



**SACOG PUBLIC TRANSIT AND HUMAN SERVICES
TRANSPORTATION COORDINATED PLAN**

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Acknowledgments

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Executive Summary

The Sacramento Area Council of Governments recognizes an increasing need to plan for and address the mobility needs of the growing regional population. While there is currently a range of transportation services available to people with lower incomes, seniors and persons with disabilities in the Region, gaps in service remain due to geography, limitations in fixed-route and demand-responsive services, program/funding constraints, eligibility limitations, knowledge and training. According to Department of Finance projections, the number of people age 55 or older in the Sacramento Region will increase by approximately 580,000, or 153%, between 2000 and 2030. In particular, there is a growing population of the frail elderly who experience mobility difficulties but are not considered to be ADA-eligible, who do not consider themselves disabled, and who are often aging in place in rural and suburban areas, making obtaining the transportation services they need more difficult.

The Sacramento Region is facing significant growth in its population, including the populations of seniors, growth in the working-age population, and growth in the working-age population with severe disabilities. This growth is taking place in both more urbanized Sacramento County, and the less urbanized portions of the Region where transportation alternatives are limited. This poses not only a challenge for those who are not able to drive, especially those who have few family or income resources to afford alternatives, but also for all communities who will be called upon to provide expanded transportation services to meet residents' needs.

The SACOG Public Transit and Human Services Transportation Coordinated Plan is intended to show how human service agencies can work together with transportation providers to address the transportation needs of people with disabilities, seniors, and people with limited incomes. The SACOG Coordinated Plan is meant to broaden the dialogue and support further collaboration between public transportation providers, human service agencies, and others to link people with the transportation services that they need. The description of transportation services and the connections and relationships represented in this report are drawn from discussions with transportation and human services staff, stakeholder interviews, public input, public hearings and workshops.

A Coordinated Plan is required under the Moving Ahead for Progress in the 21st Century Act (MAP-21) of July 2012. As suggested by the Federal Transit Administration (FTA) the plan offers an overview of what transit services are available, where there are gaps in those services, and includes potential solutions to close those service gaps. With the Updated SACOG Coordinated Plan in place, federal funds specifically directed toward services to lower income persons, seniors and people with disabilities will remain available to the SACOG Region's transit operators. The types of services provided with these funds must be included in the SACOG Coordinated Plan.

CHAPTER 1: COORDINATED PLAN AND METHODOLOGY

State and Federal Requirements for Coordination

The California State Transportation Development Act (TDA) is administered by the California Department of Transportation (Caltrans) within the State of CA Business Transportation and Housing Agency, and provides two major sources for the funding of public transportation in California through regional planning and programming agencies such as the Sacramento Area Council of Governments (SACOG). The TDA funds a wide variety of transportation programs, including planning and program activities, pedestrian and bicycle facilities, community transit/special needs transport services, public transportation, and bus and rail projects. The TDA requires that transit operators coordinate their services, so that transit services are not duplicative and use the limited funds available in the most efficient way possible.

The Federal Transit Administration has defined coordination of transportation services as, “... a process in which two or more organizations interact to jointly accomplish their transportation objectives.” (US DOT, FTA, Planning Guidelines for Coordinated State and Local Specialized Transportation Services (WA, D.C. FTA, 2004)). The SACOG Public Transit and Human Services Transportation Coordinated Plan, hereby known as the Coordinated Plan, is a direct result of the *2004 Executive Order: Human Service Transportation Coordination* furthered by federal and state directives and the Executive Order calls for human service agencies within the Department of Health and Human Services and providers of transportation funded through the Federal Transit Administration to:

- Promote interagency cooperation and minimize duplication and overlap of services;
- Determine the most appropriate, cost-effective transportation services within existing resources; and
- Improve the availability of transportation services to the people who need them.

The federal directive, as prescribed by the Moving Ahead for Progress in the 21st Century (MAP-21) transportation authorization bill, requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program come from a locally developed coordinated public transit-human services transportation plan.

For a description of potential funding sources, refer to the funding resources section of the appendices.

Plan Objectives and Development

The SACOG Coordinated Plan follows the July 11, 2013, and June 6, 2014, Federal Register and FTA Circular C 9070.1G guidance regarding the FTA proposed elements of a coordinated plan:

- An assessment of available services that identifies current providers (public, private, and nonprofit);

- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and
- Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

The SACOG Coordinated Plan reviews public and private transportation providers and the human service agencies, both public and not-for-profit, that utilize the transportation services. The Plan also analyzes community/volunteer based transportation providers and the services they provide.

The SACOG Coordinated Plan mainly affects the distribution of FTA Section 5310 funding. Agencies and organizations can do a variety of things with Section 5310 funds. Section 5310 projects should assist individuals with disabilities with transportation. The Section 5310 Program gives capital grants to non-profit agencies and public transit providers of transportation services to seniors and persons with disabilities. Also, the projects can be public transportation services that go beyond those required by the ADA, projects that increase access to and use of fixed route public transport by individuals with disabilities (decreasing use of ADA complementary services), and public transportation alternatives that assist people with disabilities.

Relationship of this Plan to Regional Planning

The SACOG Coordinated Plan is anchored to the following regional planning documents:

Document	Reference	Notes
<p>SACOG Public Transit and Human Services Transportation Coordinated Plan (June 2007) Amended 3-9-09, 1-5-12 and Sept. 2014</p>	<p>As part of MAP-21, SACOG must develop a Coordinated Plan to serve the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)</p>	<p>The SACOG Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS our RTP) was adopted on April 19, 2012). The MTP/SCS includes an analysis of public and special needs transit services.</p>
<p>SACOG Public Participation Plan (August 2013)</p>	<p>Federal transportation regulations require metropolitan planning organizations such as SACOG to adopt a plan to provide the public with opportunities to be involved in the transportation planning process.</p>	<p>The SACOG Coordinated Plan uses the Public Participation Plan methodology.</p>
<p>2011 SACOG Lifeline Transit Study</p>	<p>Built upon the Coordinated Plan to examine more specifically the public transportation needs of low-income and other transit- dependent residents of the SACOG region.</p>	<p>Focused on low-income and transit dependent population needs, including those of low-income transit- dependent seniors and people with disabilities.</p>
<p>2007 Senior and Disabled Mobility Study</p>	<p>SACOG identified the need to address more intensely the mobility needs of the rapidly growing population of seniors and persons with disabilities in the Sacramento Region.</p>	<p>The work done and information gathered for the Senior and Disabled Study is used in SACOG’s Public Transit and Human Services Transportation Coordinated Plan.</p>
<p>2003 SACOG Region JARC Plan Update</p>	<p>Regional Job Access Reverse Commute (JARC) Transportation Plan to address regional transportation barriers faced by CalWorks clients and other low income individuals. The goal of the plan is to improve access for these populations to employment and related activities.</p>	<p>The work done and information gathered for the SACOG JARC Plan was used in SACOG’s Public Transit and Human Services Transportation Coordinated Plan.</p>

Methodology and Public Involvement

Much of the information presented in the SACOG Public Transit and Human Services Transportation Coordinated Plan (Coordinated Plan) comes from the Lifeline Transit Study (2011), the SACOG Senior and Disabled Mobility Study (2007), and the SACOG Job Access Reverse Commute (JARC) Plan/Update (2003).

The Senior and Disabled Mobility Study and Lifeline Transit Study received input from a technical advisory committee made up of public transit, specialized/paratransit transit service providers, human service providers, and representatives of advocate organizations for seniors and persons with disabilities. The JARC Plan advisory committee was made up of transit operators and county human service agency staff.

SACOG's Public Transit and Human Service Transportation Coordinated Plan for the six county region, includes the urbanized areas of El Dorado, Placer, Sacramento, and Yolo counties as well as the small urban/rural areas. The Federal Register recommendations from the FTA on the coordinated plan state that regional planning agencies should focus on obtaining input on human services/specialized transportation needs from two main stakeholder/transit user groups: seniors and persons with disabilities. SACOG worked to obtain input from stakeholders through several processes.

Unmet Transit Needs Process

The California Transportation Development Act (TDA) requires that the Regional Transportation Planning Agency (RTPA) hold Unmet Transit Needs hearings to obtain transit needs requests from transit users/stakeholders in the RTPA area. SACOG is the RTPA for four counties Sacramento, Sutter, Yolo and Yuba counties. SACOG holds 6 Unmet Transit Needs hearings each year in the jurisdictions in the four RTPA counties. Input has been collected from the public on Human Services transportation and coordination in the six-county region as part of the planning process required to meet MAP-21 requirements. Human services transportation was defined as dial-a-ride/paratransit, non-emergency medical transportation, community/volunteer transportation etc. Coordinated Plan input, as well as input received from previous Unmet Transit Needs hearings, has been used to identify gaps in human services/special needs transportation services.

Coordinated Plan Hearings and Other Outreach

In Placer and El Dorado counties, two separate RTPAs, the Placer County Transportation Planning Agency (PCTPA) and the El Dorado County Transportation Commission (EDCTC) respectively, conduct the Unmet Transit Needs hearing process in those counties. In the urbanized areas outside of the SACOG RTPA area in Placer and El Dorado counties, input was collected separately on the Coordinated Plan. PCTPA and EDCTC also provided previous Unmet Transit Needs comments.

SACOG has also shared the Coordinated Plan information with various community groups.

Stakeholder Meetings and Interviews

In addition to the unmet transit needs process and other outreach, this Coordinated Plan uses input received as part of the Senior and Disabled Mobility Study. From April to June 2005, SACOG, with

assistance from consulting firm Odyssey, conducted over 100 outreach calls and six workshops, and in November 2006 a region-wide working session, to help inform the Study. The purpose of the phoning, workshops and working session were to hear directly from people in each of the six counties in the region, including service providers, older community residents and those with disabilities, about the barriers to mobility that seniors and persons with disabilities face, key locations people want or need to reach, and local preferences for transportation-related improvements that would help people travel more easily to their destinations. Also, SACOG accepted comment via phone, regular mail, fax and email.

Plan Availability – Use and Ongoing Refinement

The SACOG Coordinated Plan was first put out for public review in June 2007 after receiving input from the Board of Directors.

SACOG made one minor amendment to the SACOG Coordinated Plan in January 2012 prior to the adoption of the most recent SACOG Metropolitan Transportation Plan/Sustainable Communities Strategy that was adopted in fiscal year 2012-2013. SACOG will continue to make amendments to the Coordinated Plan as needed to keep the information presented as up-to-date as possible.

This document fulfills all of the FTA requirements for a Coordinated Plan. The SACOG Coordinated Plan will be used for on-going service planning related to human services/special needs transportation services in the SACOG region. The information from the Plan will also be used to evaluate applications for FTA Section 5310 funds from the region's transportation operators, as well as other regional transportation planning efforts.

CHAPTER 2: AVAILABLE PUBLIC AND HUMAN SERVICES TRANSPORTATION IN THE SACOG REGION

All urbanized areas of the six-county SACOG region are served by “fixed-route” transit services, i.e., those that run on regular routes and fixed schedules.

The ADA also made it mandatory for providers of fixed-route transit services to offer comparable demand-responsive services to those who could not use fixed-route services. Demand-responsive services, or transportation services for which the passenger calls in advance for a pick-up, have been provided for many years in the Sacramento region, some exclusively to those with disabilities and others providing service to seniors and/or the general public. The demand-responsive transportation services operated by public transit operators are used by significant numbers of seniors and persons with disabilities. For example, in 2011, Paratransit Inc. reported that it served 795,926 passengers.¹

Public transportation services are also supplemented in many parts of the SACOG region with transportation services provided by local agencies and community-based organizations.

The following sections summarize current transportation services available in each county in the region.

El Dorado County

El Dorado County is one of the fastest growing counties in the region. It includes the historic city of Placerville, the county seat, communities such as Cameron Park and El Dorado Hills with their expanding residential developments, and older more rural communities such as Camino – home to Apple Hill – and Pollock Pines. The Coordinated Plan does not examine South Lake Tahoe as it is not part of the SACOG Region.

Fixed-Route Service

El Dorado Transit provides all public transit services in the county, including:

- Four fixed routes buses serving Placerville (east/west), Pollock Pines (east/west), Cameron Park and Diamond Springs.
- 11 morning commuter buses to downtown Sacramento and 12 return buses, plus a reverse commute route from downtown Sacramento to Placerville
- A connector to the Iron Point Light Rail Station and Kaiser clinic in Folsom.

¹ Annual performance data provided in Paratransit, Inc. FY 2011-12 State Controller’s Report

Demand-Responsive Service

El Dorado Transit also provides:

- Dial-A-Ride services for seniors and persons with disabilities, and the general public subject to restrictions
- ADA Complementary Paratransit service in Placerville
- Daily service to the Placerville Senior Center
- SAC-MED, shared-ride transportation on Tuesdays and Thursdays. The service takes senior, disabled and general public passengers with a reservation from five pick-up points in El Dorado County to non-emergency medical appointments in Folsom, Sacramento and Roseville.
- Once-a-week pre-scheduled demand response service to the community of Grizzly Flat.

Based on El Dorado County Unmet Transit Needs findings El Dorado Transit also plans to implement the following program:

El Dorado Hills Taxi Voucher Program Demonstration Project

The proposed taxi voucher program will provide on-demand, subsidized taxi service within the El Dorado Hills Community Service District area of Western El Dorado County (see map). The service shall be provided to eligible senior and disabled residents, as specified by El Dorado Transit, of the El Dorado Hills Community. For the purposes of this agreement, a senior is defined as a person age sixty (60) or older. FTA 5310 funds may be requested in the future to support this program.

Proposed Services

- Taxi services will be available seven (7) days a week between 7 AM and 10 PM
- Taxi services will be provided within the El Dorado Hills Community Service District
- Passengers must register one-time with El Dorado Transit to verify eligibility
- Proposed one-way passenger fare of \$3.00
- Eligible passengers will purchase vouchers to give to the taxi operator for \$3. Vouchers are required or passenger would be required to pay full fare
- Vouchers will be available for purchase at the El Dorado Transit Office; by mail and at various local businesses and community agencies
- Passengers may travel on the taxi beyond the El Dorado Hills Community Service District at the sole expense of the passenger
 - For Example: If a passenger books a taxi ride to Folsom through the El Dorado Transit program, the passenger will be responsible for providing the taxi operator the El Dorado Transit voucher and the actual fare from the El Dorado Hills Community Service District boundary to the destination in Folsom.

- Eligible participants may call any contracted taxi vendor for a trip
- Taxi operator will arrive to pick-up eligible passengers within forty-five (45) minutes of a reservations call, unless otherwise specified by the passenger at the time of the reservation request
- Customer Usage of the Program: El Dorado Transit reserves the right to modify program criteria and protocols. The following protocols will be in effect at the beginning of the Agreement term:
 - Minimum prior notice required to request a ride: None
 - Monthly maximum number of one-way rides per rider: Ten (10)
 - Passenger one-way pre-paid fare is \$3.00
- Eligible passengers may bring guests at no extra cost, based on available seating, as long as the guests board and alight at the same origin and destinations as the eligible passenger

Supplemental/Human Services Transportation

El Dorado County offers a Senior Shuttle, which provides transportation with an advance reservation to seniors 60+ for weekly grocery shopping trips, and monthly outings to a senior nutrition site for lunch. The service is not wheelchair accessible.

Placer County

Another fast growing county in the region, Placer County includes the city of Auburn, the county seat; Roseville, considered a regional retail and job center, and its neighbor, Rocklin; the city of Lincoln, home along with Roseville to a large Sun City senior community; and other smaller communities such as Granite Bay, Loomis, Colfax, Foresthill and other more rural areas. The Coordinated Plan does not include communities in the Lake Tahoe area since they are not part of the SACOG region.

Fixed-Route Service

- The City of Roseville offers 14 fixed routes in Roseville, along with seven morning commuter buses to downtown Sacramento, and six evening returns.
- The City of Auburn operates two fixed routes in Auburn on weekdays, and one on Saturdays.
- The City of Lincoln operates two fixed routes within the city on weekdays.
- Placer County Transit offers five intercity fixed routes, making connections between Auburn, Sacramento Light Rail, Lincoln, Rocklin, Newcastle, Penryn, Loomis, Sierra College, Colfax, Alta, and Roseville.

Demand-Responsive Service

Roseville Transit offers city Dial-a-Ride service, including same-day and general public service subject to availability.

Lincoln Transit offers Dial-a-Ride service to seniors, persons with disabilities and the general public. It serves passengers anywhere within City limits plus the Thunder Valley Casino twice daily on request.

Placer County Transit offers Dial-a-Ride services for Granite Bay, Loomis, Rocklin, and along Highway 49.

The Placer County Transportation Planning Agency (PCTPA) has designated the Western Placer Consolidated Transportation Service Agency (WPCTSA) as the Consolidated Transportation Service Agency serving western Placer County. The WPCTSA is a joint powers agency with the power to provide and coordinate social service transportation for the western portion of Placer County, including services for the elderly and individuals with disabilities. WPCTSA services went into effect in January 2009.

WPCTSA programs are intended to provide transportation services for Placer County residents who are not able to use conventional public transit services operating within western Placer County. Each program responds to a unique transportation need not otherwise currently met or met well within a prescribed service area. WPCTSA currently collaborates with Seniors First, Inc., a local non-profit organization, to fund various programs.

WPCTSA Transportation Services

The WPCTSA designated the City of Roseville as the lead agency to establish and operate the regional Transit Ambassador Program. The program educates new passengers in becoming familiar with western Placer County transit services and provides assistance to passengers at transit transfer points.

The WPCTSA currently collaborates with Seniors First, Inc., a local non-profit organization, to provide two additional programs:

1. Health Express Non-Emergency Medical Transportation
Seniors First provides a non-emergency medical transportation service known as “Health Express.”
2. My Rides Program
The My Rides Program maintains the former Door-to-Door Rides program that has provided volunteer transportation service for more than 40 years to eligible Placer County residents. The *My Rides Program* expands the service area countywide to include a mileage reimbursement program for individuals and First 5 families with children, prenatal through five years old, who are unable to use conventional public transit services to and from medical-related appointments, public services, and essential needs destinations. The *My Rides Program* also provides a voucher for individuals who cannot otherwise afford the costs associated with an occasional and necessary trip to medical-related appointments.

The WPCTSA also purchases retired (surplus) dial-a-ride vehicles from Placer transit operators and sells these vehicles to local non-profit social service organizations for a nominal amount for use to transport elderly and/or disabled clients.

Through a separate MOU, the City of Roseville also operates the South Placer Transit Call Center. The Call Center serves as a centralized "one stop" resource that provides alternative transportation information to the public and books demand-response trips for participating South Placer County transit operators and/or private/non-profit providers of transportation services.

Based on the WPCTSA Short Range Transit Plan, the WPCTSA also plans to implement the following programs:

- Public Transit Demand Response CTSA Non-Emergency Medical Trip reimbursement – WPCTSA is pursuing a system of reimbursement of CTSA NEMT trips allocated by the Call Center to Public Dial-a-Ride services, using existing unused DAR capacity to provide some NEMT trips above and beyond required complementary ADA paratransit trips.
- Bus Pass Subsidy Program – This program would distribute bus passes to those least able to afford them.
- Capital Non-Profit Vehicle Replacement Program – This program would allow WPCTSA to purchase used, road-worthy surplus vehicles from local non-profit agencies.
- Capital Bus Stop/Access/Community Enhancement – WPCTSA will conduct a bus stop inventory on accessibility and prioritize support to specific bus stop or path-of-access improvements that will demonstrably benefit the target populations, using PTMISEA and TSSSDRA funds.
- Capital NEMT Vehicle Tracking and Upgrade Program – This program, administered by WPCTSA and Seniors First, will enable the Call Center to use specialized software to locate NEMT vehicles and manage usage and capacity through the installation of tracking devices.

Sacramento County

As the largest in the region in terms of population, Sacramento County also has a larger number of transportation providers.

Fixed-Route Service

The Sacramento Regional Transit District (SRTD) operates three light rail lines and 77 fixed-route bus services in its 418-square-mile service area, with construction underway for an extension of the South light rail line to Cosumnes River College.

South County Transit (SCT/Link) operates service in the southernmost part of Sacramento County. SCT/Link offers general public dial-a-ride service in Galt, as well as limited service to other communities in the Delta, an express route along Highway 99 connecting Lodi, Galt, Elk Grove and Sacramento, and the Sacramento Commuter connecting Galt and downtown Sacramento.

e-tran is the City of Elk Grove's transit service. It offers nine local bus routes within Elk Grove, including a weekend shuttle service. *e-tran* also offers nine commuter routes to Sacramento, including

connections to the Meadowview and Butterfield light rail stations, and to SCT/Link's Highway 99 service, as well as two reverse commute routes from Sacramento to Elk Grove. Folsom Stage Line offers two local fixed routes Monday through Friday, including connections to the Iron Point and Glenn light rail stations, downtown, Folsom Lake College, Intel, Kaiser, and retail centers.

Demand-Responsive Service

Paratransit, Inc. has a collaborative agreement with SRTD to provide complementary ADA paratransit service within $\frac{3}{4}$ of a mile of active light rail stops and bus routes within SRTD's service boundary in Sacramento County. As the designated CTSA for Sacramento County (excluding the southernmost portion of the county), Paratransit, Inc. also provides non-ADA service directly and through community partners. They operate over 150 vehicles. Paratransit, Inc. provides trip planning and services to [11 community partners](#), ranging from United Cerebral Palsy to Elk Grove Adult Community Training. Their maintenance shop provides services to 40 other agencies in the Sacramento region. Paratransit offers mobility training for county residents on using SRTD buses and light rail, and to residents of certain SACOG region communities.

SCT/Link provides general public Dial-a-Ride service within Galt. SCT/Link also provides service once a week for the general public between Galt and Southeast Sacramento County, and twice a week for seniors and persons with disabilities between Galt and medical facilities in Sacramento.

e-van provides Dial-a-Ride service to Elk Grove residents who are 75+ or qualify for ADA. *e-van* operates within Elk Grove, and also provides service to medical and other destinations within urbanized Sacramento County.

Folsom Stage provides Dial-a-Ride service within Folsom city limits for persons with disabilities and those 55 and over.

Supplemental/Human Services Transportation

Other transportation providers in Sacramento County include the following:

- The American Cancer Society's Road to Recovery program provides transportation to ambulatory cancer patients without other alternatives to reach cancer-related treatment and medical appointments.
- ACC Rides Transportation Services provides transportation to all seniors while targeting underserved Southeast Asian elders and seniors with physical/cognitive limitations. Riders reside in nine zip codes: 95814, 95818, 95820, 95822, 95823, 95824, 95828, 95831, and 95832. ACC Rides included the Delta Region in 2014 encompassing part of Hood Franklin, Courtland, Locke, and Walnut Grove. Transportation services include bringing riders to doctor's appointments, to go shopping, attend lunch at selected Meals on Wheels by ACC "All Seasons Café" sites, and other personal errands.
- Cordova Senior Center operates two vans that bring seniors to the center for activities.
- For a donation, Galt Concilio offers Galt seniors and persons with disabilities van or car transportation, provided by volunteer drivers with a week's notice, to medical appointments in Galt, Lodi, Stockton and Sacramento.

- The Society for the Blind offers transportation for those attending classes at its midtown location, as well as for its senior retreat program and Senior Impact Program.
- Stanford Settlement offers transportation to and from the Sister Jeanne Felion Senior Center for lunch using 15-passenger vans, plus door-to-door car transportation and escort for seniors to doctor's appointments using volunteers. To be eligible, seniors must live in zip codes 95815, 95833, 95834, or parts of 95836, 95837 or 95838, and request medical escort at least 3-4 days in advance.
- United Cerebral Palsy offers weekday fixed route, door-to-door service for people with developmental disabilities to various community educational and vocational programs throughout the Greater Sacramento area.
- United Christian Center's Health Reach program is a free service running two vehicles on weekdays to transport seniors and persons with disabilities in South Sacramento to medical appointments.

Yolo County

Besides its cities of Winters Woodland, Davis – home to UC Davis – and West Sacramento, Yolo County includes numerous smaller communities such as Madison and Esparto and more outlying rural areas like the Capay Valley.

Fixed-Route Service

The Yolo County Transportation District (YCTD) operates YOLOBUS, which offers local fixed routes within Woodland and West Sacramento and intercity routes serving Davis, West Sacramento, Winters, Woodland, downtown Sacramento, Sacramento International Airport, Capay, Dunningan, Esparto, Madison, Yolo, Knights Landing, Vacaville, and Cache Creek Casino.

Unitrans provides fixed-route transit service in the city of Davis for UCD students and the general public. UC Davis operates a UCD Med Center and UC Berkeley Shuttle.

Demand-Responsive Service

YCTD also operates the following curb-to-curb Dial-a-Ride services:

- Local service for persons with disabilities in Woodland;
- Local service and to medical appointments in Sacramento for West Sacramento seniors and persons with disabilities;
- Intercity service between the communities of Winters, Woodland, Davis, West Sacramento, Sacramento International Airport and downtown Sacramento.

Davis Community Transit operates origin-to-destination Dial-a-Ride service for persons with disabilities within the City of Davis.

Supplemental/Human Services Transportation

Other Yolo County transportation providers include:

- United Christian Centers in West Sacramento, which transports disabled adults to the local adult day health care program, and takes West Sacramento, Woodland, and Davis clients to the John H. Jones Clinic for substance abuse or medical treatment.
- Woodland Community Care Car, operating two vans driven by volunteers within Woodland to take ambulatory seniors to and from medical, dental and legal appointments, beauty or barber shops, visits to a spouse or relative in a hospital or nursing home, shopping, banking, Social Security, the Senior Center, Employment and Social Services Department, library and post office. The vans also take passengers to the Woodland Senior Center for their lunch program.
- Yolo Adult Day Health Center in Woodland, which operates four vans/mini-vans to bring clients to their program.
- Yolo County Veterans Service Office which uses two vans driven by volunteers to take local veterans to medical appointments at Veterans' hospitals at Mather, McClellan, Martinez, Mare Island, and occasionally San Francisco.

Yuba and Sutter Counties

Yuba and Sutter Counties are home to two larger cities, Marysville and Yuba City, and two large unincorporated urban communities, Linda and Olivehurst, as well as two small cities, Live Oak and Wheatland, and numerous unincorporated rural areas. There has been abundant development on the city fringes and in outlying rural communities over the last ten years, with a large population of commuters to jobs in Sacramento, Placer and Yuba Counties and beyond.

Fixed-Route Service

Yuba-Sutter Transit offers six fixed routes serving Yuba City, Marysville, Yuba College, Olivehurst and Linda, and commuter and midday service to downtown Sacramento, including six morning and evening schedules on Highway 99, three morning and evening schedules using Highway 70, and three midday schedules. Service is generally offered from 6:30 a.m. to 6:30 p.m. Monday – Friday and from 8:30 a.m. to 5:30 p.m. on Saturdays. There is no service on Sundays or major holidays.

Yuba-Sutter Transit also offers three rural route-deviation services providing scheduled access to the Yuba City / Marysville urban area from the Cities of Live Oak and Wheatland and selected Yuba County foothill communities. Each of these services offer two round trips on either two or three weekdays only.

Demand-Responsive Service

Yuba-Sutter Transit provides Dial-a-Ride service to seniors and persons with disabilities, and the general public in the evenings, within the Yuba City, Marysville, Linda and Olivehurst urban area.

Service is operated from 6:30 a.m. to 9:30 p.m. Monday – Friday and from 8:30 a.m. to 5:30 p.m. on Saturdays. There is no service on Sundays or major holidays.

Supplemental/Human Services Transportation

- The American Cancer Society offers its “Road to Recovery” transportation service to ambulatory cancer patients in Yuba and Sutter Counties for cancer-related appointments.
- PRIDE Industries provides worksite transportation for adult program participants with disabilities within the Yuba City/Marysville urban area and Live Oak utilizing three vans.
- Easter Seals adult day services have two buses to help transport program participants within the community as needed.

Various private companies including Heart-to-Heart, L.O.R. Transportation and Merit Med-Trans provide MediCal-subsidized, non-emergency medical trips within the area.

CHAPTER 3: NEEDS ASSESSMENT

The following Chapter outlines the needs for public and human services transportation services and coordination identified as part of this Plan. Demographic projections indicate growth in the populations most likely to require public transportation assistance: seniors, persons with disabilities, and low-income households. Stakeholder input also identified issues with existing transportation services that affect mobility, and indicated region-wide and county-specific needs for expanded services and coordination.

Senior Population Change

Population projections have been developed by the California Department of Finance (DoF). DoF projections are from a regional economic model which makes assumptions about future levels of migration into each county.

According to DoF projections, the number of people age 75 or older in the Sacramento region, and who are the most likely to need transportation assistance, will nearly triple between 2010 and 2040, increasing to 381,000. As shown in **Table 1** below, in each of the six counties, growth for each age cohort (55+, 65+ and 75+) is expected to increase as a proportion of the regional total.

Table 1				
DOF PROJECTIONS by County for Age and Age Group as a Percent of Total Population				
County	2010	2020	2030	2040
El Dorado				
Total	180,921	203,095	234,485	263,579
55+	75,208	85,499	92,289	93,067
65+	41,918	58,492	62,484	62,421
75+	15,376	26,515	36,465	36,706
% Total Pop 55+	42%	42%	39%	35%
% Total Pop 65+	23%	29%	27%	24%
% Total Pop 75+	8%	13%	16%	14%
Placer				
Total	350,275	391,682	442,505	501,293
55+	98,003	129,369	157,572	180,462
65+	53,668	74,971	105,097	127,418
75+	24,525	32,573	50,766	73,185
% Total Pop 55+	28%	33%	36%	36%
% Total Pop 65+	15%	19%	24%	25%
% Total Pop 75+	7%	8%	11%	15%
Sacramento				
Total	1,420,434	1,543,522	1,708,114	1,913,756
55+	316,539	421,743	509,437	613,689
65+	159,380	230,044	322,785	391,375
75+	75,496	89,975	145,875	212,263
% Total Pop 55+	22%	27%	30%	32%
% Total Pop 65+	11%	15%	19%	20%
% Total Pop 75+	5%	6%	9%	11%

County	2010	2020	2030	2040
Sutter				
Total	94,669	108,939	133,010	172,475
55+	22,184	29,619	37,211	49,700
65+	11,993	16,734	23,668	31,040
75+	5,500	7,276	11,115	16,757
% Total Pop 55+	23%	27%	28%	29%
% Total Pop 65+	13%	15%	18%	18%
% Total Pop 75+	6%	7%	8%	10%
Yolo				
Total	201,311	223,657	250,414	281,259
55+	40,285	55,658	68,989	87,482
65+	19,918	30,825	43,898	54,586
75+	9,243	12,181	20,800	30,291
% Total Pop 55+	20%	25%	28%	31%
% Total Pop 65+	10%	14%	18%	19%
% Total Pop 75+	5%	5%	8%	11%
Yuba				
Total	72,329	84,520	101,812	123,203
55+	14,951	22,055	29,663	39,973
65+	7,261	11,618	18,307	24,287
75+	3,056	4,223	7,576	12,248
% Total Pop 55+	21%	26%	29%	32%
% Total Pop 65+	10%	14%	18%	20%
% Total Pop 75+	4%	5%	7%	10%
Region Total	2,319,939	2,555,415	2,870,340	3,255,565
55+	567,170	743,943	895,161	1,064,373
65+	294,138	422,684	576,239	691,127
75+	133,196	172,743	272,597	381,450
% Total Pop 55+	24%	29%	31%	33%
% Total Pop 65+	13%	17%	20%	21%
% Total Pop 75+	6%	7%	9%	12%

By the year 2040, the six-county region is projected to have 33% of the population aged 55 and over. DoF currently projects that the number of older adults will increase both numerically and as a percentage share of the population in each of the six counties over the study period. However, this growth will not be even.

The most dramatic graying percentage-wise will continue to occur in outlying counties which presently have lower median ages. According to DoF's maps, percentage growth rates for those age 65+ will be greatest in Yolo and Yuba Counties, while percentage growth rates for those age 75+ will be greatest in Placer and Yuba Counties. The most urbanized county, Sacramento, will see more moderate growth rates.

Nonetheless, the largest absolute growth will take place in Sacramento County, to over 391,000 residents aged 65+ by 2040. This compares with Placer County with about 127,000, or about a third of Sacramento County's older adult population, and El Dorado County at about 62,000 aged 65+, or about 16 percent of Sacramento's older population. (Without the South Lake Tahoe area, these county projections would be slightly reduced.)

Persons with Disabilities: Population Change

The Census Bureau defined a disability in the 2010 Census as a long-lasting physical, mental, or emotional condition. A disabling condition can make it difficult for a person to undertake everyday activities such as walking, climbing stairs, dressing, bathing, learning, or remembering, and can prevent a person from being able to go outside the home alone, to travel independently, or to work at a job or business.

In the 2000 Sacramento Area Household Travel Survey, respondents were asked if they had a disability that limited their ability to go outside their home. Overall, 5% of people who responded reported a disability that limited their mobility. As was expected, the average number of personal trips made by persons with a disability (2.1) was lower compared to persons without a disability (3.8).²

A “severely disabled” custom category has been created by SACOG that consists of only those persons whose disabilities make self-care and independent living more difficult. This custom category was created to more accurately represent the population who require some type of assistance, are frequently reliant on public transportation, and would most likely be dependent on demand-responsive or human services transportation.

Table A “Severely disabled population in 2010 with projections to 2040” in the Appendix provides projections of this “severely disabled” population in 10-year increments from 2010-2040. In the absence of more certainty on future disability rates, county-level disability rates have been held constant at 2010 levels to try to account for potential offsetting increases and decreases for different age groups. The 2010 disability rate was applied to DoF county projections to project out the population with severe disabilities at the end of each 10-year increment.

What is striking is that the “severely disabled” population is projected to increase by 74% between the year 2010 and 2040, to over 272,000 people in the Region due to overall population growth. Those currently aged 31-50, a group that according to studies may be showing higher disability rates, will be ages 55-74 by 2040.

In all counties, the percentage of severely disabled among those 18-64 exceeded the percentage of severely disabled seniors 65+.

Location of Population Growth

Dispersion of the senior population has occurred in the Sacramento region. Over the 30-year period from 1970-2000, Census data shows that, as population spread out from central Sacramento, so did a portion of the senior population. Maps 1 thru 4 in the Appendix illustrate that outlying counties have had increasingly larger concentrations of seniors living in areas that are suburban, semi-rural and rural. Suburban differences are notable in the Sacramento region. Growth in the older population cohorts has been increasing in newer outlying suburbs, such as El Dorado Hills, that have few public transit options and rely extensively on autos for transportation.

² SACOG, SACOG Household Travel Survey, 1999.

A portion of the growth in the population age 65 and older will continue to occur in newer suburban areas in the outlying SACOG counties that currently have only basic or no access to transit services. More urbanized Sacramento County is also projected to have a large number of senior residents.

Lower Income Population

A portion of seniors are also low-income, with limited resources to afford to pay for transportation or other services. Table B in the Appendix identifies low-income seniors by age group. Regionwide in 2010, about 11.5% of all households headed by those 65+ fell below the federal poverty line. Yolo and Sutter Counties had the highest percentage of low-income seniors households headed by someone 65 and older, while El Dorado County had the lowest.

A portion of the working-age population with disabilities also faces limited income. Table C in the appendix shows that of the approximately 285,000 people falling below the federal poverty line in the Region, about 98,800 or 35% have some form of disability. Of the disabled population that is in poverty, 37% are working-age (18-64) compared with 11% who are 65+. Specific income data is not available to refine this analysis further for those in SACOG's "custom category" with severe disabilities.

Table C and D show that the proportion of the working age population in the region who were below the federal poverty line in 2009 and 2010 was between 4 to 12 percent. This group is more likely to be transit dependent to reach work and training opportunities. In Table E, the correlation between vehicle ownership/availability and income is clear, with between 11.5 to 23% of households whose income is below \$25,000 per year not having a personal vehicle available to them, compared with only 1.5 to 7.5% of households with an income higher than \$25,000 per year. In total, more than 113,000 households do not have a vehicle available to get to necessary destinations such as work, grocery shopping, medical appointments, etc.

Poverty is an issue throughout the SACOG region. Many think of the urban areas of the region as having the highest levels of poverty. In fact a much larger proportion of the population affected by poverty are in the suburban and rural areas of the region as can be seen in Maps 5 through 9. This illustrates that the need for access to reliable, affordable and relatively convenient public transportation throughout the SACOG region. As the federal poverty line is seen by many as extremely low, the above maps may understate those with difficulty affording transportation services.

Even assuming disability rates remain constant, sheer population growth, especially among senior age cohorts, suggests a significant increase in the population eligible for demand-responsive services. In 2010, approximately 12% of the total regional population qualified, and since most local demand-responsive systems serve seniors over a specified age regardless of disability, by 2040 that percentage is likely to increase even more.

Consideration needs to be given to how to identify and target seniors, lower income persons and persons with disabilities who have the fewest resources for transportation support. More data will also be needed to project the need for ADA/special transportation services for those with severe disabilities among working-age and senior populations.

Common Destinations

The following are common destinations identified by stakeholders across the region:

Medical Services

- Kaiser Permanente facilities in Folsom, Sacramento (Morse Ave., Point West, South Sacramento), Roseville (Riverside, Eureka Rd., Park Lane Pharmacy), and Lincoln
- UCD Medical Center in Sacramento and UC Davis clinics
- Sutter and Dignity medical facilities/Mather Veterans Administration hospital
- County health clinics
- County/outpatient mental health clinics
- Other local hospitals and clinics (e.g., Auburn Faith, Dewitt Clinic, Woodland Memorial, MedClinics, urgent care clinics)
- Medical complexes/doctor's offices surrounding hospitals
- Dialysis centers
- Specialized services like wheelchair repair centers in Sacramento and Roseville
- Adult day health care

Education/Employment

- Services/centers for people with various disabilities – e.g. programs for blind/visually impaired, deaf/hearing impaired, those with developmental disabilities, independent living programs, disability training programs, adult day programs
- One-stop centers
- CalWORKS
- Employment Development Department
- Department of Rehabilitation
- Adult education programs
- Colleges and universities
- Access to school buses

Government Services

- Federal, state, county offices
- Social Security offices
- Public libraries
- Legal services
- County Social Services
- Post Office

Shopping/Errands

- Grocery stores
- Pharmacies
- Big box stores like K-Mart, Wal-Mart, Target, Home Depot
- Downtown areas
- Shopping malls – traditional and outlets
- Banks
- Pet stores/veterinary clinics

Social/Recreational Opportunities

- Senior centers
- Religious congregations
- Movie and other theaters
- Gyms/athletic clubs
- Community pools
- Community centers
- Sports arenas
- Nature centers/lakes/rivers
- Fairs and special community events

Connections for Longer Distance Travel

- Sacramento International Airport
- Amtrak Stations
- Greyhound bus stations

Unmet Needs and Gaps

Stakeholders have identified a variety of gaps and issues with existing transportation services that limit mobility on the part of seniors, persons with disabilities, and those with low incomes.

Non-Emergency Medical Transportation

Reaching medical appointments was considered one of the greatest unmet needs for those who must rely on public transit or demand-responsive services. Issues identified with existing transportation services include:

- Those needing to reach medical facilities in another city or county can encounter difficulties trying to cross geographic boundaries, especially where eligibility requirements differ.
- Most demand-responsive services require advance reservations, making it difficult to reach a doctor for a same-day appointment because of an illness or emergency.
- It is hard to predict how long a medical appointment will last, so it is difficult to schedule a timely pick-up.
- Waits for pick-up can be long and generally difficult for someone in ill health.
- Transit agency demand-responsive programs, which are all curb-to-curb, require clients to wait outside for a pick-up, and if they are late it can be a particular hardship for someone who is frail or ill, especially in hot, cold, or wet weather.
- Some people are too frail to utilize curb-to-curb service, and require greater assistance to and from the vehicle.
- Seniors with dementia can be too confused to successfully reach an appointment without escort
- Van transportation itself can exacerbate certain medical conditions.
- Demand for demand-responsive services especially by dialysis clients keeps growing, decreasing capacity for other users.
- Schedules are not always coordinated between agencies on route connections to reach medical centers.

Odyssey undertook a study to examine connections between communities to major medical facilities and key destinations in Sacramento County.

For those able to access the initial route in their home community, in some cases intercity travel options are very good, with agencies providing direct service without transfers or waiting. These included: both Auburn and Lincoln to the Roseville Galleria, Lincoln to Roseville Kaiser, and El Dorado to Folsom Kaiser and Folsom Lake College.

Unfortunately, many other trips are not easy for transit-dependent patients, requiring long trips, significant wait times and multiple transfers. For example, consulting transit agency websites for current routes and schedules:

- For someone trying to reach Kaiser Roseville from Auburn, the trip requires 2 hours and 3 transfers.
- Elk Grove to Kaiser South takes 1-1.5 hours with at least one transfer.
- Yuba City to Kaiser Morse takes up to 2.5 hours and 3 transfers, with half the time spent waiting for transfers and is only available Monday through Friday.
- Outside of Tuesdays and Thursdays when SAC-MED is available, depending on the time of day, traveling from El Dorado County to Mercy Folsom can take up to 3 hours and up to two transfers, with a potential hour wait for the transfer.
- Davis to Kaiser South takes 2.5 hours and at least two transfers, with almost one third of the time spent waiting.
- Auburn to Pride Industries in Roseville is difficult trip on public transit – routing can take up to 3 hours and three transfers.

These findings bear out the difficulties reported by stakeholders with travel across city/county boundaries, even to key destinations.

Demand-Responsive Service

Concerns extended to demand-responsive service generally. Stakeholders identified the following as issues with Paratransit/Dial-a-Ride systems region wide that inhibit mobility:

- Requirements for advance scheduling
- Insufficient service in terms of hours, capacity, and geographic areas served
- Long waits for pick-ups
- Difficulty of intercity connections
- Curb-to-curb service that is insufficient for those who need additional help to/from the vehicle or to carry packages.

Fixed-Route Transit

For seniors, persons with disabilities, and low-income families who can or do use fixed-route transit, besides the concerns raised above, stakeholders across the region also identified these issues:

- Insufficient service, especially midday, evenings, weekends, holidays, and in more rural areas
- Lack of fixed-route transit near where people live and serving their destinations
- Ride times that are long, especially if there is a need to transfer
- Bus stops that are far from destinations and/or have poor physical access
- Cost, especially with fare increases and transfers

- Drivers not following rules and training concerning riders who are seniors or have disabilities
- Insufficient transit information reaching the public.
- Lack of system integration across the geographic boundaries of providers, resulting in poor timing and schedule coordination, difficulty for riders to connect for intercity travel, and/or requiring multiple transfers.

Maps 5-9 developed by SACOG show current transit services overlaid on areas in the SACOG Region that are more heavily populated by households with lower incomes. Certain locations in the region appear to have sections that are less well served by transit, despite the concentration of lower income families. This kind of mapping can be a useful tool for identifying and planning transit services for areas that are potentially underserved.

County Issues

County-specific issues were also identified through stakeholder interviews, workshops and unmet needs hearings, as listed below:

El Dorado County

- Many people live outside the Dial-a-Ride boundary and so do not qualify for service.
- Taxi service is expensive.
- There are no supplementary volunteer programs.
- Dial-a-Ride subscription service is full with a waiting list, making it hard for working people to rely on the service as it is first-come, first-served for those without a subscription.

Placer County

- Intercity travel is difficult from Auburn, Lincoln and other outlying towns to Roseville for jobs, shopping, programs such as PRIDE, and medical services, and across county lines to destinations in Sacramento County.
- Small print size is difficult to read in transit information
- There are limits on shopping bags/packages
- Sun City senior communities in Roseville or Lincoln do not provide transportation services for residents who, as they age, are no longer able to drive, relying instead on resident volunteers. Most volunteer-provided services cannot transport people who use wheelchairs because of issues with disabled users' limited ability to transfer from a wheelchair to a vehicle.
- Clients with similar profiles may or may not qualify for transportation services because of eligibility requirements.

- Some contracting agencies don't permit CTSA to carry other programs' clients even when going to the same destination.
- Placer County Transit schedules do not necessarily coordinate with the light rail schedule at Watt/I-80.

Sacramento County

- Transfers are sometimes across the street and/or very tight, and if a bus is missed there can be a long wait for the next one given infrequent schedules.
- Riders may not know to ask drivers to communicate when there is a potential to miss a key transfer.
- Seniors have fears of getting lost, of safety at transit stops, and of using transit at hours when many teenagers are present.
- Bus drivers are unable to enforce priority seating for elderly and disabled persons.
- Incorrect information is sometimes provided by customer service agents.
- There is a lack of notice about stop location changes, route diversions, closures, road construction barriers, and the like.
- There is no braille signage at bus stops for the blind/visually impaired.
- No system or Transportation Management Association is available to help organize accessible taxi services or shuttles in neighborhoods.
- Individuals are sometimes denied a ride on Paratransit due to lack of next-day or same-day space.
- Light rail to/from Folsom does not run late enough to accommodate nontraditional work shifts or college students taking evening classes in Folsom or Sacramento.

Yolo County

- There is a lack of mobility training for passengers who could be encouraged to use fixed route buses instead of demand-responsive service.
- Dial-a-Ride vehicles are insufficient at peak travel times;
- There is inadequate gap service for wheelchair users and in smaller communities, especially for emergencies and unplanned situations.
- Need more accessible taxis.
- Insufficient service is available for low-income residents of the Yolo housing authority development in Winters to reach employment within and outside Yolo County.
- Drivers not always communicating sufficiently with blind/visually impaired clients that have arrived or that bus is full.

Yuba and Sutter Counties

- There is no fixed-route service on Sundays or holidays
- Buses still have steep steps that can be hard to climb.
- There is insufficient information and training on using the transit system.
- There are some who live outside the Dial-a-Ride boundary in Sutter County and so do not qualify for service.
- It can cost \$40-50 to use taxi service.

CHAPTER 4: STRATEGIES AND/OR ACTIVITIES TO ADDRESS IDENTIFIED GAPS AND ACHIEVE EFFICIENCIES IN SERVICE DELIVERY

Coordination

Regionally, SACOG administers the 511 system (www.sacregion511.org), a clearinghouse for transportation information in the six-county SACOG region. The 511 website, phone system, and smart phone application allow users to obtain information on transportation within the region, as well as travel information from the adjoining regions (San Francisco Bay Area, etc.). The region has helped a majority of the fixed route transit operators get their service information into the Google automated transit trip planning system, which allows users to plan trips and receive itineraries, whether for short neighborhood trips or long regional trips from county to county.

The SACOG regional transit operators coordinate their services in a variety of ways. A majority of the fixed route transit providers operate inter-jurisdictional trips for commute purposes, as well as for everyday travel needs of their customers. Some of the region's operators have multiple-agency dispatching and scheduling for demand responsive services. Some of the transit providers also share their maintenance facilities with other smaller, not-for-profit and specialized transportation providers.

The SACOG Transit Coordinating Committee (TCC) brings together area transit operators to coordinate their operations, capital and maintenance functions. The TCC coordinates transit studies and systems on a regional basis, disseminates federal, state and local transit information, reviews and comments on the MTP/SCS and the MTIP, gives input into SACOG's Overall Work Program, and provides a forum for the region's transit operators to discuss transit plans and issues. TCC members come together each year to program funds for their systems' operations and maintenance needs, as well as for capital bus replacement and expansion.

Current and Future Efforts to Improve Coordination

SACOG in partnership with the region's fixed route transit operators, has implemented an automated trip planning (ATP) system using the Google Transit tool. The Google Transit tool allows transit riders to plan regional trips using multiple operators. The itinerary provided by the Google Transit tool includes approximate walking distances, transit travel times, and fares. Eventually, the ATP will be linked to the Sacramento Region 511 traveler information system that SACOG administers.

One of the main issues that stakeholders conveyed was the difficulty in making cross-jurisdictional trips. Many of these trips were for medical appointments. The Placer County Transportation Planning Agency (PCTPA) initiated a study on coordination and/or consolidation of the various demand-responsive services offered in Placer County, as a majority of the transit operators now provide some form of demand-responsive transit service of their own and a CTSA operates there as well. This study resulted in the creation of the Western Placer CTSA, which now works with non-profit organizations that provide demand-responsive services and non-emergency medical transportation to residents that aren't served by the existing fixed route transit operators' demand-responsive services.

SACOG is in the process of implementing with eight of the region's transit operators a single fare medium called the Connect Card. A majority of the fixed route transit operators in the SACOG region will be participating in the Connect Card once implemented in 2015. In the future, demand-response operators may also participate in the Connect Card, and the technology could also be expanded to allow the use of smart phones for payment in addition to the Connect Card. The Connect Card will increase the ability for seamless travel on the regional transit network and facilitate multi-jurisdictional transit trips.

SACOG also worked to identify environmental justice issues throughout the region with the Lifeline Transit Study. These issues include lack of transit services to certain areas where populations of lower income persons are high, as well as transit challenges faced by seniors who live in suburban 'senior communities' that have limited or no access to public transportation. SACOG brought together representative stakeholders to give their input on environmental justice related transportation problems that they and those in their communities face.

SACOG sees Public Transit and Human Services Transportation Coordination as an on-going process, to be considered on a regular basis. SACOG will continue to make use of the existing Social Service Transportation Advisory Councils (SSTAC) that advise the SACOG board on the state-required Unmet Transit Needs process to give input on Coordinated Transit/Human Services Transportation issues. The SSTACs are made up of potential transit users who are 60 years of age or older; physically disabled; social service providers for seniors, including a transportation provider; a social service provider for persons of limited means; and representatives of the CTSA (Consolidated Transportation Services Agency), including a transit operator(s).

Recommendations for Additional Coordination Efforts and Improvements

Many recommendations emerged from the interviews, public workshops, Senior and Disabled Mobility Study Technical Advisory Committee and the Lifeline Transit Study. Recommendations follow particularly for efforts to improve coordination and community partnerships, and for low-cost efforts by transit agencies, human service transportation providers, local governments, community-based organizations, and other to improve mobility for seniors and persons with disabilities and/or low-incomes.

Planning and Funding

1. Work with SACOG on funding resources to expand the availability of fixed-route, demand-responsive and shuttle services.
2. Incorporate issues and recommendations raised in this Plan, SACOG's Senior and Disabled Mobility Study, and Lifeline Transit Study into local transit operator studies, such as Short-Range Transit Plans.
3. Continue to coordinate with SACOG and the county human services departments on mapping that overlays current transit routes with lower income and environmental justice communities, and review transit routes and frequencies of service in those areas for service revisions/expansions to better meet local needs

Fixed-Route Transit Connections and Service

4. Review and consider schedule revisions to improve fixed-route connections across geographic boundaries to key destinations, such as major medical facilities.
5. Develop a process by which transit agencies routinely provide notice to other transit providers in the region of service cuts, revisions, route changes or expansions under consideration, so that impacts on intercity connections can be considered up front in the planning process on the part of all affected agencies.
6. Seek funding support for local shuttle services from retailers and medical providers, in partnership with transit agencies and/or social service providers. Work with large medical facilities, dialysis clinics, local governments, transportation management associations, and/or community-based organizations on public/private partnerships to provide transportation services to medical appointments and/or major retail centers. Work with businesses to provide discounts/incentives to use public transit.

Transit Stops

7. Develop community partnerships to implement safety improvements at key bus stops and light rail stations. Sacramento Regional Transit has already begun working with city/county law enforcement, the business community, educational institutions and others on light rail station safety improvements. Continue and expand such efforts.
8. Work with local governments to increase crossing times at key intersections using federal guidelines for the pace of older and disabled persons, and improve intersections and sidewalks for safe travel to and from key transit stops. Work with local governments and property owners/managers on accessible paths of travel through large parking lots at key destinations.
9. Develop volunteer bus stop audit teams composed largely of seniors and/or persons with disabilities to audit conditions at stops and stations. Develop an Adopt-a-Stop or bus stop enhancement program to encourage private and nonprofit organizations to help maintain and beautify bus stops and add amenities.

Demand-Responsive Service

10. Seek funding to offer more door-to-door assistance.
11. Improve coordination between demand-responsive service providers, and seamlessness of the system for the user, regardless of which program a client is eligible for, e.g., a one-stop application form or call-in system even if the user is being served by multiple carriers.
12. Review opportunities with other demand-responsive and nonprofit providers to utilize existing vehicles for multiple program clients, possibly with assistance from SACOG's Social Services Transportation Advisory Councils. The State's Mobility Action Program will also be looking at program and funding requirements that limit transportation systems' efficient use of vehicles in serving clients across different programs.

13. Work with facilities and local governments to obtain priority parking for Dial-a-Ride vehicles at common destinations.
14. Work with hospitals and clinics to offer on-site escort services for patients using curb-to-curb transportation services but needing more assistance to reach doctor's offices.

Information and Training

15. Improve passenger notice on changes to routes, stops, construction delays, Dial-a-Ride pick-up changes, etc.
16. Increase and reinforce driver training concerning rules and practices for transporting seniors and persons with various forms of disability.
17. Educate more people about the complex issues around aging and mobility. Better publicize the effects of housing choices on senior and disabled mobility, and the public and personal costs of individual choices to locate away from transportation and other services. Develop partnerships with Realtors®, visitors' bureaus, and other sources of information for those seeking housing in an area to help inform potential senior buyers and renters and their families of transportation and other services that are or are not available in the area, to encourage more informed choices.
18. Increase outreach and education on alternatives to driving and availability of mobility training programs. Increase publicity on public transit services. Improve the readability of transit schedules, including producing large print versions. Publicize the availability of ride-sharing and matching programs.
19. Establish mobility training programs in all jurisdictions to make transit and alternatives to driving more accessible and user-friendly to seniors and persons with disabilities, including those who may never have utilized it before. Develop transit ambassador/buddy programs to provide personal assistance to seniors and persons with disabilities who are learning to use fixed-route transit.
20. Partner with blindness organizations to expand and promote cane travel training for people who are blind/visually impaired in independent mobility and how to access fixed-route transit.

Local Government Policies

21. Work with local governments on policies requiring developers to pay for bus shelters and transit stop amenities.
22. Work with local governments to require developers of "active" senior communities to provide transportation or to contribute funds to mitigate the costs of local transportation services that will be needed as residents age, through development agreements, developer fees, or other mechanisms.

New Programs

23. Collaborate on a program of “transit scrip” to enable seniors and low-income persons with disabilities to reach fixed-route transit services via a connection by taxi, volunteer driver, or community organization. Work with CBOs to become scrip recipients for services and/or distribution mechanisms to populations needing the most financial assistance for transportation connections.
24. Catalyze shared driver cooperatives, in which a full-time driver provides service to a regular group of seniors and/or persons with disabilities who share the monthly cost of the driver and receive personalized transportation service when desired.
25. Increase availability of regulated, accessible, subsidized local and intercity taxi services.
26. Establish a community-coordinated volunteer driver program.

The following are also specific strategies and activities, sorted by cost, that were recommended in each county to improve mobility for low-income populations, seniors and those with disabilities.

El Dorado County

Lower Cost Strategies/Activities

- Strengthen design review to enable better transit access in new developments.
- Offer increased information on transit options
- Provide assistance with climbing bus stairs if “kneeling” buses are not physically feasible for certain areas.
- Provide more mobility training on using fixed route transit and alternatives to driving.

Higher-cost options

- Improve pedestrian crossings, especially near Prospector Plaza and at Highway 50 and Spring Street.
- Provide community shuttles to connect riders to bus stops on fixed routes
- Develop a community-coordinated volunteer program to fill transportation gaps
- Expand demand-responsive service
- Expand the Senior Center Shuttle’s service area.

Placer County

Lower Cost Strategies/Activities

- Improve coordination of local fixed-route services
- Improve transit stops
- Improve Dial-a-Ride dispatching to insure correct and timely pick-ups at home and destinations.
- Increase driver sensitivity training.
- Make more available information on alternatives to driving through the DMV, community locations and the media.

Higher-cost options

- Develop more shuttle services: within shopping centers, to medical centers and other key services, and to special/community events from senior residences.
- Increase door-to-door assistance.
- Increase availability of accessible, subsidized, local and intercity taxi services.

Sacramento County

Lower Cost Strategies/Activities

- Include greater emphasis on universal design and transit-oriented development in city and county planning processes.
- Require any project listed in the Metropolitan Transportation Plan to demonstrate that the project will work for all possible users.
- Develop guidelines and funding criteria that support better design for high speed roads and pedestrian and bicycle access, including such items as resting places
- in route to bus stops.
- Increase public participation through greater public outreach and information on transportation and planning meetings, including those of SACOG.
- Form a SACOG ADA committee to insure senior and disabled concerns are heard and incorporated.
- Increase sensitivity and ADA communication, training, supervision, and accountability for drivers and customer service staff.
- Develop customer appreciation systems to recognize good drivers.
- Provide more management support for drivers to remove problem riders.

Higher cost options

- Increase funding for transit.
- Focus transit funds on more frequent midday, evening, weekend, and Neighborhood Ride service.
- Improve bus stop amenities such as shelters and benches
- Increase low-floor buses
- Undertake upgrades to wheelchair restraints
- Expand usage of real-time transit information technology.
- Provide incentive pay to recognize good drivers.
- Undertake safety improvements at bus stops and on buses, especially downtown, including improved lighting and visibility at stops.
- Offer smaller vehicle and jitney services.
- Expand demand-responsive and community/volunteer transportation programs.
- Offer more taxis that are regulated, insured, supervised, offer a variety of passenger payment options and accessible vehicles, and include discounts/sliding scales/subsidies for low-income seniors/persons with disabilities.
- Look at distance-based pricing.
- Look at priority for rides based on medical need.

Yolo County

Lower Cost Strategies/Activities

- Enforce driver stop announcements.
- Provide sensitivity training for all drivers on smooth driving of large buses or Dial-a-Ride vehicles, and including simulations to understand varied impairments.
- Develop a centralized list, managed by a transportation broker or coordinator, of groups or agencies with accessible vehicles who could transport disabled persons during unplanned situations, such as an illness at work or a vehicle break-down.
- Provide more information and training on using alternatives to driving, including transit buddies.

Higher-cost options

- Increase bus service, including nights and weekends
- Develop supplemental, subsidized, accessible (ramp-equipped) taxi service.

- Expand demand-responsive service hours and wheelchair space.
- Provide greater same-day flexibility for adding riders seeking destinations similar to those with advance reservations.
- Develop shuttles to high-demand destinations

Yuba and Sutter Counties

Lower Cost Strategies/Activities

- Provide more complete travel planning information.
- Provide more mobility training.

Higher-cost options

- Provide more frequent and Sunday bus service.
- Provide shuttles to key shopping and service locations.
- Develop a local volunteer driving program.

Conclusion

SACOG has produced this Public Transit and Human Services Transportation Coordinated Plan to provide data, information and recommendations that SACOG, local governments, service providers, community-based organizations and leaders, advocates, and community residents can use to begin to address the needs for mobility and transportation options among the Region's population of seniors, those with low incomes, and with mobility-impairing disabilities.

Through the Coordinated Plan, SACOG has identified a significant need to address mobility issues for seniors, persons with disabilities and those with lower incomes in the Sacramento Region and many possible strategies for doing so. Some of these solutions are simple and inexpensive, some are more costly, and some require significant coordination and funding to implement.

In the future, SACOG will be encouraging next steps by stakeholders throughout the Region in prioritizing, planning, and seeking to implement appropriate solutions in each county throughout the region.

SACOG produced this Plan to fulfill the requirements of MAP-21, but also to focus increased attention on the Region's increasing populations of seniors and persons with disabilities, as well as the population of people with low incomes, and on the growing demand for transportation programs and services. SACOG expects that this Coordinated Plan and future updates will support the partnerships needed to begin planning strategies now to facilitate regional mobility over the years to come.

Appendix A
Potential Funding Sources

Appendix B

Tables

Severely Disabled Population in 2010 with projections to 2040

Table A

County	Percent of the 2010 Population that is "severely disabled"								Number of "severely disabled" persons			
		Total Population 2010	"severely disabled" 18 to 64 yrs	% of total population that is "severely disabled" 18 to 64 yrs	"severely disabled" 65-74 yrs	% of total population that is 'severely disabled' 65 to 74 yrs	"severely disabled" 75+ yrs	% of total population that is "severely disabled" 75+ yrs	Census		Projected	
									2010	2020	2030	2040
El Dorado	6.0%	180,921	5371	3.0%	1810	1.0%	3,645	2.0%	10,826	12,153	14,031	15,772
Placer	6.3%	350,275	8044	2.3%	2746	0.8%	7,747	2.2%	18,537	24,580	27,769	31,458
Sacramento	9.2%	1,420,434	54,367	3.8%	16114	1.1%	34,095	2.4%	104,576	142,251	157,420	176,372
Sutter	8.2%	94,669	3604	3.8%	1014	1.1%	1,999	2.1%	6,617	8,971	10,954	14,204
Yolo	7.7%	201,311	4523	2.2%	1621	0.8%	3,883	1.9%	10,027	17,234	19,296	21,672
Yuba	10.3%	72,329	3770	5.2%	644	0.9%	1,657	2.3%	6,071	8,670	10,443	12,638

Sources: American Community Survey ACS) 2008-2010
DOF Population Projections

"severely disabled" - this is the percentage of the population that has "independent living" and "self care" disabilities according to Census 2010. The % of 'severely disabled' persons was held constant at the year 2010 level and was used to project the 'severely disabled' population out to 2040.

Seniors 65+ who are Low-Income

Table B
LI = Low Income

	Total # of Households headed by someone 65+	65+ & Low Income	% of Senior HHLDS 65+ & LI
El Dorado County	16,640	1214	7.3%
Placer County	33,696	3945	11.7%
Sacramento County	98,843	11436	11.6%
Sutter County	7,123	1020	14.3%
Yolo County	12,471	1797	14.4%
Yuba County	4,618	571	12.4%

Source: Census ACS 2008-2010

** The terms poverty and low-income are used

Low-income population with Disabilities

Table C

	Total Population	Total Pop 65+	Total Pop In Poverty*	Population in Poverty with a Disability	Of Total Pop in Poverty % w/ a Disability	Age		
						Under 18	18 to 64 years	65 years and over
El Dorado County	180,921	24,499	14,035	4,792	34%	115	1965	608
Placer County	350,275	49,765	22,091	7,834	35%	190	3132	1762
Sacramento County	1,420,434	152,525	190,248	69,293	36%	4,200	25894	6,262
Sutter County	94,669	11,399	13,224	4,623	35%	552	1584	616
Yolo County	201,311	18,747	31,942	7,298	23%	438	2117	871
Yuba County	72,329	7,074	14,246	5,009	35%	136	1780	342

Source: Census 2010, ACS 2008-2010 and ACS 2006-2010

*Poverty is defined by the Census Bureau as when the total income for a family or unrelated individual falls below the federal poverty threshold - then the family or unrelated individual is classified as being "below the poverty level" or "in poverty."

Size of Family	Federal Poverty Level 2009
1	\$10,830
2	\$14,570
3	\$18,310
4	\$22,050
5	\$25,790
6	\$29,530
7	\$33,270
8	\$37,010
for each add'l +	\$ 3,740

Table D

Poverty Status

	El Dorado County, California	Placer County, California	Sacramento County, California	Sutter County, California	Yolo County, California	Yuba County, California
Total:	180,921	350,275	1,420,434	94,669	201,311	72,329
Income below poverty level:	14,035	22,091	190,248	13,224	31,942	14,246
Child population (under 18)	8,196	10,990	138,514	10,245	14,811	11,320
Working age pop (18-64) below the poverty level	9,039	13,836	116,915	7,535	23,619	8,032
Seniors (65 and over)	1,261	3,149	11,201	935	1,493	554
Working age below the poverty level as a % of the total population	5.0%	4.0%	8.2%	8.0%	11.7%	11.1%
Child population below the poverty level as % of the total population	4.5%	3.1%	9.8%	10.8%	7.4%	15.7%
Seniors below the poverty level as % of the total population	0.7%	0.9%	0.8%	1.0%	0.7%	0.8%
% of the population in poverty that is children (under 18)	58.4%	49.7%	72.8%	77.5%	46.4%	79.5%
% of the population in poverty that are working age	64.4%	62.6%	61.5%	57.0%	73.9%	56.4%
% of the population in poverty that are seniors	9.0%	14.3%	5.9%	7.1%	4.7%	3.9%

U.S. Census Bureau - ACS 2006-2010

Table E

Vehicle Availability and Income level

	SACOG Region		Sutter/Yuba		Yolo		Sacramento		Placer		El Dorado	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Total	56903	7.4%	4,020	7.9%	5,331	8.6%	40,239	8.5%	4,548	4.2%	2,765	17.4%
<\$10,000	18431	16.7%	1,762	20.1%	2,040	22.6%	12,900	22.1%	945	5.2%	784	29.5%
\$10,000 to \$14,999	9515	23.0%	517	14.6%	820	22.2%	7,036	25.6%	641	16.1%	501	19.0%
\$15,000 to \$19,999	6739	16.3%	423	11.3%	398	10.3%	5,101	19.2%	523	11.3%	294	8.5%
\$20,000 to \$24,999	5076	11.5%	362	8.7%	601	15.0%	3,538	12.5%	432	10.0%	143	4.3%
\$25,000 to \$29,999	3142	7.5%	143	4.2%	193	6.3%	2,440	8.7%	177	4.2%	189	5.1%
\$30,000 to \$34,999	2506	5.4%	225	6.2%	187	4.9%	1,741	5.7%	232	4.7%	121	3.8%
\$35,000 to \$39,999	2003	4.8%	107	3.3%	270	7.5%	1,194	4.4%	312	6.4%	120	3.9%
\$40,000 to \$44,999	1766	4.3%	115	4.0%	227	7.1%	1,079	4.0%	263	5.6%	82	2.8%
\$45,000 to \$49,999	1259	3.6%	72	3.1%	85	3.6%	1,020	4.5%	82	1.9%	-	0.0%
\$50,000 to \$59,999	1774	2.7%	54	1.6%	207	3.9%	1,109	2.6%	253	2.8%	151	2.0%
\$60,000 to \$74,999	1745	2.2%	92	2.1%	164	2.7%	1,114	2.2%	246	2.3%	129	1.8%
\$75,000 to \$99,999	1199	1.5%	87	2.4%	26	0.4%	775	1.6%	203	1.4%	108	2.6%
\$100,000 to \$124,999	836	1.9%	40	2.8%	34	1.0%	590	2.2%	93	1.2%	79	3.0%
\$125,000 to \$149,999	444	2.1%	21	2.7%	55	2.8%	281	2.4%	87	2.1%	-	0.0%
\$150,000 to \$199,999	299	1.6%	-	-	24	1.3%	216	2.2%	59	1.5%	24	1.0%
\$200,000 to \$999,999	145	0.8%	-	-	-	-	105	1.2%	0	0.0%	40	0.0%

PUMS Census 2000 - No vehicle households by income range

DMV Licensing by Age

Table F

County	Total Licensees	Total Population 2005			Licensees			Percentage licensed within Total age group		
		55+	65+	75+	55+	65+	75+	%55+	%65+	%75+
El Dorado	130070	45,105	22,915	9,540	39406	18830	7453	87%	82%	78%
Placer	215973	75,322	41,864	19,723	65448	33733	13554	87%	81%	69%
Sacramento	857685	279,157	150,745	71,072	213019	105385	43599	76%	70%	61%
Sutter	55159	19,291	10,761	4,846	15141	7812	3056	78%	73%	63%
Yolo	113932	34,647	17,958	8,068	26664	12764	5388	77%	71%	67%
Yuba	39213	13,210	7,376	3,414	10562	5280	1973	80%	72%	58%

Sources: DOF 2005 Population Estimates
DMV data January 1, 2004

Placer and El Dorado Counties have the highest proportions of senior drivers in the SACOG region.
Placer County has the highest proportion out of all the counties of its female population 55+ that is licensed to drive.

Vehicle Availability by Age

Table G

	Total # of Households	HHLDS w/ No Vehicle	No Vehicle Available		
			HHLDR 65 years and older	% of the Households with No Vehicle Available	
			% All	% 65+	
El Dorado County	68,394	2,268	867	3.3%	1.3%
Placer County	129,153	4,881	2787	3.8%	2.2%
Sacramento County	508,499	36,761	13402	7.2%	2.6%
Sutter County	31,373	1,955	640	6.2%	2.0%
Yolo County	69,386	4,944	1605	7.1%	2.3%
Yuba County	23,750	1,241	373	5.2%	1.6%

Source: ACS 2006-2010

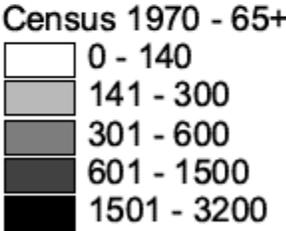
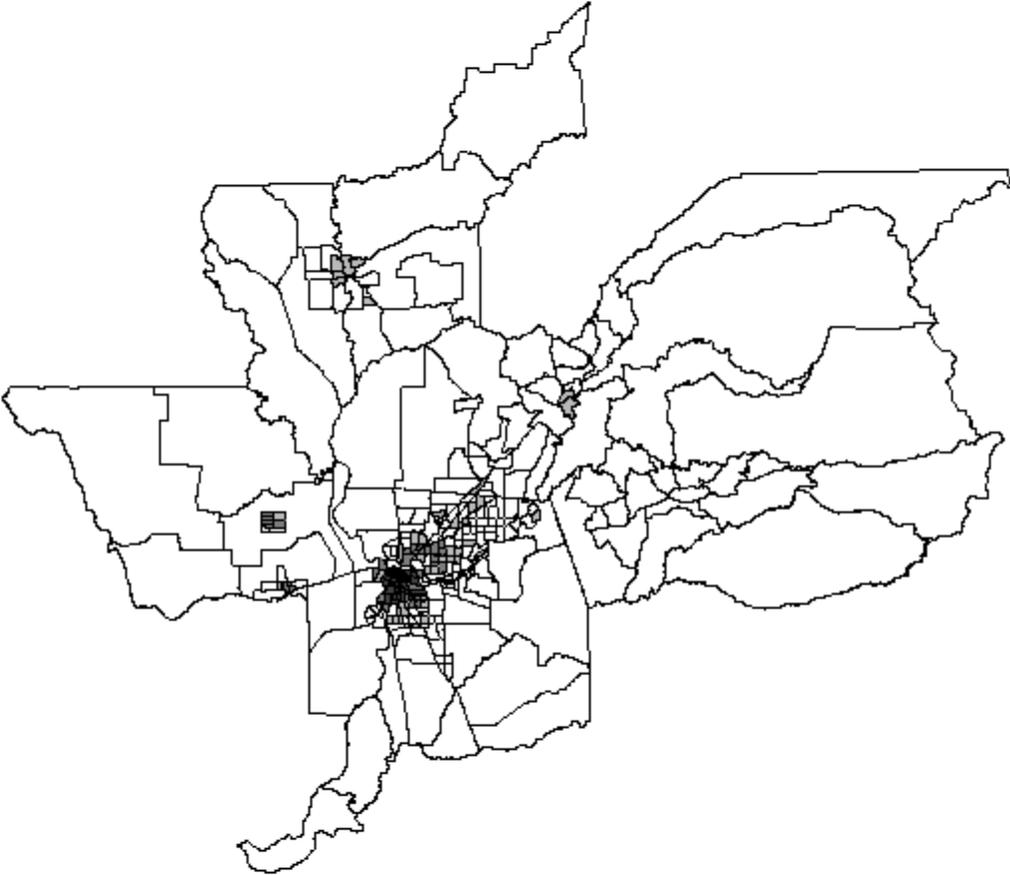
Appendix C

Maps

Maps 1-4 are available for viewing at <http://www.sacog.org/transit/seniormobility.cfm>
Maps 5-9 are available for viewing at <http://www.sacog.org/transit/lifelinetransitstudy.cfm>

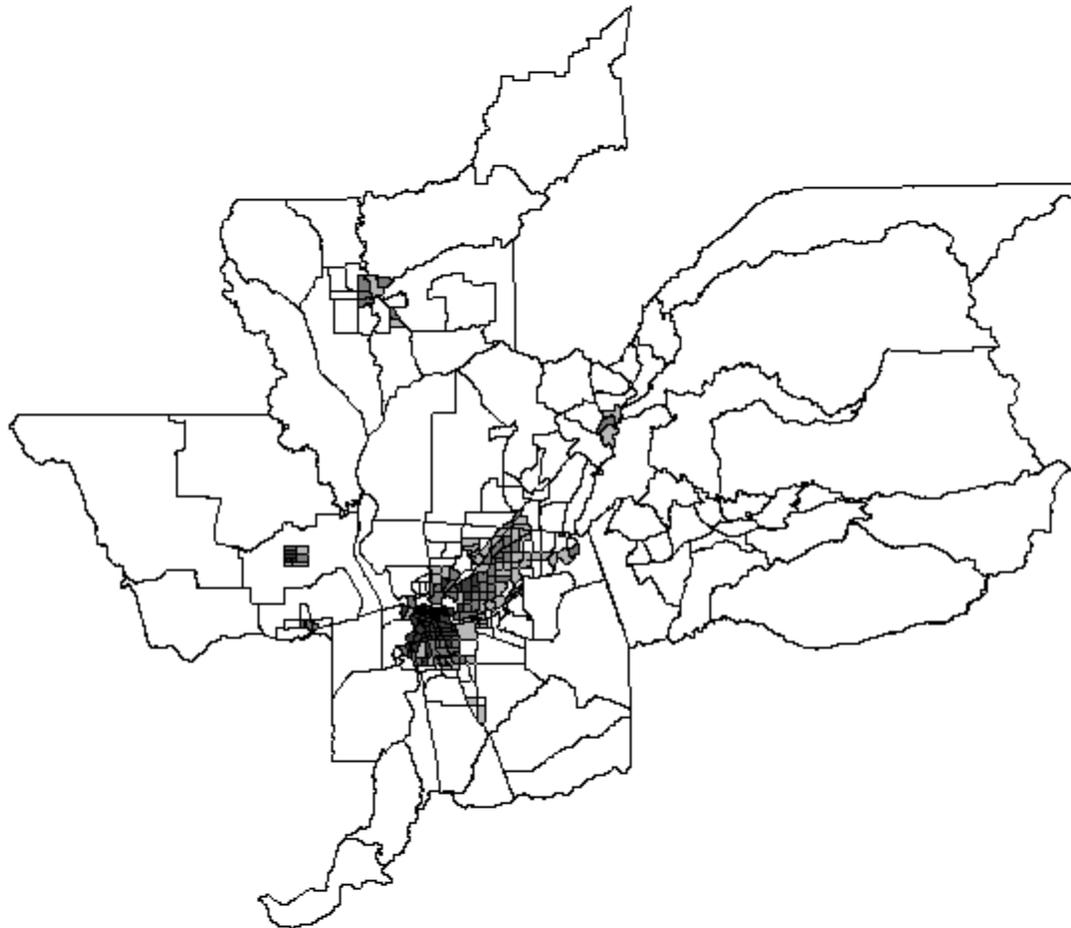
Persons 65 years and over per square mile

Map 1



Persons 65 years and over per square mile

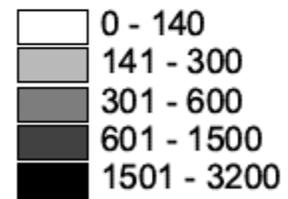
Map 2



10 0 10 Miles

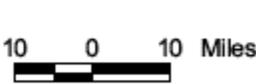
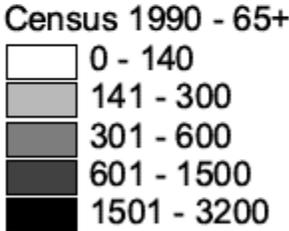
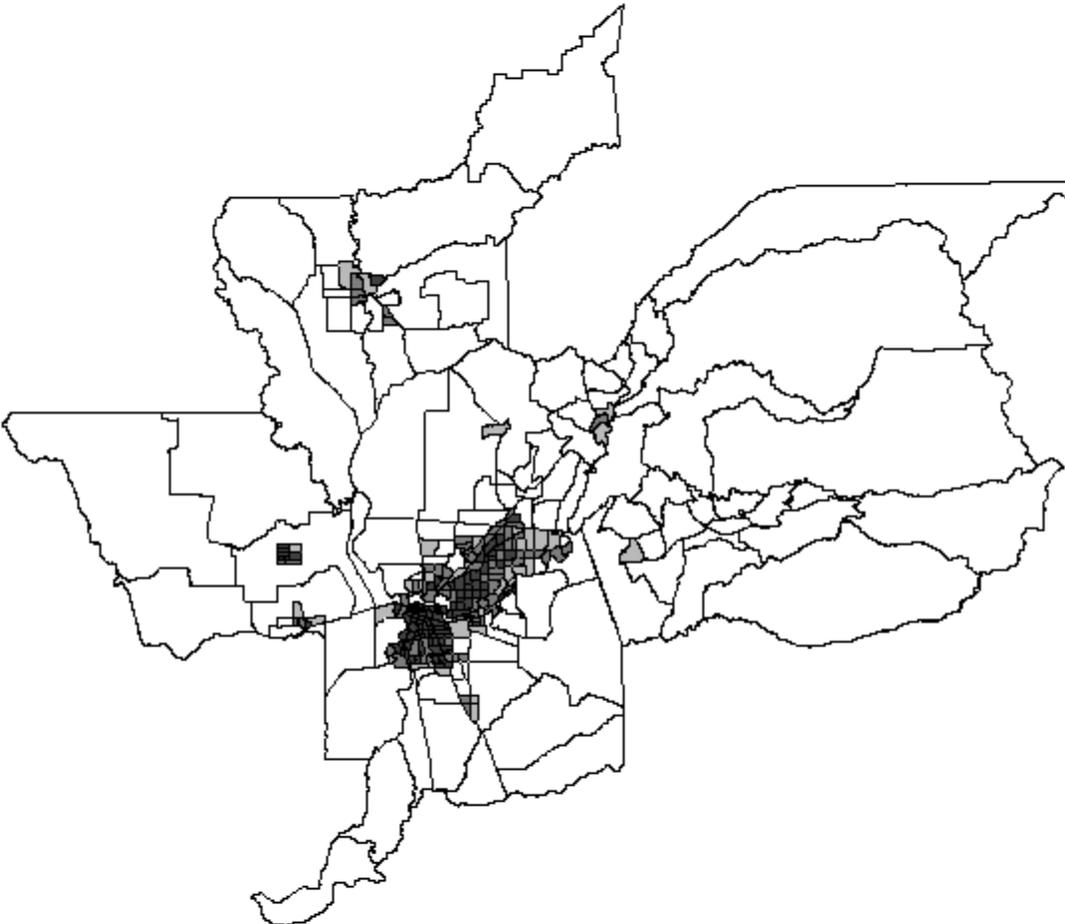


Census 1980 - 65+



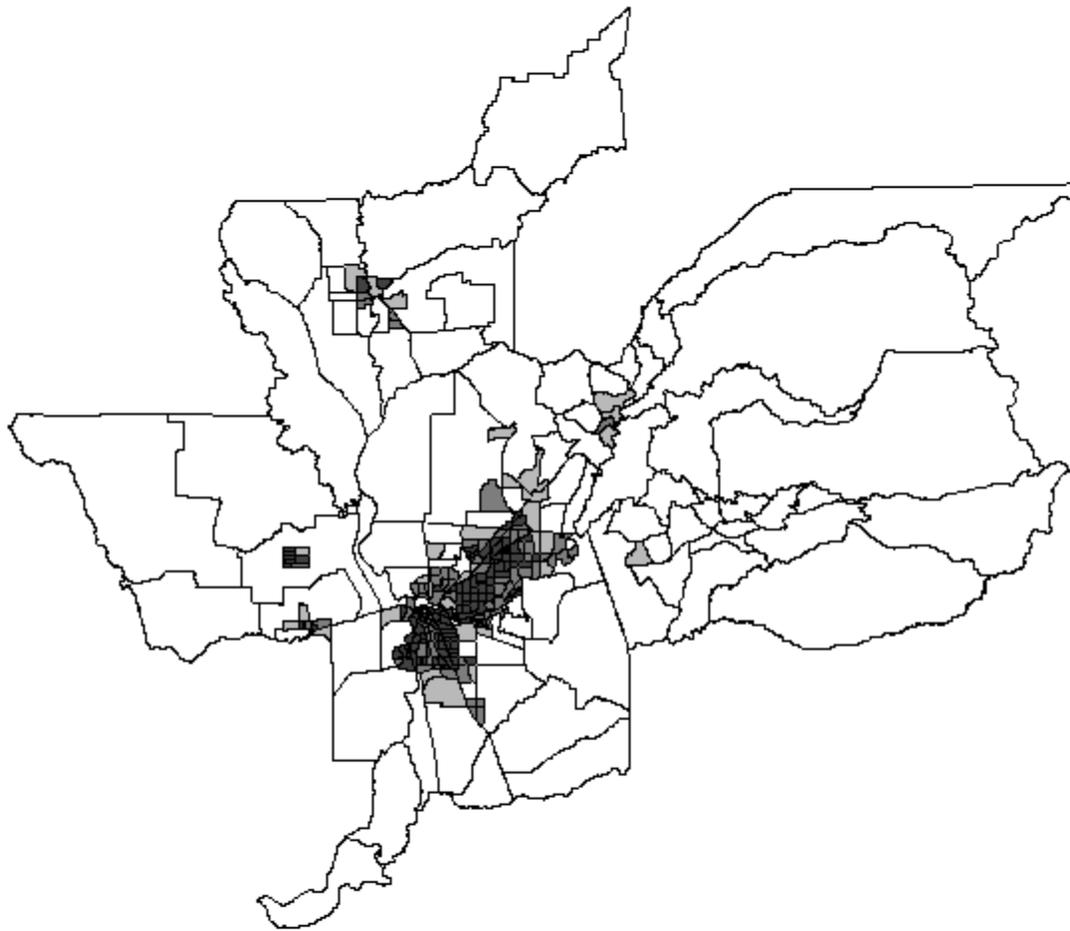
Persons 65 years and over per square mile

Map 3



Persons 65 years and over per square mile

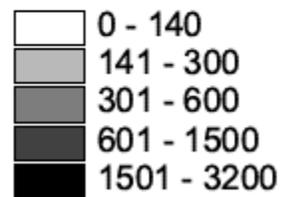
Map 4



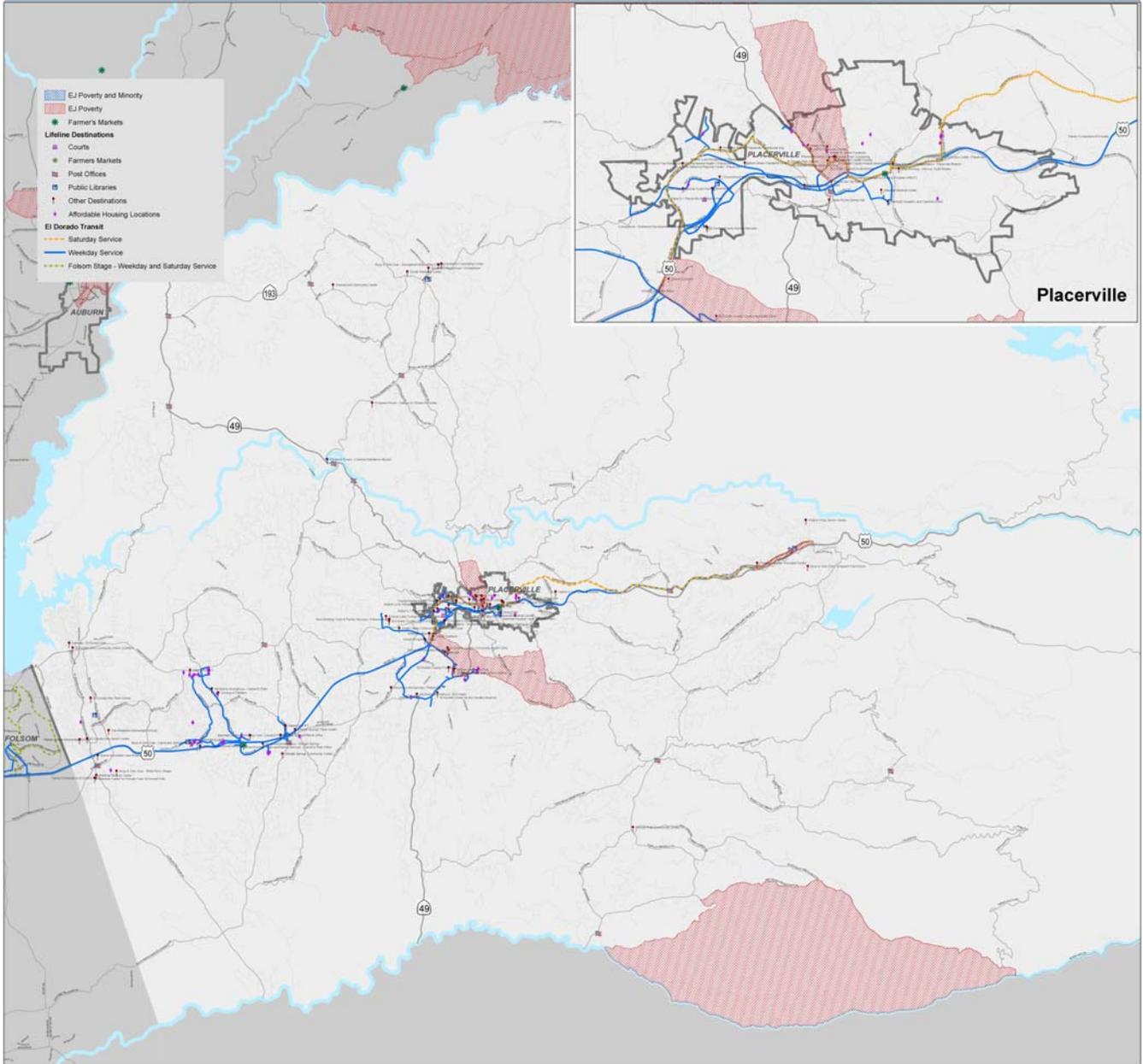
10 0 10 Miles



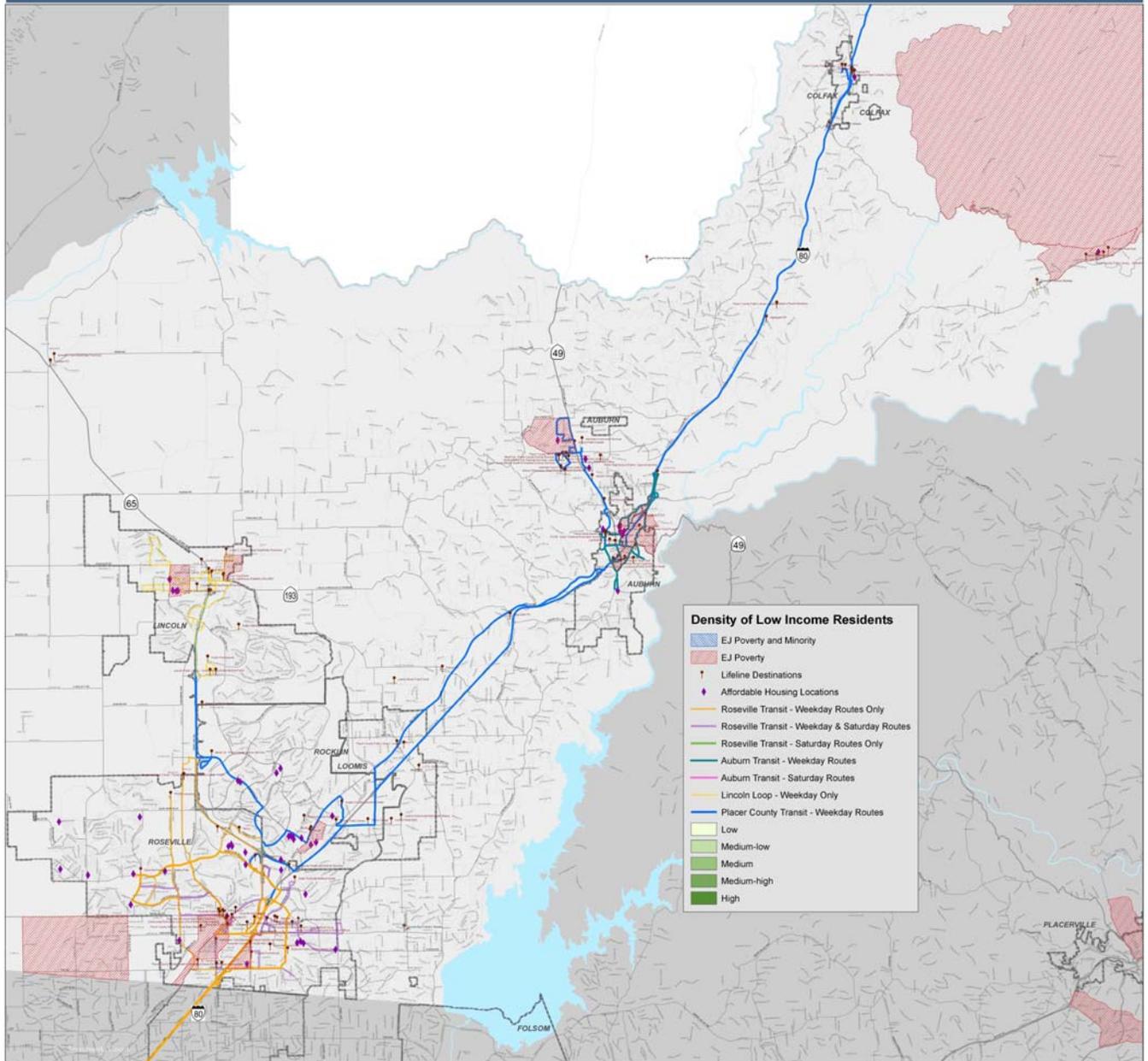
Census 2000 - 65+



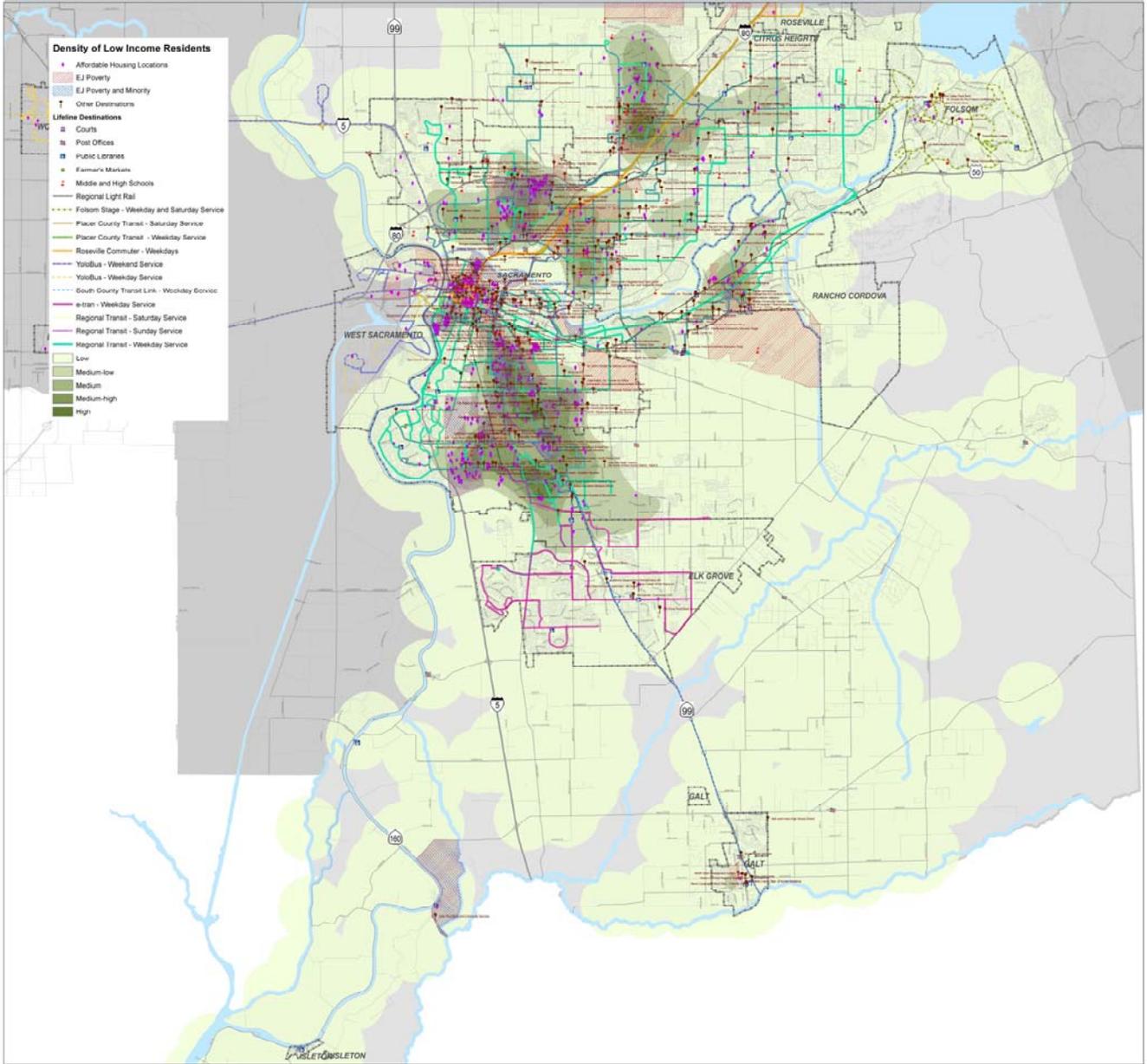
El Dorado County

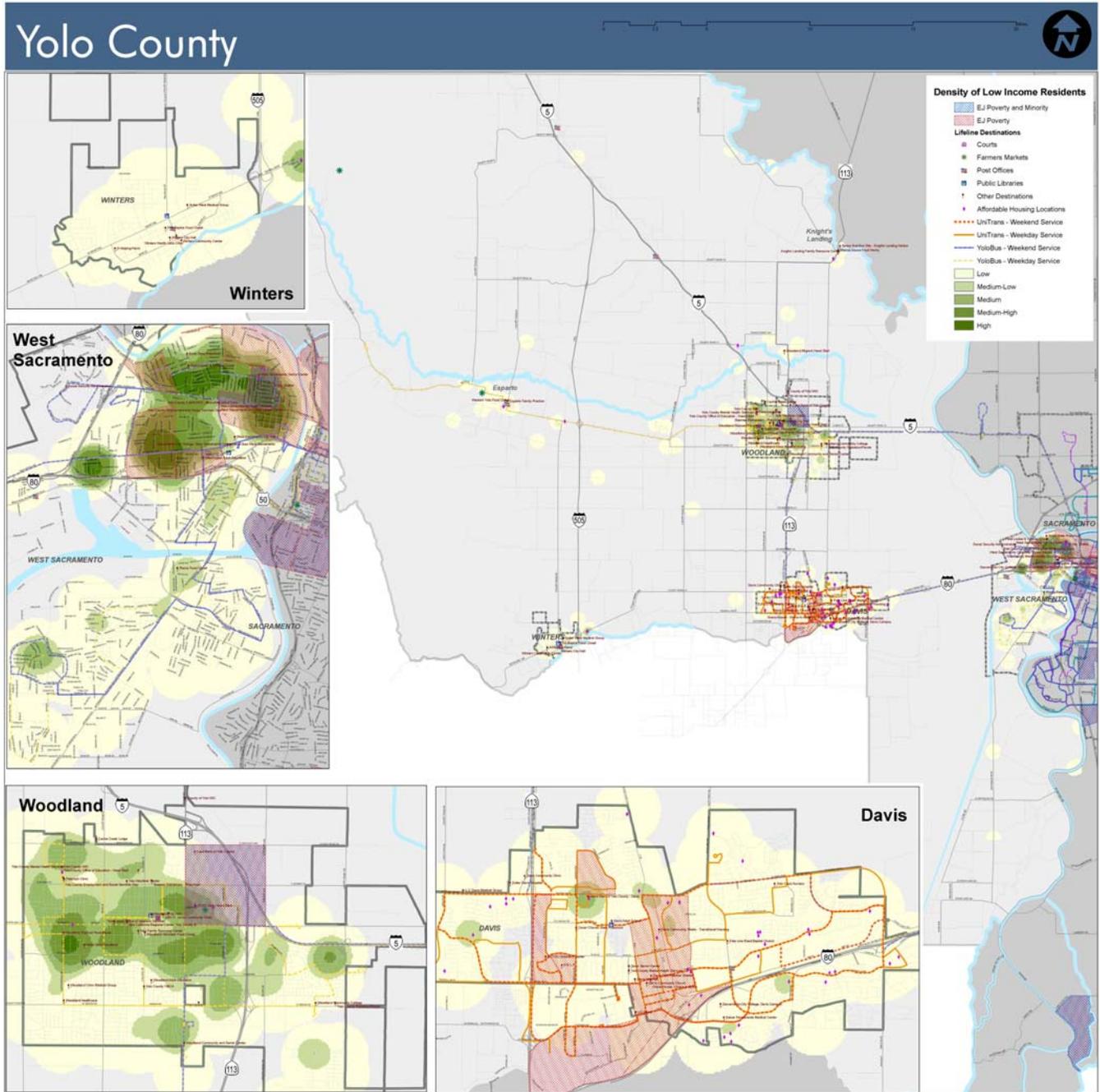


Placer County

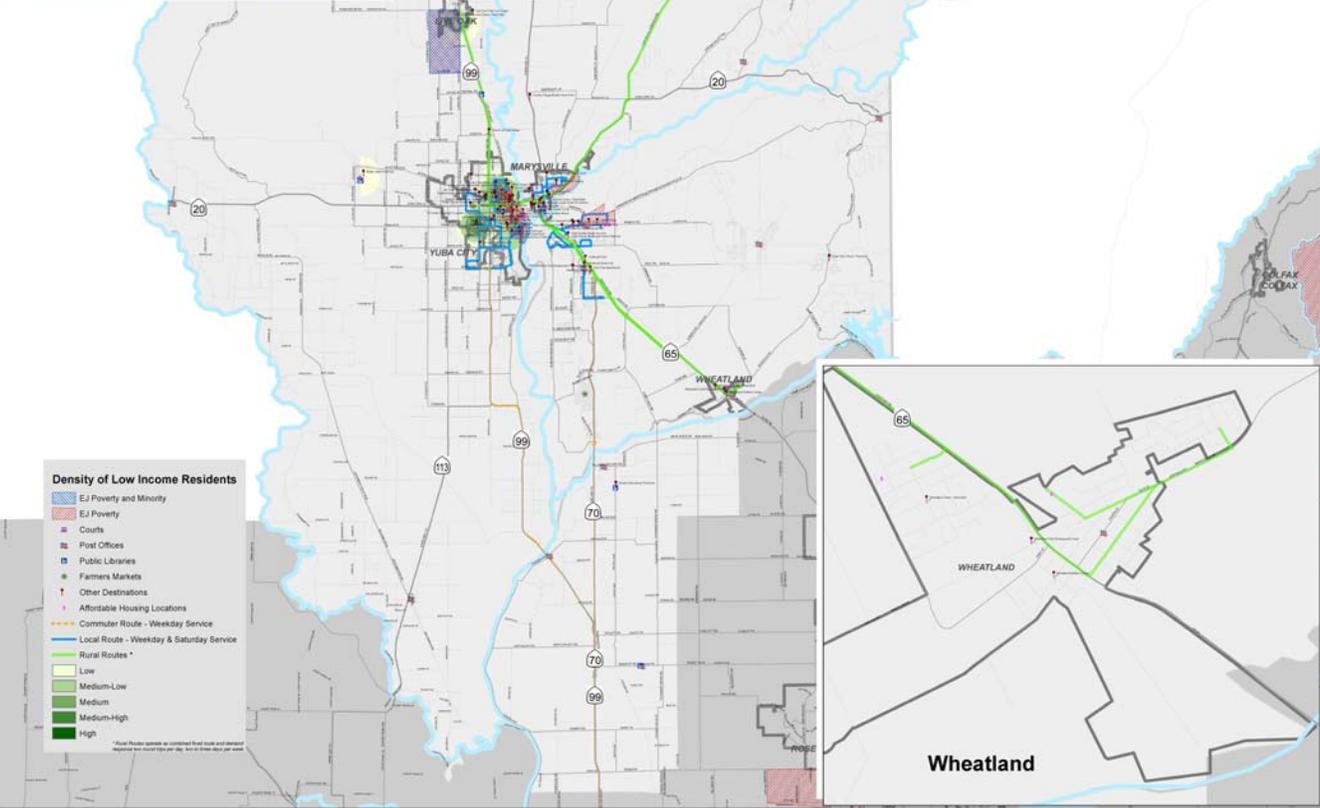
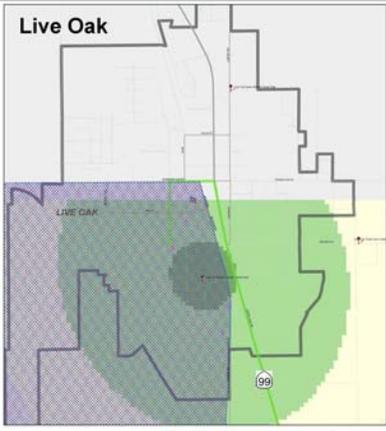


Sacramento County





Yuba & Sutter Counties



- Density of Low Income Residents**
- EJ Poverty and Minority
 - EJ Poverty
 - Courts
 - Post Offices
 - Public Libraries
 - Farmers Markets
 - Other Destinations
 - Affordable Housing Locations
 - Commuter Route - Weekday Service
 - Local Route - Weekday & Saturday Service
 - Rural Routes *
 - Low
 - Medium-Low
 - Medium
 - Medium-High
 - High
- *Rural Routes operate as commuter bus routes and demand response service 5 days per day, 6:30 to 6:00 pm per week



SACRAMENTO AREA COUNCIL OF GOVERNMENTS

RESOLUTION NO. 50 – 2014

**APPROVING SACOG PUBLIC TRANSIT AND HUMAN SERVICES
TRANSPORTATION COORDINATED PLAN**

WHEREAS, the Sacramento Area Council of Governments (SACOG) is the Metropolitan Planning Organization and the Regional Transportation Planning Agency responsible for transportation planning in the Sacramento region; and

WHEREAS, SACOG is responsible for preparing and adopting the Metropolitan Transportation Plan/Sustainable Communities Strategy (MTP/SCS) and the Metropolitan Transportation Improvement Program (MTIP); and

WHEREAS, SACOG is responsible for developing a coordinated public transit/human services transportation plan that must generally include all regional FTA Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities projects and strategies; and

WHEREAS, SACOG has reviewed and followed the federal transportation legislation *Moving Ahead for Progress in the Twenty-First Century* (MAP-21), the July, 11, 2013, and June 6, 2014, Federal Registers, and FTA Circular C 9070.1G that reflect the FTA required elements of a coordinated plan; and

WHEREAS, SACOG has completed the SACOG Public Transit and Human Services Transportation Coordinated Plan for the six counties it serves including the rural, small urbanized and large urbanized areas; and

WHEREAS, SACOG will submit the SACOG Public Transit and Human Services Transportation Coordinated Plan to the appropriate State of California and U.S. Federal agencies;

NOW THEREFORE, BE IT RESOLVED, that SACOG certifies that:

1. SACOG has completed the regional SACOG Public Transit and Human Services Transportation Coordinated Plan as required by the *Moving Ahead for Progress in the Twenty-First Century* (MAP-21);
2. FTA 5310 Projects funded will be generally included in the SACOG Public Transit and Human Services Transportation Coordinated Plan;
3. Projects funded will be included in the MTIP; and

4. The projects funded will be consistent with SACOG's MTP/SCS.

PASSED AND ADOPTED, this 16th day of October 2014, by the following vote of the Board of Directors:

AYES: Directors Anderson, Ashby, Buckland, Cleveland, Crews, Duran, Frerichs, Hagen, Hodges, Joiner, Peters, Rohan, Sander, Serna, Stallard, Veerkamp, West, Wheeler, Yuill, Vice-Chair Saylor, and Chair Cohn

NOES: None

ABSTAIN: None

ABSENT: Directors Cabaldon, Davis, Griego, Hanley, Hesch, Jankovitz, MacGlashan, Miklos, Samayoa, and Slowey



Steve Cohn
Chair



Mike McKeever
Chief Executive Officer