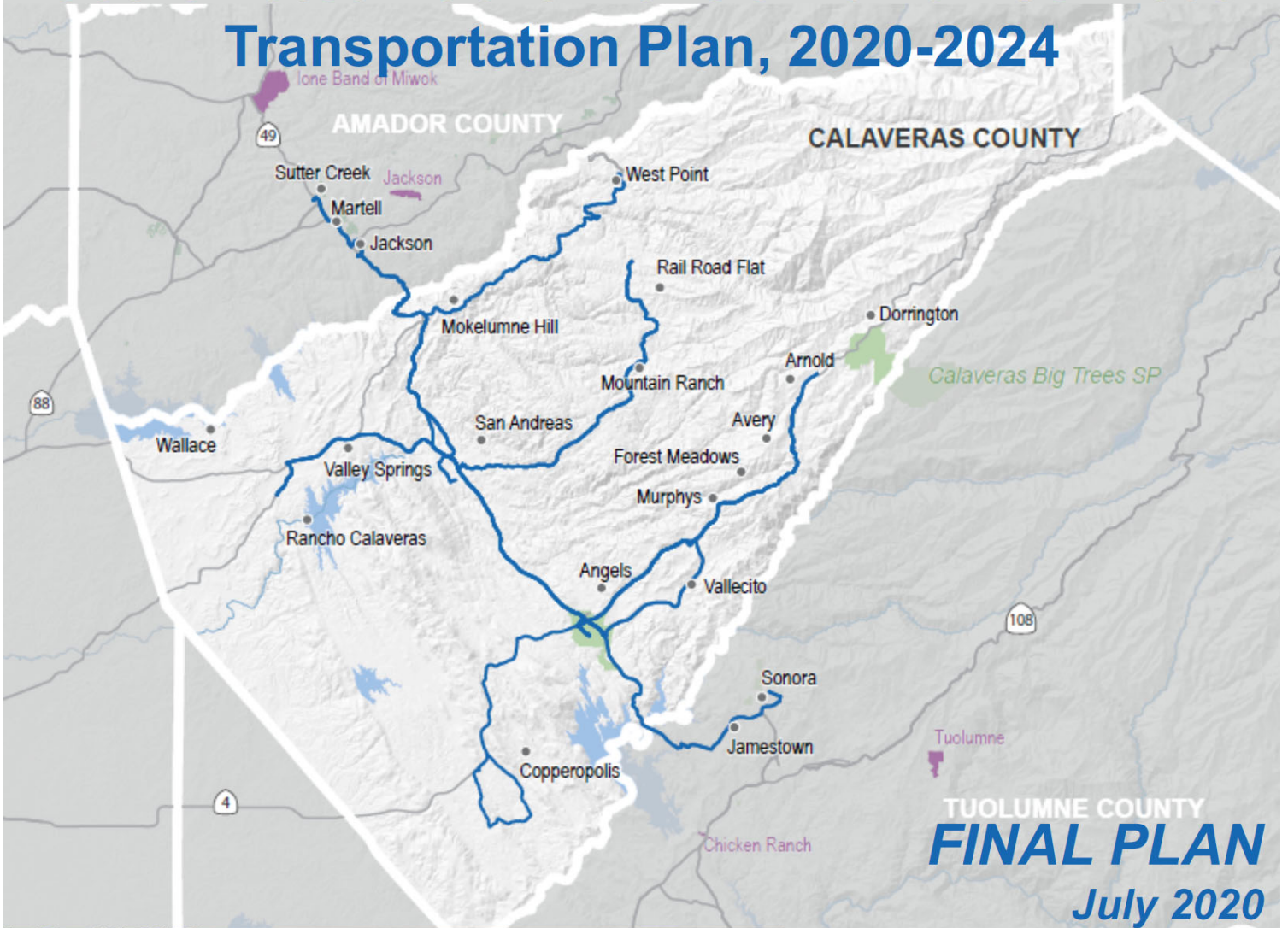


CALAVERAS COUNTY

Coordinated Public Transit–Human Services Transportation Plan, 2020-2024



Prepared by



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Calaveras County Coordinated Public Transit—Human Services Transportation Plan, 2020-2024 Draft Final Plan

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Calaveras County Coordinated Public Transit—Human Services Transportation Plan, 2020-2024

Draft Final Plan

Executive Summary

WHY THIS COORDINATED PLAN IS UNDERTAKEN

The coordinated planning process is required by Federal Transit Administration (FTA) Circular 9070.1G, originating in Public Law 109-059, SAFETEA-LU, as amended in Public Law 112-141, MAP-21. It requires that projects selected for funding in several grant programs, including FTA Section 5310, be:

“...included in a locally developed, coordinated public transit-human services transportation plan”...and these plans must be “... developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and non-profit transportation and human service providers, and other members of the public.”

This Calaveras COUNTY 2020-2024 PUBLIC TRANSIT—HUMAN SERVICES COORDINATED PLAN (Coordinated Plan) was undertaken on behalf of the Calaveras Council of Governments, consistent with its transportation oversight and planning roles. The Plan’s intent is to identify mobility needs and gaps of key target market groups, including:

- Seniors/older adults
- Persons with disabilities
- Persons of low income
- Military veterans

This Plan was prepared in concert with Amador County and Tuolumne County, whose plans were developed simultaneously to consider regional travel needs. Consistent with the FTA’s Circular 9070.1G, the planning process identified mobility needs and gaps through the following steps and processes:

- **Chapter 1 – Inventory assessment** of available public, private and nonprofit transport.
- **Chapter 2 – Assessment of transportation needs** through compilation of relevant demographic information on the target populations, from the U.S. Census.
- **Chapter 3 – Assessment of transportation needs** conducted via three-phased outreach efforts.
- **Chapter 4 – Recommended goals and implementing strategies**, including the locally conducted process of prioritizing these strategies.

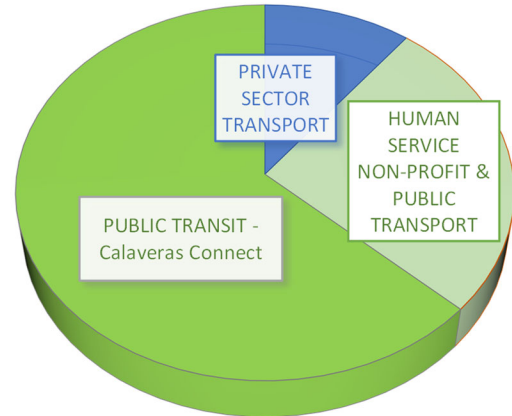
COVID-19 IMPLICATIONS

This Plan was 90% complete prior to the California Stay-at-Home order due to COVID-19 issued on March 19, 2020 by Governor Gavin Newsom. On March 30, 2020, Calaveras Connect removed its fixed-

route services from operation and instituted a general public demand response service, for essential trips only and without a fare. As such, the description of services and assessment of needs reported through the summer and fall of 2019 reflected only pre-COVID-19 realities. To finalize the Plan document, an additional goal and related strategies were added to the Plan’s recommendations, to reflect the reopening of Calaveras County and a phased restart of Calaveras Connect services, as detailed in the SHORT RANGE TRANSIT PLAN developed in concurrence with this Coordinated Plan.

MOBILITY RESOURCES IN CALAVERAS COUNTY

Calaveras County, as a small, rural county, has a limited mix of transportation resources. Each confronts challenges and difficulties in meeting needs of Calaveras County residents and visitors traveling among dispersed and rural communities. Chapter 1’s Inventory, prepared during fall of 2019, presents providers in three provider categories: 1) public transit, 2) human service providers by public or nonprofit agencies and 3) private-sector transportation providers.



Public Transit – Calaveras Connect



Calaveras Connect has developed a robust network over the years since the 2014 Coordinated Plan, changing its organizational structure, adding service and developing a brand and look that invited residents and travelers to recognize and use its public transportation services. These enhancements were reflected in increasing ridership, providing almost 41,000 passenger trips annually by October 2019. And ridership grew, for in February 2019 it was 49% higher than in February 2018, increasing to 3,860 boardings from 2,598 boardings in the year-over-year comparison.

Human Service Transportation Providers, Nonprofit and Public

Calaveras County has a limited mix of human service agency transportation options of several types:

- Agencies that fund transportation include: 1) **Agency on Aging – Area 12 Board** funds direct operations provided by **Common Ground’s Silver Streak**; 2) multiple agencies purchase Calaveras Connect bus passes to distribute to consumers, including **Calaveras County Agencies of Public Health, Behavioral Health, Probation, CalWorks and Health and Human Services, Mark Twain Health Center, Mother Lode Job Training, Valley Mountain Regional Center** and **ARC of Amador/Calaveras Counties**; and 3) **Valley Mountain Regional Center** funds transport to day activities for persons with intellectual disabilities.
- Nonprofit agencies providing transportation include **Common Ground’s Silver Streak**.

- **Calaveras County Health and Human Services** has transportation components within some county departments, including: **Behavioral Health Services** and **Probation**, transporting enrolled consumers to agency programs, sometimes with paid drivers and agency vehicles, sometimes with case managers using their own vehicles.

Private-Sector Transportation

Private providers include **Blue Mountain Transportation**, which provides contracted transportation to clients of **Valley Mountain Regional Center (VMRC)**. Taxi operators include those in the Murphys area but at least one taxi operator, in Copperopolis, ceased operation during the study development period.

LogistiCare is the commercial provider of **Anthem Blue Cross MediCal** services within Calaveras County, as well as Amador and Tuolumne counties. LogistiCare holds contracts for nonemergency medical transport to MediCal-approved recipients for MediCal-approved trips. Trips are reimbursed at contractually agreed-upon rates, which pay only for “live miles,” or those when the passenger is on-board the vehicle and being transported to or from destinations within or beyond Tuolumne County. **Common Ground’s Silver Streak** is a LogistiCare vendor, providing Calaveras County MediCal recipients with transportation to or from selected areas.

Greyhound and other intercity bus services provide daily connections in Lodi, Stockton and Modesto to points north, west and south. But none of these over-the-road carriers stop in Calaveras County.

WHOSE MOBILITY CHALLENGES ARE OF CONCERN?

Changing Demographics Among This Plan’s Target Groups

The Chapter 2 picture of Calaveras County’s demographics — and this Coordinated Plan’s target groups — are drawn from the *U.S. Census, American Community Survey 2017 5-Year Estimates*, which was the most current U.S. Census information available during the Plan development period. The County’s overall population decreased by 1% from 2012 while the older adult population grew by 18% in the total number of seniors and in their proportion of total population.

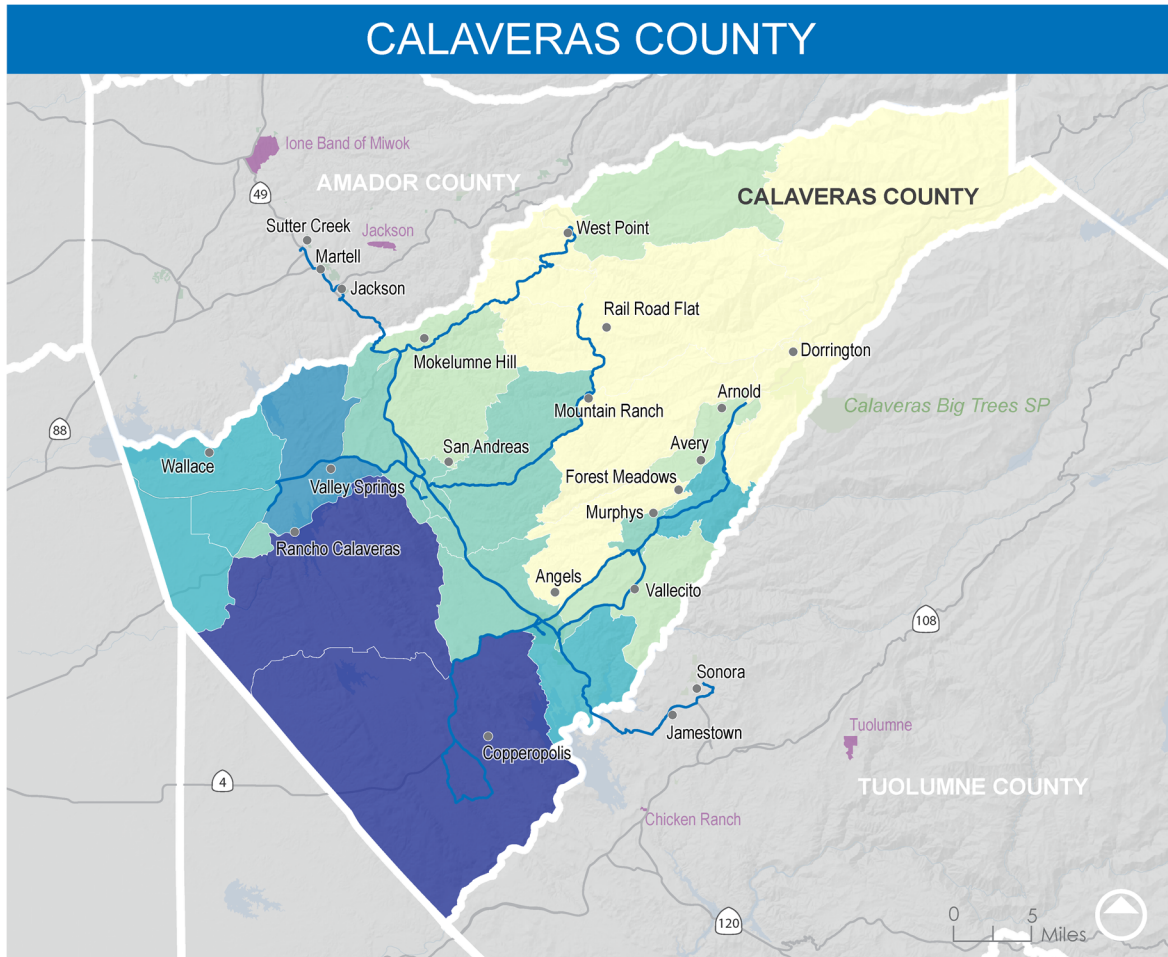
Key changes included:

- Overall county population of 45,057 persons declined by about 500 persons in the past five years, a 1% drop.
- Children and youth age 17 and under declined at a higher rate of 3.2%.
- Working-aged adults age 18 to 64 declined by 5.2%, from 26,900 to 25,500.
- Older adults, now almost 11,600 persons, grew by 18% and are now one in four, or 26% of the County’s total population.
- Military veterans decreased to 10% of the County population, down from 11.8% over five years.
- Disability populations include children with disabilities at 5% of all children and youth; working-aged adults at 9.5% of those under age 65; and 15% of the County’s total residents.

- Overall, 12.6% of residents live in households with incomes below 100% of Federal poverty thresholds, up from 10.2% in 2012.

Target populations are unevenly distributed across the County’s 2,274 square miles, including extensive mountainous areas and National Park lands, shown in Figure ES-1; additional maps are in Chapter 2.

Exhibit ES-1, Calaveras County Total Population Distribution



Total Population

by block group

- Calaveras County Transit Routes
- Major Roads
- Major Rivers
- Major Lakes
- Parks
- Native American Tribal Areas
- Census Designated Place

Total Population Count

- 100 - 800
- 800 - 1400
- 1400 - 2100
- 2100 - 2800
- 2800 - 3500
- 3500 - 4100
- 4100 - 4800

Data Sources: Calaveras County GIS. U.S. Census TIGER/Line® Shapefiles, 2017. Demographic data: American Community Survey 2013-2017 5-year estimates. Named Census Designated Places include incorporated and unincorporated communities.

WHAT MOBILITY GAPS AND NEEDS EXIST?

Chapter 3 details a phased outreach effort conducted to document mobility gaps of Calaveras County seniors, persons with disabilities, low-income persons and military veterans. These included:

- Phase I – Interviews with key stakeholders, including the Calaveras County Council of Government’s ***Social Services Transportation Advisory Council (SSTAC)*** with 18 meetings involving 35 individuals.
- Phase II – An e-survey widely distributed to agencies, with 82 responding over the three-county region and with input from some members of the general public.
- Phase III – A broadly noticed November 2019 workshop attended by agencies and consumers in three locations.

Further outreach was conducted as part of the SHORT RANGE TRANSIT PLAN development process, including conduct of Calaveras Connect on-board rider survey with 71 respondents, a West Point intercept survey involving 76 residents, and multiple Copperopolis outreach initiatives, reaching about a dozen persons.

Key Outreach Themes

These thematic areas emerged from outreach efforts undertaken in the summer and fall of 2019:

1. Calaveras Connect ***serves some needs well*** but additional needs exist.
2. ***Distinct remote communities’*** mobility needs exist but cannot be effectively met by fixed-route public transit.
3. ***Student trip needs exist*** and enhanced, continuing coordination with school districts and community college administration points to potential, additional riders.
4. Calaveras County has ***limited mobility alternatives to Calaveras Connect.***
5. ***Out-of-county travel needs are numerous***, but potential riders are not always clear on how to connect with existing transit and some service gaps exist.
6. Stakeholders suggested potential strategies to address identified mobility needs.
7. ***Calaveras Connect communication and technology tools*** are greatly improved but continued introduction to and education about them is important.
8. The ***sustainability of existing specialized transportation*** of human services is challenging.
9. The transportation network of public and human service programs are important supports to ***emergency planning and evacuation.***
10. ***Walking and bicycling*** is often not safe and requires continuing attention.
11. Public transportation and human service transportation ***are not well-coordinated***, limiting opportunities to maximize resources.

E-Survey Findings for Calaveras County

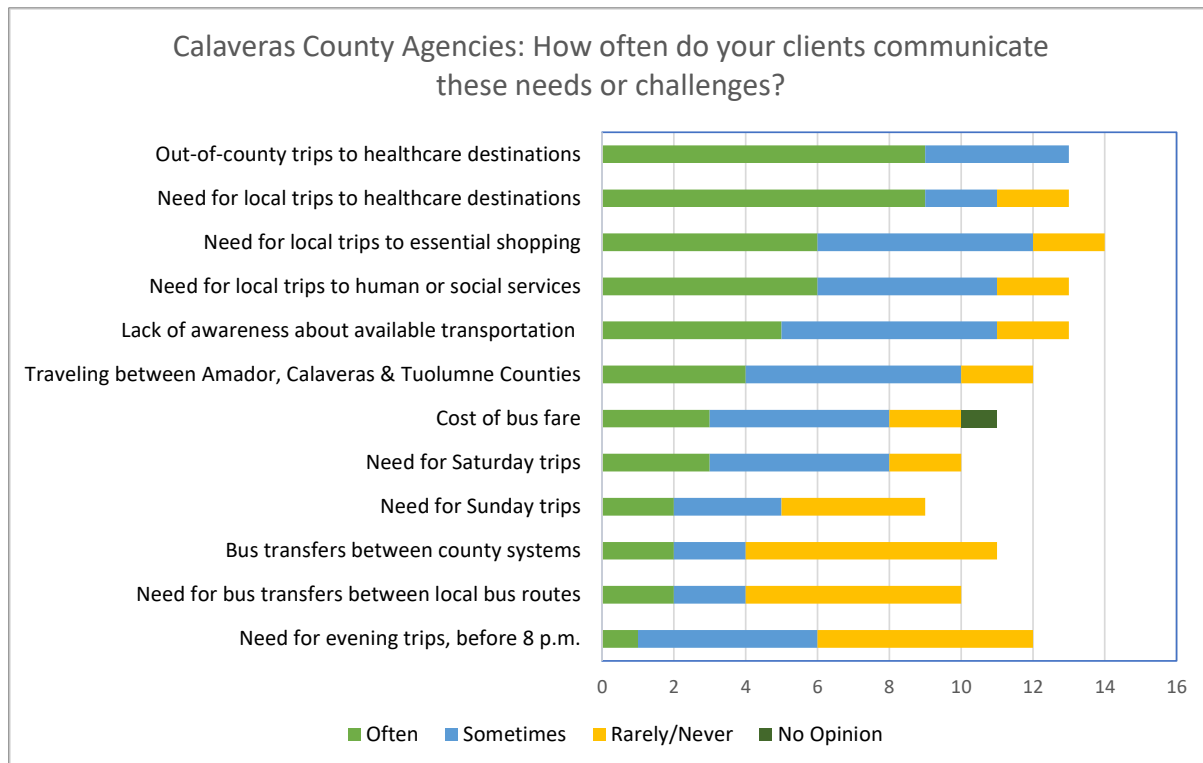
Phase II outreach established more quantitative input via an online survey. An e-survey link, to further explore mobility needs, was widely distributed during October 2019 through stakeholder agencies,

Calaveras COG and Calaveras Connect staff. A total of 82 agencies’ responses were received for all three counties, with 52 responding to questions about their transit-related services. Of these, 19 agencies reported serving Calaveras County and other counties and 1 agency reported serving Calaveras County exclusively.

Among e-survey findings, detailed in Chapter 3, were particular needs and mobility challenges “often” or “sometimes” communicated to agency staff by their consumers, summarized here in Exhibit ES-2. Most frequently communicated needs were:

- Out-of-county health care trips
- Local trips for health care purposes
- Local trips to human service agency destinations
- Lack of awareness about available transportation

Exhibit ES-2, Top Mobility Needs Identified by E-Survey Respondents



Summary of Key Findings

Calaveras County’s public transportation service increased ridership during this past year, the result of instituting various enhancements in recent years. Its network stretches across the County. Nonetheless, there are small but significant populations that still have mobility needs. These include those living at distances from the County’s population centers, the growing proportion of older adults who now represent one-in-four residents and whose numbers are increasing, and poorer residents who often

have housing costs that exceed their basic incomes and no transportation of their own. Calaveras Connect operates a robust service, but spatial gaps exist across this large, low-density county and temporal gaps around evening service.

Human service transportation options provide some trips, both within the County and to destinations outside the County. But such services are few in number and limited by eligibility of trip type or provided only to eligible consumers. Of the resources that do exist, including Calaveras Connect, there is uneven awareness of what transportation is available or how to use it.

Coordination between public transit and human service organizations is one means by which to stretch scarce resources, and strategies for doing so need to be identified. Potential exists for creative solutions, including some identified by stakeholders within the County, to grow mobility options for the Coordinated Plan’s target groups through enhancements to Calaveras Connect and via other strategies.

RECOMMENDED MOBILITY GOALS AND IMPLEMENTING STRATEGIES

A program of seven goals — including one added in response to COVID-19 — is supported by 19 implementing strategies. Summarized here and in Exhibit ES-4, these are detailed in Chapter 4.

Exhibit ES-3, Calaveras County Coordinated Plan Goals, 2020-2024

Goal 0 – COVID-19 Public Transportation Responses

Develop the reopening and stabilizing of Calaveras Connect services in structured phases, consistent with State and County guidance.

Goal 1 – Robust, Sustainable Public Transit System

Continue building a robust, sustainable public transportation system for travelers in and through Calaveras County.

Goal 2 – Sustainable Responses for Isolated Communities and Out-of-County Trips

Develop pilot services toward establishing effective, sustainable programs that meet mobility needs of residents living in isolated communities and/or traveling out-of-county.

Goal 3 – Integrated Transportation Information Network

Maintain an active and integrated transportation information network to increase awareness and use of available public transit and human services transportation options.

Goal 4 – Housing and Transportation Coordination

Coordinate affordable housing development with transit, supporting locations near existing transit to improve the quality of life for low-income residents and ensure access to essential services of health care, education and employment.

Goal 5 – Emergency Services Coordination

Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.

Goal 6 – Addressing of Infrastructure Needs

Promote infrastructure and capital improvements that support mobility, including public transit use and

Exhibit ES-4, Calaveras County Coordinated Plan Implementing Strategies

Goal and Strategy	Priority	Responsible Parties	Implementation
<p>Goal 0: COVID-19 Public Transportation Response</p> <p>Develop reopening and stabilizing of Calaveras Connect services in structured phases consistent with State and County guidance.</p>			
Strategy 0.1 — Reintroduce Calaveras Connect services in phases, as directed by the SRTP and consistent with demonstrated demand by riders.	High	Calaveras Connect	Medium Cost – High Feasibility
Strategy 0.2 — Implement Piloted Lifeline Services, including in West Point and Copperopolis, to test new strategies in low-density areas of the County.	High	Calaveras Connect	Low Cost – High Feasibility
Strategy 0.3 — Actively communicate Calaveras Connect service changes, including through “boots on the ground” gatekeepers who can promote transportation options and embrace a transportation liaison role.	High	Calaveras Connect with Human Service providers	Low Cost – High Feasibility
<p>Goal 1: Robust, Sustainable Public Transit System</p> <p>Continue building a robust, sustainable public transportation system for travelers in and through Calaveras County.</p>			
Strategy 1.1 — Increase frequencies on selected Calaveras Connect routes, as resources allow.	High	Calaveras Connect	Medium to High Cost – Moderate Feasibility
Strategy 1.2 — Extend evening schedules on selected routes, including coordination with Calaveras Unified School District, as resources allow.	Medium	Calaveras Connect	High Cost – Operations Moderate Feasibility
Strategy 1.3 — Improve schedule coordination with routes in adjoining counties.	Low	Calaveras Connect, Amador Transit, Tuolumne County Transit	Medium to Low Cost – High Feasibility
Strategy 1.4. — Expand Calaveras Connect Saturday service, as resources allow.	Medium to Low	Calaveras Connect	Medium Cost – Moderate Feasibility
<p>Goal 2: Sustainable Responses for Isolated Communities and Out-of-County Trips</p> <p>Strengthen pilot, lifeline services toward establishing effective, sustainable programs that meet mobility needs of residents living in isolated communities and/or traveling out-of-county.</p>			
Strategy 2.1 — Pilot a mileage reimbursement program, potentially coordinated with Tuolumne County’s TRIP program, to subsidize cost-effective lifeline transport including non-emergency medical trips, provided by	High	Calaveras Council of Governments with Tuolumne County Transit	Low Cost – High Feasibility

Goal and Strategy	Priority	Responsible Parties	Implementation
volunteer drivers that are located by the persons needing the trips.			
Strategy 2.2 — Seek traditional and nontraditional funding sources to sustain pilots including for non-emergency medical transport, seeking FTA Section 5310 for capital and operations funding and other discretionary grant fund sources.	High	CCOG with Human Service Transportation Programs	Medium to Low Cost – Staff time expense High Feasibility
<h3>Goal 3: Integrated Transportation Information Network</h3>			
<p>Maintain an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options.</p>			
Strategy 3.1 — Actively promote connections to Calaveras Connect and to human service transportation providers via contracted boots-on-the-ground transportation liaison persons associated with community organizations.	High	CCOG, Calaveras Connect with Community-based organizations and institutions	Low Cost High Feasibility
Strategy 3.2 — Ensure information tools exist for public transit and key human service transportation programs that clearly and specifically define services available, service areas, trips allowed, fares and how to access.	High	Calaveras Connect With Human Service Providers: Common Ground, County, LogistiCare	Low Cost High Feasibility
Strategy 3.3 — Establish and participate in coordination meetings among Calaveras, Amado and Tuolumne county transit agencies, with respective SSTACs and key transportation providers, to jointly promote transit and undertake activities of mutual interest, including new grant funding opportunities.	Medium	Calaveras Connect, CCOG’s SSTAC, Transit and Human Service Providers of neighboring counties	Low Cost High Feasibility
<h3>Goal 4: Housing and Transportation Coordination</h3>			
<p>Coordinate affordable housing development with transit, supporting locations near existing transit to improve the quality of life for low-income residents and ensure access to essential services of health care, education and employment.</p>			
Strategy 4.1 — Encourage County and City policy that recognizes access as an important dimension of affordable housing in this low-density, rural county, seeking to locate housing facilities near existing transit routes to the greatest extent possible.	High	County and City Policy Makers with CCOG	Medium Cost – Moderate Feasibility
Strategy 4.2 — Ensure transit input to housing summits and housing development initiatives during the coming years, to promote understanding of Calaveras	Medium	County and City Policy Makers with CCOG	Low Cost High Feasibility

Goal and Strategy	Priority	Responsible Parties	Implementation
Connect transit corridors and recognition of transit access concerns as the County seeks to promote affordable housing development.			
<p>Goal 5: Emergency Services Coordination</p> <p>Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.</p>			
Strategy 5.1 — Identify the human service programs and transportation providers that could be resources and develop strategies for response, particularly in evacuation of vulnerable populations.	High	Calaveras OES, CCOG, Health Care & Emergency Preparedness Coalition with other human services partners	Low Cost – High Feasibility
Strategy 5.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to strengthen coordination.	Medium		Low Cost – High Feasibility
<p>Goal 6: Addressing of Infrastructure Needs</p> <p>Promote infrastructure and capital improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists.</p>			
Strategy 6.1 — Promote and seek funding for Complete Street-type initiatives that support safe bicycle and pedestrian trips, as first-mile/last-mile strategies for travel on Calaveras Connect.	High	CCOG with City and County	Medium to High Cost – High Feasibility
Strategy 6.2 — Continue integrating bicycle and pedestrian information into transit information.	Medium	Calaveras Connect	Low Cost – High Feasibility
Strategy 6.3 — Ensure highway corridor planning will address pedestrian, bicyclists and transit riders’ needs.	Medium	CCOG with Caltrans and the County	Medium to High Cost – High Feasibility

Calaveras County Coordinated Public Transit—Human Services Transportation Plan, 2020-2024

Final Plan

Introduction

AUTHORIZATION

The coordinated planning process is required by the Federal Transit Administration (FTA) Circular 9070.1G, originating in Public Law 109-059, SAFETEA-LU and amended in Public Law 112-141, MAP-21 to require that projects selected for funding in several grant programs, including FTA Section 5310, be “included in a locally developed, coordinated public transit-human services transportation plan.” These plans must be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private and non-profit transportation and human service providers, and other members of the public.”

The FTA circular’s Chapter V describes the COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN (Coordinated Plan) process, identifying four required elements:

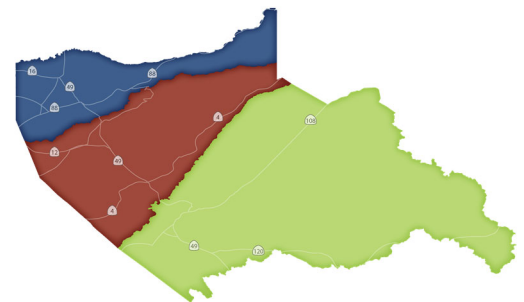
1. An assessment of available public, private and nonprofit transportation providers;
2. As assessment of transportation needs of individuals with disabilities and seniors;
3. Strategies, activities and/or projects to address identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources, time and feasibility for implementation.

FTA Circular 9070.1G, pg. V-2

CONTEXT FOR THIS COORDINATED PLAN

A Three-County Region

This Calaveras County Coordinated Plan was undertaken as part of a three-county effort between Calaveras, Amador and Tuolumne counties. This recognized consumers’ inter-county trip-making needs, as well as the multiple human service agencies providing service across the three counties. While individual Coordinated Plans were prepared for each county, this three-county focus pays specific attention to inter-county trips needs and coordination opportunities.



Another challenge that frames this Coordinated Plan is that Calaveras Connect, like many other California public transit agencies around the state, is having difficulty meeting its minimum farebox recovery requirements. Under State statute, California Transportation Development Act (PUC 99241), Calaveras Connect must meet the 10% system-wide minimum contribution for passenger fares, as required for rural public transit operators. Some Calaveras Connect routes fall well below this 10% standard. This is an important topic addressed in the 2020-2025 SHORT RANGE TRANSIT PLAN.

Responding to the Transportation Impacts of the COVID-19 Pandemic

Finally, this Plan was being finalized during the initial period of the COVID-19 pandemic in the spring of 2020. As with the country as a whole, the experience upended public transportation as many systems including Calaveras Connect saw precipitous declines in ridership. In response to the more than 80% fall-off in transit use in the wake of the Stay-at-Home orders, Calaveras Connect moved to a largely demand response service and reduced its operating hours. The current prioritization of strategies reflects the COVID-19 reopening strategies set forth in the SHORT RANGE TRANSIT PLAN, 2020-2025. Continuing flexibility in prioritizing of Coordinated Plan strategies — and in developing new responses — will be critical in the months and years ahead.

Chapter 1 – Available Transportation Resources

This chapter describes current public transportation and available nonprofit and private transportation available to Calaveras County older adults, persons with disabilities and persons of low income that were in place through the fall of 2019.

CALAVERAS CONNECT PUBLIC TRANSIT SERVICES

Calaveras Connect is the provider of public transportation services within Calaveras County and to adjacent transit transfer locations in Amador and Tuolumne counties. Calaveras Transit became Calaveras Connect during Fiscal Year (FY)2018/19, concurrent with the transfer of operating responsibility for the program from the County to the newly formed Calaveras Transit Agency.

Public transit routes serving Calaveras County during the fall and winter of 2019/2020 when this Plan’s outreach was undertaken included service to neighboring Amador and Tuolumne counties. Service consisted of five weekday routes, plus a special Saturday route. Depicted in Figure 1, Calaveras Connect routes into early 2020 follows:

Figure 1, Calaveras Connect Routes, Fall 2019



- **Red Line** — The Red Line is the core route, traveling the length of the County from Valley Springs near the northwestern corner to Sonora and Columbia College just beyond the southern county line. On weekdays, the Red Line runs about every 90 minutes on nine vehicle runs in each direction. The eastbound bus travels from San Andreas to Angels Camp, leaving at 5:20 a.m. and terminating in San Andreas at 7:15 p.m. The westbound bus leaves Angles Camp at 7 a.m. and terminates at 7:40 p.m. in Valley Springs.
- **Blue Line** — The Blue Line provides weekday service east and west along Highway 4 between Arnold and Angels Camp, where it connects with the Red Line. Eastbound service runs from 5:40 a.m. until 7:48 p.m., every three hours. Heading west toward Angels Camp, service runs at 6:20 a.m. until 8:20 p.m., every three hours.

- **Purple Line** — The Purple Line runs North and South on weekdays from Sutter Creek to San Andreas, where it connects to the Red and Green Lines in San Andreas. Service runs from 8:15 a.m. to 6:30 p.m., four times each weekday. The Purple Line also continues southbound to Rail Road Flat on-demand on weekdays twice each weekday beginning at 7:35 a.m. and ending at 7:05 p.m.
- **Copper Line** — The Copper Line travels in a north-to-south loop from Angels Camp to Copperopolis. On weekdays, the Copper Line runs every three hours. The southbound bus travels from Angels Camp to Copperopolis, leaving at 7:10 a.m. and arriving in San Andreas at 7:15 p.m. The westbound bus leaves Angles Camp at 7 a.m. and terminates service in Copperopolis at 7:45 p.m. Riders with an advanced reservation can be picked up at select points.
- **Green Line** — The Green Line provides on-demand service east to west from West Point to Rail Road Flat on Mondays and Wednesdays. Green Line A westbound travels three times each service day, leaving West Point at 7:55 a.m. and terminating in San Andreas at 2:25 p.m. Traveling east, Green line A provides two trips on Mondays and Wednesdays, departing San Andreas at 12:35 p.m. and terminating in West Point at 4:50 p.m.
- **Saturday Hopper** — Saturday Hopper provides Saturday-only service from Arnold to Angels Camp. The service runs hourly in each direction. The eastbound bus leaves Angels Camp at 10:00 a.m., terminating in Arnold at 6:10 p.m. The westbound bus leaves Arnold at 11:10 a.m. and terminates in Angels Camp at 7:10 p.m. Limited service is provided to San Andreas. Two morning eastbound runs depart San Andreas at 9:45 a.m. and 10:45 a.m. and two evening runs arrive in San Andreas at 6:25 p.m. and 7:25 p.m.

Riders who have disabilities and are unable to get to the nearest bus stop may request a deviation pick-up, if they are within $\frac{3}{4}$ mile of the fixed route and accessible by a transit vehicle. This deviation policy was negotiated with the Federal Transit Administration in recognition that small, rural public transportation systems do not have the resources to maintain a second service network, an Americans with Disabilities Act (ADA) complementary paratransit program.

MAJOR INITIATIVES SINCE 2014 COORDINATED PLAN

Formation of a New Organization

Calaveras Connect, the new name for Calaveras County’s public transportation service, is now operated under the responsibility of a new organizational sponsor, the Calaveras Transit Agency (CTA), as a result of recommendations made through the previous SHORT-RANGE TRANSIT PLAN process. The CTA was created by a Joint Powers Agreement between Calaveras County and the City of Angels Camp.

2016 S RTP Recommendation

A detailed organizational assessment was conducted for the JANUARY 2016 CALAVERAS COUNTY SHORT RANGE TRANSIT PLAN. At the time of the analysis, Calaveras County was administering Calaveras Transit and providing maintenance services. Calaveras County contracted operation of Calaveras Transit.

The primary conclusion of the analysis was [emphasis added]:

“The current organizational structure and lack of ongoing management consideration on the cost structure of public transportation with Calaveras County as the lead agency provides a cost trend that is detrimental to the mobility needs of Calaveras Transit residents. The cost per vehicle service hour has skyrocketed from \$69.85 in FY 2008/09 to \$113.26 in FY 2013/14. Despite a number of recommended strategies in September 2014 that should have reduced the cost per vehicle service hour, the budgeted cost per vehicle service hour is \$127 in FY 2015/16. This is nine months after the September 2014 recommended strategies to address the cost per vehicle hour escalation.”

The primary conclusion was that keeping public transportation with Calaveras County as the lead agency will continue to increase costs at a greater rate than estimated inflation. The assessment stated “There is a need to change the organizational structure to make Calaveras Transit more cost-effective and responsive to mobility market needs in Calaveras County.”

The SRTP utilized other counties of Lassen County, Modoc County and Tuolumne County as peers that had overall lower operating costs per vehicle service hour with contract operations. A primary SRTP recommendation was that other organizational options receive a more detailed evaluation on the prospect for lowering the operating costs per vehicle service hour to below the target of \$100 per vehicle service hour.

Transition Plan and Joint Powers Agreement

Two documents guided the transition processes and resulting Calaveras Connect organizational structure. The first is the CALAVERAS TRANSIT AGENCY JOINT POWERS AUTHORITY TRANSITION PLAN – UPDATE MARCH 29, 2018, which was the guiding document to shape both the resultant Joint Powers Agreement and the new organization. It was built from a set of Guiding Principles developed by the Calaveras County’s Transit Policy Group during 2017. Those principles established the goals and timeframes for formation of a new public transportation organization.

The Transition Plan itself addressed: structure and governance, financial management, organization and staffing, operations contract management, capital project management and implementation schedule.

At the time of start-up of the new agency, the key activities to be undertaken included:

- Assigning the Operations Contract from the County to the new joint powers agency and assignment of other agreements held by the County;
- Transferring existing assets, funds in the bank from Federal Transit Administration and several state project fund balances;
- Developing the first Transit Operations Budget, for FY 2018/2019;
- Complying with state and Federal rules to ensure that the new agency could receive funds, execute funding agreements and submit funding applications;
- Beginning an evaluation of services to identify improvements that can be immediately implemented;

- Evaluating existing processes, procedures and reporting to develop improvements;
- Assisting the County and the Operations Contractor with aspects of the transition, including maintenance.

The second document critical to the transition process away from County-operated public transportation to a new responsible entity was the JOINT POWERS AGREEMENT. This was executed between the County of Calaveras and the City of Angels Camp and sets forth the formation of a joint powers agency “with full power and authority to own, operate and administer a public transportation system” on behalf of the County and City. It became effective on July 1, 2018. Importantly, its Article III Financial Provisions make two significant points:

1. That the new joint powers agency board shall establish an annual budget that does not obligate the agency to expenditures in excess of funds available through the Transportation Development Act (TDA);
2. That the member agencies, the County of Calaveras and the City of Angels Camp shall claim available funds from the TDA’s Local Transportation Fund necessary to support the new joint powers agency.

Rebranding Campaign

During 2018/2019, the new Calaveras Transit Agency organization undertook a branding project to create a new look for the new organization. Its specific purposes included to:

- Create a new identity and brand for Calaveras Transit
- Enhance resident and tourist awareness and perception of services
- Communicate the safety, comfort and convenience of transit
- Create awareness, relationships and coordination with events, attractions and key destinations throughout Calaveras County
- Develop collateral specific for different target markets and services



A several-part process to the rebranding campaign resulted in:

1. A new brand and look that sought to focus on the benefits of transit — Calaveras Connect;
2. The design of marketing tools and a promotional campaign; and
3. Production of a riders’ guide, bus wraps and bus stop signs, among other tools with the re-branded Calaveras Connect logo and look.

Recent Calaveras Connect Performance

This section presents performance indicators for the one-year period from Nov. 1, 2018, to Oct. 31, 2019, unless otherwise noted. On Nov. 1, 2018, Calaveras Connect implemented the ZOOM! transit operations tracking system. Prior to this date, the boarding data was unreliable and so what is reported

here are only data that has been recorded in the ZOOM! software System, from November 2018 forward.

Table 1 shows performance indicators for the whole Calaveras Connect system, including the Red Line, Blue Line, Purple Line, Copper Line, Saturday Hopper, Green Line and special services. Calaveras Connect had 40,978 passengers, operated 13,587 hours of service and ran 328,912 service miles during the one-year period.

The system received \$124,420 in revenue, which includes fares, advertising sales and Low Carbon Transit Operation Program (LCTOP) funds that were used for a Saturday Hopper free fare promotional program. Operating costs totaled \$1,147,195. On Calaveras Connect during this period, there was an average of 3.02 passengers per hour and 0.12 per service mile. The average fare that the customer paid was \$3.04. The farebox recovery ratio, which factors in the applicable revenues described above, was 10.8%. The cost per service hour was \$84.43, \$3.49 per service mile and \$28.00 per passenger trip.

Table 1, Calaveras Connect System-wide Performance, November 2018–October 2019

System wide	
Ridership	40,978
Service Hours	13,587
Service Miles	328,912
Fare Revenue*	\$124,420
Operating Costs	\$1,147,195
Passengers/Service Hour	3.02
Passengers/Service Mile	0.12
Average Fare/Passenger	\$3.04
Farebox Recovery	10.8%
Cost/Service Hour	\$84.43
Cost/Service Mile	\$3.49
Cost/Passenger Trip	\$28.00
Subsidy/Passenger Trip	\$24.96

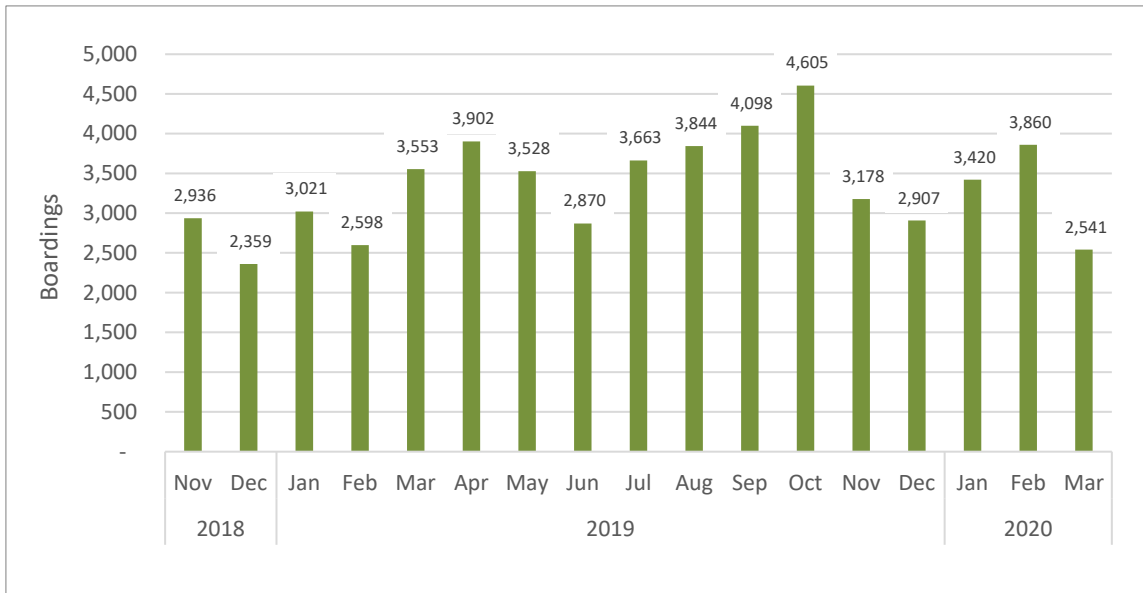
**Fare Revenue, for purposes of this calculation, includes all eligible revenues such as fares/pass sales, advertising sales and LCTOP promotional passes.*

Figure 2, Calaveras Connect Recent Monthly Passenger Boardings

shows the system ridership from Nov. 1, 2018, to March 31, 2019. August, September and October saw high ridership. Ridership in February 2019 was 49% higher than February 2018, but March 2019 ridership began dropping significantly in response to COVID-19.

Calaveras Connect terminated its Saturday Hopper service in mid-March, followed by terminating its regularly scheduled service during the last week of March 2020, as the Governor’s Emergency Order to Stay-at-Home went into effect. On March 30, a general public demand response program was initiated to support Calaveras Connect riders making essential trips. Ridership dropped to 25 to 30 passengers per day, declining more than 86% from May 2019 to May 2020.

Figure 2, Calaveras Connect Recent Monthly Passenger Boardings



Token Transit for Fare Payment

Paying fares on Calaveras Connect has become more convenient due to the implementation of a smartphone application called Token Transit. By downloading the app, riders can purchase and store passes and tickets on their phone in advance of their ride or even as they are boarding the bus. Token Transit allows riders to pay for their ride with a mobile phone app through a “mobile digital fare outlet,” a mechanism that is similar to the physical pass outlets that transit agencies such as Calaveras Connect will continue to provide for riders without smartphones.

This smartphone application provides convenience for riders and is cost-efficient for transit providers. In this mobile digital fare outlet, there are no initial capital, software or ongoing licensing costs. Costs of the mobile digital fare outlet are included in the sales commission on each digital fare transacted. For example, per most agency agreements with Token Transit, Token Transit will receive 10% of each transit pass. The gross cost of the fares remains the total collected fare for calculating fare box recovery.

Columbia College Free Fare Program on Calaveras Connect

Columbia College is an important destination for the two-county area, Calaveras and Tuolumne counties. During 2019, Calaveras Connect established a free-fare opportunity using Low Carbon Transit

Program (LCTOP) funding to offset the lost fare revenue and with contributions from Columbia College and associated organizations, including the Columbia College Foundation and Associated Students of Columbia College. Tuolumne Transit had instituted a similar program during 2018.

Calaveras County-only enrollments during the most recent academic year, 2018/2019, are presented in Table 2. Columbia College students living in Calaveras County numbered 1,252 during the most recent year, both full-time and part-time, about 42% of average total enrollments.

Table 2, Columbia College Enrollments, Fiscal Year 2018/2019

95252	223	Valley Springs
95222	216	Angels Camp
95247	206	Murphys
95228	140	Copperopolis
95249	107	San Andreas
95223	101	Arnold
95221	63	Altaville
95246	32	Mountain Ranch
95255	28	West Point
95245	26	Mokelumne Hill
95224	25	Avery
95251	21	Vallecito
95233	20	Hathaway Pines
95225	15	Burson
95257	10	Wilseyville
95248	9	Rail Road Flat
95254	6	Wallace
95232	4	Glencoe
Total	1,252	

Error! Reference source not found. shows the home communities of these students with Valley Springs, Angels Camp and Murphys contributing the largest numbers of students, over 200 each. Copperopolis and Arnold follow with 140 and 101, respectively, while other Calaveras County communities have smaller but still significant numbers of students.

As reported by the College, there are seasonal differences in enrollment levels. Fall Columbia College enrollments averaged about 680 full-time students and 2,275 part-time students over the last three years from all areas. Spring enrollments are slightly smaller, averaging 620 full-time students and

2,250 part-time students. Summertime enrollments are about half the level of fall enrollments and are dominated by part-time students, averaging 1,175 annually over the last three years and slightly over 20 full-time students.

INVENTORY OF TRANSPORTATION RESOURCES

An inventory of available transportation resources is a required element of the Coordinated Plan. Table 3 presents three groups of transportation services available to the Coordinated Plan’s target groups known during the winter 2019/2020. This list describes Calaveras Connect, the Calaveras County public transit program, several specialized transportation programs and selected commercial and for-profit transportation programs.

Appendix A presents connecting intercity Greyhound Bus information for buses stopping in Lodi, Stockton and Modesto and traveling north to Sacramento, west to San Francisco and south toward Los Angeles. The new intercity FlixBus travels only between Stockton and San Francisco. The intercity Megabus does not stop in Lodi, Stockton or Modesto. Appendix B provides ridership information for trips provided by the nonprofit, Common Ground, from within the three-county region.

Public Transportation Programs

Table 3, Inventory of Calaveras County Transportation Resources – Public, Specialized and Private Sector

Calaveras Connect						
CalaverasConnect.org (209) 754-4450						
Service Description	Area Served	Days and Hours of Service	Eligibility	Fare	# of Vehicles (2017 NTD)	# of Annual One-Way Trips (2017 NTD)
Fixed-route bus service with some deviations and traveling within Calaveras County at predetermined stop locations. Lines: Blue; Red, Purple; Copper; Green A & B; Saturday Hopper	Calaveras County	Monday – Friday 5:40 am – 8:20 pm Segments of the Green Line Monday and Wednesday Segments of the Purple Line On-Demand Monday–Friday Saturday Hopper Saturdays only	General Public	One-way Trip: \$2.00, Students: \$2.00, Youth: \$0.50, Discounted: \$1.00 15-Ticket Book: \$28.00, Students: \$28.00, Discounted: \$14.00 All-day Pass: \$5.25, Students: \$5.25 Monthly Pass: \$60.00, Students: \$45.00, Discounted: \$40.00 Saturday Hopper: \$3.00, Student: \$3.00, Youth: \$0.50, Discounted: \$1.50	14	40,847

Specialized Transportation Programs

Arc of Amador and Calaveras ArcOfAmador.org (209) 267-5978						
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservations	Vehicle Routes	# of Annual One-Way Trips
To enrolled consumers of Arc programs, provides transportation for supported employment, some recreational and non-emergency medical trip purposes.	Calaveras County	Monday – Friday Some limited evenings and weekends	Enrolled Arc consumers	Through Arc case manager	7 Vehicle Routes, Accessible	Approx. 76,400 trips

Blue Mountain (209) 223-5000, ext. 1 – Admin Only						
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservations	Vehicle Routes	# of Annual One-Way Trips
Weekday transport to consumers enrolled in programs at: – Community Compass in Jackson – Arc of Amador in Sutter Creek	Calaveras County	Weekday program hours	Consumers of the Valley Mountain Regional Center with approved Transportation Service Requests (TSRs)	Made through Valley Mountain Regional Center	6 Vehicle Routes	Approx. 27,500 trips

Calaveras County Department of Behavioral Health (209) 754-1699					
Service Description	Area Served	Eligibility	Reservations	# of Vehicles	# of Annual One-Way Trips
To enrolled consumers of DBH programs, provides transportation for health and wellness, NAMI and other life-sustaining purposes.	Calaveras County	Enrolled clients of DBH	Trips arranged through case managers and other Behavioral Health personnel	21, not all for client transportation	1,500

Common Ground Senior Services Silver Streak Transport CommonGroundSeniorServices.org (800) 303-4799							
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservations	Fare	# of Vehicles	# of Annual One-Way Trips
Provides rides to those unable to utilize traditional transportation options, such as public transit, and have no other means of transportation for health and wellness appointments.	<p><u>In county:</u> Medically related destinations</p> <p><u>Out-of-county:</u> Calaveras and Tuolumne County destinations; medical facilities in Sacramento, Stockton, Lodi and Rancho Cordova and other LogistiCare-approved locations</p>	Monday – Friday 8:00 am – 5:00 pm	<ol style="list-style-type: none"> Older adults and persons with disabilities who can no longer drive, trying to get to a needed doctor’s appointment, pick up a prescription or related trips; Veterans and their spouses; LogistiCare-approved MediCal riders for approved non-emergency medical trips. 	Advance reservation required for most trips	Free – Donations appreciated	11 Vehicles	<p>1,559 to Calaveras residents</p> <p>See Appendix B</p>

Volunteer Center of Calaveras Calaveras Volunteer.com (209) 754-1699						
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservations	Fare	# of Annual One-Way Trips
Primarily door-through-door, medical-related trips provided through the use of volunteer drivers using private vehicles.	Calaveras County; some out-of-county destinations	Trips are provided as requested if volunteers are available.	Persons of low income, older adults, persons with disabilities	(209) 754-1699 Trips provided upon request and availability	Mileage reimbursement for drivers, upon request	Not available

Private-Sector Transportation

Greyhound [with no direct stops within Calaveras County]						
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservations	Vehicle Routes	# of Annual One-Way Trips
Greyhound intercity bus service stops daily in Lodi, Stockton and Modesto with multiple arrival and departure times in each city for northbound, southbound and westbound buses. See Appendix A for current schedule information.						

LogistiCare CommonGroundSeniorServices.org (209) 498-2246						
Service Description	Area Served	Days and Hours of Service	Eligibility	Reservations	Fare	# of Annual One-Way Trips
Nonemergency medical transportation to MediCal-enrolled consumers of: 1. Anthem Blue Cross 2. California Health and Wellness	Amador County Out-of-county for approved trips to destinations in Sacramento, Lodi, Modesto and other locations	Weekdays	MediCal-approved consumers for LogistiCare-approved trips	For patient trip requests: 1. Anthem Blue Cross (877) 931-4755 2. California Health and Wellness (877) 658-0305	Free	Not Available

Murphys Taxi Service MurphysTaxi.com (209) 795-777					
Service Description	Area Served	Days and Hours of Service	Reservations	Fare	# of Annual One-Way Trips
On-demand taxi service; tours; charters and wine transportation	Calaveras County	Sunday 10:00 am-6:00 pm Monday-Thursday 8:00 am-8:00 pm Friday & Saturday 8:00 am-12:00 am	Phone: (209) 795-777 Text: (209) 404-6229	Zone and passenger based Local Murphys trips start at \$10.00	Not available

Chapter 2 – Demographic Profile

This chapter describes Calaveras County residents in terms of the target population groups, the numbers and distribution of older adults, persons with disabilities, of low income and military veterans.

COUNTY POPULATION OVERVIEW

Table 4 summarizes demographic information about the populations targeted for this Coordinated Plan for Amador County. Two time periods of 2012 5-Year Estimate and 2017 5-Year Estimate are presented, using the U.S. Census reporting of the American Community Survey, which provides greater detail than does the decennial census.

Table 4, Calaveras County Target Population Groups and Characteristics

Target Groups	American Community Survey 2008-2012, 5-Year Estimates		American Community Survey 2013-2017, 5-Year Estimates		Percent Change	American Community Survey 2013-2017 5-Year Estimates	
	2012 5-Year People Estimate	% of Total County	2017 5-Year People Estimate	% of Total County		California Statewide Comparison	
Total Population Estimate [1]	45,507	100%	45,057	100%	-1.0%	38,982,847	100%
Median Age [2]	49.5		51.6			36.1	
CHILDREN AND YOUTH ages 0 -17 [1]	8,765	19.3%	7,945	17.6%	-9.4%	9,114,720	23.4%
Children with a Disability, Ages 5 to 17 [4]	689	1.5%	382			279,466	0.7%
% of Children age 17 and under	7.86%		4.8%			3.1%	
Children living in poverty age 17 and under	840	1.8%	1,455	3.2%		1,865,225	4.8%
% Children living in poverty age 17 and under	9.58%		18.3%				
ADULTS 18-64 [1]	26,926	59.2%	25,527	56.7%	-5.2%	24,719,679	63.4%
Low-income Adults, Ages 18-64 - 100% Federal Poverty Levels [3]	3,096	6.8%	3,732	8.3%	20.5%	3,390,825	8.7%
% of Adults 18-64	11.5%		14.6%			13.7%	
Disability [4] (non-institutionalized) Ages 18-64 (2014)	4,179	9.2%	4,287	9.5%		1,995,286	5.1%
SENIORS [1]	9,816	21.8%	11,585	25.7%	18.0%	5,148,448	13.2%
Seniors, ages 65-74	5,950		7,159			2,946,809	
with % of all seniors	60.6%		61.8%			57.2%	
Seniors, ages 75-84	2,706		3,267			1,509,528	
with % of all seniors	27.6%		28.2%			29.3%	
Seniors, ages 85+	1,160		1,159			692,111	
with % of all seniors	11.8%		10.0%			13.4%	
Low Income Seniors, Ages 65+ - 100% Federal Poverty Levels [3]	707	1.6%	489	1.1%	-30.8%	517,358	
% of Senior Population	7.2%		4.2%			10.0%	
VETERANS [5]	5,378	11.8%	4,511	10.0%	-16.1%	1,661,433	4.3%
Civilian Population 18 years and over	36,725	80.7%	37,105	82.4%		29,740,487	13.3%
Veterans Period of Service							
Gulf War (9/2001 or later) veterans	172		224			280,386	
Gulf War (8/1990 to 2001) veterans	522		302			281,763	
Vietnam era veterans	2,189		2,120			596,130	
Korean War veterans	796		603			174,769	
World War II veterans	570		250			97,626	
INCOME [6]							
Median Household Income	\$54,686		\$60,636			\$67,169	
Per Capita Income in past 12 months			\$29,628				
Total Persons in Poverty [3]	4,643	10.2%	5,676	12.6%		5,773,408	14.8%
Persons age 16+ below 150% of Poverty Levels [3]	8,008	21.0%	8,688	19.3%		9,454,218	30.6%
EMPLOYMENT [7]							
Population 16 years and over	38,046		38,241			30,910,058	
Population 16 years and over employed	17,920		16,711			17,989,654	
Population 16 years and over in labor force	20,317		18,012			19,627,887	
Population 16 years and over unemployment rate	11.8%		7.1%			7.7%	

[1] B01001 Sex by Age, 2012 & 2017 American Community Survey 5-year Estimates.
 [2] B01002 Median Age by Sex, 2012 & 2017 American Community Survey 5-Year Estimates
 [3] S1701 Poverty Status in the Past 12 Months, 2012 & 2017 American Community Survey 5-Year Estimates
 [4] S1810 Disability Characteristics, 2012 & 2017 American Community Survey 5-Year Estimates
 [5] S2101 Veteran Status, 2012 & 2017 American Community Survey 5-Year Estimates
 [6] S1901 Income in the Past 12 Months, 2012 & 2017 American Community Survey 5-Year Estimates
 [7] S2301 Employment Status, 2012 & 2017 American Community Survey 5-Year Estimates

Overall Calaveras County Demographic Changes

Key changes during these past five years include:

- Overall population of Calaveras County saw a 1.3% decline over the past five years, losing about 500 persons.
- Children and youth age 17 and under have declined at a higher rate, a 9.4% decline.
- Working-aged adults, 17 to 64, also declined at higher rates, 5.2% decline.
- Working-aged adults with disabilities, ages 17 to 64, decreased by about 500 individuals.
- Older adults increased significantly, an 18% increase with a resultant increase in the countywide median age from 49.5 to 51.6 years.
- Veterans decreased slightly as a proportion of the overall County population, from 11.8% of the County population five years ago to 10%. The raw number decreased by 867 individuals; however, there were increases in raw number of younger veterans of Gulf War II while era, Gulf War 1, Vietnam, Korean and World War II veterans and older declined in number and proportion.

Income

Income factors for 2017 show an increase in low-income populations in the younger age groups. Low-income is defined by 100% of Federal poverty guidelines:

- Overall, 12.6% of Calaveras County residents are in households at or below Federal poverty levels, growing to 19.3% living under 150% of Federal poverty guidelines.
- Children in poverty increased significantly, growing from 840 children and youth to 1,455, this despite the 9% decline in the number of children and youth overall in the County.
- Working-aged adults in poverty decreased by 30%.
- Seniors in poverty increased by 20.5%.
- The median household income increased from \$54,686 to \$60,636 but remained 10% below the Statewide median household income of \$67,000.

Employment

Employment rates, as measured by the American Community Survey, have improved significantly, with the unemployment rate dropping from 11.8% to 7.1%. This is partly the result of a decreased working-age population but also reflects the improving economy and increases in the number of available jobs. Notably, the 7.1% unemployment rate reported is lower than the statewide 7.7% unemployment rate during this pre-COVID-19 period.

Housing

Calaveras County lost about 500 homes in the 2015 Butte Fire. The September 2019 update to the Housing Element of the CALAVERAS COUNTY MASTER PLAN identified that 88% of homes are single family in contrast with a statewide proportion of 58% single-family and higher shares of multi-family homes. Excessive housing cost burdens are experienced by 47% of all Calaveras County households, as defined by the federal Housing and Urban Development Department, the cost burden is in excess of 30% to 50% of gross household income. Seniors, who represented 40% of all households in Calaveras County, compared to 22% statewide in California, have high ownership rates in the County as 45% of all owner households (2016). Where seniors are also of low-income, the MASTER PLAN suggests that the data indicates many are “house-rich and cash-poor,” likely without savings adequate to support necessary repair costs.

GEOGRAPHIC DISTRIBUTION OF SELECTED POPULATIONS ACROSS THE COUNTY

The following pages present four maps that show the geographic distribution of the resident population of Calaveras County, as well as the three target populations: older adults, people with disabilities and persons of low income (people living in poverty). Each map also shows the Calaveras Connect fixed-route services as of fall 2019. The demographic information in the maps is derived from the American Community Survey 2013-2017 5-Year Estimates, the most recent available at this time.

Calaveras County is bounded by Stanislaus and San Joaquin counties to the east, Amador County to the north, Alpine County to the east and Tuolumne County to the south and east. State Routes 4, 49 and 26 are the main roads that serve the County. The eastern third of the County is covered in the protected area of the Stanislaus National Forest.

County Population Overview

The map in Figure 3 shows the estimated number of Calaveras County residents per U.S. Census block group. The block groups with the most residents (colored in blues) are along the southwest edge of the County and include the communities of Rancho Calaveras, Copperopolis, Angels Camp and Valley Springs. Other populous areas are along the State Highway 26 and 49 corridors, and Mountain Ranch Road, each ending in the communities of West Point, Arnold and Railroad Flat, respectively.

Older Adults

Figure 4 presents a map showing concentrations of where adults over the age of 65 live. Overall, about 25.7% of the County is over the age of 65. The proportion (percentage) of older adults of the total resident population of each block group is shown by color scale. The map shows that, although the majority of people living in the County are in the southwest portion, there are areas along the Highway 4 (Angels Camp, Murphys and Forest Meadows) and Highway 26 corridors (West Point) where there are high proportions of the population that are older adults.

People with Disabilities

The U.S. Census American Community Survey asks six questions to determine disability status and type and defines disabilities status by whether an individual has limitations that hinder participation at school, work, home or in the community. Figure 5 shows where people with self-identified disabilities live in the County. The map shows the approximate count and proportion of the total County's population of people with disabilities that live in each block group. It should be noted that this is a different way of displaying the population than the map of older adults, for which the population is displayed as a percentage of each block group.

In Calaveras County, approximately 9.5% of people have a disability. The range in number of people with disabilities per block group is approximately 50 to 660. The block groups with the highest number of people with disabilities are in the same areas that are most populous overall, along the State Highway 49 corridor and in the southeastern portion of the County.

People Living in Poverty

The national poverty thresholds are defined by the number and age of people living in a household. For example, in 2017, an older adult living alone with an income of less than \$11,756 would be considered to be living in poverty and a household consisting of a single parent with two children would be considered to be living in poverty if their household income were less than \$16,895.

In Calaveras County, approximately 12.5% of households are living in poverty. Figure 6 shows where households are that have an income below the poverty level. The map shows the approximate count and proportion of the total County's population of households in poverty within each block group. The range in number of people living in poverty per block group is approximately 15 to 160. The block groups with the highest number of people with disabilities include Copperopolis, the areas along the Highway 4 (Angels Camp, Murphys and Forest Meadows), and San Andreas.

Figure 3, Distribution of Total Population

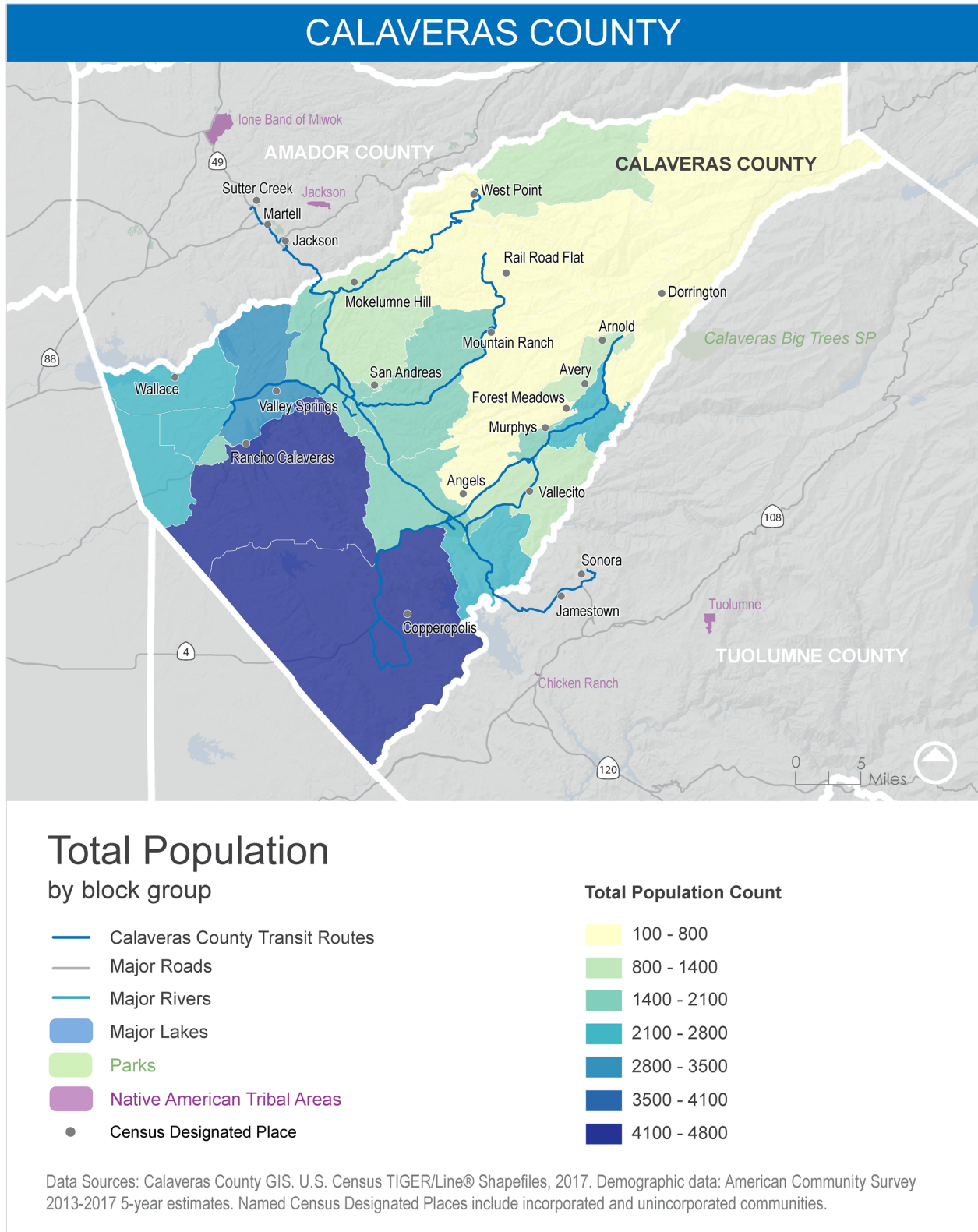


Figure 4, Distribution of Older Adults

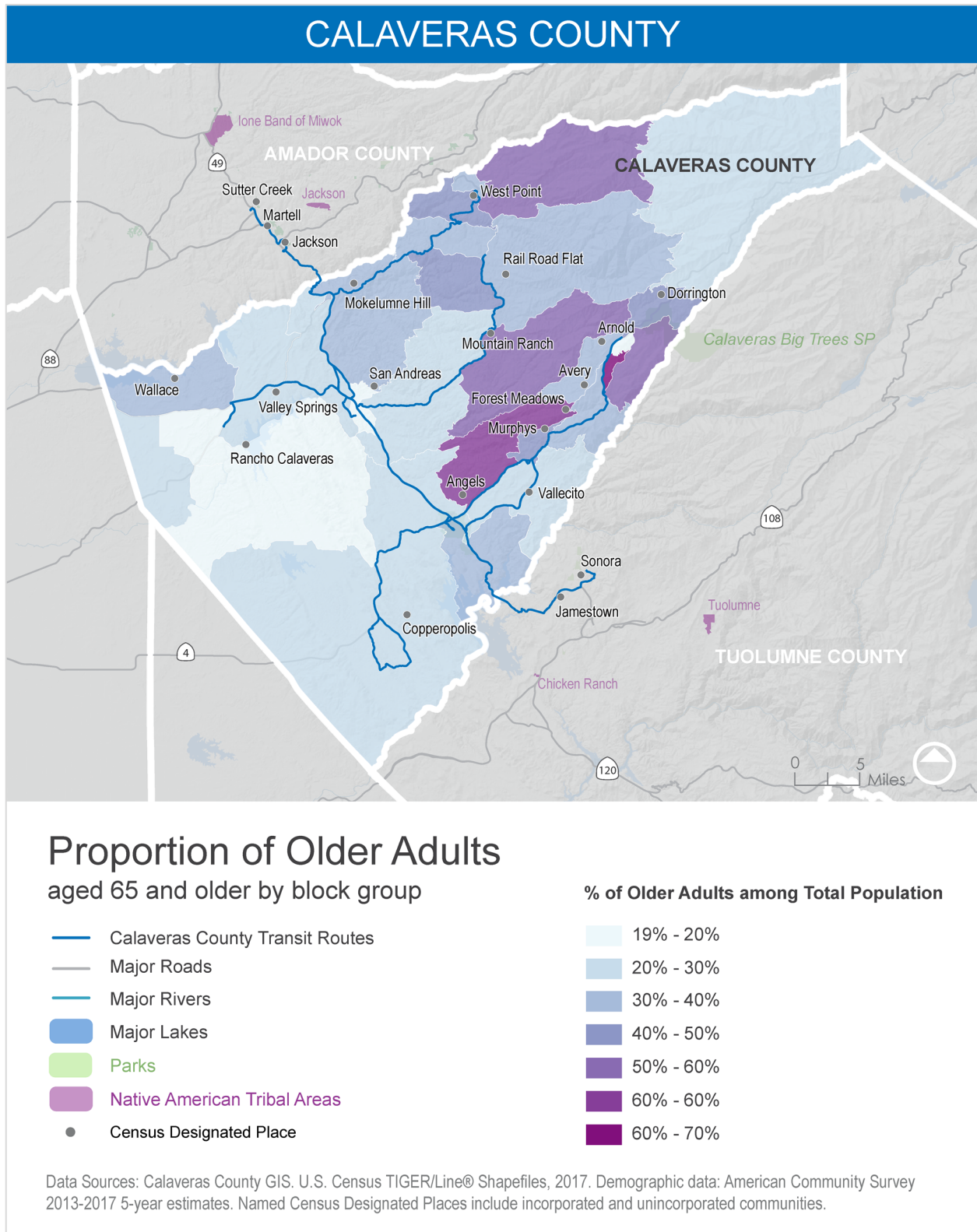


Figure 5, Distribution of People with Disabilities

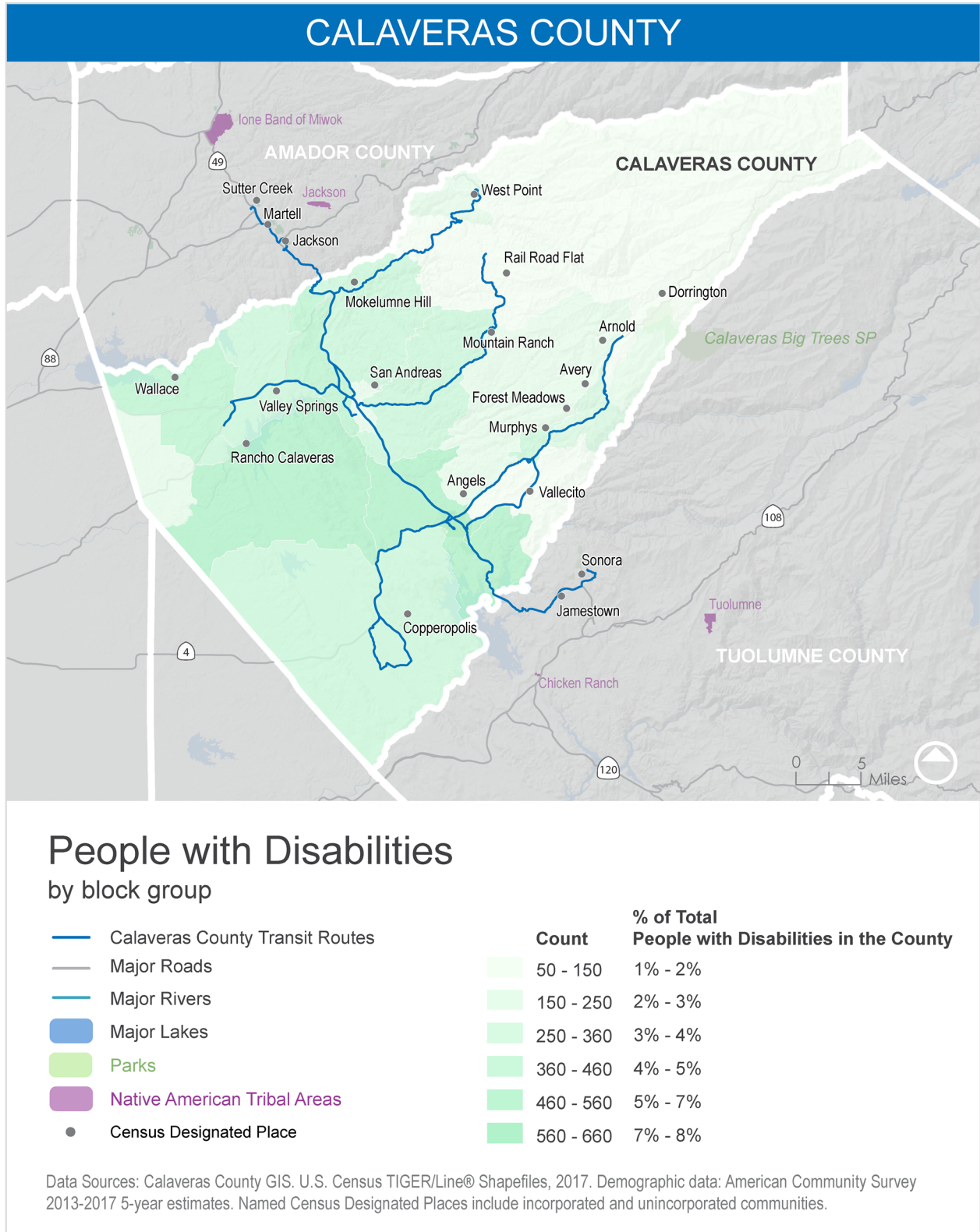
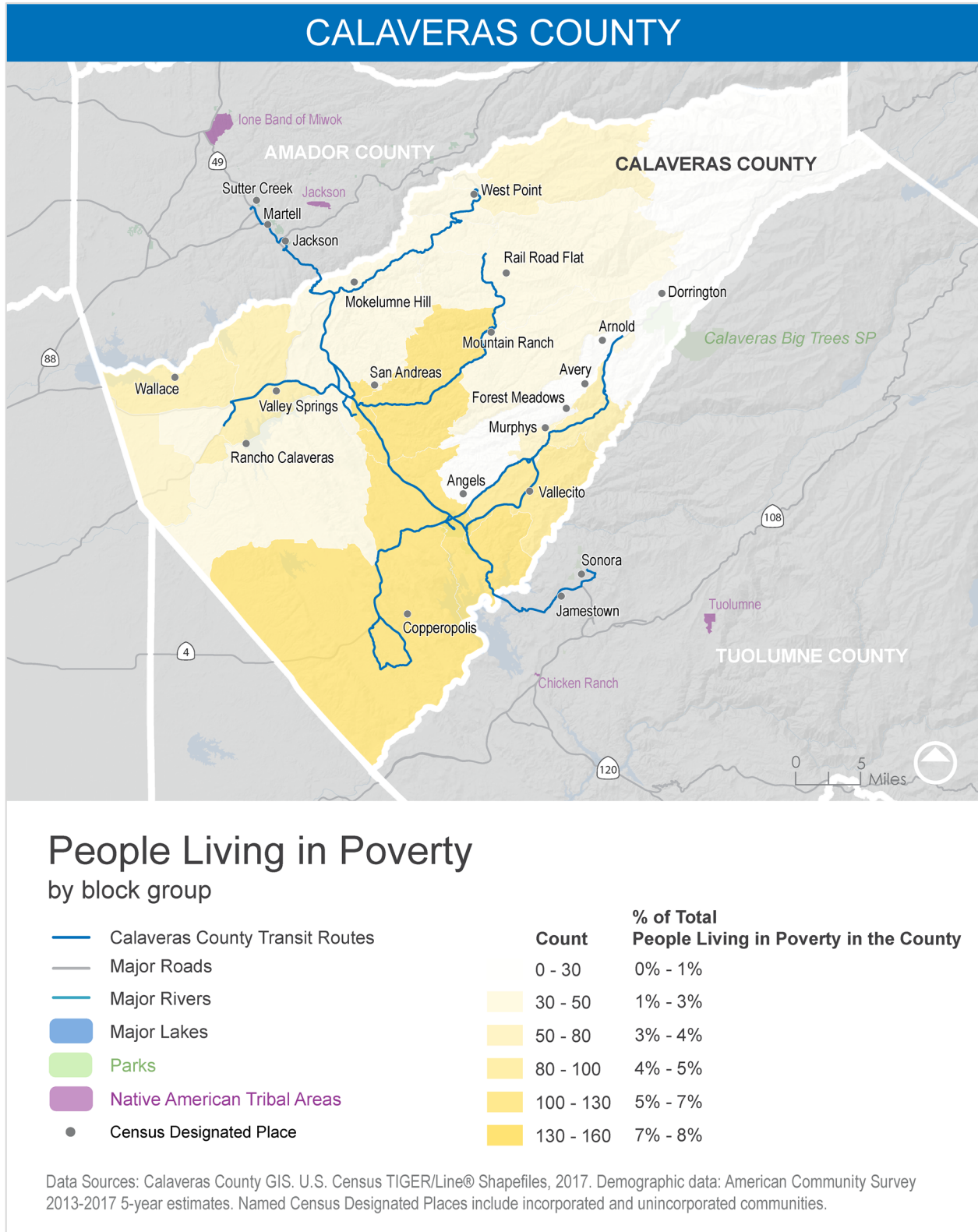


Figure 6, Distribution of People Living in Poverty



Chapter 3 – Mobility Needs and Gaps

This chapter considers actions taken during the past several years, to address mobility topics within Calaveras County and reports on the outreach processes to identify new or continuing mobility needs.

ACTIVITIES UNDERTAKEN TO MOVE FORWARD 2014 COORDINATED PLAN DIRECTION

As a backdrop to identifying new areas of concern and opportunity, Table 5 summarizes the activities of the Calaveras Council of Governments and its partners in the County, City of Angles Camp and Calaveras Transit, now Calaveras Connect, in relation to direction from the 2014 Coordinated Plan.

Table 5, 2014 Coordinated Plan — Goals, Strategies and Actions Taken

2014 GOAL AND STRATEGY STATEMENTS	ACTIONS TAKEN
Goal 1 – Improve the Effectiveness of Calaveras Transit	
1.1 Increase service frequency on core routes	The preparation of the 2015 Short Range Transit Plan lay the groundwork for new institutional arrangements to move transit operations from the County to a new JPA to increase its funding base.
1.2 Improve service to outlying areas by developing alternative service models for West Point and Copperopolis	
	The realigned service network, now Calaveras Connect , supported improved service to Angles Camp, Columbia College and Sutter Creek, provided some service to West Point, to Copperopolis and added Saturday Hopper runs.
1.4 Address FTA compliance issues around deviated fixed-route service definitions and requirements	Calaveras County, with CalAct, succeeded in getting the FTA to reassess Federal rules around deviation pick-ups, leading to a loosening of rules that were unworkable in rural settings.
1.3. Increase the Calaveras Transit funding base	Addressed through the 2015 Short Range Transit Plan and realigned service network, as noted above.
1.5 Identify the optimal institutional arrangements for the management of Calaveras Transit	
1.7 Expand fixed-route services	
1.6 Improve service quality	
1.8 Increase affordability and use of transit service for low-income individuals	Calaveras Connect introduced Token Transit, a fare payment app allowing customers to pay single fares, implemented a free fare program for Columbia College students and expanded reduced fares to Veterans.

2014 GOAL AND STRATEGY STATEMENTS	ACTIONS TAKEN
Goal 2 – Develop Out-of-County Trip Options	
2.1 Access to out-of-county destinations, such as Stockton/Lodi, Sonora and Jackson.	Common Ground’s Silver Streak provides limited numbers of non-emergency medical trips, including to out-of-county destinations, as their capacity allows and when LogistiCare or AAA-IIIB reimburses.
2.2 Develop non-emergency medical transportation options	
2.3 Promote rideshare capabilities for ongoing and spontaneous ride-sharing	Formal support of ridesharing services has not been feasible; informal ride-share exists through employers, Sierra Pacific Industries, and churches in Mountain Ranch and Mokelumne Hill.
2.4 Explore feasibility of vanpool options for commuters	
Goal 3 – Grow Partnerships and Innovative Projects to Expand Transportation Capacity	
3.1 Establish a mobility management function to provide leadership and development of partnerships to grow transportation capacity	While the COG sought a Section 5310 grant to develop mobility management and travel training, Board direction encouraged the nonprofit Common Ground to continue its community education role with the public around availability of and access to transportation services. Common Ground Senior Services secured FTA 5310 funds directly to fund these activities for its agency.
3.2 Develop and enhance travel training programs	
3.3 Examine feasibility of provision of demand responsive transportation by human service and health programs, working across individual client groups.	The demand response services of the Silver Streak have been able to provide a limited number of client trips, where funding and driver availability can support these.
3.4 Improve veterans’ transportation connections	Common Ground secured some funding support to provide transportation to veterans and their spouses, including out-of-county service.
3.5 Fill gaps in service through alternative transportation programs	The COG monitored new funding opportunities to expand alternative transportation programs, such as securing discretionary funding for this Plan.
Goal 4 – Promote Infrastructure Improvements for Pedestrian and ADA Accessibility and Safety	
4.1 Improve access for residents by promoting basic pedestrian safety and pedestrian improvements along Calaveras Transit routes	The County, and newly formed Calaveras Transit Agency, moved forward with bus stop improvements and vehicle acquisitions set forth in Short Range Transit Plan and CIP documents. In addition, the CCOG, in partnership with the County and City of Angels, partnered on multiple planning processes that developed multimodal corridor plans to position projects for future funding.
4.2 Strengthen Calaveras Transit capital plan	
4.3 Enhance ADA access	

2014 GOAL AND STRATEGY STATEMENTS	ACTIONS TAKEN
Goal 5 – Expand Information Resources Promoting Mobility Options	
5.1 Support information capabilities, including marketing tools for key destinations and trips	The CTA took on a significant branding and marketing campaign initiative that resulted in the Calaveras Connect brand, rebranded vehicles and multiple countywide transit marketing efforts. Calaveras Connect worked to get its transit network onto Google Transit and to establish that on its website, to aid travelers in their trip planning.
5.3 Utilize mobility manager tools to promote targeted awareness of alternative transportation modes and new transit service enhancements	
5.2 Provide information-based technical assistance to partner agencies to help secure funding and to ensure compliance with Federal funding rules	The COG supported regional applications for FTA Section 5310 in recent funding cycles. Common Ground has been working to provide trip-provided reporting, at the county level, to better document the actual level of additional trips they have been able to provide to Calaveras County residents.

APPROACH TO IDENTIFYING CURRENT MOBILITY GAPS

This Coordinated Plan secured input through three phases on current mobility topics from the target populations and their representatives:

- Phase I Interviews with key stakeholders
- Phase II A broadly distributed, community-wide e-survey to individuals and agencies
- Phase III Community workshops to invite input on findings and to prioritize recommended strategies. Phase III is reported in Chapter 4 of this Plan.

STAKEHOLDER INTERVIEW INPUT

Interviews were conducted with key stakeholder agency representatives within Calaveras County who work with the Coordinated Plan’s target populations of older adults, persons with disabilities and persons of low income. Agencies were initially identified by SSTAC members at the Plan development April 2019 kickoff meeting and the consultant team augmented this working list.

These stakeholder interviews were conducted during late July 2019 through 18 meetings that included approximately 35 individuals. Agencies or organizations whose personnel were interviewed included:

- Arc of Amador and Calaveras
- Area 12 Agency on Aging
- Blue Mountain Coalition for Youth and Families – West Point
- Calaveras Connect management
- Calaveras County Health & Human Services, Employment
- Calaveras Unified School District
- Columbia College
- Common Ground/Silver Streak

- Calaveras Council of Governments Social Services Transportation Advisory Comm.
- Calaveras County Office of Education/ Youth Development & Mentoring
- Calaveras County Health & Human Services, Public Health
- Calaveras County Health & Human Services, Behavioral Health
- Copperopolis – Calaveras County Supervisor, Dennis Mills
- LogistiCare
- Mother Lode Calaveras Job Center
- West Point – Calaveras County Supervisor, Jack Garamendi
- Valley Mountain Regional Center

Interview purposes included:

- Identifying the types of mobility needs and gaps of which agency personnel were aware.
- Enabling consultant team refinement of the e-survey
- Securing assistance in promoting the forthcoming e-survey.
- Securing engagement and buy-in from interviewees in the subsequent phases of the Coordinated Plan’s public involvement activities.

Themes Drawn from Interviews and Community Workshop

Stakeholder conversations, developed through interviews in the Summer of 2019, described experiences of consumers in getting around Calaveras County or to destinations in neighboring counties. These led to identification of some overlapping messages and specific themes. At a community workshop held in San Andreas in the fall of 2019, participants provided comments on eleven need-areas identified through the preceding outreach activities (Figure 7). These need areas are presented in Figure 8 and further detailed in the narrative following.

Figure 7, Example of Need Statements and Workshop Participant Comments

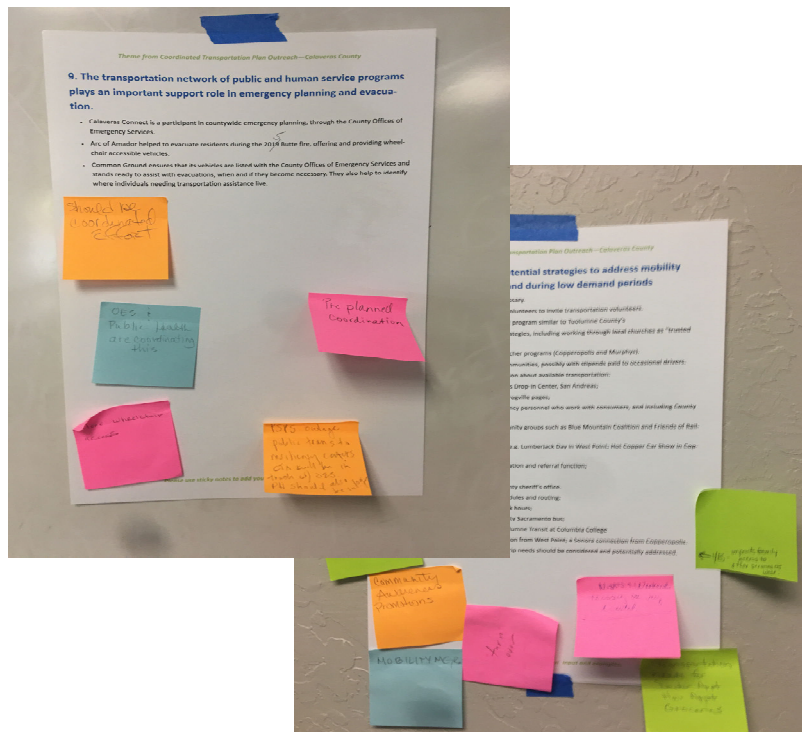


Figure 8, Compiled Themes of Mobility Gaps and Needs

1. Calaveras Connect serves some mobility needs well but additional fixed-route, fixed-schedule trip needs exist.
2. For some remote communities in Calaveras County, there is distinct need for transportation, but it cannot be met effectively by fixed-route public transit.
3. Student trip needs and enhanced coordination with the Calaveras Unified School District and Columbia College point to potential, additional riders.
4. Calaveras County has limited mobility alternatives to public transportation: what exists is operating at current capacity, is limited to particular client groups or trip types and private-sector alternatives are expensive.
5. Out-of-county destinations to which target groups need to travel are numerous. While available specialized transportation services can meet some needs, potential riders are not always clear on how to connect with these and service gaps exist.
6. Stakeholders suggested potential strategies to address mobility needs in low demand areas and during low-demand periods.
7. Calaveras Connect communication and technology tools are greatly improved but their continued introduction to potential riders and human services personnel is necessary.
8. Sustaining existing services to ensure continued mobility of Calaveras County transit-dependent populations, requires adequate capital and operating funding.
9. The transportation network of public and human service programs plays an important support role in emergency planning and evacuation.
10. Non-motorized transportation of walking and biking is often not safe and requires continuing attention.
11. Public transportation and human services transportation is not well-coordinated and limits opportunities to maximize resources.

Highlights of stakeholder comments within each of these 11 thematic areas follow.

1. Calaveras Connect serves some mobility needs well but additional fixed-route, fixed-schedule trip needs exist.

- Service to Valley Springs as well as to Sonora is important to support jobs; job opportunities within Calaveras County are limited.
- Increased frequency from the current 90 minutes on Calaveras Connect core route is desirable, moving toward the hourly service of the Saturday Hopper:
 - Limited frequency makes it difficult for those seeking jobs. Some types of jobs are easy to come by, but wages are still low and transit options remain important; other jobs require travel outside of the County.
 - After-school trips would be better supported by more frequent service.

- Increased frequency on the Purple Line to Jackson and Sutter Hill Transit Center, improving its current two- to three -hour intervals, would serve more work and other trip needs, improving transfer opportunities on the Amador Transit routes.
 - Such increased frequencies could also serve secondary school students attending after-school programs.
- Saturday Hopper loop running continuously from Murphys to Valley Springs would help serve work trips to the Murphys’ businesses.
 - Murphys does have lots of employers, particularly during tourist seasons.
 - Murphys’ Saturday work is common, including restaurants and retail.
 - Saturday social and recreational trips to Valley Springs would benefit multiple populations, including those within the Behavioral Health system.
- For persons without a valid California driver’s license, with DUI driving prohibitions or without car insurance, public transit is critical.
- Earlier morning service on the core route would help some workers:
 - Bear Valley Ski Resort, located in Calaveras County, is an important job location; the workers’ bus for employees picks up at Murphys at 6 a.m. in the winter season.
 - Arrival at Government Center in San Andreas before 8 a.m. would better serve County workers there who need to be at work by 8 o’clock.
- Later evening service would assist participants at San Andreas’ CalWorks and Behavioral Health classes:
 - Some NAMI classes are in evenings which provide support to families of persons with mental illness; the majority of NAMI classes are mostly during day times.
 - Driving Under the Influence (DUI) classes run only in the evenings, generally till 7 p.m.
 - Some substance abuse and CalWorks classes run until 8 p.m.
- Multiple human service agencies are purchasing bus passes from Calaveras Connect, through an organized program, which contributes to fare box recovery and helps secure ridership.

2. For some remote communities in Calaveras County, there is a distinct need for transportation, but it cannot be met effectively by fixed-route public transit.

- For the West Point community, existing Calaveras Connect service does not meet needs well:
 - The service is not predictable and is therefore not perceived as reliable; must have two riders to secure the trip.
 - Many residents orient to Amador County, Sutter Creek and Jackson — to Walmart, Raleys and the Food Bank; trips to San Andreas are of much less value to residents.
 - The number of residents is small, but the mobility challenges faced by many of these residents are great.
 - Some people commute “to” West Point to connect with certain employers (CHIPS) by 6:30 and 7:30 a.m. From there they are transported to distant and changing work locations.

- Common Ground/Silver Streak serves some West Point riders who live beyond the ¾-mile deviation service area, including persons in wheelchairs; providing trips to Arnold, to Valley Springs, to Tuolumne City for persons who have not connected with public transit.
- Railroad Flat and Mountain Ranch communities have some unmet mobility needs; Mokleumne Hill has unmet mobility needs as well.
- For the Copperopolis community, the 3-Circle area of low-income households is home to individuals who are transit dependent and may or may not be connected with Calaveras Connect Copper Line.
 - Intense need for a small community.
 - Need to get into Government Center for classes, DUI appointments, training or probation.
 - Community stakeholders exist and could potentially play a role in alternative transportation: volunteers at Community Gardens at the Elementary School; Tolloch Lake Church; Copper Cove Lake Tulloch Homeowners Association.
 - Common Ground/Silver Streak serves some Copperopolis riders who live beyond the ¾-mile deviation service area, including to persons in wheelchairs; providing trips to Arnold, to Valley Springs, to Tuolumne City for persons who have not connected with public transit.
- Communities north of Arnold, above where the Blue Line terminates include additional transit-dependent households and some employment opportunities.
 - Important to coordinate with local employers, including Big Trees Market and ACE Hardware, as well as smaller restaurant employers regarding needs and any potential changes to bus service schedules.
- Dial-a-ride, demand response services were of interest to some human service agency representatives for areas where fixed-schedule service is not feasible.

3. Student trip needs and enhanced coordination with the Calaveras Unified School District and Columbia College point to additional potential riders.

- Ensuring good connections with Columbia College is important to high school youth who can attend summer classes there.
- Promoting free pass with Columbia College is a good opportunity for Unified School District to further coordinate.
- High school after-school activities are difficult for students without transportation access; ensuring good coordination around after-school timeframes is important; Unified School District cut this transportation component about 5 years ago.
- Opportunities for school tripper services, scheduled to meet predictable after-school trip needs, is of great interest to the Unified School District:
 - Potential interest in purchasing bus passes from Calaveras Connect to help guarantee school tripper service that might be provided.

4. Calaveras County has limited mobility alternatives to public transportation: what exists is operating at current capacity, is limited to particular client groups or trip types and for-profit choices are expensive.

- Common Ground’s Silver Streak is a resource, though it is limited in the eligible trips it can serve, that are coupled with limits to its operational capabilities:
 - It serves some trips to low-density areas, but rider eligibility and trip eligibility makes it less useful to non-seniors and for non-medical trips.
 - Reservations must be made two weeks in advance, which limits the mobility of individuals dependent on this service.
 - Limited operating dollars greatly limit the number of drivers that Common Ground can hire and the number of trips it can accept.
- County Behavioral Health provides trips to and from outlying communities for its enrolled consumers and around emergencies:
 - It cannot help those who are not (yet) enrolled or traveling to destinations other than within the Behavioral Health system.
- Private-sector providers include:
 - Blue Mountain chartered vans serve day-program transportation under contract with the Valley Mountain Regional Center.
 - Private taxis in Copperopolis and Murphys are available to serve some trip needs but become expensive for low-income households.
- Informal carpooling is a potential strategy of interest to some stakeholders that could work for some communities; local churches are described as “trusted” contacts for informal carpools and vanpools.

5. Out-of-county destinations to which target groups need to travel are numerous. While available specialized transportation services can meet some needs, potential riders are not always clear on how to connect with these and service gaps exist.

- Coordination with Amador Transit and the Purple Line is reported as difficult by some riders who indicate the Amador Transit buses do not always wait for arriving Calaveras Connect buses.
 - The Purple Line does not connect with the 6:15 a.m. departure of Amador Transit’s Route 1 to Sacramento; the first Purple Line arrival is at 9:30 a.m.
 - The three northbound and four southbound buses could be better connected, time wise, with Amador Transit.
 - Amador Transit’s proposal to reduce its Route 5 Shuttle Service by three runs daily is likely to further degrade connectivity between Amador County and Calaveras County.
 - Shopping in Amador County is reported as less expensive and better transportation options are desirable for low-income families who need better grocery shopping options.
- A connection to Amador County from West Point is desirable, as that is the direction to which residents of West Point orient.

- Many Copperopolis residents orient to Sonora for medical, shopping and work opportunities.
- Sonora and Tuolumne County destinations are important for education, medical, employment and shopping trips for Calaveras residents; it is important to maintain good connections and transfer capabilities to Tuolumne Transit.
- Modesto is a common destination for medical services and for job training.
 - Some limited mileage reimbursement is possible from Mother Lode for job training, but distance and time eat up funds quickly and consumers must have a valid California driver’s license and insurance.
- Human service providers, particularly Common Ground, provide some out-of-county trips:
 - The availability of these services could be promoted in coordination with public transit out-of-county service.
 - Local nonprofits could help to educate riders about out-of-county trip-making options.
- Representatives of riders and prospective riders report uncertainty about how to navigate out-of-county transfers between systems.

6. Stakeholders suggested potential strategies to address mobility needs in low-demand areas and during low-demand periods.

- Volunteer recruitment support is necessary; volunteer fairs and a range of strategies should be used to encourage and incentivize volunteers.
- Involving local churches and schools’ volunteers to invite transportation volunteers.
- Volunteer and mileage reimbursement program similar to Tuolumne County’s.
- Informal and occasional carpooling strategies, including working through local churches as “trusted messengers” to develop or to sponsor.
- Taxi trip subsidies to the user; taxi voucher programs (Copperopolis and Murphys).
- Out-stationed vehicles for isolated communities, possibly with stipends paid to occasional drivers.
- Expanding ways to distribute information about available transportation and continue to build community awareness:
 - Living Room Recovery and Wellness Drop-In Center, San Andreas;
 - Facebook groups, including the Frogville pages;
 - Working actively with public agency personnel who work with consumers, and including County Department Directors;
 - Using local networks and community groups, such as Blue Mountain Coalition and Friends of Railroad Flat;
 - Being present at special events, e.g., Lumberjack Day in West Point, Hot Copper Car Show in Copperopolis;
 - Area 12 Agency on Aging information and referral function;
 - Radio 90.7 spots;
 - Law enforcement, including county sheriff’s office.
 - Is there a Mobility Manager role to be identified?

- Adjusting Calaveras Connect bus schedules and routing:
 - around Government Center work hours;
 - to better connect with AT intercity Sacramento bus, which impacts family access to other services;
 - to ensure coordination with Tuolumne Transit at Columbia College; and
 - considering an Amador connection from West Point, a Sonora connection from Copperopolis.
- Middle and high school after-school trip needs should be considered and potentially addressed.

7. Calaveras Connect communication and technology tools are greatly improved but their continued introduction to potential riders and human services personnel is necessary.

- Community representatives report “this is a great tool” in assisting riders and prospective riders in learning how to use Calaveras Connect.
- Newly retired persons, moving to Calaveras County, are a potential market to increase awareness of Calaveras Connect technology tools: Google Transit and Token Transit.
- Token Transit to aid fare payment is useful to many riders and prospective riders and including case workers; it is valuable to promote this new technology within the human services community, even when met by concerns about smartphone adoption rates.
- The new Calaveras Connect image is growing awareness of transit:
 - Valuable to couple this with continued outreach to community stakeholders and at community events.
- Critical to continue customer awareness and education efforts as “they won’t hear what you have to say until they need it...”
- Regional agencies, the Area Agency on Aging specifically, see value in a mobility management function associated with the public transit agencies that can interact across the three-county region and support or leverage initiatives that expand mobility for older adults, persons with disabilities and persons of low income.

8. Sustaining existing services to ensure continued mobility of Calaveras County transit-dependent populations requires adequate capital and operating funding.

- Calaveras Connect operates service in a county where it is limited to revenue received from the Transportation Development Act plus passenger fares, and as such, is always challenged to secure adequate funding for its operations and capital needs.
- Common Ground is providing a safety net to some County residents who are older adults or are MediCal patients by providing trips that are not easily served by Calaveras Connect:
 - Its funding sources, FTA Section 5310, AAA Title IIIB and MediCal and some agency contracts, do not address some trip types and Common Ground cannot serve many trips requests.

- Shopping trips are an example of trip needs that go unmet; these are not eligible trips with Common Ground’s fund sources.
- Common Ground requests up to two weeks’ advance notice for trip requests and then “fills up” its capacity.
- Fielding sufficient drivers and ensuring quality vehicle maintenance by this nonprofit agency requires stable, sustainable funding sources.
- Arc of Amador provides supplemental medical and some socialization trips to its constituents, including out-of-county trips. Maintaining its existing fleet and ensuring availability of accessible vehicles are important.
- Other human service or school district fleets are supported through the County or the School District, respectively; their transportation services serve critical needs among their clients but are "siloes" and not available to the general public or others in need of specialized transportation.

9. The transportation network of public and human service programs plays an important support role in emergency planning and evacuation.

- Calaveras Connect is a participant in countywide emergency planning, through the County Offices of Emergency Services.
- Arc of Amador helped to evacuate residents during the 2015 Butte fire, offering and providing wheelchair-accessible vehicles.
- Common Ground ensures that its vehicles are listed with the County Offices of Emergency Services (OES) and stands ready to assist with evacuations, when and if they become necessary. They also help to identify where individuals needing transportation assistance live.
- Wheelchair access, during emergency response periods, is of particular concern and needs concerted attention.
- Coordinated responses to emergency planning that build upon work by the OES and Public Health may offer new opportunity, particularly as both planned and unplanned power outages are among new emergencies that further threaten vulnerable populations.

10. Non-motorized transportation of walking and biking is often not safe and requires continuing attention.

- Many people walk distances to or from the very rural, isolated communities where they have limited other options.
- Health and wellness programs by County Health and Human Services Agency and others encourage walking and biking, but concerns still exist about narrow state highways.
- Improvements to the highways and shoulder areas of many Calaveras County roads are difficult without major investment; continued action to promote pedestrians and bicyclists’ safety is important, as this is not an easily “walkable” county, both due to geography and the road and highway network.

- Some interest in bike share opportunities presented but may not be realistic given topography and scale — possibly in tourist areas and community centers in Angels Camp and Murphys.

11. Public transportation and human services transportation is not well-coordinated and limits opportunities to maximize resources.

- Public transit programs and human service agency programs are operating in separate silos, with some communication through the *Social Services Transportation Advisory Council*, but with no coordinated plan or approach to addressing transport needs and maximizing existing resources.
- There is need for coordination of scarce resources; coordinated decision-making between human service agencies and public transportation is currently very limited.

E-SURVEY RESPONSES

Phase II outreach established more quantitative input via an online survey. This was developed to quantify selected issues raised in stakeholder interviews, the kickoff meeting and discussions with Calaveras Connect and Calaveras COG staff. The survey was designed to invite responses **from agency staff** and **from members of the public**. For agency staff, the survey asked about transit-related services provided, county and other locations served and clients' mobility needs. Through "branching" based on respondents' answers, the survey explored the public's use of transit services and concerns, and local and regional mobility needs and challenges.

The e-survey link was widely distributed during October 2019 through stakeholder agencies, Calaveras COG and Calaveras Connect staff. Selected e-survey findings are reported in this section and summary reports are provided in Appendix D.

Agency Responses

A total of 82 agencies' responses were received for all three counties, with 52 responding to questions about their transit-related services. Of these, 19 agencies indicated Calaveras County services as well as other counties and one agency reported serving Calaveras County exclusively. Figure 9 and Figure 10 demonstrate the transportation-related services these agencies provide; agencies in yellow serve Calaveras consumers. Of the agencies serving Calaveras County, five operate a transit service, three contract with another agency to provide transportation, two agencies utilize volunteer drivers, and four assist clients with transportation through trip planning and providing information (Figure 9).

Figure 10 depicts how agency respondents subsidize transportation. The most common form of subsidy is purchasing transit passes for clients, with six agencies making such purchases for clients in Calaveras County. Denoted by the yellow bars, gas cards are provided by three agencies, one reimburses clients for mileage, two agencies subsidize travel training, and one subsidizes travel escorts that accompany their clients.

Figure 9, Three-County Agencies Reporting Transportation Function

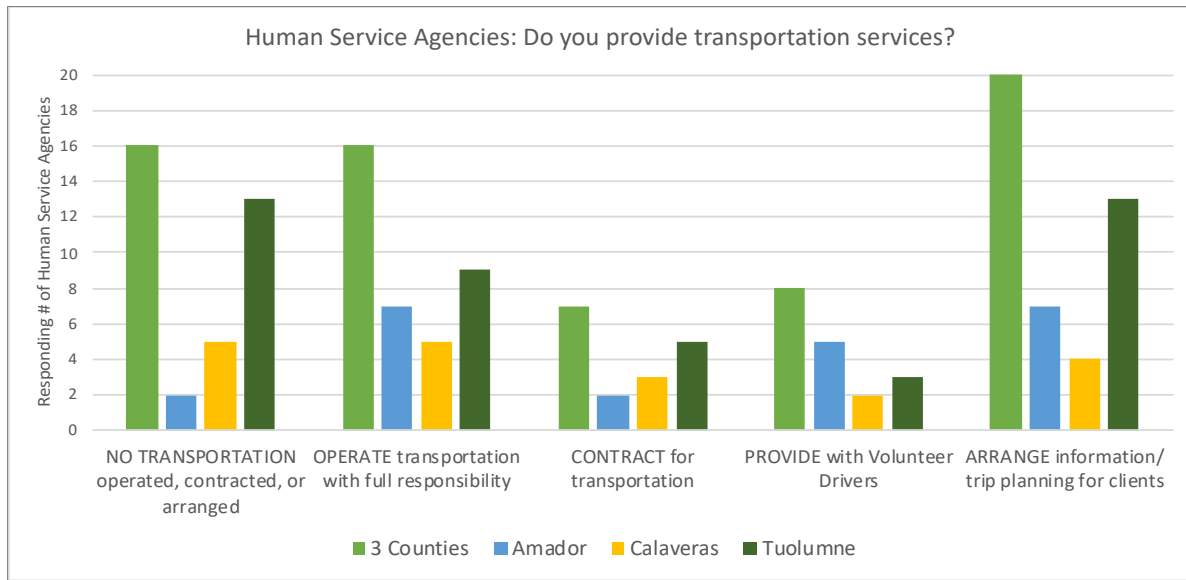


Figure 10, Three-County Agencies Reporting Subsidizing Transportation

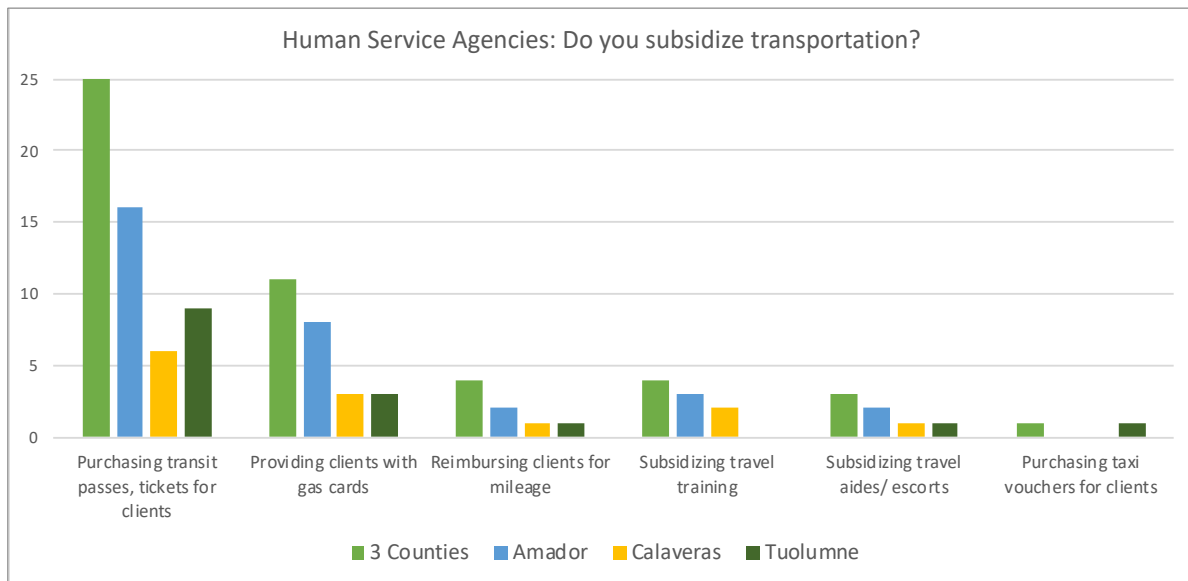
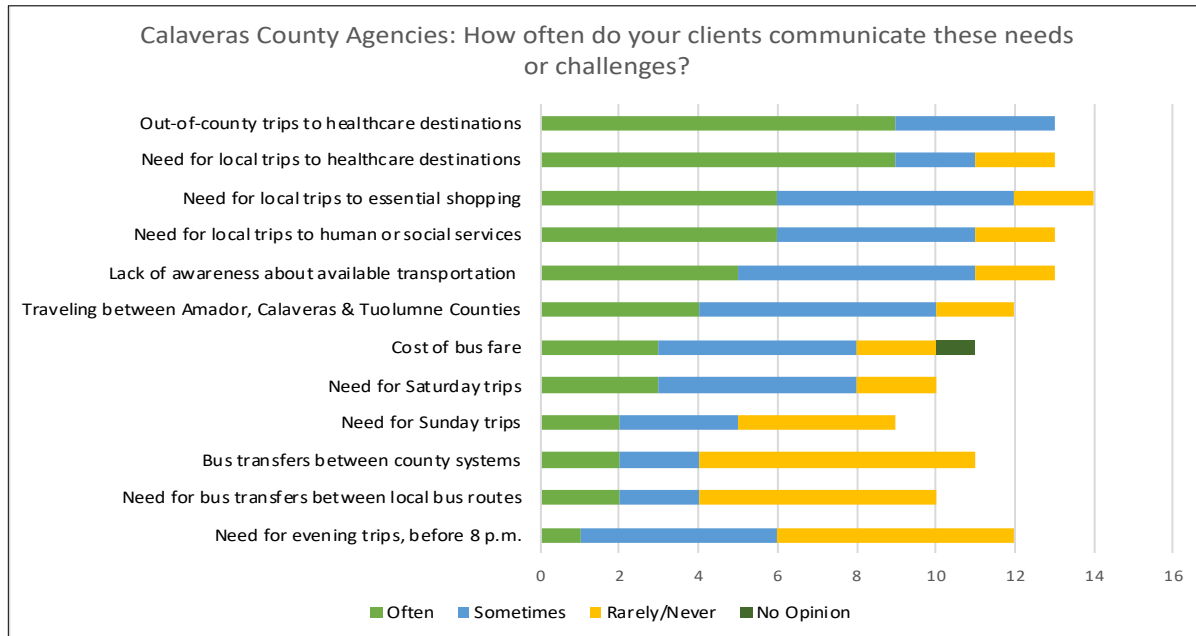


Figure 11 details agency staff reports of client mobility needs and the frequency with which these are communicated. Calaveras County agencies reported the most frequent client needs are for transportation for health care: **transportation to local health care destinations** and **transportation to out-of-county health care destinations** were reported most often. The next most commonly reported challenges are for local trips: **transportation for local shopping transportation** or to **local human or social services**, such as to agency programs or destinations.

Of note, the only concern agencies reported consistently as a need for their clients, with no responses of “rarely/never” or “no opinion” received, was **transportation to out-of-county health care destinations**, underscoring it as a consistently reported need.

Figure 11, Reported Mobility Needs



Individual Consumer Responses

A total of 14 Calaveras County individuals responded to the e-survey. While too small a response level to make definitive statements about consumer needs, highlights are provided here, with more detail provided in Appendix D.

Top concerns from general public respondents included:

- Difficulty getting to destinations outside of Calaveras County (46%)
- There isn't public transit near respondent's home (38%)
- Difficulty getting to destination within Calaveras County (38%)
- Need more sidewalks, safe path of travel, bike paths (31%)

Discussion of E-Survey Themes

Most agency respondents address their clients' mobility challenges through an array of programs. These range from subsidizing travel training to purchasing passes and administering their own transportation programs. These services both support and augment Calaveras Connect services.

Agency respondents report their clients need transportation to health care-related destinations, both locally and out-of-county improvements to support local trips for shopping, to human and social services and to health care destinations. Nearly half of general public respondents reported challenges getting to out-of-county destinations.

Other top concerns include improving mobility locally for essential trips to shopping and health care destinations. General public respondents are also interested in transit connections nearer to their homes and improvements to path of travel for pedestrians and cyclists.

SUMMARY

Summarized findings on mobility needs and gaps identified from two outreach phases — the stakeholder interviews and community-wide e-survey — point to both concurrence on needs and potential opportunities.

Small But Significant Populations With Mobility Concerns

The central challenge to general public transportation that Calaveras County confronts is one of limited resources available to a small population of 45,000 persons who are spread across more than 2,000 square miles, although mostly in the lower two-thirds of the County. This is compounded by the retirement-orientation of the County — 26% of residents are age 65 and older and exactly twice the statewide percentage of 13%, a population whose mobility needs only increase as individuals age-in-place. Persons with disabilities are just under 10% of the County’s population while those living at or below the Federal poverty levels are 12.5% of residents. The individuals within these groups each confront transportation challenges that are the focus of this Coordinated Plan.

A Robust Public Transit Service But With Gaps

Calaveras Connect is actively serving many of these persons, providing about 1,800 trips per weekday to residents and, with the new Saturday Hopper, providing some service to weekend visitors and residents. However, mobility challenges continue, in part a consequence of the rural nature of this County. The more distant, small communities of West Point, Railroad Flat and north of Arnold, among others, cannot easily support a public transit solution. Similarly, Copperopolis residents include persons with significant mobility difficulties due to limited car ownership or advanced age but are small in number and not well-served by public transit.

Youth in Calaveras County, at 17% of the population compared with 23% statewide, are fewer in proportion but are securing trips on Calaveras Connect and through their schools. And, while participation in after-school activities is a significant challenge for middle and high school students, for the 1,200 registrants attending Columbia College this past year, service every two hours on weekdays and a new free fare program establish a very solid mobility choice. Connecting students with transit, even for some trips, remains a challenge.

Coordination Between Public Transit and Human Service Organizations Is Critical to Stretch Limited Resources

Given the real constraints on all transportation services in Calaveras County, it will be important to ensure that there is good coordination — solid delineation of roles — around any new services that might be developed or the enhancement of existing services, as the Coordinated Plan recommended strategies develop. Communication between the new organization, Calaveras Connect, and its agency partners is very important to making the best use of those existing or new resources. Coordinating training schedules and some agency programming with existing transit schedules may connect more potential riders with public transit. Coordination of trips to outlying communities with the nonprofit Common Ground could be a focal point for informal ride-sharing or other strategies that extend current resources. Reviewing the potential of the Social Services Transportation Advisory Council (SSTAC) as a forum for reporting from human services partners on transportation topics will likely have value. These and other opportunities to support communication and integrated planning between the public transit agency and other agency programs will be critical to the best use of limited transportation resources available in Calaveras County.

Human Service Agency Clients Versus Unaffiliated Consumers, Limits to Trips

Beyond Calaveras Connect, other available transportation resources for those with mobility constraints are extremely limited. Individuals who are enrolled consumers in programs of the County Behavioral Health or Valley Mountain Regional Center and Arc of Amador/ Calaveras have transportation access not available to the general public. For persons enrolled in MediCal programs of Anthem Blue Shield or California Health and Wellness, transportation may be secured through the LogistiCare vendor, Common Ground.

For persons who are unaffiliated seniors and veterans, who are not enrolled with the above agency programs, the nonprofit Common Ground's Silver Streak program is providing some transportation. Importantly, Common Ground is providing some out-of-county trips (see Appendix B). The bulk of its provided trips are for medical purposes. Silver Streak's capacity is, however, severely constrained by limited operating funds. Caltrans provided the agency with additional vehicles during the past several years, vehicles returned from other agencies that were either discontinuing transportation or not meeting minimum use levels. Caltrans had awarded a Mobility Management grant to Common Ground, providing some agency support, but its operating funds have been limited to Area 12 Agency on Aging Older Americans Act funds and other small grants. This impacts the number of drivers Common Ground can hire and the number of trips that can be provided. Callers cannot always get their requested trip and often have to call considerably in advance to ensure that a reservation can be served.

Other small voluntary initiatives, such as the Volunteer Center, can help individuals on a case-by-case basis but in very modest numbers.

For Calaveras residents who are low income but are *not* agency consumers, are *not* older adults or *not* MediCal enrollees or whose trip needs are *not* medical, as Table 3 shows, their options are very limited. Trips out-of-county and trips outside the Calaveras Connect service area are difficult and must be cobbled together from nontraditional sources.

Uneven Awareness of What Transportation Is Available and How to Use It

Stakeholder interviews underscored two messages: that there is increasing awareness of the rebranded public transportation service Calaveras Connect, but there is limited experience with using the bus or knowledge about its routing and timing. The growing awareness of Calaveras Connect in the human services community indicates that the rebranding is working. However, translating this into trips taken can be a much harder effort, requiring continued outreach, promotion, travel training and inducements to get people to try public transit, at least for some trips at some times.

A Time for Creative Solutions

Calaveras County stakeholders identified numerous strategies by which to meet these small numbers but persistent trip needs go beyond what Calaveras Connect can serve. These included informal carpooling and vanpooling, potentially working through community organizations and churches to help match people. Interest was expressed in out-stationed vehicles, perhaps with stipend-reimbursed drivers, which could serve some trips, at some times. There was interest in the mileage reimbursement program in place in Tuolumne County, TRIP, where the person needing the trip finds their own volunteer driver but is provided with mileage reimbursement to give that driver, making the “ask” not just easier but possible. Also, interest was expressed in making changes to the Calaveras Connect service structure and timing to address trip needs of improved out-of-county connectivity and expanded Saturday service.

Chapter 4 – Recommended Coordinated Plan Goals and Strategies

This concluding chapter compiles findings from the study processes into a program of recommendations, Goals and Strategies that include phased COVID-19 responses developed through the SHORT RANGE TRANSIT PLAN preparation. The process for prioritizing goals and strategies for Calaveras County implementation, conducted in the fall of 2019 and pre-COVID-19, is described and its direction presented.

PRIORITIZING COORDINATED PLAN ACTIVITIES

To test potential Coordinated Plan responses to the 11 themes presented in Chapter 4, Calaveras County held a workshop in November 2019 for dialogue with stakeholder representatives of Calaveras County’s older adults, persons with disabilities, persons of low income and veterans. The workshop was held in conjunction with Tuolumne County and Amador County workshops. Extensive efforts were made to invite and encourage participation from the broadest range of participants and 16 individuals participated in the two-hour November workshop (Figure 12).

Figure 12, Three-County Fall 2019 Prioritization Workshops

**Help Improve Local and Regional Transportation Options
For Your Clients and Constituents**

AMADOR COUNTY
Wed, 11/13, 2 PM
Amador County Transportation Commission
117 Valley View Way
Sutter Creek, CA. 95685

CALAVERAS COUNTY
Wed, 11/13, 10 AM
Calaveras County Health & Human Services,
Sequoia Room
509 E. Saint Charles St/Highway 49
San Andreas, CA 95249

TUOLUMNE COUNTY
Tues, 11/12, 3 PM
Tuolumne County Senior Center
540 Greenley Rd, Sonora, CA 95370

Please attend one of these three project development workshops to provide input to the **COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLANS For Amador, Calaveras and Tuolumne Counties**

We need your help to review, comment on and prioritize strategies to improve transportation for older adults, persons with disabilities, persons of low-income, veterans and members of the general public.

In advance of the workshops, please complete our E-survey at www.surveymonkey.com/r/CoordinationPlan

For more information contact: heather@ammatransitplanning.com

Participants at the Calaveras County November 2019 workshop represented the following organizations and constituencies:

Area Board 12/Agency on Aging
Common Ground/Silver Streak
Calaveras County Office of Education
Calaveras County Health & Human Services Agency
Calaveras County Public Health
Calaveras Council of Governments

Caltrans District Office
Calaveras Commission on Aging
DRAIL
Mother Lode Job Training
Senior Peer Organization Representatives
Volunteer Center

Figure 13, Examples of Workshop Strategy Prioritization

Prioritization workshop facilitators presented findings to characterize the mobility needs and gaps identified through the early Plan development processes. Mobility goals, drawn from the needs and gaps, were described and potential strategies were proposed in response. In discussion, participants provided input to proposed strategies.

This was followed by a voting process. Votes were represented by sticky dots, which participants placed on boards adjacent to the individual strategy of interest and concern to them. Each workshop participant was given nine “dot” votes to distribute among the 19 strategies presented on workshop boards, as shown in Figure 13.

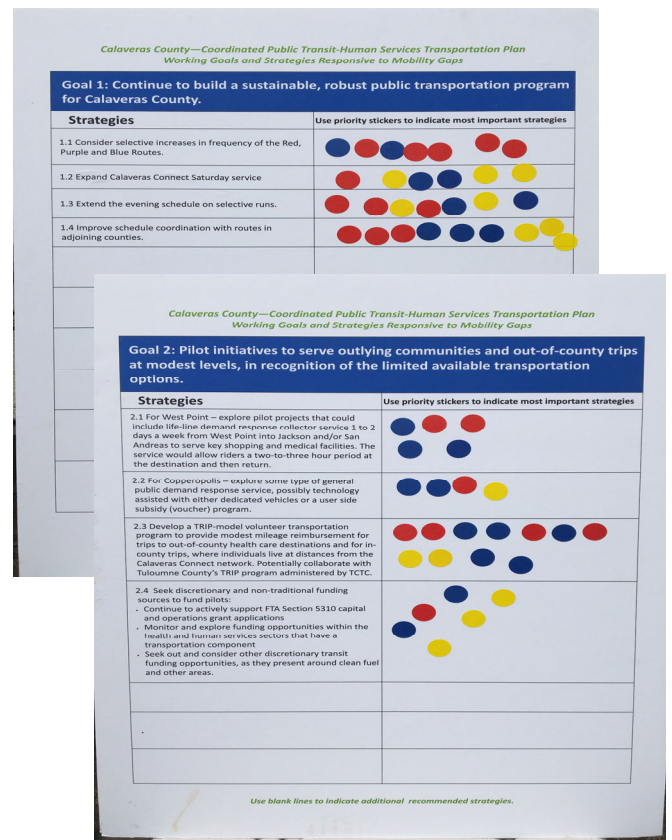
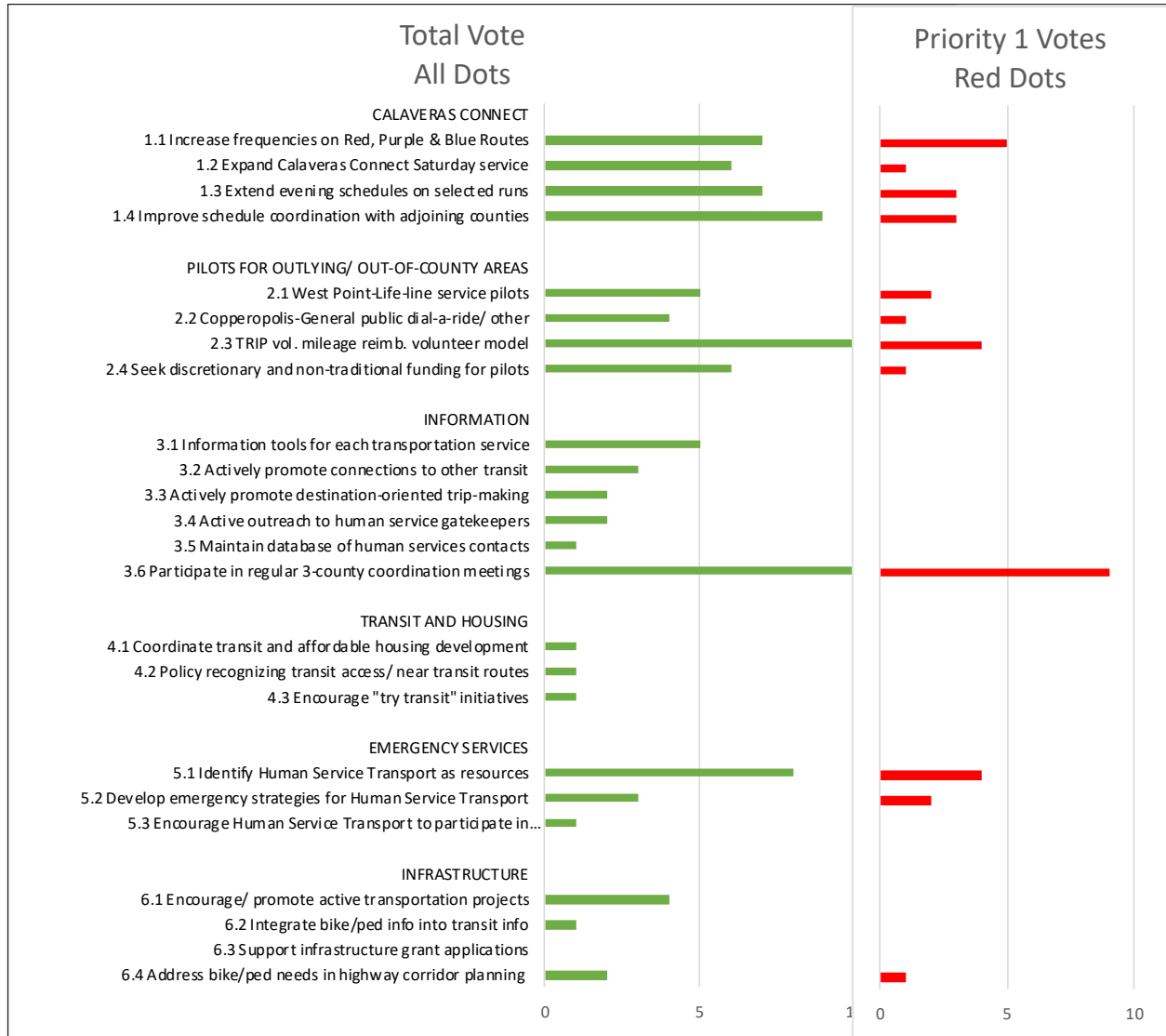


Figure 14 following presents the workshop results of this prioritization process for Calaveras County. These results were used to inform the prioritization associated with each Coordinated Plan strategy, presented subsequently. The strategies’ rankings, coupled with workshop discussion and findings from the preceding Coordinated Plan development, were taken together to inform the discussion of each strategy.

Figure 14, Summarized Results of Prioritization Workshop Voting, November 2019



RECOMMENDED GOALS AND IMPLEMENTING STRATEGIES

Responsive to the mobility-related needs previously detailed, and reflecting input from this November 2019 prioritization workshop, this section presents the Goals and implementing strategies by which to move forward. The Plan consists of six goals, plus an added COVID-19-related goal:

Goal 0 – COVID-19 Public Transportation Responses

Develop reopening and stabilizing of Calaveras Connect services in structured phases, consistent with State and County guidance.

Goal 1 – Robust, Sustainable Public Transit System

Continue building a robust, sustainable public transportation system for travelers in and through Calaveras County.

Goal 2 – Sustainable Responses for Isolated Communities and Out-of-County Trips

Develop pilot services toward establishing effective, sustainable programs that meet mobility needs of residents living in isolated communities and/or traveling out-of-county.

Goal 3 – Integrated Transportation Information Network

Maintain an active and integrated transportation information network to increase awareness and use of available public transit and human services transportation options.

Goal 4 – Housing and Transportation Coordination

Coordinate affordable housing developments with transit services to support locations near transit to improve quality of life for low-income residents and ensure access to essential services of health care, education and employment.

Goal 5 – Emergency Services Coordination

Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.

Goal 6 – Addressing of Infrastructure Needs

Promote infrastructure and capital improvements that support mobility, including public transit use and safe travel of pedestrians and bicyclists.

The following section details each Goal and its supporting strategies, discusses the rationale and the activity that undergirds each. Table 6, at this section’s end, summarizes the now seven Goals and 19 strategies that comprise this CALAVERAS COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN, 2020-2024.

Goal 0: COVID-19 Public Transportation Responses

Develop the reopening and stabilizing of Calaveras Connect services in structured phases, consistent with State and County guidance.

- Three strategies, mirroring the direction of the SHORT RANGE TRANSIT PLAN, 2020-2024, comprise this goal and contribute both to the reopening of Calaveras County but also to building upon the opportunities presented in the wake of early COVID-19 responses.

Strategy 0.1 Reintroduce Calaveras Connect services in phases, as directed by the SRTP and consistent with demonstrated demand by riders.

Rationale: Calaveras Connect’s early response to COVID-19 included:

- March 18, 2020, suspension of the Saturday Hopper service, a largely visitor-oriented service.

- March 30, 2020, suspension of regular Calaveras Connect services transitioning to a Monday-Friday 7:30 a.m. to 6 p.m. on-demand service only with a no fare policy.
- Enhanced sanitizing and cleaning protocols.
- Implementing social distancing measures and providing personal protective equipment to drivers.
- Instituting additional outreach and marketing activities to communicate with riders and prospective riders, including weekly Facebook posts, online newspaper ads and press releases to news sources, community organizations and the County Office of Emergency services.

By April 2020, an average of 23 passenger trips per day were being provided with travel to essential services, in contrast with February 2020, which averaged about 140 passenger trips per day.

Activities to Implement – These are further detailed within the CALAVERAS CONNECT SHORT RANGE TRANSIT PLAN, 2020-2024 (SRTP) and include action in the following core areas:

1. Immediate administrative actions -
Including marketing and communications, formalizing a general public dial-a-ride and solidifying CARES Act funding to Calaveras Connect.
2. Initiating lifeline, pilot services to low-demand areas –
Establishing West Point pilot services, Copperopolis and Angels Camp Dial-a-Ride Service one-day-a-week, and mileage reimbursement program, possibly through Tuolumne TRIP.
3. Phasing in regular Calaveras Connect services as the schools reopen.
4. Phasing in reestablishing Calaveras Connect fares or alternative fare structure.
5. Initiating Saturday Hopper service when California’s Phase 4 of the Emergency Order is implemented.
6. Implementing further service-level increases based upon demonstrated demand.

Strategy 0.2 Implement pilot lifeline services, including in West Point and Copperopolis, to test new mobility strategies for low-density areas of the County.

Rationale: Extensive outreach during fall 2019 brought back the following:

- West Point residents are more likely to orient to Jackson, 38% of the time, versus San Andreas 23% of the time.
- There is a high level of transit dependency among the 76 surveyed West Point residents:
 - about a third have difficulties sometimes or many times making necessary trips;
 - over 40% must use alternatives to driving themselves; and
 - just 12% have used Calaveras Connect.
- West Point barriers to travel include:
 - cost of gasoline was the primary barrier;
 - for one in five persons, the lack of an auto or current driver’s license, or both, made it difficult to travel; and

- for one in 10 persons, age or disability limits their driving and independent travel.
- There was interest among West Point residents in various improvements, leading with bus service into Jackson (42%), loaner car options (12%) and mileage reimbursement options (12%).
- In Copperopolis, outreach efforts during fall 2019 identified some, but quite limited, trip needs. Responses by consumers were few and uneven.
- Copper Line ridership is well below sustainable levels; an alternative service option is necessary, if any public transportation option is continued for residents living in and around Copperopolis.

Activities to Implement:

Funding from the CARES Act and Calaveras Connect board direction offers opportunity to test some pilot service demand in West Point and Copperopolis. With the experience of operating general public demand response services under the California Stay-at-Home orders, significant operations experience was developed and will contribute to smoother operation and a better understanding of residents' trip demand to and from outlying areas.

Several West Point service models are presented in the SRTP, developing hybrid demand response and semi-scheduled service options. Other models include "user side subsidy" structures, such as Adventist Hospital in Sonora, which is currently using Common Ground. These and other creative service modes can be tested for lifeline levels of service to West Point and Copperopolis, rather than re-starting the expensive, nonproductive Copper, Green and Purple Lines. The SRTP financial plan and work plan will guide this effort, establishing the initial level of service that can be supported with available CARES Act funding, reflects the limited demand identified and is potentially affordable looking ahead to Calaveras Connect's future budget constraints.

More specific direction is presented in the SRTP, consistent with the potential funding available through Calaveras County's CARES Act funding.

Strategy 0.3 Actively communicate Calaveras Connect service changes, including through "boots on the ground" gatekeepers who can promote new and opening transit services and embrace a transportation liaison role.

Rationale: Rebuilding of public transit use in Calaveras County, to its pre-COVID-19 levels and beyond, will take concerted effort and creative responses. Calaveras Connect is putting into place a reopening plan, building upon its new branding and public communications strategies. But the softer, human infrastructure to reintroduce people to public transportation is important, too. That said, as a small, rural County with ever-finite resources, additional staffing to market, educate and invite riders to public transit is unlikely.

There is, however, opportunity to enlist allies, to leverage the human services network to educate potential riders and to promote new and reopened public transportation. This includes those who might assist Calaveras Connect in its implementation of lifeline pilot services, such as the envisioned West Point demand response service. Calaveras Connect can support modest stipend assistance for a

West Point transportation liaison person, someone who can communicate with residents of West Point, Railroad Flat, Mountain Ranch and more about the developing lifeline demand response service.

Activities to Implement:

- Identify a range of persons, including stipend transportation liaison persons, SSTAC members and agency personnel identified through this Coordinated Plan development process who can be informal and formalized Calaveras Connect “boots-on-the-ground” communicators.
- Establish connection and buy-in from these individuals about communicating Calaveras Connect developing services, including its services in the post-COVID-19 Stay-at-Home orders period.
- Develop communications tools – printed materials, website posts, email and other information “blasts” to assist these transportation liaison persons.
- Regularly communicate with these transportation liaison persons, to keep this developing network well-informed, effective and encouraged in its role in promoting public transportation.

Goal 1: Robust, Sustainable Public Transit System

Continue building a robust, sustainable public transportation system for travelers in Calaveras County.

- Four strategies of this goal build upon Calaveras Connect improved operations by addressing those areas where riders and prospective riders seek additional service improvements. These strategies will largely be implemented through the guidance of the CALAVERAS CONNECT SHORT RANGE TRANSIT PLAN, 2020-2024 to the extent that year-to-year budget levels allow and as post-COVID-19 service operations unfold.

Strategy 1.1 Increase frequencies on selected Calaveras Connect routes, as resources allow.

Rationale:

- Ridership on Calaveras Connect, prior to the COVID-19 pandemic responses, had grown in year-to-year comparisons, but passenger productivity levels were about three passengers per revenue hour of service, which is a very low rate for fixed-schedule public transit.
- Surveyed current riders rated increasing service frequency as the second-highest potential service improvement and top-ranked improvement when asked to identify just one.
- Outreach participants requested:
 - increasing frequency from current 90 minutes of core routes.
 - Increasing frequency on the Purple Line, between Jackson and Sutter Hill Transit Center, which can be three-hour intervals to better serve some work and other trip purposes.
- Long intervals reportedly make it difficult for those seeking jobs or trying to get to jobs on time.
- After-school programs could be better supported by more frequent afternoon service, enabling youth to attend after-school programs and contributing new ridership to Calaveras Connect.

Activities to Implement:

Service frequency increases will follow from SRTP recommendations where funding can be identified and appropriately targeted to Calaveras Connect core route(s).

Strategy 1.2 Improve schedule coordination with routes connecting to adjoining counties.

Rationale:

- Calaveras Connect Purple Line meets Amador Transit in Amador County twice daily, per winter 2019/2020 schedules, and regularly connects with Tuolumne Transit at Columbia College on eight daily trips between 7:45 a.m. and 6:15 p.m.
- Surveyed current riders identified improving bus connections as a desired top-tier improvement but ranked it sixth among eight possible improvements when asked which “one” improvement was most important.
- Secondary school district staff indicates that good connections, including good timing, with Columbia College, support high school students in taking summer classes.
- Stakeholder identified service into Valley Springs, toward Amador County, and to Sonora in Tuolumne County as important to supporting jobs, including job interviews; particularly so, as job opportunities in Calaveras County are limited.
- Arrival at Calaveras Government Center before 8 a.m. would assist employees with 8 a.m. starts.
- Onboard survey commenters and stakeholders commented on riders using Calaveras Connect to get to Jackson for work.

Activities to Implement:

Service connectivity and scheduling changes will follow from SRTP recommendations where funding can be identified and Calaveras Connect core routes modified as warranted.

Strategy 1.3 Extend evening schedules on selected routes, including coordination with Calaveras Unified School District, as resources allow.

Rationale:

- School district personnel were particularly interested in expanded evening service choices to support middle school and secondary school students’ after-school activities choices, even if only one to three days per week.
- Students using transit, if buses ran later, could attend Columbia College evening classes.
- Stakeholders report that later evening Calaveras Connect service would assist:
 - San Andreas CalWorks participants and substance abuse rehabilitation classes generally run until 8 p.m.
 - Behavioral Health classes and NAMI evening classes of varying times.
 - Driving Under the Influence (DUI) classes, which generally run until 7 p.m.

Activities to Implement:

Service hour changes will follow from SRTP recommendations where funding can be identified and Calaveras Connect core routes modified as warranted.

Strategy 1.4 Expand Calaveras Connect Saturday Hopper service, as resources allow.

Rationale:

- More than one-third of surveyed riders indicated that Saturday service between Valley Springs to Angels Camp on Saturdays was “very important or important,” speaking to the need for Saturday connections on to Murphys and Arnold.
- On-board survey commenters spoke to increased service frequency between Angles Camp and Arnold.
- Saturday Hopper Shuttle users spoke to their desire for increased frequency and prioritization; workshop participants identified this as important, if not of the highest priority.

Activities to Implement:

Increased Saturday Hopper service will follow from SRTP recommendation, where funding can be identified and Calaveras Connect core routes modified as warranted.

Goal 2 – Sustainable Service Responses for Isolated Communities and Out-of-County Trips

Strengthen pilot services toward establishing effective, sustainable programs that meet mobility needs of residents living in isolated communities and/or traveling out-of-county.

- The two strategies of this goal address high priority unmet transit needs through new pilots to strengthen these and existing human service transportation programs.

Strategy 2.1 Pilot a mileage reimbursement program that is coordinated with Tuolumne County’s TRIP program or privately contracted to subsidize cost-effective, lifeline transport including non-emergency medical trips provided by volunteer drivers located by the persons needing the trips.

Rationale:

- There is continuing unmet trip need in households across Calaveras County that cannot be well-served by Calaveras Connect. Among these communities are:
 - West Point
 - Copperopolis
 - Railroad Flat
 - North of Arnold
- Non-emergency medical trip assistance was identified by multiple stakeholders as a frequent out-of-county trip need, given the centralization of specialist medical services in neighboring counties.

- Tuolumne TRIP operates a very cost-effective, mileage reimbursement volunteer-driver program that cost effectively provides a mobility option for isolated areas and very long trips; it is modeled after the longstanding Riverside County TRIP, where:
 - the person needing the trip locates his or her own driver;
 - that driver is reimbursed for mileage, up to a certain mileage cap, which is paid to the rider, who in turn pays the volunteer.
- The Tuolumne TRIP mileage reimbursement program has been successfully replicated around the country and in place in Tuolumne County for several years, now expanding its local footprint.
- Tuolumne County Transit and Calaveras Connect are already coordinating on services, specifically through Columbia College, and this proposal continues that relationship although in relation to a different service.
- Other alternatives to explore include the www.AssistedRides.com, a program that supports turnkey volunteer driver program management software that can facilitate mileage reimbursement for volunteer trips.

Activities to Implement:

Through the SRTP process, it will be possible to establish a modest initial funding-level for this program within the Calaveras Connect annual budget. Mileage reimbursement programs can easily scale up or down, and are simply structured to how much funding is available. Beyond any SRTP-allocated funds, expansion of the program would need to come through FTA Section 5310 funding, possibly in a coordinated application through TCTC. Calaveras Connect/CCOG staff should coordinate with TCT personnel to identify implications of a small expansion of the Tuolumne County program to enroll and pay mileage to accepted Calaveras County residents, up to budgetary limits established by CCOG. Alternatively, CCOG staff can explore contracted opportunities through third-party vendors, such as the Assisted Rides organization.

Strategy 2.2 Seek traditional and nontraditional funding sources to sustain pilots and non-emergency medical services, including FTA Section 5310 for capital and operations funding and other discretionary grant fund sources.

Rationale:

- CARES Act funding will have supported the reopening of Calaveras Connect services, including potentially initiating some pilot services to more cost-effectively provide lifeline services for outlying areas. Determining what is sustainable and how that can be sustained will be a critical next step, once CARES Act funding is depleted.
- Nonprofit and public agencies within the three-county region have been successful in securing FTA 5310 funding in multiple grant cycles for vehicles and for operating funds.
- Discretionary grant requests are likely to continue to be successful and potentially more so as a part of three-county coordination initiatives called out in these 2020-2024 Coordination Plans.

- New funding opportunities may develop as the State of California and the Federal government seeks to offset the COVID-19 pandemic’s impact on public transportation and where rural county initiatives may specifically develop.

Activities to Implement:

- Solidifying the funding base of newly introduced services to outlying areas, including West Point and Copperopolis.
- Working aggressively to identify funding opportunities for which eligible projects can be proposed. This includes planning in advance to ready eligible projects for future funding cycles.

Goal 3 – Integrated Transportation Information Network

Maintain an active and integrated transportation information network to increase awareness and use of available public transit and human services transportation.

- Three strategies to approach constructing an active, integrated transportation information network for Calaveras County.

Strategy 3.1 Actively promote connections to Calaveras Connect and human service transportation providers via boots-on-the-ground community liaison persons contracted through community organizations.

Rationale: Gatekeepers, such as social service agencies, employment services, veteran’s organizations, faith-based organizations and educational institutions, each can play a critical role in promoting the use of local transit and social service transportation options among their clients, members and students. And, while connections to out-of-county destinations exist on Calaveras Connect, including to Amador County’s Sutter Transit Center and Columbia College in Tuolumne County, strong gatekeeper communications can expand awareness of intra-county transportation and these inter-county connections.

Activities to support this strategy of outreach can include:

- Identify and work with individuals and organizations as “transportation liaison” persons who are trusted messengers and can establish a boots-on-the-ground transportation presence.
- Develop the organizational relationships, such as memorandum of understanding or simple contracts, by which identified transportation liaison persons may receive a stipend.
- Enumerate the specific responsibilities of Calaveras Connect liaison persons, such as:
 - Educating managers and frontline staff about the transportation services available.
 - Highlighting transportation to destinations relevant to the particular agency (e.g., social service offices, medical facilities, senior residences, etc.).
 - Promoting inter-county connections that allow their constituents to access health care facilities, education and employment.
 - Showing frontline staff how to use Google Maps to easily plan transit trips for clients.

- Distributing passenger information tools (e.g., brochures, posters, displays, etc.) for all transportation services for distribution to their constituents.
- Calaveras Connect, with its transportation liaison persons, should use multiple modes of communication; outreach should be conducted through a combination of methods, including:
 - It is useful to meet **face to face** with agencies at least once or twice a year, or anytime that major service changes are planned.
 - Presentations to frontline staff (possibly as part of a staff meeting or training session) are highly useful in insuring that the information reaches those who work directly with the potential transportation users.
 - Maintaining a **database of contacts** for all relevant stakeholders, by agency and as individuals. This contact list can be used to provide periodic email updates about service changes, public meetings, unmet needs processes and other news. PDF attachments can be used to provide gatekeepers with timely bulletin board posters for display within their facilities.
 - Establishing **Facebook page content**, possibly using "gamification" to conduct contests among different Calaveras County communities to promote transit use.

Strategy 3.2 Ensure information tools exist for public transit and for key human service transportation programs that clearly and specifically define services available, services areas, trips allowed, fares and how to access services.

Rationale: Calaveras Connect had strengthened its pre-COVID-19 transit operation, with ridership up 49% to 3,860 boardings in February 2020 over the February 2019 level of 2,600 boardings, reflecting its restructured cross-county services and new system-wide branding. But by May 2020, ridership had fallen off 86% to 500 monthly boardings, averaging about 23 trips per day. Calaveras Connect now faces the need to rebuild transit use that fell away during the California Stay-at-Home orders. Similarly, human service transportation needs continue but may have diminished. Developing an active, integrated transportation information network will help to reintroduce all transportation resources to the ridership public.

Within the target populations, many individuals are unfamiliar with the use of either transit or human services transportation; for example, the senior who has recently lost the ability to drive themselves, or a low-income worker whose vehicle has broken down. Even when individuals become aware of available transportation services, those services may seem confusing or difficult to navigate for first-time users.

For many potential riders, their first interaction with a transportation service — whether transit or human service — is often through a brochure or website. To bridge a potential “information gap,” it is critical that complete, user-friendly information tools be available for all transportation services — both public transit and human services transportation – to guide prospective users and first-time users.

Activities to implement, involving information tools include:

- Developing user-friendly tools that clearly address:
 - *Eligibility*: Who can use the service? Is it open to the general public or are their specific eligibility requirements? Is an advance registration or eligibility application required?
 - *Service Area*: Within what geographic area does the transportation provider operate? Where can residents travel from and to? Is transportation available to remote locations and under what circumstances?
 - *Service Hours*: During what hours does the service operate? How early or late can trips begin and end?
 - *Reservation Requirements*: How far in advance should/must reservations be made? What is the process for making a reservation?
 - *Trip Purposes*: What trip purposes are allowed? Is priority given to medical trips or to specific populations?
 - *Fares*: What is the cost of the service? If distance based, how can the potential rider get an estimate of cost?

- Ensuring information is provided both on human service agency websites and in printed form for distribution to potential riders. These tools should be designed to be easy to understand and use. Calaveras Connect should establish a practice of providing links from its website to other transportation providers serving the County.

Strategy 3.3 Establish and participate in coordination meetings among Calaveras, Amador and Tuolumne County transit agencies, with respective SSTACs and key transportation providers to jointly promote transit and to undertake activities of mutual interest, including around new grant funding opportunities.

Rationale: Outreach for this COORDINATED PLAN clearly demonstrated that the three counties — Calaveras with Amador and Tuolumne — function as a “region” with significant inter-county travel needs. Columbia College and Adventist Health in Sonora are important destinations for residents from all three counties, while Jackson is a critical commercial destination for residents of Calaveras County and a key hub for accessing transportation outside the region.

There are opportunities for three-county coordination, recognizing that:

- Communications opportunities exist to leverage the multiple agencies that serve two or all three of the Amador, Calaveras, and Tuolumne counties within the three-county region.
- The Calaveras Connect new branding has improved awareness, but attention and clarity lag in key areas, pointing to the value of a tight information network:
 - Uneven awareness of Calaveras Connect routes, timing of buses or how to pay for the service and more; and
 - Uneven awareness of Google Transit, the app on smartphones that can show where to catch the bus, or Token Transit, the app by which to pay for the bus ticket.

Activities to implement an active, integrated transportation information network include:

- Use the SSTAC membership to:
 - establish on their agency websites links to Calaveras Connect information;
 - add to and keep current the Coordinated Plan list of human service agency contacts, to provide to these "community information brokers" any new, updated information about public transportation; and
 - distribute periodic information about Calaveras Connect service changes to share with agencies' constituents.
- Establish regular, quarterly meetings to be held among the region's transportation providers, including Tuolumne County Transit, Amador County Transit, Common Ground, ARC, LogistiCare, and the Area Agency on Aging, among others. Participants should include community transit liaison persons, mobility managers and staff serving in that function. Meetings can address areas of shared interest, including:
 - Sharing of information about services and service changes;
 - Maintenance of inter-system transit connections;
 - Connection of human services transportation to the fixed-route network, as appropriate;
 - Regional distribution of transportation passenger information; and
 - Facilitation of regional transit marketing initiatives.
- An annual, expanded coordination effort to involve broader audiences of social service providers is recommended, specifically an annual three-county transportation forum that could include the SSTAC members from each of the three counties as well as other human service and health agencies that work with the target populations. The purpose of the summit would be to:
 - Educate participants about all of the transportation options available to their constituents.
 - Highlight planned changes to the transportation network.
 - Encourage all participants to take an active role in promoting available transportation options, by providing them with information and tools.
 - Provide a forum for participants to provide feedback on the transportation network and voice the needs of their constituents.
 - Discuss grants cycles and opportunities, including forthcoming requests for letters-of-support.

Goal 4 – Housing and Transportation Coordination

Coordinate affordable housing developments with transit services to support locations near transit to improve quality of life for low-income residents and ensure access to essential services of health care, education and employment.

- Two strategies seek to educate, inform and impact policy around the relationship between affordable housing and public transportation service corridors.

Strategy 4.1 Encourage County and City policy that recognizes access as an important dimension of affordable housing in this low-density, rural county, seeking to locate housing facilities near existing transit routes to the greatest extent possible.

Rationale: Calaveras County housing stock was diminished by the 2015 Butte fire when more than 500 units were lost. Some unknown portion of these losses fell upon lower-income individuals and families. “Housing cost burdens” reported in the HOUSING ELEMENT of the CALAVERAS COUNTY MASTER PLAN (September 2019) indicated that among lower-income households, more than a third (36.4%) of households had an excessive or severe housing cost burden, according to 2015 data. Housing cost burdens seek to identify where lower-income households are overpaying for housing. Under Federal Housing and Urban Development (HUD) definitions, an “excessive cost burden” is defined as 30% of gross monthly income and a “severe cost burden” is defined as exceeding 50% of gross monthly income.

Among special housing needs populations, including senior households headed by persons age 65 and older, Calaveras County’s older adults face unique housing problems. Senior households are four in 10 (40.1%) of all households in Calaveras County, compared to 22.2% in California, housing 11,600 seniors. The County’s senior population grew by 18% since the last COORDINATED PLAN while its population as a whole decreased by 1%. The number and proportion of seniors in Calaveras County is likely to continue to grow as baby boomers age and as the region continues to attract retirees.

Master Plan findings include that its senior housing is a large proportion of total housing and that more than a third of the households struggle to meet their housing costs. This underscores the importance of Calaveras County’s development of affordable housing. And equally important is the need to incorporate transit service planning into decision-making around affordable housing to ensure that access issues are considered on behalf of future residents. At this point, the routing and structure of Calaveras Connect are fairly well defined. Given the limited funding available to Calaveras County for public transportation, it is unlikely that Calaveras Connect routes can be easily modified to serve new housing facilities. ***It is advantageous to adopt “transit-oriented development” principles of locating housing along corridors already served by Calaveras County public transportation.***

Activities to implement this strategy coordinating housing and transportation include:

- CCOGs should regularly participate in affordable housing planning, including participation in the Housing Strategy group.
- CCOG participation should seek to educate the Housing Strategy group regarding Calaveras Connect routing, identifying those areas of the County that are well-served by existing public transit.
- CCOG should encourage the articulation and adoption of a policy or a guideline for affordable housing and for private-sector housing developers — be developed within existing corridors served by transit.
- Through CCOG’s SSTAC, with Calaveras Connect and area human service agencies such as ATCAA, should review housing topics to identify areas of mutual agreement and where mutual support may be needed.

Strategy 4.2 Ensure transit input to housing summits and housing development initiatives during the coming years, to promote understanding of Calaveras Connect transit corridors and recognition of transit access concerns as the County seeks to promote affordable housing development.

Rationale: Calaveras County’s continuing dialogue about housing strategy, in relation to its Housing Element of the Calaveras County Master Plan Update (September 2019), provides opportunity to promote the concept of transit-oriented development to broader audiences, including public and private-sector stakeholders.

Activities to implement this strategy of participation in housing summits and other initiatives, include:

- CCOG and the County should develop maps and posters that display the relationship between any proposed affordable housing locations and existing Calaveras Connect routes, to educate policy makers and managers on the specifics of Calaveras County’s transit corridors. Such maps should include the ¾-mile buffer around each map within which Calaveras Connect buses can deviate to pick up passengers with disabilities.
- CCOG and Calaveras Connect should identify summit and other housing-related initiatives where a Calaveras Connect booth or presentation can help to inform and educate policy makers *in advance of affordable housing decision-making* that limits access and impedes mobility of prospective residents.

Goal 5 – Emergency Services Coordination

Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.

- Two strategies seek to strengthen coordination related to emergency planning, evacuation and recovery, to develop deeper connections during emergency events between the Office of Emergency Services, public transportation and human services transportation.

Strategy 5.1 Identify the human service programs and transportation providers that could be resources and develop strategies for response, particularly in relation to evacuation of vulnerable populations.

Rationale: Calaveras Connect and Common Ground/Silver Streak are agencies whose vehicles are registered with the Calaveras County Office of Emergency Services (OES). Recipients of FTA 5310 funding, of which Common Ground is one, are required to list their vehicles in the OES inventory and to cooperate, as requested, during emergencies. However, beyond simply listing vehicle inventories, there are other transportation-related roles to play in emergency evacuation situations.

Activities to implement this strategy of coordinated emergency response include:

- **Determining whether there are other human service agency transportation vehicles** that could be resources during emergency evacuations, through the SSTAC and via this Coordinated Plan’s inventory. An example could be the County Department of Behavioral Health fleet, ensuring that these vehicles are registered for potential roles in the event of emergency evacuations.
- **Determining new partners can be included in this dialogue**, through SSTAC discussions, for example, the Unified School District(s), the Community College administrators and County Public Health and Behavioral Health program managers, among others; this includes establishing responsibility for connecting with such potential new partners.
- **Developing an approach and procedures** by which human service agency vehicles can actually be incorporated into a developing emergency response and deployed.
- **Developing strategies to identify — and to reach — vulnerable populations** who are on the caseloads of Calaveras County human service organizations, including:
 - Developing promotional campaigns to get individuals to sign up for the Calaveras Alert emergency notification service;
 - Exploring methods for connecting with those without cell service or telephone service; and
 - Communicating in advance about likely or expected evacuation areas during times of emergency; for example, local schools can be a predictable evacuation location.

Strategy 5.2 Expand and ensure participation of key human service stakeholders and human services transportation providers in tabletop exercise and other regional emergency planning activities to strengthen coordination.

The Calaveras County Office of Emergency Services sponsors periodic tabletop exercises to practice roles and responsibilities, in the event of an actual emergency. To the extent that human service agency representatives participate, this should continue. It may be appropriate to modestly expand participant organizations, based upon the dialogue led by the SSTAC.

Activities to implement this strategy of expanding emergency preparedness include:

1. **Identifying the key human service agency stakeholders**, among County and community-based organizations, which should participate.
2. **Ensuring that all key stakeholders do participate**, at appropriate levels, in emergency preparedness tabletop exercises and that channels of communication and roles and responsibilities are clearly delineated.

Goal 6 – Infrastructure Needs

Promote infrastructure and capital improvements that support mobility, including public transit use and safe travel by pedestrians and bicyclists.

- Three strategies support strengthening the built environment to aid transit users, bicyclists and pedestrians in moving about Calaveras County.

Strategy 6.1 Promote and seek funding for Complete-Street type projects that support safe bicycle and pedestrian trips, as well as bus trips, with first-mile / last-mile strategies appropriate for travel in Calaveras County.

Rationale: Infrastructure and capital improvements support mobility choices by creating built environments that are safe and accessible. The Calaveras Council of Governments is updating its REGIONAL TRANSPORTATION PLAN, which builds upon projects from the 2015 REGIONAL BICYCLE, PEDESTRIAN AND SAFE ROUTES TO SCHOOL PLAN and various community-specific corridor and complete streets studies. Projects developing from this Plan will *aid pedestrians* — because every transit user is also a pedestrian. The Plan will *aid bicyclists* as these are an important first-mile/last-mile choice where bikes extend the trip beyond the bus stop to the rider’s final trip origin or destination.

Even with the challenges of rural roads and mountainous areas that Calaveras County presents, improvements to the travel experience of the pedestrian or bicyclist can be made. Complete Streets have the goals of safe, accessible residential and Main Street environments may involve such projects as:

- Sidewalk construction or sidewalk maintenance;
- Curb cuts to aid travel by persons in wheelchairs;
- Establishment of accessible paths-of-travel around destinations frequented by transit users, including ensuring that bus stops are not “islands of accessibility”;
- Increasing of the number of bus shelters; and
- Increasing of the number of sidewalks and bicycle lanes.

Activities supporting this strategy to support implementation of active transportation projects include:

- Initiate dialogue led by CCACOG, with the County and the City of Angels Camp, identify or confirm high-priority active transportation projects and to gauge stakeholder interest in pursuing grant applications.
- Identify interested and committed champions of potential projects toward application to the statewide Active Transportation Program (ATP) Call for Projects, with its advertised awards of up to \$400 million per cycle in projects across California.
- Commence work to develop competitive ATP applications for these high-priority projects with engaged City and County partners.
- Seek letters of support from human service agency partners whose clientele will benefit from improved and safer pedestrian and bicyclist experiences.
- Plan for future ATP grant cycles by working during the periods between Call announcements to continue to line up projects and project sponsors.

Strategy 6.2 Continue integrating bicycle and pedestrian information into Calaveras Connect information tools.

Rationale: Integrated Transportation Information involves ensuring that bicycle-related access information be included in transit information. This encourages bicycle users to consider transit, at one

or the other end of their journey. Currently, the Calaveras Connect website and riders' guide both address bicycle capacity — free bike racks to carry bikes on the buses.

Calaveras Council of Governments has pursued opportunities for bicycle tourism, through a coordinated study with Tuolumne County. This suggests opportunity to promote bicycles and transit on behalf of tourists that also benefits the Coordinated Plan's target populations, including persons of low income who use bicycles to extend or complete a trip.

Activities supporting this strategy of promoting and growing bike-and-bus use include:

- Ensuring that references continue on the ability to load bicycles onto Calaveras Connect buses on both its website and riders' guide;
- Possibly include a photograph of a Calaveras Connect bus with a bicycle loaded onto bike carrier;
- Consider identifying bike-and-bus journeys by:
 - Monitoring and reporting on implementation of specific active transportation projects in Calaveras County that have positive implications for transit users who are also bicyclists.
 - Collecting stories from bicycle users who are also Calaveras Connect users as to their experiences, to share with others, including in relation to bicycle tourism.
 - Including mention of bicycle first-mile/last-mile scenarios in presentations.
 - Sharing with SSTAC and in other reporting the numbers of bicycle loadings and bike-and-bus trips on Calaveras Connect.

Strategy 6.3 Ensure that highway corridor planning addresses pedestrians', bicyclists' and transit riders' needs.

Rationale: The CALAVERAS 2017 REGIONAL TRANSPORTATION PLAN lays out goals, objectives and policies for Calaveras County that speak to balancing non-auto-oriented transportation requirements with safety improvements to the County's extensive state highway network and local road system.

Coordinated Plan stakeholders spoke to pedestrian concerns about safely crossing Highway 49 in populated areas or walking along the shoulder areas and the need to continue investing in safety for both pedestrians and bicyclists along the highway and local road system. People are walking distances from their community, or from homes off the highway, where they have limited other options. County health and wellness programs promote active transportation of walking and biking, even though there are concerns about narrow state highways. There was some interest expressed in bicycle tourism and bike share opportunities, possibly in tourist areas and community centers around Angels Camp and Murphys, although the feasibility of this would have to be tested. Considering these improvements in relation to where Calaveras Connect provides service will aid transit users, pedestrians and bicyclists alike.

Activities supporting this strategy of integrating highway corridor planning with pedestrians', bicyclists' and transit users' needs include:

- Promote support for relevant projects in the Overall Work Plan, associated with updates to the CALAVERAS REGIONAL TRANSPORTATION PLAN .
- Participate in Caltrans-sponsored outreach, planning and project development related to integrating into state highway planning the needs of bicyclists, pedestrians and transit users.

OVERVIEW OF COORDINATED PLAN RECOMMENDATIONS

Table 6, Recommendations and Implementing Strategies for Calaveras County's 2020-2024 Coordinated Public Transit-Human Services Transportation Plan

Goal and Strategy	Priority	Responsible	Implementation
<p>Goal 0: COVID-19 Public Transportation Response</p> <p>Develop reopening and stabilizing of Calaveras Connect services in structured phases consistent with State and County guidance.</p>			
Strategy 0.1 – Reintroduce Calaveras Connect services in phases, as directed by the SRTP and consistent with demonstrated demand by riders.	High	Calaveras Connect	Medium Cost – High Feasibility
Strategy 0.2 – Implement Piloted Lifeline Services, including in West Point and Copperopolis, to test new strategies in low-density areas of the County.	High	Calaveras Connect	Low Cost – High Feasibility
Strategy 0.3 – Actively communicate Calaveras Connect service changes, including through “boots on the ground” gatekeepers who can promote transportation options and embrace a transportation liaison role	High	Calaveras Connect with Human Service providers	Low Cost – High Feasibility
<p>Goal 1: Robust, Sustainable Public Transit System</p> <p>Continue building a robust, sustainable public transportation system for travelers in and through Calaveras County.</p>			
Strategy 1.1 — Increase frequencies on selected Calaveras Connect routes, as resources allow.	High	Calaveras Connect	Medium to High Cost – Moderate Feasibility
Strategy 1.2 — Extend evening schedules on selected routes, including coordination with Calaveras Unified School District, as resources allow.	Medium	Calaveras Connect	High Cost – Operations Moderate Feasibility
Strategy 1.3 — Improve schedule coordination with routes in adjoining counties.	Low	Calaveras Connect, Amador Transit, Tuolumne County Transit	Medium to Low Cost – High Feasibility
Strategy 1.4. — Expand Calaveras Connect Saturday service, as resources allow.	Medium to Low	Calaveras Connect	Medium Cost – Moderate Feasibility

Goal and Strategy	Priority	Responsible	Implementation
<p>Goal 2: Sustainable Responses for Isolated Communities and Out-of-County Trips</p> <p>Strengthen pilot, lifeline services toward establishing effective, sustainable programs that meet mobility needs of residents living in isolated communities and/or traveling out-of-county.</p>			
<p>Strategy 2.1 — Pilot a mileage reimbursement program, potentially coordinated with Tuolumne County’s TRIP program, to subsidize cost-effective lifeline transport including non-emergency medical transport provided by volunteer drivers that are located by the persons needing the trips.</p>	<p>High</p>	<p>Calaveras Council of Governments with Tuolumne County Transit</p>	<p>Low Cost – High Feasibility</p>
<p>Strategy 2.2 — Seek traditional and nontraditional funding sources to sustain pilots and non-emergency medical services, including FTA Section 5310 for capital and operations funding and other discretionary grant fund sources.</p>	<p>High</p>	<p>CCOG with Human Service Transportation Programs</p>	<p>Medium to Low Cost – Staff time expense High Feasibility</p>
<p>Goal 3: Integrated Transportation Information Network</p> <p>Maintain an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options.</p>			
<p>Strategy 3.1 — Actively promote connections to Calaveras Connect and to human service transportation providers via contracted boots-on-the-ground transportation liaison persons associated with community organizations.</p>	<p>High</p>	<p>CCOG, Calaveras Connect with Community-based organizations and institutions</p>	<p>Low Cost High Feasibility</p>
<p>Strategy 3.2 — Ensure information tools exist for public transit and key human service transportation programs that clearly and specifically define services available, service areas, trips allowed, fares and how to access.</p>	<p>High</p>	<p>Calaveras Connect With Human Service Providers: Common Ground, County, LogistiCare</p>	<p>Low Cost High Feasibility</p>
<p>Strategy 3.3 — Establish and participate in coordination meetings among Calaveras, Amador and Tuolumne County transit agencies, with respective SSTACs and key transportation providers, to jointly promote transit and undertake activities of mutual interest, including around new grant funding opportunities.</p>	<p>Medium</p>	<p>Calaveras Connect, CCOG’s SSTAC, Transit and Human Service Providers of neighboring counties</p>	<p>Low Cost High Feasibility</p>

Goal and Strategy	Priority	Responsible	Implementation
<p>Goal 4: Housing and Transportation Coordination</p> <p>Coordinate affordable housing development with transit, supporting locations near existing transit to improve the quality of life for low-income residents and ensure access to essential services of health care, education and employment.</p>			
<p>Strategy 4.1 — Encourage County and City policy that recognizes access as an important dimension of affordable housing in this low-density, rural county, seeking to locate housing facilities near existing transit routes to the greatest extent possible.</p>	<p>High</p>	<p>County and City Policy Makers with CCOG</p>	<p>Medium Cost, Moderate Feasibility</p>
<p>Strategy 4.2 — Ensure transit input to housing summits and housing development initiatives during the coming years, to promote understanding of Calaveras Connect transit corridors and recognition of transit access concerns as the County seeks to promote affordable housing development.</p>	<p>Medium</p>	<p>County and City Policy Makers with CCOG</p>	<p>Low Cost, High Feasibility</p>
<p>Goal 5: Emergency Services Coordination</p> <p>Collaborate around local emergency transportation initiatives to support Coordinated Plan target group members during times of emergency.</p>			
<p>Strategy 5.1 — Identify the human service programs and transportation providers that could be resources and develop strategies for response, particularly in evacuation of vulnerable populations.</p>	<p>High</p>	<p>Calaveras OES, CCOG, Health Care & Emergency Preparedness Coalition with other human services partners</p>	<p>Low Cost, High Feasibility</p>
<p>Strategy 5.2 — Expand and ensure participation of key human service stakeholders and human service transportation providers in tabletop exercises and other regional emergency planning activities to strengthen coordination.</p>	<p>Medium</p>		<p>Low Cost, High Feasibility</p>
<p>Goal 6: Addressing of Infrastructure Needs</p> <p>Promote infrastructure and capital improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists.</p>			
<p>Strategy 6.1 — Promote and seek funding for Complete Street-type initiatives that support safe bicycle and pedestrian trips, as first-mile/last-mile strategies for travel on Calaveras Connect.</p>	<p>High</p>	<p>CCOG with City and County</p>	<p>Medium to High Cost, High Feasibility</p>
<p>Strategy 6.2 — Continue integrating bicycle and pedestrian information into transit information.</p>	<p>Medium</p>	<p>Calaveras Connect</p>	<p>Low Cost, High Feasibility</p>
<p>Strategy 6.3 — Ensure that highway corridor planning will address pedestrians’, bicyclists’ and transit riders’ needs.</p>	<p>Medium</p>	<p>CCOG with Caltrans and the County</p>	<p>Medium to High Cost, High Feasibility</p>

Appendices

APPENDIX A – GREYHOUND INTERCITY BUS SCHEDULES

Bus schedule information as of Aug. 25, 2019, from www.greyhound.com

Northbound Times Towards Sacramento

	Departure Times							
Lodi	12:25 am	7:00 am	11:10 AM					
Stockton	12:01 am	12:50 am	6:00 am	6:35 am	10:45 am	4:50 pm	8:25 PM	9:25 PM
Modesto	5:50 AM	10:00 AM	8:40 PM	11:15 PM				

	Arrival Times							
Lodi	8:15 am	10:50 pm						
Stockton	4:20 am	8:40 am	9:25 am	12:15 pm	3:35 pm	7:40 pm	11:15 pm	11:55 pm
Modesto	5:10 am	9:30 am	4:25 pm	8:30 pm	12:05 am			

Westbound Times Towards San Francisco

	Departure Times				
Lodi	7:00 am	11:10 am			
Stockton	6:00 am	6:35 am	10:45 am	4:50 pm	8:25 pm
Modesto	9:00 am	1:00 pm			

	Arrival Times				
Lodi	8:15 am	10:50 pm			
Stockton	4:20 am	12:15 pm	3:35 pm	7:40 pm	11:15 pm
Modesto	1:35 pm	7:20 pm			

Southbound Times Towards Los Angeles

	Departure Times							
Lodi	8:15 am	8:15 am	10:50 pm	10:50 pm				
Stockton	12:05 am	4:30 am	8:50 am	9:35 am	12:25 pm	3:45 pm	7:50 pm	11:25 pm
Modesto	12:10 am	5:15 am	9:40 am	1:50 pm	4:30 pm	7:25 pm	8:40 pm	

	Arrival Times							
Lodi	12:25 am	7:00 am	11:10 am					
Stockton	12:40 am	5:50 am	6:25 am	10:35 am	4:40 pm	8:15 pm	9:15 pm	11:50 pm
Modesto	5:40 am	8:50 am	9:50 am	12:45 pm	8:30 pm	11:05 pm		

* Schedules are seven days-a-week

Station Locations

Lodi Bus Station: 24 Sacramento St. / Lodi CA 95240

Stockton Regional Transit Center: 421 E. Weber Ave. / Stockton CA 95202

Modesto Bus Station: 1001 9th St., Ste. C / Modesto, CA 95354

APPENDIX B – COMMON GROUND FISCAL YEAR 2017/2018 TRIPS PROVIDED

Three Counties

Common Ground Service Delivery Profile - Cross Tab for Service Period 7/1/2019 - 6/30/2019

Compiled from documents printed by Common Ground on 7/25/2019 and provided to the consultants and summaries by county of destination provided to Amador County SSTAC in July 2019.

AAA Supported-Unique Persons and One-Way Trips							
County of Residence	Female Unique Persons	Female TRIPS	Male Unique Persons	Male TRIPS	ALL PERSONS	ALL TRIPS	% of Total Common Ground Trips Provided
							% of Total AAA Trips
Amador County	70	1054	21	375	91	1,429	47.8%
Calaveras County	91	911	51	648	142	1,559	52.2%
Tuolumne County	<i>service began July 1, 2019 - no trips this reporting year</i>						0.0%
Total All AAA Trips					233	2,988	100%
Other Common Ground Trips Provided							
	10-month Total, Reported to Amador SSTAC			12-month Annualized Total			
Veterans Trips, Not Delineated by County	48			58			1.7%
Logisticare Trips, Not Delineated by County	292			350			10.3%
				408			100%
TOTAL FY 17/18 ALL REPORTED ONE-WAY						3,396	

Calaveras County, Detail by Community

Service Delivery Profile - Cross Tab

Service Period: From 7/1/2018 to 6/30/2019

7/23/2019

- Units - CGSS Calaveras Transportation
- (Gender) by (Town of Residence) for non-aggregate consumers

Gender	Town of Residence					
	Altaville	Angels Camp	Arnold	Avery	Burson	Copperopolis
F	1 4.00	10 175.00	9 38.00	1 8.00	3 8.00	3 63.00
M	1 2.00	9 135.00	2 16.00	1 2.00	1 12.00	5 178.00
Total	2 6.00	19 310.00	11 54.00	2 10.00	4 20.00	8 241.00

Legend: total distinct count of clients served
total units served

CALAVERAS COUNTY COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN, 2020 – 2024
FINAL PLAN

	Glencoe	Mokelumne Hill	Mountain Ranch	Murphys	Rail Road Flat	San Andreas
F	1 1.00	4 58.00	2 4.00	11 46.00	1 21.00	18 221.00
M	0 0.00	2 19.00	2 6.00	3 14.00	0 0.00	9 42.00
Total	1 1.00	6 77.00	4 10.00	14 60.00	1 21.00	27 263.00

	Sheep Ranch	Vallecito	Valley Springs	Wallace	West Point	Wiseville	Total
F	1 7.00	1 16.00	18 187.00	1 1.00	3 37.00	3 16.00	F 91 911.00
M	1 15.00	1 2.00	10 174.00	0 0.00	4 31.00	0 0.00	M 51 648.00
Total	2 22.00	2 18.00	28 361.00	1 1.00	7 68.00	3 16.00	Total 142 1,559.00

+ 42
LOGISTICS TRIPS
FOR W.P.

COMMON GROUND SENIOR SERVICES
July 1, 2018 - April 30, 2019

Seniors 60+ in A12AA Harmony Report

Participants from: AMADOR COUNTY

Amador County	468
Calaveras County	68
Sacramento County	382
San Joaquin County	44
Stanislaus County	76
Tuolumne County	70
Other Counties	15

1123 TRIPS - 87 CLIENTS

Participants from: CALAVERAS COUNTY

Amador County	120
Calaveras County	556
Sacramento County	102
San Joaquin County	124
Stanislaus County	14
Tuolumne County	312
Other Counties	20

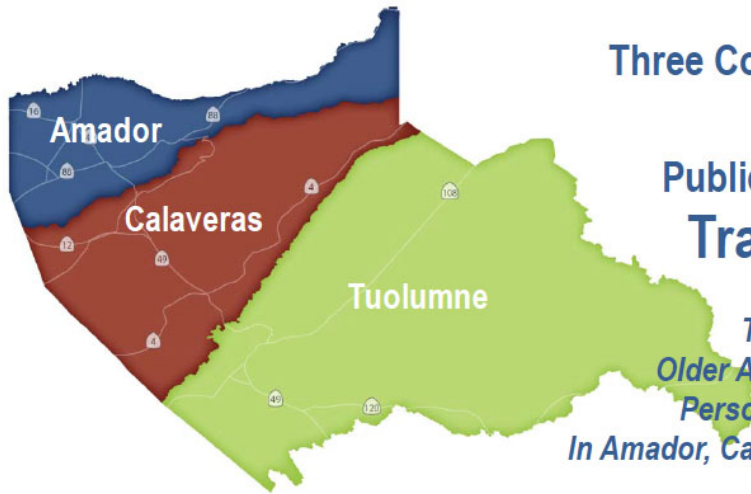
1248 TRIPS - 125 CLIENTS

VETERANS: 48 TRIPS - 6 CLIENTS

LOGISTICARE: 292 TRIPS

TOTAL TRIPS: 2,711TRIPS

APPENDIX C – COORDINATED PLAN FACT SHEET



Three County Initiative to Develop Coordinated Public Transit-Human Services Transportation Plans

To address the mobility needs of Older Adults, Persons with Disabilities, Persons of Low Income and Veterans In Amador, Calaveras and Tuolumne Counties

Project Goals

- Explore the mobility needs of older adults, persons with disabilities, persons of low income and veterans within the three-county region.
- Identify mobility gaps – new and continuing– within and between the three counties.
- Identify and promote partnerships and new service opportunities to address these gaps.

Project Process and Timeline

On-going	Working through County Social Services Transportation Advisory Councils
July	Key Stakeholder Interviews
August	On-Line E-Survey to learn about needs of individuals and human service/ health care agencies
Sept/Oct	Public Meetings to Review Potential Projects and Prioritize
November	Draft Plans submitted for review/ comment
Early 2020	Adoption of Final Plans

Project funded through Caltrans grant

Project Authority

Federal legislation calls for a “unified comprehensive strategy for public transportation service delivery” through a “locally developed” coordinated planning process.

Plan Challenges and Potential Outcomes

While Coordinated Plans provide no new project funding, they do better position the counties and stakeholders to secure discretionary and special purpose funds. Potential projects must find interested, willing and able leadership to move them forward.

Possible projects will be wide-ranging and could include:

- Enhanced, improved public transit
- Expanded or more targeted human service transport
- Carpool, vanpool, bike share, car share opportunities
- Improved information tools, travel training
- Refined Mobility Management
- Explore new partnerships

E-Survey of Stakeholders & Community Members

In August you will receive a link to our community E-survey. Please participate in the survey yourself and forward the link to other stakeholders and community members within the three-county region.

To provide input to plan, contact:

Project Manager: Heather Menninger, Heather@AmmaTransitPlanning.com

For more information, contact:

Tyler Summersett, Tuolumne County Transportation Council, TSummersett@co.tuolumne.ca.us

Amber Collins, Calaveras Council of Governments, ACollins@calacog.org

John Gedney, Amador County Transportation Commission, John@actc-amador.org

APPENDIX D – SURVEY DATA REPORTS

Agency Responses

COORDINATED PLAN MOBILITY NEEDS SURVEY ORGANIZATIONS SERVING CALAVERAS COUNTY

19 Surveys Processed

48. Which Counties do you serve?

Amador County	15	79%
Calaveras County	19	100%
Tuolumne County	15	79%

Responses: 19

49. Who are your clients?

Children and Yout	5	29%
General public	7	41%
Persons of low-income	13	76%
Persons with disabilities	3	18%
Persons with limited English Proficiency	5	29%
Seniors	13	76%
Students	4	24%
Tribe members	5	29%
Veterans	11	65%
Other	6	35%

Responses: 17

50. Does your agency subsidize client transportation by:

Purchasing transit passes, tickets for clients	6	35%
Purchasing taxi vouchers for clients	0	0%
Reimbursing clients for mileage	1	6%
Providing clients with gas cards	3	18%
Subsidizing travel training	2	12%
Subsidizing travel aides/ escorts	1	6%
Other	8	47%

Responses: 17

51. Does your agency provide transportation services for clients?

NO TRANSPORTATION operated, contracted or arranged	5	38%
OPERATE transportation w/full responsibility by your organization, paid staff owned vehicles	5	38%
CONTRACT for transportation; services provided by another entity under contract to your organization	3	23%
PROVIDE transportation with VOLUNTEER DRIVERS	2	15%
ARRANGE FOR transportation with information assistance; clients responsible for follow-up	4	31%
Other	1	8%

Responses: 13

ORGANIZATIONS SERVING CALAVERAS COUNTY: 19 Surveys Processed

53. How often do your clients communicate the following transportation needs or challenge

			1=Often		2=Sometimes		3=Rarely/ Never		4=No Opinion	
<u>Need for local trips to essential shopping</u>	13	100%	6	46%	6	46%	1	8%	0	0%
<u>Need for local trips to healthcare destinations</u>	13	100%	9	69%	2	15%	2	15%	0	0%
<u>Need for local trips to human or social services</u>	13	100%	6	46%	5	38%	2	15%	0	0%
<u>Need for bus transfers between local bus routes</u>	10	77%	2	20%	2	20%	6	60%	0	0%
Need for Saturday trips	10	77%	3	30%	5	50%	2	20%	0	0%
Need for Sunday trips	9	69%	2	22%	3	33%	4	44%	0	0%
<u>Need for Evening trips, before 8 pm</u>	12	92%	1	8%	5	42%	6	50%	0	0%
Cost of bus fare	11	85%	3	27%	5	45%	2	18%	1	9%
<u>Bus transfers between county systems</u>	11	85%	2	18%	2	18%	7	64%	0	0%
<u>Out-of-County trips to healthcare destinations</u>	13	100%	9	69%	4	31%	0	0%	0	0%
<u>Traveling between Amador, Calaveras, and Tuolumne Counties</u>	12	92%	4	33%	6	50%	2	17%	0	0%
<u>Lack of awareness of about available transportation services</u>	13	100%	5	38%	6	46%	2	15%	0	0%

Responses: 13

General Public Responses

COORDINATED PLAN MOBILITY NEEDS SURVEY

Calaveras County

14 General Public Surveys Processed

12. Do you use Calaveras Connect?

Yes, I've ridden a Calaveras Connect bus in the past 30 days	0	0%
Yes, I've ridden a Calaveras Connect bus within the past year	1	7%
No, but I am familiar with Calaveras Connect	7	50%
No, I didn't know about Calaveras Connect	6	43%

Responses: 14

13. I usually use Calaveras Connect to travel to (Check all that apply):

Work	0	0%
Job seeking or job interviews	0	0%
School / College	0	0%
Medical Appointments	0	0%
Personal business, including banking, post office	0	0%
Recreation and to visit family / friends	1	100%

Responses: 1

14. Do you face the following transportation challenges when using Calaveras Connect

			1=Often		2=Sometimes		3=Rarely/ Never		4=No Opinion	
Need earlier service to San Andreas in the mornings	1	100%	0	0%	1	100%	0	0%	0	0%
Need later evening service, past 7 p.m	1	100%	0	0%	1	100%	0	0%	0	0%
Difficulty using the deviation, direct-connect service	1	100%	0	0%	1	100%	0	0%	0	0%
I live too far from a route to use it	1	100%	0	0%	0	0%	1	100%	0	0%
I cannot safely walk or get to the nearest bus stop	1	100%	0	0%	0	0%	1	100%	0	0%
Difficulty using the new Token transit fare payment	1	100%	0	0%	0	0%	0	0%	1	100%

Responses: 1

15. Do you have difficulty getting to some places where Calaveras Connect does not go?

No	0	0%
Yes	1	100%

Responses: 1

16. Do you need the following transit service on Saturday?

Yes, to get to/from places where Saturday Hopper doesn't go	0	0%
Yes, Saturday service starting earlier than 11 a.m.	0	0%
Yes, Saturday service running later than 7 p.m.	0	0%
No	1	100%

Responses: 1

17. Do you have difficulty with transfers on Calaveras Connect?

Yes, in Sutter Creek	0	0%
Yes, in San Andreas	0	0%
Yes, in Angels Camp	0	0%
Yes, at Columbia College	0	0%
No	1	100%

Responses: 1

COORDINATED PLAN MOBILITY NEEDS SURVEY, p2
Calaveras County

14 General Public Surveys Processed

18. Are you familiar with Calaveras Connect’s Direct Connect service – where you can request the bus to deviate up to ¼ mile from the route to pick you up at your home?

Yes, I’ve used that service	0	0%
Yes, I’ve heard of that service	0	0%
Yes, I’ve heard of that service	1	100%

Responses: 1

19. Are you aware that you can plan your transit trip on Google Maps and other apps?

Yes, I am familiar and have used an app to plan my trip	0	0%
Yes, I am familiar but have not used an app to plan my trip	0	0%
No, I am not familiar	1	100%

Responses: 1

20. Are you aware that you can pay for your trip from a smart phone with Token Transi

Yes, I am familiar and have used Token Transit	0	0%
Yes, I am familiar but have not used Token Transit	0	0%
No, I am not familiar with Token Transit	1	100%

Responses: 1

21. Are you aware of these other transportation services?

			No, I am not familiar.		Yes, I am familiar and have used this service.		Yes, I am familiar but haven't used this service.	
Arc of Amador	13	93%	13	100%	0	0%	0	0%
Blue Mountain Transit	14	100%	7	50%	0	0%	7	50%
Common Ground Silver Streak	14	100%	7	50%	0	0%	7	50%
Copper Cab	13	93%	11	85%	0	0%	2	15%
Murphy’s Cab	14	100%	11	79%	0	0%	3	21%
Volunteer Center	14	100%	10	71%	0	0%	4	29%

Responses: 14

22. Which mobility challenges concern you most?

There’s no public transit service near where I live	5	38%
Need more sidewalks/safe paths of travel/ bicycle paths	4	31%
I can’t get to services in my County	5	38%
I can’t get to destinations OUTSIDE of my County	6	46%
Bus transportation takes too long to get to my destination	3	23%
I need more information about the bus	2	15%
I don’t know how to ride the bus	1	8%
I need someone to drive me and/or assist me inside, once I reach my destination	0	0%
Other	4	31%

Responses: 13

COORDINATED PLAN MOBILITY NEEDS SURVEY
 Calaveras County Demographics
 14 Surveys Processed

36. What best describes you?

I work full-time	2	15%
I work part-time	1	8%
I am not employed or retired	1	8%
I am retired	9	69%
Responses:		13

37. Are you as student?

1. Yes	0	0%
2. No	13	100%
Responses:		13

38. Do you have access to a vehicle?

Yes, for all trips	8	62%
Yes, for some trips	3	23%
No, I don't have access to a vehicle	1	8%
I don't drive	1	8%
Responses:		13

39. Do you have a valid driver's license? Responses:

1. Yes	12	92%
2. No	1	8%
Responses:		13

40. Do you have a disability that impacts your travel?

1. Yes	2	17%
2. No	10	83%
Responses:		12

41. What is your age?

Under 20	0	0%
20-29	0	0%
30-39	0	0%
40-49	3	25%
50-59	1	8%
60-69	2	17%
70-79	3	25%
80+	3	25%
Responses:		12

42. Do you have a cell phone?

1. Yes	10	83%
2. No	2	17%
Responses:		12

43. If yes, is your cell phone a smart phone with internet access?

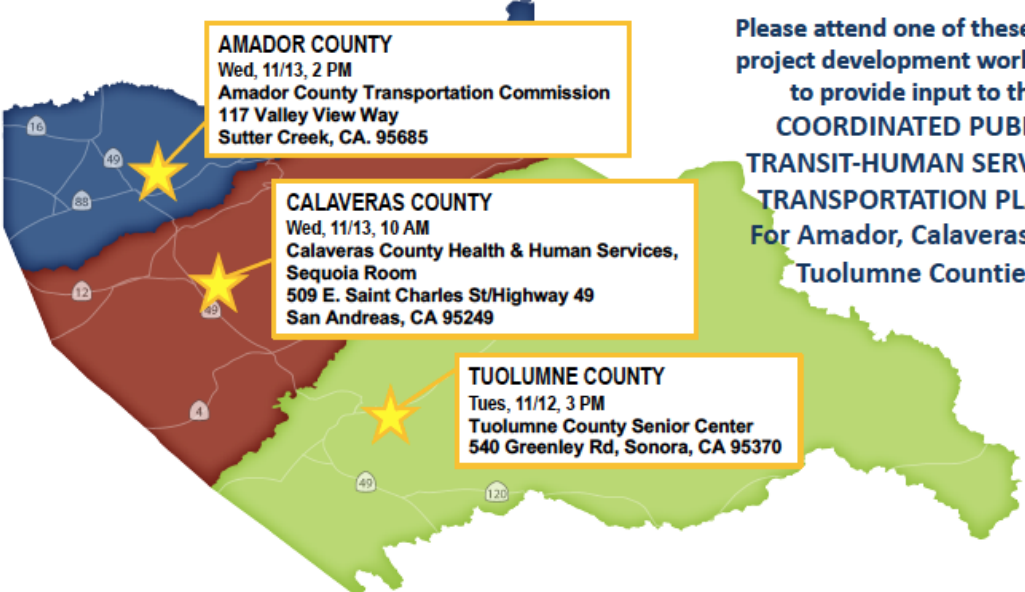
1. Yes	7	70%
2. No	3	30%
Responses:		10

Demographics

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APPENDIX E – PROJECT DEVELOPMENT WORKSHOPS FLYER

Help Improve Local and Regional Transportation Options For Your Clients and Constituents



AMADOR COUNTY
Wed, 11/13, 2 PM
Amador County Transportation Commission
117 Valley View Way
Sutter Creek, CA. 95685

CALAVERAS COUNTY
Wed, 11/13, 10 AM
Calaveras County Health & Human Services,
Sequoia Room
509 E. Saint Charles St/Highway 49
San Andreas, CA 95249

TUOLUMNE COUNTY
Tues, 11/12, 3 PM
Tuolumne County Senior Center
540 Greenley Rd, Sonora, CA 95370

Please attend one of these three
project development workshops
to provide input to the
**COORDINATED PUBLIC
TRANSIT-HUMAN SERVICES
TRANSPORTATION PLANS
For Amador, Calaveras and
Tuolumne Counties**

We need your help to review, comment on and prioritize strategies to improve transportation for older adults, persons with disabilities, persons of low-income, veterans and members of the general public.

In advance of the workshops, please complete our E-survey at www.surveymonkey.com/r/CoordinationPlan

For more information contact: heather@ammatransitplanning.com