are received by South County Placer operators, including congestion management air quality funds (CMAQ) and Public Facility Element (PFE) funds.

Farebox returns of \$233,000 are reported for the most current year and effort was made to report only dial-a-ride farebox revenues, with the exception of Auburn Transit and the Taylor Road Shuttle which are deviated fixed route services. The farebox recovery ratios represented previously in Table 5-2, Performance Indicators, utilize this information to provide information about the farebox recovery ration, the relationship between farebox and operations costs for these dial-a-ride programs.

Placer County Transit (PCT) and Roseville Transit are recipients of FTA § 5307 funding, provided to urbanized areas of 200,000 population or more. PCT and the City of Lincoln are

continuing recipients § 5311 funding for which small urban and rural operators are eligible. The City of Roseville successfully obtained § 5316, *Job Access and Reverse Commute* funding for two years to extend operating hours.

The CTSA, Pride Industries, has obtained all of its vehicles, between 50 and 60, through the § 5310 program which is oriented to agencies and organizations providing trips to seniors and persons with disabilities. Dollar values of these programs were not available.

**Table 5-6
South Placer County Dial-A-Ride Study
Transit Funding by Operator, As Reported**

| System | Fiscal Yr | Passenger Revenues [1] | Local Transp. Fund [2] | State Transit Assistance | FTA 5307 [4] | FTA 5310 | FTA 5311 | FTA 5316 JARC [5] |
|----------------------------|-----------|------------------------|------------------------|--------------------------|--|--|--|-------------------|
| Placer County | 03/04 | | \$4,308,542 | \$109,169 | \$190,000 | | Receiving 5311 but \$ amnts not available. | |
| | 04/05 | \$21,001 | \$4,394,688 | | \$200,000 | | | |
| | 05/06 | \$18,923 | \$4,995,108 | \$263,055 | \$210,000 | | | |
| City of Auburn | 03/04 | \$25,561 | \$596,223 | \$15,033 | | | | |
| | 04/05 | \$32,677 | \$620,487 | | | | | |
| | 05/06 | | \$696,901 | \$29,787 | | | | |
| City of Lincoln | 03/04 | \$18,267 | \$1,000,299 | \$24,289 | | | \$61,683 | |
| | 04/05 | \$18,971 | \$1,121,483 | | | | \$61,469 | |
| | 05/06 | | \$1,460,918 | \$92,277 | | | \$158,267 | |
| City of Rocklin [6] | 03/04 | | \$2,125,008 | \$51,598 | | | | |
| | 04/05 | | \$2,380,647 | | | | | |
| | 05/06 | | \$2,734,358 | \$113,228 | | | | |
| City of Roseville | 03/04 | \$95,085 | \$4,421,793 | \$118,163 | Receiving 5307 but \$ amnts not available. | | | \$118,737 |
| | 04/05 | \$81,403 | \$4,741,939 | | | | | \$120,175 |
| | 05/06 | \$101,928 | \$5,521,532 | \$383,445 | | | | |
| Pride/CTSA [3] | 03/04 | \$37,796 | \$703,707 | \$17,170 | | Receiving 5310 but \$ amnts not available. | | |
| | 04/05 | | \$750,721 | | | | | |
| | 05/06 | | \$868,870 | \$34,595 | | | | |
| Totals | 03/04 | \$176,709 | \$13,155,572 | \$335,422 | n/a | n/a | n/a | n/a |
| | 04/05 | \$154,052 | \$14,009,965 | n/a | n/a | n/a | n/a | n/a |
| | 05/06 | \$120,851 | \$16,277,687 | \$916,387 | n/a | n/a | n/a | n/a |

Notes

1. "Passenger Revenues" figure represents only those fare revenues attributed to the dial-a-ride portion of each system with the exception of the City of Auburn, for which all passenger fares for their fixed-route deviation service are shown.
2. LTF funds shown are those "Available to Claimant" net of the Planning Contribution to PCTPA.
3. Pride Industries receives Local Transportation Funds [TDA] as a CTSA claimant pursuant to CCR Article 7, Section 6681 and TDA Article 4.5.
4. FTA 5307 funding is provided to urbanized areas under 200,000 population according to a formula of population and population density. Apportionment for 05/06 is estimated.
5. FTA 5316 JARC = Job Access Reverse Commute funding. Funds shown for City of Roseville are used to support both fixed route and demand response services. Funding for 05/06 is pending.
6. Rocklin Passenger Revenues are included in the Placer County figures.

5.5 DIAL-A-RIDE RELATED CHANGES IN THE FUNDING PICTURE

TDA Allocation to the CTSA

PCTPA's Technical Advisory Committee (TAC) proposed action this spring to reduce the CTSA percentage of Transportation Development Act funding from five (5) percent to four (4) percent. This action was proposed by PCTPA given that Pride Industries has not been able to meet its minimum Transportation Development Act (TDA) farebox return. The reduction was intended as an incentive to Pride Industries to improve performance. The one percent balance was to be placed in a reserve pending resolution of various performance and accountability issues by the CTSA with oversight of this by the Transit Operators Working Group (TOWG)

Additionally, in the long-range planning processes currently underway, notably the Transit Master Plan for South Placer County (April 2007), the TDA allocation for CTSA functions was assigned to Pride Industries through 2010. For subsequent years, a generic CTSA allocation was budgeted, in the event there is change in the provider of CTSA services.

New and Increased Funding through SAFETEA-LU's Coordinated Plan for Public Transit and Human Services Transportation

SAFETEA-LU increased funding to § 5316, *Job Access and Reverse Commute* and established a new program § 5317, *New Freedom*. Together with the existing capital program for seniors and persons with disabilities, § 5310, planning for these three programs is wrapped into a coordinated process for which SACOG is currently responsible as the designated recipient. The programs focus on the target populations of seniors, persons with disabilities and persons of low income. The coordinated plan's intent is to prepare a locally-developed unified, comprehensive plan that identifies and addresses the needs of these target groups.

Funding to South Placer County under § 5316 and § 5317 is estimated at \$134,000, to be allocated through SACOG. These funds are not allocated by population formula but must be secured through a competitive process. Additionally, programs applying for funding from Caltrans under § 5310, which has been a statewide competitive process for the last several decades, will have to show that they are addressing needs identified in the coordination plan.

The coordination plan, as set forth in the final Federal circulars released in March 2007, establishes the project priorities for a competitive selection process, inviting project proposals from the public operators and from human service agencies. Although large sums of money are not involved in these programs, it is notable that they are directly targeted to the needs documented in this study. Further, some of the types of special programs envisioned could be aided with even small dollar allocations.

While this **Regional Dial-A-Ride Study** is not the coordinated plan prescribed by the FTA, it has a most of the elements of that plan; notably, a needs assessment, identification of the existing public transit resources and outreach components. This study clearly has an overlapping focus in that the target populations are those predominately served by South Placer County's public Dial-A-Rides. As such, its findings and direction related to South Placer County specialized transportation should be considered as support and documentation to any competitive process that SACOG might administer on behalf of the region.

5.6 SUMMARY COMMENTS

Public dial-a-ride programs represent a significant piece of the overall public transportation program in South Placer County and are providing 210,000 trips in FY 05/06 for a total public expenditure of \$2.86 million. This represents almost 27 percent of the \$10.4 million spent by Placer County jurisdictions in FY 2005/2006, of public transit funding available to South Placer County municipalities and transit operators. Passengers contributed \$233,573 in FY 05/06 to the operation of dial-a-ride programs, including the deviated fixed route services, or 8.2 percent of total operating costs at the system level.

Performance of individual services was discussed and a mix of high and low performance is documented. Only one service, Roseville Dial-A-Ride, is meeting the minimum 10% farebox return. Two services are improving their farebox recovery return from lower prior year numbers. Four services show increasing ridership. Three services show declining ridership. Only limited operating data was made available for the CTSA operations that are not part of the PCT contract and so it is not included here.

The indicator “trips per capita” shows interesting differences among the jurisdictions. Auburn’s deviated fixed-route service is providing high quantities of service when contrasted with dial-a-ride programs, at a rate of 4.5 trips per resident per annum. Roseville Dial-A-Ride has the highest trip rate indicator of all the traditional demand responsive programs, at 0.6 trips per resident per year. A per capita rate of half this, at 0.3 trips per capita, was calculated for the City of Lincoln, for PCT services of Highway 49 Dial-A-Ride and the Taylor Road Shuttle, as well as CTSA general trips. Rocklin / Loomis Dial-A-Ride was below these at 0.2 trips per capita and the Granite Bay service considerably lower at a rate of 0.05.

When contrasted with other small systems, Roseville Dial-A-Ride is performing very well in relation to farebox and may want to explore strategies for increasing its already favorable productivity of 3.1 passengers per hour. Auburn deviated fixed-route is in a similar situation. The other dial-a-ride programs are achieving well below the required 10 percent, mostly between four to six percent farebox recovery, and acceptably on other indicators. Those below four percent farebox are the PCT Highway 49 Dial-A-Ride and the Granite Bay service with the later program performing poorly on all indicators.

Some changes in the funding picture were documented, including modifications to the TDA allocation for CTSA functions. Potentially increased or new funding will be available under three programs of the *Safe Accountable Flexible Efficient Transportation Act – A Legacy for Users* [SAFETEA-LU], including § 5316, *Job Access and Reverse Commute* and § 5317, *New Freedom*. The combined § 5316 and § 5317 funding is estimated at \$134,000. This Regional Dial-A-Ride study provides rationale for projects potentially proposed for these funds. Although modest in total amount, these funds are new or increased resources and are targeted directly at the findings discussed in this Regional Dial-A-Ride study. The study itself provides rationale to SACOG, the designated recipient for these funds, for new projects undertaken on behalf of Placer County residents.

CHAPTER SIX – OUTREACH AND PUBLIC INPUT

OVERVIEW

This chapter summarizes outreach efforts undertaken during the course of this study. A significant database of potential stakeholders was constructed. Results from a mail-back survey were disappointingly low overall but did report some interesting individual comments. Other outreach to consumer advocacy and agency representatives is reported. Rider comments obtained during “ride alongs” on each of the County’s public dial-a-ride services are noted. And included is a discussion of the unmet transit needs testimony received by PCTPA that relates to dial-a-ride and specialized transportation services within South Placer County.

6.1 STAKEHOLDER SURVEY

Survey Approach and Response

A stakeholder survey was developed, intended to provide additional information about the nature and characteristics of need for specialized transportation in South Placer County. This two-page survey of 23 questions was designed to be easy to complete and mailed to stakeholders with a return, self-addressed envelope. The survey and cover letter are included as Appendix D.

In the study’s early phase, the consultant team constructed a database of agency stakeholders, comprised of the larger social service agencies and organizations in the county plus those listed on the California Highway Patrol terminal yard inspection roles. These were augmented by the **Best Step Transportation Collaborative** mailing list. Almost 150 agency address records were included in this database. The listings are included as Appendix E, totaling 129 as returned mail and bad address records were removed from the initial total.

A low response rate of just eight surveys was returned, possibly a consequence of various factors which included the time of year. The survey was mailed in November when survey responses are sometimes lower. Agencies mailed the survey may not be familiar with the Placer County Transportation Planning Agency and its mission and so did not understand the importance of responding. Additionally, there was a typo on the survey that referred to San Diego County and may have confused some possible respondents.

Survey Responses

Surveys were returned from the following agencies, included as Appendix F:

- Department of Rehabilitation, Auburn
- Health for All, Auburn -- an Adult Day Health Care provider with 6 vehicles
- Physician Richard B.D. Chun, M.D., Roseville – physician treating middle-aged adults, seniors and low income persons
- RAI Secret Ravine Parkway, Roseville – dialysis services
- Senior Independent Services, Auburn – Placer County Senior Volunteer Transportation Provider, with 70 volunteers
- Sunrise Healthcare Center, Roseville – a residential, assisted living facility
- Placer County, Auburn – Placer County Transit
- Pride Industries, Roseville -- CTSA

Reported Needs:

- Employment trips for consumers attending work between 8 and 5 or in early morning and late evening shifts (*Dept. of Rehabilitation*).
- Anything to help rural areas to connect to job sites (*Dept. of Rehabilitation*).
- Provide very low cost, round-trip transportation to meet the needs of patients who DO NOT qualify for Medi-Cal. (*RAI Secret Ravine Parkway*)
- Long distance trips for dialysis treatments (*RAI Secrete Ravine Parkway*)
- Requiring non-emergency medical transportation that will be paid for through commercial health insurance (i.e. Blue Cross Blue Shield, AARP, Kaiser, and United Healthcare). Better yet, permit or mandate health care insurers to pay for transportation expense. (*RAI Secrete Ravine Parkway*)
- Visiting family or friends, medical trips and particularly long-distance medical trips, shopping and errands (*Senior Independent Services*)
- Weekend and holiday trip; going to the doctor and other medical trips (*Sunrise Healthcare Center*)
- Getting to work between 8 a.m. to 5 p.m., medical trips, attending training, education or program sites (*Pride Industries*)
- Getting to work between 8 a.m. to 5 p.m., medical trips, attending training, education or program sites (*Placer County / Placer County Transit*)
- Need greater frequency of service and more coverage of the County (*Placer County / Placer County Transit*)

Primary Barriers:

- Some transit options are not available for rural areas (*Dept. of Rehabilitation*)
- Our volunteers' paper-based system is manual; would like to be technology based (*Senior Independent Services*)
- Inability for patients and their families to bear the burden of expansive transportation costs to provide life-sustaining dialysis. (*RAI Secrete Ravine Parkway*)
- We draw from widely divergent [geographic] directions with small volume to and from each area. (*Physician Richard B.D. Chun, M.D.*)
- Quality of services from other agencies, strictly transportation by the State of California (*Health for All – A MediCal provider with 6 vehicles*)
- Financial resources dedicated to transit (*Placer County/ Placer County Transit*)

Coordination Interests

- Expressed interest in **coordinated service operations, pooling of financial resources, anything to help rural areas connect to job sites.** (*Dept. of Rehabilitation*)
- We would be willing to try to schedule appointments to coordinate with “drive” days for public transportation for our patients. (*Physician Richard B.D. Chun, M.D.*)
- Expressed interest in **coordinated service operations, coordinated trip scheduling and/or dispatching, contracting to provide transportation and pooling of financial resources to better coordinate service.** (*RAI Secret Ravine Parkway*)
- Expressed interest in **shared fueling, maintenance and storage facilities, contracting to provide transportation to other agencies.** (*Health for All*)
- Expressed interest in **coordinated service operations, shared fueling, maintenance and storage facilities and contracting to provide transportation to other agencies.** (*Pride Industries*).

While the returned surveys were few in number they do add interesting commentary on needs within the County and the opportunities for meeting these needs. A physician was aware that his patients came from all around the county with few from any single area making transportation solutions difficult – but he was willing to work on appointment scheduling if that would help.

An adult day health care agency was interested in collaborative opportunities, including sharing of maintenance and fueling facilities. Both that agency and the Dept. of Rehabilitation staff were open to the idea of pooling financial resources to meet needs. The Dept. of Rehabilitation staffer was particularly concerned about the difficulties of rural areas. A volunteer-based program for seniors expressed interest in doing more but would be aided by technological solutions to the current manual methods of scheduling their 20 volunteers.

Two responding operators, Pride Industries and Placer County Transit, indicated interest in coordination and particularly in relation to coordinated service operations, joint dispatching of trips and contracting to provide services.

6.2 SACOG – REGIONAL SENIOR SUMMIT, NOVEMBER 2006

A sub-working group for Placer County was convened within the larger Regional Senior Summit held at SACOG on November 10, 2006. Workgroup participants included staff from Roseville Transit, a representative from the county public guardian's office, representatives of Seniors First, Eskaton Senior Connection and the Best Step Transportation Collaboration.

Concerns reported included:

- issues of unserved areas are paramount; numbers of trips needed are modest but are extremely difficult (if not impossible) to serve when they do come up
- pocket areas of the county to city jurisdictions (Forest Hill to elsewhere)
- from south to north (Colfax to Auburn)
- long trips (Lincoln to Sierra College; Placer Co. to Sacto)
- Coverage: Limits on transit coverage and availability seems paramount as the unmet need issue, but again, awareness that the individual levels of need are modest. Low demand numbers. Services within cities is good. Between is the problematic area (between cities and between unserved county areas to cities).
- Coordination: Interest in strengthening the coordination between public transit operators and the human services community that are doing some modest transportation (Eskaton being one example). Difficulty in pulling the health care operators to the table; agreement that Sutter is doing some kind of transportation but it is a well kept secret.
- Service level issues: too long to wait for frail seniors; need for door-through-door service; costs of service difficult for the very low income; trip planning assistance needs are real -- even where services exist, the frailest elderly have difficulty setting up all the connections.

- Interest in more seamless trips: one operator for the County a la the Paratransit Inc model. Roseville staff voiced the concern that even with one operator, or an effective network of operators, there is still the problem of limits to the service and unserved areas.
- Location decisions: County making poor decisions (County Stone House; new court house) that are nowhere near existing transit. Difficult to serve.
- Study statistics: Concern about the study statistics reported for Placer County. Likelihood that there is a higher proportion of severely disabled but because these are self-reported statistics and given the self-reliance of the folks in the hills, likely under-reported. Clearly concern about the anticipated growth in the senior population. Some discussion of the self-reliance problem among seniors with financial resources; difficulty seeking out assistance and help when they need it.

6.3 OTHER OUTREACH EFFORTS AND FINDINGS

Best Step Transportation Collaborative Comments

This organization has a long-standing role in advocating for improved public transportation, including specialized transportation in South Placer County.

- Services for Rocklin and Loomis residents are not effectively coordinated; consumers need to get trips to Walmart and to Target but can't get there from the meet points at the Galleria (on CTSA or on Lincoln Dial-A-Ride).
- Consumers have expressed discontent with CTSA, comments from a variety of audiences. Complaints with service come up perennially and seem to be increasing. There are concerns about reliability and the ride not being available. Options for an alternative time slot do not seem to exist.
- Complaints come through that the CTSA routing and scheduling of trips is not efficient; that individuals are passed by the individual's destination when the van goes within a couple of blocks of where the rider needs to go [problem of shared-ride services].
- Difficulty of getting Roseville to Lincoln, through the Galleria.
- Difficulty of getting between Auburn and Roseville on the Hwy 49 shuttle for those that need curb-to-curb or door-to-door service.
- Difficulty of getting around the county still remains an issue.

The vision is for a county service that will be coordinated across the county, for which non-emergency medical trips can be subsidized and for which riders know how to access and utilize the service.

Other Stakeholder Comments

A group of nine agencies contacted by telephone generated the following summarized comments:

Scheduling Trips

- Auburn DAR – Clients have to schedule trips too far out to accommodate transportation needs.
- Auburn DAR and CTSA – Clients dislike the treatment from customer service when scheduling trips. Are told to schedule trips 48 hours in advance when scheduling standards are only 24 hours in advance.
- Agencies are stating that advance scheduling accommodate well the needs of clients. Clients need immediate rides which can be provided through supplemental services by volunteers and sometimes by fixed-route.

Availability

- Agencies do not know what DAR services are available. Feedback from riders is that they do not know which service to call for which areas or how to schedule a pick-up.
- Some riders may need a ride to a location and need someone to wait for them to gather personal belongings before traveling back or on to a new location [trip chaining]. Public DAR doesn't seem to be able to do this.
- Difficulty with situations where immediate need transportation is required, such as for a home relocating for domestic violence victims, court companionship, or medical appointment return-home trips where the timing is uncertain.

Cost

- The cost of DAR service are not a problem for most of the agency personnel contacted. Fares can generally be afforded or vouchers provided to consumers for the trips.

CTSA Compliment

- One agency stated that when using the CTSA, neither the distance of the trip nor the timeliness of the rides were a problem. The vehicle is often there before the consumer is ready or in advance of the scheduled appointment time.

6.4 ANNUAL UNMET TRANSIT NEEDS PROCESS AND DIAL-A-RIDE RELATED TESTIMONY

Unmet Needs Requirement

PCTPA undertakes the annual process of obtaining public testimony on unmet transit needs in Placer County, as required by the Transportation Development Act (TDA) related to uses of the Local Transportation Fund (Public Utilities Code Sections 99238 and 99401.5). The LTF consists of ¼ cent of the sales tax collected in the County and returned to the point of sale. The funds purposes are to provide for transit development, which shall include physical improvement to the streets and roads network upon which transit vehicles operate.

The annual hearing process, and the review of the testimony received at these hearings, is to determine whether there are **any unmet needs that can be reasonably met**, thereby

potentially resulting in a shift of dollars from the streets and road maintenance purposes to transit purposes. PCTPA has adopted the following definition of unmet transit needs:

An unmet transit need is an expressed or identified need which is not currently begin me through the existing system of public transportation services. Unmet transit needs are also those needs required to comply with the requirements of the Americans with Disabilities Act.

Additionally, PCTPA has established criteria by which to determine whether an unmet need is reasonable to meet. These include:

- Impact of the service on meeting the farebox recovery requirements;
- Not causing the responsible operator to spend more dollars that are available to that operator through the Local Transportation Funds, State Transit Assistance Funds, Federal Transit Administration funds and farebox;
- Existence of community support reflecting a commitment to public transit;
- Conformance with goals in the Regional Transportation Plan and the jurisdiction's Short Range Transit Plan.

Testimony Received in Fall 2006

PCTPA conducted six public workshops during the fall of 2006, five of which were at locations in South Placer County. In addition, individuals could provide written comment to PCTPA through other means. The outcome of this hearing process is an annual document in which public comment is reviewed and assessed in terms of whether unmet transit needs which are reasonable to meet are identified. That document is the 2006-2007 Unmet Transit Needs Analysis and Recommendations Report (March 2007).

Comments received during the fall 2006 hearings were grouped into seven categories, including:

- service area
- service frequency
- service hours
- new routes/ services
- service capability
- Americans with Disabilities Act issues
- Other requests.

Of the 182 comments enumerated and discussed in PCTPA's March 2007 report, 59 had to do with dial-a-ride, or specialized transportation in South Placer County or touched directly upon issues of relevance to this report.

Figure 6-1 presents these summarized comments taken from fall 2006 testimony. PCTPA staff did an analysis of each item and made determinations as to whether or not these were unmet needs and whether they were reasonable to meet. The comments in Figure 6-1 reinforce topics discussed elsewhere in this report. These themes are summarized following Figure 6-1.

Figure 6-1, PCTPA Unmet Needs Testimony -- Dial-A-Ride Related Topics

| SERVICE AREA | Operator, If Determined |
|---|--------------------------------|
| 1 Regional transit connectivity needs to be improved through reciprocal or joint power agreements where feasible to maximize efficiency, improve cost-effectiveness and ultimately increase service. | |
| 2 CTSA needs to transport riders to Regional Transit's light rail. | CTSA |
| 3 "Medical Tuesday" services must continue into Roseville. There are numerous medical services not currently supplied at the new Lincoln Kaiser. | Lincoln |
| 4 Alta/Colfax service does not consistently pick up or drop off riders, with baggage near their home. Many are dropped off at the general Store and must carry upwards of 10 pounds up to 5 miles away. | PCT |
| 5 Extend existing Dial-A-Ride service beyond the 3/4 mile area along State Route 49 to Mount Vernon Road. | PCT |
| 6 Provide Dial-A-Ride service type to Dry Creek Elementary School at 2955 P.F.E. Road. | PCT |
| 7 Provide Dial-A-Ride service to Cook Riolo Road in between Baseline and PFE Road. | PCT |
| SERVICE FREQUENCY | |
| 10 Better coordinate schedules between Lincoln Transit and Placer County Transit services. Lincoln Transit riders can notify the driver that they want to make the transfer to PCT and the driver can make a quick deviation in route to avoid a long wait. | PCT and Lincoln |
| 11 Problem with frequency of Taylor Road Shuttle to Sierra College -- 10 minutes one-way and 40 minutes on return | PCT |
| 12 Taylor Road Shuttle connection to Highway 49 bus has too long of a layover - 35 minutes. | PCT |
| 13 Highway 49 service -- Most of your riders need to transfer to a 9:00 a.m. PCT bus at Nevada Street but are routinely dropped off at 9:15 a.m. | PCT |
| 14 Need for increased service to and from Foresthill, ideally increasing service from one round trip per day to two, scheduled so as to accommodate half-day trips. | PCT |
| 28 Provide Dial-a-Ride service on Sundays | CTSA |
| 29 Extend system hours to match businesses that stay open later in the day. | Lincoln |
| 30 Need Lincoln Transit service on Saturdays and Sundays. | Lincoln |
| 39 Need fixed route Roseville Transit service on Sundays. | Roseville |
| ROUTE EXTENSIONS | |
| 57 Provide general public dial-a-ride service in the vicinity of and connecting to Placer rail stations. | |
| 59 Expand dial-a-ride and fixed route bus service. | Lincoln |
| 60 Expand bus service to be able to get around town and to medical facilities and to Kaiser Hospital. | Lincoln |
| 62 Lincoln Kaiser Hospital needs shuttle service for the elderly and disabled. | Lincoln |
| 64 Dial-a-ride service is provided to Roseville Wal-Mart but not to Roseville Target. | Lincoln |
| 67 Taylor Road Shuttle route should include Switzer Directory as part of the regular route. | PCT |
| 68 Taylor Road Shuttle doesn't deviate from the route once it gets on Sierra College Boulevard, although within 3/4 mile area. | PCT |
| 69 driving. | PCT |
| 75 Provide bus or dial-a-ride service from Auburn to Folsom. | PCT |
| 77 Provide a bus route or shuttle from the Auburn train station to the County's Dewitt Center at Richardson | PCT |
| 78 Foresthill senior resident requests bus service on Foresthill Road that goes to Auburn. | PCT |
| 79 Expand PCT bus service to and within Granite Bay. The existing dial-a-ride service to Granite Bay is not reliable because it runs on a very limited schedule and service is not available early in the morning. | PCT |
| 80 Provide direct public transit from Granite Bay to downtown Sacramento. | PCT |
| 85 Explore provision of an intermittent lifeline level of service along a portion of the SR 193 corridor from Taylor Road, with provision for a route deviation beyond the 3/4 mile corridor on an occasional basis. | PCT |
| 86 Urge PCTPA and the transit operators to apply for New Freedom Initiative funds for possible use to serve the 193 corridor and the Applegate-Weimar community. | PCT |
| 91 Rocklin - Provide bus service within the Springfield area. | PCT |
| 92 Roseville/ Rocklin - Provide bus service along Roseville Parkway to Secret Ravine Parkway. There is an existing shelter that is not served by any bus. | PCT |
| SERVICE CAPACITY | |
| 117 Allow reservations for standing appointments, scheduling a regular pick-up -- same day, same time once a week for an extended period of time. | CTSA |
| 118 Reservations made two to three weeks in advance are rescheduled the day before or on the day of the appointment sometimes pushing the schedule ride into a "standing appointment" category. | Lincoln |
| 122 In requesting a MediTuesday trip, a rider was told that her appointment time at 10:30 could not be accommodated as there was no opening at that time. After changing her medical appointment, she was unable to reach the transit superintendent's office -- no answer, no answering machine, no phone coverage after 3:00 p.m. | CTSA |
| AMERICANS WITH DISABILITIES ACT | |
| 128 Drivers should assist riders into their place of residence. | CTSA/ Lincoln |
| 129 Drivers do not come to the door, so the pick up occurs outside. Seniors prefer to wait in a sheltered lobby. If the person is not outside, the drivers drive by without stopping. | Lincoln |
| 130 Riders transported to Lincoln Kaiser must wait outside in an unsheltered area to be picked up (and not within the hospital) for fear they will miss their ride. | Lincoln, CTSA, PCT |

**Figure 6-1 continued,
PCTPA Unmet Needs Testimony -- Dial-A-Ride Related Topics**

| OTHER REQUESTS | Operator, If Determined |
|--|--------------------------------|
| 132 Continue to support the Transportation Voucher Program | CTSA |
| 134 Sutter Auburn Faith Foundation provides Health Express service for seniors needing transportation to medical appointments in the Auburn area. Concerned about the possible loss of this service, as have been advised that funding may be reduced or eliminated in the future. Urge innovative solutions to support the continuation of this | PCT/ CTSA |
| 135 Clients should be transported to other areas of Placer County with a published rate of no more than twice the public transit fare. | CTSA |
| 136 CTSA needs a systems review | CTSA |
| 137 Problems occurring with rides scheduled; will call and set up ride; wait for ride and it does not arrive; will call and CTSA will say that the ride was never scheduled. | CTSA |
| 138 Riders need to be able to locate the necessary information on how to get from their home to Home Depot or Lincoln Kaiser and how long the trip will take. It should not be necessary to call the dispatcher to obtain this | Lincoln, PCT |
| 139 Transit information should be provided in weekly ads in the local paper, in the monthly Sun Senior News, in school bulletins, and distributed in City utility bills. | |
| 140 Develop policies and procedures to document training (including CPR) of drivers and the assistance they are to provide to riders. | |
| 141 Drivers should wait at destinations for 10 minutes or longer than the scheduled pickup time to allow riders to arrive and get into the bus. | |
| 143 Lack of communication exists between drivers and dispatch regarding pick-up times and whether caregivers require a fare or not. | |
| 144 Dispatch is rude to people to calling in to make reservations. | |
| 145 Drivers need more training on wheelchair tie downs, fares and pick ups. | |
| 150 To make a reservation must call 24 hours in advance, not the two hours as published on the Lincoln Transit. | |
| 151 Loomis/ Taylor Shuttle drivers need wheel chair tie down training. | |
| 154 It is confusing to riders when they see a Taylor Road Shuttle, a Placer County Dial-a-Ride or a CTSA Dial-a-Ride. A better explanation is needed of these different buses. | |
| 169 Urge PCTPA to continue pressing SACOG to expedite implementation of their centralized trip planning and coordination effort. | |
| 170 Marketing efforts need to be directed to the Spanish-speaking community. | |
| 171 Transit information needs to be easy for the public to locate so they can use the services. | |
| 172 Schedules and other marketing materials for all transit operators need to be widely available. | |
| 173 Dispatch services should be available in Spanish. In the voucher program documentation, many times it is noted that the reason for the voucher request is because the customer does not speak English and does not understand how to sue the transit services. | |
| 176 The Placer transit systems are not well integrated; a lot of transfers are required to get to Sacramento. | |

The 2006 Placer County public testimony, as it relates to dial-a-ride and specialized transportation, identifies the following recurring topics:

- Requested expansion of dial-a-ride service areas beyond the ¾ mile fixed-route band further into county unincorporated areas, including Loomis-Penryn, Foresthill, Alta/ Colfax and areas of western Placer County and improvements to the level of service in Granite Bay.
- Improvements needed in connectivity between dial-a-ride and other public transit services, through improved dispatcher communications and timed transfer opportunities.
- Expanded evening and weekend service (on fixed-route) that could continue to be served by general public dial-a-ride until demand is sufficient to sustain fixed-route.
- Need for medically-related transportation, in relation to Kaiser Lincoln, medical facilities in Roseville and Sacramento medical facilities.

- Information needs, across all services, to better communicate to prospective riders what South Placer County public transit services can do, including availability of information in Spanish.
- Dispatch and driver training and review of procedures to better serve riders, even within the constraints and difficulties of providing demand response services.
- Need for individualized, rider oriented services that could include door-to-door assistance, longer wait times and improved communication with vehicles/ drivers about vehicle arrivals.

6.5 Summary Comments

Comments about both need and opportunity emerge from this exploration of public perceptions of South Placer County Dial-A-Ride programs. This review was not extensive but did seek input in various ways. It documents that consumers and agency representatives share some confusion about available services and how best to access these. Residents in the most rural, unincorporated areas of the county have difficulty accessing services although limited examples surfaced through these public outreach efforts. Specialized, individualized services are needed, whether door-through-door for the oldest or most frail, for those who are visually impaired or for dialysis patients on the return home after treatment.

A low return rate to a countywide survey makes it difficult to quantify perceptions of need. However there were interesting comments from a physician, a dialysis social worker, an adult day health care program and a senior volunteer transportation program worker about both needs and resources. These individuals identified concerns about the quality of and access to the County's CTSA transportation services. Clearly there is room for improvement to the specialized transportation, both in terms of accessing information about available services and to continue to extend those services to meet the special needs of County residents who cannot use main line, fixed route services.

These topics were echoed in the fall 2006 unmet needs testimony of which more than a third related to dial-a-ride and specialized transportation issues. Members of the public offering comment spoke to areas of the county where dial-a-ride is desired, particularly the unincorporated western county areas beyond the ¾ mile bound of fixed-route service. Other needs expressed include expanded evening service and weekend service, gaps that could be filled by general public dial-a-ride. Medical trip needs were identified as difficult-to-meet trips and related to these, consumers asked for more assistance from drivers and dispatch with recognition of the special mobility problems of these populations. Information needs also surfaced in the unmet needs process, with consumers expressing confusion about the array and capabilities of services available.

CHAPTER 7 - Alternatives for Coordination and Consolidation

7.1 Overview

This chapter considers the alternatives that South Placer County may consider in order to improve its dial-a-ride transportation programs. The discussion begins with a proposed vision and objectives for dial-a-ride services in South Placer County, suggested by this study's findings. Discussion follows of the role of the CTSA and the functional opportunities that exist for coordination and/or consolidation of demand response services.

7.2 Proposed Vision and Objectives for Demand Response Services In South Placer County

A vision for demand response services in South Placer County is proposed:

Vision for South Placer County Regional Demand Response Services

Mobility for South Placer County seniors, persons with disabilities and others who require specialized transportation must be responsive to riders' needs, seamless, understandable to the user, cost-effective, safe and convenient and able to grow to meet needs of increasing numbers of residents.

The proposed objectives that develop from this study's findings and by which to implement the proposed vision are as follows:

1. Provide leadership for development of coordinated demand response services that are responsive to trip needs of residents of South Placer County, particularly seniors, persons with disabilities and persons of low-income.
2. Provide residents with a financially-sustainable, demand-response system that works smoothly and transparently across the region.
3. Develop a system that is able to grow and adapt to increasing future demand, compliant with and able to respond to new and changing Federal and State initiatives.
4. Ensure reasonable levels of quality and of cost-effective demand responsive service to South Placer County residents.

7.3 Service Improvement Thru Coordination, Consolidation and CTSA Structures

Background on the CTSA

In California, improvement of specialized transportation has long been encouraged through coordination and consolidation of human services and public specialized transportation services. Formalized in 1979 through the passage of AB120, the Social Service Transportation Improvement Act, county transportation commissions were required to develop action plans for the coordination and consolidation of social service transportation and to designate a Consolidated Transportation Service Agency (CTSA) to implement these action plans.

The benefits that are possible through coordination and, ultimately, consolidation of social service transportation are enumerated in Sections 15951 and 15952:

- Cost savings through combined purchasing of equipment;
- Increased safety and lower insurance costs through more effective driver training;
- More efficient use of vehicles through centralized dispatching;
- Increased vehicle reliability and maintenance cost savings through centralized maintenance;
- Cost savings, elimination of duplicative administrative processes and increased services from centralized administration; and
- More effective and cost efficient use of scarce resource dollars through identification and consolidation of existing sources of funding.¹⁴

Experience in the more than 25 years since the passage of AB 120 has shown that the coordination and/or consolidation of social service transportation involves a lot of organizational and operation detail, can take significant time, work and resources to implement, and may not be readily embraced by some local agencies. Regardless of these caveats, improvement of local transportation through coordination and consolidation has the potential of bringing about real improvements in the **quality of transportation provided** to consumers who need these services, through **increased efficiency and safety** in operations, and **increased cost-effectiveness** in these services through the provision of more rides for the same cost.

The key to developing coordinated or consolidated specialized transportation lies in the realization that different transportation provider agencies have different levels of interest in and need for the benefits of coordination or consolidation. To be successful, a plan for transportation coordination and consolidation must allow agencies to participate at different levels.

Experience of Selected CSAs

In order to consider how coordination and consolidation is experienced in other settings, a sample of six (6) CTSA organizations are presented in Table 6-1. These contrast South Placer County's CTSA through Pride Industries with Paratransit, Inc. and other CSAs in the counties of San Luis Obispo, Santa Barbara, San Diego and San Bernardino.

¹⁴ State of California, Government Code Sections 15951-15952.

Findings suggested in Table 6-1 include:

- Consolidated Transportation Services Agencies (CTSA) vary widely in how they view their roles relative to what types and categories of services they provide and how these services are provided.
- Not all of the CTSA's reviewed operate service. However, those agencies that do operate service do so through direct provision of contracted services on behalf of other agencies and organizations or through contract arrangements with other transportation providers.
- One example of a provisional CTSA who develops and distributes information relative to specialized transportation resources in the county and maintains a comprehensive database of public transit and human and social service agencies in the county that operate transportation and/or serve clients needing transportation.
- CTSA's are funded from a variety of local, State and Federal funding sources, including donations and gifts.
- One CTSA offers expanded services to all segments of the public serving a diversity of trip need, including serving the individual trip needs of ADA riders as well as, the trip needs of commuters. However, recognizing that some transportation revenue sources can be targeted to specific categories of riders (e.g. funding for programs for seniors and the disabled) this expanded role can create challenges in the allocation of funding resources to the appropriate services, particularly in multi-jurisdictional transportation environments.
- CTSA role evolves over time based upon the needs of the individuals needing transportation.
- Transit District can serve as the CTSA or a separate entity can be designated by the public agency(ies) within the county.
- Mobility training for users of services (both paratransit and fixed-route) is a valuable program offered by CTSA's.

**Table 7-1, South Placer Dial-A-Ride Study
Characteristics of Selected Consolidated Transportation Services Agencies (CTSAs)**

| AGENCY NAME CONTACT | DESCRIPTION OF AGENCY LEGAL STRUCTURE/ROLES/RESPONSIBILITIES | TRANSPORTATION SERVICES/ CLIENTS SERVED | SERVICE AREA | # OF ANNUAL TRIPS PROVIDED | OTHER SERVICES OFFERED | FUNDING SOURCES | COMMENTS |
|---|--|---|--|--|--|--|--|
| United Cerebral Palsy: Ride-On CTSA San Luis Obispo County | A non-profit agency started in 1993; Ride-On serves as the CTSA and a Transportation Management Association (TMA) for SLO County. The agency operates a variety of service types across the county. | Operates door-to-door shuttle services for seniors, individuals with disabilities and social service agencies. | San Luis Obispo North Coast South Coast | 278,000 trips provided in 2005. | Support services for agencies and organizations include: vehicle maintenance driver training emergency evacuation plans drug/alcohol testing ride planning provides general public services: vanpools, airport/Amtrak shuttles Guaranteed Ride Home, Visitor shuttles, Lunchtime express, medical shuttles and special event transportation. | TDA Article 4.5 State Transit Assistance (STA) TDA Article 8 | Emphasis on contract transportation; Expanded CTSA role for service provision and support services. |
| Paratransit, Inc. CTSA | A private non-profit corporation started in 1978 and designated on July 1, 1988 as the CTSA by the the County of Sacramento, Sacramento Regional Transit District (RT) and Sacramento Area Council of Governments (SACOG). | Provides demand-responsive services to individuals and agencies serving people with disabilities and seniors within the county. In 1992, partnered with Sacramento Regional Transit (RT) to also operate complementary ADA paratransit services. | Sacramento Carmichael Elk Grove Fair Oaks Folsom -light rail only Rancho Cordova Citrus Heights Rio Linda Elverta Orangevale North Highlands | FY 2004 service levels: 761,847 DAR/ADA trips. | Mobility Training provides assistance to individuals learning how to ride fixed-route buses and light rail. | Measure A (1/2 cent sales tax) and TDA Article 4.5, and local funding from the city and county of Sacramento. | RT Accessible services makes age and/or ADA eligibility determination. 89.4% of DAR clients are ADA eligible with only 10.6% age eligible. |
| Easy Lift CTSA South Santa Barbara County Rene Andrade, Ops. Manager (805) 681-1417 | Easy Lift is a non-profit organization designated as the CTSA for South Santa Barbara County mandated to provide a variety of transit services for the community in a cost-effective manner. | Since 1979 Easy Lift has provided frail elderly and temporarily and permanently disabled individuals with wheelchair accessible transportation. Also provides South County residents with physical or cognitive impairment that excludes them from using fixed route services. Easy Lift also offers contract transportation for social service agencies and group homes. | Santa Barbara Carpenteria Summerland Montecito Hope Ranch Goleta Mission Canyon | No ridership numbers available (Client base:1,150 persons) | Mobility training for seniors and physically challenged. Loaner vehicle program | S.B.. county Measure D; General fund and donations from businesses and individuals. 5310 funding for vehicles | |

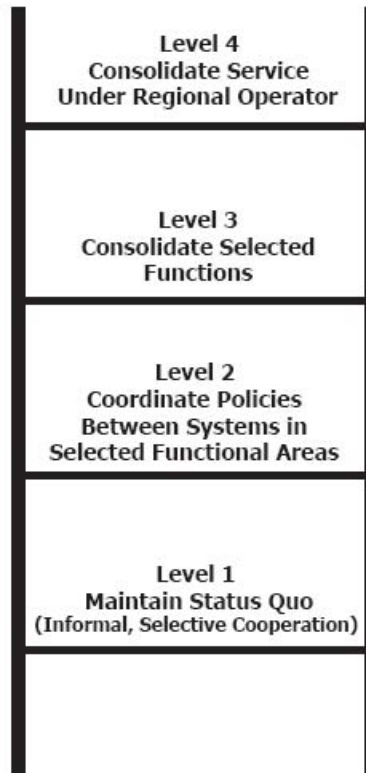
Table 7-1, continued, South Placer Dial-A-Ride Study
Characteristics of Selected Consolidated Transportation Services Agencies (CTSAs)

| AGENCY NAME CONTACT | DESCRIPTION OF AGENCY LEGAL STRUCTURE/ROLES/RESPONSIBILITIES | TRANSPORTATION SERVICES/ CLIENTS SERVED | SERVICE AREA | # OF ANNUAL TRIPS PROVIDED | OTHER SERVICES OFFERED | FUNDING SOURCES | COMMENTS |
|--|---|--|---|---|--|--|--|
| Full Access & Coordinated Transportation CTSA San Diego County Rob Carley (760) 966-6607 | A non-profit corporation established in 2006 and designated as the CTSA for San Diego County in October 2006. | CTSA in formation stages. Long-term vision: All people living in San Diego County will have full mobility within their community through accessible transportation that meets their individual needs. | All areas of San Diego County. | No service currently operated | FACT is currently updating the existing specialized transportation website that will be designed to provide individuals and agencies and organizations with service and contact information on transportation options in the county. FACT is also continuing stakeholder survey efforts for Action Networks throughout the county. FACT is also evaluating a location for a call center and potential coordinated dispatch | TDA Article 4.5 New Freedom | Newly formed agency with active involvement of public transit operator and other human/social service agencies. Board composition: NC Transit District City of Vista City of Carlsbad City of Solano Beach SANDAG County of San Diego Aging and Ind. Serv. |
| SANBAG Provisional CTSA San Bernardino County Beth Kranda Michael Bair (909) 884-8276 | The provisional CTSA is SANBAG which is the County Transportation Commission (CTC) which is a public agency and designated the CTSA in 1981. | CTSA has two functions: Conduct annual inventory and publish specialized transportation directory, and hosting of training events and workshops for agencies and transportation providers. Also, Public and Specialized Transportation Advisory and Coordination Council (PASTACC) with membership of 80 individuals and agencies which convenes quarterly. No transportation services are operated. | All of San Bernardino County | No transportation service operated | CTSA participates in all regional planning activities activities related to plans and programs for seniors, individuals with disabilities and low income. | TDA Article 4.5 Measure I | Emphasis on communication and information has strengthened the coordination environment in the county. |
| Pride Industries CTSA for Placer County | CTSA was established in 1986 to meet the social service transportation service needs of Placer County residents on the western slope of the Sierra. In July 1997, CTSA merged its operations with PRIDE and remains committed to expanding opportunities for persons with disabilities and the elderly. | By special contract arrangements, transportation is provided to Placer County participants of specified social service programs. In special cases, the CTSA may provide transportation to Sacramento and Nevada County residents receiving services in Placer County. | PCT Contract services provided to certain communities. Senior services for: Lincoln Roseville Citrus Heights Central and northern Placer Co, to Colfax | FY 2005/2006 87,828 as CTSA estimated 33,633 under contract to Placer County PCT | Transportation services for individuals including the visually impaired for training and to health care appts. in Placer county. For seniors and persons with disabilities. Medi-Cal clients are accepted via contract. NEMT only CTSA also operates addtl. Service between Foresthill and Auburn and Lifeline medical transportation service. Also offers travel and other training for persons with disabilities. | TDA Article 4.5 STA FTA 5310 DOE earmark for disability training programs Contract revenue | CTSA coordinates the I-Ride and voucher transp. Voucher programs and subsidizes the Senior Independent service. |

7.4 THE “LADDER” OF COORDINATION AND CONSOLIDATION

An action plan for specialized transportation coordination can take the form of a logical progression – described as a “ladder” or “continuum” – from simple cooperation, to coordination, to the consolidation of selected functions, to, in some cases, the consolidation of all service management and operations in a single joint operator. Figures 7-1 and 7-2 show the “ladder” of coordination alternatives that are proposed for public dial-a-ride and demand responsive transportation in South Placer County.

**Figure 7-1, Coordination to Consolidation Ladder
Dial-A-Ride Services in South Placer County**



**Demand Response Steps
(Increasing Levels of Coordination)**



Figure 7-2, Alternatives for Future Direction of Dial-A-Ride and Specialized Transportation Services in South Placer County

Level 4: Consolidate all service operations with one operator for the region. Mechanisms for selection could include designation by PCTPA or solicitation through a competitive process.

Level 3: Consolidate selected functions such as:

- a. customer information
- b. trip scheduling (customers)
- c. trip dispatching (vehicles)
- d. vehicle maintenance
- e. operator training
- f. regional/ service area planning for specialized mobility needs

Level 2: Establish coordinated policies between systems around various functional areas, such as:

- a. common dispatching platform
- b. standardized days and hours of operation
- c. standardized rider eligibility
- d. single-source information materials
- e. shared maintenance

Level 1: Continue the status quo with informal, cooperative initiatives in selected areas.

The concept of a “ladder” is critically important to the understanding and acceptance of coordination by social service agencies and to their ultimate participation in the program. Agencies may choose to participate at any level on the ladder and, in fact, may choose to participate at different levels for different aspects or functional areas of their transportation programs. For example, an agency may wish to participate in consolidated vehicle maintenance to avail themselves of more reliable maintenance but also choose to continue scheduling their own clients’ trips using home-grown procedures. Another agency might choose to participate in consolidated customer information and trip scheduling while continuing to operate their own vehicles, principally transporting their own clients.

The determination by any particular agency of the “rung” that is most appropriate for their participation in coordination/consolidation may involve a number of organizational or institutional factors such as these:

- Concern over transport of agency clients
- Shared use of staff involved in delivering transportation
- Loss of visibility in community afforded by vehicles

- Satisfaction with existing transportation services
- Inability to separate transportation funding from that of primary program
- Continuity of geographic area

Examples of Functional Development

The coordination ladder shown in Figure 7-2 suggests that efforts in any functional area could begin at one level and progress upward in degree of coordination/consolidation depending on the interests, capabilities and resources of the agencies involved. This section outlines how this development might take place in two functional areas.

Trip Scheduling

Presently in South Placer County – as in most counties – each social service transportation provider handles their own scheduling of client trip requests into their available vehicle capacity.

At the most basic level of cooperation, agencies would share training and experience in scheduling techniques and, on occasion, transport trips for one another on an over-flow or back-up basis.

Moving up to coordination in trip scheduling, agencies would use common scheduling techniques, software and technology, would support each other in training and emergency staffing, might arrange jointly for outside technical assistance, and, on a regular basis, would transport each others' clients where trade-offs could increase efficiency and the number of trips being provided.

Finally, agencies participating in a consolidated trip scheduling would support a centralized, combined scheduling function which would receive trip requests from their combined client populations. These trip requests would then be scheduling onto shared vehicle resources or, if an agency desired to continue the direct delivery of its clients, onto the dedicated vehicles of the client's agency. In either case of shared or dedicated vehicles, extra or unused capacity could be utilized to meet previously-unmet trip demands from cooperating agencies' clients or general area residents.

Customer Information

At the basic level of cooperation, information on available social service transportation resources in the South Placer County area would be collected into a single resource guide and possibly made available as a listing on local government and agency websites.

In a coordinated approach to customer information, the data on available services would be organized by service type and clientele. Distribution of this database could be to all social service and government agencies, posted on government and agency websites and provided to area residents in printed format. A telephone service could be used at this level and would either provide simple referrals to agencies providing transportation or, using a call director system, could automatically transfer the caller to an agency of their selection.

At the level of consolidation, customer information would available through a single information clearinghouse or referral service which would be able to interact with the caller to determine the

most appropriate transportation provider(s). Similarly, at this level, the simple listing of services available on government and agency websites would be replaced by an interactive data base which would direct the client to the most appropriate transportation providers on the basis of the client's trip needs and personal profile. A telephone information system at this level might query the caller as to their trip origin and destination, trip purpose and personal profile, and then automatically connect them to an appropriate transportation provider meeting their travel needs.

7.5 COORDINATION/ CONSOLIDATION ALTERNATIVES FOR SOUTH PLACER COUNTY

1. Reorganize the CTSA.

The Consolidated Transportation Service Agency was created by California law as a means of strengthening and coordinating the transportation service programs of nonprofit organizations and, where appropriate, to serve as the focus for consolidation of functional elements of the programs including the provision of consolidate transportation services.

For South Placer County, the CTSA designation has since 1997 been held by Ride CTSA, which is operated as a division of PRIDE Industries.¹⁵ Assessment of the transportation services provided by Pride CTSA, in their capacity as the CTSA, has found little in the way of outreach or support functions provided to other social service transportation providers. This assessment process has further encountered difficulty in clearly identifying the trips being provided with CTSA funding.

If specialized transportation needs are to be effectively coordinated and selected functions consolidated, the establishment of a more effective Consolidated Transportation Service Agency should be considered as a priority. Two issues exist. One, what services, what role should the CTSA provide. And two, what form that organization should take, however, is the key issue and is of critical importance to future participation in the CTSA's initiatives. Addressing the "what services" question is addressed in the alternatives later in this subsection. To address the "what form" question, three general options exist for a new CTSA organization:

- Existing Provider Agency. The designation of an existing, successful nonprofit agency or public transportation provider is clearly an attractive and relatively easy alternative, though existing organizations come with their own priorities and missions and are seldom seen as neutral parties;
- Existing Public Non-Provider Agency. The selection of a public non-provider agency, such as the Placer County Transportation Planning Agency, as the CTSA, resolves the issue of self-interest that might make some nonprofit agencies hesitate to pool resources; and
- Creation of New CTSA Entity. This option has the attraction of affording participating social service transportation providers shared governance of the CTSA and its activities, thus removing a major obstacle to the consolidation of existing transportation resources. One drawback, however, is that creation of a new agency can be costly, directing more resources to administration than to transportation support functions and service delivery.
- Creation of multiple CTSA Entities. Individual organizations could play the CTSA role within the county in that specialized transportation needs are addressed in a coordinated

¹⁵ Placer County Transportation Planning Agency, Resolution No. 97-45, July 23, 1997.

form, with the specifications of those to be determined through a needs assessment and CTSA scoping process.

Once reorganized, the CTSA(s) could become effective in focusing a range of other functional support activities, with guidance of the Transit Operators Working Group (TOWG) and concurrence of the Technical Advisory Committee.

2. Transportation Information.

One of the original objectives behind the transportation coordination movement was to increase the availability of information regarding existing services as this is usually the first obstacle to achieving individual mobility. A prime function of the CTSA, then, should be to collect, organize and make available accurate information on transportation options through a variety of media: printed materials, telephone services and through the Internet.

Short-Term Options:

- Printed User Guide to public, social service and private transportation services; and
- Website containing this same information with service search and trip planning features.

Long-Term Options:

- Telephone and on-line service search and trip planning functions.

3. Vehicle Maintenance.

Among nonprofit social service transportation providers, vehicle maintenance is a persistent issue. Provision of maintenance in a coordinated manner would be seen as a major benefit to participation in the CTSA program.

Short-Term Options:

- Solicit bids and arrange a group rate agreement with a private maintenance vendor for preventive and regular maintenance services.

Long-Term Options:

- Arrange maintenance services for social service transportation vehicles with the Roseville or Placer County Transit maintenance facilities envisioned in the Transit Master Plan; and
- Establish a loaner vehicle program for agencies that do not have reliable back-up vehicles when preventive or regular maintenance is due.

4. Centralized Call Taking.

Simplification of the trip request process is another objective of coordination that can be achieved through different levels of technical sophistication and consolidation.

Short-Term Options:

- Establish single central transportation referral phone number with the ability to automatically transfer a caller to an appropriate provider for their eligibility and trip characteristics; and

- Implement a central toll-free phone for transportation requests with a call director system to connect with a selected provider.

Long-Term Options:

- Place active links in the CTSA transportation options website to facilitate on-line trip requests; and
- Create a central call-taking function for social service transportation trips that can either directly schedule the trips to available vehicles or transmit the trip request to the individual agencies for scheduling and confirmation of the trip details to the passenger.

5. Standardized Client Eligibility.

A difficulty in coordinating different transportation services is the variation of eligibility criteria between agencies and funding sources. Standardizing eligibility criteria and registering clients according to these criteria facilitates the shared transport of clients by different providers and, ultimately, the billing of agencies for transport of their clients by a consolidated service.

Short-Term Options:

- Create a standardized eligibility system reflecting common age, disability, income and other categories; and
- Register agency clients according to the standardized eligibility system and issue simple identification cards to denote an agency's clients.

Long-Term Options:

- Create a combined client database with shared access to facilitate centralized trip scheduling, trip sharing and inter-billing for transportation services.

6. Trip Scheduling and Dispatch.

Experience has found that among social service transportation providers, the procedures used to record, schedule and dispatch trip requests are usually adequate for the own agency's operations, but quickly are overwhelmed by the introduction of other agencies' clients.

Short-Term Options:

- Provide technical assistance to South Placer County social service transportation providers to improve manual scheduling and dispatch systems;
- Purchase scheduling and dispatch software with a license for shared-use and offer this software to local providers along with technical assistance for its implementation and use. In return for this software, providers would be required to report trip and operating data on services provided, which could be used to increase Federal transit funding; and
- Arrange for coordinated purchase and support of computer system hardware for the scheduling systems as well as administration of agency transportation programs.

Long-Term Options:

- Establish a central scheduling computer that can either be accessed remotely or used to support a centralized scheduling operation; and

- Create a centralized call-taking, scheduling and dispatch operation.

7. Service Delivery.

This aspect of coordination/consolidation appears to be the most difficult to achieve for a wide variety of reasons, among which are client and program demands, staffing issues, and funding. By taking full advantage of the incremental approach afforded by the “ladder” concept, agencies can participate as much or as little as they feel comfortable with.

Short-Term Options:

- Establish voluntary “ride sharing” arrangements whereby providers could seek other agencies’ clients to be transported on incidental and long-distance trips or post such trips so that other providers could offer transportation; and
- Arrange back-up transportation services with nonprofit providers or private, for-profit providers for occasions when clients must be transported at other than usual group travel times [either earlier or later] or when agency resources are overwhelmed or out-of-service.

Long-Term:

- Create a consolidated service program through joint-funding by agencies which purchase but do not directly provide transportation services. These agencies would develop a joint Scope of Work for these services and then elicit bids from private or nonprofit agencies to operate the services;
- Give operational control of provider-agency drivers and vehicles to a centralized dispatch function for specified service periods or their entire service day, creating central control without the agencies’ giving up their community identity or total control of their vehicles and staff; and
- Consolidate agency-provided transportation services into a single operation.

8. Fare Payment, Policies and Practices

Obviously, an easy form of payment for coordinated services will be required from client agencies and, in many cases, from the passengers. Procedures to accommodate efficient collection of such payments will be needed.

Short-Term Options:

- Establish a reimbursement formula that will be acceptable to participating funding and provider agencies, including possible consideration for trip distance, group riding and subscription versus demand trips; and
- Develop a fare payment medium that eliminates the need for handling of cash fares by operators [consider vouchers, coupons, agency accounts or prepaid accounts].

Long-Term Options:

- Develop farecard system for all social service transportation.

7.6 SUMMARY COMMENTS

This chapter proposes a vision for South Placer County transportation, including public dial-a-ride services. Four implementing objectives are identified. A discussion of the benefits of coordination and consolidation is presented.

Institutional barriers exist to full consolidation of services in that each city has its own “face” on the service and is appropriately unlikely to relinquish that. Further, a significant player, South Placer County’s CTSA, operated by Pride Industries, has not found it easy to cooperate with study efforts, suggesting difficulties in participating in a more complex set of collaborative relationships.

Discussion of the background on coordination, through the CTSA functional responsibilities, sets forth its benefits and opportunities, originating in California in state legislation of almost thirty years ago. Six CTSA programs are contrasted on key factors and present a picture of widely differing implementation of the 1979 state legislative direction. It is appropriate at this time to be revisiting the concepts of coordination of transportation in light of new Federal regulatory guidance around coordination, through the implementation of SAFETEA-LU’s JARC and New Freedom programs, as well as Section 5310, which require a significant coordination plan. To move forward, Placer County stakeholders will need to define the CTSA functional expectations that will respond to the mobility needs of residents of Placer County.

Given the difficulties of coordination, a ladder for proceeding from cooperation to coordination to consolidation is presented, with consideration of various functional activities on this ladder, enabling agencies to selectively participate at levels at which they are comfortable. Functional alternatives examined within this ladder construct, with differing levels of cooperation to consolidation included:

1. Reorganize and define the role of a CTSA or multiple CTSAs in South Placer County
2. Transportation Information
3. Vehicle maintenance
4. Centralized call taking
5. Standardized client eligibility
6. Trip scheduling and dispatch
7. Service delivery
8. Fare payment, practices and policies

To a large extent, where within each functional area the coordination to consolidation emphasis lies will rely up on the interests and preferences of the participants. The following chapter presents a strategy for moving forward on improvements to South Placer County’s public demand response services, in light of coordination opportunities.

CHAPTER 8 – RECOMMENDATIONS

8.1 OVERVIEW

This concluding chapter provides direction for moving to the vision set forth in Chapter 7. Discussion of the barriers to coordination is presented and then four recommended actions are set forth. The activities of each recommendation area conclude this discussion.

8.2 DISCUSSION OF STUDY FINDINGS MAKING IT DIFFICULT TO IMPLEMENT PROPOSED VISION

The following vision was proposed in Chapter 7 but there are numerous factors that make it complicated to bring this vision to fruition. Understanding these will help to make it possible.

**Vision for Coordinated, Regional
Demand Response Services
For South Placer County**

Mobility for South Placer County seniors, persons with disabilities and others who require specialized transportation that is responsive to riders' needs, seamless, understandable to the user, cost-effective, safe and convenient and able to grow to meet needs of increasing numbers of residents.

Clearly significant paratransit and demand response services exist within South Placer County. Most of these programs are performing at reasonable levels, some exceeding minimum thresholds with others performing somewhat below that. Only the Granite Bay Dial-a-Ride is not performing acceptably on all measures. Investment by municipalities and the County of Placer into public paratransit, these dial-a-ride programs, is providing significant volumes of service. Complaints received into the public record about service delivery suggest that generally the quality of these services is acceptable but can use some improvement.

By the same token, the demand estimate performed for this study suggests there is significant latent demand, needs that have not yet or do not any longer present for services. Some potential riders may attempt to use a service once and then don't try again if they run into difficulties or cannot find their way through the information maze. And growth in the proportion of persons who may be potential riders points to the need for improvement in South Placer County paratransit options, in relation to the quantity of services available, the quality of these services and the characteristics of the services available.

Issues do emerge that suggest difficulties for riders and potential riders.

- differing service-related policies and practices that can limit mobility options for the target populations;
- differing days and hours of operation;
- differing fare policy, eligibility and reservation practices.

Consumers and their advocates contacted find access to the service difficult or expressed uncertainty about the extent of services that do exist, particularly for trips between cities. Similarly there is confusion about where to call for which services and how to understand the numerous transit vehicles with different markings traveling on Placer County roads.

There is also difficulty reported in finding services for long trips and inter-jurisdictional trips, particularly for medical reasons. Where service does exist, as with the PCT services to bring consumers between Auburn and Roseville, there is confused understanding about the existence and availability of these services. The role of the CTSA in meeting long-distance trip needs, particularly medical trips, is complicated by a nonexistent public information program and consumers' lack of knowledge of service availability. Transfers between systems exist, as at the Galleria, but again consumers or agency personnel indicated there were either not aware of these or uncertain as to just how to make transfers between dial-a-ride programs.

The concern about service quality issues and responsiveness to consumer trip requests is often a larger, noisier theme than was found to be here. Dial-A-Ride services are hard to provide and tend to generate higher complaint levels. In South Placer County service quality is a quiet, but somewhat persistent concern in the background. Perhaps of greatest concern is that the ridership numbers for several of the individual services are declining, this in the face of increasing proportions of the target population group.

Finally, there are institutional issues that can impede or slow coordinated to consolidated service. The first of these is that the cities operate their own services and have expressed through the TOWG the wish to maintain that city "face" on their respective operations. Local, community-based transportation is typically well-received by seniors in particular and moving from a local to a regional service can be negatively perceived by the consumer. So navigating the appropriate levels of coordination to consolidation, while respecting municipalities' desire to maintain individual service, are significant challenges.

A second set of institutional issues relates to the role and responsibilities of the CTSA. An agreement set forth over two decades ago provided little in the way of parameters or expectations of service, aside for basic reporting requirements. Those basic reporting requirements were problematic for this study, and for other TDA required activities, notably the Triennial Audit conducted recently on behalf of PCTPA. The geocoded analysis of trips performed here shows that a pattern of service has developed with general CTSA trips that may largely reflect the contracting expectations of third parties. Such third parties were not able to be identified through this study process.

While there are concerns about accountability, in relation to CTSA services, it is also true that for a very long time the CTSA function has been allowed to be self-determining with Pride Industries responding to those needs that it perceives to be critical. Nonetheless, any type of cooperative effort or coordinated solution to South Placer County future service needs requires the cooperation of all players in its development. PCTPA and its member agencies will need to better define the role of the CTSA and the expectations of its services, including reporting of those services.

A final note is that coordination of transportation services for seniors, persons with disabilities and persons of low income is receiving considerable attention at the Federal level through the coordination planning requirements of SAFETEA-LU for Section 5316, *Job Access and Reverse Commute*, Section 5317, *New Freedom* program and Section 5310, the *capital grant programs for seniors and persons with disabilities*. South Placer County can use the activities represented in this study effort, in concert with the SACOG's planning processes, to build projects responsive to needs identified here and potentially eligible for funding as part of a regional coordination plan.

8.3 RECOMMENDED DIRECTION

Four specific recommendations are proposed by which South Placer County can move towards the coordinated environment that the Vision articulates. These are discussed subsequently in relation to a total of twenty activities necessary to implement these recommendations. A rationale for each recommendation is provided and the primary players involved in each implementation activity are identified.

- 1. Establish PCTPA leadership to guide the County's operators towards an integrated, regional demand response program.**
- 2. Promote general public demand response policies that improve efficiencies and build capacity in South Placer County.**
- 3. Establish a CTSA for Placer County that promote and addresses the specialized transportation needs of residents.**
- 4. Develop a coordinated information strategy for existing demand response services oriented to the information needs of consumers, agency personnel and transit operators in South Placer County.**

Discussion of each recommendation follows.

- 3. Establish PCTPA leadership to guide the County's operators towards an integrated, regional demand response program.**

Specific activities are recommended to include:

- 1.1 Establish a regularly scheduled meeting of the TOWG [Transit Operators Working Group] to discuss an established agenda of items related to demand responsive services in the County. Require the publicly-funded transit operators to ensure representation at the TOWG meetings.
- 1.2 PCTPA shall set the agenda, with agreement from TOWG members and concurrence of the Technical Advisory Committee, to begin discussion of common practices whereby the individual dial-a-ride entities would agree to common or standardized policy or operating procedures in any of the following areas:
 - o Fare policy and practices
 - o Core dial-a-ride operating hours
 - o Core dial-a-ride service days
 - o Standard eligibility processes, including ADA certification processes
 - o Trip reservation policies, call takers
 - o Trip scheduling policies, dispatchers
 - o Transfer locations / transfer policies and procedures
 - o Service areas
 - o Role of the CTSA and interaction of the CTSA functions with other public dial-a-ride programs
- 3.3 Ensure that South Placer County coordination direction is firmly integrated into the SACOG coordination planning under SAFETEA-LU programs Section 5316, 5317 and 5310 so that these funding sources can be utilized by South Placer County stakeholders. Use that process to strengthen and build the capacity of human

service transportation providers within South Placer County who can help to meet some identified specialized transportation need.

3.4 Monitor other PCTPA long-range planning activities to identify the opportunities supportive of regional coordination of South Placer County demand response services, including through capital acquisition (vehicles and technology), facility planning (maintenance) and operations (coordinated dispatch and trip scheduling).

4. Promote general public demand response policies that improve efficiencies and build capacity in South Placer County.

Specific activities are recommended to include:

2.2 Working with the TOWG, identify the top priority functional areas from among those detailed in Chapter 7, and establish the appropriate strategies by which to pursue implementation. This could include, for example, a collective technology grant application for a shared computer-aided trip scheduling or trip brokering capability.

2.7 Develop basic performance standards for public dial-a-ride programs to establish performance goals or targets. These should include customer satisfaction indicators as well as TDA performance audit measures.

2.8 Conduct an in-depth quantitative analysis of user and non-user travel needs, including but not limited to on-board surveying of the needs and preferences of the county's dial-a-ride users and the conduct of a latent demand needs assessment, though household surveying or other strategies.

2.9 Conduct an operational assessment that can return recommendations towards improved efficiencies in the delivery of general public demand responsive services.

2.10 Establish procedures to systematically collect and analyze service requests that cannot be met; regularly share these at the TOWG level and work towards quantifying unmet transit needs that may suggest demand response solutions.

2.11 Aggressively research and implement all strategies that can increase effectiveness and efficiencies of public demand response services while not sacrificing the quality and responsiveness of these programs.

3. Establish a CTSA for South Placer County that promotes specialized transportation options and addresses the needs of residents.

Specific activities are recommended to include:

3.6 In concert with other quantitative work about user and non-user travel needs, develop a strategic approach to obtain qualitative needs information. Invite stakeholder agencies and consumer representatives to discuss unmet needs and to identify ways in which the CTSA services should be targeted to better meet South Placer County residents' needs.

- 3.7 Undertake appropriate public outreach to PCTPA member agencies, including working with the **Best Step Transportation Collaborative**, to ensure that input about needs can be systematically collected, establishing a qualitative picture of needs that human services agencies may already be providing. Identify those CTSA support functions needed (e.g. vehicle maintenance, back-up vehicle loaner programs, training and retraining, insurance pools, etc.).
- 3.8 Conduct an operational assessment that can return recommendations towards improved efficiencies in the delivery of CTSA directly-operated services.
- 3.9 Upon analysis of the qualitative and quantitative needs assessments, construct a Scope of Work for CTSA functions, including provision of trips and delineation of any other potential support services that may currently be indicated. Develop a contract describing appropriate contractual expectations for the provision of this work, including reporting and performance expectations.
- 3.10 Determine whether to prepare a competitive procurement process for CTSA functions or to negotiate these services with Pride Industries or to establish some type of hybrid arrangement.

4. Develop a coordinated information strategy for demand response services oriented to the information needs of consumers, agency personnel and transit operators in South Placer County.

Specific activities are recommended to include:

- 4.6 Develop a single information brochure for demand response, public dial-a-ride services within South Placer County that can be made available in paper and electronic forms.
- 4.7 Work with the TOWG to implement a shared information policy, including website links specifically related to demand response and dial-a-ride services.
- 4.8 Enlist participation and assistance by key stakeholder representatives, including but not limited to the **Best Step Transportation Collaborative**, to provide feedback on the development of a single information tool for demand response services, identifying ways in which to distribute to agency staff who work with consumers in the target groups.
- 4.9 Identify key players involved in the 211 and 511 processes and ensure that demand response information is integrated into their efforts, establishing mechanisms for maintaining current public transit information.
- 4.10 Develop strategies, in concert with the TOWG and with concurrence of the Technical Advisory Committee, to move to a one-number environment within South Placer County for public transit, including demand response transportation. Secure funding to implement these strategies.

APPENDICES

- Appendix A Review of PCT Contract for Operation of Highway 49 Dial-A-Ride
- Appendix B Pride Industries CTSA Flyer
- Appendix C Pride Industries Trips Detail by Service, Sample Week Jan 22-27, 2007
- Appendix D Outreach survey and cover letter
- Appendix E Database listing of human service agency and organization contacts
*149 agencies originally, less agencies whose mailing was returned and
current addresses could not be found*
- Appendix F Survey Returns from Eight Agencies

Appendix A, Review of PCT Contract for Operation of Highway 49 Dial-A-Ride

A detailed review of the contract for the competitively awarded Highway 49 Dial-A-Ride is included here, to provide insight into the service expectations developed for this aspect of the County service.

Contract Overview

The agreement between the County of Placer and the Contractor is detailed and thorough, totaling approximately 20 pages for the basic agreement plus four exhibits as follows:

- Exhibit A, Scope of Work for the Operation of Highway 49 Dial-A-Ride;
- Exhibit B, Performance Incentive Program [need to confirm];
- Exhibit C, Cost Proposal; and
- Exhibit D, FTA Assisted Required Clauses for Capital and Professional Service Procurements.

General Contract Terms

1. Term of Agreement [Contract Sec.2, pg.3]. Initial term from July 1, 2004 through and including June 30, 2007, with two, 1-year extensions at the sole discretion of the County.
2. Scope of Work [Contract Sec.3, pp.4-5]. Under this “turn-key” agreement, the Contractor is responsible for providing everything necessary for the management and operation of these services with the exception of bus stop signs, poles, shelters and benches, marketing materials, printed schedules, planning and policy related functions.
3. Compensation [Contract Sec. VIII, pp.22-23]. Compensation under this contract is paid as a fixed monthly rate [“Fixed Overhead Rate”] and a Revenue Vehicle Hour based fee, which is multiplied times the number of revenue vehicle hours operated each month. This is a fairly common compensation formula that is well-suited to a contract in which the levels of service might vary during the period of the contract. Review of Exhibit C, Price Proposal, shows these costs for the initial year of the contract, with a 3 percent annual increase thereafter:

| | |
|----------------------|-----------|
| Monthly Fixed Rate | \$5,492 |
| Hourly Rate | \$23.94 |
| Monthly Vehicle Cost | \$2,182 |
| Total Cost Per Year | \$221,364 |

Comments on Agreement and Exhibits

1. Definitions [Sec. 1.B, pg. 2]. It is recommended that a single definitions section be developed and used consistently throughout the contract and its exhibits. These definitions should comply with the requirements of the National Transit Database (NTD).

The definitions on pages 2-3, for example, include “In-service” and “Vehicle Miles or Hours” and one must go to Exhibit A, Section J, Beginning Service Level, for other important definitions, including “Revenue Vehicle Hours” and “Revenue Vehicle Service Miles.” Some of these definitions are not according to the NTD and should be changed to ensure consistency between the Contractor’s cost proposal, the Contract, and data collection and reporting.

2. Extension Options [Sec.2, pg. 4]. The contract specifies that “At least 270 days prior to the completion of the initial term and any subsequent term the Contractor shall notify the County of its intent to extend the term of the agreement for the following year.”

This language raises a question of why the contract requires that the Contractor notify the County of their intent to extend if the extensions are “at the sole discretion” of the County? It seems that the responsibility here should be for the County to notify the Contractor of its intent to extend.

3. Scope of Work [Contract Sec.3, pp.4-5]. This section lists the responsibilities and duties of the Contractor under letters A through P. A similar listing appears as Scope of Work section I.C, Roles of Each Party. These listings differ in that the former section does not identify any County requirements. Further, nowhere in the contract does it specifically state that the Contractor will provide all facilities needed for the administration, operation and maintenance of these services, although maintenance of such a facility is placed on the Contractor [SOW pg.18].

There also appears to be an error in Scope of Work section I.C, second paragraph where it states in part “The County will provide all vehicles...” In both the earlier Contract listing [pg.4] and further down on pg. 2 of the SOW, the Contractor is clearly required to provide all vehicles for these services.

It also appears from the wording in Section 8 of the Contract, Buses, Equipment and Radios, that the County may be allowing use of a County-owned radio frequency. If this is the case, it needs to be made more specific.

4. ADA Paratransit Requirements. The Hwy 49 service is clearly intended to adhere to the FTA requirements for ADA Paratransit services, yet this is not specifically stated in either the contract or Scope of Work. Requiring the contractor to be knowledgeable or and in compliance with the ADA Paratransit requirements throughout the period of the contract gives some assurance that the contractor will be monitoring changes in ADA requirements and recommending service and policy adjustments to maintain compliance.

With regard to ADA compliance, both the Performance Standards [SOW Section H] and Exhibit B, Performance Incentives Program, include a standard that “No more than 5% of all eligible Dial-A-Ride trip requests shall be denied.” This policy is contrary to FTA

policy that states that no trip requests from ADA eligible individuals may be denied. This policy needs to be changed immediately to comply with FTA policy.

5. Compensation. Review of Exhibit C, Price Proposal, shows that fuel is included as one element of the Hourly Rate. In the initial year, 2004/05, fuel was budgeted at \$3.33 per hour, which was probably appropriate given the cost of gasoline or diesel at that time. In 2007, this fuel budget is certainly not keeping pace with fuel costs, notwithstanding the wild up-and-down swings in the market. It is recommended that the cost of fuel in future budgets be removed from the Price Proposal and the contractor reimbursed for the documented cost of fuel used in operating this service. Such a change would be fair to the County and its contractor.

6. Performance Incentives Program. Exhibit B contains an incentive/penalty system based on four measures of demand-responsive performance:

- Ridership or productivity [passenger trips per vehicle service hour];
- Same-Day Trip Requests Served;
- Punctuality or on-time performance [percentage of trips picked-up within 10 minutes before to 15 minutes after the promised pick-up time]; and
- Trip denials [percentage of trips unable to be scheduled within 1 hour of the requested trip time].

The Performance Incentives Program specifies a system of incentives and penalties for each of these measures with a maximum possible annual incentive or penalty of about \$20,400 plus additional penalties for missed trips and pickups made 50 minutes or later after the promised pick-up time. According to performance data for the 2005/06 year, it appears that this service failed to achieve the ridership goal and could have been subject to the annual penalty of \$2,400.

As a comment, we would note that a means of periodically reviewing system performance against these measures and adjusting the goals would ensure that they continue to be reasonable and achievable.

Appendix B

CTSA
*Consolidated
Transportation
Service Agency*

PRIDE
INDUSTRIES
CONSOLIDATED TRANSPORTATION
SERVICE AGENCY - CTSA

CTSA Main Office
10030 Foothills Boulevard, Dept. 3
Roseville, CA 95747-7102

Office Hours
Monday through Friday
8:00 a.m. - 5:00 p.m.

24-Hour Message
(530) 888-7433
(916) 788-2330

TRANSPORTATION SERVICES

PRIDE
INDUSTRIES
CONSOLIDATED TRANSPORTATION
SERVICE AGENCY - CTSA

CTSA is dedicated to providing transportation services to people with disabilities, senior citizens, social service agencies, health care providers, various organizations, and individuals within Placer County.

"It's a joy to ride the bus. I am unable to drive...and use a wheelchair. Thank you so much."
CTSA Passenger

"I appreciate your service, couldn't do without you."
CTSA Passenger

"I'm just learning about how to use your service and I love it."
CTSA Passenger

Creating Jobs for People with Disabilities

OVERVIEW

CTSA was established in 1986 to meet the social service transportation needs of Placer County residents on the western slope of the Sierra. The vision of CTSA is to promote dignity and independence for the betterment of the community. It's our goal to provide high quality transportation services in a safe, caring, and professional manner.

In July 1997, CTSA merged its operations with PRIDE and remains committed to expanding opportunities for people with disabilities and the elderly.

ORGANIZATIONS SERVED

Special contract arrangements, transportation is provided to Placer County participants of specified social service programs. In special cases, CTSA may provide transportation to Sacramento and Nevada County residents receiving services in Placer County. Transportation is provided for the following organizations:

- PRIDE Industries
- Association for Retarded Citizens
Alta California Regional Center
Placer Adult School
- Assisted Living and Convalescent Homes

OTHER BUSINESS PARTNERS INCLUDE

- Sun City Roseville
- Department of Rehabilitation
- Children's Health and Disability Prevention Agency (CHDP)
- American Cancer Society
- and more

CTSA RIDES

For a nominal fee each way, CTSA provides transportation for healthcare appointments within Placer County. This service is developed especially for senior citizens and persons with a disability. It is not intended for medical emergencies. Medi-Cal clients are accepted.

OTHER INDIVIDUAL NEEDS

Some people with disabilities need transportation for reasons other than healthcare. Some of the primary destinations are to training and educational classes for the visually impaired or to visit convalescent homes.

Transportation for such trips, which must be arranged in advance, may be provided from an individual's residence to their destination and return. Fares vary depending on pickup and destination points.

FUNDING

CTSA earns revenue from the organizations with which it contracts to provide transportation to participants of specified programs. As a not-for-profit organization, tax-deductible donations are gratefully accepted.

Designated as Placer County's lead organization for providing and coordinating social service transportation, CTSA receives funds through the Placer County Transportation Planning agency from sales tax revenues generated within the County.

SERVING FORESTHILL

CTSA provides public transportation service between Foresthill and Auburn, Monday through Friday. The scheduled service leaves Foresthill each morning and returns mid-afternoon. There is also a volunteer supported LifeLine service for qualified persons to attend medical appointments in Auburn. These services are a cooperative effort of CTSA and Placer County Transit. Contact the CTSA office for details.

Appendix C

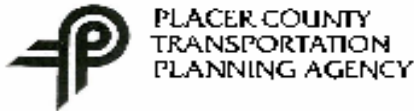
PRIDE Trips Detail by Service, Sample Week Jan. 22-27, 2007

| Trips Provided | Subset Count | One Week's Service (CountsByService) | Average | | |
|-----------------------|--------------|--------------------------------------|------------------|------------------------|---------------------|
| | | | Annualized Trips | Trips Per Unique Rider | Average Trip Length |
| Placer County Transit | | 446 | 23,192 | 3.9 | 10 |
| Hwy 49 DAR | 217 | 49% | | | 3.5 |
| Granite Bay DAR | 7 | 2% | | | 5.7 |
| Rocklin/ Loomis DAR | 118 | 26% | | | 4 |
| Taylor Road Shuttle | 104 | 23% | | | 7 |
| CTSA | | 1596 | 82,992 | 6.7 | 15.5 |
| CTSA Medical | | 93 | 4,836 | 3.7 | 24.4 |
| | | 2135 | 111,020 | | |

| Trips Booked by Not Provided (1/22-1/27) | |
|---|------|
| Cancelled trips | 205 |
| Missed Trips | 1 |
| No Show Trips | 197 |
| Same Day Cancelled | 785 |
| Other Error | 11 |
| Total | 1199 |
| Missed/No Shows as % of Trips Provided [Counts] | 56% |

| Trips by Day of Week (counts by service) | | | Auburn DAR | | Granite Bay DAR | | Rocklin DAR | | Taylor Rd Shuttle | | CTSA | | CTSA Medical | |
|--|-----------|------|------------|------|-----------------|------|-------------|------|-------------------|------|------|------|--------------|------|
| | All Trips | n= | | | | | | | | | | | | |
| Monday, 1/22 | 415 | 392 | 35 | 16% | 1 | 14% | 19 | 16% | 17 | 16% | 305 | 19% | 15 | 16% |
| Tuesday, 1/23 | 449 | 429 | 42 | 19% | 3 | 43% | 20 | 17% | 21 | 20% | 324 | 20% | 19 | 20% |
| Wednesday, 1/24 | 460 | 445 | 41 | 19% | 3 | 43% | 25 | 21% | 23 | 22% | 333 | 21% | 20 | 22% |
| Thursday, 1/25 | 461 | 448 | 44 | 20% | | | 27 | 23% | 25 | 24% | 327 | 20% | 25 | 27% |
| Friday, 1/26 | 406 | 391 | 36 | 17% | | | 23 | 19% | 11 | 11% | 307 | 19% | 14 | 15% |
| Saturday, 1/27 | 30 | 30 | 19 | 9% | | | 4 | 3% | 7 | 7% | | | | |
| Totals | 2221 | 2135 | 217 | 100% | 7 | 100% | 118 | 100% | 104 | 100% | 1596 | 100% | 93 | 100% |
| | | | | | | | | | | | | | | 96% |

Appendix D



November 2006

BOB SNYDER
City of Auburn
SHERIE BLACKKALL
City of Colusa
TOM COSGROVE
City of Lincoln
MARK H. LUDWICH
Town of Loomis
KATHY LUND
City of Rocklin
LINA CARBOLINO
City of Roseville
TED CAHILL
JIM HOLMES
Placer County
RON MANTRE
Citizen Representative
CELIA MAYEDA
Executive Director

Dear Agency or Organization Representative,

Placer County Transportation Planning Agency, in cooperation with the public transit programs of Auburn, Roseville, Lincoln and the County of Placer, with the cities of Loomis and Rocklin invite you to join us. We are exploring coordinated transportation solutions to the special mobility needs of some South Placer County residents. Senior individuals, persons with disabilities and persons of low income are the focus of this effort. Towards that end we ask you to respond to the enclosed two-page survey. We wish to hear from agencies serving persons with special needs, whether or not you directly provide transportation services.

The opportunities on the horizon to improve mobility in Placer County are directly attributable to new Federal legislation called *Safe, Affordable, Flexible and Efficient Transportation Equity Act – A Legacy for Users* (SAFETEA-LU). This legislation which guides the public transit industry over the next seven years establishes a new program, called the New Freedom Initiative. This initiative promotes transportation coordination efforts designed to meet the mobility needs of consumers whose transportation needs are not easily met.

Please respond to the enclosed two-page survey, and return it to us promptly so that you can participate in any one, or all, of the following, on behalf of your consumer base:

- **Funding opportunities** through SAFETEA-LU and the Section 5310 program
- **Regional transportation planning processes** conducted by SACOG and PCTPA
- **Notification by public transit providers** of planned service or fare changes, and corresponding meetings and/or public hearings.

The enclosed brief survey form to be completed by ~~agencies providing transportation and agencies which serve clients needing transportation~~. We are requesting that you complete your survey and return it to us by November 27th. Please assist us and help your consumers by responding as soon as possible and returning surveys in the enclosed envelope or by fax or email.

Any questions concerning the survey may be directed to Heather Menninger-Mayeda at menninger@earthlink.net or (909) 621-3101. We value your input and hope to receive your response soon.

Sincerely,

David Melko
Placer County Transportation Planning Agency



**Placer County Coordinated Transportation
Stakeholder Survey**
November 2006

| | |
|----------------------|---|
| Contact Name: | Agency Name: |
| Title: | Address: |
| Telephone: | Mailing Address: Yes ___ No ___ Site Address: Yes ___ No ___ |
| Fax: | City: |
| E-Mail: | Zipcode: |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

2. YOUR AGENCY TYPE (please check one only):

| | |
|--|--|
| <input type="checkbox"/> Private, for profit | <input type="checkbox"/> Private, non-profit |
| <input type="checkbox"/> Public Agency | <input type="checkbox"/> Church affiliated |
| <input type="checkbox"/> Tribal organization | |

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN SOUTH PLACER COUNTY:

| | |
|--|--|
| | # Total enrolled clients / consumers |
| | # Average daily attendance |
| | # Est. on site daily who require transportation assistance |
| | # Est. in wheelchairs daily |
| | Not applicable (check mark only) |

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): _____

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am – 5pm
- Night or early morning work shifts
- Weekend and holiday trips
- Recreational activities or events
- Visiting family or friends
- Kids to day care or school
- Going to the doctor / Medical trips
- Shopping and morning errands
- Attending training, education classes or program sites
- Long distance trips for purposes of _____
- Specific trips by origin and destination that cannot now be made by your consumers _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY:
(check all that apply)

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

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION
(please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
- Coordinated service operations
- Coordinated vehicle and capital purchases
- Shared fueling, maintenance and storage facilities
- Joint purchase of supplies, equipment or insurance
- Coordinated trip scheduling and/or dispatching
- Contracting out for service provision rather than direct operations
- Contracting to provide transportation to other agencies needing services.
- Pooling of financial resources to better coordinate service
- Not interested in transportation coordination activities at this time.
- Other _____

TRANSPORTATION SURVEY, PAGE 2

8. **WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY or ORGANIZATION?** _____

*If you answered **NO TRANSPORTATION** to #6, please **stop here** and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!*

9. **HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION?** _____

10. **NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY?**

11. **NUMBER AND PASSENGER CAPACITY OF VEHICLES**

- A. _____ # of vehicles that are 9 or fewer passengers
- B. _____ # of vehicles that are 10 – 14 passengers
- C. _____ # of vehicles that are 15 - 24 passengers
- D. _____ # of vehicles that are 25 passengers or more
- E. _____ # that are wheelchair lift-equipped

12. **HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?**
 _____ Now _____ Within a year _____ Within the next two years

13. **PASSENGER AND VEHICLE USE:**
Please tell us about the volume of service you provide:
 A. _____ **Average # one-way passenger trips per MONTH**
 Monthly trips: counting as a trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/boardings.
 B. _____ **Average MONTHLY vehicle miles**
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/customers.

14. **TRANSPORTATION SERVICE AREA:**
(complete all that apply)

Please describe service area, listing cities, if appropriate

Within a _____ mile radius of _____

Throughout Placer County _____

15. **DAYS AND HOURS OF OPERATION:**

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

16. **DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?**
 No Yes, please explain _____

17. **DRIVERS AND MANAGEMENT FOR TRANSPORT:**
 _____ # Full Time Drivers _____ # Volunteer Drivers
 _____ # Part Time Drivers _____ # Supervisors/Mgrs.

18. **COOPERATIVE AGREEMENTS/ARRANGEMENTS?**
 Do you have any cooperative service agreements/ arrangements for transportation?
 No
 Yes, cooperative agreements/arrangements with: _____

19. **TRANSPORTATION BUDGET: (Current fiscal year)**
 \$ _____ For vehicle operations (drivers, maintenance, fuel)
 \$ _____ For vehicle replacement capital funds
 \$ _____ For Bus Passes
 \$ _____ Taxi vouchers or other specialized transportation
 \$ _____ Other (please specify) _____

20. **FUNDING SOURCES FOR TRANSPORTATION BUDGET**
(indicate source and identify other as appropriate)

| | |
|---|--|
| <p>County/Local Funding</p> <p><input type="checkbox"/> General Funds</p> <p><input type="checkbox"/> Other _____</p> <p><input type="checkbox"/> Other _____</p> <hr/> <p>State Funding</p> <p><input type="checkbox"/> Transportation Dev'lpmnt Act</p> <p><input type="checkbox"/> Education Department</p> <p><input type="checkbox"/> Dept. Developmental Services</p> <p><input type="checkbox"/> Dept. of Aging</p> <p><input type="checkbox"/> Dept. of Rehabilitation</p> <p><input type="checkbox"/> Dept. of Health Services</p> <p><input type="checkbox"/> Other _____</p> <p><input type="checkbox"/> Other _____</p> | <p>Federal Funding</p> <p><input type="checkbox"/> FTA section 5307/5309</p> <p><input type="checkbox"/> FTA section 5310 (vehicles)</p> <p><input type="checkbox"/> FTA section 5311</p> <p><input type="checkbox"/> Comm. Dev. Block Grants</p> <p><input type="checkbox"/> Health and Human Services.</p> <p><input type="checkbox"/> Other _____</p> <p><input type="checkbox"/> Other _____</p> <hr/> <p>Other Funding</p> <p><input type="checkbox"/> Client/Parent Fees</p> <p><input type="checkbox"/> Private Donations / Grants</p> <p><input type="checkbox"/> United Way</p> <p><input type="checkbox"/> Other _____</p> |
|---|--|

21. **COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET**
 Increase Decrease Stay the same

22. **WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?**
 Yes No Unsure

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

Appendix E

| Agency | Lname | Fname | ADDRESS | CITY | STATE | ZIPCODE |
|--|-------------|----------|-------------------------------------|-----------|-------|------------|
| ABUNDANT LIFE FELLOWSHIP | | | 706 ATLANTIC ST | Roseville | CA | 95678 |
| ADULT COMMUNITY CNTR | | | 1530 MAIDU DR | Roseville | CA | 95661 |
| Adult System of Care - HHS | Bauman | Maureen | 11533 C Ave. Dewitt | Auburn | CA | 95603 |
| AMTRAK | | | 201 PACIFIC ST | Roseville | CA | 95678 |
| ASOC | Denton | Kathie | 11512 B Ave. | Auburn | CA | 95603 |
| ATLANTIC VET HOSP | | | 1100 ATLANTIC ST | Roseville | CA | 95678 |
| Auburn Family Resource Center | Douglas | Debra | 11990 Heritage Oaks #9 | Auburn | CA | 95603 |
| BELL ROAD BAPTIST CHURCH S B C | WILCOXEN | BRAD | 707 BELL ROAD | AUBURN | CA | 95603 |
| BROCKWAYS FH | | | 5015 FOOTHILLS BLVD | Roseville | CA | 95678 |
| BROCKWAYS SC | | | 9260 SIERRA COLLEGE BLVD | Roseville | CA | 95661 |
| CALVARY CHAPEL AUBURN INC | DENHAM | GREG | 202 DAIRY RD | AUBURN | CA | 95603 |
| CALVERY CHAPEL NORTHSIDE | ROBILLARD | KEN | 801 RIVERSIDE AVE SUITE Z | ROSEVILLE | CA | 95678 |
| CalWORKS - HHS | Donahue | Dayna | 11479 B Ave. Dewitt | Auburn | CA | 95603 |
| CalWORKS - HHS | Dunstan | Bob | 11484 B Ave. Dewitt | Auburn | CA | 95603 |
| Child Abuse Prevention Council | Land | Denise | 218 Estates Drive | Roseville | CA | 95678 |
| CIRBY HILLS | | | 101 CIRBY HILLS DR | Roseville | CA | 95678 |
| CITY HALL | | | 310 VERNON ST | Roseville | CA | 95678 |
| City of Auburn | Adrienne | | 125 Lincoln Way | Auburn | CA | 95603 |
| CITY OF AUBURN - STATE OF CALIF | ODGEN | PAUL | 1225 LINCOLN WAY | AUBURN | CA | 95603-5004 |
| City of Auburn-Transit | Holt | Judy | 125 Lincoln Way | Auburn | CA | 95603 |
| CITY OF LINCOLN | PEDRI | JOHN | 540 5TH STREET | LINCOLN | CA | 95648 |
| City of Lincoln | Williams | Gail | 640 5th St. | Lincoln | CA | 95648 |
| City of Roseville | Browning | Loraine | 311 Vernon St. | Roseville | CA | 95678 |
| CIVIC CENTER | | | 311 VERNON ST | Roseville | CA | 95678 |
| COLONIAL VILLAGE | | | 3881 EUREKA RD | Roseville | CA | 95661 |
| COMMUNITY COVENANT CHURCH | BOLGER | LELAND | 5140 TOPAZ AVE | ROCKLIN | CA | 95677-2233 |
| COUNTRY GABLE | | | 699 WASHINGTON BLVD | Roseville | CA | 95678 |
| CTSA- Pride Industries | Eishazly | Hesham | 10030 Foothill Blvd. Mail Stop 1750 | Roseville | CA | 95747-7102 |
| CUSTODIO A SEISA JR | SEISA JR | CUSTODIO | 3345 BOWDER LN | AUBURN | CA | 95602-7842 |
| Dep. Of Rehab – Auburn | Luke | David | 610 Auburn Ravine Rd. Ste.G | Auburn | CA | 95603 |
| DIALYSIS | | | 218 HARDING BLVD | Roseville | CA | 95678 |
| DR BINON | | | 1158 CIRBY WAY #A | Roseville | CA | 95661 |
| DR CHUN | | | 729 SUNRISE AVE | Roseville | CA | 95661 |
| DR HENDRICKS | | | 2310 PROFESSIONAL DR #200 | Roseville | CA | 95661 |
| DR MIKELIONES | | | 203 GROVE ST | Roseville | CA | 95678 |
| DR MONAHAN | | | 1211 PLEASANT GROVE BLVD | Roseville | CA | 95747 |
| DR MOSHER | | | 1133 SMITH LN | Roseville | CA | 95661 |
| DR RHODES | | | 107 S HARDING BLVD #G | Roseville | CA | 95661 |
| DR WAYNE | | | 1544 EUREKA RD #120 | Roseville | CA | 95661 |
| DR YASSA | | | 991 RESERVE DR | Roseville | CA | 95661 |
| DR. BALES | | | 1613 EUREKA RD | Roseville | CA | 95661 |
| DR. BORCHERS | | | 2120 PROFESSIONAL DR #STE140 | Roseville | CA | 95661 |
| DR. CLARKE | | | 10 SIERRA GATE PLZ | Roseville | CA | 95678 |
| DR. CORREA | | | 1603 EUREKA RD #STE 300 | Roseville | CA | 95661 |
| DR. HOPPER | | | 151 N SUNRISE AVE #1203 | Roseville | CA | 95661 |
| DR. KALABA | | | 151 N SUNRISE AVE #STE 711 | Roseville | CA | 95661 |
| DR. LAW | | | 1133 SMITH LN | Roseville | CA | 95661 |
| DR. SHOEMAKER | | | 1421 SECRET RAVINE PKWY #STE111 | Roseville | CA | 95661 |
| DR. VAN DYCK | | | 311 OAK RIDGE DR | Roseville | CA | 95661 |
| DR. WILMARTH | | | 1830 SIERRA GARDENS DR | Roseville | CA | 95661 |
| DR.SHOREY | | | 1420 E ROSEVILLE PKWY #210 | Roseville | CA | 95661 |
| DRY CREEK JOINT ELEMENTARY SCHOOL DISTRICT | | | 9707 COOK RIOLO RD | ROSEVILLE | CA | 95747 |
| ERNEST G TORNEROS | TORNEROS | ERNEST | 15645 LAKE ARTHUR RD | AUBURN | CA | 95602-9316 |
| Foothill Volunteer Center | Smith | Diana | 11566 D. Ave. | Auburn | CA | 95603 |
| FOREST LAKE CHRISTIAN SCHOOL | SCHOLLERMAN | WILLARD | 12515 COMBIE RD | AUBURN | CA | 95602-8969 |
| GAMBRO HEALTHRE H | | | 218 HARDING BLVD | Roseville | CA | 95678 |
| GAMBRO HEALTHRE PLACER | | | 1451 SECRET RAVINE PKWY #D | Roseville | CA | 95661 |
| HEALTH & WELLNESS CENTER | | | 1650 LEAD HILL BLVD | Roseville | CA | 95661 |
| Health for All | Alward | Michael | 4065 G.V. Hwy. #206 | Auburn | CA | 95603 |
| HEALTH WALNUT CENTER | | | 1650 LEAD HILL BLVD | Roseville | CA | 95661 |
| HEARING AIDE CENTER | | | 4010 FOOTHILLS BLVD | Roseville | CA | 95747 |
| HORIZON WEST HEADQUARTERS INC | KUYKENDALL | ELLEN | 4020 SIERRA COLLEGE BLVD | ROCKLIN | CA | 95677 |
| JAY LLC | YUROSEK | JEFFERY | 5145 WEST LAKE BLVD | HOMEWOOD | CA | 96141 |
| KAISER EUREKA | | | 1600 EUREKA RD | Roseville | CA | 95661 |
| KAISER PEDIATRICS | | | 1840 SIERRA GARDENS DR | Roseville | CA | 95661 |
| KAISER PHARMACY | | | 1680 E ROSEVILLE PKWY | Roseville | CA | 95661 |
| KAISER PROFESSIONAL | | | 2120 PROFESSIONAL DR | Roseville | CA | 95661 |
| KAISER RADIATION ONCOLOGY | | | 504 GIBSON DR | Roseville | CA | 95678 |
| KAISER RIVERSIDE | | | 1001 RIVERSIDE AVE | Roseville | CA | 95678 |
| KAISER SG | | | 1830 SIERRA GARDENS DR | Roseville | CA | 95661 |

South Placer Regional Dial-a-Ride Study

| Agency | Lname | Fname | ADDRESS | CITY | STATE | ZIPCODE |
|---|-------------|---------|-------------------------------------|--------------|-------|------------|
| LAB CORPS | | | 720 SUNRISE AVE | Roseville | CA | 95661 |
| LABERT FUNERAL | | | 400 DOUGLAS BLVD | Roseville | CA | 95678 |
| MEDCLINIC MEDIL GROUP | | | 406 SUNRISE AVE | Roseville | CA | 95661 |
| MEDIL VISION TECH | | | 1830 SIERRA GARDENS DR | Roseville | CA | 95661 |
| MERCY MEDIL GROUP | | | 406 SUNRISE AVE | Roseville | CA | 95661 |
| MID-PLACER PUBLIC SCHOOLS | FINEN | RITA | 13121 BILL FRANCIS DR | AUBURN | CA | 95603 |
| MISTYWOODS RETIREMENT COMPLEX | | | 1275 PLEASANT GROVE BLVD | Roseville | CA | 95747 |
| MV TRANSIT | | | 2075 HILLTOP CIR | Roseville | CA | 95747 |
| OAKDALE HEIGHTS MANAGEMENT CORPORATION | JENSEN | C | 707 SUNRISE AVE | ROSEVILLE | CA | 95661 |
| OAKRIDGE RE HOME | | | 310 OAK RIDGE DR | Roseville | CA | 95661 |
| PARK ROSEVILLE INC | MCGUIRE | REBECCA | 275 FOLSOM RD | ROSEVILLE | CA | 95678 |
| PARK ROSEVILLE RETIREMENT COMM | | | 275 FOLSOM RD | Roseville | CA | 95678 |
| PC Office of Economic Development | Burris | Cindy | 175 Fulweiler Ave. | Auburn | CA | 95603 |
| PCAC/Headstart | | | 1166 High St. | Auburn | CA | 95603 |
| PCHHS | Nevins | Jerry | 11512 B Ave. | Auburn | CA | 95603 |
| PCHHS/ASOC | Smith | Susie | 101 Cirby Hills Dr. | Roseville | CA | 95678 |
| PCTPA | Sholtis | Sue | 10030 Foothill Blvd. Mail Stop 1750 | Roseville | CA | 95747-7102 |
| PCTPA | Melko | David | 249 Nevada St. | Auburn | CA | 95603 |
| PIRS | Miller | Tink | 11768 Atwood Rd. #29 | Auburn | CA | 95603 |
| Placer ARC | Felland | Patti | 150 Harrison | Auburn | CA | 95603 |
| Placer ARC Auburn | Fry | Vickie | 150 Harison, | Auburn | CA | 95603 |
| Placer ARC Auburn | Thurman | Michael | 150 Harrison, | Auburn | CA | 95603 |
| PLACER BUS GROUP | DAWSON | ER | 1390 WISE ROAD | LINCOLN | CA | 95648 |
| PLACER COUNTY | GAGE | DENNIS | 11448 F AVE | AUBURN | CA | 95603-2714 |
| Placer County CHDP | Goble | Rodger | 11484 B Ave | Auburn | CA | 95603 |
| Placer County Transit | Middleton | Tony | 11444 B Ave. Dewitt | Auburn | CA | 95603 |
| Placer County Transit | Garner | Will | 11444 B Ave. Dewitt | Auburn | CA | 95603 |
| PLACER HILLS UNION SCHOOL DISTRICT | POULSEN | KEN | 16801 PLACER HILLS RD | MEADOW VISTA | CA | 95722 |
| PLACER SCHOOL FOR ADULTS | RAMSETH | GREG | 390 FINLEY ST | AUBURN | CA | 95631 |
| PLACER UNION HIGH SCHOOL DISTRICT | | | 13101 BILL BRANCIS DR | AUBURN | CA | 95603 |
| Placer Women's Center | Manager | Program | P.O Box 5462 | Auburn | CA | 95604 |
| PRIDE INDUSTRIES | ZIEGLER | MICHAEL | 10030 FOOTHILLS BLVD | ROSEVILLE | CA | 95747 |
| R & R PHYSIL THERAPY | | | 729 SUNRISE AVE #602 | Roseville | CA | 95661 |
| ROCKLIN UNIFIED SCHOOL DISTRICT | MUHALOND | FRANK | 5035 MEYERS ST | ROCKLIN | CA | 95677 |
| ROSEVILLE CHURCH OF CHRIST | WEBB | DAVID | 1799 DIRBY WAY | ROSEVILLE | CA | 95661 |
| ROSEVILLE CITY SCHOOL DISTRICT | ROBERTS | JAMES | 1000 DARLING WY | ROSEVILLE | CA | 95678 |
| ROSEVILLE FIRST PRESBYTERIAN CHURCH | MILLER | CHUCK | 515 SUNRISE AVE | ROSEVILLE | CA | 95661 |
| ROSEVILLE ORTHIPEDICS | | | 151 N SUNRISE AVE | Roseville | CA | 95661 |
| Seniors First | Roeder | Candace | 13620 Lincoln Way #370 | Auburn | CA | 95603 |
| Sierra College Disabled Student Svcs. | Hancock | Bob | 5000 Rocklin Rd | Rocklin | CA | 95670 |
| Sierra Family Services | | | 424 Vernon St. | Roseville | CA | 95678 |
| State Dept. of Rehabilitation | Holmes | Al | 151 N. Sunrise Ave., Ste. 601 | Roseville | CA | 95661 |
| STONEGATE MOBILE HOMES | | | 7368 WHYTE AVE | HEIGHTS | CA | 95621 |
| SUNRISE HEALTH RE CNTR | | | 600 SUNRISE AVE | Roseville | CA | 95661 |
| SUTTER ROSEVILLE #1 | | | 1 MEDIL PLAZA DR | Roseville | CA | 95661 |
| SUTTER ROSEVILLE #2 | | | 2 MEDIL PLAZA DR | Roseville | CA | 95661 |
| SUTTER ROSEVILLE #4 | | | 4 MEDIL PLAZA DR | Roseville | CA | 95661 |
| SUTTER ROSEVILLE CLINIC | | | 3100 DOUGLAS BLVD | Roseville | CA | 95661 |
| SYLVAN LEARNING CENTER | | | 9050 FAIRWAY DR | Roseville | CA | 95678 |
| TDM | E. Stream | Hazel | 422 Cameron Way | Roseville | CA | 95678 |
| THE GATHERING INN | BOUDIER | WILLIAM | 139 RIVERSIDE AVE | ROSEVILLE | CA | 95678 |
| THE PALMS ASSISTED LIVING & MEMORY CARE LLC | HARDER | JON | 100 STERLING CT | ROSEVILLE | CA | 95661 |
| TWIN CREEK COMM | | | 720 SUNRISE AVE | Roseville | CA | 95661 |
| VALLEY SPRINGS PRESBYTERIAN CHURCH | GEORGE | DAVID | 2401 OLYMPUS DR | ROSEVILLE | CA | 95661 |
| VETERANS HALL | | | 110 PARK DR | Roseville | CA | 95678 |
| WEIMAR INSTITUTE | CHRISTENSEN | DON | 20601 WEST PAOLI LN | WEIMAR | CA | 95736-0486 |
| WELFARE OFFICE | | | 100 STONEHOUSE CT | Roseville | CA | 95678 |
| WIC | | | 1130 CONROY LN | Roseville | CA | 95661 |
| WPUSD/Lighthouse | Sousa | Deanna | 299 Nevada St. | Auburn | CA | 95603 |

Appendix F



Placer County Coordinated Transportation
Stakeholder Survey
November 2006

| | | | |
|---------------|-------------------------|--|------------------------------|
| Contact Name: | <u>Erzette Cox</u> | Agency Name: | <u>Sunrise Healthcare Co</u> |
| Title: | <u>Special Services</u> | Address: | <u>6900 Sunrise Ave</u> |
| Telephone: | <u>916-782-3131</u> | Mailing Address Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| FAX: | <u>916-786-0065</u> | Site Address Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| E-Mail: | | City: | <u>Roseville CA</u> |
| | | Zipcode: | <u>95661</u> |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

See attached

2. YOUR AGENCY TYPE (please check one only):

- Private, for profit Private, non-profit
 Public Agency Church affiliated
 Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY

- _____ # Total enrolled clients / consumers
 _____ # Average daily attendance
 _____ # List on site daily who require transportation assistance
 _____ # List in wheelchairs daily
 Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): Seniors

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am - 5pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and morning errands
 Attending training, education classes or program sites
 Long distance trips for purposes of _____
 Specific trips by origin and destination that cannot now be made by your consumers _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY: (check all that apply)

- NO TRANSPORTATION operated, contracted, or arranged
 OPERATE transportation with full responsibility for the transportation by this agency.
 CONTRACT for transportation, services provided by another entity under contract to this agency.
 SUBSIDIZE transportation through agency purchase of passes, fares or mileage reimbursement.
 ARRANGE FOR transportation by assisting with information but clients responsible for follow-up.
 ARRANGE FOR volunteer drivers or private car
 Other (please specify): LI ARRANGE

for transpo, FACILITY ASSISTANCE

Transpo BILLS EITHER FAMILY OR MEDICAL

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operations
 Contracting to provide transportation to other agencies needing services.
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time.
 Other _____

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSING ENVELOPE OR FAX: (909) 621-9357 or

Guinnice Heald-Care

TRANSPORTATION SURVEY, PAGE 2

1. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION?

na

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? *4*

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? *4*

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES

- A. # of vehicles that are 9 or fewer passengers
- B. # of vehicles that are 10 - 14 passengers
- C. # of vehicles that are 15 - 24 passengers
- D. # of vehicles that are 25 passengers or more
- E. # that are wheelchair lift-equipped

12. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED? *na*

Now _____ Within a year _____ Within the next two years _____

13. PASSENGER AND VEHICLE USE:

Please tell us about the volume of service you provide:

A. Average # one-way passenger trips per MONTH
 Monthly trips: counting as 1 trip each time a rider boards a vehicle. One passenger round trips counts as 2 one-way trips/boardings

B. Average MONTHLY vehicle miles
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/customers.

14. TRANSPORTATION SERVICE AREA:

(complete all that apply)

Please describe service area, listing cities, if appropriate.

Within a _____ mile radius of _____
 Throughout Placer County _____

15. DAYS AND HOURS OF OPERATION:

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

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?

No Yes, please explain _____

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:

_____ # Full Time Drivers _____ # Volunteer Drivers
 _____ # Part Time Drivers _____ # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?

Do you have any cooperative service agreements/ arrangements for transportation?

No Yes, cooperative agreements/arrangements with: _____

19. TRANSPORTATION BUDGET: *(Current fiscal year)*

\$ _____ For vehicle operations (drivers, maintenance, fuel)
 \$ _____ For vehicle replacement capital funds
 \$ _____ For Bus Passes
 \$ _____ Taxi vouchers or other specialized transportation
 \$ _____ Other *(please specify)* _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET

(indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|---|--|
| <input type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 5307/5309 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5311 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input type="checkbox"/> Transportation Dev'tment Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Aging | Other Funding |
| <input type="checkbox"/> Dept. of Rehabilitation | <input type="checkbox"/> Client/Patient Fees |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> United Way |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET

Increase Decrease Stay the same

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

Yes No Unsure

PLEASE RETURN THE SURVEY IN THE ENCLOSED ADDRESSED ENVELOPE OR FAX: (909) 521-9387 or EMAIL: tmanning@placounty.net



Placer County Coordinated Transportation
Stakeholder Survey
November 2006

| | |
|---------------------------------------|---|
| Contact Name: <u>MICHAEL ANWAR</u> | Agency Name: <u>HEALTH FOR ALL</u> |
| Title: <u>PROGRAM DIRECTOR</u> | Address: <u>4065 GRASS VALLEY HWY</u> |
| Telephone: <u>530-885-2655</u> | Mailing address: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Site Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Fax: <u>530-885-4373</u> | City: <u>AUBURN</u> |
| E-Mail: <u>Lfaa-pl@ascendance.net</u> | Zipcode: <u>95602</u> |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

ADULT DAY HEALTH CARE & ALZHEIMERS DAY CARE

2. YOUR AGENCY TYPE (please check one only):

- Private, for profit Private, non-profit
 Public Agency Church affiliated
 Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY

- 120 # Total enrolled clients / consumers
75 # Average daily attendance
75 # Res. on site daily who require transportation assistance
10 # Res. in wheelchairs daily
 _____ Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME):

SENIORS

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am - 5pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and morning errands
 Attending training, education classes or program sites
 Long distance trips for purposes of _____
 Specific trips by origin and destination that cannot now be made by your consumers _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY:

- (check all that apply)
 NO TRANSPORTATION operated, contracted, or arranged
 OPERATE transportation with full responsibility for the transportation by this agency.
 CONTRACT for transportation, services provided by another entity under contract to this agency.
 SUBSIDIZE transportation through agency purchase of passes, fares or mileage reimbursement.
 ARRANGE FOR transportation by assisting with information but clients responsible for follow-up.
 ARRANGE FOR volunteer drivers or private car
 Other (please specify) _____

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operation
 Contracting to provide transportation to other agencies needing services.
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time
 Other _____

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (909) 621-9337 or EMAIL: rroming@csdlink.net

Health for Assoc.

TRANSPORTATION SURVEY, PAGE 2

5. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION? Quality of service from other agencies. Strict transport under by State of Calif.

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? 6

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? 5

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES
 A. 0 # of vehicles that are 9 or fewer passengers
 B. 45 # of vehicles that are 10 - 14 passengers
 C. 1 # of vehicles that are 15 - 24 passengers
 D. 0 # of vehicles that are 25 passengers or more
 E. 0 # that are wheelchair lift-equipped

12. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?
 ___ New 2 Within a year 2 Within the next two years

13. PASSENGER AND VEHICLE USE:
 Please tell us about the volume of service you provide:
 A. 2940 Average 2 one-way passenger trips per MONTH
 Monthly total counting as 1 trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/boardings.
 B. 2200 Average MONTHLY vehicle miles
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/consumers.

14. TRANSPORTATION SERVICE AREA:
 (complete all that apply)
 Please describe service area, listing cities, if appropriate
Colfax, Auburn, Forestburg, Lincoln, Roseville, G. Bay & Points BETWEEN
 Within a _____ mile radius of _____
 Throughout Placer County

15. DAYS AND HOURS OF OPERATION:

| | Opening Hours | First Pick-up | Last Pick-up |
|-----------|---------------|---------------|--------------|
| Weekdays | 7:30 - 4:30 | 7:30 | 4:00 |
| Saturdays | | | |
| Sundays | | | |

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?
 No Yes, please explain To & from program

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:
6 # Full Time Drivers 0 # Volunteer Drivers
1 # Part Time Drivers 1 # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?
 Do you have any cooperative service agreements/arrangements for transportation?
 No
 Yes, cooperative agreements/arrangements with: _____

19. TRANSPORTATION BUDGET: (Current fiscal year)
 \$ _____ For vehicle operations (drivers, maintenance, fuel)
 \$ _____ For vehicle replacement capital funds
 \$ _____ For Bus Passes
 \$ _____ Taxi vouchers or other specialized transportation
 \$ _____ Other (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET
 (Indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|--|--|
| <input type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 53075309 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5311 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input type="checkbox"/> Transportation Development Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Aging | <input checked="" type="checkbox"/> Client/Parent Fees |
| <input type="checkbox"/> Dept. of Rehabilitation | <input type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> United Way |
| <input checked="" type="checkbox"/> Other <u>MEU - CAS</u> | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Other _____ | |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET
 Increase Decrease Stay the same

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?
 Yes No Unsure

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (916) 631-9387 or
 CRAFT - www.southplacer.org



Placer County Coordinated Transportation Stakeholder Survey
November 2006

| | |
|--|---|
| Contact Name: <u>Kathy Johnson, M.S.W.</u> | Agency Name: <u>RAI Secret Ravine Parkway</u> |
| Title: <u>Social Worker</u> | Address: <u>Roseville, CA 95767</u> <u>1457 Secret Ravine Parkway Ste 130</u> |
| Telephone: <u>(916) 773-4000 x403</u> | Mailing Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Site Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Fax: <u>(916) 773-7101</u> | City: <u>Roseville, CA</u> |
| E-Mail: | Zipcode: <u>95661</u> |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

2. YOUR AGENCY TYPE (please check one only):

- Private, for profit Private, non-profit
 Public Agency Church affiliated
 Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY

- _____ # Total enrolled clients / consumers
 _____ # Average daily attendance
 _____ # Est. on site daily who require transportation assistance
 _____ # Est. in wheelchairs daily
 Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): Middle-Age Adults and Seniors, Primarily, Seniors over 65 yrs. old.

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am - 5pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and errands
 Attending training, education classes or program sites

Long distance trips for purposes of receiving dialysis treatment
 Specific trips by origin and destination that cannot now be made by your consumers. Requiring non-emergency transportation to meet the needs of patients whom do not that will be paid for through commercial health insurance (i.e. BCBS, United Healthcare, Aetna, Kaiser) quality for Medi-Cal. Better yet, permit/mandate health insurers to pay for transportation expense

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY: (check all that apply)

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

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operations
 Contracting to provide transportation to other agencies needing services.
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time.

Other Provide low cost round-trip transportation

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (909) 621-9387 or Health insurers to pay for transportation expense
 EMAIL: mearinger@srhlink.net

TRANSPORTATION SURVEY, PAGE 2

8. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION? Inability for patients and their families to bear the burden of expensive transportation costs to provide life-sustaining dialysis services @ our center.

Inability for patients and their families to bear the burden of expensive transportation costs to provide life-sustaining dialysis services @ our center.

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? _____

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? _____

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES

- A. _____ # of vehicles that are 9 or fewer passengers
- B. _____ # of vehicles that are 10 - 14 passengers
- C. _____ # of vehicles that are 15 - 24 passengers
- D. _____ # of vehicles that are 25 passengers or more
- E. _____ # that are wheelchair lift-equipped

12. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?
 _____ Now _____ Within a year _____ Within the next two years

13. PASSENGER AND VEHICLE USE:
 Please tell us about the volume of service you provide:
 A. Average # one-way passenger trips per MONTH
 Monthly trips: counting as one each time a rider boards a vehicle. One passenger round trip counts as 2 one way trips/boardings.
 B. Average MONTHLY vehicle miles
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/employees.

14. TRANSPORTATION SERVICE AREA:
 (complete all that apply)
 Please describe service area, listing cities, if appropriate _____

Within a _____ mile radius of _____
 Throughout Placer County _____

15. DAYS AND HOURS OF OPERATION:

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

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE? YES NO

No Yes, please explain: _____

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:

_____ # Full Time Drivers _____ # Volunteer Drivers
 _____ # Part Time Drivers _____ # Supervisors/Mgrs.

_____ services @ our center.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS:
 Do you have any cooperative service agreements/arrangements for transportation?
 No
 Yes, cooperative agreements/arrangements with: _____

19. TRANSPORTATION BUDGET: (Current fiscal year)

\$ _____ For vehicle operations (drivers, maintenance, fuel)
 \$ _____ For vehicle replacement capital funds
 \$ _____ For Bus Passes
 \$ _____ Taxi vouchers or other specialized transportation
 \$ _____ Other (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET
 (indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|---|--|
| <input type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 5307/5109 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 53.1 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input type="checkbox"/> Transportation Development Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. Developmental Services | Other Funding |
| <input type="checkbox"/> Dept. of Aging | <input type="checkbox"/> Client/Patient Fees |
| <input type="checkbox"/> Dept. of Rehabilitation | <input type="checkbox"/> Private Donations/Grants |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> United Way |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Other _____ | |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET

Increase Decrease Stay the same

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?
 Yes No Unsure

PLEASE RETURN THE SURVEY BY THE ENCLOSED ADDRESS OR BY E-MAIL OR FAX: (907) 621-9387 or



Placer County Coordinated Transportation Stakeholder Survey

November 2006

| | |
|---|--|
| Contact Name: <u>David Luke</u> | Agency Name: <u>D.O.R.</u> |
| Title: <u>Rehabilitation Supervisor</u> | Address: <u>610 Auburn Ravine, Suite 6</u> |
| Telephone: <u>530 823 4050</u> | City: <u>Auburn, CA</u> |
| Fax: <u>530 823 4085</u> | Zipcode: <u>95603</u> |
| E-Mail: <u>dluke@dor.ca.gov</u> | |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

Vocational Rehabilitation services for adults with all types of disabilities. (see brochure)

2. YOUR AGENCY TYPE (please check one only):

- Private, for profit
- Private, non-profit
- Public Agency
- Church affiliated
- Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY

- 350 # Total enrolled clients / consumers
- _____ # Average daily attendance
- 200 # Est. on site daily who require transportation assistance
- _____ # Est. in wheelchairs daily
- _____ Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): Disabled adults

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am - 5pm
- Night or early morning work shifts
- Weekend and holiday trips
- Recreational activities or events
- Visiting family or friends
- Kids to day care or school
- Going to the doctor / Medical trips
- Shopping and morning errands
- Attending training, education classes or program sites
- Long distance trips for purposes of _____
- Specific trips by origin and destination that cannot now be made by our consumers _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY: (check all that apply)

- NO TRANSPORTATION operated, contacted, or arranged
- OPERATE transportation with full responsibility for the transportation by this agency.
- CONTRACT for transportation, services provided by another entity under contract to this agency.
- SUBSIDIZE transportation through agency purchase of passes, fares or mileage reimbursement.
- ARRANGE FOR transportation by assisting with information but clients responsible for follow-up.
- ARRANGE FOR volunteer drivers or private car
- Other (please specify): _____

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
- Coordinated service operations
- Coordinated vehicle and capital purchases
- Shared fueling, maintenance and storage facilities
- Joint purchase of supplies, equipment or insurance
- Coordinated trip scheduling and/or dispatching
- Contracting out for service provision rather than direct operations
- Contracting to provide transportation to other agencies needing services.
- Pooling of financial resources to better coordinate service
- Not interested in transportation coordination activities at this time.
- Other: ANYTHING TO HELP RURAL AREAS CONNECT TO JOB SITES.

PLEASE RETURN THIS SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX (909) 871-9387 or EMAIL: mswinger@earthlink.net

TRANSPORTATION SURVEY, PAGE 2 *OR*

3. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION? SOME TRANSIT

OPTIONS ARE NOT AVAILABLE FOR RURAL AREAS

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? NA

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? NA

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES

A. 0 # of vehicles that are 9 or fewer passengers

B. 0 # of vehicles that are 10 - 14 passengers

C. 0 # of vehicles that are 15 - 24 passengers

D. 0 # of vehicles that are 25 passengers or more

E. 0 # that are wheelchair lift-equipped

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

0 Now 0 Within a year 0 Within the next two years

13. PASSENGER AND VEHICLE USE:

Please tell us about the volume of service you provide

A. 0 Average # one-way passenger trips per MONTH

Monthly trips: counting as a trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/boardings.

B. 0 Average MONTHLY vehicle miles

Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/customers.

14. TRANSPORTATION SERVICE AREA: *411.58*

(complete all that apply)

Please describe service area, listing cities, if appropriate

AUBURN, COLFAX, LINCOLN, LOWMIS, NEWCASTLE, FOREST HILL, ALTA

Within a _____ mile radius of _____

Throughout Placer County _____

15. DAYS AND HOURS OF OPERATION?

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

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?

No Yes, please explain FOR VOCATIONAL PURPOSES ONLY (WORK + SCHOOL)

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:

_____ # Full Time Drivers _____ # Volunteer Drivers

_____ # Part Time Drivers _____ # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?

Do you have any cooperative service agreements/ arrangements for transportation? YES

No Yes, cooperative agreements/arrangements with _____

19. TRANSPORTATION BUDGET: (Current fiscal year)

\$ _____ For vehicle operations (drivers, maintenance, fuel)

\$ _____ For vehicle replacement capital funds

\$ 0 For Bus Passes

\$ _____ Tax vouchers or other specialized transportation

\$ 6,000 Other (please specify): Gas Allowance for vehicular transpo.

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET (indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|---|--|
| <input type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 5307/5309 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5311 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input type="checkbox"/> Transportation Development Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Aging | Other Funding |
| <input checked="" type="checkbox"/> Dept. of Rehabilitation | <input type="checkbox"/> Client/parent fees |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> United Way |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET

Increase Decrease Stay the same

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

Yes No Unsure

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (909) 621-9587 or EMAIL: menning@cschillie.net



Placer County Coordinated Transportation
Stakeholder Survey
November 2006

| | |
|--------------------------------|---|
| Contact Name: <u>Martin</u> | Agency Name: <u>Richard BD Chen, MD</u> |
| Title: <u>office manager</u> | Address: <u>729 Sunrise Ave #619</u> |
| Telephone: <u>916-783-7118</u> | Mailing Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Site Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Fax: | City: <u>Roseville</u> |
| E-Mail: | Zipcode: <u>95661</u> |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

2. YOUR AGENCY TYPE (please check one only)

- Private, for profit Private, non-profit
 Public Agency Church affiliated
 Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY

- # Total enrolled clients / consumers
 # Average daily attendance *No idea - what time all clients are at?*
 # Est. on site daily who require transportation assistance
 # Est. in wheelchairs daily
 Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): Seniors

some low-income, youths

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am - 3pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and morning errands
 Attending training, education classes or program sites
 Long distance trips for purposes of _____
 Specific trips by origin and destination that cannot now be made by your consumers _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY? (check all that apply)

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

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operation
 Contracting to provide transportation to other agencies needing services
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time
 Other we would be willing to try to sched appts to co-ordinate with "drive" days for public trans for ag's

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (909) 621-9387 or EMAIL: managing@earthlink.net

Richard Allen

TRANSPORTATION SURVEY, PAGE 2

3. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY or ORGANIZATION? *See draw from widely*

divergent directions, small volume from/to each area.

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to #22 and return as indicated. Thank you!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? _____

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? _____

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES

- A. _____ # of vehicles that are 9 or fewer passengers
- B. _____ # of vehicles that are 10 - 14 passengers
- C. _____ # of vehicles that are 15 - 24 passengers
- D. _____ # of vehicles that are 25 passengers or more
- E. _____ # that are wheelchair lift equipped

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

____ Now ____ Within a year ____ Within the next two years

13. PASSENGER AND VEHICLE USE:

Please tell us about the volume of service you provide:

A. Average # of one-way passenger trips per MONTH
Monthly trips: counting as 1 trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/boarding.

B. Average MONTHLY vehicle miles
Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/customers.

14. TRANSPORTATION SERVICE AREA:

(complete all that apply)

Please describe service area, listing cities, if appropriate

Within a _____ mile radius of _____

Throughout Placer County

15. DAYS AND HOURS OF OPERATION:

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

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

None noted during survey

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (916) 621-9787 or EMAIL: msm@placer.net

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?

No Yes, please explain _____

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:

_____ # Full Time Drivers _____ # Volunteer Drivers
_____ # Part Time Drivers _____ # Supervisors/Mgts.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?

Do you have any cooperative service agreements/ arrangements for transportation?

No

Yes, cooperative agreements/arrangements with: _____

19. TRANSPORTATION BUDGET: (Current fiscal year)

\$_____ For vehicle operations (drivers, maintenance, fuel)

\$_____ For vehicle replacement capital funds

\$_____ For Bus Passes

\$_____ Taxi vouchers or other specialized transportation

\$_____ Other (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET

(indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|---|--|
| <input type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 5307-5309 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5311 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input type="checkbox"/> Transportation Dev. per cent Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Aging | Other Funding |
| <input type="checkbox"/> Dept. of Rehabilitation | <input type="checkbox"/> Client/Carer Fees |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Unrestricted Way |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET

Increase Decrease Stay the same

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

Yes No Unsure



Placer County Coordinated Transportation Stakeholder Survey
November 2006

FAXED 12-13-06

| | |
|--------------------------------|---|
| Contact Name: Diana Smith | Agency Name: Senior Independent Services |
| Title: Transportation Manager | Address: 11566 D Ave |
| Telephone: (530) 885-7706 | Mailing Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Site Address: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Fax: 530-888-6747 | City: Auburn |
| E-Mail: dsmithj61@roothill.net | Zipcode: 95603 |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

Placer County, senior volunteer transportation provider

2. YOUR AGENCY TYPE (please check one only):

- Private, for profit Private, non-profit
 Public Agency Church affiliated
 Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SACRAMENTO COUNTY

- 995 # Total enrolled clients / consumers
25 # Average daily attendance
NA # Est. on site daily who require transportation assistance
NA # Est. in wheelchairs daily
 Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): Low income seniors

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am - 5pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and running errands
 Attending training, education classes or program sites
 Long distance trips for purposes of MEDICAL
 Specific trips by origin and destination that cannot now be made by your consumers

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY: (check all that apply)

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

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operation
 Contracting to provide transportation to other agencies needing services.
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time
 Other _____

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX (909) 621-9387 or EMAIL: rckimings@artlink.net

Senior Independent Services

TRANSPORTATION SURVEY PAGE 2

3. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION? Volunteers - Paper based system (manual) would like to be technology based

If you answered NO TRANSPORTATION to #6, please skip here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? VOLUNTEERS' OWN VEHICLES (70)

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? 20

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES
 A. None # of vehicles that are 9 or fewer passengers
 B. 1 # of vehicles that are 10 - 14 passengers
 C. 1 # of vehicles that are 15 - 24 passengers
 D. 1 # of vehicles that are 25 passengers or more
 E. 1 # that are wheelchair lift-equipped

12. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED? N/A
 ___ Now ___ Within a year ___ Within the next two years

13. PASSENGER AND VEHICLE USE:
 Please tell us about the volume of service you provide:
 A. 600 Average # one-way passenger trips per MONTH
 Monthly trips counting as a trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/boardings.
 B. 6500 Average MONTHLY vehicle miles
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/customers.

14. TRANSPORTATION SERVICE AREA:
 (complete all that apply)
 Please describe service area, listing cities, if appropriate
SOLELY TO SACRAMENTO CO LINE TO LINCOLN
 Within a _____ mile radius of _____
 Throughout Placer County _____

15. DAYS AND HOURS OF OPERATION:

| | Operating Hours | First Pick-up | Last Pick-up |
|-----------|-----------------|---------------|--------------|
| Weekdays | 8:00-4:30 | 8:30 | 2:00 |
| Saturdays | | | |
| Sundays | | | |

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED: NO TRANSFERS NEEDED TO GO CITY TO CITY

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?

No Yes, please explain SERVICE FOR SENIORS NO LONGER DRIVING TO DOCTORS, WDS, etc. UNDER 60 YRS DISABLED

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:
 ___ # Full Time Drivers 70 # Volunteer Drivers
 ___ # Part Time Drivers ___ # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?
 Do you have any cooperative service agreements/ arrangements for transportation?
 No
 Yes, cooperative agreements/arrangements with: CTSA TO PROVIDE RIDES THEY'RE NOT ABLE TO DO, SUCH AS RURAL

19. TRANSPORTATION BUDGET - (Current fiscal year)
 \$ 22,433 For vehicle operations (drivers, maintenance, fuel)
 \$ _____ For vehicle replacement capital funds
 \$ _____ For Bus Passes
 \$ _____ Taxi vouchers or other specialized transportation
 \$ _____ Other (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET
 (indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|---|--|
| <input checked="" type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 5307.5309 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5311 |
| State Funding | |
| <input type="checkbox"/> Transportation Development Act | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Aging | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Rehabilitation | <input checked="" type="checkbox"/> Other Funding |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> Client/Patient Fees |
| <input checked="" type="checkbox"/> Other <u>A4AA</u> | <input checked="" type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> United Way |
| | <input type="checkbox"/> Other <u>CL</u> <u>NATIONS</u> |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET
 Increase Decrease Stay the same

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?
 Yes No Unsure

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVE OR FAX: (916) 621-5387 or E-MAIL: menninger@earthlink.net



Placer County Coordinated Transportation Stakeholder Survey

November 2006

| | |
|-----------------------------------|---|
| Contact Name: MAURO LARA | Agency Name: PRIDE INDUSTRIES / CTSA |
| Title: DIRECTOR OF OPS | Address: 10030 FOOTHILLS BLVD ROSEVILLE, CA |
| Telephone: (916) 788-2100 | City: ROSEVILLE, CA |
| Fax: (916) 788-2565 | Zipcode: 95747 |
| E-Mail: MLARA@PRIDEINDUSTRIES.COM | |

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.
PARATransit SERVICES IN S. PLACER COUNTY

2. YOUR AGENCY TYPE (please check one only):

Private, for profit
 Private, non-profit
 Public Agency
 Church affiliated
 Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY PLACER COUNTY

Total enrolled clients / consumers _____
 # Average daily attendance 600
 # Est. on site daily who require transportation assistance _____
 # Est. in wheelchairs daily 1
 Not applicable (check mark only) _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY? (check all that apply)

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

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME): SENIORS & PEOPLE WITH DISABILITIES

7. PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):

Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operations
 Contracting to provide transportation to other agencies needing services.
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time.
 Other _____

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

Getting to work between 8am - 5pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and morning errands
 Attending training, education classes or program sites
 Long distance trips for purposes of _____
 Specific trips by origin and destination that cannot now be made by your consumers _____

PLEASE RETURN THE SURVEY IN THE ENCLOSED ADDRESSED ENVELOPE OR FAX: (909) 621-9387 or EMAIL: mcmillan@getthlink.net

TRANSPORTATION SURVEY, PAGE 2

RIDE

3. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION?

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/CONSUMER TRANSPORTATION? 60

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? 50

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES

- A. 2 # of vehicles that are 9 or fewer passengers
- B. 54 # of vehicles that are 10 - 14 passengers
- C. 4 # of vehicles that are 15 - 24 passengers
- D. _____ # of vehicles that are 25 passengers or more
- E. 60 # that are wheelchair lift-equipped

12. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?
10 Now 10 Within a year _____ Within the next two years

13. PASSENGER AND VEHICLE USE:
 Please tell us about the volume of service you provide:
 A. 6000 Average # one-way passenger trips per MONTH (monthly trips counting as a trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/travelings.)
 B. 41000 Average MONTHLY vehicle miles
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/passengers

14. TRANSPORTATION SERVICE AREA:
 (complete all that apply)
 Please describe service area, listing cities, if appropriate
So PLACER COUNTY, SACRAMENTO COUNTY, YOLO COUNTY, SUTTER COUNTY, NUBIA COUNTY, SONOMA COUNTY
 Within a _____ mile radius of _____
 Throughout Placer County So PLACER-ROHAN

15. DAYS AND HOURS OF OPERATION:

| | Operating Hours | First Pick-up | Last Pick-up |
|-----------|-----------------------|----------------|----------------|
| Weekdays | <u>6:30 AM - 9 PM</u> | <u>6:00 AM</u> | <u>8:35 PM</u> |
| Saturdays | <u>8 - 6</u> | <u>8 AM</u> | <u>5:45 PM</u> |
| Sundays | <u>0</u> | <u>0</u> | <u>0</u> |

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED:

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?

No Yes, please explain _____

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:
40 # Full Time Drivers 1 # Volunteer Drivers
5 # Part Time Drivers 8 # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?
 Do you have any cooperative service agreements/ arrangements for transportation?
 No (219)
 Yes, cooperative agreements/arrangements with: _____

19. TRANSPORTATION BUDGET: (Current fiscal year)
 \$ 2,244,444 For vehicle operations (drivers, maintenance, fuel)
 \$ _____ For vehicle replacement capital funds
 \$ _____ For Bus Passes
 \$ 20,000 Taxi vouchers or other specialized transportation
 \$ _____ Other (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET
 (indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|--|---|
| <input type="checkbox"/> General Funds | <input type="checkbox"/> FTA section 5307/5309 |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5311 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input checked="" type="checkbox"/> Transportation Developer Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Dept. of Aging | Other Funding |
| <input checked="" type="checkbox"/> Dept. of Rehabilitation | <input checked="" type="checkbox"/> Client/Parent Fees |
| <input checked="" type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> United Way |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET
 Increase Decrease Stay the same

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?
 Yes No Unsure

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (916) 622-9387 or EMAIL: manning@earthlink.net.



**Placer County Coordinated Transportation
Stakeholder Survey**
November 2006

| | |
|--------------------------------------|---|
| Contact Name: <u>Will Garner</u> | Agency Name: <u>Placer County</u> |
| Title: <u>Transportation Manager</u> | Address: <u>3091 County Center Dr Auburn 95603</u> |
| Telephone: <u>530 745-7582</u> | Mailing Address: Yes <input type="checkbox"/> No <input type="checkbox"/> Site Address: Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Fax: <u>530 745 3567</u> | City: <u>Auburn</u> |
| E-Mail: <u>wgarner@placer.ca.gov</u> | Zipcode: <u>95603</u> |

- Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.
Placer County Transit provides fixed route, commuter, demand response and vanpool services.
- YOUR AGENCY TYPE (please check one only):
 Private, for profit Private, non-profit
 Public Agency Church-affiliated
 Tribal organization
- NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN NORTH SAN DIEGO COUNTY
None
 # Total enrolled clients / consumers
 # Average daily attendance
 # Est. on site daily who require transportation assistance
 # Est. in wheelchairs daily Average Daily = 15000 and 10000
 Not applicable (check mark only)
- PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES (e.g. YOUTH, SENIORS, LOW-INCOME):
People without automobiles
- PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)
 Getting to work between 5am - 5pm
 Night or early morning work shifts
 Weekend and holiday trips
 Recreational activities or events
 Visiting family or friends
 Kids to day care or school
 Going to the doctor / Medical trips
 Shopping and morning errands
 Attending training, education classes or program sites
 Long distance trips for purposes of _____
 Specific trips by origin and destination that cannot now be made by your customers.
- WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY: (check all that apply)
 NO TRANSPORTATION operated, contracted, or arranged
 OPERATE transportation with full responsibility for the transportation by this agency.
 CONTRACT for transportation, services provided by another entity under contract to this agency.
 SUBSIDIZE transportation through agency purchase of passes, fares or mileage reimbursement.
 ARRANGE FOR transportation by assisting with information but clients responsible for follow-up.
 ARRANGE FOR volunteer drivers or private car
 Other: (please specify) _____
- PLEASE INDICATE AREAS OF POTENTIAL INTEREST FOR IMPROVING TRANSPORTATION SERVICES THROUGH BETTER COORDINATION (please check all that apply):
 Joint use, pooling, or sharing of vehicles among organizations
 Coordinated service operations
 Coordinated vehicle and capital purchases
 Shared fueling, maintenance and storage facilities
 Joint purchase of supplies, equipment or insurance
 Coordinated trip scheduling and/or dispatching
 Contracting out for service provision rather than direct operations
 Contracting to provide transportation to other agencies needing services.
 Pooling of financial resources to better coordinate service
 Not interested in transportation coordination activities at this time
 Other: _____

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (909) 821-9387 or
EMAIL: meminger@earthlink.net

Placer County

TRANSPORTATION SURVEY, PAGE 2

8. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY OR ORGANIZATION? Financial resources
dedicated to transit.

If you answered NO TRANSPORTATION to #6, please stop here and return survey. Otherwise complete questions #9 to 23 and return as indicated. Thank You!

9. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? 16

10. NUMBER OF VEHICLES USED IN OPERATING TRANSPORTATION SERVICES ON AN AVERAGE DAY? 9

11. NUMBER AND PASSENGER CAPACITY OF VEHICLES
- A. ___ # of vehicles that are 9 or fewer passengers
 - B. ___ # of vehicles that are 10 - 14 passengers
 - C. ___ # of vehicles that are 15 - 24 passengers
 - D. 16 # of vehicles that are 25 passengers or more
 - E. 16 # that are wheelchair lift-equipped

12. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?
 ___ Now ___ Within a year 3 Within the next two years

13. PASSENGER AND VEHICLE USE:
 Please tell us about the volume of service you provide:
 A. 2500 Average # one-way passenger trips per MONTH
 Monthly trips: counting as a trip each time a rider boards a vehicle. One passenger round trip counts as 2 one-way trips/boardings.
 B. 25000 Average MONTHLY vehicle miles
 Average monthly number of miles traveled by your total fleet (all vehicles) to transport clients/customers.

14. TRANSPORTATION SERVICE AREA: Placer only
 (complete all that apply)
 Please describe service area, listing cities, if appropriate
West Placer County Alta to Sac Light Road
Linden, Rocklin, Roseville, Auburn, Lincoln
 Within a ___ mile radius of _____
 Throughout Placer County _____

15. DAYS AND HOURS OF OPERATION:

| | Operating Hours | First Pick-up | Last Pick up |
|-----------|-----------------|---------------|--------------|
| Weekdays | <u>5am-9pm</u> | <u>5am</u> | <u>9pm</u> |
| Saturdays | <u>7am-7pm</u> | <u>7am</u> | <u>7pm</u> |
| Sundays | <u>None</u> | | |

23. PLEASE DESCRIBE OTHER TRANSPORTATION NEEDS IN SOUTH PLACER COUNTY THAT YOU FEEL NEED TO BE ADDRESSED: Greater frequency of service more coverage of service.

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE?
 No Yes, please explain _____

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:
14 # Full Time Drivers 3 # Volunteer Drivers
6 # Part Time Drivers 3 # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?
 Do you have any cooperative service agreements/ arrangement for transportation?
 No
 Yes, cooperative agreements/arrangements with: Multiple Cities agencies

19. TRANSPORTATION BUDGET: (Current fiscal year)
 \$ 3 million For vehicle operations (drivers, maintenance, fuel)
 \$ 0 to \$1 mill For vehicle replacement capital funds
 \$ 0 For Bus Passes
 \$ 0 Taxi vouchers or other specialized transportation
 \$ _____ Other: (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET
 (indicate source and identify other as appropriate)

| County/Local Funding | Federal Funding |
|--|---|
| <input type="checkbox"/> General Funds | <input checked="" type="checkbox"/> FTA section 5307/5309 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> FTA section 5310 (vehicles) |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> FTA section 5311 |
| State Funding | <input type="checkbox"/> Comm. Dev. Block Grants |
| <input checked="" type="checkbox"/> Transportation Development Act | <input type="checkbox"/> Health and Human Services |
| <input type="checkbox"/> Education Department | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Dept. Developmental Services | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Dept. of Aging | Other Funding |
| <input type="checkbox"/> Dept. of Rehabilitation | <input type="checkbox"/> Client/Parent Fees |
| <input type="checkbox"/> Dept. of Health Services | <input type="checkbox"/> Private Donations / Grants |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> United Way |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET
 Increase Decrease Stay the same

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?
 Yes No Unsure

PLEASE RETURN THE SURVEY IN THE ENCLOSED, ADDRESSED ENVELOPE OR FAX: (909) 621-9337 or EMAIL: rcc@mingus@earthlink.net