



## **211 California Rural Mobility Management Planning Study**

***Improving Human Services Transportation Coordination  
through Partnership with "211 California"***

**February 2009**



For:  
California Department of Transportation (Caltrans)  
Division of Mass Transportation  
Office of Federal Transit Grants Programs  
and  
Federal Transit Administration  
U.S. Department of Transportation

Prepared by:  
"211 California" Partnership under the leadership of  
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# Chapter 1 - Introduction

## 1.1 Background

This planning project is sponsored by the California Department of Transportation (Caltrans) Division of Mass Transportation (DMT). Caltrans DMT serves as the designated recipient in non-urbanized areas of California for Federal Transit Administration (FTA) grant programs for public transit and human services transportation.<sup>1</sup> Through these funding programs, DMT provides technical assistance and funding to agencies responsible for transportation services such as buses, facilities, planning, information technologies, and human services transportation for the elderly, disabled, and low income.

In February 2004, the Executive Order on Human Services Transportation Coordination, established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to oversee activities and to make recommendations that advance the goals of the Order to improve human services transportation coordination through multiple federal programs (including the FTA grant programs).

The Executive Order's provisions aim to improve transportation services by ensuring that communities coordinate transportation resources. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible within available resources. The General Accounting Office (GAO) has documented the benefits of coordination efforts among federal programs that fund or sponsor transportation for their clients.<sup>2</sup>

CCAM created the United We Ride (UWR) as a federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes. UWR facilitates coordination between transportation and human services programs and provides useful information, reports, and strategies through its acclaimed information portals on the FTA website.<sup>3</sup>

In August 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) mandated that projects selected for funding from the FTA Section 5310 Elderly and Disabled Specialized Transit Program, FTA Section 5316 Job Access and Reverse Commute Program, and

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<sup>1</sup> The term "non-urbanized area" includes areas fewer than 50,000 in population.

<sup>2</sup> GAO reports entitled: "Transportation Disadvantaged Populations, Some Coordination Efforts among Programs Providing Transportation, but Obstacles Persist" (June 2003), and "Transportation Disadvantaged Seniors-Efforts to Enhance Senior Mobility Could Benefit from Additional Guidance and Information" (August 2004).

<sup>3</sup> Website: <http://www.unitedweride.gov/>

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FTA Section 5317 New Freedom Grant Program must be derived from a Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The Plan identifies transportation needs, available services, strategies, and implementation priorities.

Beginning in November 2005, DMT began a successful UWR outreach effort with various health and human services state departments and agencies. Over the next three years, DMT's outreach was expanded to include the Office of Emergency Services, as well as local and regional agencies. This outreach effort was achieved through grant workshops, information portals on the Caltrans DMT website, and in community outreach meetings as part of the Coordinated Planning effort.<sup>4</sup> It was through this comprehensive outreach that DMT joined with "211 California" and its purpose to provide a "one-call" center for public access to information about and referral to health and human services. As a result of this new partnership, a study was commissioned with the purpose of seeking to improve the mobility of individuals who are disabled, elderly, or of low-income through coordination of services. To this end, "211 California" (with 211 Los Angeles as the lead agency) received FTA rural planning grant funds to conduct a study using mobility management concepts for coordinating human services transportation and emergency preparedness in rural areas. This is the first effort of its kind in California and will provide a useful model for implementing mobility management concepts through partnerships with "211 California" statewide.

## **1.2 Transportation Funding**

Caltrans DMT manages the following FTA grant programs that fund public and/or specialized transportation services in rural areas of California:

### **FTA Section 5310 - Elderly and Disabled Transportation Program**

Funds for this program are allocated by a population-based formula to each state for the capital costs of providing services to elderly persons and persons with disabilities. Caltrans DMT manages this grant program upon adoption of the annual program of projects by the California Transportation Commission. Typically, projects for this program include vans or small buses that support human services transportation providers.

### **FTA Section 5311 – Non-Urban Program**

Federal Section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are: 1) to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation; 2) to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; 3) to encourage and facilitate the most

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<sup>4</sup> Website: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

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efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; 4) to assist in the development and support of intercity bus transportation; and 5) to provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

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

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources. Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

### **FTA Section 5317 New Freedom Program**

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA). New Freedom funds are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

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Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

### **1.3 Planning Project Overview**

The following are the guiding principles for this planning project:

1. Incorporate a focus on coordinated mobility management for the elderly, disabled and low income, in rural areas as an integral element of the development of a statewide technology plan and statewide emergency operations for 211's in California as outlined in the "211 California State Business Plan".
2. Develop a plan that uses mobility management concepts to coordinate human services transportation and emergency preparedness as a direct result of the needs and strategies identified in the California rural area public-transit human services transportation coordinated plans.
3. Focus on the project areas in non-urban/rural areas of the state.
4. Develop mobility management concepts that include information technologies and interface with 2-1-1 call centers for improved coordination of service calls and transportation.

This scope of this project was developed in conjunction with an existing "211 California" project funded by the Governor's Office of Emergency Services for the development of a technology plan that articulates and estimates costs of investments needed to achieve 2-1-1 statewide coverage. In preparation for the comprehensive technology plan, "211 California" is updating the inventory of technology used at existing and emerging 2-1-1 centers. The inventory exercise explores telephony and database options that can serve as the foundation for statewide connectivity of all 2-1-1 centers. This information will support building a cohesive statewide system and avoid fragmentation with the goal to advance the system toward developing statewide coverage by 2010.

This study provides action steps for improving coordination of existing transportation services to simplify access to employment, healthcare, education, and other community activities by means of the advanced technologies of Intelligent Transportation Systems (ITS). The plan also identifies strategies for extending transportation service partnerships with other public transportation providers, with consumers, human service agencies and private transportation providers in rural counties. Lastly, the plan will also include strategies for emergency operations and response planning currently underway through a separate effort for the statewide implementation of "211 California".

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The outcomes for this entire project are aimed at improving access to human services transportation through information portals and enhanced technologies through 211 and mobility management concepts; thus ultimately providing the elderly, disabled, and low-income individuals with improved access to employment and training; and benefiting individuals with disabilities with more access to employment and social services.

## **1.4 Planning Project Partnerships**

The partnership between Caltrans DMT and “211 California” was the impetus to the success of this project. DMT staff was instrumental in providing the education, background and information necessary to assist the “211 California” project team with identifying the key transportation stakeholders, datasets, and site locations of public transit and human services agencies. The “211 California” project team provided DMT with access and information to the various 2-1-1 call center directors, staff, technologies, and service areas throughout California.

Stakeholder involvement throughout the project included representatives from the statewide “211 California” Leadership, and representatives from the Governor’s Office of Emergency Services (OES), California Health and Human Services Agency and Departments, Regional Transportation Planning Agencies, local and regional Transit Agencies, and Caltrans DMT Management.

This mutual collaboration provided the foundation essential to the successful completion of the following primary tasks of this project:

- Identification of existing rural human services transportation providers, 2-1-1 call centers, and information technologies in rural areas.
- Working together with OES to identify service gaps in order to respond to the emergency preparedness needs of the elderly, disabled, and low income individuals in rural areas.
- Public participation through focus groups, stakeholder meetings, and coordinated plan documentation.
- Strategies for interfacing 2-1-1 call centers with mobility management concepts through technological advances. Identify strategies for future funding for implementation.

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## Chapter 2 - Definitions

### 2.1 “211 California”

On July 21, 2000 the Federal Communications Commission (FCC) designated 2-1-1 – the three-digit dialing code – to provide public access to information about and referral to health and human services across the country. The FCC found that “a public need exists for an easy to use, easy to remember N11 code to efficiently bring community information and referral services to those who need them.”<sup>5</sup> The FCC also noted that local and toll-free telephone numbers are less able to meet the needs of travelers, migrants, and individuals with disabilities.

There are over 152,000 non-profit organizations<sup>6</sup> in California, and those seeking help typically experience difficulty in navigating public and private support services. In response to these problems, “information and referral” (I&R) services were developed to bridge the information gap between human service programs and those who need them. I&R centers can also serve as a community planning tool by tracking met and unmet needs for human services.

“211 California” is an unincorporated organization formed through agreements among California Alliance of Information & Referral Services (CAIRS), United Ways of California (UWCA), and Volunteer Centers of California, working with the Governor’s Office on Services and Volunteerism, and the Governor’s Office of Emergency Services.

“211 California” provides statewide planning, capacity building, and quality assurance; and builds relationships with state and federal governments and other potential financial partners.<sup>7</sup> The 2-1-1 I&R consists of three core functions:

1. Collecting current, accurate, and complete information on health and human services and organizing it in a way that it is accessible and useful.
2. Assisting callers in defining both their immediate concerns and other life circumstances that may be contributing to those concerns.
3. Connecting callers with the services they need by making referrals to the specific public sector agencies, non-profit organizations, and private providers for those services.

The “211 California” Partnership’s vision is for all Californians to have access to information 24-hours a day through a free, easy-to-remember telephone number.<sup>7</sup> A national listing of 2-1-1 call centers is available through an online information portal.<sup>8</sup>

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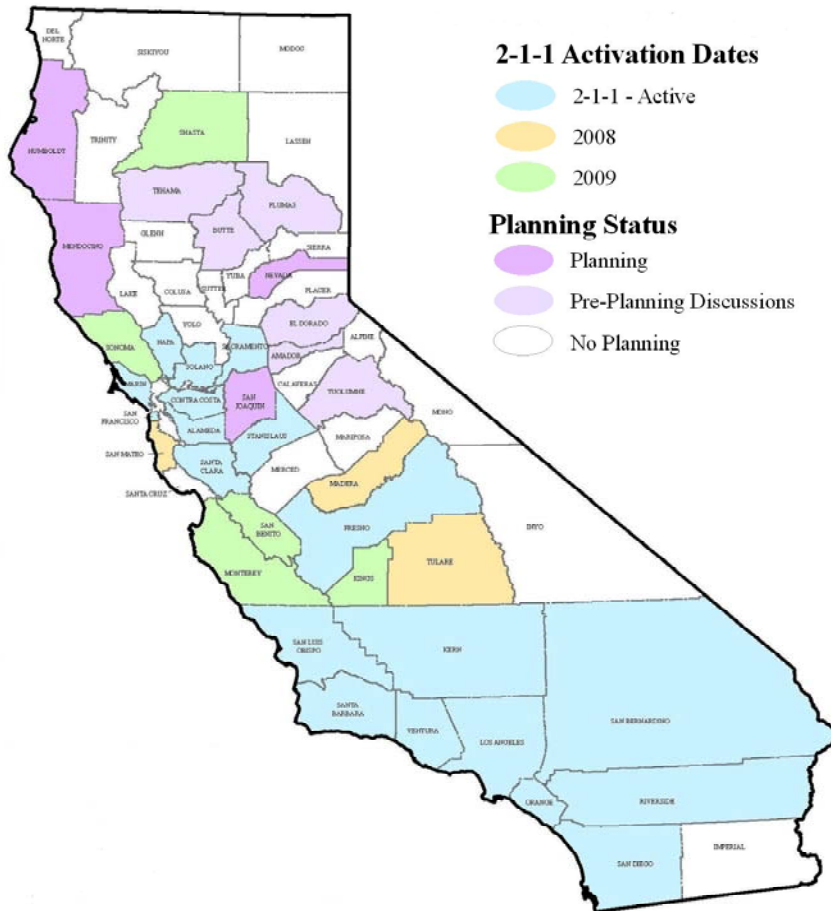
<sup>5</sup> FCC Order 00-256 adopted July 21, 2000, p.12.

<sup>6</sup> U.S. Congress, finding of S.1630.

<sup>7</sup> 211 California Business Plan, 211 California Partnership 2005, Revised 1-12-06 , [www.211california.org](http://www.211california.org)

<sup>8</sup> <http://www.211.org/>

## Where 2-1-1 Currently Operates in California



### 2-1-1 California: Where Currently Operating

2-1-1 California is committed to developing the statewide infrastructure and support necessary to ensure quality 2-1-1 services for every Californian by 2010. Three million calls per year are expected once 2-1-1 is statewide in California.

As of September 2008, 19 of California's 58 counties have 2-1-1 service, covering 84% of the state's population. They include: Alameda, Contra Costa, Fresno, Kern, Los Angeles, Marin, Napa, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Luis Obispo, Santa Barbara, Santa Clara, Solano, Stanislaus, and Ventura. In counties where 2-1-1 is available, all major cell phone carriers have programmed 2-1-1 access for their customers.

More than 924,000 calls were handled in 2007 in California, including 130,000 during the five days during the devastating Southern California wildfires of October 2007.

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## 2.2 Mobility Management

Mobility management is an eligible capital expense under Federal Transit Administration (FTA) Section 5310, 5316, and 5317 grant programs. Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes. It focuses primarily on meeting individual customer needs through a wide range of transportation options and service providers. The success of mobility management is that it centers on coordinating these services and providers in order to achieve a more efficient transportation service delivery system for public policy makers and taxpayers who underwrite the cost of service delivery.

Mobility management provides mobility services using traditional transit services and innovative technologies to enhance transit service options through a “one call” brokerage-type system. It fosters public-private partnerships through joint ventures and agreements between human service agencies, employment centers, and information and referral stakeholders.

The mobility management approach also includes Intelligent Transportation Systems (ITS) technologies to make individualized service possible. ITS includes a broad range of telecommunications, monitoring, scheduling, and dispatching technologies. These technologies can facilitate coordination, enhance safety, improve information sharing, optimize transportation routes, and reduce wait times, an important consideration for persons who are disabled and elderly. Examples of such technologies include:

- Automated Telephone Systems - Private Branch Exchange (PBX)
- Database and Application Servers
- Electronic Fare Payment
- Automatic Passenger Counting
- Automatic Vehicle Location
- Mobile Data Terminals
- Traveler Information Systems
- Hybrid-Cards (contact and proximity)
- Computer-aided Scheduling and Dispatch
- Audible Enunciators/Interactive Voice Recognition
- Transit Stops w/ automated information
- Information Portals and Internet Websites
- Automated Call-Back Systems

This planning project studied and applied mobility management concepts in order to identify technology gaps, design options for connecting all current and future 2-1-1 service providers, system costs and capacity building needs.

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## **2.3 2-1-1 and Mobility Management Concepts**

### **2.3.1 Integration and Enhancement of Existing Systems**

The coordination of 2-1-1 call centers with mobility management will provide an effective means to obtain access to human services transportation information for employment opportunities for low-income individuals and individuals on welfare via the integration of 2-1-1 technologies with human services transportation and/or public transportation providers in rural areas. Integration of information technologies through 2-1-1 and existing transportation system technologies will achieve the most cost-effective human services transportation coordination.

### **2.3.2 2-1-1, 5-1-1, Human Services Transportation Coordination**

At the national level, the FTA has studied the utilization of 2-1-1 call centers as a viable part of human services transportation coordination. In the document entitled: *2-1-1, 5-1-1, and Human Services Transportation*<sup>9</sup> prepared by Volpe Center, it states that: “211 is a more logical choice for a service oriented toward the transportation-disadvantaged and others who are having difficulties meeting their basic needs...” The report also states: “the databases used by 211 services already include the vast array of small-scale, often informal, transportation services...these database entries would be extremely useful “building blocks” for the development of the consolidated scheduling module envisioned by United We Ride and Mobility Services Across America<sup>10</sup> 211 databases also include information about how to get help in paying for transportation...”

### **2.3.3 2-1-1 Viable Alternative to 5-1-1 for Transportation Coordination**

The report also states “On the whole, however, there is no match for 211 when it comes to providing information and access to human services for people in need. Its one-on-one, interactive human communication is indispensable for helping those who aren’t sure where to turn, what name to attach to their need, or what programs might be available. Because it allows users to describe their concerns in their own words, 211 is also more able to develop a holistic understanding of callers’ needs in all of their complexity, and, where necessary, to suggest creative alternatives when no programs are available.”

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<sup>9</sup> 2-1-1 and 5-1-1 Human Services Transportation”, December 2004, Volpe National Transportation Centers

<sup>10</sup>Additional information on MSAA: <http://www.its.dot.gov/msaa/>

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## **Chapter 3 – Stakeholder and Focus Group Meetings**

The following summarizes stakeholder and focus group meetings that were an integral part of this project. These forums provided an opportunity for transportation providers, human services agencies, private citizens, and local 211s to identify mutual goals and objectives in meeting the transportation needs of the targeted groups. This outreach effort also provided strategies for the next phase of this project in implementing mobility management concepts in partnership with local 211s.

### **3.1 May 5, 2008 – Planning Project Kick-Off Meeting**

The project “kick-off” meeting was held at the Caltrans Headquarters in Sacramento, California. Participants met together to discuss the intent, scope and outcome of this innovative project. Attendees at this meeting included representatives from “211 California” Leadership and project team members, Caltrans DMT, Governor’s Office of Emergency Services, and the Deputy Secretary from the California Health and Human Services Agency. The outcome from this meeting was to solidify the process for developing a rural 211/Caltrans planning project that uses mobility management concepts to coordinate human services transportation and emergency preparedness and response in rural areas utilizing 2-1-1 services statewide. This first meeting provided the foundation needed to ensure successful completion of this project.

### **3.2 May 7, 2008 – Colusa County Coordinated Plan Meeting**

*Purpose:* Community members gathered at Colusa County Transit Agency offices at a workshop to discuss transportation needs, existing conditions, and obtain feedback from stakeholders on potential strategies.

*Attendees/Organization:* Transit users, Transit Agencies, County Department of Public Works, Human Services Agencies, Caltrans DMT, and 211 Project Team

*Outcome:* Identified and discussed strategies developed in response to input from stakeholders as part of the Public Transit- Human Services Transportation Coordinated Plan development.

### **3.3 May 28, 2008 Meeting at 2-1-1 Los Angeles County**

*Purpose:* 211 LA County call center tour and demo of products and services to obtain technological overview of telephony, database, and information management systems.

*Attendees/Organization:* Representatives from 211 LA County, Caltrans DMT, 211 Project Team

*Outcome:* Familiarize and document current environment and capacity of the local 211 call center for future application in the study methodology.

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### **3.4 July 15, 2008 Meeting at Office of Emergency Services**

*Purpose:* Discuss planning and responding to the needs of people with disabilities and older adults through the 2-1-1/Caltrans planning project.

*Attendees/Organization:* Caltrans DMT, OES, Health and Human Services, 211 Project Team

*Outcome:* Overview of transportation issues for special needs and disabled persons during normal and emergency situations. Provided input into a policy document.

### **3.5 July 17, 2008 Teleconference with Modoc County**

*Purpose:* Obtain input on rural transportation technologies for future consideration of coordination/Mobility Management as it relates to the 2-1-1/Caltrans planning project.

*Attendees/Organization:* Modoc County, Caltrans DMT, 211 Project Team

*Outcome:* Gained information on CalNections project in Modoc County and potential applicability to 211/Caltrans planning project.

### **3.6 July 18, 2008 Rural Counties Task Force Meeting**

*Purpose:* Update Rural Transit providers of the 2-1-1/Caltrans planning project objectives and status.

*Attendees/Organization:* Statewide rural county planning and transit providers, Caltrans DMT, 211 Project Team.

*Outcome:* Addressed concerns of transit for future partnerships of coordination with 211/Mobility Management concepts.

### **3.7 July 21, 2008 Meeting at Monterey/Salinas Transit**

*Purpose:* Discuss the 2-1-1/Caltrans planning project as it relates to coordination of local United Way and Salinas transit partnership

*Attendees/Organization:* Monterey Salinas Transit, Monterey United Way, Caltrans DMT, 211 Project Team.

*Outcome:* Discovered potential site for pilot mobility management center.

### **3.8 July 22, 2008 Meeting in San Luis Obispo**

*Purpose:* Discuss the 2-1-1/Caltrans planning project as it relates to coordination of local united way/511/local transit partnership

*Attendees/Organization:* San Luis Obispo COG, Local 511, Caltrans DMT, 211 Project Team.

*Outcome:* Elevated awareness/partnership of potential mobility management concepts with 211/511/ and transportation in the region.

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### **3.9 July 24, 2008 Meeting with Caltrans DMT and 211**

*Purpose:* Statewide overview of Transit Emergency Preparedness

*Attendees/Organization:* Caltrans DMT, 211 Project Team.

*Outcome:* Current status of rural transit providers with MOU's for providing transportation during an emergency in their service area.

### **3.10 August 20, 2008 Meetings in Redding (Shasta County)**

- Google Transit/211 Overview – August 21, 2008

- Mobility Management Pilot site review

*Purpose:* Senior Transportation Center visit, Status of local I&R, Google Transit potential as a statewide partner.

*Attendees/Organization:* Senior Transit, Local I&R, Caltrans, Modoc County, 211Project Team

*Outcome:* Current status of potential mobility management area.

### **3.11 September 12, 2008 2-1-1 Statewide Conference**

*Purpose:* Provide an overview of the 211 California mission and goal for statewide coverage. Presentations were made on current 211 statewide projects and 211 Statewide Implementation Update (by 2010).

*Attendees/Organization:* Public Utilities Commission, Statewide Partnership Agencies (Approx. 20), Local 211's and I&R's, and Private Business Partners

*Outcome:* Expanded level of knowledge and support/partners for statewide implementation of 211 by 2010.

# 211/Mobility Management Conceptual Diagrams

Figure 1 – Local Call Center Concept

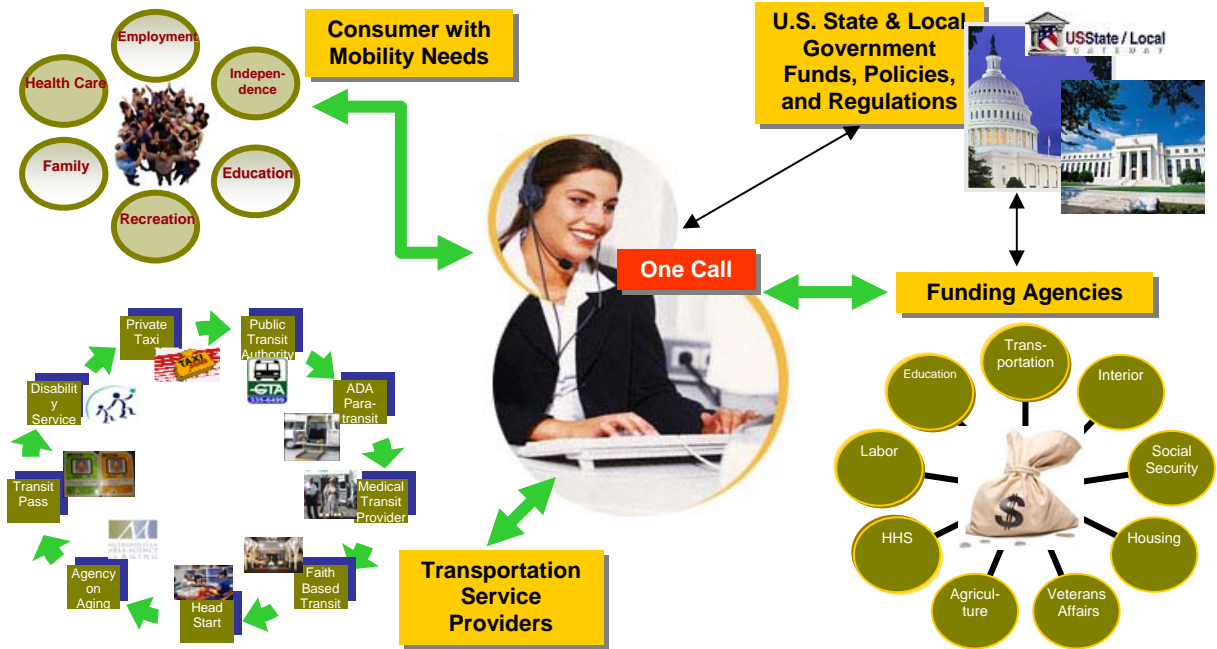
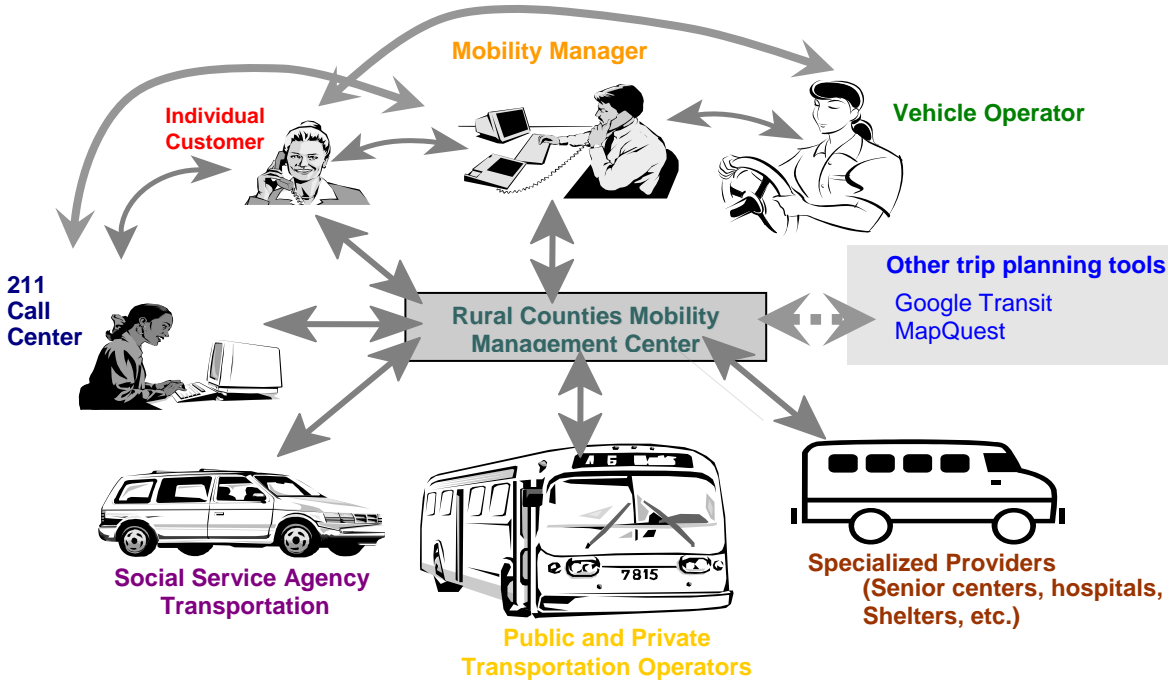


Figure 2 – Enhanced Call Center Concept



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## Chapter 4 – Study Area: Rural (Non-Urban) Counties

In accordance with the “211 California” Partnership Business Plan, the need for statewide coverage must be addressed in rural areas to “include counties with the most rapidly increasing populations but lack the density of support services found in more urban areas”.<sup>11</sup> In order for mobility management to be fully achieved, then there must be coordination of enhanced 2-1-1 call centers with human services transportation providers. This goal can still be achieved whether or not the call center is physically located within the rural county through Enhanced Call Centers<sup>12</sup> routed accurately to ensure that the appropriate transportation service providers are dispatched.

The project team researched 24 rural counties in California: Alpine, Amador, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Lake, Lassen, Mariposa, Mendocino, Modoc, Mono, Nevada, Plumas, San Benito, Sierra, Siskiyou, Tehama, Trinity, and Tuolumne. At the time of this report, neither of these 24 rural counties have 2-1-1 service.

However, in a recent “Action Update”<sup>13</sup>, it was reported that there are some urbanized counties<sup>14</sup> that will have an impact in rural areas as they move toward 2-1-1 call center expansion, enhancement and/or implementation:

- Redding, CA reports that Help, Inc. is planning the 2-1-1 application for Shasta County and is exploring the possibility of partnering with others to serve all counties Glenn and north in 2009.
- San Benito County is in the 2-1-1 planning stages and is considering a partnership with United Way Silicon Valley for activation in 2009.
- 2-1-1 San Diego, reports conversations with Imperial County and United Way officials about expanding service to cover residents of Imperial County.
- 2-1-1 Sacramento is planning to explore with neighborhood counties including El Dorado, Placer and others, some of which already have working relationships with Community Services, home of 2-1-1 Sacramento.
- Rural counties in the planning stages include: Humboldt, Mendocino, Nevada, and San Joaquin. Rural counties in pre-planning stages include: Butte, El Dorado, Placer, Sierra, and Tuolumne.

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<sup>11</sup> 211 California Business Plan, October 2005, Page 15

<sup>12</sup> Enhanced Call Centers have robust capacity to serve multiple counties.

<sup>13</sup> 211 California Action Update – Volume 4, July, 2008

<sup>14</sup> Urbanized Areas are populations greater than 50,000

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## Map of California Non-Urban (Rural) Counties



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## Summary by County of Transportation Providers<sup>15</sup>

County	Number of Transportation Providers
Alpine	6
Amador	11
Calaveras	18
Colusa	9
Del Norte	21
El Dorado	11
Glenn	15
Humboldt	26
Imperial	23
Inyo	16*
Lake	11
Lassen	13
Mariposa	15
Mendocino	17
Modoc	26
Mono	16*
Nevada	18
Plumas	17
Sierra	2
Siskiyou	35
Tehama	31
Trinity	12
Tuolumne	24

\* - *Inyo/Mono data collected together*

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<sup>15</sup> Tables of Transportation Providers – Appendix B

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## **Chapter 5 – Emergency Operations Preparedness**

### **5.1 Emergency Preparedness**

Californians as individuals, communities, and governments must be prepared for natural disasters including prominent wild fires, mud slides, floods, earthquakes and tsunamis (as in Del Norte County in 1994)<sup>16</sup>. In addition, preparedness for terrorist attacks is a high priority. The mobility management concept for rural areas is to coordinate 2-1-1 with accessible human services transportation providers to ensure that the needs of the elderly, disabled, and low income individuals will have access to much needed transportation services in the event of an emergency.

### **5.2 Benefits as a Crisis Tool**

2-1-1 is a critical information system, which is necessary prior to, during and after a community crisis. In coordination with rural transportation providers, it is critical that an information system is in place that will respond at a moment's notice.

Once 2-1-1 is implemented in rural areas, it maintains a permanent presence in the community; as a result, people can find the help they need whether their needs arise a week or several years after the crisis event. Also, a database of client information is readily available to first responders in the event of an emergency.

### **5.3 Coordination through Mobility Management**

2-1-1 is a critical component of mobility management in where the transit dependent “special needs” community can benefit.

#### **5.3.1 Integrate Special Needs Populations into Evacuation Planning**

Transit has a unique role to play in evacuating the carless and special needs populations such as the disabled, the elderly, and the medically homebound in an emergency, but these groups are inadequately addressed in most local emergency evacuation plans. Part of the difficulty is the diversity of population groups that fall under the designation of “carless” and “special needs” and the different types of transit service they may require. Ambulatory but carless low-income populations can use fixed-route transit service, whereas the elderly, disabled, or medically homebound are likely to use sparser paratransit service with accessible equipment and trained operators. Finally, identifying and keeping current information about the geographic location and transit needs of special

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<sup>16</sup> *Tsunamis Affecting the West Coast of the United States, 1806 - 1994*, Lander,J, Lockridge,P

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needs populations are major challenges. Because of these concerns, evacuation of the carless and those with special needs must be an integral part of evacuation planning, operations, and funding. A public information campaign and sheltering strategy specifically targeting these populations should be developed.

### **5.3.2 Make Transit a Full Partner**

In areas where transit is a full partner in local emergency evacuation plans, transit agencies have been involved in the development of such plans and are part of the designated emergency command structure. As a result, the committee recommends that transit agencies participate with emergency management agencies and departments of transportation when evacuation plans are developed and be full partners in the command structure established to handle emergency response and evacuation. To the extent that transit agencies are recognized as full partners in emergency evacuation plans, they will have to shoulder new responsibilities and costs and should therefore be eligible for cost reimbursement with other first responders. Transit agency personnel should be considered essential personnel, along with representatives of police, fire, and emergency medical services, when asked to assume a major role in emergency evacuation. To ensure that transit is used to its maximum potential, the emergency operations centers of transit agencies should be linked with those of emergency management agencies. Transit should have the capability for real-time interoperable communications (both voice and data), be part of the decision-making team for emergency operations, develop effective ways of communicating with transit passengers in advance of and during an emergency, and participate in annual exercises and drills that involve multiple agencies and jurisdictions.

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## Chapter 6 – Information Technologies

### 6.1 2-1-1 Call Center (I & R) Systems

“Technology” includes telephone systems, telephony, telecommunications, I&R software packages, directories on diskette and self-service mechanisms such as automated attendants/interactive voice response systems, fax-on-demand, community kiosks and searchable I&R databases on the Internet.<sup>17</sup>

#### 6.1.1 Enhanced Call Centers (ECC)<sup>18</sup>

ECCs have robust capacity to serve multiple counties; offer coverage for overflow, nights and weekends, and emergencies with complete 24/7/365 services and sophisticated technology:

- Are CPUC-approved for one or more counties
- Provide complete, comprehensive I&R services 24/7/365
- To optimize cost effectiveness, may be designed to serve a combined population of 4 million people or more
- Provide live services during nights and weekends
- Capacity to handle spikes in call volume
- Power backup in case of outage
- Ability to answer calls with the name of the originating county
- Data tracking based on standards
- Maintain maximum disaster response technology with the ability to re-route calls, and investment in redundant technology

#### 6.1.2 Local Call Centers

Local Call Centers maintain a local database and provide information and referral to their capacity with support from an ECC to achieve full 2-1-1 functionality. Local Call Centers provide comprehensive I&R to their capacity:

- CPUC approved for one or more counties.
- Reduce their costs for nights/weekend service and technology by partnering with their ECC.
- Are encouraged to meet the needs of statewide service agreements locally, or to turn to the ECC for support and backup.
- May opt for the ECC to monitor and maintain their resource database.

### 6.2 Intelligent Transportation Systems

Intelligent transportation Systems (ITS) improves human services transportation planning and operations. Although not fully deployed in rural areas, the following ITS can be enhanced or integrated with 2-1-1 telephony systems for improved coordination of services:

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<sup>17</sup> AIRS Standards, Version 5.2, Revised May 2007

<sup>18</sup> 211 California Business Plan, October 2005

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### **6.2.1 Customer Management and Eligibility**

Customer management and eligibility databases and software allow human service agencies and transportation providers manage customer account and eligibility information. Information on customers such as eligible funding programs, eligible number of trips, and special needs is maintained and shared seamlessly with other ITS technologies to automate functions such as scheduling, billing, and reporting.

### **6.2.2 Scheduling, Routing, and Dispatching Software**

Scheduling, routing, and dispatching software assists transportation dispatchers in scheduling and routing paratransit and flex-route trips in real time and on a day-to-day basis. It can be used as a scheduling management tool where the software assists the dispatcher in developing trip schedules and routes, or it can automate the process and recommend “optimal” schedules and routes.

### **6.2.3 Automatic Vehicle Location (AVL)**

AVL systems track vehicle locations in real time. This helps transportation providers monitor the locations of their vehicles and helps them manage the operations of their fleets. Vehicle tracking helps to better coordinate transfers of passengers from one provider to another for a seamless trip.

### **6.2.4 Cost Sharing, Billing, and Reporting**

Cost sharing, billing, and reporting software allows human services agencies and transportation providers to calculate shared costs and automate billing and reporting functions. The software uses data from the other ITS technologies, such as scheduling routing, and dispatching software, automatic vehicle location systems, and electronic payment systems, to generate invoices and a variety of reports.

### **6.2.5 Reservation, Cancellation, and Confirmation Systems**

These systems allow customers to automatically book, confirm, or cancel trips with a transportation provider via an IVR or voice recognition telephone system and/or via the Internet. The system software (e.g., 2-1-1 telephony system for a telephone based system) is typically integrated with the scheduling, routing, and dispatching software and wireless communications system. It may be integrated with the customer management and eligibility system.

## **6.3 Rural ITS Model**

At the time of this study, advanced ITS applications are not fully implemented in 18 of the 23 rural counties. Five counties: Modoc, Lassen, Plumas, Mono and Inyo have embarked on an ITS project entitled CALNECTIONS<sup>19</sup>. Caltrans DMT

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<sup>19</sup> Access CALNECTIONS at: <http://calnections.com/>

provided information on this collaboration of local partners along the Sierra Highway US 395.

CALNECTIONS is a functional web-based system of advanced technology tools (modules) for operations management, monitoring and reporting with an integrated information database of public, human service and private ground transportation operators and providers. CALNECTIONS helps travelers plan trips seamlessly using available/participating services. It provides detailed, comprehensive information about transportation options throughout California including human service and specialized transportation services and nontraditional travel options in rural California regions. With further development, CALNECTIONS could ultimately interface with 2-1-1 implementation in these same rural counties. Information portal is depicted below:

The screenshot displays the CALNECTIONS web application interface. On the left is a form for trip planning, and on the right is a Google Map showing a route in Alturas, CA.

**CALNECTIONS Logo:** A stylized mountain and road graphic above the text "CALNECTIONS".

**Navigation Bar:** Home | Schedules and Fares | Log In | Help | About | Contact Us

**Map Controls:** Map | Satellite | Hybrid

**Form Fields:**

- Depart from:** Street: [ ]; City: ALTURAS; State: CA
- Arrive at:** Street: [ ]; City: ADIN; State: CA
- Date / Time:** 10/01/2007; Depart/Arrive; 2:45 PM
- Trip Preferences:** Trip Preference: Walk/Access; LEAST TIME; 1/4 Mile; No

**Map:** A Google Map of Alturas, CA, showing a highlighted yellow route. The route starts at W 12th St, goes south on 12th St, and then east on S Main St. A red pin is located on S Main St. The map includes street names like W 19th St, W 11th St, W 10th St, W 4th St, W 2nd St, W 1st St, and S Main St. Highway markers for 395, 299, and 60 are visible. An inset map shows the location of Alturas relative to Daphnedale Park.

**Trip Planning Tool Addresses specific passenger needs:**

- Considers trip request – O/D, date & time
- In terms of personal mobility requirements
- Shows trip origin, destination and transfer point(s) on Google map
- OR Records request as an un-met travel need
- Confirms requests
- Suggests reasonable option/best available
- Provides and ranks “alternatives” by fit
- Addresses personal mobility needs
- Defaults to “own arrangement” or specifies access-trip option with auto connect to scheduler
- Shows full “journey” on Google Maps

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## Chapter 7 – Strategies and Alternatives

### 7.1 Strategies to Expand and Improve 2-1-1

- Encourage enhanced participation from state and local public transportation agencies and statewide associations to assist 2-1-1 California with strategy development, access to information to assess costs and cost savings, and overall work towards a statewide 2-1-1 system.
- Invest in disaster preparedness. Work to ensure statewide connectivity so 2-1-1 will be available to help in any natural disaster that affects the state.
- Invest in research. Complete the necessary studies to determine the full costs of 24/7 statewide expansion. Quantify where and how 2-1-1 can assist public agencies to meet their goals in a more efficient, cost-effective way.
- Share costs across public and private sectors. While demonstrating the value of the investment, strive for several sources of sustainable funding so no one entity is over encumbered.

### 7.2 2-1-1 Coordinated Plan Strategies<sup>20</sup>

As a part of the Public Transit-Human Services Transportation Coordinated Plan process, the following excerpts from actual coordinated plans have identified strategies and recommendations on how to improve human services transportation coordination with 211 California in rural counties. As noted, rural counties are at varying stages of development.

#### 7.2.1 Calaveras County 211 Strategy

In Calaveras County, planning is underway to develop a joint 211 system with Amador, Tuolumne, Mariposa and Alpine Counties. The lead agency in this effort is the Amador-Tuolumne County Community Action Partnership, but the Calaveras County Behavioral Health Department may serve as the local information and referral resource. The 211 phone service is a comprehensive place to start for people who need help but do not know where to begin. Operators are specially trained to give personalized assistance to callers, including helping them identify their problems, helping them find the right organizations and agencies to call for additional assistance, and even following up with the caller to make sure they are able to get the help they needed. Even though 211 has not been implemented in Calaveras County yet, there may be an

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<sup>20</sup> Website: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

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opportunity, when it is introduced in the region, to develop a relationship between 211 and transportation providers so that high quality transportation service assistance can be available to 211 callers. For instance, if an elderly person calls 211 wanting help getting to a medical appointment, rather than referring them to Calaveras Transit, the 211 operator would be well versed in the characteristics of human service transportation providers for which the individual might be eligible, Calaveras Transit, and the connecting transit services (e.g., eligibility requirements, service areas, hours of operation, connections with other transit providers), so the operator could help the caller tailor a transportation plan to suit their needs.

### **7.2.2 Colusa County 211 Strategy**

According to the Colusa County Coordinated Plan, development and implementation of a 211 system in Colusa County would take approximately 3 – 5 years and would need involvement of many other agencies to take an active role in creating the partnership necessary to start the process.

### **7.2.3 Imperial County 211 Strategy**

Telephone information should be provided via 211 telephone and internet service. The 211 phone service is a comprehensive place to start for people who need help but do not know where to begin. Operators are specially trained to give personalized assistance to callers, including helping them identify their problems, helping them find the right organizations and agencies to call for additional assistance, and even following up with the caller to make sure they are able to get the help they needed.

211 representatives in San Diego County have initiated discussions with Imperial County and United Way officials about expanding San Diego's service to cover residents of Imperial County. Even though 211 has not been implemented in Imperial County yet, there may be an opportunity, when it is introduced in the region, to develop a relationship between 211 and transportation providers so that high quality transportation service assistance can be available to 211 callers. This is one strategy in which the CTSA could play a key role, in facilitating the provision of transportation information for 211 operators and ensuring informational materials are updated and accurate.

### **7.2.4 Mariposa County 211 Strategy<sup>21</sup>**

Mariposa County Safe Families is best equipped to take the lead on this strategy, which proposes to build upon that organization's existing information and referral program, Community Link. The Community Link information distribution structure is already in place—a website is up and running, a phone line is active, an information desk is open to the public, and staff is available to provide information. Developing and expanding the transportation portion of the existing program should not be a significant challenge, although keeping it updated and

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<sup>21</sup> Website: <http://www.dot.ca.gov/hq/MassTrans/Coord-Plan-Res.html>

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advertising it to potential users may be. The 266-RIDE phone line could be routed to Community Link as one way of attracting new customers, or it could be eliminated and all transportation calls could be incorporated into the 211 program. Any materials developed (e.g., the website, the directory) should be available in accessible formats (and perhaps also in Spanish language formats if it is deemed desirable). New Freedom funds could be a source to fund the accessible formats under the criterion allowing for additional tools to overcome mobility barriers. This strategy is highly cost-effective and can be completed in less than six months, but should be updated annually or whenever there are significant service changes. Assuming that an additional part-time staff person will need to be hired to accommodate increased demand, costs are estimated at \$15,000 per year (includes additional administrative and operating costs, printing costs for the directory, and advertising costs). Likewise, \$50,000 per year has been budgeted for the 211 program, and enhancing transportation information as part of that program could mean less money is needed specifically to address this strategy. The program can make use of Mariposa County Safe Families agency funding, TDA funds, agency donations, advertising funds (if advertising is included in the directory) and FTA 5317 funds (to provide materials in accessible formats).

### **7.2.5 Nevada County 211 Strategy**

Help-Line in west Nevada County and Family Resource Center in east Nevada County perform information and referral services by offering transit information to callers. The Department of Social Services (DSS) administers ([www.Dial211.com](http://www.Dial211.com)), a comprehensive community resource directory online that includes comprehensive transportation resources. A community group is exploring the development of a call center with enhanced capability that would be available 24 hours/seven days a week by dialing 211. There is opportunity for this to also be a one-stop transportation traveler call center. Because DSS' analysis of a call center is already underway, this strategy may be ready for implementation soon and should be pursued immediately. The cost for the transportation element may be incremental and able to be absorbed by existing staff. However, staff time will be necessary to review the information, make additions and deletions, and keep the information current.

### **7.2.6 Tuolumne County 211 Strategy**

Even though 211 has not been implemented in Tuolumne County yet, there may be an opportunity, when it is introduced in the region, to develop a relationship between 211 and transportation providers so that high quality transportation service assistance can be available to 211 callers. Implementation of the 211 program is already underway for Tuolumne County, with Behavioral Health staff likely taking the lead for this forthcoming information and referral service that will offer everything from suicide prevention counseling to transit information at a cost of about \$50,000 per year. Under the leadership of the Amador-Tuolumne Community Action Agency, the plan is for a five-county regional broadband

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based 211/information and referral database system and regional telemedicine program and full implementation is anticipated in 18 months.

### 7.3 Small Urban Area Alternatives

A coordinated and seamless system of information and coordination for specialized transportation services is needed in small urban areas within close proximity to rural counties. A Mobility Management Center in a small urban area would assist the rural community in streamlining both the 2-1-1 systems as well as the efficient delivery of services regardless of the funding source. Many entities already provide a form of information and referral services and mobility management could be added to their existing duties. As more people rely on the internet, web-based services are also needed for accessing information and reserving rides. A community vehicle program, whereby vehicles are available to trained drivers from social service agencies and activity centers, would assist in coordinating infrequent specialized transportation needs. Listed below are some small urbanized counties/cities that will have an impact in rural areas as they move toward 2-1-1 call center expansion that can be used as an ECC for rural areas with coordinated enhancements.

- **Redding, CA** reports that Help, Inc. is planning the 2-1-1 application for Shasta County and is exploring the possibility of partnering with others to serve all counties from **Glenn County** and north in 2009.
- **Monterey, CA** is in the 2-1-1 planning stages and is considering a partnership with United Way of Monterey for activation in 2009.
- **San Luis Obispo, CA** has met with the local United Way and is in the process of coordinating supportive projects to look at sharing information with the local transportation entities.
- **Fresno, CA** is currently discussing partnership opportunities with the local United Way office and transit providers to lay the foundation of information sharing.

The services for clients/consumers, as well as stakeholder agencies and organizations is critical. Points of access to transportation information must be expanded to allow everyone the opportunity to understand transportation choices and to use the transportation network. Some of the objectives proposed under this goal include:

- Integrate and promote existing information strategies, including 211, 511 and web-based tools to get specialized transportation information to consumers.
- Continue to integrate the multiplicity of information resources focusing particularly on the information needs of the target populations and their caseworkers.

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- Test information applications through regional, systems-level and agency-level pilot projects to promote the use of existing transit for the target populations.
  - Information needs can be partly met through one number for Regional Rideshare --- individualized telephone number (211)

## **7.4 Benefits and Challenges for Strategic Development**

Based upon the preceding review and analyses, the following summarizes the benefits and anticipated challenges of implementing 211/ mobility management strategies. These items will be examined in more detail during the next steps of on-site visits and investigation for a potential mobility management pilot location.

### ***Expected Benefits***

- Improves access to available services locally and regionally
- Allows for coordination of non-transportation services in combination with transportation needs
- Supports and facilitates regional coordination
- Benefits clients and human service organizations
- Achieves improved efficiencies in coordination of trips

### ***Potential Challenges***

- Many different services means developing and updating information will be challenging
- Requires lead organization to take responsibility for county-level and/or regional directory
- Transportation will not be the only focus of the 211 program
- Information requires ongoing updating and maintenance
- Training, development and upfront investment for achieving coordination.

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## 7.5 On-Site Visit Summary for Alternatives for Mobility Management Center Pilot Site

The following report summarizes the results of site visits conducted by the 2-1-1 Statewide Coordinator and Assistant Statewide Coordinator to four 2-1-1 provider operations being considered for a potential pilot site for the Caltrans Mobility Management project. These site visits, conducted in Fresno, Monterey, San Luis Obispo, and Shasta Counties during December, 2008 and January, 2009 were charged with reporting on each county's capability in the following areas by using a pre-approved questionnaire:



- Demonstration that the program conforms with the mobility management elements in their region's coordinated plan and that they have the appropriate and necessary partnerships to implement an ideal pilot location or demonstration area;
- A service model that can be used throughout the state and possibly beyond;
- Understanding about the priorities and requirements of Caltrans Division of Mass Transportation (DMT) <http://www.dot.ca.gov/hq/MassTrans/> that will fund the development of pilot sites;
- Demonstration that they are familiar with mobility management concepts, including information technologies and interfaces with 2-1-1 call centers for improving coordination of transportation with the social service requests of elderly, disabled and low income callers in their rural areas;

















Demonstration that their 2-1-1 service is compliant with AIRS standards











[http://www.airs.org/files/public/AIRS\\_StandardsVersion5\\_2.pdf](http://www.airs.org/files/public/AIRS_StandardsVersion5_2.pdf) and

<http://www.cairs.org/211/docs/AIRSStandardsVer6FinalDraft.pdf> and they have an emergency response plan and redundant technical capability to become part of statewide 2-1-1 emergency operations as outlined in the "211 California State Business Plan"- <http://www.cairs.org/211/ppt/211%20CA%20Business%20Plan%20Presentation.ppt>

The following summary table provides the current status of each site visited based on the interview questionnaire used at the time of each visit:

- **A task which is identified as complete and in place is identified with:** 
- **A task which was indicated as in the process of completion is identified as:** 
- **A task which is unmarked is simply updated in the table.**

Mobility Management Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<b>Current 211 Public Utilities authorization?</b>	 CPUC Resolution T17109, granting United Way Fresno County authority to use 2-1-1, occurred Nov. 1, 2007.	 CPUC Authorization received 10.16.08  Going live February 11 <sup>th</sup> , 2009.	 CPUC Authorization granted 08/07  2-1-1 soft launch 11/07. Full roll-out completed 07/08.	 CPUC Application to be submitted in March, 2009 incorporating HELP, Inc., a 37 year old I&R program located in Redding.
<b>Transportation needs assessments completed for target populations?</b>	 County transportation survey completed in 2007 by FCCOG.	 Association of Monterey Bay Area Governments (AMBAG) completed 2007 Transportation Plan.	 511 (SLOCOG) completed county-wide transportation survey in Spring, 2008.	 Shasta is the hub of a multicounty Google Transit pilot program working with Caltrans DMT.
<b>Outreach efforts involve representative stakeholder groups in defining transportation needs for the target populations?</b>	 Created 2-1-1 Central Valley Steering Committee to include public and private service and aging agencies to identify transportation needs. Did not have a transportation community member involved at the time of our site visit but has formed contacts since the site visit.	 The 2-1-1 Monterey collaborative includes representatives from local transportation, emergency services, and aging services' agencies.	 San Luis Obispo Council of Government Transportation Plan queried community.  Top need: medical & inter-city.	 211 Shasta recent participant in Google Transit project. HELP Inc. has current emergency planning relationship for high temperature evacuation and road closure programs. Shasta EMS and Shasta County RTPA represented on local Collaborative.
<b>What is the 211/I&amp;R system coverage at this time?</b>	 Coverage 24/7/365 – 8am-5pm now with outsourcing other times to Inland Empire/San Bernardino (approx 100 calls/mo).	 2-1-1 Monterey going live February 11 <sup>th</sup> , 2009. Outsourcing call center services to Interfaces Children and Family Services, Camarillo.	 24 hour coverage from one location with after-hours contracts.	 HELP Inc. 24/7 I&R program in business for 37 years will be the 211 call center site upon approval by CPUC. Two “home bound” back up call takers for nighttime overflow and in times of emergencies.

Mobility Management Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What relationship currently exists with:</b></p> <ul style="list-style-type: none"> <li>• Private transportation providers?</li> <li>• Public transportation providers?</li> </ul>	<p> Building relationship with transportation providers.</p>	<p> Existing relationships with both public and private transportation providers through Monterey-Salinas Transit.</p>	<p> Existing relationships with both public and private transportation providers through SLOCOG</p>	<p> HELP Inc. has long standing relationships with all transportation providers. 211 Shasta recently became part of Google Transit project funded by Caltrans DMT.</p>
<p><b>What relationship currently exists with the regional transportation planning agency and leadership?</b></p>	<p> Working with local public transportation representatives through Fresno County Council of Governments.</p>	<p> The CTSA Manager is both a member of the Transportation Agency of Monterey County Social Services Transportation Advisory Committee (Vice Chair) and the 2-1-1 Monterey County Steering Committees.</p>	<p> Re: 511 (Rideshare) will have a soft launch with web services in January, 2009.</p>	<p> Shasta County RTPA part of 211 Shasta Collaborative planning committee.</p>
<p><b>What is the status of emergency operations planning and coordination efforts?</b></p>	<p> Relationship exists with county to handle calls during emergencies. MOU in place with local OES office. 2-1-1 now in City of Fresno's Emergency Operations Plan.</p>	<p>Still developing MOU language with local Office of Emergency Services/Management. The Monterey County 911 manager also serves on the 2-1-1 Monterey County Steering Committee.</p>	<p>Committee formed to refine local plan and coordinate at County level. No MOU developed at this time.</p>	<p> Current emergency planning relationship with local Emergency Services, primarily for suicide, high temperature evacuation, and road closure programs. No existing MOU with local OES, but local OES representative is now part of the 211 Shasta planning team.</p>

Mobility Management Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What are short/long term plans for continuing to improve the services?</b></p>	<p>If approved by Bd. of Supervisors, will co-locate Fresno Co. Library I&amp;R Network in 2009 at UWFC. Plans to expand to neighboring Central Valley counties.</p>	<p>TBD – 2-1-1 Monterey launches its service 2.11.09 using Interface as its call center. Anticipates need to create funding sustainability – have raised \$180,000 of \$475,000 annual budget.</p>	<p>Short term – Certify Call Assets; recruit/stabilize volunteer force; identify/expand funding sources</p> <p>Long term – stabilize funding.</p>	<p>Short term – Secure 211 designation from CPUC; have 211 included in local EOP; coordinate AIRS certification; reconfigure physical plant; restore United Way funding; coordinate with Google Transportation for Shasta and northern CA area.</p> <p>Long Term – Consolidate 211 services for northern CA in centralized call center.</p>

## 7.6 Proposed Mobility Management Pilot 2-1-1 Criteria Summary

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>Current status of 211 Public Utilities authorization and implementation of 2-1-1 operational and technical infrastructure?</b></p>	<ul style="list-style-type: none"> <li>• CPUC Resolution T17109, granting United Way Fresno County authority to use 2-1-1, occurred Nov. 1, 2007.</li> <li>• Created 2-1-1 Central Valley Steering Committee for the UWFC call center to provide a regional call center for Fresno, Tulare, Kings, and Madera Counties by the end of July 2008.</li> <li>• In 2009, co-locate Fresno County Library I&amp;R Network staff at the UWFC call center if approved by Fresno County Board of Supervisors.</li> </ul>	<ul style="list-style-type: none"> <li>• CPUC Authorization received 10.16.08</li> <li>• Going live February 11<sup>th</sup>, 2009.</li> <li>• Resources will include more than 600 local non-profit and public/private H&amp;HS programs.</li> </ul>	<ul style="list-style-type: none"> <li>• CPUC Authorization granted 08/07</li> <li>• 2-1-1 soft launch 11/07. Full roll-out completed 07/08.</li> </ul>	<ul style="list-style-type: none"> <li>• CPUC Application to be submitted in spring, 2009 incorporating HELP, Inc. a 37 year old I&amp;R program located in Redding.</li> <li>• Initially the CPUC request will be for the 211 for Shasta County, but 211 Shasta is collaborating with and planning to provide services for 7 to 13 northern California Counties: initially Modoc, Siskiyou, Trinity, Del Norte, Humboldt, Tehama, Lassen, Plumas, Sierra, and possibly Butte, Glenn &amp; Colusa.</li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What activities such as caller surveys, data collection, and other documentation have been implemented and/or compiled that assist in identifying the current transportation needs in the area?</b></p> <p><b>By:</b></p> <ul style="list-style-type: none"> <li>• <b>Population groups</b> <ul style="list-style-type: none"> <li>○ <b>Disabled</b></li> <li>○ <b>Elderly</b></li> <li>○ <b>Special needs</b></li> <li>○ <b>Low income</b></li> </ul> </li> <li>• <b>Geographic areas</b></li> <li>• <b>Service requirements</b></li> <li>• <b>Other</b></li> </ul>	<ul style="list-style-type: none"> <li>• Transportation survey completed 2 years ago</li> <li>• Regional Transportation Plan adopted in May, 2007 – 2-1-1 not a part of the plan at this time.</li> <li>• 2007 Fresno-Madera Area Agency on Aging conducted a survey on senior needs including transportation.</li> <li>• Call center data to track additional need for transportation.</li> </ul>	<ul style="list-style-type: none"> <li>• Association of Monterey Bay Area Governments (AMBAG) completed 2007 Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan. 2-1-1 services were mentioned in that plan as a means of bridging transportation gaps between disabled, low income and special needs persons and social service destinations.</li> </ul>	<ul style="list-style-type: none"> <li>• Rideshare Commuter Survey (2007) completed by Santa Barbara County Association of Governments - 2007 COMMUTE PROFILE - for Santa Barbara, San Luis Obispo and Ventura Counties.</li> <li>• 511 completed county-wide transportation survey in spring, 2008. 2-1-1 SLO assisted with Spanish translation.</li> </ul>	<ul style="list-style-type: none"> <li>• Shasta is the hub of a multicounty Google Transit pilot program working with Caltrans.</li> <li>• HELP Inc. helps coordinate transportation needs.</li> <li>• The 211 Shasta Collaborative works with current county government based and private local and regional agencies.</li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What outreach efforts have been made to involve representative stakeholder groups in defining transportation needs for the target populations?</b></p>	<ul style="list-style-type: none"> <li>• 2-1-1 Central Valley Steering Committee did not have a transportation community member involved at the time of our site visit.</li> <li>• Created 2-1-1 Central Valley Steering Committee to:               <ul style="list-style-type: none"> <li>○ Guide activities of the call center and its strategic partners</li> <li>○ 20-40 community members, including public and private service agencies have broader access to community information about transportation needs.</li> <li>○ Uses call center data to track broad needs, including transportation (see attached monthly update).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The 2-1-1 Monterey collaborative includes representatives from local transportation, emergency services, the County's senior services, low income, service sector and ethnic communities, and will be able to provide other links to these communities for evaluation of transportation needs.</li> <li>• Outreach efforts have occurred with:               <ul style="list-style-type: none"> <li>○ Rides Advisory Committee of Monterey – Salinas Transit Board of Directors</li> <li>○ Social Services Transportation Advisory Committee of the Transportation Agency for Monterey County</li> <li>○ Monterey-Salinas Transit Rider Survey.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• San Luis Obispo Council of Governments <i>DRAFT Coordinated Human Services-Public Transportation Plan reports</i>:               <ul style="list-style-type: none"> <li>○ Transportation Providers - 32 agencies/with 8 public transit operators</li> <li>○ \$11.7 million funding/93% public transit operators</li> <li>○ 1.9 million public transit trips</li> <li>○ 111 public transit vehicles, 115 human service agency vehicles</li> <li>○ 42,000 to 57,000 persons seniors, persons with disabilities, persons of low income:</li> <li>○ Project 195,000 to 508,000 annual trips.</li> </ul> </li> <li>• Top need: medical &amp; inter-city.</li> </ul>	<ul style="list-style-type: none"> <li>• Shasta County RTPA represented on local Collaborative.</li> <li>• 211 Shasta is participating in the Google Transit project.</li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>How are the 211/I&amp;R system functioning at this time?</b></p> <ul style="list-style-type: none"> <li>• Coverage hours</li> <li>• Number, types of, and location of staff</li> <li>• Operator level</li> <li>• Languages</li> <li>• Volunteers</li> <li>• Technology</li> <li>• Funding</li> <li>• Staff AIRS certification</li> </ul>	<ul style="list-style-type: none"> <li>• Coverage 24/7/365 – 8am-5pm now with outsourcing other times to Inland Empire/San Bernardino (approx 100 calls/mo)</li> <li>• 4 FTE located at UWFC, with plans to go to 7 staff once full co-location with I&amp;R completed</li> <li>• English, Spanish, Lao, Thai, Khmer (primary languages), with up to 140 languages available</li> <li>• No volunteers at this time but have an MOU with HandsOn to recruit retirees as volunteers</li> <li>• WebInform software currently being used but evaluating it and other approaches</li> <li>• Funding – <ul style="list-style-type: none"> <li>○ Current UWFC annual budget - \$228k –</li> <li>○ \$458 combined annual budget if co-located with FC Library I&amp;R Network</li> </ul> </li> <li>• UWFC staff not currently AIRS certified.</li> </ul>	<ul style="list-style-type: none"> <li>• 2-1-1 Monterey going live February 11<sup>th</sup>, 2009.</li> <li>• Outsourcing call center services to Interface Children and Family Services, Camarillo</li> <li>• English and Spanish</li> <li>• No call center volunteers</li> <li>• Will use Refer Software (NC) ASP database services which has off-site backup services</li> <li>• Some Interface staff is AIRS certified.</li> </ul>	<ul style="list-style-type: none"> <li>• 24 hour coverage from one location</li> <li>• After-hours contracts</li> <li>• 1 Ex Dir, 8 FTE</li> <li>• Program and Training Manager AIRS Certified</li> <li>• 35 volunteers</li> <li>• City/county and business community funding</li> <li>• Moving downtown</li> <li>• New location will have T1, WebInform database, full backup</li> <li>• Co-location off-site.</li> </ul>	<ul style="list-style-type: none"> <li>• HELP Inc. in business for 37 years, will be the 211 call center site upon approval of the CPUC application <ul style="list-style-type: none"> <li>○ 24/7 I&amp;R program</li> <li>○ 28 trained volunteer call takers</li> <li>○ English and Spanish, with language/translation service for all other languages</li> <li>○ Use Refer, AIRS compliant software, with backup system in-house and on line back in No Carolina</li> <li>○ Two “home bound” back up call takers for nighttime overflow and in times of emergencies</li> <li>○ Funding - \$140,000 budget.</li> </ul> </li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What relationship currently exists with:</b></p> <ul style="list-style-type: none"> <li>• <b>Private transportation providers?</b></li> <li>• <b>Public transportation providers?</b></li> </ul>	<ul style="list-style-type: none"> <li>• Building relationship with transportation providers</li> <li>• At the time of our site visit they did not have a transportation community representative involved.</li> </ul>	<ul style="list-style-type: none"> <li>• Three primary forms of public transportation in Monterey County are coordinated through MST: (1) MST buses and paratransit vehicles, (2) non-accessible taxis, (3) vans operated by non-profits</li> <li>• CTSA Manager sits on the Monterey County Taxi Authority Steering Committee of the Transportation Agency for Monterey County.</li> </ul>	<ul style="list-style-type: none"> <li>• 17 transportation providers</li> <li>• 5 fixed route operators.</li> <li>• Providers range from dial a rides, city trolleys, 11 certified runabouts for ADA clients, taxi companies</li> <li>• SLOCOG plays a very important role coordinating transportation services.</li> </ul>	<ul style="list-style-type: none"> <li>• Public programs: <ul style="list-style-type: none"> <li>○ HELP Inc. has long standing relationships with mental health, alcohol and drug programs, which have their own transportation and vehicle programs.</li> <li>○ Recently 211 Shasta has become a program involved with the Google Transit project funded by Caltrans</li> </ul> </li> <li>• Private sector transportation: <ul style="list-style-type: none"> <li>○ Far Northern Regional Centers and the senior citizen focused Nutritional Program have their own individual transportation programs</li> <li>○ Have existing relationship with HELP</li> </ul> </li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What relationship currently exists with the regional transportation planning agency and leadership?</b></p>	<ul style="list-style-type: none"> <li>• Working with local public transportation representatives through Fresno County Council of Governments to coordinate efforts through Mobility Management grant process.</li> <li>• See Regional Transportation Plan adopted in May, 2007 – 2-1-1 not a part of the plan at this time.</li> </ul>	<ul style="list-style-type: none"> <li>• The CTSA Manager is both a member of the Transportation Agency of Monterey County Social Services Transportation Advisory Committee (Vice Chair) and the 2-1-1 Monterey County Steering Committees.</li> </ul>	<ul style="list-style-type: none"> <li>• Re: 511 (Rideshare) System – Fall 2006 SLO Regional Rideshare received a \$65k Jobs Access Reverse Commute (JARC) grant for the Central Coast. Will have a soft launch with web services in January, 2009 <ul style="list-style-type: none"> <li>○ 511 will contract with 211 to handle Spanish language calls</li> </ul> </li> <li>• SLO Transit launched Google Transit in December, 2008 and will share its experience with other transportation providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Shasta County RTPA part of 211 Shasta Collaborative planning committee</li> <li>• HELP, Inc. has an existing relationship with the Emergency Services transportation planning leadership for high temperature evacuation planning and support.</li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What is the status of emergency operations planning and coordination efforts?</b></p> <ul style="list-style-type: none"> <li>• <b>SEMS based plan for responding to disaster</b></li> <li>• <b>MOU with local Office of Emergency Services/ Management</b></li> <li>• <b>Participation in local VOAD (volunteer organization acting in disaster)</b></li> <li>• <b>Back-up power supply</b></li> <li>• <b>Co-location for primary data systems</b></li> <li>• <b>Staff training</b></li> </ul>	<ul style="list-style-type: none"> <li>• Relationship exists with county to handle calls during emergencies</li> <li>• Phones can be transferred</li> <li>• 211 number operational with all telcos, including wireless providers as of August, 2007</li> <li>• MOU in place with local OES office, naming United Way of Fresno County/2-1-1 Central Valley, as the regional provider of information and referral services, has developed an emergency operations plan, which is based on the California Standardized Emergency Management System (SEMS), and is being integrated into the emergency planning and response processes of the Fresno County Operational Area.</li> </ul>	<ul style="list-style-type: none"> <li>• Still developing MOU language with local Office of Emergency Services/Management.</li> <li>• Monterey-Salinas Transit maintains an emergency transportation plan and works closely with the Office of Emergency Services (911) during times of public emergency. The Monterey County 911 manager also serves on the 2-1-1 Monterey County Steering Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Preliminary Disaster Plan developed from San Diego model. Committee formed to refine local plan and coordinate at County level</li> <li>• No MOU developed at this time</li> <li>• 211/Red Cross started county-wide VOAD. ED serves as Secretary of VOAD Board</li> <li>• Back-up power 1 hour</li> <li>• Back-up WebInform data monthly</li> <li>• Forward options in place.</li> <li>• Co-location for voice/data, email Digital West.</li> <li>• Ride-On participates in meetings, assists with on-call needs and staff training</li> </ul>	<ul style="list-style-type: none"> <li>• Current emergency planning relationship with local Emergency Services, primarily for suicide, high temperature evacuation, and road closure programs.</li> <li>• Does not have an existing MOU with local OES, but local OES representative is now part of the 211 Shasta planning team</li> <li>• Existing I&amp;R, HELP Inc. has 28 volunteer base</li> <li>• HELP Inc. has relocation and technical plans for moving the call center to two other locations in the County within 2 hours in case of disaster that impacts current site</li> <li>• 12 hour battery backup packs connected to each call station.</li> <li>• Plans to add an onsite generator.</li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
	<ul style="list-style-type: none"> <li>• 2-1-1 now in City of Fresno's Emergency Operations Plan as a central source for information dissemination</li> <li>• UWFC instrumental in re-vitalizing VOAD</li> <li>• No back-up power supply at this time</li> <li>• WebInform provides data backup/co-location services</li> <li>• With co-placement of FC Library I&amp;R staff at the UWFC call center, training and other administrative functions will be consolidated</li> <li>• In training with Red Cross to be coordinated with this disaster relief group</li> </ul>			<ul style="list-style-type: none"> <li>• Resource directory information and call history information is backed up through Refer headquarters (in NC).</li> </ul>

2-1-1 Criteria	Fresno	Monterey	San Luis Obispo	Shasta
<p><b>What are your plans for continuing to improve the services at your site, if you could, what would you have added to that plan?</b></p> <ul style="list-style-type: none"> <li>• <b>Short term</b></li> <li>• <b>Long term</b></li> </ul>	<ul style="list-style-type: none"> <li>• Consolidating call center capacity by co-locating Fresno Co. Library I&amp;R Network in 2009 at UWFC.</li> <li>• Expand to neighboring Central Valley counties</li> <li>• Deploy new technology</li> </ul>	<ul style="list-style-type: none"> <li>• TBD – 2-1-1 Monterey launches its service 2.11.09 using Interface as its call center.</li> </ul> <p>Anticipates need to concentrate on:</p> <ul style="list-style-type: none"> <li>• Linking to the Refer database, customizing some fields to reflect needs in Monterey</li> <li>• Providing training regarding Monterey County to Interface staff</li> <li>• Creating funding sustainability – have raised \$180,000 of \$475,000 annual budget</li> </ul>	<ul style="list-style-type: none"> <li>• Short term improvements <ul style="list-style-type: none"> <li>○ Certify Call Assets</li> <li>○ Recruit/stabilize volunteer force</li> <li>○ Identify/expand funding sources</li> </ul> </li> <li>• Long term <ul style="list-style-type: none"> <li>○ 2 year and 5 year plan with structure vision</li> <li>○ Stabilize funding</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Short term: <ul style="list-style-type: none"> <li>○ Secure 211 designation from CPUC</li> <li>○ Have 211 included in local EOP</li> <li>○ Coordinate AIRS certification of all call takers and the I&amp;R director</li> <li>○ Reconfigure physical plan for emergency volunteer space when necessary</li> <li>○ Restore funding support from United Way</li> <li>○ Coordinate with Google Project.</li> </ul> </li> <li>• Long Term: <ul style="list-style-type: none"> <li>○ Consolidate 211 services for northern CA in centralized call center.</li> </ul> </li> </ul>

## 7.7 United Way of Fresno County/2-1-1 Central Valley – Potential Rural Pilot Site Assessment

Meeting Participants: 2-1-1 Central Valley Steering Committee: Pat Clary, Pres/CEO, UWFC, Bonnie Burns, Coordinator, Fresno Co DCFS, Joe E. Hoyt, Coordinator, Fresno Co. Library, I&R Network, Martin Duarte, First 5 Fresno, Tina Sparks, Wealth Education Specialist, Fresno Co. DCH, Cathy Caples, Ex Dir, HandsOn Central CA, Beatriz Alejandre, Resource Spec. UWFC, Janet Stutzman, Program Manager, First 5 Madera County, and representatives from: Fresno Housing Authority and Fresno County Employment and Training staff representatives.

Mobility Management Criteria	Current Status	Next Steps
<p><b>Current status of 211 Public Utilities authorization and implementation of 2-1-1 operational and technical infrastructure?</b></p>	<p>CPUC Resolution T17109, granting United Way Fresno County authority to use 2-1-1, occurred Nov. 1, 2007.</p> <p>Proposal made to provide a regional call center for Fresno, Tulare, Kings, and Madera Counties by the end of July 2008.</p>	<ul style="list-style-type: none"> <li>• In 2009 co-locate Fresno County Library I&amp;R staff with the UW Fresno County call center               <ul style="list-style-type: none"> <li>○ Business plan being finalized to demonstrate cost/benefits</li> <li>○ Bd. of Supervisors' approval required</li> <li>○ Bring in Tulare, Madera and Kings Counties</li> <li>○ Working on increasing staff accreditation level</li> </ul> </li> </ul>
<p><b>What activities such as caller surveys, data collection, and other documentation have been implemented and/or compiled that assist in identifying the current transportation needs in the area?</b></p> <p><b>By:</b></p> <ul style="list-style-type: none"> <li>• <b>Population groups</b> <ul style="list-style-type: none"> <li>○ Disabled</li> <li>○ Elderly</li> <li>○ Special needs</li> <li>○ Low income</li> </ul> </li> <li>• <b>Geographic areas</b></li> <li>• <b>Service requirements</b></li> <li>• <b>Other</b></li> </ul>	<ul style="list-style-type: none"> <li>• Regional Transportation Plan adopted in May, 2007 – 2-1-1 not a part of the plan at this time  <a href="http://www.fresnocog.org/files/Planning/2007RTP/Fresno%20COG%202007%20RTP.pdf">http://www.fresnocog.org/files/Planning/2007RTP/Fresno%20COG%202007%20RTP.pdf</a> <ul style="list-style-type: none"> <li>○ Transportation survey completed 2 years ago</li> </ul> </li> <li>• 2007 Fresno-Madera Area Agency on Aging conducted a survey on senior needs including transportation-  <a href="http://www.fmaaa.org/documents/PSA14AreaPlanYearEndReportFY07-08.pdf">http://www.fmaaa.org/documents/PSA14AreaPlanYearEndReportFY07-08.pdf</a></li> <li>• Use call center data to track need for transportation.</li> </ul>	<ul style="list-style-type: none"> <li>• Working with local public transportation representatives through Fresno County Council of Governments to coordinate efforts through Mobility Management grant process               <ul style="list-style-type: none"> <li>○ February 3, 2009 meeting will include representative from the COG which focuses on coordination and response to transportation needs of the county</li> </ul> </li> </ul>

Mobility Management Criteria	Current Status	Next Steps
<p><b>How are the 211/I&amp;R system functioning at this time?</b></p> <ul style="list-style-type: none"> <li>• Coverage hours</li> <li>• Number, types of, and location of staff</li> <li>• Operator level</li> <li>• Languages</li> <li>• Volunteers</li> <li>• Technology</li> <li>• Funding</li> <li>• Staff AIRS certification</li> </ul>	<ul style="list-style-type: none"> <li>• Fresno County residents can dial 2-1-1 or 1-866-559-4211</li> <li>• Coverage 24/7/365 – 8am-5pm now with outsourcing other times to Inland Empire/San Bernardino (approx 100 calls/mo)</li> <li>• 4 FTE located at UWFC, with plans to go to 7 staff once full co-location with I&amp;R completed</li> <li>• English, Spanish, Lao, Thai, Khmer (primary languages), with back up language support for 140 languages available.</li> <li>• No volunteers at this time but have an MOU [strikeout being developed] with HandsOn to recruit retirees as volunteers – already play that role in emergency management</li> <li>• WebInform software currently being used but evaluating it and other approaches</li> <li>• Funding – <ul style="list-style-type: none"> <li>○ Current UWFC annual budget - \$228k – <ul style="list-style-type: none"> <li>▪ \$12k from Fresno County;</li> <li>▪ \$206k from First 5 Fresno [211 Fresno and 211 CA are scheduled to do joint presentation to First 5 Fresno Feb 3]</li> </ul> </li> <li>○ If co-located with FC Library I&amp;R Network: <ul style="list-style-type: none"> <li>▪ \$458 combined annual budget</li> </ul> </li> </ul> </li> <li>• UWFC staff not currently AIRS certified</li> </ul>	<ul style="list-style-type: none"> <li>• AIRS certification testing being scheduled for call center staff</li> <li>• In 2009 increasing call center capacity by co-locating Fresno Co. Library I&amp;R Network staff at UWFC.</li> <li>• Develop “spontaneous volunteer management plan” <ul style="list-style-type: none"> <li>○ AmeriCorps staff assigned to HandsOn to assist with volunteer planning</li> <li>○ Consider <u>Express Scripts</u> as a possible corporate resource for volunteers.</li> </ul> </li> </ul>
<p><b>What relationship currently exists with the regional transportation planning agency and leadership?</b></p>	<ul style="list-style-type: none"> <li>• Working with local public transportation representatives through Fresno County Council of Governments to coordinate efforts through Mobility Management grant process.</li> <li>• See Regional Transportation Plan adopted in May, 2007 – 2-1-1 not a part of the plan at this time  <a href="http://www.fresnocog.org/files/Planning/2007RTP/Fresno%20COG%202007%20RTP.pdf">http://www.fresnocog.org/files/Planning/2007RTP/Fresno%20COG%202007%20RTP.pdf</a></li> </ul>	

<b>Mobility Management Criteria</b>	<b>Current Status</b>	<b>Next Steps</b>
<p><b>What are your plans for continuing to improve the services at your site, if you could what would you have added to that plan?</b></p> <ul style="list-style-type: none"> <li>• <b>Short term</b></li>   <li>• <b>Long term</b></li> </ul>	<ul style="list-style-type: none"> <li>• Consolidating call center capacity by co-locating Fresno Co. Library I&amp;R Network in 2009 at UWFC. This will result in economies of scale: <ul style="list-style-type: none"> <li>○ Streamline administrative operations</li> <li>○ Save money</li> <li>○ Doubling call center staff</li> <li>○ Combine databases/resource listings</li> <li>○ Minimize data collection and updating for local agencies/providers</li> <li>○ Consolidate training</li> </ul> </li> <li>• Expand to neighboring counties</li> <li>• Deploy new technology <ul style="list-style-type: none"> <li>○ Implement mobile access for call center operators using laptops with wireless capability</li> <li>○ Expand outreach efforts to train people to solve their own problems</li> <li>○ Implement equipment for deaf callers, using closed circuit signing.</li> </ul> </li> <li>• Are working with "5150" (mental health crisis) program in cooperation with local Organization of Hospital Administrators</li> </ul>	<ul style="list-style-type: none"> <li>• Institute "full blown" marketing campaign under new UWFC staff person</li> <li>• Leverage additional funds</li> <li>• Develop food stamp program</li> <li>• Work to have 2-1-1 become part of Fresno County budget <ul style="list-style-type: none"> <li>○ February 3, 2009 meeting to address funding</li> </ul> </li> </ul>

## 7.8 2-1-1 Monterey - 211 CA Mobility Management – Potential Rural Pilot Site Assessment

Meeting Participants: Monterey 2-1-1 Operations Committee, 2-1-1 Steering Committee; including Mary Adams, Katy Castagna, and Jenny Calantas from UWMC, Tom Hicks, MST, John Mount (911) Monterey Emergency Management Services, Robert Tanaguchi, MCDHS, Marilyn Remark, Area Agency on Aging, Pam Itani, Alliance on Aging, Margarita Zarraga, Community Action Partnership, Fatima Dias, United Way, Robin Cauntay, Monterey County Libraries.

Mobility Management Criteria	Current Status	Next Steps
<p><b>Current status of 211 Public Utilities authorization and implementation of 2-1-1 operational and technical infrastructure?</b></p>	<ul style="list-style-type: none"> <li>• PUC Authorization received 10.16.08</li> <li>• Call center contract was signed in December 2008</li> </ul>	<ul style="list-style-type: none"> <li>• Resolving technical issues with AT&amp;T and Verizon for 211 number itself to be operational – AT&amp;T covers 90% of the county; Verizon handles only Parkfield in southern end of the county adjacent to San Luis Obispo county line (10-15 lines used by approximately 300 people) – may require an 800# to 211</li> <li>• Identifying contacts with wireless providers serving local area to assure wireless customers are able to use 211 number at no charge</li> </ul>
<p><b>What activities such as caller surveys, data collection, and other documentation have been implemented and/or compiled that assist in identifying the current transportation needs in the area?</b>  <b>By:</b></p> <ul style="list-style-type: none"> <li>• <b>Population groups</b> <ul style="list-style-type: none"> <li>○ Disabled</li> <li>○ Elderly</li> <li>○ Special needs</li> <li>○ Low income</li> </ul> </li> <li>• <b>Geographic areas</b></li> <li>• <b>Service requirements</b></li> <li>• <b>Other</b></li> </ul>	<ul style="list-style-type: none"> <li>• Monterey-Salinas Transit, Consolidated Transportation Service Agency Manager: “The Association of Monterey Bay Area Governments (AMBAG) compiled data from many Monterey County transportation and social service providers to write the Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan. 2-1-1 services were mentioned in that plan as a means of bridging transportation gaps between disabled, low income and special needs persons and social service destinations.”</li> <li>• MST reported that 80% to 90% of its riders fit the Mobility Management target population – seniors, low income and/or persons with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• MST will provide its ability to collect and report data on trips, with emphasis on 2-1-1 service provision; follow up calls can be made to see if they accessed services)</li> <li>• Libraries are front line resource centers and recognize the issues of isolated parts of southern county and the border areas with SLO to which they more readily relate</li> </ul>

<b>Mobility Management Criteria</b>	<b>Current Status</b>	<b>Next Steps</b>
<p><b>How are the 211/I&amp;R system functioning at this time?</b></p> <ul style="list-style-type: none"> <li>• Coverage hours</li> <li>• Number, types of, and location of staff</li> <li>• Operator level</li> <li>• Languages</li> <li>• Volunteers</li> <li>• Technology</li> <li>• Funding</li> <li>• Staff AIRS certification</li> </ul>	<ul style="list-style-type: none"> <li>• 2-1-1 Monterey going live February 11<sup>th</sup>, 2009.</li> <li>• They are using the software model identical to the Santa Clara Resource model, except Monterey has added TYY hearing impaired services.</li> <li>• The resource program information that will go on line when the 211 activates includes more than 600 local non-profit and public/private H&amp;HS programs.</li> <li>• Outsourcing to Interfaces Children and Family Services, Camarillo</li> <li>• English and Spanish</li> <li>• No call center volunteers</li> <li>• Will use Refer Software (NC) ASP database services which has off-site backup services</li> <li>• Some Interface staff are AIRS certified</li> <li>• As of Dec 9, 2009, \$180,000 in funding had been secured from United Way of Monterey (\$50K), First 5 Monterey County (\$50K), Monterey Peninsula Foundation (\$50K) and Community Foundation for Monterey County (\$30K)</li> <li>• Plans are underway to secure another \$195,000 from six other local sources – primarily county agencies benefiting from 211 services.</li> </ul>	<ul style="list-style-type: none"> <li>• Localization Training scheduled for January 7 and 8, 2009 by Interface Children and Family Services, Camarillo</li> <li>• Alliance on Aging also using Refer software which will facilitate sharing of data and reports.</li> </ul>
<p><b>What relationship currently exists with:</b></p> <ul style="list-style-type: none"> <li>• Private transportation providers?</li> <li>• Public transportation providers?</li> </ul>	<p>There are three primary forms of public transportation in Monterey County: (1) MST buses and paratransit vehicles, (2) non-accessible taxis, (3) vans operated by non-profits. The CTSA Manager for MST monitors and coordinates, when possible, with these providers through various channels of communications. The CTSA also sits on the Monterey County Taxi Authority Steering Committee of the Transportation Agency for Monterey County.”</p>	
<p><b>What relationship currently exists with the regional transportation planning agency and leadership?</b></p>	<p>The CTSA Manager is both a member of the Transportation Agency of Monterey County Social Services Transportation Advisory Committee (Vice Chair) and the 2-1-1 Monterey County Steering Committees”</p>	

Mobility Management Criteria	Current Status	Next Steps
<p><b>What are your plans for continuing to improve the services at your site, if you could what would you have added to that plan?</b></p> <ul style="list-style-type: none"> <li>• <b>Short term</b></li>   <li>• <b>Long term</b></li> </ul>	<p>TBD – 2-1-1 Monterey launches its service 2.11.09 using Interface as its call center.</p> <p>Anticipates need to concentrate on:</p> <ul style="list-style-type: none"> <li>• Linking to the Refer database, customizing some fields to reflect needs in Monterey</li> <li>• Providing training regarding Monterey County to Interface staff</li> <li>• Creating funding sustainability – Have raised \$180,000 of \$475,000 annual budget Note: Attach <b>Revenue Projections '09 and Beyond</b></li> </ul>	<ul style="list-style-type: none"> <li>• Estimate 10,000 calls in first year</li> <li>• Marketing and branding campaign is being planned to coincide with launch date. Monterey has a very effective “underground” public information causeway which is used by most local community leadership and the County’s citizens to share information (e.g. internet, word of mouth, existing non-official non-profit organization communication efforts). This form of information distribution will also be part of the marketing plan.</li> <li>• Governance policies are being finalized with United Way Monterey County in a lead role</li> <li>• 2-1-1 MC Director position to be selected soon; will be employed by UWMC; will be selected by partners</li> <li>• Data decisions being made by 2-1-1 Operations Committee</li> <li>• Investigating with other 2-1-1s to learn how to avoid asking callers duplicative questions</li> <li>• Working on designing website <a href="http://www.211mc.org">www.211mc.org</a> to interface with Refer software (Refer’s RTM Designs is responsible)</li> </ul>

## 7.9 2-1-1 San Luis Obispo Hotline/211 CA Mobility Management – Potential Rural Pilot Site Assessment

Meeting Participants: Linda McGregor, 2-1-1 SLO Executive Director, Morgen Marshall, Rideshare Manager, SLOCOG, Mark Shaffer, Director, Ride-On Transportation

Mobility Management Criteria	Current Status	Next Steps
<p><b>Current status of 211 Public Utilities authorization and implementation of 2-1-1 operational and technical infrastructure?</b></p>	<p>CPUC Authorization granted 08/07. 2-1-1 soft launch 11/07. Full roll-out completed 07/08.</p> <p>VOIP and back up in. Modifications required at current site.”</p>	<p>Moving soon to Pacific Center located at Madonna and Higuera Sts. downtown.</p> <p>New location will have T1, WebInform database, full backup and</p> <p>Co-location off-site.</p>
<p><b>What activities such as caller surveys, data collection, and other documentation have been implemented and/or compiled that assist in identifying the current transportation needs in the area?</b></p> <p><b>By:</b></p> <ul style="list-style-type: none"> <li>• <b>Population groups</b> <ul style="list-style-type: none"> <li>○ <b>Disabled</b></li> <li>○ <b>Elderly</b></li> <li>○ <b>Special needs</b></li> <li>○ <b>Low income</b></li> </ul> </li> <li>• <b>Geographic areas</b></li> <li>• <b>Service requirements</b></li> <li>• <b>Other</b></li> </ul>	<p>Rideshare Commuter Survey (2007)  <a href="http://rideshare.org/Library/2007_Commuter_Profile_Report.pdf">http://rideshare.org/Library/2007_Commuter_Profile_Report.pdf</a> Santa Barbara County Association of Governments - 2007 COMMUTE PROFILE - for Santa Barbara, San Luis Obispo and Ventura Counties</p> <p>Caller survey pilot completed. Pending approved grant funding 12/31/08.</p> <p>511 completed county-wide transportation survey in Spring, 2008. 2-1-1 SLO assisted with Spanish translation.</p> <p>Currently about 30 transportation related calls per month.”</p>	<p><b>511 (Rideshare)</b> will have a soft launch with web services in January, 2009 using a Caltrans grant</p> <ul style="list-style-type: none"> <li>• 511 will contract with 211 to handle Spanish language calls</li> </ul>

Mobility Management Criteria	Current Status	Next Steps
<p><b>What outreach efforts have been made to involve representative stakeholder groups in defining transportation needs for the target populations?</b></p>	<p>San Luis Obispo Council of Governments <i>DRAFT Coordinated Human Services-Public Transportation Plan</i> Results:</p> <ul style="list-style-type: none"> <li>• Transportation Providers - 32 agencies with transportation function, including 8 public transit operators</li> <li>• <b>Funding:</b> \$11.7 million in transportation funding with 93% to public transit operators; sources very different</li> <li>• <b>Trips:</b> 1.9 million public transit trips (FY 05/06, includes Ride-On's public transit-funded trips) 98,712 human services trips (FY 05/06, 5% of trips reported)</li> <li>• <b>Fleets:</b> 111 public transit vehicles, 115 human service agency vehicles</li> <li>• Est. range of SLO residents that are seniors, persons with disabilities, persons of low income: <ul style="list-style-type: none"> <li>○ 42,000 to 57,000 persons (2000 Census)</li> </ul> </li> <li>• Range of trips needed for target population: <ul style="list-style-type: none"> <li>○ 195,000 to 508,000 annual trips</li> </ul> </li> <li>• Target population expanding shares: <ul style="list-style-type: none"> <li>○ 17% to 25% of 2010 total population</li> <li>○ 19% to 27 % of 2020 total population</li> <li>○ 20% to 28% of 2030 total population</li> </ul> </li> </ul> <p><b>Agreement on top need:</b> medical &amp; inter-city</p>	

Mobility Management Criteria	Current Status	Next Steps
<p><b>How are the 211/I&amp;R system functioning at this time?</b></p> <ul style="list-style-type: none"> <li>• Coverage hours</li> <li>• Number, types of, and location of staff</li> <li>• Operator level</li> <li>• Languages</li> <li>• Volunteers</li> <li>• Technology</li> <li>• Funding</li> <li>• Staff AIRS certification</li> </ul>	<ul style="list-style-type: none"> <li>• 24 hour coverage from one location</li> <li>• 1 Ex Dir, 8 FTE <ul style="list-style-type: none"> <li>◦ Admin Assistant, Resource Manager</li> <li>◦ Marketing and Development Director</li> <li>◦ Program and Training Manager is <b>AIRS Certified</b></li> <li>◦ Call Center Supervisor (Vacant)</li> <li>◦ 2 FTE Bilingual Call Assist all under 1 year</li> </ul> </li> <li>• 35 volunteers</li> <li>• City/county and business community funding</li> <li>• After hours contracts</li> </ul>	<p>From 2-1-1 SLO Hotline website:  <a href="http://www.slohotline.org/">http://www.slohotline.org/</a></p> <ul style="list-style-type: none"> <li>• Resource Specialist continually updates the database and works to maintain consistency in the indexing of services, agency or program inclusion, and writing style.</li> <li>• 211 SLO Hotline's staff, volunteers and board members regularly attend community meetings and events to keep informed about local activities. A variety of newspapers and newsletters are also reviewed. The Phone Center is a major source of (updated) information.</li> <li>• All agencies in the database are contacted annually to review the information that is maintained about their programs and locations. Agencies verify their information, making any corrections or updates. Agencies are relied upon to keep the Resource Center informed of any new programs or if they are getting inappropriate referrals..</li> <li>• <b>Style and Indexing Guidelines</b> The Resource Specialist enters agency information into the database according to rules listed in an internal style guide. In general, information about an agency must include a description of its services and programs.</li> <li>• 211 SLO Hotline uses the Alliance of Information and Referral System's (<a href="http://www.airs.org">www.airs.org</a>) approved Taxonomy of Human Services, a standard indexing system used by information and referral services throughout the United States.</li> </ul>

Mobility Management Criteria	Current Status	Next Steps
<p><b>What relationship currently exists with:</b></p> <ul style="list-style-type: none"> <li>• <b>Private transportation providers?</b></li> <li>• <b>Public transportation providers?</b></li> </ul>	<ul style="list-style-type: none"> <li>• It was reported that there are 17 transportation providers available to serve SLO and its large population, many of whom are low income and seniors who have retired locally. There are 5 fixed route operators. Providers range from dial a rides, city trolleys, 11 certified runabouts for ADA clients, taxi companies</li> <li>• SLOCOG plays a very important role coordinating transportation services. <ul style="list-style-type: none"> <li>○ <b>Rideshare</b>, under SLOCOG, is doing travel training for people to learn how to ride the bus</li> <li>○ <b>RSVP</b> in Paso provides a volunteer driver program for people who need assistance getting to appointments</li> <li>○ <b>United We Ride</b> is in the same building as the Regional Transportation Authority and works closely with them as well.</li> </ul> </li> <li>• <b>Ride-On Transportation</b> is a 501c3 that has existed under United Cerebral Palsy since 1987. It works with social service agencies to enhance and provide transportation services to seniors, veterans, and people needing transportation for medical appointments – serving 600/month. Provides 24 routes per day, using 87 vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>• SLO Transit launched Google Transit in December, 2008 and will share its experience with other transportation providers.</li> </ul>

Mobility Management Criteria	Current Status	Next Steps
<p><b>What relationship currently exists with the regional transportation planning agency and leadership?</b></p>	<p>From: SLO Regional Rideshare FY 07/08 Strategic Work Plan &amp; Program Update April, 2007 - <b>Re: 511 System</b> – In the fall 2006, SLO Regional Rideshare received a Jobs Access Reverse Commute (JARC) in the amount of \$65,000 for the 511 system for the Central Coast. With a local match of \$16,250, the \$81,250 project will facilitate implementation of 511 for San Luis Obispo County, promote brand consistency, incorporate human services agencies, municipalities, transit agencies, and Caltrans DMT.</p>	
<p><b>What is the status of emergency operations planning and coordination efforts?</b></p> <ul style="list-style-type: none"> <li>• <b>SEMS based plan for responding to disaster</b></li> <li>• <b>MOU with local Office of Emergency Services/Management</b></li> <li>• <b>Participation in local VOAD (volunteer organization acting in disaster)</b></li> <li>• <b>Back-up power supply</b></li> <li>• <b>Co-location for primary data systems</b></li> <li>• <b>Staff training</b></li> </ul>	<ul style="list-style-type: none"> <li>• Preliminary Disaster Plan developed from San Diego model. Committee formed to refine local plan and coordinate at County level</li> <li>• No MOU developed at this time</li> <li>• 211/Red Cross started county-wide VOAD. ED serves as Secretary of VOAD Board</li> <li>• Back-up power 1 hour. Back-up WebInform data monthly. Forward options in place. Co-location for voice/data, email Digital West.</li> </ul> <p>Ride-On participates in meetings, assists with on-call needs and staff training</p>	

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Mobility Management Criteria	Current Status	Next Steps
<p><b>What are your plans for continuing to improve the services at your site, if you could what would you have added to that plan?</b></p> <ul style="list-style-type: none"> <li>• Short term</li>   <li>• Long term</li> </ul>	<ul style="list-style-type: none"> <li>• Short term improvements               <ul style="list-style-type: none"> <li>○ Certify Call Assets</li> <li>○ Recruit/stabilize volunteer force</li> <li>○ Identify/expand funding sources</li> </ul> </li> <li>• Long term               <ul style="list-style-type: none"> <li>○ 2 year and 5 year plan with structure vision</li> <li>○ Stabilize funding</li> </ul> </li> </ul>	

## 7.9 2-1-1 Shasta Collaborative/211 CA Mobility Management – Potential Rural Pilot Site Assessment

Meeting Participants: 1.6.09 meeting: 2-1-1 *Shasta Collaborative Members*: Anthony Bertain/Shasta County Emergency Services, Nicole Bonkrude/Shasta County Public Health, Michael Conti/Shasta County HHSA IT, Sue Crowe/Shasta County RTPA, Melissa Janulewicz/Shasta County HHSA Public Health, Marta McKenzie/Shasta County HHSA (Health & Human Services Agency) Director, Dave Plowman/HELP Inc. (Existing I&R), Susan Wilson, Health Improvement Partnership of Shasta & Shasta County 211 Collaborative Lead Consultant

1.8.09 meeting: Susan Wilson/Shasta County 211 Collaborative Lead Consultant, Dave Plowman/HELP Inc. (Existing I&R), Sue Crowe/Shasta County RTPA, Aaron Antrim/Trillium (Google Transit Project Consultant) and others.

Mobility Management Criteria	Current Status	Next Steps
<p><b>Current status of 211 Public Utilities authorization and implementation of 211 operational and technical infrastructure?</b></p>	<p>Application to CPUC to be submitted in 2009, and may be submitted as soon as March. Susan Wilson is in touch with and being guided by CPUC staff handling the application.</p> <p>Underpinning of the application is HELP Inc. a 37 year old I&amp;R program located in Redding that has more than 1,100 local agency and non-profit programs in its resource program. HELP Inc. is AIRS compliant, has two call staff with CIRS credentials for Information Specialist, and other staff is working toward CIRS credentials by end of 2009.</p> <p>Initially the CPUC request will be for the 211 for Shasta County, but 211 Shasta is collaborating with and planning to provide serviced for 7 to 13 northern California Counties: initially Modoc, Siskyou, Trinity, Del Norte, Humboldt, Tehama, Lassen, Plumas, Sierra, and possibly Butte, Glenn &amp; Colusa</p> <p>EMS representative on 211 Shasta Collaborative stated that he believed their local 911 system may be relieved of 40% to 50% of their non-emergency calls, which are more likely 211 types of calls</p>	<p>File CPUC 211 Application</p> <ul style="list-style-type: none"> <li>• Review and upgrade physical plant with backup generator, and reconfigure building space to allow for volunteer/disaster response space</li> <li>• Move other call taker staff through AIRS certification including program Director</li> <li>• Continue planning work with other surrounding Counties</li> </ul>

Mobility Management Criteria	Current Status	Next Steps
<p><b>What activities such as caller surveys, data collection, and other documentation have been implemented and/or compiled that assist in identifying the current transportation needs in the area?</b></p> <p><b>By:</b></p> <ul style="list-style-type: none"> <li>• <b>Population groups</b> <ul style="list-style-type: none"> <li>○ <b>Disabled</b></li> <li>○ <b>Elderly</b></li> <li>○ <b>Special needs</b></li> <li>○ <b>Low income</b></li> </ul> </li> <li>• <b>Geographic areas</b></li> <li>• <b>Service requirements</b></li> <li>• <b>Other</b></li> </ul>	<ul style="list-style-type: none"> <li>• Currently HELP Inc. helps coordinate transportation needs of clients of the County’s mental health services</li> <li>• HELP also works with local county and emergency services agencies by keeping a list of more than 120 individuals needing evacuation transportation when the temperatures in the Shasta area soar in the summer months, and these individuals need to be moved to “cooling” centers, which have been identified ahead of time.</li> <li>• The 211 Shasta Collaborative works with current county government based and private local and regional agencies that independently individually provide transportation support for seniors and low income: Shasta County’s combined Health and Human Services agency, Far Northern Regional Center, and Shasta Nutritional Program (senior nutritional support)</li> <li>• Shasta is the hub of a multicounty “Google transportation” pilot program working with Caltrans, On Jan 8 Kimberly Gayle/Caltrans lead a meeting of the regional transportation community Google project partners, and 211 Shasta and 211 CA reps participated in that meeting. Prior to that meeting Sue Crowe hosted a meeting between 211 CA, 211 Shasta and the Google chief consulting agencies and RABIT transit to learn more about 211 in CA and 211 Shasta.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to meet with the regional transportation coordinating community through the “Google project,” including attending and participating in upcoming Google Transit project planning meetings.</li> <li>• Continue to build on the new relationship with Redding Area Bus Authority</li> <li>• Continuing to develop relationship with Catholic Charities transportation program</li> <li>• Continue to include agencies already utilizing transportation planning in the 211 planning, and in including these organizations as full collaborative members of the 211 Shasta collaborative.</li> <li>• Will conduct an outreach survey to other more non-traditional transportation providers in the Shasta area, such as the faith community and non-profits with single vehicle programs or voluntary supplied transportation.</li> <li>• Work with local OES representative(s) to increase transportation line with 211’s disaster capabilities for the region</li> </ul>

<b>Mobility Management Criteria</b>	<b>Current Status</b>	<b>Next Steps</b>
<p><b>What outreach efforts have been made to involve representative stakeholder groups in defining transportation needs for the target populations?</b></p>	<ul style="list-style-type: none"> <li>• 211 Shasta has included in its collaborative transportation representatives such as Sue Crowe, Shasta County RTPA, who is working with the Collaborative to increase working members from other sectors of the transportation community</li> <li>• Shasta County’s combined H&amp;HS agency is represented on the 211 Shasta Collaborative, with the full backing of the County Board of Supervisors</li> <li>• The local Emergency Services agency has a representative on the Collaborative, Anthony Bertain of the Counties Sherriff’s Dept.</li> <li>• 211 Shasta is participating in the Google Transit project</li> <li>• HELP Inc. has a formal relationship with Red Cross.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet with the principle consulting firm and transportation community leadership in the Caltrans funded Google project, to map out issues and areas of cooperation with that project, seeking marketing of 211 through Google transportation site and marketing the Google site through 211’s work with people seeking 24/7 H&amp;HS services.</li> <li>• Negotiate a more formal relationship with Far Northern Regional Center, which currently conducts the largest transportation services for people with mental and physical disabilities</li> </ul>
<p><b>How are the 211/I&amp;R system functioning at this time?</b></p> <ul style="list-style-type: none"> <li>• Coverage hours</li> <li>• Number, types of, and location of staff</li> <li>• Operator level</li> <li>• Languages</li> <li>• Volunteers</li> <li>• Technology</li> <li>• Funding</li> <li>• Staff AIRS certification</li> </ul>	<ul style="list-style-type: none"> <li>• Shasta County residents have access to an existing I&amp;R program – HELP Inc. – which has been in business for 37 years, and will be the 211 site upon approval of the CPUC application.</li> <li>• The Director of the HELP Inc., Dave Plowman, is a member of the state’s CAIRS Board</li> <li>• HELP Inc. is a 24/7 I&amp;R program with more than 1,100 local agency and non-profits programs in its resource directory</li> <li>• 18 hrs a day the I&amp;R program is staffed by more than 1 call taker, and from 8 p.m. to 6 a.m. coverage is 1 call taker, backed up by two “home bound” call takers stations when necessary. Typically only have 2-14 calls during the nighttime hours.</li> <li>• HELP has 28 trained volunteer call takers with two of the call takers AIRS certified and the remainder in training to take the AIRS certification over the next year.</li> </ul>	<ul style="list-style-type: none"> <li>• Finalize CPUC application and file as soon as possible. The local 211 Shasta collaborative has established a close working relationship with CPUC’s chief staff person that handles such applications, and believes they are close to being ready to apply. Their initial plan was to apply in June 2009, but recent planning activities including, a County hired lead 211 consultant, Susan Wilson, and new collaborative partners like the transportation community, emergency services and County H&amp;HS agencies have moved them forward more rapidly in their planning</li> <li>• AIRS certification testing being scheduled for call center staff</li> <li>• Working with regional area’s First 5 Commissions to establish new funding support</li> </ul>

<b>Mobility Management Criteria</b>	<b>Current Status</b>	<b>Next Steps</b>
<p><b>How are the 211/I&amp;R system functioning at this time?</b></p> <ul style="list-style-type: none"> <li>• <b>Coverage hours</b></li> <li>• <b>Number, types of, and location of staff</b></li> <li>• <b>Operator level</b></li> <li>• <b>Languages</b></li> <li>• <b>Volunteers</b></li> <li>• <b>Technology</b></li> <li>• <b>Funding</b></li> <li>• <b>Staff AIRS certification</b></li> </ul>	<ul style="list-style-type: none"> <li>• Staff and volunteers handle English and Spanish, and utilize a language/translation service for all other languages, which is also used by the Shasta County H&amp;HS services for all other languages</li> <li>• Other full time professional staff include: a Director, resource coordinator, part-time bookkeeper.</li> <li>• HELP is AIRS compliant with its I&amp;R software, utilizes REFR(sp?) technology, with resource information stored on backup system in-house and on line back in No Carolina</li> <li>• The program includes two “home bound” back up call takers for nighttime overflow and in times of Emergencies</li> <li>• Currently the system is backed up by 12 hours battery backup, with plans to have a backup generator</li> <li>• Funding for the existing I&amp;R is primarily from the County, with 80% of a \$140,000 budget coming from through the County’s mental health program. The I&amp;R also receives funding from Shasta Community Foundation. Up until this last year the I&amp;R received \$30,000 of United Way funding, but when the regional United Way paid dues to the state United Way and 2-1-1 CA it was mistaken as part of a “franchise” payment, resulting in the regional United Way dropping its direct funding of the I&amp;R</li> </ul>	

Mobility Management Criteria	Current Status	Next Steps
<p><b>What relationship currently exists with:</b></p> <ul style="list-style-type: none"> <li>• <b>Private transportation providers?</b></li> <li>• <b>Public transportation providers?</b></li> </ul>	<p>Public programs:</p> <ul style="list-style-type: none"> <li>• The Existing HELP Inc. I&amp;R program has long standing relationships with the County’s mental health, alcohol and drug programs, most of the non-profit programs, which have their own transportation and vehicle programs.</li> <li>• HELP already provides coordinated transportation support with the local emergency services for high temperature evacuation to cooling centers</li> <li>• Shasta County RTPA has recently become member of the 211 Shasta Collaborative</li> <li>• Shasta County Sherriff’s Dept and leader in the local Emergency Services Planning is a member of the 211Shasta Collaborative. EMS ties back into the areas Emergency Management Council, which includes all County Dept heads, law enforcement and Board of Supervisors</li> <li>• Recently 211 Shasta has become a program involved with the Google project funded by Caltrans DMT</li> <li>• Has a relationship with Area Agency on Aging, but not yet with its transportation programs</li> </ul> <p>Private sector transportation:</p> <ul style="list-style-type: none"> <li>• Far Northern Regional Centers and the senior citizen focused Nutritional Program have their own individual transportation programs, and have existing relationship with HELP, and are working with the new County 211 Consultant to explore further relationship with 211 Shasta.</li> </ul>	

<b>Mobility Management Criteria</b>	<b>Current Status</b>	<b>Next Steps</b>
<b>What relationship currently exists with the regional transportation planning agency and leadership?</b>	<ul style="list-style-type: none"> <li>• Shasta County RTPA is on the 211 Shasta Collaborative planning committee</li> <li>• 211 Shasta Collaborative has recently become part of the Google project</li> <li>• 211 Shasta County has existing relationship with the Emergency Services transportation planning leadership for high temperature evacuation planning and support.</li> </ul>	
<b>What is the status of emergency operations planning and coordination efforts?</b> <ul style="list-style-type: none"> <li>• <b>SEMS based plan for responding to disaster</b></li> <li>• <b>MOU with local Office of Emergency Services/Management</b></li> <li>• <b>Participation in local VOAD (volunteer organization acting in disaster)</b></li> <li>• <b>Back-up power supply</b></li> <li>• <b>Co-location for primary data systems</b></li> <li>• <b>Staff training</b></li> </ul>	<ul style="list-style-type: none"> <li>• Current emergency planning relationship with local Emergency Services, but primarily for suicide, high temperature evacuation, and road closure programs.</li> <li>• Does not have an existing MOU with local OES, but local OES representative is now part of the 211 Shasta planning team. Did not find information regarding VOAD relationship. Existing I&amp;R, HELP Inc. has 28 volunteer base.</li> <li>• HELP Inc. has relocation and technical plans for moving the call center to two other locations in the County in case of disaster that impacts current site and has an estimated set up time of 2 hours. Did not see the relocation planning documents to back up this presentation by HELP.</li> <li>• Backup power is provided currently through 12 hour battery backup packs connected to each call station. Current plans are being finalized for developing technical and funding support to add an onsite generator.</li> <li>• Resource directory information and call history information is backed up through software provider in North Carolina through the Refer system.</li> </ul>	<p>Work with EMS, local OES and Emergency Management team (County Dept heads, law enforcement and OES) on including 211 in updated EOP</p>

Mobility Management Criteria	Current Status	Next Steps
<p><b>What are your plans for continuing to improve the services at your site, if you could what would you have added to that plan?</b></p> <ul style="list-style-type: none"> <li>• <b>Short term</b></li>   <li>• <b>Long term</b></li> </ul>	<p>Short term:</p> <ul style="list-style-type: none"> <li>• Coordinate CIRS certification of all call takers and the I&amp;R director</li> <li>• Reconfigure physical plan layout to allow for more open and usable training room that can be used for emergency volunteer space when necessary</li> <li>• Restore funding support from United Way</li> <li>• Secure 211 designation from CPUC</li> <li>• Have 211 included in local EOP</li> <li>• Coordinated with Google transportation in terms of the development of the Google Transit system for Shasta and northern CA area, and in such a way providing marketing both ways for Google Transit and 211</li> <li>• Working on increasing relationships with Education Department and its bus system, currently Dept of Ed linked to Emergency Services</li> <li>• Be selected for mobility management pilot site and working relationship with Caltrans to carry out that project</li> <li>• Support 2-1-1 CA work to take 211 statewide for disaster response – local technology, EOP update and MOU with appropriate state agencies</li> </ul> <p>Long Term:</p> <ul style="list-style-type: none"> <li>• Consolidate 211 services for northern CA in a high quality Redding or Shasta County centralized call center, to support counties without infrastructure or funding to maintain 24/7 programs – may be 7, 9 or 13 counties: Modoc, Siskyou, Trinity, Del Norte, Humboldt, Tehama, Lassen, Plumas, Sierra, and possibly Butte, Glenn &amp; Colusa</li> </ul>	

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## **7.10 Alternatives and Strategies for Implementation of Next Phase**

The results of this planning project will lead into the next phase for an implementation project. 211 California, in partnership with Caltrans Division of Mass Transportation, was provided funds for the development of a mobility management project to coordinate human services transportation and emergency preparedness and response utilizing 211 services in rural areas statewide. This project was developed as a direct result of the needs and strategies identified in many of the 23 California rural areas human services transportation coordinated plans. FTA Section 5316 (JARC) and FTA Section 5317 (New Freedom) funds were allocated to 211 California to collaborate with an existing project currently funded by the Office of Emergency Services (OES) for the development of a technology plan that articulates and estimates costs of investments needed to achieve statewide coverage for 211 California. As noted in this planning project, OES is a major partner with 211 California and also with Caltrans DMT for improving human services coordination in the event of an emergency.

This next phase of the implementation project will also develop a mobility management concept "Pilot" for a rural mobility management center deployment based on the findings and recommendations of this report as contained in Sections 8.5 – 8.10. A Mobility Manager position will be developed and an individual selected to oversee and manage the Pilot.

The implementation project was recently started in November 2008, and will conclude with full implementation by June 30, 2011.

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## **Additional Resources:**

Below are links to documents that provide additional information on ITS transit technologies.

A major repository of ITS documents is the ITS Joint Program Office (JPO) Electronic Document Library (EDL). The following is a link to the EDL website:

<http://www.its.dot.gov/itsweb/welcome.htm>

[Advanced Public Transportation Systems Deployments in the United States, Year 2002 Update](#)

[Advanced Public Transportation Systems: State of the Art Update 2000](#)

[Advanced Vehicle Location Successful Transit Applications: A Cross-Cutting Study](#)

[Benefits Assessment of Advanced Public Transportation System Technologies Update 2000](#)

[Northeast Florida Rural Transit Intelligent Transportation System](#)

[Rural ITS Toolbox](#)

[Rural Transit ITS Best Practices](#)

[SMART Operational Field Test Evaluation: Customer Survey Report](#)

[SMART Operational Field Test Evaluation: Operations Database Report](#)

[Ventura County Fare Integration, A Case Study: Promoting Seamless Regional Fare Coordination](#)

[What Have We Learned About ITS?: Advanced Public Transportation Systems](#)

### *Transit Cooperative Research Program*

The Transit Cooperative Research Program (TCRP), which is administered by the Transportation Research Board (TRB), produces a number of research reports on transit topics, including ITS transit. TCRP documents may be obtained from the following locations: <http://www4.nas.edu/trb/onlinepubs.nsf/web/crp> and <http://www.tcrponline.org/index.cgi>

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Selected TCRP documents include the following:

[TCRP Report 43: Understanding and Applying Advanced On-Board Bus Electronics](#)

[TCRP Report 76: Guidebook for Selecting Appropriate Technology Systems for Small Urban and Rural Public Transportation Operators](#)

[TCRP Report 84: e-Transit: Electronic Business Strategies for Public Transportation, Volume 4: Advanced Features of Transit Websites](#)

[TCRP Report 92: Strategies for Improved Traveler Information](#)

[TCRP Report 94: Fare Policies, Structures and Technologies: Update](#)

[TCRP Research Results Digest 5: Electronic On-Vehicle Passenger Information Displays \(Visual and Audible\)](#)

[TCRP Synthesis 38: Electronic Surveillance Technology on Transit Vehicles](#)

[TCRP Synthesis 43: Effective Use of Transit Websites](#)

[TCRP Synthesis 48: Real-Time Bus Arrival Information Systems](#)

[TCRP Synthesis 55: Geographic Information Systems Applications in Transit](#)

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## **Glossary of Transportation Terms**

**Access Board:** Common name for" the Architectural and Transportation Barriers Compliance Board, an independent Federal agency whose mission is to develop guidelines for accessible facilities and services and to provide technical assistance to help public and private entities understand and comply with the Americans with Disabilities Act (ADA).

**Accessibility:** The extent to which facilities, including transit vehicles, are free of barriers and can be used by people who have disabilities, including wheelchair users.

**ADA complementary paratransit service:** The Americans with Disabilities Act (ADA) Requires public transit agencies that provide fixed-route service to provide "complementary paratransit" services to people with disabilities who cannot use the fixed-route bus or rail service because of a disability. The ADA regulations specifically define a population of customers who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement. In general, ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.

**Administration on Aging (AoA):** An agency of the U.S. Department of Health and Human Services. It is headed by an Assistant Secretary for Aging. It is the federal focal point and advocacy agency for older persons, as mandated by OAA, and administers most OAA programs at the federal level. AoA funds six core services: supportive services (among which is transportation); nutrition; preventive health services; National Family Caregiver Support Program; services that protect the rights of vulnerable older persons; and service to Native Americans. AoA provides leadership, technical assistance, and support to the national aging network. (See National Aging Network)

**Alternative fuels:** Vehicle engine fuels other than standard gasoline or diesel. Typically, alternative fuels burn cleaner than gasoline or diesel and produce reduced emissions. Common alternative fuels include methanol ethanol; compressed natural gas, liquefied natural gas, clean diesel fuels and reformulated gasoline.

**American Public Transit Association:** An organization that represents the interests of public transit agencies in the U.S., primarily those in large urbanized areas.

**Americans with Disabilities Act (ADA):** Passed by Congress in 1990, this Act mandates equal opportunities for people with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most

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transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must ensure system-wide accessibility of their demand-responsive services to people with disabilities. Public transit providers also must supplement their fixed-route services with paratransit services for those people unable to use fixed-route service because of their disability.

**Area Agency on Aging (AAA or Triple A):** A public or private non-profit agency, designated by the state to address the needs and concerns of all older Americans at the regional and local levels. The term "area agency on aging" is a generic term specific names of local AAAs [IRS designation of 501(c) (3)] may vary. Triple A's are primarily responsible for a geographic area that is a city, county, or a multi-county district. Triple As may be characterized as: county, city, regional planning council, council of governments, or private, non-profit. All Triple As perform three important functions: Creating multi-year plans; providing information and referral on available services and programs; and Coordinating OAA and other funds that support their service area.

**Bond:** A three-party agreement providing legal assurance of contract. A transit provider may request/require prospective contractors to provide a bid bond-a guarantee that the bidding party will fulfill the terms of the bid, and, if not, that a third party (usually an insurance company) will pay any cost difference bond that ensures restitution should the winning contractor fail to perform in accordance with specific contract terms.

**Brokerage:** A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.

**Bus testing:** Originally drafted in 1989, the Federal Transit Administration (FTA) Bus Testing regulations mandate that all transit vehicle models purchased with FTA money must undergo testing at FTA's Altoona, PA bus testing site.

**Bus-way:** A roadway reserved for buses only, also known as a "bus lane".

**Buy America:** Federal transportation law which requires that all purchases of vehicles, equipment or any other manufactured item be of U.S.-made and assembled components, unless the purchase price is less than \$100,000 or the U.S. Department of Transportation has given the purchaser a Buy America waiver.

**Capital costs:** Refers to the costs of long-term assets of a public transit system such as property, buildings and vehicles. It can include bus overhauls, preventive maintenance, mobility management, and even a share of transit providers' ADA paratransit expenses.

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**Circulars:** Program management guidelines issued by federal agencies. The Federal Transit Administration (FTA) publishes and updates its circulars to communicate funding program requirements. In May 2007, the FTA published circulars concerning the FTA's Section 5310, 5316, and 5317 programs.

**Circulator bus:** A bus that makes frequent trips around a small geographic area with numerous stops along the route. It is typically operated in a downtown area or an area that attracts tourists or large crowds and has limited parking and congested roads. It may be operated all day or only at times of peak demand, such as rush hour or lunch time.

**Clean Air Act:** Federal legislation that details acceptable levels of airborne pollution and spells out the role of state and local governments in maintaining clean air.

**Commercial Driver's license (CDL):** The standardized driver's license required of bus and heavy truck drivers in every state. It covers drivers of any vehicle manufactured to seat 15 or more passengers (plus driver) or over 13 tons gross vehicle weight. The CDL is mandated by the Federal government in the Commercial Motor Vehicle Safety Act of 1986.

**Community transportation:** The family of transportation services in a community, including public and private sources that are available to respond to the mobility needs of all community members.

**Community Transportation Association of America (CTAA):** A national professional association of community transportation providers and supporters, including operators, vendors, consultants, and federal, state and local officials.

**Congestion Mitigation and Air Quality Project (CMAQ):** A flexible funding program administered by the Federal Highway Administration that funds projects and programs to reduce harmful vehicle emissions and improve traffic conditions. CMAQ funds may be used for transit projects, rideshare projects, high-occupancy vehicle lanes or other similar purposes.

**Council of Governments (COG):** A voluntary association of local governments that operates as a planning body. COGs collect and disseminate information, review applications for funding, and provide services common to its member agencies.

**Coordinated Public Transit-Human Services Transportation Plan:** A locally developed plan for coordinating local public transportation and human service agency transportation services that aims to maximize the programs' collective coverage by minimizing duplication of services. The coordinated plan should be developed through a process that includes representatives of public, private and non-profit transportation and human services providers, and participation by the public. Under SAFETEA-LU, any public agency applying for funding of a new or expanded service under Sections 5310, 5316, or 5317 must show that the be derived from a locally developed,

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coordinated public transit-human services transportation plan developed through a process that consists of representatives of public, private, and non-profit transportation and human services providers with participation by the public.

**Coordination:** A cooperative arrangement among public and private transportation agencies and human service organizations that provide transportation services. Coordination models can range in scope from shared use of facilities, training or maintenance to integrated brokerages or consolidated transportation service providers.

**Curb-to-curb service:** A common designation for paratransit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home or other destination.

**Cost allocation:** The act of allocating costs among entities. In cost allocation the objective is typically to allocate a known cost among several entities based on the cost per unit of resource.

**Demand-response service:** The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. It can also be called "dial-a-ride." These services usually, but not always, require advance reservations.

**Deviated fixed route:** A hybrid of fixed-route and demand-response services. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate its course between two stops to go to a specific location for a pre-scheduled request. Deviated fixed route service is often used to provide accessibility to people with disabilities.

**Dial-a-ride service:** Another term for demand-response service (see above) where the rider telephones (or "dials") to request service.

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

**Door-to-door service:** A form of paratransit service that includes passenger assistance between the vehicle and the door of the passenger's home or other destination. A higher level of service than curb-to-curb, yet not as specialized as "door-through-door" service, where the driver actually provides assistance within the origin or destination.

**Drug and Alcohol Testing Regulations:** The U.S. Department of Transportation implemented the Omnibus Transportation Employee Testing Act in December 1992. The Federal Transit Administration's drug and alcohol rules address testing of "safety

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sensitive" employees in its Section 5307, 5309, 5311, 5316, and 5317 programs. Federal Motor Carrier Safety Administration rules address testing of all other employees required to having a Commercial Driver's License (see *above*), including many employees of Section 5310- assisted transportation operations. .

**Easter Seals Project Action (ESPA):** Funded through a cooperative agreement with the Federal Transit Administration, Easter Seals- Project ACTION promotes cooperation between the transportation industry and the disability community to increase mobility for people with disabilities under the ADA and beyond. It offers resources as we" as training and technical assistance in an effort to make the ADA work for everyone, everyday. .

**Employment transportation:** Transportation specifically designed to take passengers to and from work or work-related activities. .

**Empowerment Zones (EZs)/Enterprise Communities (ECs):** These areas, so designated by the U.S. Department of Housing and Urban Development and the U.S. Department of Agriculture, are eligible for preferences and flexibility in many federal grant programs. In the 1990s, EZs/ECs were chosen competitively based on community poverty characteristics and local strategic planning processes.

**Fare box revenue:** A public transportation term for the money or tickets collected as payment for rides. Can be cash, tickets, tokens, transfers or pass receipts. Fare box revenues rarely cover even half of a transit system's operating expenses.

**Fare structure:** The basis for determining how fares are charged. Common types of fare structures are *distance-based* (the longer the trip is, the higher the fare will be), *time-based* (higher fares for trips made during peak hour service than during the "off peak") or *quality-based* (demand-responsive trips are typically charged a higher fare than fixed route trips) or flat fares (the same fare is charged for all trips). In addition to these four methods, a fare structure may differentiate among passengers based on age, income, or disability; for example, often lower fares are charged for older adults, children and youth, Medicaid recipients, people with limited income and people with disabilities).

**Federal Highway Administration (FHWA):** A component of the U.S. Department of Transportation that is responsible for ensuring that America's roads and highways are safe and technologically up-to-date. Although State, local, and tribal governments own most of the Nation's highways, the FHWA provides financial and technical support to them for constructing, improving, and preserving America's highway system. The FHWA's annual budget of more than \$30 billion is funded by fuel and motor vehicle excise taxes. FWHA is the lead agency in federal intelligent transportation (ITS) activities and regulated interstate transportation. In addition to ITS, funds under FHWA's Congestion Mitigation and Air Quality Improvement (CMAQ) Program, Surface Transportation Program (STP), and Federal Lands Highways Program can be used for a variety of transit activities.

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**Federal Transit Administration (FTA):** A component of the U.S. Department of Transportation that administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers. FTA provides financial assistance for capital, operating and planning costs of these public transportation systems. It also sponsors research, training, technical assistance and demonstration programs. Up to 1991 the FTA was known as the Urban Mass Transportation Administration.

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

**Flexible routing and schedules:** Flexible route service follows a direction of travel but allows for deviation or rerouting along the way to accommodate specific trip requests. Examples of flexible route systems are route deviation and point deviation. The schedule may be fixed or flexible.

**Grant:** The award of government funds to an entity. Federal funds are typically awarded either as formula (or "block") grants, where a predetermined legislative process establishes the level of funding available to an entity, or discretionary grants, where the funding agency is free to determine how much {if any} funding an entity will be given based on the relative merits of the proposal. Private foundations also give grants based on their own criteria.

**Guaranteed Ride Home:** A program that encourages employees to carpool, use transit, bike or walk to work by guaranteeing them a ride home in case they cannot take the same mode home (e.g., if they need to work late or if an emergency occurs).

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

**Headway:** The length of time at a stop between buses following the same route. If buses operating' along Route A arrive at Stop 1 at 9:00, 9:30, 10:00, 10:30, and 11:00, it is operating on half-hour headways during the period between 9:00 and 11:00. When headways are short the service is said to be operating at a high frequency, whereas if headways are long, service is operating at a low frequency;

**Human services transportation:** Transportation for clients to a specific human or social service agency that is usually limited to a specific trip purpose. Human service agency trips are often provided under contract to a human service agency and may be provided exclusively or rideshared with other human service agencies or general public service.

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**Intelligent transportation systems:** Refers to a broad range of wireless and wire line communications-based information and electronic technologies. When integrated into the transportation system's infrastructure and into vehicles themselves, these technologies relieve congestion, improve safety and enhance productivity: It is made up of 16 types of technology based systems, divided into intelligent infrastructure systems and intelligent vehicle systems.

**Intercity transportation:** Long distance service provided between cities, often as part of a large network of intercity bus operators. Both express and local bus service may be provided. The Greyhound and Trail-ways systems are examples national intercity bus networks: Under the Federal Transit Administration's Section 5311 (f) program, intercity transportation service must receive no less than 15 percent of each state's total Section 5311 funding, unless a state's governor certifies that these needs are already being met.

**Jitney:** A privately owned, small vehicle that is operated on a fixed route but not on a fixed schedule.

**Joblinks:** An initiative funded through the Federal Transit Administration and the U.S. Department of Labor and implemented by the Community Transportation Association of America. The Job-links team works with communities to improve employment transportation opportunities through many types of activities, ranging from demonstration projects to direct, and short-term technical assistance to employment transportation-related conferences.

**Match:** State or local funds required by various federal or state programs to complement funds provided by a state or federal agency for a project. A match may also be required by states in funding projects that are joint state/local efforts. Some funding sources allow services, such as the work of volunteers, to be counted as an in-kind funding match. Federal programs normally require that match funds come from other than federal sources.

**Medicaid:** Also known as Medical Assistance, this is a health care program for low-income and other "medically needy" individuals. It is jointly funded by state and federal governments. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment. More information is available at [www.cms.hhs.gov](http://www.cms.hhs.gov) for more information.

**Medical Review Officer (MRO):** An accredited physician who can review the results of drug and alcohol tests for transit employees. An MRO is mandatory for certain transit agencies under the Department of Transportation, Drug and Alcohol Regulations. The definition and qualifications for an MRQ are included in 49 C.F.R. Part 40.

**Metropolitan planning organization (MPO):** The organizational entity designated by law with lead responsibility for developing transportation plans and programs for urbanized areas of 50,000 or more in population. MPOs are established by agreement

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of the governor and units of general purpose local government that together represent 75 percent of the affected population of an urbanized area.

**Mode, intermodal, multimodal:** *Mode* refers to a form of transportation, such as automobile, transit, bicycle, and walking. *Intermodal* refers to the connections between modes, and *multi modal* refers to the availability of transportation options within a system or corridor.

**National Center for Senior Transportation (NeST):** A resource and technical assistance center funded by the FTA (Federal Transit Administration) and administered by Easter Seals Inc., in partnership with the National Association of Area Agencies on Aging. Additional team members are the National Association of State Units on Aging (NASUA), the Community Transportation Association of America (CTAA), the American Society on Aging (ASA) and the Beverly Foundation. Also guiding NeST work is a national steering committee of experts in senior transportation issues.

**National Network on Aging:** the network of federal, state, and local agencies (U.S. Administration on Aging, state units on aging, and area agencies on aging) created by the Older Americans Act.

**National Resource Center for Human Service Transportation Coordination (NRC):** Established in 2007 as a result of SAFETEA-LU and operated by the Community Transportation Association of America (CTAA) through a cooperative agreement with the Federal Transit Administration (FTA). The fundamental purpose of the NRC is to support states and communities in better integrating public transportation services with the services and demands of their human services networks.

**National Transit Database Reports:** Annual reports (formerly known as "Section 15" reports) that provide financial and operating data that are required of almost all recipients of transportation funds under Section 5307.

**No-show:** A passenger scheduled for a demand-response trip that does not appear at the designated pick-up place and time and does not cancel the trip in advance. Frequent no-shows can hurt the efficiency and effectiveness of the demand-response transportation service. In addition, passengers who repeatedly fail to show for scheduled service may have their right to service suspended, subject to an appeals process.

**Older Americans Act (OAA):** Federal law first passed in 1965. The act established a National network of federal, state, and local agencies to plan and provide services to enable older persons to maintain their independence in their homes and communities. The Act created the infrastructure for organizing, coordinating, and providing community-based services and opportunities for older Americans and their families.

**Operating costs:** The sum of all recurring expenses (e.g., labor, fuel, administration) associated with the operation and maintenance of a transit system; excludes capital equipment purchases, loans, depreciation, or leases.

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**Paratransit:** Types of passenger transportation that is more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed route mass transit services. Paratransit services usually use smaller vehicles (less than 25 passengers) and provide advance-reservation, demand-responsive service that is either curb-to-curb or door-to-door. Paratransit services that are provided to accommodate passengers with disabilities who are unable to use fixed route service and that meet specific service equivalency tests are called *ADA complementary paratransit services*.

**Person-Trip/Passenger-Trip:** A trip made by one person from one origin to one destination. Many transit statistics are based on "unlinked passenger trips," which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination on a third vehicle and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

**Pre-Award 'Post-Delivery Audit Requirements:** Since 1991, FTA has required recipients of Sections 5307, 5309, 5310 and 5311 funds to carry out audits of vehicles and other rolling stock purchased with FTA money, These audits are to ensure that vehicles are manufactured according to specification and comply with applicable Buy America and Federal Motor Vehicle Safety Standards.

**Radial network:** A public transit route service pattern in which most routes converge into and diverge from a central transfer point or hub, like the spokes of a wheel. Arterial or loop routes may be used. If the routes are timed to arrive and depart at the same time, it is called a pulse system.

**Rapid transit:** Rail or bus transit service operating completely separate from all modes of transportation on an exclusive right-of-way. Often operates as an express service with a minimal number of stops.

**Reverse commute:** Commuting against the main directions of traffic. Often refers to travel from the central city to suburbs during peak period commuting times.

**Rideshare/ridematch program:** A program that facilitates the formation of carpools and vanpools, usually for work trips. A database is maintained for the ride times, origins, destinations and driver/rider preferences of users and potential users. Those requesting to join an existing pool or looking for riders are matched by program staff with other appropriate people. .

**Risk management:** An element of a transit system's safety management program. This includes identification and evaluation of potential safety hazards for employees, passengers and the public.

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**Safe, Accountable, Flexible, Efficient Transportation Act-A Legacy for Users**

**(SAFETEA-LU):** An Act passed by Congress in 2005 that authorizes federal surface transportation programs, including highways, highway safety, and transit for the years 2005-2009. SAFETEA-LU provided \$286.4 billion for transportation, including \$52.6 billion for transit, through fiscal year 2009.

**Section 5307:** The section of the Federal Transit Act that authorizes grants to public transit systems in all urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 receive their funds directly from the Federal Transit Administration. For more information, go to [www.fta.dot.gov/funding/grants/grantsfinancing3561.html](http://www.fta.dot.gov/funding/grants/grantsfinancing3561.html)

**Section 5309:** The section of the Federal Transit Act that authorizes discretionary grants to public transit agencies for capital projects such as buses, bus facilities and rail projects. See [www.fta.dot.gov/funding/grants/grantsfinancing35S7.html](http://www.fta.dot.gov/funding/grants/grantsfinancing35S7.html) for more information.

**Section 5310:** A formula program that provides capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute Section 5310 funds to local operators in rural and urban settings who are either nonprofit organizations or the lead agencies in coordinated transportation programs. Allocation of funding to states is made on the basis of the number of elderly and persons with disabilities in that state. See [www.fta.dot.gov/funding/grants/grantsfinancing3556.html](http://www.fta.dot.gov/funding/grants/grantsfinancing3556.html) for more information.

**Section 5311:** The formula program that provides capital and operating assistance grants to public transit systems in rural and small urban areas with populations of less than 50,000. Funding is apportioned by a statutory formula that is based on the latest U.S. Census figures of areas with a population less than 50,000. The amount that the state may use for state administration, planning, and technical assistance activities is limited to 15 percent of the annual apportionment. States must spend 15 percent of the apportionment to support rural intercity bus service unless the Governor certifies that the intercity bus needs of the state are adequately met See [www.fta.dot.gov/funding/grants/grantsfinancing3555.html](http://www.fta.dot.gov/funding/grants/grantsfinancing3555.html) for more information.

**Section 5316 (Job Access and Reverse Commute [JARC]):** The section of the Federal Transit Act that authorizes Job Access grants to provide new transportation services to welfare recipients and other low income individuals for the purposes of attaining jobs, training and childcare. JARC grants help provide transit systems to transport workers to suburban job sites. See [www.fta.dot.gov/funding/grants/grantsfinancing3550.html](http://www.fta.dot.gov/funding/grants/grantsfinancing3550.html) for more information.

**Section 5317 (New Freedom):** A new program created in 2005 under SAFETEA-LU designed to support improvements to services and facilities for the transportation needs

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of people with disabilities that exceed those required by the Americans with Disabilities Act. The governor of each State or an official designee must designate a public entity to be the recipient for New Freedom funds. In urbanized areas with populations less than 200,000 and in non-urbanized areas, the State is the designated recipient. Funds are provided to each state using a formula based on upon population of persons with disabilities. See [www.fta.dotgov/funding/grants/grantsfinancing3549.html](http://www.fta.dotgov/funding/grants/grantsfinancing3549.html) for more information.

**Service route:** Transit routes that are tailored to meet the needs of a specific market segment (such as older adults or people with disabilities) in a community. Service routes often evolve out of a pattern of demand-response travel within a community. Characteristics of a service route include stops at high-density residential complexes or group homes, shopping areas, medical facilities, and destinations specific to the target population such as senior centers or sheltered work sites. Stops are usually positioned near an accessible entrance of a building instead of on the street, and the ride times are typically longer than on a "conventional" fixed route covering the same general area. Vehicles tend to be smaller and accessible to people with disabilities, and drivers usually offer a relatively high level of personal assistance.

**State Units on Aging (SUA's):** Agencies of state and territorial governments designated by governors and state legislatures to administer, manage; design and advocate for benefits programs and services for the elderly and their families and, in many states, for adults with physical disabilities. The term "state unit on aging" is a general term: the specific title and organization of the governmental unit will vary from state to state and may be called a Department, Office, Bureau, Commission, Council or Board for the elderly, seniors, aging, older adults and/or adults with physical disabilities. Since 1965 all State Units on Aging have administered the Older Americans Act (OM) in their respective states. Through a state network of area agencies on aging and service providers, a range of services is provided to older persons including home-care, congregate and home delivered meals, transportation, information and assistance and advocacy on behalf of individual older citizens. SUA's also have significant policy, planning and advocacy roles in leveraging other federal, state and local public and private funds to support programs on aging.

**Subscription service:** When a passenger or group of passengers requests a repetitive ride (such as on a daily or weekly service on an ongoing basis), trips are often scheduled on a subscription or "standing order" basis. The passenger makes a single initial trip request, and the transit system automatically schedules them for their trip(s) each day or week. This type of service is frequently used in transporting human service agency clients to regular agency programs.

**Telecommuting:** The substitution, either partially or completely, of the use of computer and telecommunications technologies (e.g., telephones, personal computers, modems, facsimile machines, electronic mail) for transportation to a conventional place of work. Implies either working at home or at a satellite work center that is closer to an employee's home than the conventional place of work.

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**Temporary Aid to Needy Families (TANF):** Created by the 1996 welfare reform law, TANF is a program of block grants to states to help them meet the needs of families with limited income. It replaced a selection of federal public assistance programs, including Aid to Families with Dependent Children. Because of TANF-imposed time limits, states try to place TANF recipients in jobs as quickly as possible, often using program funds to pay for transportation, child care, and other activities related to workforce participation.

**Title III:** A title of the Older Americans Act that authorizes expenditures for nutrition and transportation programs that serve older persons.

**Title VI:** A title of the Civil Rights Act of 1964 that ensures that no person in the United States will be discriminated against on the basis of race, color, or national origin. The transportation planning regulations, issued in October 1993, require that metropolitan transportation planning processes be consistent with Title VI. Transportation control measures (TCMs): Local actions to adjust traffic patterns or reduce vehicle use to reduce air pollutant emissions. These may include HOV lanes, provision of bicycle facilities, ridesharing, telecommuting, etc.

**Transportation disadvantaged:** A term used to describe those people who have little or no access to meaningful jobs, services, and recreation because a transportation system does not meet their needs. Often refers to those individuals who cannot drive a private automobile because of age, disability, or lack of resources.

**Transportation improvement program (TIP):** A document prepared by states and planning commissions that describes projects to be funded under Federal transportation programs for a full-year period. Without TIP inclusion, a project is ineligible for Federal funding.

**Transportation management area (TMA):** Defined as all urbanized areas over 200,000 in population. Within a TMA, all transportation plans and programs must be based on a continuing and comprehensive planning process carried out by the Metropolitan Planning Organization (MPO) in cooperation with states and transit operators. The TMA boundary affects the responsibility for the selection of transportation projects that receive Federal funds.

**Transportation Management Association (TMA):** A voluntary association of public and private agencies and firms joined to cooperatively develop transportation-enhancing programs in a given area. TMA's are appropriate organizations to better manage transportation demand in congested suburban communities.

**Trip generator:** A place that generates a demand for frequent travel is called a trip generator. Trip generators may be origins or destinations. For example, a high-density residential area generates a need for all kinds of trips outside of the residential area into commercial areas; a medical center generates trips for medical purposes; and a

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downtown area may generate trips for retail, recreational or personal business purposes.

**United We Ride:** Housed within the Federal Transit Administration, an initiative that supports the federal Interagency Transportation Coordination Council on Access and Mobility (CCAM), implements coordination grants to states and communities, develops tools (such as the Framework for Action community self-assessment guide) to facilitate the transportation coordination process, recognizes exemplary work in transportation coordination by states and communities, and provides technical assistance to states and communities through the United We Ride Ambassador program, a website of best practices, and other resources.

**U.S. Department of Agriculture (USDA):** The primary agency with oversight for federal agricultural programs, nutrition programs, and economic and community development in rural areas.

**U.S. Department of Health and Human Services (HHS):** The federal agency that funds a variety of human services transportation through the Administration on Aging, Head Start, Medicaid, Temporary Aid to Needy Families, and other federal programs.

**U.S. Department of Transportation (DOT):** The federal department responsible for the funding, efficiency, and safety of the nation's highway, aviation, transit, pipeline and maritime transportation infrastructure.

**U.S. Environmental Protection Agency (EPA):** A Federal agency whose responsibilities include development and enforcement of national air quality standards and support of antipollution activities by state and local governments.

**Urbanized area (UZA):** An area that contains a city of 50,000 or more population, plus incorporated surrounding areas, and meets size or density criteria established by the Census Bureau.

**User-side subsidy:** A transportation funding structure in which qualified users (usually people with limited income) are able to purchase vouchers for transportation services at a portion of their worth. The users then may use the vouchers to purchase transportation from any participating provider. The vouchers are redeemed by the provider at full value and the provider is reimbursed by the funding agency for the full value.

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

**Workforce Investment Act:** 1998 legislation that consolidated the former Job Training Partnership Act and many other federal job training programs into state-managed block grants. This law also replaced Private Industry Councils with Workforce Investment Boards.

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**Workforce Investment Boards:** Formerly known as Private Industry Councils (PIC). Workforce Investment Boards (WIBs) are concerned with training and developing workers to meet the needs of local business. They are responsible for most local job training programs and related welfare-to-work efforts.

**Volunteer Network:** A volunteer network matches requests for transportation *with* a volunteer driver who *is* typically reimbursed on a per-mile basis for providing the trip. Persons requesting service call the network; the network calls the driver and schedules the trip. Volunteer networks are frequently used in rural areas where resources are scarce, persons needing transportation may live in remote areas, and a sense of community is not uncommon.

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## **Appendix**

- A. Inventory of Small Urban MPO Transportation Providers***
- B. Inventory of Rural Counties Transportation Providers***
- C. Inventory of Technology of 211/I&R's in Targeted Small Urban Counties***
- D. 211 California Partnership Consolidated Stakeholder List***
- E. Map of Comprehensive I&R's in California***

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Inventory of Transportation Providers**

<b>(MPO) Association of Monterey Bay Area Governments (San Benito, Santa Cruz, &amp; Monterey Counties) Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Association of Monterey Bay Area Governments	MPO						Nicolas Papadakis, Executive Director <b>Address:</b> 445 Reservation Rd., Suite G P.O. Box 809 Marina, CA 93933-0809 <b>Phone Number:</b> (831)883-3750 <b>Fax:</b> (831)883-3755 <b>E-mail:</b> npapadakis@ambag.org <b>Website:</b> www.ambag.org
<b>San Benito County</b>							
Council of San Benito County Governments							Lisa Rhineheimer, Executive Director <b>Address:</b> 330 Tres Pinos Rd., Suite 7 Hollister, CA 95023 <b>Phone Number:</b> (831) 636-4170 <b>Fax:</b> (831) 636-4176 <b>Email:</b> Lisa@sanbenitocog.org <b>Website:</b> www.sanbenitocog.org/
San Benito Rideshare		Provides information about carpooling and vanpooling for commuters and other transportation options for non-commuters		San Benito County	Information		<b>Phone Number:</b> (831)637-7665 <b>E-mail:</b> info@sanbenitocog.org <b>Website:</b> www.sanbenitorideshare.org
Greyhound Bus		Nationwide bus service. If handicapped, aide travels free with verifying letter from a doctor		Monterey County	Special purpose		<b>Phone Number:</b> (831)423-1800 <b>Website:</b> www.greyhound.com
Hollister School District		Provides school bus transportation fro elementary school students residing 1.5 mi. from school and middle school students residing 2.0 mi. from school		Hollister School District	Special purpose		<b>Phone Number:</b> (831)630-6300 ext.348 <b>Web Site:</b> www.hesd.org

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Jovenes de Antano		Small non-profit organization providing more specialized transportation to elderly and disabled for medical and other social services		San Benito County	Special purpose		<b>Phone Number:</b> (831)637-6700/ (831)637-9275
Monterey County Paratransit (RIDES)		Door-to-door service. Call in advance		South Santa Cruz County, San Benito County, Monterey County	Paratransit		<b>Phone Number:</b> (831)899-2555 <b>E-mail:</b> e@mst.org <b>Website:</b> www.mst.org
San Benito County Transit (County Express)		Fixed-route bus service in Hollister and Dial-A-Ride service outside of fixed-route service areas and hours. Inter-county services connecting San Benito County to Gavilan College and Gilroy for Caltrain and VTA connections		Hollister	Transit		<b>Phone Number:</b> (831)636-4161 <b>E-mail:</b> info@sanbenitocog.org <b>Website:</b> www.sanbenitocountyexpress.org
San Benito County Transit (County Express)		Complimentary ADA Paratransit Service. 3/4 mile radius from bus stop		Hollister	Paratransit		<b>Phone Number:</b> (831)636-4161 <b>E-mail:</b> info@sanbenitocog.org <b>Website:</b> www.sanbenitocountyexpress.org
Seniors Council (Area Agency on Aging)		Provides forum for local seniors to express needs and concerns; Actively looks for funding and provides support to elderly community		San Benito and Santa Cruz Counties	Information and Special Purpose		<b>Phone Number:</b> (831)688-0400 <b>Website:</b> <a href="http://www.seniorscouncil.org/flashes/intor.html">http://www.seniorscouncil.org/flashes/intor.html</a>
Emmaus House		Provides safe haven for women and children that are victims of domestic violence		San Benito County	Special purpose		<b>Phone Number:</b> (831)636-7224 <b>Website:</b> <a href="http://www.emmaushouse.net">http://www.emmaushouse.net</a>

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Hope Services		Provides wide range of employment and training programs, developmental activities, counseling, infant and senior services to persons with disabilities		San Benito County	Information and Special Purpose		<b>Phone Number:</b> (831)637-8600 <b>Website:</b> <a href="http://www.hopeservices.com">http://www.hopeservices.com</a>
YMCA		Provides programs to women, children, seniors and persons with disabilities		Half Moon Bay to Monterey	Special purpose		<b>Phone Number:</b> (408)842-0334 <b>Website:</b> <a href="http://www.symcaofsb.com">http://www.symcaofsb.com</a>
<b>Monterey County</b>							
							Debrah L. Hale, Executive Director <b>Address:</b> 55-B Plaza Circle Salinas, CA 93901-2902 <b>Phone Number:</b> (831) 775-0903 <b>Fax:</b> (831) 775-0897 <b>Email:</b> <a href="mailto:debbie@tamcmonterey.org">debbie@tamcmonterey.org</a> <b>Website:</b> <a href="http://www.tamcmonterey.org">www.tamcmonterey.org</a>
Commute Alternatives		Information on bicycling, telecommuting, carpooling, vanpooling, transit, and walking through online database or phone assistance		Monterey County	Information		<b>E-mail:</b> <a href="mailto:info@commutealternatives.info">info@commutealternatives.info</a> <b>Website:</b> <a href="http://www.commutealternatives.info">www.commutealternatives.info</a>
Casanova Oak Knoll Park Center, Monterey		Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip of Yellow Cab for \$10.00		Monterey, Seaside, Sand City, and Del Rey Oaks	Information		<b>Phone Number:</b> (831)646-5664 <b>E-mail:</b> <a href="mailto:aiello@ci.monterey.ca.us">aiello@ci.monterey.ca.us</a> <b>Website:</b> <a href="http://www.monterey.org/communitycenters/casanova.html">www.monterey.org/communitycenters/casanova.html</a>
City of Monterey Recreation and Community Services Department		Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip of Yellow Cab for \$10.00		Monterey County	Information		<b>Phone Number:</b> (831)646-3866 <b>E-mail:</b> <a href="mailto:aiello@ci.monterey.ca.us">aiello@ci.monterey.ca.us</a> <b>Website:</b> <a href="http://www.monterey.org/rec">www.monterey.org/rec</a>

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City of Seaside/Community Services		Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip of Yellow Cab for \$10.00		Monterey County	Information		<b>Phone Number:</b> (831)899-6339 <b>Website:</b> www.ci.seaside.ca.us/RECREATION_COMMUNITY_ACTIVITIES.HTML
Monterey Senior Center		Taxi Scrip: Residents 65+ can receive \$20.00 worth of scrip of Yellow Cab for \$10.00		Monterey, Seaside, Sand City, and Del Rey Oaks	Information		<b>Phone Number:</b> (831)646-3878 <b>Website:</b> www.monterey.org/communitycenters/seniorcenter/html
Shelter Outreach Plus					Special purpose		<b>Phone Number:</b> 9831)382-3388 <b>E-mail:</b> info@sopinc.org <b>Website:</b> www.sopinc.org
Community Hospital of Monterey Peninsula					Medical		<b>Phone Number</b> (831)624-5311 <b>Website:</b> www.chomp.org
Central Coast Alliance for Independent Living					Special purpose		<b>Phone Number:</b> (831)757-2968 <b>E-mail:</b> cccil@cccil.org <b>Website:</b> www.ccil.org
Sally Griffin Active Living Center					Special purpose		<b>Phone Number:</b> (831)375-4454 <b>E-mail:</b> info@mowmp.org <b>Website:</b> www.mowmp.org
The Blind and Visually Impaired Center of Monterey County					Special purpose		<b>Phone Number:</b> (831)649-3505 <b>Website:</b> www.blindandlowvision.org
Salinas Senior Center					Special purpose		<b>Phone Number:</b> (831)757-6030 <b>E-mail:</b> salinasseniorcntr@sbcglobal.net
Interim, Inc.					Special purpose		<b>Phone Number:</b> (831)649-4522 <b>Website:</b> www.interiminc.org
Gateway Center/MV Transportation/MST RIDES		Door-to-Door service for developmentally disabled participants in Gateway's day programs		Monterey Peninsula	Special purpose		<b>Phone Number:</b> (831)372-8002 <b>Website:</b> www.gatewaycenter.org
Hope Services					Paratransit		<b>Phone Number:</b> (831)393-1575 ext. 17 <b>E-mail:</b> afoglia@hopeservices.org <b>Website:</b> www.hopeservices.org

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San Andreas Regional Center Monterey County AIDS Project (MCAP)							<b>Phone Number:</b> (831)759-7500 <b>Website:</b> www.sarc.org
Monterey County AIDS Project (MCAP)		Vouchers for MCAP clients to use on any public transportation		Monterey County	Special purpose		<b>Phone Number:</b> (831)394-4747 <b>E-mail:</b> kat@mcap.org <b>Website:</b> www.mcap.org
Monterey County Military and Veterans Affairs Office		Van service for veterans to the VA Medical Center in Palo Alto and San Jose VA Outpatient Clinic		Monterey County	Special purpose		<b>Phone Number:</b> (831)647-7612 <b>E-mail:</b> zeiglerwc@co.monterey.ca.us <b>Website:</b> www.co.monterey.ca.us/va/services.htm
Greyhound Bus		Nationwide Bus service. If handicapped, aide travels free with verifying letter from a doctor		Monterey County	Special purpose		<b>Phone Number:</b> (831)423-1800 <b>Website:</b> www.greyhound.com
Amtrak		Nationwide intercity train and bus service		Monterey, Santa Cruz and San Benito County	Special purpose		<b>Phone Number:</b> 1-800-872-7245 <b>Website:</b> www.amtrak.com
Monterey Salinas Transit (MST)		Fixed Route Bus Service		Monterey County, Santa Cruz County, San Jose	Transit		<b>Phone:</b> (888)678-2871 <b>Website:</b> www.mst.org
Greenfield Auto Lift		Public dial-a-ride transportation services within each city, fee for service		Monterey County	Transit		<b>Phone Number:</b> (831) 674-5438 <b>Website:</b> www.ci.greenfield.ca.us/
King City Transit		Public dial-a-ride transportation services within each city, fee for service		Monterey County	Transit		<b>Phone Number:</b> (831) 385-5954
Soledad Taxi		Public dial-a-ride transportation services within each city, fee for service		Monterey County	Transit		<b>Phone Number:</b> (831) 678-1550

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<b>Santa Cruz County</b>							
Santa Cruz County Regional Transportation Comm.							George Dondero, Executive Director <b>Address:</b> 1523 Pacific Ave. Santa Cruz, CA 95060-3911 <b>Phone Number:</b> (831) 460-3200 <b>Fax:</b> (831) 460-3215 <b>Email:</b> gdondero@sccrtc.org <b>Website:</b> www.sccrtc.org
Central Coast Ambulance		Emergency transportation for the public to skilled nursing facilities and hospitals		Santa Cruz County, San Benito County, part of Monterey County	Special purpose		Margaret <b>Phone Number:</b> (831) 899-3100
City of Capitola Seasonal Shuttle		Weekend shuttle bus to the village and the beach in Capitola (Memorial Day weekend through September); wheelchairs accommodated		From Shuttle lot at Bay Avenue near Hill street to the beach/Capitol	Transit		Steve Jesberg <b>Phone Number:</b> (831)475-7300 <b>E-mail:</b> sjesberg@ci.capitola.us <b>Website:</b> www.ci.capitola.ca.us
Commute Solutions		Commute Solutions provides information on alternative transportation modes to interested commuters through an instant, online database or phone assistance		Village Santa Cruz County	Information		<b>Phone Number:</b> (831) 429-7665 <b>E-mail:</b> info@commutesolutions.org <b>Website:</b> www.commutesolutions.org
Santa Cruz Metropolitan Transit District (SCMTD)		Mobility Training		Santa Cruz County	Information		<b>Phone Number:</b> (831) 423-3868 <b>E-mail:</b> info@scmtd.com <b>Website:</b> www.scmtd.com
American Cancer Society		Free transportation for cancer patients to doctor appointments in Santa Cruz County		Santa Cruz County	Medical		Ray Gottfredson <b>Phone Number:</b> (866) 444-7672 <b>E-mail:</b> rgottfredson@cancer.org <b>Website:</b> www.cancer.org

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American Red Cross		Transportation to medical appointments outside Santa Cruz County. Please call at least one week in advance of appointment		Santa Cruz County	Medical		<b>Phone Number:</b> (831)462-2881 <b>E-mail:</b> sccarc@crossnet.com <b>Website:</b> http://www.sccredcross.org
Care-A-Van for kids		Children of low-income families transportation to Lucile Packards Children's Hospital in Palo Alto		Santa Cruz County	Medical		<b>Phone Number:</b> (650) 497-8303 <b>Website:</b> www.1pch.org/forPatientsVisitors/CommunityResources/careAVan.html
Medi-Cal/Alliance Non-Emergency Transportation		Medi-Cal clients for authorized medical appointments; managed by MV Transportation		Santa Cruz County, Santa Cruz City	Medical		Brenda Doty <b>Phone Number:</b> (866) 456-4491 <b>E-mail:</b> bdoty@mvtransit.com <b>Website:</b> www.ccah-alliance.org
Mental Health Client Action Network (MHCAN)		County Mental Health patients or persons with history of mental illness		Santa Cruz City Excluding San Lorenzo Valley, Scotts Valley, Freedom and Watsonville	Medical		<b>Phone Number:</b> (831) 469-0462 <b>E-mail:</b> mail@mhcan.org <b>Website:</b> www.mhcan.org
Lift Line		Transportation for individuals unable to ride public transit. Vans are lift equipped for frail passengers or wheelchair users. Taxi rides and transportation to senior programs and meal sites also available		Santa Cruz County	Paratransit		<b>Phone Number:</b> (831) 425-1558 <b>E-mail:</b> ctsa@cbridges.org <b>Website:</b> www.communitybridges.org/liftline.html
Lift Line		Extended care or medical transportation for hospital patients discharged by wheelchair or gurney		Santa Cruz County	Paratransit		<b>Phone Number:</b> (831) 425-1558 <b>E-mail:</b> ctsa@cbridges.org <b>Website:</b> www.communitybridges.org/liftline.html

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Monterey County Paratransit (RIDES)		Door-to-door service. Call in advance		South Santa Cruz County, San Benito County, Monterey County	Paratransit		<b>Phone Number:</b> (831) 899-2555 <b>E-mail:</b> CustomerService@mst.org <b>Website:</b> www.mst.org
Precious Cargo		Transportation for the general public and clients of Medi-Cal programs		Pickup in Santa Cruz and Monterey Counties:	Special purpose		<b>Phone Number:</b> (831) 333-0287
Santa Cruz Metropolitan Transit District (SCMTD)		ParaCruz, ADA Paratransit		Service area 3/4 mi. from bus lines	Paratransit		<b>Phone Number:</b> (831) 425-4664 <b>E-mail:</b> paracruz@scmtd.com <b>Website:</b> www.scmtd.com
San Lorenzo Valley Unified School District		Home to school transit for Special Education students		San Lorenzo Valley	Paratransit		<b>Phone Number:</b> (831) 336-2223 <b>E-mail:</b> emandel@slv.k12.ca.us <b>Website:</b> www.slv.k12.ca.us/transportation
Cabrillo College Disabled Student Program		Class to Class transit for disabled students		Cabrillo College Campus	Special purpose		Nicki Onito <b>Phone Number:</b> (831) 479-6379 <b>Website:</b> www.cabrillo.edu (look under student services)
Elderly Adult Day Health Center Transportation		Transportation to and from daily meals, therapy, personal care, social center		Santa Cruz County	Special purpose		<b>Phone Number:</b> (831) 458-3481 <b>E-mail:</b> info@cbridges.org <b>Website:</b> www.communitybridges.org/lifeline.html (on the Spanish page)
Laidlaw Transit Services		Serves Developmentally disabled adults, consumers of the San Andreas Regional Center		Santa Cruz County	Special purpose		Camilla Shaffer <b>E-mail:</b> camilla.shaffer@laidlawtransit.com <b>Phone Number:</b> (831) 460-9911 <b>Website:</b> www.laidlawtransit.com
Santa Cruz Airporter		Van service to and from San Jose and San Francisco airports. Advance reservations recommended. Call for schedule and charge. Senior discounts available		Santa Cruz to San Jose and SF Airports	Special purpose		<b>Phone Number:</b> (831) 475-0234 <b>E-mail:</b> scairporter@aol.com <b>Website:</b> www.acairporter.net

**California Human Services Transportation Coordinated Plan  
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<b>(MPO) Association of Monterey Bay Area Governments (San Benito, Santa Cruz, &amp; Monterey Counties) Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Senior Dining Center, Ben Lomond		Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No wheelchairs		Ben Lomond	Special purpose		<b>Phone Number:</b> (831) 336-5366 <b>E-mail:</b> info@cbridges.org <b>Website:</b> <a href="http://www.communitybridges.org/lifeline.html">http://www.communitybridges.org/lifeline.html</a>
Senior Dining Center, Capitola		Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No wheelchairs		Capitola	Special purpose		<b>Phone Number:</b> (831) 476-1884 <b>E-mail:</b> info@cbridges.org <b>Website:</b> <a href="http://www.communitybridges.org/lifeline.html">http://www.communitybridges.org/lifeline.html</a>
Senior Dining Center, Live Oak		Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No wheelchairs		Live Oak	Special purpose		<b>Phone Number:</b> (831) 475-7177 <b>E-mail:</b> info@cbridges.org <b>Website:</b> <a href="http://www.communitybridges.org/lifeline.html">http://www.communitybridges.org/lifeline.html</a>
Senior Dining Center, Santa Cruz		Seniors (60+) who are meal site participants can apply at their local site to use transportation services		Santa Cruz City	Special purpose		<b>Phone Number:</b> (831) 427-0901 <b>E-mail:</b> info@cbridges.org <b>Website:</b> <a href="http://www.communitybridges.org/lifeline.html">www.communitybridges.org/lifeline.html</a>
Senior Dining Center, Watsonville		Seniors (60+) who are meal site participants can apply at their local site to use transportation services. No wheelchairs		Watsonville	Special purpose		<b>Phone Number:</b> (831) 724-2024 <b>E-mail:</b> info@cbridges.org <b>Website:</b> <a href="http://www.communitybridges.org/lifeline.html">http://www.communitybridges.org/lifeline.html</a>
Volunteer Center of Santa Cruz Transportation (Fefflon)		Volunteers in their cars take Elderly/Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon-Fri. To request ride please give 4 working days to one week notice		Santa Cruz County	Special purpose		<b>Phone Number:</b> (831) 336-9387 <b>E-mail:</b> scruz@scvolunteercenter.org <b>Website:</b> <a href="http://www.scvolunteercenter.org">www.scvolunteercenter.org</a>
Stroke Center		Transit for users of the Stroke Center via ParaCruz and Lift Line		Santa Cruz County	Special purpose		<b>Phone Number:</b> (831) 425-0622 <b>E-mail:</b> paracruz@scmtd.com; info@cbridges.org <b>Website:</b> <a href="http://www.communitybridges.org/lifeline.html">http://www.communitybridges.org/lifeline.html</a>   OR <a href="http://www.scmtd.com">www.scmtd.com</a>

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UCSC Transportation and Parking Services		Disability van service for UCSC affiliates and campus visitors with mobility impairment for campus locations not directly served by fixed route transit or campus shuttle service		UCSC campus	Special purpose		<b>Phone Number:</b> (831)459-2829 <b>E-mail:</b> loritzsp@ucsc.edu <b>Website:</b> www2.ucsc.edu/taps
Volunteer Center of Santa Cruz Transportation (Santa Cruz)		Volunteers in their cars take Elderly/Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon-Fri. To request ride please give 4 working days to one week notice		Santa Cruz County	Special purpose		<b>Phone Number:</b> (831) 427-3435 <b>E-mail:</b> scruz@scvolunteer.org <b>Website:</b> www.scvolunteercenter.org
Volunteer Center of Santa Cruz County Transportation (Watsonville)		Volunteers in their cars take Elderly/Disabled (non-wheelchair) to medical appointments, grocery shopping and other essential errands Mon-Fri. To request ride please give 4 working days to one week notice		Santa Cruz County	Special purpose		<b>Phone Number:</b> (831) 722-6708 <b>E-mail:</b> scruz@scvolunteercenter.org <b>Website:</b> www.scvolunteercenter.org
West Coast Limos & Sedans		General Public - Limo Service		Santa Cruz County	Special purpose		<b>Phone Number:</b> (831) 464-2600 <b>E-mail:</b> roywstcst@aol.com <b>Website:</b> www.westcoastlimos.net/
Santa Cruz County Career Works		Implements workforce development policies and programs to equip residents with the skills needed to secure and maintain employment at sufficient wages and benefits in the local regional labor markets		Santa Cruz County	Special purpose		Teresa Carrillo <b>Phone Number:</b> (831) 464-6273 <b>Website:</b> http://www.ha.co.santacruz.ca.us/html_cw/cw_home.htm

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Santa Cruz County Cal Works		Welfare-to-Work is an employment program serving adult recipients of cash aid. The program helps participants find jobs and become self-sufficient		Santa Cruz County	Special purpose		Donna Ratliff <b>Phone Number:</b> (831) 545-5429 <b>Website:</b> <a href="http://www.hra.co.santacruz.ca.us/html_cw/cw_w2w.htm">http://www.hra.co.santacruz.ca.us/html_cw/cw_w2w.htm</a>
Courtesy Cab/Watsonville Taxi		General Taxi Service, serving Watsonville		Watsonville	Transit		<b>Phone Number:</b> (831) 761-3122 <b>E-mail:</b> <a href="mailto:office@courtesycab.com">office@courtesycab.com</a>
Davenport Resource Service Center		General Public from North Santa Cruz Co. to city of Santa Cruz. May be only one way		North Santa Cruz County	Transit		<b>Phone Number:</b> (831) 425-8115 <b>E-mail:</b> <a href="mailto:drsc@cruzers.com">drsc@cruzers.com</a> <b>Website:</b> <a href="http://www.cabinc.org">www.cabinc.org</a>
Delux Cab		General Taxi Service		Santa Cruz County	Transit		<b>Address:</b> PO Box 1256 Aptos, CA 95001 <b>Phone Number:</b> (831) 462-6063
Greyhound Bus Lines		Bus service outside Santa Cruz County. If handicapped, aide travels free with verifying letter from a doctor		Monterey County	Transit		Rob Shelton <b>Phone Number:</b> (831)423-1800; 800-752-4841; 800-755-4841 <b>E-mail:</b> <a href="mailto:rselto@greyhound.com">rselto@greyhound.com</a> <b>Website:</b> <a href="http://www.greyhound.com">www.greyhound.com</a>
Lift Line (Community Bridges Charter Rides)		There are no limitations to service area. However, long distance rides and rides in rural areas are subject to rescheduling availability.		Santa Cruz County	Transit		Catherine Patterson - Valdez, Dir. <b>Phone Number:</b> (831) 425-1558
Santa Cruz Metropolitan Transit District (SCMTD)		Fixed Route Bus Service		Santa Cruz County	Transit		<b>Phone Number:</b> (831) 425-8600 <b>Website:</b> <a href="http://www.scmtd.com">www.scmtd.com</a>
Santa Cruz Veterans Service Office		Serves Veterans		Santa Cruz County	Transit		<b>Phone Number:</b> (831) 458-7110 <b>E-mail:</b> <a href="mailto:vets@hra.co.santa-cruz.ca.us">vets@hra.co.santa-cruz.ca.us</a> OR <a href="mailto:Kenneth.Burke@hra.co.santa-cruz.ca.us">Kenneth.Burke@hra.co.santa-cruz.ca.us</a> <b>Website:</b> <a href="http://www.cacvso.org/">www.cacvso.org/</a>

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Scotts Valley Senior Center		Scotts Valley Area Seniors		Scotts Valley Area Seniors	Transit		<b>Phone Number:</b> (831) 438-8666
Yellow Cab Company		General Taxi-Service. Various low-cost and multi-ride trip services. Wheelchair access vehicles available. Senior discounts. Includes the San Lorenzo Valley		Santa Cruz County	Transit		<b>Phone Number:</b> (831) 423-1234 <b>E-mail:</b> rides@santacruzyellowcab.com <b>Website:</b> www.santacruzyellowcab.com
Medial Appointments Made Easy		Transportation similar to taxi service to medical destinations		Santa Cruz County	Special purpose		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/2007Plans/Monterey.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/2007Plans/Monterey.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Butte County - Inventory of Transportation Services</b>						
<b>Systems</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Butte County Association of Governments						Jon A. Clark, Executive Director <b>E-mail:</b> jonclark@bcag.org <b>Address:</b> 2580 Sierra Sunrise Terrace Suite 100 Chico, CA 95928-6301 <b>Phone Number:</b> (530)879-2468 <b>Fax:</b> (530)879-2444 <b>Website:</b> www.bcag.org
<b>Butte Regional Transit - B-LINE Fixed Route Services - Chico</b>						
Route 1 Esplanade/Lassen			CSUC Taylor Hall Enloe Hospital, Chico HS, Chico JHS, Chico DMV, E. Lassen Bl. Esplanade	Buses from Route 1N continue as Route 2S at Lassen and Ceres Ave.; Buses from Route 1S continue as Route 1N at Transit Center/ General public		
Route 2 Mangrove			Enloe Medical Chico Post Office, Chico DMV, North Valley Plaza, Mangrove Medical Mangrove Ave.	Buses from Route 2N continue as Route 1S at Lassen and Ceres Ave.; Buses from Route 2S continue as Route 2N/ General public		
Route 3 Nord/East			Cal State Chico W. East Ave Nord Ave	Buses from Route 3N continue as Route 4S at North Valley Plaza; Buses from Route 3S continue as Route 6E at Transit Center; Route 3 provides service when Route 9 is not operating as W. 4th and Cedar Loop/ General public		
Route 5 E. 8th Street			Fir St. Park and Ride, Chico Mall E. 8th St., Chico City Hall	Buses from Route 5E continue as Route 6W at Chico Mall; Buses from Route 5W continue as Route 4N or 6E at Transit Center/ General public		
Route 6 Whitman/Park			Social Security Office, Chico Mall, Butte College, Chico Community Employment Center, Salvation Army Community Center, Country Day School	Buses from Route 6E continue as Route 5W at Chico Mall; Buses from 6W continue as Routes 3N or 5E at Transit Center/ General public		

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Butte County - Inventory of Transportation Services</b>						
<b>Systems</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Route 7 Bruce/Manzanita			Chico Mall, Marsh JHS, Sierra Sunrise Village	Buses from Routes 7N continue as Route 7S at Pleasant Valley High School; Buses from Routes 7S continue as Route 7N at Chico Mall/ General public		
Route 8 Nord			Cal State, Chico Student Health Center, Parking Structure, Emma Wilson School	Buses from Route 8 continue as Route 9 at Transit Center/ General public		
Route 9 Warner/Oak			Cal State, Chico Merion Library, Whitney Hall, Acker Gym Parking Structure, Craig Hall	Buses from Route 9 continue as Route 8; Route 9 operates only on weekdays during the CSUC school year when classes are in session. When route 9 is not operating see Route 3 for service to Warner and Cedar streets/ General public		
Route 10 Esplanade			Enloe Hospital, Chico HS	Buses from Route 10N continue as Route 10S at Esplanade and Hwy 99; Buses from Route 10S continue as Route 10N at Transit Center/ General public		
<b>Butte Regional Transit - B-LINE Fixed Route Services - Chico/Oroville</b>						
Route 20 Oroville Weekend			Chico Transit Center; Fir St. Park and Ride Lot; Chico City Hall Work Training Center; Oroville: Juvenile Hall, County Administration, County Public Works, Veterans Hall, Transit Station, Oroville Transit Center, Las Plumas Plaza, DMV, Park Place Senior Housing	Buses from Route 20S continue to Route 20N at Feather River and Oro Dam; 6 Buses from 20N continue as Route 20S at Transit Center/ General public		

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<b>Systems</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Route 20 Oroville Weekday			Chico Transit Center; Fir St. Park and Ride Lot; Chico City Hall Work Training Center; Oroville: Juvenile Hall, County Administration, County Public Works, Veterans Hall, Transit Station, Oroville Transit Center, Las Plumas Plaza, DMV, Park Place Senior Housing	Buses from Route 20S continue to Route 20N at Feather River and Oro Dam; 6 Buses from 20N continue as Route 20S at Transit Center/ General public		
<b>Butte Regional Transit - B-LINE Fixed Route Services - Oroville</b>						
			Oroville Transit Center, Las Plumas Plaza, DMV, Greyhound Bus depot, Wal-Mart, Post Office, Feather River Cinemas, City Hall	6 buses from Route 25 continue as Route 26 at Transit Center; 6 buses from Route 25 continue from Route 27 at Transit Center; *Flag Stop Areas on Route 25 include Robinson between 5th and Lincoln/ General public		
Route 26 Olive Highway			Oroville Transit Center, Oroville Hospital, Southside Community Center, Oroville HS, Gold County Casino, Olive Highway, Foothill	Buses from Route 26 continue as Route 25 at Transit Center; *Flag Stop Areas on Route 26 include Baldwin between Myers and Washington/ General public		
Route 27 South Oroville			Oroville Transit Center, Oroville Hospital, Las Plumas HS, Lincoln, Myers	Buses from Route 27 continue as Route 25 at Transit Center; *If transferring between Route 20 and Route 27, be sure to let driver know, so connecting bus will be waiting. Flag Stop Areas on Route 27 include Myers and Wyandotte, and in South Oroville on Monte Vista and Las Plumas. Upon request Route 27 will deviate to connect to the Southbound Route 30 stop at Lower Wyandotte and Las Plumas./ General public		

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<b>Butte Regional Transit - B-LINE Fixed Route Services - Intercity Routes</b>						
Route 30 Oroville - Biggs			Oroville Transit Center, Oroville Sports Club, Feather Falls Casino, Tribal Administration, Post Office, Farm Labor Housing, City Hall, Southside Community Center, Olive Pharmacy, Biggs, Gridley, Palermo	<b>Monday-Friday</b> Buses from 30S continue as Route 30N at 6th and B Street in Biggs; Last Bus on Route 30N continues as Route 20N at Mitchel and Spencer in Oroville; <b>Saturday</b> Buses from Route 30S continue as Route 30N at 6th and B Street in Biggs; Buses from Route 30N continue as Route 30S at Mitchell and Spencer in Oroville (Oroville Transit Center); **Flag Stop Areas		
Route 31 Paradise - Oroville			Paradise: Paradise Transit Center, Recreation Center, Post Office, DMV, Park and Ride Lot, Library; Oroville: Juvenile Hall, County Administration, County Public Works, Veterans Hall, Community Employment, Park Place Senior Housing	Morning bus from Route 31S continues on to Route 30S at Mitchell and Spencer in Oroville (Oroville Transit Center); Evening bus from Route 31N ends at Almond and Birch in Paradise (Paradise Transit Center)		
<b>Butte Regional Transit - B-LINE Fixed Route Services - Intercity Routes/Paradise</b>						
Route 40 Paradise - Chico			Chico: Chico Transit Center, Work Training Center, Silver Dollar Fairground, Community Employment, Skyway Professional Center, City Hall; Paradise: Old Concrete Shelter, Paradise Park, Transit Center, Recreation Center, Post Office, DMV, Community Park, Sierra Park, Library, Fir St. Park & Ride, Community Center, Town Hall	<b>Monday-Friday</b> Buses from 40E continue as Route 40W at Almond and Birch in Paradise (Paradise Transit Center); 6 Buses from Route 40W continue as Route 40E at 2nd & Salem in Chico (Chico Transit Center); <b>Saturday &amp; Sunday:</b> Buses from Route 40E continue as Route 40W at Almond and Birch in Paradise (Paradise Transit Center); Buses from Route 40W continue as Route 40E at 2nd & Salem in Chico (Chico Transit Center); Route 40 follows a different route on Weekends in the Chico area/ General public		

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<b>Systems</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Route 41 Paradise Pines - Chico			Chico: Transit Center, Skyway Professional Center, Park & Ride Lot, Chico City Hall; Magalia: Magalia Depot, Community Church, Holiday Market; Paradise: Paradise Park, Transit Center, Recreation Center, Old Concrete Shelter, Park & Ride, Community Park, Feather River Hospital	<b>Monday-Friday</b> Buses from Route 41E continue as Route 41W to Skyway and Colter in Magalia (Paradise Pines); Buses from Route 41W continue as Route 41E at 2nd & Salem in Chico (Chico Transit Center); Carnegie and Colter Loop is only serviced during peak hours; Flag Stops in Magalia include all stops not on the Skyway; <b>Saturday</b> 2 round trips from Paradise to Magalia/ General public		
Route 46 Feather River Hospital			Paradise Transit Center, Feather River Hospital	Buses run from Almond and Birch (Paradise Transit Center) to Feather River Hospital; *Entire length of Route 26 is a Flag Stop/ General public		
<b>Butte Regional Transit - B-LINE Paratransit Services</b>						
B-Line Paratransit			B-Line Paratransit serves all destinations within 3/4 of a mile from any Butte Regional Transit (B-Line) fixed route, within Chico, Oroville or Paradise	Door to door ambulatory and non-ambulatory transportation services; ADA Paratransit service, and Dial-A-Ride (DAR) service for people with disabilities found not eligible for ADA service and seniors(65+); Passenger must be available for pick up within 30 minute window (15 minute prior and 15 minutes after scheduled pick up time) Driver will only wait for the first 5 minutes within this window; Subscription service is available for passengers that need to be picked up at the same time on the same days of the week without having to call in; Must call before 5pm of the day prior to your trip to cancel; Vehicles are air-conditioned and have seat belts in all passenger seats, two-way radios, hydraulic lifts and securement systems.		<b>Eligibility:</b> 1(877) ada-ride (232-7433) <b>Dispatch:</b> 1(800) 822-8145
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Butte.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Butte.pdf</a>						

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<b><i>(MPO) Fresno County - Inventory of Transportation Services</i></b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Council of Fresno County Governments	MPO						Barbara Goodwin, Executive Director <b>E-mail:</b> bgoodwin@fresnocog.org <b>Address:</b> 2035 Tulare St. Suite 201 Fresno, CA 93721-2111 <b>Phone</b> <b>Number:</b> (559)233-4148 <b>Fax:</b> (559)233-9645 <b>Website:</b> www.fresnocog.org
Empowerment Institute		Vocational and social habitation/rehabilitation services to ethnic minorities with developmental disabilities.			Ethnic minorities and Developmentally Disabled		
Central California Educational Opportunity Center (CCEOC)		Assist individuals to access higher learning through help in completing enrollment and financial aid applications to various campuses throughout the Central Valley					
EOC Sanctuary Transitional Learning Center		24 bed facility provides residential and case management services to homeless young adults between the ages of 16 and 24.			Young adults between ages 16 and 24		
VA CCHCS		Veteran's Administration Central California Health Care System...a VA medical facility serving veterans throughout Central California			Veterans throughout Central California		

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<b><i>(MPO) Fresno County - Inventory of Transportation Services</i></b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Glory Bound World Outreach Ministry		Community Faith-based organization			As-needed basis		
Fresno County Economic Opportunities Commission - Transit System	Non-profit	FCEOC is a Community Action Agency that operates a CTSA transit system program that provides transportation			Elderly, disabled, youth, and other clients		
Comfort Med Trans, Inc.,	Private	Provides transportation throughout Fresno County		Fresno County	Physically disabled		
Fresno Area Express (FAX)	Public		FTA 5307 and Transportation Development Act funds		Fixed-route		
Fresno Area Express (FAX) Demand Response - Handy Ride	Public		FTA 5307 and Transportation Development Act funds	Fresno Area	Demand Response - Handy Ride/ Mobility-impaired of all ages		
Clovis Transit (Stageline)	Public				Fixed-route		
Clovis Transit (Round-up)	Public			Clovis Area	Paratransit/Demand Response/ Mobility-impaired of all ages		
Fresno County Rural Transit Agency (FCRTA)	Public			Rural areas of Fresno County	Fixed-route and Demand response		
<a href="http://www.fresnocog.org/document.php?pid=33">http://www.fresnocog.org/document.php?pid=33</a>							

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<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Kern Council of Governments	MPO						Ronald E. Brummett, Executive Director <b>E-mail:</b> brummet@kerncog.org <b>Address:</b> 1401 19th Street, Ste 300 Bakersfield, CA 93301 <b>Phone Number:</b> (661)861-2191 <b>Fax:</b> (661)324-8215 <b>Website:</b> www.kerncog.org
City of Arvin			TDA,STAF, and 5311	Within Arvin and to Lamont	Scheduled deviated service, local Dial-a-Ride/ General public		Enrique Ochoa, City Manager <b>E-mail:</b> emxmex@aol.com <b>Address:</b> 200 Campus Drive Arvin, CA 93203 <b>Phone Number:</b> (661)854-3134 <b>Fax:</b> (661)854-0847 <b>Website:</b> www.arvin.org
City of California City			TDA,STAF, and 5311/ \$187,143	California City	California City Dial-a-Ride within the city limits, and one shopping trip per week to Mojave/ General public	5	Terry Hicks, Finance Dir and Assistant City Manager <b>E-</b> <b>mail:</b> scarcecreek@ccis.com <b>Address:</b> 21000 Hacienda Blvd California City, CA 93505 <b>Phone Number:</b> (760)373-8661 <b>Fax:</b> (760)373-2674
City of Delano (Delano Area Rapid Transit)			LTF - Operations, Farebox recovery, FTA Section 5311/ \$994.326	City of Delano and adjacent unincorporated area	Local Dial-a-Ride and fixed route/ General public; Seniors and people with disabilities	11	Philip Newhouse, Community Services Director <b>E-mail:</b> pnewhouse@delano- ca.org <b>Address:</b> P.O. Box 939 Delano, CA 93216 <b>Phone Number:</b> (661)721- 3335 <b>Fax:</b> (661)721-2135 <b>Website:</b> www.delano- ca.org/default.htm

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<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
City of McFarland (McFarland Transit)			TDA,STAF, and 5311/ \$121,965	Within McFarland city limits	Local Dial-a-Ride/ General public; Seniors and people with disabilities		Gerald Forde, City Manager <b>E-mail:</b> gforde415@yahoo.com <b>Address:</b> 401 West Kern Street McFarland, CA 93250 <b>Phone Number:</b> (661)792- 3091 <b>Fax:</b> (661)792-3093
City of Shafter			FTA 5311/ \$196,097	Within Shafter and the unincorporated area contiguous to the city	Dial-a-Ride/ General public		Jo Barrick, Administrative Services Director <b>E-mail:</b> jbarrick@shafter.com <b>Address:</b> 336 Pacific Street Shafter, CA 93263 <b>Phone</b> <b>Number:</b> (661)746-6365 <b>Fax:</b> (661)746-0607 <b>Website:</b> www.shafter.com/
City of Taft			TDA 4 & 6.5, Fares, FTA 5311/ \$428,105	The City of Taft and immediate outlying area	Local Dial-a-Ride and fixed route/ General public; with priority given to seniors and people with disabilities	5	Gary Dabbs, Public Works Dir / Assistant City Manager <b>E-mail:</b> gdas- tch@bak.rr.com <b>Address:</b> 209 E.Kern Street Taft, CA 93268 <b>Phone Number:</b> (661)763-1222 <b>Fax:</b> (661)765-2480 <b>Website:</b> www.cityoftaft.org/
City of Tehachapi (operated by KRT)			LTF CMAQ, STA, FTA Section 5311, other/ \$118,238	Local Tehachapi area	Dial-a-Ride/ General public	2	Hannah Chung, Finance Dir <b>E-mail:</b> hcung@tehachapicityhall.co m <b>Address:</b> 115 S. Robinson Street Tehachapi, CA 93561 <b>Phone Number:</b> (661)822- 2200 <b>Fax:</b> (661)822-8559 <b>Website:</b> www.tehachapicityhall.com/

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
City of Wasco (Wasco Transit)			LTF and 5310/ \$226,070	Within Wasco city limits	Dial-a-Ride/ General public	2	Dan Allen, City Operations Manager <b>E-mail:</b> daallen@ci.wasco.ca.us <b>Address:</b> 746 8th Street Wasco, CA 93280 <b>Phone Number:</b> (661)758-7200 <b>Fax:</b> (661)758-5411 <b>Website:</b> www.ci.wasco.ca.us/Public_Documents/index
Consolidated Transportation Service Agency (CTSA) /North of the River Rec. & Park District			LTF and 5310/ \$503,000	Greater Bakersfield area	Paratransit - demand-response door-to-door ride share system/ age 60+ or disabled and unable to use fixed-route transit	15	Judy Ardray, Director <b>E-mail:</b> jarday@norrecreation.org <b>Address:</b> 405 Galaxy Ave. Bakersfield, CA 93301 <b>Phone Number:</b> (661)392-2000 <b>Fax:</b> (661)392-2040
Golden Empire Transit District			LTF, STAF, 5307/ \$18,664,405	Greater Bakersfield area	Fixed-route within Bakersfield. 18 fixed routes and complementary Dial-a-Ride/ General public, and people with disabilities for Get-a-Lift Paratransit	92	Steven Woods, Deputy CEO <b>E-mail:</b> stwoods@zeus.kern.org <b>Address:</b> 1830 Golden State Bakersfield, CA 93301 <b>Phone Number:</b> (661)324-9874 <b>Fax:</b> (661)324-7849 <b>Website:</b> www.getbus.org/
Kern Regional Transit			\$5,360,412	Throughout Kern County	Intercity fixed route service, local fixed route service in Lamont and Weedpatch, dial-a-ride services within and between several rural communities in Kern County, and a demand-response medical shuttle in Bakersfield. Tehachapi also contracts with KRT for local service/ General public		Linda Wilbanks, Planner <b>E-mail:</b> lcwilban@co.kern.ca.us <b>Address:</b> 2700 M Street, #400 Bakersfield, CA 93301 <b>Phone Number:</b> (661)862-8894 <b>Fax:</b> (661)862-8851 <b>Website:</b> www.co.kern.ca.us/roads/kemregionaltransit.asp

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
<b>Social Service Provider Transportation Services</b>							
Alliance Against Family Violence			pd for with agency budget/ \$10,000/yr cab vouchers	Bakersfield metropolitan area	Victims of domestic violence - women, children		
				Greater Bakersfield area	door-to-door/ Cancer patients and their families		
Arc of Taft				Taft	curb-to-curb/ Developmentally disabled adults (Kern Regional Center clients)	one 22-passenger bus	
Bakersfield Senior Center/Kern Co. Aging & Adult Services			Eligible for 5310		Senior nutrition center		
Boys and Girls Club of Kern County			Donations for summer scholarships	Bakersfield	curb-to-curb/ Children age 5-17	4 vans, 2 minivans, 2 cars (owned)	
Catholic Healthcare West/Special needs & Community Outreach			California Endowment Grant	Bakersfield-Taft	curb-to-curb/ Unisured patients in Healthy Promotions Dental Program	1 van	
Catholic Healthcare West/Special needs & Community Outreach				Bakersfield	curb-to-curb/ Teens age 12-17 enrolled in Value Enhancement Program		
Chateau d'Bakersfield			Funding from Medi-Cal reimbursements, though transportation not reimbursed as separate Medi-Cal spending category	Bakersfield	door-to-door/ Developmentally disabled adults, seniors	4 vans	

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Clinica Sierra Vista			Eligible for 5310	Bakersfield	door-to-door/ Medically indigent and/or homeless children and adults	1 van	Linda Low, Director of Programs <b>E-mail:</b> lowl@clinicasierravista.org <b>Phone Number:</b> (661)635-3050
Community Action Partnership of Kern				Bakersfield	door-to-door/ Clients at Bakersfield Homeless Shelter and Bakersfield Rescue Mission	1 15-passenger van	
Community Support Options			Eligible for 5310; Kern Regional Center, Caltrans grant/ \$600,000 YTD (as of 5/07)	Wasco, Ridgecrest, Tehachapi, Bakersfield, McFarland, Shafter	curb-to-curb/ Developmentally disabled children and adults and their families (Kern Regional Center clients)	3 buses, 17 vans	
Delano Association for the Developmentally Disabled (DADD)			May be eligible for 5310; Kern Regional Center, California Department of Developmental Services	Within 45-mile radius of Delano, including Bakersfield and Tulare County	curb-to-curb; aides also travel to manage medically fragile clients and behavioral issues/ Developmentally disabled children and adults and their families (Kern Regional Center clients)	24; half leased, half owned	<b>Phone Number:</b> (661)721-3220
Delano Women's Medical Clinic/Delano Regional Medical Center				Delano	door-to-door/ Clinic patients	1 van	
Desert Area Resources & Training			Kern Regional Center, Inland Regional Center	Eastern Kern County (also Inyo, Mono counties)	curb-to-curb/ Developmentally disabled children and adults and their families (Kern Regional Center clients)	3 buses, 27 vans	

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Disabled American Veterans - Bakersfield chapter			Eligible for 5310		Disabled veterans		
Kern Adult Program				Bakersfield	curb-to-curb/ Developmentally disabled adults (Kern Regional Center clients)		
Kern County Autism Center				Bakersfield, Arvin and Tehachapi	curb-to-curb/ Autistic adults		
Mercie's Day Program					curb-to-curb/ Developmentally disabled adults (Kern Regional Center clients)		
Multipurpose Senior Services Program/Kern Co. Aging & Adult Services					Seniors 65+, frail health, Medi-Cal eligible		
New Advances for People with Disabilities (NAPD)			Kern Regional Center	40-mile radius around Bakersfield, including Arvin, Taft, McFarland, Shafter, Wasco, Lamont, Buttonwillow, Lebec, Frazier Park, Tehachapi	curb-to-curb/ Developmentally disabled adults, children and infants and their families (Kern Regional Center clients)	48 vans (various sizes)	
Pioneer Senior Citizens of Buttonwillow - Transportation Service			Eligible for 5310				<b>Phone Number:</b> (661)764-5970
Rafer Johnson Center/Bakersfield City School District			Funding from district's special education budget, not from transportation specific funding stream	Within school district	pre K-5; door-to-door; grades 6-8; fixed route/ BCSD special ed students pre K-8	12 school buses	

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Kern Council of Gov. - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Rasmussen Senior Center			Eligible for 5310		Senior nutrition center		
Ruggenberg Career Center/Kern High School District			Funding from district's special education budget, not from transportation specific funding stream		Special education students	8 school buses	
Shafter Senior Center					Seniors		
Shrine Club of Kern County			Eligible for 5310				
Society for Disabled Children				Within Kern County and beyond	Children with physical disabilities and certain chronic medical conditions referred by California Children's Services		
Tri-County Medical Transport				Kern, Kings, Fresno counties	curb-to-curb/ Wheelchair-bound, Medi-Cal eligible		
Village Congregational Community			About \$110/week (gas, driver wage)	Arvin, Lamont, Bakersfield	door-to-door/ Residents (low-income senior age 62+	1 van	
Wasco Medical Plaza/Delano Regional Medical Center				Wasco	van/ Clinic patients	1 van	
Women's Center High Desert				Ridgecrest, Mojave, Kern River Valley	door-to-door (including assistance where requested, e.g., to a court appearance)/ women who are victims of domestic violence		
<a href="http://www.kerncog.org/pdf/PubTrans/chstp_final.pdf">http://www.kerncog.org/pdf/PubTrans/chstp_final.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Kings County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Kings County Association of Governments	MPO						Terri King, Executive Secretary E-mail: tking@co.kings.ca.us Address: 339 W. D St Suite B Lemoore, CA 93245 Phone Number: (559)582-3211 Ext2654 Fax: (559)924-5632 Website: www.countyofkings.com/kcaq/
Kings County Area Public Transit Agency (KCAPTA)		Establishes the operating policies and defines the services to be provided by KART					
Kings Area Rural Transit (KART)		Provides the majority of public transportation services to Kings County		Hanford, Lemoore, Avenal, and parts of Corcoran Counties	Fixed-route, demand response/door-to-door	uses a fleet of vehicles ranging in size from a 9-passenger van to a 33-passenger bus. All are equipped with wheelchair lifts and bicycle racks	
Vanpool Program		Provide reliable transportation to and from work at a lower cost than operating a personal vehicle				All 8 and 15-passenger vans are equipped with a Global Positioning System (GPS). Vans also carry first aid kits, fire extinguishers and roadside safety items.	
Agricultural Industries Transportation Services (AITS)		Provide qualified agricultural workers in Kings, Kern, Tulare, and Fresno Counties with safe, affordable vans they can use to drive themselves and others to work.			Non-profit		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Kings.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Kings.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b><i>(MPO) Madera County - Inventory of Transportation Services</i></b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Madera County Transportation Commission	MPO						Patricia Taylor, Executive Secretary <b>E-mail:</b> patricia@maderactc.org <b>Address:</b> 2001 Howard Road, Suite 201 Madera, CA 93637 <b>Phone Number:</b> (559)675-9328 <b>Fax:</b> (559)924-5632 <b>Website:</b> www.maderactc.org
American Cancer Society	Private-non profit	For cancer patients in need of transportation to and from medical appointments	Donations	To and from the Cancer Center in Fresno	Demand Response/ Cancer patients	Volunteer owned and insured vehicles	<b>Address:</b> 222 W. Shaw Ave. Ste. 201 Fresno, CA 93711 <b>Phone Number:</b> (559) 451-0722
Heartland Opportunity Center	Private-non profit	Has provided rehabilitation, job training, and job placement to developmentally disabled adults	State Grants \$2,000,000; Income from recycling centers and donations/ \$3,000,000	City of Madera and community of Oakhurst	Developmentally disabled adults	16 vans; 4 lift equipped	<b>Address:</b> 323 North "E" Street Madera, CA 93638 <b>Phone Number:</b> (559) 674-8828
Madera County Behavioral Health		Provides mental health care and alcohol/drug treatment services throughout Madera County	State: Realignment Funds \$228,000, Mental Health Services Act Funds \$1000,000 Local: Dept of Social Services CalWORKS \$50,000, Dept of Social Services Child Welfare \$100,000	Chowchilla and Madera communities and the Oakhurst area	Mentally ill adults, emotionally disturbed children, emergency care and low income	19 vans, 9 autos	<b>Address:</b> 14277 Road 28 Madera, CA 93639 <b>Phone Number:</b> (559) 673-3508

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Madera County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Madera County - Senior & Escort Service		Escort program transports people to medical appointments. Senior Citizen bus transports seniors and disabled persons to medical appointments, shopping, and to the senior citizen centers	State: LTF Funds \$75,180 Other: Fares(\$10.00) \$8,353/ \$20,000	Fresno, Clovis, Madera, Oakhurst, Coarsegold, Bass Lake, and Ahwahnee Counties	Demand Response/ General public and Seniors (60+) or disabled	1-senior bus with lift; 1-van without lift	<b>Address:</b> 2037 Cleveland Ave. Madera, CA
Madera Area Express (MAX)			City of Madera	City of Madera	Fixed-route		<b>Address:</b> 123 North "E" Street #102 Madera, CA 93638 <b>Phone Number:</b> (559) 661-7433 <b>Program Manager:</b> (559) 661-3692
Madera Dial-A-Ride (DAR)			City of Madera & County of Madera	City of Madera	Demand Response		<b>Address:</b> 123 North "E" Street #102 Madera, CA 93638 <b>Phone Number:</b> (559) 661-7433 <b>Program Manager:</b> (559) 661-3692
Chowchilla Area Transit Express (CATX)			City of Chowchilla & County of Madera	City of Chowchilla	Demand Response		<b>Address:</b> 820 Robertson Blvd. Chowchilla, CA 93610 <b>Phone Number:</b> (559) 665-8655
Madera County Connection (MCC)			Madera County Children & Families Commission	County of Madera	Fixed-route		<b>Address:</b> 123 North "E" Street #102 Madera, CA 93638 <b>Phone Number:</b> (559) 661-7433 <b>Program Manager:</b> (559) 661-7435
AMTRAK				Intercity/Nationwide	Fixed-route - The "San Joaquins" Line		<b>Address:</b> 2650 Tulare Street, Bldg. B Fresno, CA 93721 <b>Phone Number:</b> 1-800-USA-RAIL
Greyhound				Intercity/Nationwide	Fixed-route		<b>Address:</b> 123 North "E" Street, Suite 101 Madera, CA 93638 <b>Phone Number:</b> (559) 674-4664
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/2007Plans/Madera.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/2007Plans/Madera.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Santa Barbara County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Santa Barbara County Association of Governments	MPO						Jim Kemp, Executive Director <b>E-mail:</b> jkemp@sbcag.org <b>Address:</b> 260 N. San Antonio Road Ste. B Santa Barbara, CA 93110 <b>Phone Number:</b> (805) 961-8900 <b>Fax:</b> (805)961-8901 <b>Website:</b> www.sbcag.org
City of Lompoc Transit (COLT)					Fixed-route; demand response		<a href="http://www.cityoflompoc.com/departments/pworks/trans/colt.htm">www.cityoflompoc.com/departments/pworks/trans/colt.htm</a>
Clean Air Express		Service for commuters who work a traditional 8:00AM to 5:00PM schedule in downtown Santa Barbara					<a href="http://www.cleanairexpress.com">www.cleanairexpress.com</a>
Coastal Express		Provides commuter service that connects the cities of Ventura, Carpinteria, Santa Barbara, and Goleta					
Cuyama Transit		An inter-regional service with trips provided to Santa Maria, Taft and Bakersfield			Demand response/ All Cuyama residents		
Guadalupe Shuttle		Provides fixed route in-town circulator service			Fixed-route		
Los Alamos Transit							
The Breeze		The route which serves commuter and general use ridership between Santa Maria, Vandenberg Air Force Base and Lompoc					
Santa Maria Area Transit (SMAT)			TDA and FTA 5307 funds		Fixed-route; demand response		

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Santa Barbara County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Santa Ynez Valley Transit (SYVT)					Fixed-route; demand response		
Santa Barbara Metropolitan Transit District (SBMTD)					Fixed-route; demand response		
Valley Express					Fixed-route; demand response		
Santa Maria Organization of Transportation Helpers (SMOOTH)	Non-profit	Community transportation through multiple agreements with social service and government agencies. Transportation to low income youth, transportation service to developmentally disabled adults, and persons traveling to work facilities, work sites and day care facilities					
Easy Lift Transportation		Provide frail elderly and temporarily or permanently disabled individuals with wheelchair-accessible transportation		Santa Barbara County	Dial-A-Ride/ Residents who have physical or cognitive impairments		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/SBCAG.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/SBCAG.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Shasta County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Shasta County Regional Trans. Planning Agency	MPO						Dan Little, Executive Director <b>E-mail:</b> dlittle@co.shasta.ca.us <b>Address:</b> 1855 Placer St Redding, CA 96001 <b>Phone Number:</b> (530)245-6819 <b>Fax:</b> (530)225-5667 <b>Website:</b> www.scrtpa.org/
The Redding Area Bus Authority (RABA)	Public	Provides fixed-route and complimentary paratransit service within the urban boundaries	FTA Section 5307 and TDA funds	Shasta County and the corridors between the cities of Anerson, Redding, and Shasta Lake	Fixed-route		
Shasta Senior Nutrition Programs (SSNP)	Public			Shasta County	Fixed-route		
Burney Express	Public	Offers express commuter service to Redding from the outlying community of Burney	FTA Section 5311 and TDA funds				
Senior Transportation	Public	Provides senior transportation outside of the urban boundaries of the county. Provides transportation to eligible older-adults and disabled residents outside the RABA's service area.	FTA Section 5310 and TDA funds		Fixed-route		
Far Northern Regional Center (FNRC)	Private non-profit	Provides a variety of services including transportation service to persons with developmental disabilities	Variety of transportation providers	Nine northern California counties			

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Shasta County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Laidlaw Transit, Inc.	Specialized	Offers special needs transportation for non-emergency medical, fixed-route, ADA-paratransit and charter bus rentals		North state region	Fixed-route		
Northern Valley Catholic Social Service (NVCSS)	Specialized	Provides low-cost or free mental health, housing, vocational, and support services to individuals and families. NVCSS provides rehabilitation and vocational training programs to individuals with serious to persistent mental illness.		Six Northern California counties		4 vehicles	
R&M Medi-Trans	Specialized	Provides same-day, "door-through-door" service. Available to both Medi-Cal and private pay clients needing transportation to and from medical appointments		Shasta County	Non-emergency		
Shascade Community Services (SCS)	Private non-profit	Transport individuals to work, work programs sites, and community outings	FTA Section 5310 funds	Urban areas of Shasta County, and the outlying areas of Cottonwood, Bella Vista, Palo Cedro, and Mountain Gate	Persons with disabilities		
Shasta County Opportunity Center	Specialized	Provide vocational services to individuals with developmental disabilities. Transporting individuals to and/or from their work site, or between work sites when public transit or other forms of transit are not available.	FTA Section 5310 funds				
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Shasta.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Shasta.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) San Luis Obispo Region - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
San Luis Obispo Council of Governments	MPO						Ronald L. DeCarli, Executive Director <b>E-mail:</b> rondecarli@slocog.org Address: 1150 Osos St. Ste. 202 San Luis Obispo, CA 93401 <b>Phone Number:</b> (805)781-4219 <b>Fax:</b> (805)781-5703 <b>Website:</b> www.slocog.org
RTA Fixed Route Services					Dial-A-Ride/ General public	All of the RTA buses are equipped with wheelchair lifts to accommodate passengers with disabilities as well as seniors	
RTA SCAT Services				Arroyo Grande, Grover Beach, Pismo Beach, Shell Beach, and Oceano	General public		
Senior Shuttle Services					Door-to-door/ Seniors		
Smaller Shuttles					1) senior and disabled 2) low-income 3) general public		
Local Public Transit Fixed-Route					General public		
Ride-On Services					Public		
Runabout Service		ADA complementary paratransit service			Fixed-route		

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b><i>(MPO) San Luis Obispo Region - Inventory of Transportation Services</i></b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Regional Rideshare		An information education program, oriented primarily but not exclusively, to commuters. Responsible for promoting use of public transit, through information dissemination, campaigns, and a variety of other alternative transportation strategies, throughout the region					
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/SanLuisObispo.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/SanLuisObispo.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Stanislaus - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Stanislaus Council of Governments	MPO						Vince Harris, Executive Director <b>E-mail:</b> vharris@stancog.org <b>Address:</b> 900 H Street, Suite D Modesto, CA 95354 <b>Phone Number:</b> (209)558-7830 <b>Fax:</b> (209)558-7833 <b>Website:</b> www.stancog.org/
Stanislaus Regional Transit (StaRT)		StaRT Shuttle services offer curb-to-curb trips that link communities and cities. StaRT Dial-A-Ride services provide curb-to-curb trips within communities and cities				Fixed route, Runabout, Shuttle, and Dial-a-Ride	
Bus Line Service of Turlock (BLAST)						Fixed route	
Dial-A-Ride Turlock (DART)				Within the city of Turlock and the community of Denair	Seniors and persons with disabilities		
Ceres Area Transit (CAT)		Offers intracity trips with transit hubs at City Hall, the Stanislaus County Community Services Agency, and at the intersection of Hatch and Herndon where riders may connect to MAX and StaRT		Within the city and surrounding unincorporated areas	Fixed route, Demand response/ General public		
Riverbank-Oakdale Transit Authority (ROTA)		Services the rural areas and the Orange Blossom area		Riverbank, Oakdale, Modesto	Fixed route, Dial-a-Ride/ General public		
City of Waterford Dial-A-Ride				Communities of Waterford and Hickman	Demand response/ General public		
Intercounty Fixed-Route Services		Provide deviated bus service between the city and Modesto					
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/2007Plans/Stanislaus.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/2007Plans/Stanislaus.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b><i>(MPO) Tahoe Metropolitan - Inventory of Transportation Services</i></b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Tahoe Metropolitan Planning Organization	MPO						John Singlaub, Executive Director <b>E-mail:</b> jsinglaub@trpa.org <b>Address:</b> P.O. Box 5310 128 Market Street State Line, NV 89449-5310 Phone Number: (775)588-4547 <b>Fax:</b> (775)588-4527 <b>Website:</b> www.trpa.org
Incline Village General Improvement District		Provides alternating trips to Reno and Carson City for medical and personal appointments and shopping every Tue		Reno and Carson City	Door-to-Door/ Seniors 60+ and persons with disabilities of all ages		
Sierra Senior Services		Meals are delivered to homebound seniors over the age of 60, and disabled adults residing with seniors, who are unable to cook, shop or prepare food for themselves		Nevada County, North and West Shores of Lake Tahoe in Northern Placer County	Seniors and disabled adults		
North Tahoe Family Resource Center		Bilingual advocacy, resource referral, community linkages and connections, adult education, case management and service coordination, transportation, provider training and cross familiarization					
Project MANA (Making Adequate Nutrition Accessible)		Actively responds to the emergency food need of the homeless, the elderly, the homebound, families in need, children and single parents		North and West Shores of Lake Tahoe and Truckee	Homeless, elderly, families in need, children and single parents		

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b><i>(MPO) Tahoe Metropolitan - Inventory of Transportation Services</i></b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
<b>Private Transit Services in the Tahoe Basin</b>							
Resort Employee and Guests Shuttles	Private	Resorts usually provide one or two trips in the morning with a return trip in the afternoon	Squaw Valley, Alpine Meadows, Northstar, Homewood, Resort at Squaw Creek and Sierra at Tahoe		Employees and guests		
South Tahoe Express	Private	Provides shuttle service	Lake Tahoe Gaming Alliance	Reno-Tahoe International Airport & South Lake Tahoe Resort Casinos			
Amtrak and Amtrak California	Private		Caltrans Division of Rail and the Capitol Corridor Joint Powers Authority				
Greyhound	Private	Offers intercity bus service to and from Truckee Depot seven days a week		Denver, Reno, Sacramento, and San Francisco			
Taxicab Companies	Private	Multiple taxicab companies that provide fast demand responsive service		Tahoe Basin	Demand-response		
Limousine Services	Private			Tahoe Basin			
Bus Charters and Rentals	Private						
Medicaid Transportation	Private		State of Nevada's Division of Health Care Financing and Policy (DHCFFP) contracts with Logistic are Solutions LLC		Non-emergency		

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b><i>(MPO) Tahoe Metropolitan - Inventory of Transportation Services</i></b>							
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School Transportation	Private	Transportation is provided to all students with certain restrictions	Local school districts		Students		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/2007Plans/Tahoe.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/2007Plans/Tahoe.pdf</a>							

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Tulare County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Tulare County Association of Governments	MPO						Ted Smalley, Executive Director <b>E-mail:</b> tsmalley@co.tulare.ca.us <b>Address:</b> Resource Management Agency Tulare County Government Plaza 5961 S. Mooney Blvd. Visalia, CA 93277 <b>Phone Number:</b> (559)733-6291 <b>Fax:</b> (559)730-2653 <b>Website:</b>
City of Dinuba		Provides service to residents of Dinuba and the adjacent area through two fixed routes	State funds \$287,000/ \$15,000	Dinuba	Dial-A-Ride, fixed route, demand response/ General public	3-buses that are all ADA compliant	Blanca Beltran, Public Works Director <b>Address:</b> 405 E. El Monte Dinuba, California 93618 <b>Phone Number:</b> (559) 594-5944
City of Porterville		Provides local transit services to residents of Porterville and outlying areas	Federal FTA 5307 funds \$2,559,000, State STAF funds \$538,000, Local LTF funds \$1,000,000, ticket revenue and other income/ \$4,587,000	Porterville and specified County areas	Fixed route, demand response/ Children, seniors, persons with disabilities in wheelchairs	10-buses, 9-Activans, 1-trolley, and 1-car. All buses are wheelchair accessible	Linda Clark, Administrative Assistant <b>Address:</b> 291 N. Main St. Porterville, California 93257
City of Tulare		Offers two methods of transportation for the disabled, seniors and the general public	Local funding \$1,160,000, State funding \$113,000, Federal funding \$266,000/ \$2,646,000	Tulare, Visalia	Fixed route, demand response/ General public, seniors, persons with disabilities and low-income individuals	13-buses, 4-Activans, 3-mini-vans, and 2-cars. 12 of which are ADA compliant	Darlene Thompson, Finance Director <b>Address:</b> 411 E.Kern Ave. Tulare, California 93274 <b>Phone Number:</b> (559) 685-2300

**California Human Services Transportation Coordinated Plan  
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<b>(MPO) Tulare County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
City of Visalia		Provides fixed route, demand-response, and downtown circulation trolley transportation services to residents within the city limits of Visalia, Goshen, Farmersville, and Exeter	Federal funding \$5,000,000, Local funding \$3,100,000/ \$4,040,000	Visalia, Goshen, Farmersville, and Exeter	Fixed route, demand response/ General public, seniors, persons with disabilities and low-income individuals	29-buses, 9-demand-response vehicles, and 6-trolleys. All vehicles are ADA compliant	Monty Cox, Transit Manager <b>Address:</b> 425 E. Oak Ave. Suite 101 Visalia, California 93291 <b>Phone Number:</b> (559) 713-4100
Porterville Sheltered Workshop		Provides transportation for the developmentally disabled residents of Tulare County to and from client services, which include medical appointments and school/educational training programs	State and other funds \$1,676,000/ \$1,300,000	Porterville and surrounding communities in Tulare County	Seniors and persons with mental and/or physical disabilities	26-buses, 16-vans All are wheelchair accessible	Steve Ramsey, Director of Transportation <b>Address:</b> 1924 S. Newcomb St. Porterville, California 93257 <b>Phone Number:</b> (559) 781-0352
Tulare County Area Transit (TCaT)		Provide services countywide through both fixed route and demand-response services	Federal funds \$260,000, State funds \$85,000, Local funding \$500,000/ \$1,200,000	Countywide	Fixed route, demand response/ General public, seniors, persons with disabilities and low-income individuals	12-buses, all of which are ADA compliant	Dan Fox, Transit Coordinator <b>Address:</b> 5961 S. Mooney Blvd Visalia, California 93277 <b>Phone Number:</b> (559) 733-6653
<b>Transportation Purchasers</b>							
Tulare County Health and Human Services Agency (HHSA)		Tulare County HHSA provides health and human services for Tulare County residents. They provide reimbursement for transportation to eligible clients. In Dinuba they also operate the Call 4 Cars Program to transport clients using County vehicles	Federal funds \$15,000, State funds \$ 15,000, Local funding \$30,000/ \$60,000	Tulare County	Prenatal, TB and HIV residents		<b>Contact Person:</b> R. Bullick, Director of Health <b>Address:</b> 5957 S.Mooney Blvd. Visalia, California 93277 <b>Phone Number:</b> (559) 624-1072

**California Human Services Transportation Coordinated Plan  
Inventory of Transportation Providers**

<b>(MPO) Tulare County - Inventory of Transportation Services</b>							
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>
Tulare County HHS - Kings/Tulare Area Agency on Aging (KTAAA)		KTAAA is a Tulare County HHS program designed to empower seniors. KTAAA purchases public transportation services for their clients, and provides transportation reimbursement	Federal funds \$5,000/ \$5,000	Tulare County	Seniors, and volunteers that work with seniors, to attend medical appointments and KTAA sponsored events		<b>Contact Person:</b> Ephram Rodriguez, Program Specialist <b>Address:</b> 5957 S.Mooney Blvd. Visalia, California 93277 <b>Phone Number:</b> (559) 737-4660
Tulare County HHS - Department of Mental Health		Tulare County Mental Health provides mental health services for Tulare County residents. They purchase transportation services to their clients, and encourage them to use public transportation		Tulare County - clinics in Dinuba, Tulare, Visalia and Porterville	Persons with mental illness		<b>Contact Person:</b> Kyla Surratt, Administrative Specialist <b>Address:</b> 5957 S. Mooney Blvd. Visalia, California 93277 <b>Phone Number:</b> (559) 737-4660
Tulare County HHS - TulareWORKS		TulareWORKS provides health and human services for Tulare County residents. They provide reimbursement for transportation to eligible CalWORKS participants	\$11,436	Tulare County	Low-income, the homeless, youth, and persons with disabilities		<b>Contact Person:</b> Ephram Rodriguez, Program Specialist <b>Address:</b> 5957 S. Mooney Blvd. Visalia, California 93277 <b>Phone Number:</b> (559) 737-4660
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Tulare.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/2007Plans/Tulare.pdf</a>							

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Alpine County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/ Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Alpine County Local Transportation Commission								Dennis Cardoza, Executive Secretary <b>E-mail:</b> dennis@pw.alpinecountyca.com <b>Address:</b> 50 Diamond Valley Rd. Markleeville, CA 96120 <b>Phone Number:</b> (530)694-2140 <b>Fax:</b> (530)694-2149 <b>Website:</b> www.alpinecounty.ca.gov	
Alpine Health & Human Services (H&HS) - Dept. of Public Health	Public	Alpine Mountain Transit	Provide transit services to and from Alpine County	FTA 5311 & Local Transportation Funds	Woodfords/Markleeville CA to Douglas County, NV	Deviated fixed-route/ Seniors, students, disabled, general public	One 22 passenger transit bus		Contracts with Douglas Co(NV) to provide services
Alpine County Health & Human Services (H&HS) Dept. of Social Services	Public	Senior Nutrition Program	Provide food/meals to seniors	Alpine County	Woodford and Markleeville Calif.	Seniors	Any from a fleet of 7 H&HS cars		2 drivers and 7 cars shared by all county agencies
Alpine County Health & Human Services (H&HS) Dept. of Social Services	Public	Social Services	Provide transportation to critical medical appointments (i.e. dialysis)	Alpine County Social Services	Woodfords/Markleeville CA to Douglas County, NV and Eldorado County, CA	Seniors and disabled	Any from a fleet of 7 H&HS cars		2 drivers and 7 cars shared by all county agencies
Alpine County Health & Human Services (H&HS) Dept. of Social Services	Public	Welfare to Work	Provide transportation to CA DMV to obtain CA driver's license. Provide transportation to jobs	Alpine County Social Services	Woodfords/Markleeville CA to Eldorado County, CA	Welfare Recipients, Low Income	Any from a fleet of 7 H&HS cars		2 drivers and 7 cars shared by all county agencies
Alpine County Health & Human Services (H&HS) Dept. of Social Services	Public	At Risk Children and Families	Provide transportation to medical, behavioral, psychiatric appointments, court dates, etc.	Alpine County Social Services	Woodfords/Markleeville CA to Douglas County NV and Eldorado County, CA	At Risk children and families	Any from a fleet of 7 H&HS cars		2 drivers and 7 cars shared by all county agencies
Minden Taxi	Private	Minden Taxi	Only private taxi in Alpine Co and Douglas Co NV		Alpine County and Douglas County NV	Taxi/ General public	1 all terrain vehicle		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/ALPINE.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/ALPINE.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Amador County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Amador County Transportation Commission								Charles Field, Executive Director <b>Address:</b> 11400 American Legion Dr., Ste. A Jackson, CA 95642 <b>Phone Number:</b> (209) 267-2282 <b>Fax:</b> (209) 267-1930 <b>Email:</b> charles@actc-amador.org <b>Website:</b> www.actc-amador.gov	
Amador Regional Transit System (ARTS)	Public	ARTS	Gen'l public fixed-route and DAR public transportation		Amador County	Fixed-route DAR/General public	10	Patrick Ireland, GM	
Amador County Behavioral Health	Public	Behavioral, Prop 36, Alcohol & Drug, Prenatal	Attend programs, therapy, medications		Amador County	On Demand/Behavioral Health, Prop 36, A&D, Prenatal	Two vans	George Sonsel	Hope to increase service and funding from MHSA early '08, prefer to contract out, unable to find provider
Amador County Social Services	Public	Welfare to Work/CalWorks	Teach job skills and provides \$ for gas employment		Amador County	Low-income, Behavioral Health & Alcohol & Drug	None	Steve Baber	Great need for transportation for jobs
Amador School Dist.	Public	School Routes	Transport to and from schools		Amador County	General students and special needs	24 district and 7 handicap accessible	Andrew Peters	
Amador STARS	Non-Profit	Support, Transportation & Resource Services	Transportation services for cancer patients		Amador, Calaveras, Alpine, EdDorado & San Joaquin	Demand/General public with cancer	2 vans, one w/c accessible	Cindy Fondale	All volunteer drivers. Will transport for anything cancer related e.g., chemo, lab, radiation, doctor appt
American Legion	Profit		Ambulance, emergency response, patient transport		Amador and Calaveras	Demand/General public	Ambulances	Alan Lennox	
Blue Mountain Transit	Private		Transport in Amador and Calaveras Developmentally Disabled and charter		Amador and Calaveras	Demand/Disabled		Devra Lewis	Discussing contract with ARTS for "Taxi Voucher" program
Common Ground Senior Services Inc	Non-Profit		Medical trips for seniors, disabled and low income medical, nutrition		Amador and Calaveras	Demand/Seniors	(2) W/C 4 passenger vans (2) trucks (nutrition)	Elizabeth Thompson, Ex Dir	

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Amador County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Family Learning Center	Non-Profit	ATCAA-Ione Family Learning Center	Provide ESL, Family Literacy Program, Early Childhood Education, Interactive adult/child programs, all English learners		Ione & North Country, Plymouth, River Pines, Fiddletown	English language learners	Have 2 vans but OLD, use ARTS	Tara Parker	Struggles to provide transportation to many clients and families, New ARTS route helps some. In need of new vans
H & HS/Adult and Child Protective	Public		Child Protective Services visitation			Gas Vouchers		Mett Zanze	
Jackson Rancheria Casino and Hotel	Private	"Youth Bus"	Transportation for employees kids to on-site childcare		Amador County	Students K-6th grade	16 buses	Dennis Brown	
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/AMADOR.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/AMADOR.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Calaveras Council of Gov. - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Calaveras Council of Governments								Tim McSorley, Executive Director <b>Address:</b> P.O. Box 280 692 Marshall, Unit A San Andreas, CA 95249 <b>Phone Number:</b> (209) 754-2094 <b>Fax:</b> (209) 754-2096 <b>Email:</b> tmcsorley@calacog.org <b>Website:</b> www.calacog.org	
<b>Public Transit</b>									
Calaveras Transit/Calaveras County Public Works	Public	Calaveras Transit	Public transportation for Calaveras County	Section 5311, Section 5311(f), Section 5310, STA, TDA, fares and donations	Calaveras County with connections in San Joaquin, Amador, and Tuolumne Counties	Deviated fixed-route			Annual operating cost is \$848,000. Service on 6 deviated fixed-routes is operated with two 30-passenger, six 20-passenger, and two 16-passenger vehicles (ten total) and 12 drivers. Average monthly mileage is 36,000. MV Transportation is the contractor for Calaveras Transit.
<b>Agencies Providing or Subsidizing Transportation Services</b>									
American Cancer Society	Non-profit	American Cancer Society	Volunteer driver program and mileage reimbursement for cancer patients		Calaveras County and beyond	Volunteer driver program; mileage reimbursement/ Cancer patients, can include low income, senior disabled			
ARC of Amador and Calaveras	Non-profit	ARC of Amador and Calaveras	Serves individuals with developmental disabilities in training and skill development, recreation, supported employment, and supported living	Contract with VMRC, private donations	Amador and Calaveras Counties	Door-to-door transportation to San Andreas by Blue Mountain Transit, contracted by VMRC/ Individuals with a developmental disability			VMRC purchases transportation to and from the program for some clients from Blue Mountain Transit. Blue Mountain serves clients both from Amador and Calaveras Counties attending the program in San Andreas. ARC provides transportation to program activities using 5 minivans (1 accessible) operated by agency staff.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Calaveras Council of Gov. - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Area 12 Agency on Aging	Public	Information/Assistance, Linkages, HICAP, Family Care-giver Support, other senior services providers	Five-County JPA providing funds to community senior services providers and advocating for older adults; administers some programs in-house	Older Americans Act, State funds, private donations	Alpine, Amador, Calaveras, Tuolumne, Mariposa counties	Gas Vouchers/ Individuals 60+, disabled individuals 18 and over to avoid institutionalization for Linkages program			Gas vouchers provided for trips to medical appointments through OAA funds and MSSP program
Calaveras County Behavioral Health Services/Mental Health	Public	Mental Health, Substance Abuse Program	Accessible mental health services in a continuum of care within the community	State and Federal funding	Calaveras County; out of county trips serving institutionalized individuals	Door-to-door transportation for clients to services and appointments; bus passes for those who can use public transit/ Children, adults, seniors, and their families using Mental Health/Substance Abuse programs			Service is operated using 13 vans and cars, and four dedicated drivers. Approximately 9,500 miles are operated monthly. One to two vehicles must be purchased annually to maintain reliable transportation. The annual budget for transportation assistance is approximately \$81,000.
Calaveras County Probation Department	Public	Juvenile and Adult Probation	Probation for adult and juvenile offenders, work program for juvenile offenders		Calaveras County	Bus tickets for adults and juveniles on probation			Provides bus tickets as needed to program participants for appointments, work program participation and other needs (such as medical trips). Approximately \$500-600 spent on bus tickets annually.
CalWORKS	Public	Calaveras Works & Human Services Agency	To determine eligibility for food stamps, Medi-Cal and cash aid programs	State and Federal funding	Calaveras County	Provides bus passes as needed to clients who using Calaveras Transit; also provide assistance with auto expenses			CalWORKS purchases approximately \$2,100 in bus passes annually. Client transportation is also supported through assistance with mileage, care repairs, and care insurance and licensing costs. Approximately \$12,800 is spent on auto-related assistance annually.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Calaveras Council of Gov. - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Human Resources Council/Head Start	Non-profit	Head Start	School readiness through educational, health, nutritional, services to children and families	State and Federal funding; First 5 Calaveras	Calaveras County	Bus passes and tickets for clients as needed; limited direct transportation/ Low-income families			Head Start provides bus passes and tickets on and as needed basis (as do HRC Food Bank and Crisis Center). Direct transportation (e.g. to dentist and doctor appointments) is provided using one 9-passenger van and six cars and jeeps driven by staff. These vehicles are also used by home visitors. Approximately 1,400 miles are operated monthly.
Mark Twain St. Joseph's Hospital Cancer Van	Private, Non-profit	Cancer Van	Transportation to Ben Schaffer Cancer Institute (Lodi) and St. Joseph's Medical Center (Stockton)	Van provided by a sister hospital. Funding for maintenance and gas is provided by the Mark Twain Healthcare District	Home or other location in Calaveras County to treatment centers in Lodi and Stockton	Demand response/ Cancer patients, can include low income, senior, disabled			One round trip per day, leaving Calaveras County around 9am, arriving in Stockton at 11:00am, and returning around 1:00pm. Service operated using 1 16-passenger wheelchair - accessible van and one driver. Trip is free for patients
Salvation Army/HRC Community Services	Non-profit	Bus pass program	Provide bus passes to low income clients	Federal grants and donations	Calaveras County	Provide bus passes/ Low income (WIC)			Bus passes provided as-needed to clients traveling to HRC offices or to medical appointments
Valley Mountain Regional Center	Private, Non-profit	Valley Mountain Regional Center	Purchases services such as respite, adult day programs, transportation, and other services for people with developmental disabilities	CA Dept. of Developmental Services funds	Amador, Calaveras, San Joaquin, Stanislaus, Tuolumne	Contracted transportation, bus passes and tickets/ Those with a developmental disability			VMRC purchases transportation services for consumers through a contract with Blue Mountain Transit. These services support attendance at vendored programs (WATCH, ARC). VMRC also purchases Calaveras Transit bus passes and ticket books for consumers using public transit.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Calaveras Council of Gov. - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Volunteer Center of Calaveras	Non-profit	Volunteer transportation program, "Carpool to Dialysis"	Matches individuals needing rides with volunteer drivers and mileage reimbursement; Matches dialysis patients to share transportation.	Private donations, Volunteer Center general funds	Calaveras County and beyond	Volunteer-based transportation with mileage reimbursement and carpools			Transportation is provided using volunteers' or carpool participants' private vehicles. Volunteers may provide transportation regularly or on an as-needed bases. About 150 individuals are registered to receive transportation through the volunteer transportation program. Many volunteers do not apply for mileage reimbursement.
WATCH	Non-profit	Outlook (Angel's Camp)	Day program and activities for individuals with developmental disabilities	Contract with VMRC, private donations	Tuolumne and Calaveras Counties. Angel's Camp program draws from San Andreas, Valley Springs, Mokelumne Hill areas	Contracted door-to-door service to day program; transportation to activities during day program provided by WATCH staff./ Developmentally disabled individuals participating in WATCH programs			WATCH is a VMRC vendor. Transportation to and from day program provided by Blue Mountain Transit. Direct transportation during the day provided using one 15 passenger vehicle and one 5 passenger vehicle. One driver is available for the 15-passenger vehicle.
<b>Contractors</b>									
Blue Mountain Transit	Private	Blue Mountain Transit	Private transportation provider	Contract with VMRC, private charter fees	Amador, Calaveras, and Tuolumne Counties	For VMRC, Provides door-to-door service between consumer homes and programs/ VMRC contract serves individuals with developmental disabilities, Charter services available to all in the community			Service operated using 11 vehicles, ranging from 14-passenger van to minivans (including one wheelchair van) and 14 drivers. Blue Mountain Transit's contract with VMRC accounts for all operations/capacity during the day Mon-Fri. Chartered service is available outside of these hours (later evenings and weekends). Planning to initiate evening and weekend general public services in Amador County in Spring of 2008.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Calaveras Council of Gov. - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
MV Transportation	Private	Calaveras Transit	Private transportation provider	See Calaveras Transit					MV is the contractor for Calaveras Transit. See entry above. MV Does not operate other transportation services in Calaveras County.
<b>Other Transportation Services</b>									
Foothill Commuter Services	Non-profit	Foothill Rideshare	Promotes use of carpools, vanpools, transit and telecommuting	FTA 5313(b) funds and support from local sponsors	Amador, Calaveras, Tuolumne, dan San Joaquin Counties	Rideshare services			Ridematching and information clearinghouse services
Murphys Cab Company	Private	Murphys Cab Company	Taxi service for Calaveras County	Fares: \$3 first mile, \$2 additional mile. Private service \$60/hr. seniors \$50/hr	Primarily Calaveras County; will serve Tuolumne County	Demand response (market rate)			Service provided using one Dodge Grand Caravan (6 passengers) and one driver. Annual operating cost is approximately \$12,000. Possible addition of one vehicle depending on demand. Interested in opportunities to participate in human services transportation delivery.
Stagecoach Limousine	Private	Stagecoach Limousine	Market rate transportation service	Fares	Calaveras, Tuolumne, Amador Counties and surrounding area	Demand response (market rate)			Service provided using two 10-passenger limousines and two drivers.
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/CALAVERAS.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/CALAVERAS.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>El Dorado County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
El Dorado County Transportation Commission								Kathryn Mathews, Executive Director <b>Address:</b> 2828 Easy Street, Suite 1 Placerville, CA 95667 <b>Phone Number:</b> (530) 642-5260 <b>Fax:</b> (530) 642-5266 <b>Email:</b> kmathews@edctc.org <b>Website:</b> www.edctc.org/	
Placerville Advocacy, Vocational and Educational Services (PAVES)	Non-profit	PAVES	Training in areas of self-help skills, advocacy, community integration and pre-employment for adults with developmental disabilities.		Western Slope of El Dorado County	Demand/ Disabled			Transportation available; uses volunteers.
The Gates Recovery Foundation	Non-profit		Detoxification services, substance abuse counseling, and recovery programs to those individuals who suffer from alcohol or drug addiction			All adults			Provides transportation; uses volunteers
United Cerebral Palsy (UCP) of Greater Sacramento	Non-profit	United Cerebral Palsy Association	Provides adult day programs, transportation, in-home respite, independent living skills instruction, toy lending library, equine assisted therapy and sports program for people with cerebral palsy and other developmental disabilities		El Dorado, Nevada, Placer, Sacramento, Yolo Counties	Demand/ Disabled			Specialized door-to-door transportation services to educational or vocational programs.
El Dorado County Human Services Department - Adult Protective Services (APS)	Public	Adult Protective Services (APS)	The program is supervised by the California Department of Social Services and administered locally by the El Dorado County Department of Community Services. It provides assistance to elderly and dependent adults who are functionally impaired, unable to meet their own needs or are victims of abuse, neglect or exploitation.	State and County funds	El Dorado County	Demand/ All Clients			In addition to crisis intervention, other emergency services can be provided such as food, transportation, shelter and referrals.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>El Dorado County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Vision Coalition of El Dorado Hills & Teen Advisory Committee (Teen Taxi & Volunteer Program)	Non-profit	Teen Taxi & Volunteer Program	Provides free transportation for teens to and from the El Dorado Hills Teen Center, Skate Park and Swimming Pool. The Taxi will also stop at local schools, the El Dorado Hills Library and Town Center's Regal Theater. Program enrollment and parent permission will be required to ride the taxi.		El Dorado Hills	Fixed			Composed of a group of local interests dedicated to the delivery of services to community residents that provide resources and volunteers to carry out programs and activities using funding from the El Dorado Hills Community Vision, Inc. It has advisory groups that provide advice and recommendations to the Board of Directors.
Mother Lode Rehabilitation Enterprises (MORE)	Non-profit		Offers a diverse and varied selection of programs to serve the needs of adults with disabilities	Alta Regional Center					
Gold Country Retirement Center	Non-profit		14 acre campus, which provides full retirement services, such as Independent Living program, offering Assisted Living, Skilled Nursing and Memory Care programs in one setting.						
ESKATON (Cameron Park)	Private Non-profit		Provides multiple retirement living options, assisted living, rehabilitation and skilled care, home care services, adult day health care, community information and assistance.		Cameron Park				
50 Corridor Transportation Management Association (TMA)	Non-profit	RideShare	Provide information for ridesharing and placement assistance to employers, individuals, developers and other interested organizations	Membership contributions; AB2766 grants	El Dorado, Placer, Sacramento, Sutter, Yolo and Yuba Counties	Subscriber defined services/ All Clients			Communiting alternatives.
Corridor 50 TMA	Non-profit		Promotes commuting options to employers, individuals and organizations			Information/ All interested parties			

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>El Dorado County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
DST Output (Employee Vanpool)	Non-profit	Employee Vanpool Services	Employee vanpool services provided by a company (DST Output) in the El Dorado Hills area		El Dorado Hills, Sacramento, Elk Grove	Van Pool/ DST Employees	(7) vans		

<http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/ELDORADO.pdf>

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Del Norte County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Del Norte Local Transportation Commission								Tamera Buchanan, Executive Director <b>Address:</b> 1225 Marshall Street, Suite B Crescent City, CA 95531 <b>Phone Number:</b> (707) 465-3878 <b>Fax:</b> (707) 465-5518 <b>Email:</b> tamerabuchanan@aol.com <b>Website:</b> www.dnltc.org	
Area Agency on Aging of Del Norte and Humboldt Counties	Non-profit	Senior Information and Assistance; Volunteer Center of the Redwoods; Caregiver Services	Senior, caregiver, disabled services	Federal, state and local grants/ \$2.3 million	Humboldt and Del Norte Counties	Bus passes (if available) and information and referral/ Elderly, disabled, low income			Also refer people to resources available on a fee-for-service transportation registry (part of info and referral service). Interested in possible volunteer driver program.
Cal-Ore Life Flight	Private		NEMT wheelchair transportation & emergency ground and air transportation	Fee for service	California, Oregon, and bordering states as authorized by physician	Demand Response/ General public	5 aircraft, 8 ambulances, 4 vans with lifts, 1 passenger helicopter		Staff is trained in aero-medical care. For members with insurance coverage other than Medicare or Medicaid (OMAP, MediCal) Cal-Ore will write off all remaining balances if the reimbursement received is above the Medicare allowable amount and if yearly deductives have been met. Discounted to Medicare amount if not.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Del Norte County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Coastline Enterprises	Non-profit	Coastline Enterprises	Work site program for people with developmental disabilities: door-to-door service, in town, 7 days weekly; NEMT (including dental): deviated fixed route, 1x weekly to Arcata/Eureka only; senior nutrition transportation, Mon-Fri, to Senior Center; Kidney dialysis 3x weekly (T, TH, Sa)	Work site transportation - Redwood Coast Regional Center, Senior program and MENT - money filtered thru local transportation commission sales tax/ \$392,980 (total budget); \$103,500 (transportation budget)	Del Norte and Humboldt Counties and will go as fast as Brookings, Oregon	Deviated fixed route (1 time weekly, door-to-door) and demand responsive/ Seniors and people with disabilities are the major clients followed by people with low incomes	5 vans with lifts		Also have an in-home respite care program.
Community Assistance League	Non-profit		Assist people with disabilities and others in need in getting to out-of-town medical care	Community fundraising/ \$90-100,000	Del Norte County	Gas vouchers/ People with disabilities, low income, others in need			This organization is entirely volunteer-run
Community Assistance Network	Non-profit	Life Elevation Action Program (Child Abuse Reduction) transports DHSS clients for appointments	Community Assistance Network (CAN) is a faith-based, multifaceted, nonprofit human services corporation, based in Del Norte County. CAN was originally a small food bank and now provides 19 different services being to Del Norte County and surrounding communities.	CDBG and other grants, and programmatic funding through other agency partnerships (e.g. LEAP/DHHS)	Del Norte County (including Klamath, Gasquet, Smith River), and some food bank supplies are delivered to Curry County agencies	Demand Response/ LM	95/96 box van, 94 explorer, 19-passenger wheelchair accessible bus		19-passenger van was donated to them, but they not yet found a use for it. Organization also does some home delivery for homebound seniors for those that can't get to senior center. In these cases, C.A.N. warehouse staff use their own vehicles.
County of Del Norte Airport	Public		Air transportation with connection to international airport. Served by general aviation and one commercial airline	County-owned, public use airport - various funding sources	Del Norte County and surrounding areas	Fixed (commercial)/ General public			Also known as Jack McNamara Field
County of Del Norte Department of Health and Human Services	Public			County General Fund	Del Norte County				Located at the Healthcare District

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Del Norte County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
County of Del Norte Mental Health	Public		Assist people with mental health issues in living successfully in the community. Take clients to group therapies, shopping, doctor's apt., etc.	MediCal and some grants	Del Norte County (with some limitations)	Fixed for group therapy; Demand Response/ People with mental health issues, including low income and older adults	2 vans, lift equipped		Located at the Healthcare District
Del Norte Community Health Center	Public		Provide community health services. Provide bus vouchers for clients in need of accessing the clinic in Crescent City - a federally qualified health clinic.	Fee for service, also some grant funding	Del Norte County	General public			Bus vouchers are provided, but bus transfer in Crescent City can be difficult for some patients coming from Smith River. Smith River clinic is now closed.
Del Norte County Community Development	Public	Airports Division	No ground transportation programs - operates and maintains Jack McNamara Airport	County	Del Norte	General public			They do not run any transportation programs themselves. Several years ago, they were split off and they are now run by the local transportation commission.
Del Norte County Unified School District	Public		Transport students to and from school	State, federal/ Public transportation: \$1.15 million; Special ed transportation: \$185.387	Del Norte County	Fixed/ Students			Have bus driver instructor; do own maintenance
Del Norte Info Center (Aging & Disability Resource Center)	Non-profit	Information and Assistance	Inform and refer all residents to the appropriate services needed to achieve healthy, independent lifestyles. Designed to connect seniors and people with disabilities to the health and human resources.	A1AA	Del Norte County	Information and referral/ Elderly, and disabled			Includes the Senior Information and Assistance (I&A), Retired & Senior Volunteer Program (RSVP) Volunteer Center of the Redwoods as well as community outreach.
Del Norte Senior Center	Non-profit	Senior Bus, Home Delivered Meals	Coastline Enterprises transports seniors to nutrition program - do not provide transportation themselves.	Unknown	Del Norte County - Crescent City and Smith River	Seniors (over 60 years)			Located at the Healthcare District. May also offer mobility and transit training.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Del Norte County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Elk Valley Rancheria	Tribal	Head Start	Connet Rancheria members with Head Start program	Federal	Crescent City and as far as Fort Dick area	Fixed/ Native American Head Start students	2 small buses		22 passengers
First Transit Group	Private		Contracted public transit operation	RCTA (Portion of TDA and other funds distributed to RCTA)/ \$742,604 (paid out of RCTA budget)	Del Norte County (company serves agencies through the United States, Canada and Puerto Rico)	Fixed and demand - response/ General public	See RCTA entry		FirstGroup American just acquired Laidlaw and now operates under the name First Transit. Redwood Coast Transit Authority contracts with First transit to provide fixed route and paratransit services.
Redwood Coast Transit Authority	Public		Manage public transit system within Del Norte County and between Del Norte and Humboldt Counties	Primarily TDA funds, distributed through Local Transportation Commission/ \$982,510	Del Norte County, with some service into Humboldt County	Fixed and demand - response/ General public	12 buses		
Smith River Rancheria	Tribal	Transportation	Based on request for service and space availability, public transportation services with priority for medical transport. This program coordinates services with other local public transportation providers. Head Start transportation		Smith River Rancheria	Tribal members/Native Americans and non-Native American seniors/disabled			The Smith River Rancheria is a federally recognized Indian tribe of Tolowa Indians. Governed by a seven-member Tribal Council elected by the general membership. Direct tribal operations are administered by the Tribal Administrator.
Social Services Transportation Advisory Council (SSTAC)	Public		Appointed by Del Norte Local Transportation Commission (LTC) to represent seniors, the disabled, and persons of limited means regarding transit matters.	Del Norte Local Transportation Commission	Del Norte County	Low income, elderly and disabled			Meets once a quarter.
Sutter Coast Hospital	Non-profit		Provide medical care for Del Norte and Curry Counties. No transportation programs	Fee for service	Del Norte County, California and Curry County, Oregon	General public			Located at the Healthcare District. They do not have any transportation programs themselves. Public transit serves the hospital.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Del Norte County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
United Indian Health Services (Howonquet Health Center)	Non-profit	Medical, Dental, Child and Family Services, Nutrition/WIC, Community Health & Wellness	Clinics in Smith River, Crescent City and Klamath with community health representatives who provide client transportation			Demand Response/ Native Americans			
Yurok Tribe	Tribal		Head Start transportation	Federal			Small bus		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/DELNORTE.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/DELNORTE.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Colusa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Colusa County Transportation Commission								Loren Clifton, Deputy Director <b>Address:</b> 1215 Market St. Colusa, CA 95932 <b>Phone Number:</b> (530) 458-0466 <b>Fax:</b> (530) 458-2035 <b>Email:</b> lclifton@ccdpc.com <b>Website:</b> www.colusa-ca.gov	
Colusa County Transit Agency	Public	General Public Dial-A-Ride Program	Public transportation system for Colusa County. Monday-Friday 7:30am to 5pm. Except on Holidays. Operates (5) routes in Colusa County served by Dial-A-Ride. Call for specific routes and times. Daily service runs between Colusa and the towns of Williams, Arbuckle and Grimes. Limited service also runs to Maxwell, Princeton and Stonyford.	LTF, STA, TDA	Colusa County	Demand response	(9) 19 passenger / (2) vehicles		
Colusa County Transit Agency Non Emergency Out-of-County Medical Transport Service	Public	Medical Transport Service	Out of county services provided to Yuba city, Woodland, Sacramento and Chico. Call (530) 458-0287 for information	AAA, First 5, DHHS, Veteran's Services, Block Grant (no transit \$)	Outside Colusa County	Demand response	(2) Sedans, (1) 7 passenger/2 wheelchair position van		Limited Non-Emergency Out-of-County Medical Transportation Limited Grant funds available to provide service for this program. Transportation must be for services that are not provided for within the County. Limited number of rides per passenger per year.
Colusa Cab Company	Private	Taxi Service	Operates taxi passenger vehicles. Transportation is provided daily 24 hours seven days a week. Also available for out of county services.	Private Pay, Medical, Insurance company	Colusa County, Sacramento Airport, Sutter County	Demand response	1 Sedan, 1-9 passenger van w/1 wheelchair position		Taxi cab voucher participants pay a flat rate of \$5.00 for local service and \$10.00 for service to Williams, \$15 to Arbuckle & Maxwell \$25.00 to Yuba City/Marysville.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Colusa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Area 3 Agency on Aging - Passages Adult Resource Center	Non-profit	Information & Assistance Program; Family Caregiver Support Program	The area 3 Agency on Aging receive federal funds for aging programs through the State of California Department on Aging and contract with local nonprofits to provide authorized services which include senior centers, information and referrals, outreach, case mgmt., escort, transportation, etc.		Colusa County	Elderly			Subcontracted services include out of county medical transportation, congregate, transportation, legal assistance, homemaking and personal care.
Colusa County DHHS	Public		Provides vouchers, tickets or rides on a for free basis depending on client group. Works with CCTA to provide service		Colusa County		(2) Vans, (17) cars used by staff for some client transport		
Alta Regional Center	Non-profit		Provides transportation to disabled clients through a contract with CCTA		Colusa-Williams area	Disabled			
Colusa Casino Resort	Private		Provides transportation to/from the Casino parking lot for Casino quests		Casino Parking lot	Gen'l Public	(1) bus		
Hand-to-Hand Learning Center	Private		Provides transportation for participants up to age 13	Colusa Indian Community	Colusa County	Children	16 passenger school bus		Child care
Colusa Indian Community Health Clinic	Private		Provides transportation for tribal members to medical clinic	Colusa Indian Community	Colusa Rancheria	Tribal Members	Van		Medical transportation
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/COLUSA.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/COLUSA.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Humboldt County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Humboldt County Association of Governments								Spencer Clifton, Executive Director <b>Address:</b> 427 F St., Suite 220 Eureka, CA 95501 <b>Phone Number:</b> (707) 444-8208 <b>Fax:</b> (707) 444-	
Humboldt Transit Authority	Public	Redwood Transit System (RTS)	Provides transportation to the general public.	Highway 101 corridor from Scotia to Trinidad; Arcata to Willow Creek via Highway 229	Fixed-route/General public	TDA, Fares			Service along the US 101 corridor from Trinidad in the north to Fortuna, McKinleyville, Scotia in the south, and Highway 229 connecting Willow Creek with the Arcata Transit Center.
City of Eureka	Public	Eureka Transit Service (ETS)	Provides fixed-route transportation to the general public.	City of Eureka	Fixed-route/General public	TDA, Fares			Four fixed-routes serving the City of Eureka: Purple, Gold, Red and Green. Service operated through a contract with the HTA.
City of Arcata	Public	Arcata & Mad River Transit System (A&MRTS)	Provides transportation to the general public.	City of Arcata, HSU campus	Fixed-route/General public	TDA, Fares			Red, Gold (operated year round); Express (operated while HSU is in session). Operated by the Public Works Department, City of Arcata, Buses stored and maintained by HTA in Eureka.
Blue Lake Rancheria/ City of Blue Lake	Public/Private	Blue Lake Rancheria Transit System	Fund and operate the Blue Lake Rancheria Transit System (fixed route) and complementary Dial-A-Ride services	Blue Lake Rancheria, Blue Lake, downtown Arcata, HSU	Fixed-route; Dial-A-Ride/General public	TDA, Fares, Rancheria funding			Fixed-route service connecting Blue Lake with Arcata and HSU
City of Eureka	Public	Eureka Dial-A-Ride	Dial-A-Ride service to complement the ETS fixed-route system	City of Eureka	Dial-A-Ride/ Elderly and Disabled	TDA, Fares			Service operated by City Ambulance of Eureka (CAE) through the HTA

**California Human Services Transportation Coordinated Plans  
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<b>Humboldt County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
City of Arcata	Public	Arcata Dial-A-Ride	Dial-A-Ride service to complement the A&MRTS fixed-route system.	City of Arcata	Dial-A-Ride/ Elderly and Disabled	TDA, Fares			Service operated by City Ambulance of Eureka (CAE) through the HTA
Humboldt Community Action and Resource Center	Non-profit	Advanced Transportation System (Care-A-Van)	Supplemental Dial-A-Ride/Dial-A-Lift service beyond Eureka and Arcata	Fields Landing, King Salmon, Humboldt Hill, Elk River Rd, Ridgewood Heights, Samoa/Manila, Indianola and Old Arcata Road	Dial-A-Ride/ Elderly and Disabled	TDA, Fares			Services for the communities of Humboldt Hill, Arcata, Manila/Samoa are now being served through HCAR.
Cher-Au Heights Casino	Private	Cher-Au Heights Casino Shuttle	Shuttle service to the Cher-Au Heights casino in Trinidad	Eureka and Arcata (Fortuna and Loleta on demand)	Fixed-route/Casino customers only	Private			Private casino transportation with separate Eureka and Arcata routes
Blue Lake Rancheria Casino	Private	Lucky Bus	Shuttle services to the Blue Lake Casino	Blue Lake, Arcata, Eureka	Fixed-route, deviated route/Casino customers only	Private			Private casino transportation with separate Eureka and Arcata routes
City Ambulance of Eureka, Inc.	Private	Dial-a-Ride/Dial-a-Lift	Private transportation provider	Countywide					City Ambulance of Eureka is the primary provider of the Dial-a-Ride/Dial-a-Lift service under contract to the City of Eureka, City of Arcata, Humboldt County and HTA.
Klamath/Trinity Non-Emergency	Non-profit	K/T Net	Fixed-route and dial-a-ride service in the Willow Creek/Hoopa Valley area.	Willow Creek and Hoopa Valley (fixed-route); Big Bar to Orleans (Dial-a-Ride)	Fixed-route; Dial-A-Ride/ General public (fixed-route) and elderly/disabled (dial-a-ride)	Grants, fares			Fixed and flexible route service between Willow Creek and Hoopa. Provides local service in Hoopa and makes connections to most RTA buses to the coast.
Redwood Coast Regional Center	Private Non-profit	n/a	Private transportation for RCRC families	Clients countywide	Private demand response; provides transit tickets and passes; taxi vouchers/ Regional Center clients only	CA Department of Developmental Services			Twelve vehicles dedicated to transportation throughout the county; RCRC also purchases bus tickets and passes for their clients, has a volunteer driver program and sometimes allows taxi vouchers and/or rental cars.

**California Human Services Transportation Coordinated Plans  
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<b>Humboldt County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Humboldt Senior Resource Center	Non-profit		Taxi and wheelchair van service for seniors and disabled people who cannot use public transportation.			Agency funding and fares			Service in the cities of Eureka, Arcata and McKinleyville
Humboldt Community Access and Resource Center (HCAR)	Non-profit	Care-A-Van	HCAR connects people who have disabilities with the community by providing opportunities for learning, living, and employment.	Communities just outside of Eureka, including Fields Landing, King Salmon, Humboldt Hill, Elk River Rd, Ridgewood Heights, Samoa/Manilla, Indianola and Old Arcata Road.	Elderly and Disabled	STA, TDA and fares			HCAR has 15 vehicles for their transportation services. Three vehicles are dedicated to the dial-a-ride program. HCAR has a contract with HCAOG to provide the dial-a-ride service.
City of Fortuna	Public	Fortuna Senior Bus	Bus service by appointment only for elderly and disabled.	City of Fortuna	Seniors over 50 and persons with disabilities	TDA and fares			
Humboldt Medi-Trans	Non-profit	Humboldt Medi-Trans	Non-emergency medical transportation.	McKinleyville, Arcata, Eureka	Demand/Passengers requiring non-emergency medical transportation	Fares			
K'ima:w Transportation Department	Non-profit		Transportation services for medical and dental appointments at the K'ima:w Medical Center	Hoopa Valley	Clients of the K'ima:w Medical Center	Grants and fares			
Kara-A-Van	Private	Kare-A-Van	Non-emergency medical transportation.	McKinleyville, Arcata, Eureka	Dial-A-Ride/Passengers requiring non-emergency medical transportation	Fares			
Adult Day Health Care of Mad River	Non-profit	ADHC of Mad River	Transportation for clients of the ADHC of Mad River		ADHC clients				
Humboldt Transit Authority	Public	Quail Senior and Disabled Bus for Southern Humboldt	Transportation for seniors and disabled		Seniors and persons with disabilities	TDA and fares			
County of Humboldt Health and Human Services	Public		Transportation subsidies for HHS clients	Humboldt Co.	HHS clients				
Ferndale Senior Resource Center	Non-profit	Bridging the Gap Bus			Seniors in Ferndale				

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Humboldt County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Bridgeville Community Center	Non-profit	Bridgeville Community Center Van	Provides transportation from Bridgeville to Eureka and Fortuna	Bridgeville, Eureka, Fortuna	Dial-A-Ride/ Medical and social service appointments	Grants, donations			Service to Eureka or Fortuna on Fridays only
Southern Trinity Health Services	Public Non-profit		Medical and Social Svc transportation to Fortuna	Trinity County	Demand/ Clients				Trinity County to Fortuna
Amtrak	Private	Amtrak Thruway	Provides connections to regular rail service. Closest station is Martinez	Highway 101 corridor from McKinleyville to county line	Intercity/ General public				Two round trips daily between McKinleyville and Martinez on Thruway bus service
Greyhound	Private	Greyhound	Provides intercity bus service	Highway 101 corridor with connections to the Bay Area and beyond	Intercity/ General public				One daily round trip to the Bay Area
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/HUMBOLDT.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/HUMBOLDT.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Glenn County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Glenn County Transportation Commission								Daniel Obermeyer, Executive Director <b>Address:</b> P.O. Box 1070 Willows, CA 95988 <b>Phone Number:</b> (530) 934-6530 <b>Fax:</b> (530) 934-6533 <b>Email:</b> dobermeyer@countyofglenn.net <b>Website:</b> www.countyofglenn.net	
Glenn Ride - operated by Para Transit Services	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	Glenn Ride	Fixed route bus system with round trips from Willows to Chico and servicing communities of Artois, Orland and Hamilton City. No eligibility requirements	TDA: 473,262 Farebox Revenue: 104,344 TOTAL: 577,606	Glenn County: Willows, Chico, Artois, Orland and Hamilton City.	Fixed			Paratransit Services is the contractor managing these services. Their office is at 258 North Butte Street, Willows, (530) 934-6700 or 1-888-800-7433.
Glenn Transport Dial-A-Ride program - operated by ParaTransit Services	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	Dial-A-Ride	Available to eligible Glenn County residents for local transportation needs within Orland and Willows areas who are unable to use the Glenn Ridge bus system.		Services restricted to within 1.5 miles radius of the respective city halls of Orland and Willow, the Leisure Mobile Home Park (east of Orland), the Willows-Glenn Mobile Home Park (west of Willow) and the Huggins/Cannell Drives area, west of Orland.	Demand/ Elderly, disabled			Paratransit Services is the contractor managing these services. Their office is at 258 North Butte Street, Willows, (530) 934-6700 or 1-888-800-7433.
Volunteer Medical Transport Program - operated by Paratransit Services	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	Volunteer Medical Transit	Designed to meet the needs of residents in Glenn County who are unable to provide for their own transportation to and from medical appointments outside of the fixed route bus system and subsidized taxi service areas.		Glenn County	Demand/ Elderly, disabled, low income	(15) autos		Paratransit Services is the contractor managing these services. Their office is at 258 North Butte Street, Willows, (530) 934-6700 or 1-888-800-7433.
Glenn Ride - operated by ParaTransit Services (College Route)	Public (Joint powers between Regional Transit Committee and Glenn County Transportation Commission)	Butte-Glenn Community College District program	Glenn County's public transportation system provides daily pickups and drop-offs, transporting students to where they will transfer to a Butte College bus at Pillsbury Road @ Tri Counties Bank. This is a coordination effort rather than a separate route.		Glenn and Butte Counties	Fixed Deviation			

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Glenn County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
CALWORKS - "Ride to Work" Program	Public	Ride to Work program	Sponsored by the Glenn County Human Resources Agency and provide transportation to and from work opportunities for CalWorks clients that live in the outlying areas of Glenn County.		Glenn County	Demand/Workers	(10) vans, (22) autos, (1) lift equipped vehicle.		Glenn Transit Service contracts the management of the Ride to Work Program for the County Human Resources Agency to Paratransit Services.
Glenn County Office of Education - Senior Nutrition Centers	Public	Volunteer Driver Program	Provides nutritious noon meals for seniors 60 years of age and older. Provide home delivered meals through the volunteer driver program for the Glenn County Senior Nutrition Program	Volunteer	Glenn County	Subscription door-to-door/ Seniors	(2) vans, (1) auto, (1) lift equipped vehicle.		Open Monday-Friday, Orland: Doors open at 9AM. Willows: Doors open at 10AM.
Yellow Cab	Private	Taxi Service	Taxi Service		Glenn County	Demand Response			
Glenn County Office of Education - Student Services (under SELPA)	Public	Student Services - Alternative Education	Provides direct services to disabled and at-risk students through its Student Services Department, supporting many of Glenn's smaller districts. Services include student transportation.		Districts within Glenn County, including Hamilton Elementary, Hamilton High School, Princeton, Lake, Plaza, Capay, Willows, Stony Creek Unified and portions of Orland School	Subscription door-to-door/ Students with disabilities			
American Cancer Society - Volunteer Program	Non-profit	Volunteer Driver Program	Dedicated to eliminating cancer as a major health problem by prevention, saving lives and diminishing suffering through various programs.		Butte and Glenn Counties	Demand Response/ Cancer patients			
Independent Living Services of Northern California	Non-profit		Adult day support service/adult development service. The Chico office provides services for Glenn County			Elderly, dev. Disabled adults			
Peg Taylor Center for Adult Day Health Care	Non-profit	Transportation Program	Adult Day Health program, which provides services to people ages 18 and over who have health problems such as strokes, diabetes, respiratory or cardiac illness or Alzheimer's disease.		The center transports one van-load of patients per day from Glenn County to their center in Chico in Butte County.	Demand Response/ Seniors with disabilities			
Glenn County Human Resource Agency - In-Home Supportive Services	Public	In Home Supportive Services	Provides assistance to those eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without this assistance.		Glenn County	Demand Response/ Elderly, disabled			

**California Human Services Transportation Coordinated Plans  
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<b>Glenn County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
North Valley Indian Health, Inc.	Private non-profit		Focuses on providing and maintaining an effective and efficient health care system, which insures accessible, available and of high quality.		Glenn County, Chico, Red Bluff and surrounding areas.	Demand Response/ Native Americans	(3) vans		Clinics also located in Chico and Red Bluff, CA.
Butte College, Dir. Facilities Ping and Mgmt	Public		They have 12 buses - transporting between Butte and Glenn counties, contract with Glenn Ride to do Glenn Ride for students to come to the college			Fixed Route			
Medi-Trans	Private for-profit	Medi-Trans	Provides private non-emergency medical transportation in Glenn and Butte counties through offices in Chico, Oroville, and Paradise. Can provide wheelchair transport, gurney transport and special need transport. They also work with the Peg Taylor Day Center to bring seniors from the outlying areas into the center for meals and programs.	Patients pay for the transportation using Medi-Cal payments, Workmen's Compensation, or rarely, private insurance.	Their service area includes Willows, Orland and Hamilton City, where they pick up patients for transfer to medical facilities in Chico (most often dialysis).	Demand Response/ General public requiring non-emergency medical transport			
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPing/GLENN.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPing/GLENN.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Imperial Valley - Inventory of Transportation Services</b>								
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Alegria ADHC (Calexico)	Private	ARC (Association for Retarded Citizens)	Alegria provides adult day healthcare. ARC transports patients from their home to center M-F mornings and evenings	Imperial County	Fixed schedule/ Disabled seniors	Medi-Cal		Annual operating cost is \$110,000/year. Service is operated with three 12-15 passengers paratransit vehicles under contract with ARC. Transports 160 clients daily.
ARC-Imperial Valley	Non-profit	Imperial Dial-a-Ride	Provide paratransit services to include general public	Imperial and El Centro Intercity Service	Demand response/ Disabled, elderly, and general public	TDA Article 8C funds, fares and LTF		Annual operating cost is \$117,629.00. Service is operated with two 2002 Ford E450 (gasoline fuel). Monthly mileage is about 3,500, with 1.5 individuals on staff dedicated to driving for this program. One 2007 Ford E450 van is expected to arrive Spring 2008
ARC-Imperial Valley	Non-profit	West Shores Dial-a-Ride	Provide paratransit services to include general public, community wide along the West Shores of The Salton Sea	Community wide along the West Shores of The Salton Sea	Demand response/ Disabled, elderly, and general public	TDA Article 8C funds, fares and LTF		Annual operating cost is \$141,894.00. Service is operated with two 2006 Ford Vans (E350, gasoline fuel). Average monthly mileage is 5,200, with 1.3 individuals on staff dedicated to driving for this program. For the next FTA 5310 Grant Cycle, they plan to submit a request for two additional vehicles.
ARC-Imperial Valley	Non-profit	Med Express	Provide non emergency transportation from Imperial County to San Diego to access medical facilities, clinics and doctors offices only	Counties of Imperial and San Diego Intercountry Service	Demand response/ Disabled, elderly, and general public	TDA Article 8C funds, fares and LTF		Annual operating cost is \$154,116.00. Service is operated with one 2003 Ford E450 (gasoline fuel), and one 2002 Ford E450 (gasoline fuel). Service operated 5,200 miles each month with 1.2 individuals dedicated to driving for this program.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Imperial Valley - Inventory of Transportation Services</b>								
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
ARC-Imperial Valley	Non-profit	El Centro Dial-a-Ride	Provide paratransit services to include general public	El Centro	Demand response/ Disabled, elderly, and general public	TDA Article 8C funds, fares and LTF		Annual operating cost is \$202,024.00. Service is operated with three gasoline-fueled 2002 Ford E450 vehicles. 2.5 individuals on staff dedicated to driving for this program. The program expects to receive one 2007 Ford E450 Gas in Spring 2008
ARC-Imperial Valley	Non-profit	AIM Transit	Provide ADA Complimentary Paratransit Services to persons with disabilities	County of Imperial Intercity Service	Demand response/ Disabled, elderly	TDA Article 8C funds, fares and LTF		Annual operating cost is \$728,473.00. Service is operated with one 2005 Chevrolet 5500 van, three 2001 Ford E450 vans, and three 1999 Ford E450 vans. All operate on diesel fuel. They operate 18,650 miles per month and have a total of nine drivers for this service
Area Agency on Aging Title IIIB Funds - Subcontracting with Catholic Charities, Diocese of San Diego	Non-profit	Area Agency on Aging, Title IIIB Transportation Program with Catholic Charities	Program provides transportation to seniors to and from congregate meal sites, to allow them the opportunity to socialize with other seniors, sharing a mid day meal	Imperial County	Demand response	Administration on Aging, Title IIIB funds and California Dept of Aging Title IIIB funds		Catholic Charities purchases transportation services from the 3 vendors (1-Sunrise Driving Service/Brawley Dial-a-Ride; 2-Calexico Transit for Calexico area; and 3-ARC services for the El Centro Area and Salton Sea Area). Catholic Charities does not own or operate the vehicles nor are the drivers their employees. Annual operating cost is \$21,970. In 2006-07, Catholic Charities provided 16,446 one-way rides to seniors from their homes to 5 congregate meal sites in 4 main cities in Imperial County

**California Human Services Transportation Coordinated Plans  
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<b>Imperial Valley - Inventory of Transportation Services</b>								
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Behavioral Health	Non-profit		Provides transportation to medical appointments and other programs to those who do not have transportation in their family	Imperial County	Fixed-route transit/ Those who do not have transportation; low income, elderly, disabled	Behavior Health, Imperial County		Costs for this service average \$17,000-\$25,000 per month, or \$204,000-\$300,000 per year. They have 48 vehicles, including sedans, minivans, etc. Vehicles are owned by the county and operated by Behavior Health along six routes (serving Brawley-Imperial-EI Centro; Calexico-Holtville-EI Centro-Seeley-Ocotillo and Winterhaven). They average 10,000-15,000 miles/month and have 12 individuals who drive for this program
Brawley DAR	Public	Brawley Dial-a-Ride	Public transportation for the city of Brawley	Brawley	Demand response/ General public, low income, elderly, and disabled	TDA Article 8C funds, fares and LTF		The City operates two wheelchair-equipped vans within Brawley
Calexico Dial-a-Ride	Public	Calexico Dial-a-Ride	Provide paratransit services to include general public	Calexico	Demand response/ Disabled, elderly	TDA Article 8C funds, fares and LTF		Annual operating cost is \$310,000. Service is operated with three Ford 350 vans and one Ford 450 van. Average monthly miles is 6,360. Four drivers operate this service
Calexico Transit System	Private	Calexico Transit System	Operate local transit services in Calexico	Calexico	Fixed-Route/ General public (low income)	Fares		Private service is operated with seven buses; five Bluebird 1995-1999 28-passenger buses and two 1985 Gillig Phantom 38-passenger buses. Provides service for four routes, some routes operating every 30 minutes from 7:00AM to 7:00PM. None of the vehicles are accessible. Are in discussion with the City of Calexico to operate local "public" service under contract to the city to be eligible for public funding sources

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<b>Imperial Valley - Inventory of Transportation Services</b>								
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
CalWORKS	Public	CalWORKS	Transport clients to programs to provide job training and skills-building	Imperial County	Scheduled as needed for agency purposes/ Low income	CalWORKS		Have three cars, an SUV (7-passenger) and four vans (Ford 7-passenger vehicles). CalWORKS also has access to child protective services and other social services vans. They operate vans from offices in El Centro, Brawley and Calexico to transport participants to activities and programs. All 60 employees on staff drive the vehicles as needed
Center for Employment Training - CET	Non-profit	Center for Employment Training - CET	Provide transportation to low income clients to trainings, job interviews, ATB testing, etc. The El Centro CET office offers training programs for a variety of skills to help clients find employment	Clients based in Imperial County, travel to San Diego County, within Imperial County and to Yuma area	On demand. At least one trip to San Diego per day/ Farm workers, low income, seniors, a few disabled persons	WIA - workforce investment act		Operate two 7-passenger vans (Ford and Dodge). Vehicles are in service about 1,000 miles per month. Service is operated with one full-time employee and three part-time staff
Golden Acorn Casino (employee transportation)	Private	Golden Acorn Casino employee transportation	Vanpool taking employees from the casino to their homes	Imperial County and San Diego County	Vanpool/ Employees include some low income and senior passengers	Subsidy from San Diego County (SANDAG)		Annual operating cost is \$84,000. Vanpool service is operated with 11 vans (eight 7-passenger vans, two 12-passenger vans and one 15-passenger van). Vehicles travel about 3,600-4,000 miles per day. Two drivers are available for each van, for a total of 22 drivers for all vehicles
Imperial County Work Training Center, Inc.	Non-profit	Mult Purpose Senior Services Program	Deliver seniors from their home to medical appointments	Imperial County	Demand response/ Seniors 65+, Medi-Cal eligible, at risk of being institutionalized (only serves seniors in the program)	California Department of Aging		Operate two 4-passenger cars using one full-time and one part-time staff

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Inventory of Transportation Providers**

<b>Imperial Valley - Inventory of Transportation Services</b>								
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Imperial Valley Blind Center	Non-profit	Contract with AIM Transit for service			Demand response/ Disabled	Agency funds		Contract with AIM Transit to provide service under a direct-billing agreement
IVROP	Public	Project PROMOTE and other programs	Participants are referred by CalWORKS. PROMOTE vans are used primarily to bring students to English Immersion and GED classes in Calexico, El Centro, Holtville, and Brawley	Countywide	As-needed/ Low income	Grants and Imperial County Department of Social Services		4 vans, with 2 dedicated to Project PROMOTE and 2 available for rental by various projects falling under the EVROP umbrella
Imperial Valley Transit	Public	IVT and Blue Line Service	Operate public transit services throughout Imperial County; Operate local route in El Centro	Major cities and communities in Imperial County	Fixed-Route and Deviated Route service/ General public	TDA and fares		Service is operated with 18 buses, serving about 320,000 passengers per year. IVT has an annual operating cost of \$2,383,000 and operates about 25,000 annual revenue hours
Nieghborhood House (Calexico)	Non-profit	Neighborhood House	Van to bring children to daycare. Brings children from home to school to daycare and back	Calexico	Demand response/ Low income children in daycare program	Private donations		Annual operating cost is \$12,000. Service is operated with one 8-passenger van, driving about 500 miles per month. They have unsuccessfully submitted applications for grants in the past for new vans
Numero Uno Shuttle	Private	Numero Uno Shuttle	Fixed-Route bus service. (they also provide charter bus service for groups)	Calexico, Heber, El Centro, CA	Fixed-Route/ Low income, seniors, disabled	Fares		Service is operated with four vehicles: two 55-passenger motor coaches, one 49-passenger motor coach, and one 33-passenger minibus, most are wheelchair accessible. Have ordered two new vehicles. Annual mileage is about 182,000 or 15,000 per month. Planning to add a route from Arizona to El Centro daily. And a route connecting Calexico-El Centro-Brawley-Bomby Beach-Mecca-Indio, along Hwy. 111.

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Imperial Valley - Inventory of Transportation Services</b>								
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Primary Funding Source</b>	<b>Contact Person</b>	<b>Operating Characteristics</b>
Quechan Indian Tribe	Public	Various tribal programs	To provide transportation for tribe members enrolled in these programs	Primarily Winterhaven area	Fixed and demand as-needed/ Low income, elderly disabled	Funds dedicated to Native American programs		Operate 31 vans for an array of programs serving the Quechan tribe
San Pasqual Family Resource Center	Public	San Pasqual Family Resource Center	Provide nutrition, medical assistance, and other social services to families	Winterhaven/San Pascual Area	As-needed/ Low income families and students	Office of Education		Operate one 7-passenger Toyota van for a variety of program needs
Veteran's Association	Non-profit	DAV Transportation	Demand response service for disabled veterans to veteran's hospital	From Imperial County to the VA Hospitals in La Jolla and Mission Valley	Demand response/ Disabled veterans	Veterans Affairs		Operate one 10-passenger van
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/IMPERIAL.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/IMPERIAL.pdf</a>								

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Inyo - Mono - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Inyo County Local Transportation Commission								Ron Chegwiddden, Executive Director <b>Address:</b> P.O. Drawer Q Independence, CA 93526 <b>Phone Number:</b> (760) 878-0201 <b>Fax:</b> (760) 878-2001 <b>Email:</b> rchegwiddden@inyocounty.us <b>Website:</b> www.inyoltc.org	
Mono County Local Transportation Commission								Scott Burns, Executive Director <b>Address:</b> P.O. Box 347 Mammoth Lakes, CA 93546 <b>Phone Number:</b> (760) 924-1800 <b>Fax:</b> (760) 924-1801 <b>Email:</b> Sburns@mono.ca.gov <b>Website:</b> <a href="http://monocounty.ca.gov/departments.html">http://monocounty.ca.gov/departments.html</a>	
Eastern Sierra Transit Authority (ESTA)	Public		Provides door to door public transportation services, Town to Town and Interregional Transit. Services provided to the general public	LTF 5311 TDA LTC Various Grants	Highway 395 Corridor Ridgecrest to Reno and Inyo and Mono Counties	Fixed Route & Demand/Elderly, disabled, general public, low income	35 Vehicles, Vans Type 2 and Type 7, Over Road Coach		Some funds for non elders are available for out of county transport for medical reasons. Provides lift equipped buses.
Mammoth Mountain Ski Area	Private	Mammoth Shuttle	Transportation in and around Mammoth Lakes and Mammoth Ski Area		Mammoth Lakes/Mammoth Mountain Ski Area	Seasonal shuttle service/Skiers			
Inyo County Courts	Public	Drug and Alcohol	ESTA bus passes purchased for distribution to clients						
DHHS Adult Services	Public		ESTA bus passes purchased for distribution to clients						
Inyo-Mono Association for the Handicapped	Non-profit		Support for disabled individuals. Provides Services for the Disabled			Disabled			
Inyo-Mono County Veteran's Service Office	Public		Provide information on federal and state veterans benefits						Service provided for veterans and their widows and dependents
Salvation Army	Non-profit		ESTA bus passes purchased for distribution to clients						

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Inyo - Mono - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Great Steps Ahead	Private non-profit		ESTA bus passes purchased for distribution to clients. Early intervention services for disabled children (birth - 3 years) and their families	Kern Regional Center	Inyo-Mono Counties				
Kern Regional Center - Developmental Disabilities Services	Non-profit		ESTA bus passes purchased for distribution to Regional Center Clients. Services provided only to the disabled residing in Kern, Inyo and Mono Counties	approx. \$800 - \$1,500 per month	Inyo-Mono Counties	Disabled			
Inyo-Mono Area Agency for the Aging (IMAAA)	Public		Provide transportation services and escort to medical appointments for the transit dependent. Assisted Transportation. Manages Senior Centers. Provide services to the needs of the geriatric population in Inyo and Mono Counties	OAA TDA Medical/\$1.8 Million	Inyo and Mono	Demand/Elderly & Transportation department	3 Vehicles & 1 WC		Currently do Veterans Administration Vehicle Transport
Southern Inyo Hospital (SIH)		Skilled Nursing Facility	Used Medi-Cal funds to transport patients in skilled nursing facility to medical appointments	Medi-Cal	Southern Inyo County	Medical	One Van purchased with 5310 funds		
Southern Inyo Hospital (SIH)		Hospice Programs	To assist individuals affected by frailty, dying and grief by providing or paying for transportation to medical appointments. Support to individuals who are terminally ill		Southern Inyo County	Medical	One Van		
Toiyabe Indian Health Project		Community Health, Family Services, Medical/Dental	Transportation to medical, shopping, other basic services if no other option available. Support to tribal members		Inyo-Mono Counties	Tribal Members and their families	(1) w/c van		
Big Pine Education Center		After School Learning Center	Programs for tribal and non tribal children grades K-12		Big Pine area	After school transportation/Tribal and non-tribal children K-12	(2) 14 passenger vans (1) 7 passenger van no w/c		
Owens Valley Career Development Center		TANF	Emergency support for tribal members and students. Emergency assistance			Emergency transportation and ESTA vouchers/Tribal members and their families	(3) vehicles		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Inyo - Mono - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Bishop Paiute Tribe		Elders Program	Elder/Senior Activities. Support to seniors			Tribal Members and their families	(1) 10 passenger van (1) Jeep Cherokee no w/c		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/INYO-MONO.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/INYO-MONO.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Lake County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Lake County/City Area Planning Council								Lisa Davey-Bates, Executive Director <b>Address:</b> 367 No. State Street, Ste. 206 Ukiah, CA 95482 <b>Phone Number:</b> (707) 263-7799 <b>Fax:</b> (707) 463-2212 <b>Email:</b> daveybatesl@dow-associates.com	
Adventist Health Redbud Community Hospital	Private		Provides direct transportation for clients without other means of transportation			Senior, disabled or low income			Due to Mtn. Lake Clinic closure, provide service to Lower Lake Clinic for medical appointments
CA Dept of Rehab	Public		Provides bus passes and mileage reimbursement...Serves clients of the Department of Rehab. with severe disabilities who want to work	State and Federal HHS funds	Lake & Mendocino counties	Disabled			
Lake County Career Center (Work Incentive Act)			Provides bus passes or vouchers. Supports client's training needs for low-income residents and dislocated workers	Federal funds/\$10,000-\$15,000	Lake County	Low income			
Lake County Community Action Agency	Non-profit		Provides direct transportation, bus passes, and vouchers to clients. Serves residents of the LCCAA transitional shelter						Drivers are staff or volunteers with Class B license
Lake County Dept. of Mental Health	Public		Provides direct transportation, bus passes and vouchers to clients that have no other means of transportation						Request for transportation services must come from a case manager with appropriate supervisors
Lake Health Center (Mendocino Community Health Clinics)			Provides direct transportation for clients with in-house vans as well as bus passes or vouchers						Drivers are staff or volunteers with Class B license
Lake County Dept. of Soc. Services	Public		Provides direct transportation, bus passes, and vouchers to clients, who are individuals with an active dept. case plan. Also, subsidizes Lake Transit	\$60,000	Lake County	Low income			Provide transportation assistance benefits

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Lake County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Lake Transit Authority	Public		Provide transportation services to the general public. Public transit; provides discount fares to access community services	TDA, STA, 5311, 5311 (f)/ \$2.5M	Lake County	Fixed & demand response/Seniors, disabled			
People Services	Non-profit		Provides direct transportation for clients via an in-house van	Regional Center/\$665,602	Lake County	Disabled	44		Uses private vehicles. Drivers are staff or volunteers with Class B license. Provides lift-equipped vehicles
Sutter Lakeside Community Services	Non-profit		Provides direct transportation, bus passes and vouchers to clients. Organization serves children, their families and the elderly in an intervention, prevention program			Seniors			Uses private vehicles. Drivers are staff or volunteers with Class B license.
Sutter Lakeside Hospital			The Healthy Families Program provides direct transportation, demand-response transportation, bus passes, and vouchers to clients. Transportation to Sutter Lakeside Hospital is provided for those without other means of transportation	General budget/\$67,700	Lower Lake to Nice	Demand Response/Senior, disabled or low income	1		Drivers are staff or volunteers with Class B license. Provides lift-equipped vehicles
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/LAKE.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/LAKE.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Lassen County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Lassen County Transportation Commission								Larry Millar, Executive Secretary <b>Address:</b> County Admin. Building 707 Nevada St. Susanville, CA 96310 <b>Phone Number:</b> (530) 251-8288 <b>Fax:</b> (530) 251-1805 <b>Email:</b> lmillar@co.lassen.ca.us <b>Website:</b> www.lassentrans.org/	
Lassen Transit Service Agency (LTSA)	Public/JPA		Provides transportation service planning, oversight, contract administration, funding, and public outreach	5311, LTF, STA, Farebox	County of Lassen	See LRB	see LRB		The Lassen Transit Service Agency was created by a Joining Power Agreement between the County of Lassen and the City of Susanville in July 2001. The LTSA provides planning service, funding and oversight for the Lassen Rural Bus, the Lassen Senior Services
Lassen Rural Bus Public Transit System (LRB)	Public	Lassen Rural Bus Public Transit System (LRB)	Public Transportation Service	5311, LTF, STA, Farebox	Commuter: West and South County; Fixed: Susanville; Deviated: from So. County East County & to Susanville	Commuter, Fixed, Deviated Fixed and Paratransit	2 ea. 24', 1 ea 41', 1 ea 45', 1 ea 32' - seat type 8, 2 ea 16', - seat type 3, and 3 ea 28' - seat type 7 buses		LRB serves the community of Westwood with a connecting point to Plumas County Transit at Hamilton Branch, Lake Almanor; provides commuter service to the Sierra Army Depot in Herlong w/ 2 buses, one bus then serves Herlong, Doyle, Milford & Janesville back
Far Northern Regional Center (FNRC)	Non-profit	N/A	Provide transportation services to developmentally disabled. Work programs and community access	State Dept. of Developmental Services (DDS)	Chico = Plumas & Lassen, Rdg. = Modoc, Siskiyou, Tehama &	Demand/Dev. disabled	See Note ---->		Each county has many transportation options based on client needs (public transit vouchers, reimbursements, etc).

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Lassen County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Lassen Senior Services (LSS)	Private non-profit	Lassen Senior Services	Senior/disabled transportation to nutrition sites and medical appointments	LTF, grants and donations	Redding, CA, Klamath Falls, OR, Reno, NV, Northern, Southern and Western	Fixed/Demand/Deviated Fixed/Seniors and disabled			Donations are accepted. The LSS contracts with the LTSA to administer the "Subsidized Vehicle for Hire program
Lassen County Dept. of Health and Human Services	Public	Mental Health	Counseling for adults and children. Adolescent Mental Health/Substance Abuse Treatment	County	Lassen County	Demand/Mental health clients	County-owned autos		Social Service-related transportation
Lassen County Dept. of Health and Human Services - Veterans Service Office	Public	Veterans Services	Non Emergency Medical Transport and VA Medical trips to Reno and Medford	Veterans Admin	Susanville	Demand/Veterans			
Lassen County Dept. of Health and Human Services - Public Guardian Office	Public	Public Guardian/Public Conservator	Court Appointed conservator for disabled adults/elderly	County	Lassen County	Demand/Seniors and adult disabled	Ford Taurus as well as access to County motor pool vehicles		No access for non-emergency medical transport for disabled or elderly persons. Access needed 24 hours, 7 days a week for local and out of town and out of county
Barely Enterprises, Inc. dba Susanville Taxi Company	Private for profit	Susanville Taxi Company	Subsidized vehicle for Hire Program through the LTSA Taxi voucher reduced fare for senior and disabled	LTF	City of Susanville City limits	Demand Door to Door/Seniors and disabled			
Modoc County Transportation Commission	Public	Sage Stage	Public Transportation; stops in Susanville to pick up on way to Reno	LTF	Modoc Co. to Lassen Co. to Reno Nevada	Intercity/Public		Pam Couch, Executive Director <b>Address:</b> 111 W. North Street Alturas, CA 96101-0999 <b>Phone Number:</b> (530) 233-6422 <b>Fax:</b> (530) 233-3132 <b>Email:</b> pamcouch@frontiernet.nt	Alturas to Reno (Mon., Wed., & Fri.)
Susanville Indian Rancheria	Private non-profit	Lessen Indian Health Center	Non Emergency Medical Transport trips for American Indians		Doyle, Janesville, Johnstonville, & Lassen County	Demand/American Indians			

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Lassen County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Lassen Community College	Public	Lassen Rural Bus	Lassen College contracts with the LTSA to provide free transit service to college students		All route service of the Lassen Rural Bus public transportation system	Fixed/Demand/Deviated Fixed/Students	See LTSA		
Crossroads Ministry	Private non-profit		Free transportation for low-income, seniors, and people with disabilities. Trips are for any purpose, but are usually medical appointments. Social services for homeless people in Susanville	Donations	City of Susanville and surrounding areas	Demand/Low income, seniors and people with disabilities, people staying at their shelter	2-7 passenger vans		Transportation vouchers for Greyhound, Sage Stage, (Reno) and Mt. Lassen Moto Transit (Red Bluff). Also provide fuel vouchers to those in need
North Valley Services	Private non-profit	North Valley Services (NVS)	Promoting opportunities for people with disabilities in the environment of their choice. Provide transportation services to Adult day programs, work and other activities	Far Northern Regional Center	Lassen, Plumas, and Tehama Counties	Fixed/Developmentally disabled	1 ea.', 16 passenger bus with 2 W/C tiedowns. 1 ea.', 18 passenger bus with 2 W/C tiedowns		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/LASSEN.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/LASSEN.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mariposa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Mariposa County Local Transportation Commission								Dana Hertfelder, Executive Director <b>Address:</b> 4639 Ben Hur Road Mariposa, CA 95338 <b>Phone Number:</b> (209) 966-5151 <b>Fax:</b> (209) 966-2828 <b>Email:</b> dhertfelder@mariposacounty.org <b>Website:</b> www.mariposacounty.org	
Area 12 Agency n Aging	Public		Five-county JPA funds community senior services providers. Senior Services, Information and Assistance, Linkages, HICAP, Family Caregiver Support Services	Alpine, Amador, Calaveras, Tuolumne, Mariposa counties	Gas vouchers/Age 60+; disabled individuals 18+	Older Americans Act, State funds, private donations	Gas vouchers provided for trips to medical appointments through OAA funds and MSSP program		
Heartland Opportunity Center	Non-profit		Transport developmentally disabled clients from home to the center, jobs, recreational programs, special programs, etc.	Mainly Mariposa County, sometimes Madera County	Fixed service, door-to-door/Devel. Disabled low income adults	Central Valley Regional Center, and Heartland Opportunity Center	They operate five vehicles: two 8-passenger vans, one 10-passenger van, one 6-passenger pick-up truck, and one 6-passenger van. They serve five "routes" on this door-to-door service using 11 staff who drive the vehicles. Typical mileage is about 4,000 per month		
Homebound Meals Program	Public		Delivers meals to homebound seniors	Mariposa County	Door-to-Door/Elderly	Donations	Meal delivery made using one Chevrolet Malibu. Staffed by volunteers, averaging 2,100 miles/year for home delivery		
Juniper Crest Airport Shuttle	Private		Service to Fresno, Bay, Sacto. And Merced Stockton and Modesto	Mariposa County to FAT, SMF, OAK, SFO, SJC + Valley airports (Modesto, Merced)	As needed	Private - fares	On-demand service to airports. Service provided with one driver using one 6-passenger Ford Aerostar van		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mariposa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Mariposa County Department of Human Services	Public		Child Welfare Services, Adult Services, Welfare-to-Work/Eligibility, Transport children in protective services - foster children, detained children, etc.	Mariposa County	As needed		14-15 total vehicles among all of the various departments. Human Services encompasses both Social Service and Behavioral Health. Within Social Services (including IHSS), and Eligibility. Social Services vehicles are mostly cars. Child Welfare Services has one van (6-7 passengers), one Chevrolet Impala, one Chevrolet Blazer, three Jeep SUV's; Adult Services has sedans (between 3 and 4) and Eligibility has five sedans. Any of 14 staff members can drive vehicles.		
Mariposa County Transit	Public		General public transit service for the County of Mariposa and services eligible seniors to Adult Day Health Care Center in Sonora	Two buses within Mariposa County with select trips to Merced and Sonora. Regular service between Mariposa County and Adult Day Health Care Center in Sonora	Dial-a-Ride with designated areas on select days/General public	5311, TDA, AAA for 60+ passengers, funding, Central Valley Regional Center funding	Operates service with three buses (equipped w/lifts), two vans (equipped w/lifts), and two autos. Routes are deviated in specific locations each day. System averages 8,500 miles per month with 1.5 full-time and 3.5 part-time staff		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mariposa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Mariposa County Unified School District	Public		Yellow school bus service to this rural district (50% of students ride bus)	Mariposa County, transport for students to neighboring Merced and Madera Counties	Fixed Route/K-12 students	School District funding	18 regular routes and 6 special needs routes. Buses operate approximately 33,000 miles per month or 400,000 miles per year. Four full-time and eight part-time drivers. Buses are used on weekdays from 6:00AM - 8:00AM and again in the afternoon from 2:00PM - 5:00PM		
Mariposa Head Start	Non-profit		Educational program for Low Income families	Mariposa County	Demand Response subscription service/Low income children ages 5 and younger	Federal Funds through Head Start Program	Uses small bus with car seats built in (provides room for 14-passengers plus one parent). Routes based on subscription service. Students picked up at established bus stops. Employs one driver. Head Start school runs August through April. During summer months van is used for migrant head start program in Madera County		
Mariposa Indian Health Clinic	Non-profit		Transportation services for Native elders primarily for medical trip purposes. Limited other services available for personal trips	Mainly Mariposa County, although will travel to neighboring counties for specialty medical appointments	Demand Response/Native American elders	M.A.C.T. Health Board Inc.	Service provided with one Chevrolet van (wheelchair accessible; approximately 10 passenger seats + 2 tie downs) and one Ford Bronco (5-passenger). There are no designated routes and the schedule varies from day to day. Two drivers operate the two vehicles		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mariposa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Medi-Trans-Mariposa County Transit	Public		Provide medical transit services for seniors (60+) and Veterans of any age; non-seniors on a space available basis	Mainly Mariposa County with trips to Merced and Fresno for medical purposes	Demand Response/Seniors and Veterans	TDA, VA Hospital, others	Operates two vans (both low-floor, part of Mariposa County Transit Fleet). There are designated routes, and two drivers are available for this service		
Mercy Medical Transport	Private		Serve emergency transportation needs of Mariposa County (ALS/BLS)	Mariposa County and Yosemite, usually to John C Fremont Hospital. Also Fresno, San Francisco, Modesto	Demand response	Client fees/ insurance, subsidy from Mariposa County	Operates five ambulances. They have 15 total EMTs and paramedics who take turns driving		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mariposa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Mountain Crisis Services	Non-profit		Transport domestic violence victims and their children, to/from court for safe housing, medical trips, mediation services out of county, etc.	Mainly within Mariposa County, but travel to other counties as well	Demand response/Women and children, many low income, some senior and disabled	Office of Emergency Services (OES) - funder for agency as well	Operates one 7-passenger van. Costs about \$150-300 per month for gas. They have 10 drivers, because all staff members (9) can drive, but they have one main volunteer driver (non-staff). Staff also use the van for out of town conferences. Van has no wheelchair lift		
Salvation Army	Non-profit		Provide gas vouchers, subsidize Mariposa County Transit, volunteer drivers. For medical appointments or family emergencies	Anywhere: San Francisco, Los Angeles and out of state	As needed/Low income	Salvation Army	Usually medical appointments or for family emergencies, going to SF, LA, etc. Salvation Army funds can be used to help pay for gas, pay for Greyhound. Volunteer drivers also available. They will reimburse people who need to use transit		
Thumbs Up!	Non-profit		Community integration program for people with developmental disabilities	Mariposa and Tuolumne Counties	As needed/Devel. Disabled	CVRC contract	Provide home-to-program transportation to participants who cannot access public transit, as well as transportation to program activities. Service is operated with one 16-passenger van and two 6-passenger vans, by two drivers for home to program transportation as well as instructors during the day		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mariposa County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Funding Source</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Yosemite Area Regional Transportation System (YARTS)	Public		Provide transit services for tourists, employees, and people traveling between Mono, Merced, Mariposa counties, and Yosemite National Park	Merced, Mono & Mariposa Counties	Fixed Route	Federal, State, and Local Funds	Operates six 2007 Glaval 26-passenger transit buses provided by contractor. Typically operates 39,000 miles per month in summer, 27,000 per month in winter. Service is operated by a contractor		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/MARIPOSA.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/MARIPOSA.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Mendocino Council of Governments - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Mendocino Council of Governments								Phil Dow, Executive Director <b>Address:</b> 367 N. State Street, Suite 206 Ukiah, CA 95482 <b>Phone Number:</b> (707) 463-1859 <b>Fax:</b> (707) 463-2212 <b>Email:</b> dowp@dow-associates.com <b>Website:</b> www.mendocinocog.org/	
Anderson Valley Senior Center	Non-profit	Anderson Valley Senior Transportation	Paratransit service to seniors	TDA, General Funds	Booneville	Demand response/Seniors		Nicolas Papadakis, Executive Director <b>Address:</b> 445 Reservation Rd., Suite G P.O. Box 809 Marina, CA 93933-0809 <b>Phone Number:</b> (831)883-3750 <b>Fax:</b> (831)883-3755 <b>E-mail:</b> npapadakis@ambag.org <b>Website:</b> www.ambag.org	
Coastal Support Services									
Community Care	Non-profit	Independence Plus	Transportation programs take clients to dr. appt; gas reimbursement and bus vouchers	AAA, Medical, Private grants and other Public sector grants	Mendocino County	Demand response			Employees use personal vehicles to transport clients to dr. apt.
Hey Taxi, Inc.	Private		Taxi Service	Fares and Medi-Dial	Lake and Mendocino Counties	Demand response/General public	30		
Hopland Tribal Health	Tribal govt		Provide transportation to dr. appt for tribal members	HIS	Ukiah & Hopland	Demand response/Tribal members (Pomo and Non-Pomo)	2		
Indian Senior Center	Non-profit	Indian Senior Transportation	Transportation to Native American seniors	TDA, General Funds	Ukiah	Demand response/Native American			
Mendocino Transit Authority	Public	Fixed route and Dial-A-Ride service	Public transportation for Mendocino County						
Redwood Coast Regional Center - Fort Bragg	Non-profit								Service Operated by MTA
Redwood Coast Regional Center - Ukiah	Non-profit	Route 97	Transportation for disabled persons		Ukia	Subscription service/Disabled			Service operated by MTA
Redwood Coast Seniors	Non-profit		Paratransit for seniors	TDA and General Funds	Fort Bragg	Demand response/Seniors			

**California Human Services Transportation Coordinated Plans  
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<b><i>Mendocino Council of Governments - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Round Valley Indian Health Center	Tribal govt		Transportation for Native American patients who need transportation to medical appt	General Funds	Round Valley-Willits	Demand response/Tribal elders, dialysis patients are priority	2		
Sherwood Valley Rancheria	Tribal govt		Transportation for tribal members and households to medical, dental, and human services	DHHS/HIS/\$103,723	Within Mendocino County, includes out-of-county trips	Demand response/Tribal members without access to transportation	3		
South Coast Senior Citizens	Non-profit			TDA, General Funds		Demand response/Seniors	1		
Transportation Plus									
Ukiah Senior Center	Non-profit	Ukiah Rider	Door-through-door service for seniors	TDA, FTA 5311, General Funds	Ukiah	Demand response/Seniors	4		
Ukiah Valley Association for Habilitation	Non-profit		Service for clients only						
Willits Seniors, Inc.	Non-profit		Paratransit service for seniors	TDA, General Funds	Willits	Demand response/Seniors			
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/MENDOCINO.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlng/MENDOCINO.pdf</a>									

**California Human Services Transportation Coordinated Plans  
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<b>Modoc County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Alliance for Workforce Development, Inc.	Non-profit	Modoc Employment Center	Program to provide access to a comprehensive array of quality employment services, job-related education, and training opportunities to job seekers, employers, and the community. Provides fuel reimbursement for clients when they might be job searching (rare - 5-6 trips per yr.)		Modoc, Lassen, Sierra and Plumas Counties	Demand/Low income	Staff who drive (1 in program vehicle)		Does not provide direct transportation services
Alturas Head Start		Sierra Cascade Family Opportunities	Early education/day care program. Provides trips to facility or program and medical/health care.	Federal	Modoc County	Demand/Low income, physically disabled			
American Cancer Society	Non-profit	Road to Recovery	Provides transportation services to cancer patients via volunteer drivers, also gives mileage reimbursement (@ \$0.14/ml)	Fundraising and donations/approx. \$400 available per patient	Only in Redding local areas	Demand/All patients	None, all vehicles provided by volunteers		1 trip per month
Canby Family Practice Clinic	Non-profit		Access to Canby Family Practice Clinic services (medical, dental, and behavioral health)	General budget funds	Modoc County	Demand/Elderly Native Americans, Veterans, indigent/low income, physically/mentally disabled, cancer patients, chronically ill	Gas vouchers		Gas voucher provided by TEACH; 3 to 20 clients provided with transportation weekly
CA Tribal TANF Partnership (CTTP)	Tribal Government		Employment services	Federal	Modoc County	Demand/Native Americans			
Cedarville Rancheria	Tribal Government		Provides trips to and from facility/program (within 50 miles), school/education job training, social/recreation		Modoc County	Demand/Native Americans; elderly and disabled	2 agency vehicles - 1997 GMC Safari (capacity: 12) and 1994 Dodge PU (capacity: 3); mileage and other direct costs reimbursement at \$.485/mile		Transport clients only

**California Human Services Transportation Coordinated Plans  
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<b>Modoc County - Inventory of Transportation Services</b>									
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Far Northern Regional Center (FNRC)	Non-profit	Far Northern Regional Center (FNRC)	Provides transportation services through public transportation systems and contracted providers to developmentally disabled	State Dept. of Developmental Services (DDS)	Chico = Plumas & Lassen, Redding = Modoc, Siskiyou, Tehama & Trinity Co's	Demand/Devel. Disabled	See note		Each county has many transportation options based on client needs (public transit vouchers, reimbursement, etc)
Fort Bidwell Indian Community Council	Tribal Government		Provide trips to medical/health care, school/education job training, social/recreation, members' children to and from school		Fort Bidwell	Demand/Native Americans	Staff drivers (6 in agency vehicles), volunteer drivers (3 in agency vehicles, reimbursement, gas vouchers		20 people served, 20 rides per month
Head Start	Public	Head Start	Transportation to preschool daycare & medical trips	County general fund	Modoc County (Medical trip could be outside the county)	Demand/Head Start participants			Agency, staff and participant household vehicles
Modoc Transportation Agency	Public	Sage Stage - Dial-a-Ride	Services within Modoc County (within 10-miles of Alturas) including Modoc Estates & Cal Pines (shuttle)	5311, TDA, Farebox/\$314,399	Within 10-miles of Alturas (county seat)	Dial-a-Ride	6 Ford 450 Cutaways with wheelchair lifts		MTA has 6 vehicles for both dial-a-ride and fixed route systems
Modoc Transportation Agency	Public	Sage Stage - Intercity Lifeline	Fixed route public transit services		Modoc Co., Redding, Klamath Falls, Or, and Reno Nevada	Intercity/fixed/Public			Alturas to Cal Pines, Canby, Newel, Tulelake & KF (W&Sa), Alturas to Likely, Madeline, Standish & Reno (M & Th) Alturas to Cal Pines, Canby, Adin & Redding (Tu&F)
Modoc County	Public	CalWORKs	Mission is to assist adults receiving cash aid in Modoc County to achieve a goal of self-sufficiency. Access to onsite services and referrals to a county-wide-collaboration are provided to meet the individual needs of the CalWORKs participant	General budget funds/federal block grant distributed by State Health and Human Services to 58 counties/\$162,106	Modoc County	Demand/Low income, physically disabled	Staff who drive (2 in program vehicles), advanced gas vouchers/reimbursement at \$.485/ml or parking with receipts, purchased transportation from Sage Stage		Sage Stage is utilized as a priority transportation provider. Program hold a high accountability to access to services, so adapted to the demand for transportation services with little or no notice through staff transporters

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Modoc	Public	Senior Center - Alturas Program	Site nutrition, home delivered meals, and program transportation for access to nutrition and community inclusion. Provide trips to facility or program, medical/health care, personal business, shopping, work, social/recreation	A2AA	Alturas (Modoc County)	Demand/Elderly, disabled	Staff who drive (2 in program vehicles), volunteer drivers (3 in program vehicles), refer to Sage Stage for wheelchair transport		62 people served. 160 rides per month; transport clients only
	Public	Senior Center - Tulelake Program	Site nutrition and home delivered meals for access to nutrition and community inclusion	A2AA	Tulelake (Siskiyou County)	Demand/Elderly, disabled	Staff who drive (1 in program vehicles), volunteer drivers (2 in program vehicles), may use Sage Stage for trips to Klamath Falls		9 people served, 64 rides per month; may transport others
Modoc County Department of Health Services	Public	Drug and Alcohol	Trips to facility or program, medical/health care, school/education/job training, social recreation. Also provides gas vouchers	State and Federal Funds/\$700	Modoc County	Demand, Gas Vouchers/Gernal public	3 vehicles		70 people served, 3 rides per month; may provide transportation to others
	Public	Mental Health	Trips to facility or program, medical/health care, school/education/job training, social recreation, transfers to state hospitals. Also provides gas vouchers	Realignment from the Mental Health Services Act/\$15,000	Modoc County	Demand, Gas Vouchers/Mentally ill	4 vehicles		10 people served, 12 rides per month; transport clients only
	Public	Public Health	Trips to medical/health care; most transports are provided for children 0-18 years (CCS program). Also provides gas vouchers.	Realignment from the Mental Health Services Act/\$1,000	Modoc County	Demand, Gas Vouchers/County resident only, elderly, Native American, Veteran, physically, mentally disabled, cancer patient, chronically ill, low income	3 vehicles		
Modoc County Department of	Public	Social Services	Transports clients of Social Services only.	CPS funding, APS funding	Modoc County (Medical trip could be outside the county)	Demand/County resident only, elderly, Native American, Veteran, physically, mentally disabled, cancer patient, chronically ill, low income	Staff who drive. Volunteers drive agency vehicles		25 people served, 2 rides per month (25 rides per year); transport clients only. 2 vehicles

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Social Services	Public	Veterans Services	Medical transportation for Veterans from Alturas to Reno (Veterans' Hospital)	VA	Nothern CA and NV	Demand - 2 days a wk/Eligible Modoc County Veterans	1 VA donated van		Attendants can accompany veteran - no wheelchair access. Transport clients only. Spoke with John Howard from Veteran's Services in Nevada
Modoc County Office of Education	Public	Child and Family Resources - Family Matter	To facility or program, medical/health care, school/education/job training, social/recreation, clients' children to and from school, other (probation, mental health, TEACH, etc.)	State Health and Human Services program funding	Modoc County	Demand/Families, residents only	Staff who drive (5 in program vehicles), purchased transportation		2 people served per month, 1 ride per month; may transport others
	Public	Child/Family Services, Head Start, Even Start Family Ed., Independent Living Skills		General budget funds/\$22,621	Modoc County (Medical trip could be outside the county)	Demand/Low income families	One 1995 Ford Club Wagon 350XL (9 passenger)		Staff drive agency vehicles, gas vouchers, mileage reimburse, Sage vouchers
	Public	Early Head Start	Trips to facility or program, school/education/job training, social/recreation. Gas vouchers, or Sage Stage vouchers are provided to parents on an as needed basis as long as they are needed for participation in program activities or program required medical, dental or social service appointments	Federal funding, through the Department of Health and Human Services, Administration for Children and Families, Office of Head Start/\$25,000	Alturas, Cedarville (Modoc) and Tulelake (Siskiyou)	Demand/Low income families	Staff who drive (20 in own vehicles), reimbursement		40 people served, 21 rides per month; transport clients only. The Modoc County Office of Education receives funding for this program
	Public	S.E.A.L.S. After School Program	Trips to facility or program, work, clients' children to and from school or daycare	State/\$200,000	Modoc County	Demand/County resident only, elderly, Native American, Veteran, physically, mentally disabled, cancer patient, chronically ill, low income	Staff who drive (12 in agency vehicles), mileage reimbursement at \$.485/ml, purchased transportation from Sage Stage		May provide transportation for field trips, and events. Would like to develop transportation for students living out of town.

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<b>Modoc County - Inventory of Transportation Services</b>									
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Modoc Joint - Unified School District	Public	Alturas Elementary, Modoc Middle, Modoc High, Adult Ed, Community Day, High Desert community, Independent Study, Warner High State Line Elem (New Pine Creek), South Fork Elem (Likley), Arlington Elem (Canby)	Provides home to school transportation for students of the Modoc Joint Unified School District	State/\$420,000(budget 07/08 school yr)	New Pine Creek, Alturas, Canby and Likley	Fixed/Students	11 buses (3 x 84 pax, 4 x 72 pax, 1 x 44 pax, 1 x 47 pax, 1 x 76 pax, 1 x 60 pax)		
	Public	Modoc Community School	Provide trips to school and for recreational activities		Modoc County	Fixed Demand/Students			
Modoc Medical Center	Non-profit		Door-to-Door service for nursing home residents to medical apt and personal errands	From the Modoc Hospital	Immediate Alturas Areas, very rarely to Redding	Demand/Nursing home residents	1 van with a wheelchair lift		
Modoc Work Activity Center (Dimensional Association Resources and Training (DART))	Non-profit		Provide skills training and community access, with trips to facility or program, medical/health care, work, school/education/job training, social/recreation.	Far Northern Regional Center, MSCAA grant (till Dec 08)/\$57,390	Modoc County (Medical trip could be outside the county)	Demand/Physically devel. Disabled	4 vans (2 x 9 pax - wheelchair capable and 2 x 8 pax)		Staff drive agency vehicles (4 vehicles) on a client trip basis. May provide transportation to others. 40 rides per month, 3 to 20 clients provided transportation weekly
Pit River Health Services	Private non-profit	Indian Health Services	Medical trips for clients (Native Americans) to destinations within and beyond county to clinics and back	Indian Health Services (partially), 3rd party revenue generated/\$70,000	Modoc County (Medical trip could be outside to County to Shasta County, Sacramento, San Francisco or Redding)	Demand/Native Americans	2 vans (8 pax)		Staff drive agency vehicles & mileage reimbursement. They are Medicaid vendors, but not for transportation

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State of CA Dept of Rehabilitation	Public	Modoc Branch	Provide medical trips in conjunction with employment training.	State Health and Human Services program funding	Modoc County (Medical Trip could be outside of County)	Demand/County resident only, elderly, Native American, Veteran, physically, mentally disabled, cancer patient, chronically ill, low income	Reimbursement (mileage @ \$.15/ml or gas and parking with receipts), gas vouchers, purchased Sage Stage transportation, carpool/fuel sharing reimbursement		
Strong Family Health Center	Public	(Formerly Modoc Indian Health Program)	Medical trips for clients (Native Americans) to destinations within and beyond county	Indian Health Services/\$37,307	Modoc County excluding Fort Bidwell, sometimes go outside county too	Demand/Native Americans	2 vans - One 8-10 seater and one 6-8 seater		
Surprise Valley Health Care District	Non-profit		Services to Surprise Valley Health Care District for patients who need access to clinic or community hospital	General funds/\$10,000	Surprise Valley, and the district residents only	Demand/Surprise Valley HC patients needing NEMT, very rarely, they cater service to patients who don't have the means to go to the facility	1 van (8 pax, with wheelchair access, and ramp)		Transport clients only, sometimes cater to residents of the area who cannot find means to come to the clinic
Surprise Valley Joint Unified School District	Public	Surprise Valley Elementary, JR High and High School (Cedarville), Great Gasin High, Community Day		State	Surprise Valley, including Fort Bidwell, Lake City, Eagleville and Cedarville	Fixed/Students			
	Private non-profit	Battered women and children and victims of sexual assault	Trips to facility or program, medical/health care, work, school/education/job training, clients' children to and from school	MCAA/\$10,000	Modoc County	Demand/County residents only and meets program criteria	1 van		Provide transportation backup to MCDE when needed. 1 person served per month, 11 rides provided per year. Have 3 staff who drive; gas vouchers, purchased transportation from Sage Stage

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T.E.A.C.H. Inc	Private non-profit	Modoc Crisis Center	To facility or program, medical/health care, work, school/education/job training, clients' children to and from school		Modoc County	Demand/Low income, people in need of help	Staff drivers use agency vehicles & gas vouchers, Sage Stage vouchers		46 people served, 10 rides per month; transport clients only; Staff who drive (5 in program vehicles), gas vouchers, purchased transportation from Sage Stage
	Private non-profit		Provide emergency services and Modoc Crisis ctr who need non-emergency medical transportation	Modoc/Siskiyou CAP	Modoc County (Medical Trip could be outside of County)	Demand/Emerg. Svc's & Modoc Crisis Ctr clients	Staff who drive in private vehicles, transportation purchased from Sage Stage		
	Private non-profit	Child Abuse Prevention (CAPIT)	Trips to facility or program		Modoc County	Demand/People in need of help			10 people served, 60 rides per month; transport clients only
	Private non-profit	Homeless and emergency shelter	Medical/health care, work		Modoc County	Demand/Elderly, Native Americans, Veterans, low income, cancer patients, chronically ill			Does not provide transportation services
	Private non-profit	Migrant Even Start	ECE, parenting, Adult Education and ESL for Migrant families residing in the Tulelake/Newell area		Modoc County	Demand/Migrant workers			Program ends Sept 30, 2008 due to lack of further funding
Tulelake Basin Joint Unified School District	Public	Adult Education, Newell Elem, Tulelake, Elem, Tulelake High, Community Day, Continuation High	Provides home to school transportation for students	State, Home to School Transportation Funds/\$340,527	Merrill, Newell, Tulelake	Fixed/Students	5 buses, 2 Siennas, 3 suburban's, 2 vans		
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/MODOC.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/MODOC.pdf</a>									

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<b>Nevada County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person and Info</b>	<b>Comments</b>
Nevada County Transportation Commission								Daniel B. Landon, Executive Director <b>Address:</b> 101 Providence Mine Rd. Suite 102 Nevada City, CA 95959 <b>Phone Number:</b> (530) 265-3202 <b>Fax:</b> (530) 265-3260 <b>Email:</b> dlandon@nccn.net <b>Website:</b> www.nctc.ca.gov/	
Gold County Stage - Fixed Route Public Transit County of Nevada Transit Services	Public	Fixed Route Public Transit	Fixed route transit service serving western Nevada County. ADA Paratransit provided by Gold County Telecare	LTF, STA, Section 5311/ \$3,453,401	Western Nevada County as well as Colfax and Auburn in Placer County	Fixed Route	(15) fixed route vehicles; (9) CNG and (6) diesel	Susan Healy-Harman, Transit Services Manager <b>Physical Address:</b> 13081 John Bauer Ave, Grass Valley, CA 95945; <b>Mailing Address:</b> 950 Maidu Avenue, Nevada City, CA 95959 <b>Phone Number:</b> (530) 477-0103 x 1003 <b>E-mail:</b> susan.healy-harman@co.nevada.ca.us	
Gold County Stage - Commuter Bus Service County of Nevada Transit Services	Public	Public Transit - Commuter Service	Regional and commuter services to North San Juan and North Bloomfield, Greyhound connection to Colfax, and rail and connector buses in Auburn	Route 5X is funded by Capital Corridor JPA/AMTRAK	Western Nevada County to the Auburn Depot train station and Colfax train station and Greyhound stop	Fixed Route (express commuter-limited)	(2) diesel	Susan Healy-Harman, Transit Services Manager <b>Physical Address:</b> 13081 John Bauer Ave, Grass Valley, CA 95945; <b>Mailing Address:</b> 950 Maidu Avenue, Nevada City, CA 95959 <b>Phone Number:</b> (530) 477-0103 x 1003 <b>E-mail:</b> susan.healy-harman@co.nevada.ca.us	
ADA Paratransit Gold County Telecare	Private Non-profit	ADA Paratransit	Provides specialized paratransit transportation for Nevada County seniors and persons with disabilities in Western Nevada County. Door-to-door service is provided	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds/ \$98,925	Western Nevada County	Demand response ADA Paratransit/ Elderly and people with disabilities	17 vehicles, all hold at least 1, up to 4 wheelchairs, and from 8-20 ambulatory passengers	Melissa Peterson, interim Executive Director <b>Physical Address:</b> 13457 Colfax Highway, Cedar Ridge, CA 95924; <b>Mailing Address:</b> P.O. Box 2161, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-1710 <b>E-mail:</b> melissa.telecare@sbcglobal.net	
Neighbor-To-Neighbor Volunteer Program Gold County Telecare	Private Non-profit	Paratransit	Provides transportation for seniors (60 and over) and persons with disabilities, for health related trips outside the Telecare ADA paratransit service area	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds/ \$8,156,74	Western Nevada County	Demand response/Elderly and people with disabilities	Private vehicles owned by volunteers	Melissa Peterson, interim Executive Director <b>Physical Address:</b> 13457 Colfax Highway, Cedar Ridge, CA 95924; <b>Mailing Address:</b> P.O. Box 2161, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-1710 <b>E-mail:</b> melissa.telecare@sbcglobal.net	

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Charter Service Gold County Telecare	Private Non-profit	Charter Service	Telecare offers general public charter services	\$20,042.00	Western Nevada County	On demand, with reservations/General public	Same as paratransit service	Melissa Peterson, interim Executive Director <b>Physical Address:</b> 13457 Colfax Highway, Cedar Ridge, CA 95924; <b>Mailing Address:</b> P.O. Box 2161, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-1710 <b>E-mail:</b> melissa.telecare@sbcglobal.net	
T.H.E. VAN Program Gold County Telecare	Private Non-profit	Subsidy for Transportation Costs	Discounted fares for older adults (60 years or older) and persons with disabilities	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds/ \$8,176	Western Nevada County	Demand response ADA Paratransit/ Elderly and people with disabilities		Melissa Peterson, interim Executive Director <b>Physical Address:</b> 13457 Colfax Highway, Cedar Ridge, CA 95924; <b>Mailing Address:</b> P.O. Box 2161, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-1710 <b>E-mail:</b> melissa.telecare@sbcglobal.net	
Senior Voucher Program Gold County Telecare	Private Non-profit	Senior Voucher Program	Discounted fares for older adults (60 years or older) and persons with disabilities	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds/ \$12,240	Western Nevada County	Fixed, demand response/Elderly		Melissa Peterson, interim Executive Director <b>Physical Address:</b> 13457 Colfax Highway, Cedar Ridge, CA 95924; <b>Mailing Address:</b> P.O. Box 2161, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-1710 <b>E-mail:</b> melissa.telecare@sbcglobal.net	
Senior Sunday Service Program Gold County Telecare	Private Non-profit	Senior Sunday Service Program	Discounted fares for older adults (60 years or older) and persons with disabilities	United Way of Nevada County, Area 4 Agency on Aging, State and Federal funds/ \$46,037	Western Nevada County	Demand response/Elderly		Melissa Peterson, interim Executive Director <b>Physical Address:</b> 13457 Colfax Highway, Cedar Ridge, CA 95924; <b>Mailing Address:</b> P.O. Box 2161, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-1710 <b>E-mail:</b> melissa.telecare@sbcglobal.net	
Truckee Trolley Town of Truckee	Public	Public Transit	Provides public transportation within eastern Nevada County	LTF, STA, and private partnerships/ \$197,846	Truckee	Fixed Route	(1) wheelchair accessible 14-passenger 1994 Ford Minibus, (1) 1990 Gillig Phantom 45-passenger bus	Alex Terrazas <b>Address:</b> 10183 Truckee Airport Road, Truckee, CA 96161 <b>Phone Number:</b> (530) 582-7700 <b>E-mail:</b> aterrazas@townoftruckee.com	
Truckee Dial-A-Ride Town of Truckee	Public	Paratransit	Provides specialized paratransit transportation for Nevada County seniors and persons with disabilities in the Town of Truckee. Door-to-door service is provided	LTF, STA/ \$237,068	Truckee	Demand Response/Preference to elderly and disabled citizens	(2) 2002 Ford cutaway vans. (Owned by the Town of Truckee)	Alex Terrazas <b>Address:</b> 10183 Truckee Airport Road, Truckee, CA 96161 <b>Phone Number:</b> (530) 582-7700 <b>E-mail:</b> aterrazas@townoftruckee.com	

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Veterans Volunteer Driving Program Nevada County Health & Human Services Agency - Department of Social Services	Public	Volunteer Program	Volunteer driver program to provide rides to Veteran's Medical Center in Reno	Veteran's Administration	All of Nevada County, to Reno	Demand/Veterans		Alison Lehman, Director <b>Address:</b> P.O. Box 1210 Nevada City, CA 95959 <b>Phone Number:</b> (530) 265-1662 <b>E-mail:</b> alison.lehman@co.nevada.ca.us	
Transportation for State Mandated Services and Social Security Services	Public	Transportation Program	Transportation services for State mandated services including: child/parent visitation for Child Welfare, transportation to Court for Conservatives in the Public Guardian Program	Nevada County DSS and CWS allocation	All of Nevada County	Demand/Department clientele	2 dedicated vehicles, as well as other department cars and vans	Alison Lehman, Director <b>Address:</b> P.O. Box 1210 Nevada City, CA 95959 <b>Phone Number:</b> (530) 265-1662 <b>E-mail:</b> alison.lehman@co.nevada.ca.us	
Eskaton Village Grass Valley	Private Non-profit	Transportation Services	Retirement community with 130 privately owned homes, 80 independent apartments with services, and 57 assisted living apartments			Demand/Elderly		<b>Address:</b> 625 Eskaton Circle, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 273-1778	
RSVP (Retired and Senior Volunteer Program) of Nevada County - Area 4 Agency on Aging	Public(Joint Powers)	Volunteer Program	The Retired and Senior Volunteer Program of Nevada County recruits volunteers 55 years of age and older and places them in volunteer opportunities that match their skills and interests. Program includes mileage reimbursement to volunteers	General Fund	Nevada County	Demand/Elderly		Scott Adams, Program Coordinator <b>Address:</b> 471 Sutton Way #202, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 271-0255 <b>Email:</b> rsvp@nccn.net	
Hilltop Commons Seniors Residence	Private	Transportation Services	Senior housing facility					<b>Address:</b> 131 Eureka Street, Grass Valley, CA 95945 <b>Phone Number:</b> (877) 234-8646	

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<b>Nevada County - Inventory of Transportation Services</b>									
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Hospice of the Foothills	Non-profit	Volunteer Program	Free program offered to individuals in Western Nevada County who have been diagnosed with a life limiting illness and have a prognosis of one year or less. The goal of the program is to identify the needs of the client and family, both medical and non medical. The trained and experienced volunteers are there to help with errands, chores or light meal preparation; provide a needed break from caregivers and in some cases supply transportation		Nevada County	Demand/Hospice patients		<b>Address:</b> 12399 Nevada City Highway, Grass Valley, CA 95945 <b>Phone Number:</b> (530) 272-5739	
Sierra Services for the Blind and Visually Impaired	Non-profit	Transportation Services/Driver Volunteer Program	Provides transportation to trips to and from doctor appointments as far as Sacramento, taking clients to have prescriptions filled, rides to and from all our meetings and events. All services are provided at no charge to clients	Community Service Block Grant (CSBG), donations and General Fund		Demand/Blind and visually impaired		Frank Durham, Program Specialist <b>Address:</b> 546 Searls Avenue, Nevada City, CA 95959 <b>Phone Number:</b> (530) 265-2121 <b>E-mail:</b> info@SierraServices.org	
Precious Cargo Transportation	Private	Non-emergency medical transportation	Residents living outside of the paratransit service area that contact Gold County Telecare are currently referred to Precious Cargo based out of Yuba City, CA. Provides wheelchair accessible door-to-door non-emergency medical transportation, as well as, trips for other purposes and operates in Grass Valley on almost a daily basis		Nevada County	Demand Response		<b>Address:</b> 2947 Colusa Hwy., Yuba City, CA 95993 <b>Phone Number:</b> (530) 673-0287	See Reference Data

<http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/NEVADA.pdf>

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Inventory of Transportation Providers**

<b>Plumas County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Plumas County Transportation Commission								Martin Byrne, Executive Director <b>Address:</b> 1834 E Main St. Quincy, CA 95971 <b>Phone Number:</b> (530) 283-6492 <b>Fax:</b> (530) 283-6323 <b>Email:</b> mjbpcpw@psin.com	
Far Northern Regional Center	Non-profit		Provide transportation services to developmentally disabled for work programs and community access	State Dept. of Developmental Services (DDS)	Chico, Plumas, Lassen, Modoc, Siskiyou, Tehama and Trinity Counties	Demand/Disabled			Each county has many transp. Options based on needs (vouchers, reimburse., etc.). Plumas Rural Services provides for non-lake Alamanor transportation needs in Plumas County with Reg Center Funding.
Plumas Transit System	Public	Quincy Inner City	Fixed - General Public, and Deviated fixed - route for Seniors and those disabled	5311, TDA, Farebox, CalWORKS Feather River College pass sales, Far Northern Reg. Ctr.	Quincy	Fixed and Deviated Fixed/General public, seniors, disabled			Also provide charter services
Plumas Transit System	Public	Reno Airport Service	Reno Airport Service	5311, TDA, Farebox, CalWORKS Feather River College pass sales, Far Northern Reg. Ctr.	Quincy to Reno (Monday) Reno to Quincy (Wednesday, Thursday & Friday)	Fixed and Deviated Fixed/General public, seniors, disabled			
Plumas Transit System	Public	Portola-Quincy Quincy-Portola Chester-Quincy Quincy-Chester	Fixed route for General Public, and Deviated fixed - route for Seniors and disabled	5311, TDA, Farebox, CalWORKS Feather River College pass sales, Far Northern Reg. Ctr.	Fixed - Quincy Area. Deviated Fixed - Quincy, Portola, and Chester intercity	Fixed and Deviated Fixed/General public, seniors, disabled			
Plumas Transit System	Public	Quincy to Chico	Fixed route for General Public, and Deviated fixed - route for Seniors and disabled	5311, TDA, Farebox, CalWORKS Feather River College pass sales, Far Northern Reg. Ctr.	Fixed - Quincy to Chico	Fixed and Deviated Fixed/General public, seniors, disabled			
Plumas County Senior Services	Public	Senior Nutrition	Nutrition Program Transportation for Seniors and Persons w/disabilities. Also, medical trips for seniors	TDA, Older Americans Act, Donations	Quincy, Portola, Cheste, Feature River Canyon (weekly) and Chico Reno (monthly)	Modified fixed-route/Seniors			Transit for other county nutrition ctrs: Chester, Greenville, Portola, and Blairsdan
Plumas County Veterans Services	Public	Veteran's Services	VA Medical and referred trips	Veterans Administration	Plumas Co. vets to Truckee/Reno facilities	Demand/Veterans			Fist come first served

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Plumas County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Plumas County (Social Services)	Public	CalWORKS/Welfare to Work	Employment related transportation		Quincy Area	Demand/Low income			Provide vouchers for Plumas Transit
Plumas Rural Services	Private non-profit	A.L.I.V.E. and START	Provide transportation services to developmentally disabled for work programs and community access	State Dept. of Developmental Services (DDS)/Far Northern Regional Center	Plumas, Lassen Modoc, & Sierra counties	Demand/Disabled			Provide vouchers for Plumas Transit
Alamanor Basin Community Resource Center	Non-profit	ABC Center	Provide support & transportation for medical appointments and counseling		Chester / Lake Alamanor area	Demand/Clients			Bus passes provided through PCIRC and volunteer services
Plumas County (Social Services)	Public	In-Home Support Svc's	Provide transportation & support to enable elderly/disabled remain in their own homes as long as possible	County	Plumas County	Demand/Elderly and disabled			
Greenville Rancheria	Federally Recognized Indian Tribe	Greenville Rancheria Tribal Health Program	Licensed Community Clinic (Medical & Dental Visits) and referred patient trips	Indian Health Services/ CalWORKS/ Tribal Funding	Plumas, Tehama and surrounding counties that are within federally assigned service area	Demand/Native American and general public			
Feather River College	Public	DSP&S, TRIO and Student Services	Assist disabled and low income students with transportation		Plumas County	Fixed/Disabled, low income students			Bus passes given to all registered students on a per-semester basis
Environmental Alternatives	Private non-profit		Transportation services for foster children	Temporary Assistance for Needy Families (TANF)	Quincy	Demand/Foster children			
Mountain Circle Family Services	Non-profit	Family Services	Transportation services for foster children		Greenville, Portola, and Susanville	Demand/Foster children			
Alliance for Workforce Development	Non-profit	One-Stop Center	Provide transportation to clients in training and job search		Plumas, Lassen, Sierra, & Modoc Counties	Demand/Clients			
Plumas Crisis Intervention & Resource Center	Non-profit	Crisis and Family Services	Crisis intervention and homeless assistance including transportation		Plumas, Lassen, Sierra, & Modoc Counties	Demand/Clients			Purchases tickets from Plumas Transit for clients
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/PLUMAS.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/PLUMAS.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Sierra County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Sierra County Local Transportation Commission								Tim H. Beals, Executive Director <b>Address:</b> Courthouse Annex 101 Courthouse Sq. (P.O. Box 98) Downieville, CA 95936 <b>Phone Number:</b> (530) 289-2848 <b>Fax:</b> (530) 289-3620 <b>Email:</b> tbeals@sierracounty.ws	
Golden Rays Senior Van Services - Golden Rays Senior Citizens, Inc	Non-profit		Provide transportation to older adults and others in western Sierra County	County STA, LTF/ \$44,840 (FY 2006-2007)	Western Sierra County	Demand	1 handicapped equipped van	Cindy Osborn, Vice President and Arlene Monjar, Transportation Coordinator <b>Address:</b> 749 Main St. Downieville CA 95936 <b>Phone Number:</b> (530) 862-1235 and (530) 289-1707 <b>E-mail:</b> cinozz@sbcglobal.net	See Reference Data
Incorporated Seniors of Sierra County	Non-profit		To provide a reliable means of transportation to Sierra County residents. This program is designed to serve the senior citizens and handicapped population. The general public is welcome on a space available basis.	LTF, A4AA, In-Kind Donations/ \$68,797 (FY 2007-2008)	Sierra County, CA	Demand/ Elderly, disabled and general public on a space available basis	(2) 1 ton passenger vans	Russ Skustad, Director of Transportation <b>Address:</b> 302 1st St, PO Box 675, Loyalton, CA 96118 <b>Phone Number:</b> (530) 993-4770 <b>E-mail:</b> incseniorstransportation@digitalpath.net	See Reference Data
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/SIERRA.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPInq/SIERRA.pdf</a>									

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Siskiyou County - Inventory of Transportation Services</b>									
Agency Name	Agency Type	Program Name	Program Purpose and Description	Funding Source/Ann. Oper. Cost	Area Served	Service Type/Clients	Vehicles-Quantity/Type	Contact Person	Comments
Siskiyou County Transportation Commission								Brian McDermott, Executive Director <b>Address:</b> County Public Works Building 305 Butte St. Yreka, CA 96097 <b>Phone Number:</b> (530) 842-8250 <b>Fax:</b> (530) 842-8288 <b>Email:</b> bmcdermo@co.siskiyou.ca.us <b>Website:</b> www.co.siskiyou.ca.us	
Amtrak	Private/for-profit		Intercity rail transportation service with connecting buses	Private & federal operating support	Stops in Weed, Yreka, Dunsmuir, Mt. Shasta, Scotts Valley	Fixed/General public	Thruway bus		Riders must have rail ticket
City of Yreka	Public/Non-profit	City of Yreka Senior Program	Supportive services for older adults (60+), including site nutrition, home delivered meals, and Transportation (door-to-door)	Title III and Older Californian's Act (OCA) and City of Yreka provides 40% of funding/ \$372,000 (overall budget)	Yreka, Lake Shastina, Montague, Hilt, Grenada	Demand/General public	2 buses on order; 2 16-passenger; and 1 10-passenger (new)		Collaborate with Yreka Community Resource Center
College of the Siskiyous	Public	Extended Opportunity Programs and Services	Support students who historically have been underrepresented	State and Siskiyou Joint Community College Dist.	Siskiyou County	Fixed (flexible)/ Students			
College of the Siskiyous	Public	Cooperative Agencies Resources for Education	Support students who are single parents on CALWORKS or TANF - provide gasoline vouchers and STAGE bus passes		Siskiyou County	Fixed (flexible)/ Students			
Dole Transportation	Private/for-profit		Operates some school buses and charter services	Private	Siskiyou County	Demand & fixed/ School kids and private party	23 busses and 16 cars		
Dunsmuir Community Resource Center	Non-profit		Provide numerous programs for all ages, including nutrition, parenting, after school, elderly programs, etc.	Funded by First 5 Siskiyou	Dunsmuir				
Fairchild Medical Center	Private/for-profit	Acute Care Hospital	Provide hospital services to community	Federal, state and private	Siskiyou County	Demand/paratransit van/ Public	Private vehicles and 1 van		Employees provide transportation to clients that have no family or public source of transportation

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Siskiyou County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Far Northern Regional Center	Non-profit		Provide funding for transportation services to developmentally disabled for work programs and community access	State Dept. of Developmental Services (DDS)	Redding office serves Modoc, Siskiyou, Tehama & Trinity Counties	Demand/ Disabled	See note ---->		Each county has many transp. options based on needs (vouchers, reimbursements, etc).
Golden Unbrella	Non-profit	Multipurpose Senior Services Program (MSSP), Linkages	Provides case management to elderly and disabled to enable people to live safely in their own homes	Area Agency on Aging (PSA2), State and Federal Department of Health and Human Services	Shasta, Lassen, Trinity, Modoc and Siskiyou counties	Demand/ Elderly and disabled	Passenger		Drivers must be on registry of Golden Umbrella
Goodwill	Non-profit	Day Program; Independent Living Skills Program, CASS Services, Social Recreation Program, Respite Service, Supportive Employment	Provide contracted transportation services to senior citizens and for medical apt., shopping and community access	Far Northern Regional Center	Siskiyou County	Demand, Intercity, Reservations, Interstate, Prescription/ Siskiyou County residents			Drivers are staff that have other primary responsibilities
Greyhound Bus Lines	Private/for-profit		Intercity bus transportation	Private	3100 destinations across North America stops in Weed and Mt. Shasta	Fixed/ Public	Accessible and limited accessible buses		Accessible buses (wheelchair lifts) available with 48-hour notice, otherwise other options available
Happy Camp Community Resource Center	Non-profit		Provide numerous programs for all ages, including nutrition, parenting, after school, emergency services, elderly programs, etc.	Funded by First 5 Siskiyou/ \$40,000	Dunsmuir, Happy Camp, McCloud, Montague, Mt.Shasta, Scott Valley, Tulelake, Weed, and Yreka	Emergency Only/ Last Resort			Hours of Operation: As needed when STAGE doesn't run
Karuk Tribe	Tribal Government	Karuk Tribe Health and Social Services	Program includes 3 medical clinics and 2 dental clinics. Happy Camp Tribal Health Program, 2 social service offices with counseling, drug/alcohol education/counseling, domestic violence, elders program, housing program, and head start program. Transports members to and from clinics, rehabilitation, appointments, shopping to improve physical and mental health of tribal members		Siskiyou County	Demand/ Tribal members	About 14 tribal - owned vehicles		Employees not allowed to volunteer own vehicles

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Siskiyou County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Klamath Health Services	Non-profit		To coordinate health related organizations to optimize health care service outreach opportunities and funding	Private foundations, local matching, management fees	Siskiyou County	Public			
Madrone Hospice, Inc.	Non-profit	Madrone Adult Day Health Care Center	Provide healthcare, therapies and social services in a safe environment for frail elderly and individuals with physical or mental handicaps to maintain or improve health and prevent premature institutionalization	MediCal and private pay/ \$400,000	Mt. Shasta, Lake Shastina, Yreka, Scott Valley, Horn Brooke, Montague	Demand/Private Van/ Elderly, disabled, ADHC participants	2 private vans		Hours of Operation: Monday-Friday; Daily attendance of 20 for a minimum of a 4 hour program
McCloud Community Resource Center	Non-profit		Provide numerous programs for all ages, including nutrition, parenting, after school, elderly programs, etc.	Funded by First 5 Siskiyou/ \$40,000	McCloud				
Mercy Mt. Shasta Medical Center	Non-profit	Mercy Mt. Shasta Auxiliary Transp. System	Provides individuals who have no other means trans. to Mercy Hosp. & regional cancer centers & Dr's		Mt. Shasta, Weed & Lake Shastina	Demand, Reservations/ All patients; Mercey Medical doctor appointments; no emergencies			Hours of Operation: Weekdays 8AM to 5PM
Montague Community Resource Center	Non-profit		Provide numerous programs for all ages, including nutrition, parenting, after school, elderly programs, etc.	Grants and Contracts/\$ 160,000	10 communities surrounding Montague	Demand/ Clients (Low income, elderly, disabled)	Employee vehicles		
Mt. Shasta Community Resource Center	Non-profit		Provide numerous programs for all ages, including nutrition, parenting, after school, elderly programs, etc.		Mt. Shasta				
Mt. Shasta Recreation and Parks District	Non-profit	Mt. Shasta Senior Nutrition Program	Site nutrition for seniors, home delivered meals, and transportation to shopping, senior center, medical	Property taxed and grants from state and federal government with local matches and contributions from participants/ \$225,000 (cash and inkind)	Mt. Shasta & Dunsmuir (South Siskiyou County)	Demand/ Elderly and youth (after 3pm)	1 small bus for 18-22 passenger; 1 15-passenger; and 1 7-passenger		Hours of Operation: weekdays 9AM to 2PM; work closely with George Washington Manor (shopping)
Northern Valley Catholic Services	Non-profit		Social services agency, counseling children under 18	Partnerships w/ Catholic charities, private donors, income from mental health counseling	Butte, Shasta, Tehama, Trinity and Siskiyou Counties	Children 18 and under			
PSA 2 Area Agency on Aging	Public		The PSA2 Area Agency on Aging provides contract administration and program oversight for aging and adult services in Lassen, Modoc, Shasta, Siskiyou and Trinity counties	Department of Aging/ 21.11% of annual fuding allocations goes to Siskiyou County	Lassen, Modoc, Shasta, Siskiyou and Trinity counties	Fund local senior transportation providers/ Seniors			

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Siskiyou County - Inventory of Transportation Services</b>									
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Scott Valley Community Resource Center	Non-profit		Community-based organization dedicated to strengthening the community by empowering families - provides several programs for all demographics. Transportation for doctor appointments, senior lunches, emergency needs	First 5 Siskiyou, Mental Health Services Act, Snack Program, CSC/ \$1,212,000	Scott Valley, Greenview, Etna, Forks of Salamon, Callahan	Demand/ Public	Personal vehicles		
Siskiyou County Behavioral Health Services	Public	Behavioral Health Services	Provide integrated array of services which encourage informed choices, support individual values and strengths, and provide opportunities for quality living	Federal, state/ \$15 million	Siskiyou County	Demand and fixed/ Clients	39 vehicles		Hours of operation: Weekdays 5AM to 8PM
Siskiyou County	Public	SCHSD CalWORKS Welfare-to-Work	To provide access to work activities and employment	Primarily State and Federal Funds	Siskiyou County	STAGE passes and mileage reimbursement/ Low income CalWORKS			
Siskiyou County	Public	SCHSD Adult & Children's Services	Service accessibility for clients. 1) To provide transportation to Court ordered Services and Visits; 2) Provide transportation to dependent and elderly adults to medical appointments, primarily (under certain circumstances)	Federal, State and county funds	Primarily Siskiyou County	Demand: STAGE passes and mileage reimbursement/ Children's Services Clients	3 vehicles		Weekday 8-5 transport
Siskiyou County Public Health	Public	California's Children Services (CCS)	Program designed to help children with special health care needs to receive the treatment and equipment they need to lead a better life	Federally funded through Title IV, Tobacco Tax, CDC, State Funding for HIV, immunization, etc, and general fund dollars	Siskiyou County	Demand/ Clients	1 van, nursing staff have cars (small SUV)		Need out of county transport
Siskiyou County Public Health	Public	STAGE (Siskiyou Transit and General Express)	Provide commuter public transit services	Federal, state, county	Yreka, Weed, Mt. Shasta, Lake Shastina, Dunsmuir, McCloud, Scott Valley, Etna, Fort Jones (West of 15 corridor)	Fixed/ General public	4-30' Bluebird TC; 3-35' Bluebird Q; 3-32' Bluebird CS; 3-31' Glaval Titans		There is no Paratransit, however, the county is flexible and will accommodate requests as
Siskiyou County Veterans Services	Public	Veterans Services	Transportation arranged for eligible veterans to medical apt. outside Siskiyou County to VA Medical Centers only.	County funds and donations/ \$10,000	Contracted services for county veterans	Demand, Reservations, Fixed, Interstate/ Veterans	2 vans		Gas vouchers & bus tickets available to eligible vets for NEMT. Hours of Operation:

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Siskiyou County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Siskiyou Opportunity Center	Non-profit	Vocational program for DD adults, sheltered work program	Employment services for people with developmental disabilities. Provide transportation to access work programs	Far Northern Regional Center/ \$60,000	Siskiyou County	Fixed/ Disabled, rehab			Hours of Operation: Weekdays 7AM to 5PM
Siskiyou Services Center	Non-profit		Provides transportation: medical appointments, employment, social		Yreka, McCloud, Etna, Big, Springs, Hombrook	Demand & fixed/ Disabled	1 bus, 4 vans		Hours of Operation are weekdays AM and PM only
Tulelake Community Resource Center	Non-profit		Provide numerous programs for all ages, including nutrition, parenting, after school, elderly programs, etc.		Tulelake				
Weed Community Resource Center	Non-profit	Family Advocate, parent education, toddler playgroup, car seat, parenting childhood literacy, mental health service act, family fun nights, home owner and renter rebate, property tax postponement	Provide numerous programs for all ages, including nutrition, parenting, after school, elderly programs, etc.	Funded by First 5 Siskiyou, Mental Health Services, City of Weed Community Services Counsel, Sierra Cascade & Nutrition and Activity, Fundraisers, Donations, Rental Income/ \$125,000	Weed, Edgewood, Lake Shastina, Hammond Rance	Very rare Emergency Only/ Clients			More likely to provide bus vouchers or connect clients with transportation services. Issues with safety and insurance, prohibiting transportation
Workforce Connection	Non-profit		Assist employers and job seekers in finding each other	Federal and state funding	Far Northern California and Southern Oregon	Unemployed and Underemployed			
Yreka Community Resource Center	Non-profit		27 different programs for all ages, including nutrition, parenting classes, MHSA, after-school program and referrals to all community resources	Grants, Contracts, Thrift Store Income, Rental Income/ \$5,000,000	10 mile radius from Yreka & Klamath River	Demand/ Clients, low income, elderly, disabled	Employee vehicles		

<http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/SISKIYOU.pdf>

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<b>Tehama County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Alternatives to Violence	Non-profit	Alternatives to Violence	Transport clients (victims of domestic violence) in personal vehicles for safety, or purchase passes			See Notes			The only transportation offered to clients is if the client is in the shelter and they need to take them to the hospital or some other emergency, the staff uses their own personal vehicles
Arcadia Healthcare	Private for-profit	Arcadia Healthcare	Private healthcare staffing for hospitals, nursing homes, medical offices and in-home healthcare	Private pay		Demand/Clients	Caregiver vehicles		Clients can arrange transportation to medical apt a few days in advance. Charges are \$18.50/hr with a 3 hour minimum. Driver can use client's car, or will drive own car for 40 cents mileage
American Cancer Society - Volunteer Program	Non-profit	Road to Recovery	Dedicated to eliminating cancer as a major health problem to prevention, saving lives and diminishing suffering through various programs. Provides volunteers to drive cancer patients to and from clinic, and also provides partial reimbursement for gas (@ \$0.14 per mile)	Community donations/Approx. \$400 available per patient	Butte and Glenn Counties	Demand Response/Cancer patients	None, volunteers vehicles, if any		
CalWORKs	Non-profit	Social Services	Social Services aides (2) will transport people to Welfare-to-Work activities, which are required of everyone who is receiving welfare	CalWORKs Single allocation (Federal, State)/\$135,743	Tehama County	Demand/Only people who have Cash Assistance (CalWORKs Cash-aid)	3 vans (7-pax)		
Catholic Healthcare West	Private Non-profit	Mercy Outreach Van	Provides transportation for patients 30 miles or more from Mercy Care Ctr.	Mercy Found & Catholic Health Care/\$20,000	Area over 30 miles from health care facility	Demand/Hospital patients	2 vans, one is ADA compliant		
City of Red Bluff	Public	Senior Nutrition Program	Transport seniors to and from centers in Red Bluff, Corning, and Los Molinos for meals	Fed/State Grants, donations, County & AAA funds/\$300,000	Red Bluff, Corning, Gerber, Tehama, and Los Molinos	Fixed/Elderly	Total 4: 3 vans and 1 bus		

**California Human Services Transportation Coordinated Plans  
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<b>Tehama County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Far Northern Regional Center (FNRC)	Non-profit	Far Northern Regional Center (FNRC)	Provides transportation services through public transportation systems and contracted providers to developmentally disabled	State Dept. of Developmental Services (DDS)	Chico = Plumas & Lassen, Redding = Modoc, Siskiyou, Tehama & Trinity Co's	Demand/Develop. Disabled	See note	Karen Loeper - Redding <b>Phone # 222-4791</b> Larry Withers - Chico <b>Phone # 895-8633</b>	Each county has many transportation options based on client needs (public transit vouchers)
Greenville Rancheria	Tribe		Transports patients of the clinic and tribe for errands, doctors appt. etc at no expense to them						
Greyhound Bus Lines	Private for-profit		Intercity Bus Transportation	Private	3,100 destinations across North America	Fixed/Public	Accessible and limited accessible buses		Accessible buses (wheelchair lifts) available with 48-hour notice, otherwise other
Impressions Limousine	Private for-profit		Transportation to airport, weddings, and special events	Private	Tehama County	Demand/Residents	2 Lincoln Town cars		
Lassen House	Private for-profit		Assisted living facility	Private	Tehama County	Demand/Medical and community access	1 - 14 passenger bus		
Lighthouse	Private	Lighthouse	Provide transit to developmentally disabled	Far Northern Regional	Tehama County	Demand/Develop. Disabled adults	1 - 10 passenger bus and private vehicles		Laidlaw provides a.m. services & TRAX provides
Mercy Medical Center	Private Non-profit	Mercy Outreach Van	Van that goes to Red Bluff to pick up cancer patients and patients of other kind	General fund of the Hospital Budget/\$20,000	Transportation to patients 30 minutes or more form Mercy Care Center	Free service, volunteer drivers/Patients with recurring medical appointments such as cardiac rehabilitation or radiation treatments for cancer	3 vans, one of which is wheelchair accessible, owned by Hospital		Van schedules depend on treatment schedules, with cardiac rehabilitation occurring on Monday, Wednesday & Friday. Conducts approx. 3 rides per week. Very erratic
Merit Medi-Trans	Private for-profit	Merit Medi-Trans	NEMT	Private (bill Medi-Cal and Insurance, also private pay)/\$1,500,000	Northern CA including Red Bluff	Demand/Wheelchair & bed bound patients	32 accessible vans		Have contract with care home.
METS - Medical Transportation Services	Public	METS	Volunteer-driver program for medical appointments	LTF and/or STA/\$53,730	Tehama, Butte and Shasta Counties	Demand, volunteer/Medical	Personal vehicle		Public - Private partnership. Volunteer drivers using personal

**California Human Services Transportation Coordinated Plans  
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<b>Tehama County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Mt. Lassen Motor Transit, Inc.	Private for-profit	Mt. Lassen Motor Transit Inc.	Tour & charter services	Private	Tehama County	Fixed and Demand/Seniors and students	8 large buses		Tourism oriented...national parks, sporting events, casinos,
New Directions to Hope	Non-profit	Wraparound Program	Takes clients to job interviews, community resources in the area and to and from their house to attend meetings at the agency.	State	Los Molinos, Red Bluff, and Corning	Demand/Disadvantaged persons, including from foster families	2 vans, 1 car		It is a contracted program through the Department of Social Services
New Directions to Hope	Non-profit	CHAT	For victims of child abuse			Demand/Victims of child abuse	1 van		
North Valley Services (NVS)	Private Non-profit	Opportunity Center, or North Valley Services	Disabled services provider for developmentally disabled adults	Funding through Far Northern RC/\$600,000	Tehama County & parts of Glenn and Lassen	Door-to-Door fixed route/Develop. Disabled	Total 46: 14 buses, 15 vans, & 17 cars/trucks		Provide transportation, job training and life skills training for disabled
Northern CA Child Development, Inc.	Private Non-profit	Head Start	Social Service for low income families	Fed. Headstart Grant & CA First Five Comm. Grant/\$31,300	Tehama	Demand/Preschool children and their families	20 vans and 3 buses		Clients only: Child needs, i.e. Dr. visits, parental meeting and training
Northern Valley Catholic Social Services	Non-profit	Home Help for Hispanic Mothers	Transports needy mothers to and from doctors appointment visits				1 car (4 pax)		very old vehicles, no funding for new programs, initially had a home visiting component too, but now only the Home Health for Hispanic Mothers program is partially working
Northern Valley Catholic Social Services	Non-profit	Independent Living Skills	Transports foster youth to help them become self sufficient		Tehama County, sometimes travel till Redding/Chico	Mothers and foster youth	1 van (8 pax)		
Pathways to Success	Private	Pathways to Success	Provides transportation for adult care clients from their home to the program - all weekdays			Fixed Route/Develop. Disabled adults	2 vehicles		Transportation services provided only for clients of the agency
Northern Express (formerly Precious Cargo & Platinum Care)	Private for-profit	Northern Express	NEMT (Private Pay)	Private	Tehama and Trinity Counties	Demand/Disabled needing NEMT	10 accessible vans		Agency name now changed to Northern Express Transportation
Senior Ride On	Private for-profit	Senior Ride On	Transportation for seniors	Private/\$15,120	Tehama County	Demand/Seniors 56+	1 Chevy Impala		Daytime - limited on weekends. Licensed taxi, uses odometer to

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Tehama County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source/Ann. Oper. Cost</b>	<b>Area Served</b>	<b>Service Type/Clients</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Shasta College	Public	Transportation	Provides rides to both disabled and nondisabled students	Shasta College general budget funds	Trinity, Tehama, & Shasta Counties. Connects to TRAX at Rio and Walnut, Red Bluff, Route 273 through Anderson & S. Redding to Shasta College	Fixed/All including seniors and disabled	2 buses, service Tehama County		Working partnership in Tehama County
Sunset Cab Co.	Private for-profit		Taxi service	Passenger fares	Tehama County	Demand/Public	2 - 4 door sedans		No disabled access
Tehama County	Public	Department of Education	Transportation for school kids (k through 12)	CDE Grant, 21st Century Learning grants, monthly program fees/\$\$7,000 for the school yr.	27 schools in Tehama County	As needed/School kids (K-12)	Contracts with North Valley Services (for 20 pax requirements) and with TRAX Paratransit (for over 20 pax)		They do not provide transportation directly. They just contract required transportation services with NVS
Tehama County Public Works	Public	TRAX	Regional transportation services to public. Buses wheelchair lift equipped	LTF, STA, 5310, 5311, and fares/\$1,098,883.55 (FY 07/08 projected final)	RB to Corning, inc. Dairyville, Proberta, Gerber, Los Molinos, Tehama, & Richfield	Fixed and Demand/All including seniors and disabled	11 buses, 6 coaches & 5 cutaways, with wheelchair lifts. Vehicles include bike racks		TRAX - Mon to Fri 6:30 to 6:30 ParaTRAX Mon to Fri 7-6, Sat 9-3 (closed 9 holidays)
Tehama Estates Retirement Home	Private		Transports renters of the facility for scheduled appointments and errands. Mon-Fri from 9am to 12pm		Within Red Bluff only	Demand/Senior citizens in the retirement home	1 van		
Veteran's services	Public	VA Outpatient Shuttle	To transport veterans between Shasta, Tehama and Glenn counties and points south such as Chico and San Francisco	Veteran's Administration					Do not offer any transportation services, but refer everyone to METS, TRAX, or the VA Shuttle that comes from Redding (530-226
<a href="http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/TEHAMA.pdf">http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/TEHAMA.pdf</a>									

**California Human Services Transportation Coordinated Plans  
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<b>Trinity County - Inventory of Transportation Services</b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source</b>	<b>Area Served</b>	<b>Service Type/Client</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Trinity County Transportation Commission								Susan Price, Executive Secretary <b>Address:</b> 60 Glenn Road P.O. Box 2819 Weaverville, CA 96093-2819 <b>Phone Number:</b> (530) 623-1351 <b>Fax:</b> (530) 623-1353 <b>Email:</b> sprice@trinitycounty.org <b>Website:</b> www.shastanet.org/trintrans/	
Far Northern Regional Center	Non-profit		Provide transportation services to developmentally disabled	State Dept. of Developmental Services (DDS)	Chico, Plumas Lassen, Shasta, Modoc, Siskiyou, Tehama & Trinity counties	Demand/Disabled			
Golden Age Nutrition	Non-profit		Deliver meals & transport seniors to center		Weaverville	Demand/Seniors	1-7 passenger van		
Human Response Network	Non-profit		Service provided using bus passes mileage reimburse & fuel vouchers. Transportation for medical appointments	County Contract (LTF)	Trinity County	Demand/Clients			
Klamat-Trinity Non-Emergency Transportation	Non-profit		Improve access to healthcare for elderly, mentally impaired, &/or physically disabled. Provides medical transportation to residents of Trinity County		Trinity and Humboldt Counties	Demand/Patients			
Platinum Care (formerly Precious Cargo)	Private for profit		NEMT (Private Pay) Wheelchair and gurney transportation to dr. appointments	Private	Northern California	Demand/Disabled needing NEMT	6 accessible vans (+2 to be purchased)		
Roderick Senior Center (Hayfork Senior Nutrition Program)	Non-profit		Deliver meals & transport seniors to center. Provide transit for errands and other trips	STA funds	Hayfork Valley	Demand/Seniors	Personal vehicles		
Shascade Community Services	Non-profit		Transportation for developmentally disabled		Weaverville	Demand/Disabled	1 bus		
Shasta College	Public		Provides rides to both disabled and no disabled students. Education	Shasta College general budget	Trinity, Tehama, and Shasta Counties	Fixed/All including disabled	1 bus services Trinity County		
Southern Trinity Health Services	Public		Medical and Social Svc transportation to Fortuna		Trinity County	Demand/Clients			
Trinity Cab Service	Private for profit		Public transportation		Weaverville	Demand/Seniors and disabled	2 vehicles		

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b><i>Trinity County - Inventory of Transportation Services</i></b>									
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Funding Source</b>	<b>Area Served</b>	<b>Service Type/Client</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Trinity County	Public		Public transportation, Weaverville Shuttle, and Hayfork Bus		Weaverville, Douglas City, & Hayfork (North of Southfork Mtn.)	Flexible Fixed	3 buses: 1 - 11 passenger; 1 -19 passenger; 1 - 21 passenger		
Trinity County	Public		Counseling for adults and children. Adolescent Mental Health/Substance Abuse Treatment	County	Trinity County	Demand/Mental health clients	2 vans (1 is accessible)		

<http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPlan/TRINITY.pdf>

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Tuolumne County - Inventory of Transportation Services</b>										
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Annual Operating Cost</b>	<b>Service Type/Clients</b>	<b>Primary Funding</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Tuolumne County Transportation Council									Peter Rei, Executive Director <b>Address:</b> 2 South Green St. Sonora, CA 95370 <b>Phone Number:</b> (209) 533-5601 <b>Fax:</b> (209) 533-5698 <b>Email:</b> prei@co.tuolumne.ca.us <b>Website:</b>	
<b>Public Transit</b>										
Tuolumne County Transit	Public	Tuolumne County Transit general public fixed-route services and DAR for older adults and people with disabilities	General Public Fixed-route Transit Services; DAR for Older adults 55+	Sonora, Columbia, Jamestown, Tuolumne, Twain Harte, Sierra Village, Crystal Falls, Groveland		Fixed and Flex Routes; DAR/General public;seniors and people with disabilities	TDA, FTA Section 5311, local funds			Fixed and flex route services operated using 5 vehicles. Average monthly mileage is 19,400. DAR operated using 5 vehicles with average monthly mileage of 11,900. Fixed and DAR annual operating costs are \$775,000 and
<b>Agencies Providing or Subsidizing Transportation</b>										
ATCAA	Non-profit	Family Learning Center	Improve parenting, literacy, job and healthy living skills	Tuolumne County		Door-to-Door/Low-income individuals	Various Federal, DSS, First Five			Provides transportation to Family Learning Center, but also to healthcare, dental appointments, etc. Two vans each at
	Non-profit	Jamestown Homeless Shelter	Provide shelter; assist low-income individuals in achieving self-sufficiency	Amador, Tuolumne, Calaveras counties		Door-to-Door, school transport for shelter residents; bus vouchers; gas vouchers/Limited income	No Child Left Behind, Emergency Shelter Grant, donations			Service operated using one donated vehicle driven by staff. Annual budget for transportation
	Non-profit	Family Resource Center	Transport homeless children to school and appointments; also transport family members or others in need	Tuolumne County and sometimes Merced County		Demand response with some regular service/Homeless or high-need children from Jamestown Elementary School	CA Dept of Education for Homeless Children and Youth			Service provided using one Ford Expedition and one full-time and one back-up driver

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Tuolumne County - Inventory of Transportation Services</b>										
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Annual Operating Cost</b>	<b>Service Type/Clients</b>	<b>Primary Funding</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Area 12 Agency on Aging	Public	Senior Services, Info and Assistance, Linkages, HICAP, Family Caregiver Support Services; support senior services providers	Five-county JPA funds community senior services providers; administers some programs in-house	Alpine, Amador, Calaveras, Tuolumne, Mariposa counties		Gas vouchers; funds services/ 60 and over; disabled	Older Americans Act, state funds, private donations			Gas vouchers provided for trips to medical appointments through OAA funds and MSSP program; one-time \$400 donation from Black Oak Casino supporting transportation for Linkages participants; Area 12 funds medical transportation assistance provided by out-of-county medical trips
California Children's Service	Public	California Children's Services	Medical care and rehab for children with disabling conditions	Tuolumne County		Gas vouchers and occasional car rental/Children with disabilities	Medi-Cal			Reimburses for bus tickets to Columbia College and other classes or training programs. Also reimburse mileage
California Department of Rehabilitation	Public	Vocational rehabilitation	Assist people with disabilities to find and secure employment	Tuolumne County		Transit and mileage subsidy/People with disabilities, mainly mental health patients	State funds			Bus passes and tickets provided to program participants only
Mother Lode Job Training/Job Connection	Public	MLJT - Job Connection	One stop employment resource center; training provider	Tuolumne County		Bus passes and tickets; mileage reimbursement/Limited income				Service operated using one 7-passenger van driven by staff
Mountain Women's Resource Center	Non-profit	Mountain Women's Resource Center	Transportation to women in the domestic violence shelter	Tuolumne County		Demand response/Women, low income, disabled, seniors				
Senior Support Services	Private	Senior Support Services	Provides non-medical, in-home care to the elderly	Tuolumne and Calaveras Counties; eastern Stanislaus County		Incidental transportation/Seniors	Clients fees			
Sierra Foothill Senior Management	Public	Medical transportation for older adults	In-county medical transportation for residents 60 and older who cannot use public transit	Tuolumne County		Demand response/60 and over who cannot use public transit	Area 12 Agency on Aging contract			Service operated using one wheelchair-accessible van and volunteers' private vehicles (one paid driver). Serve approximately 1,700 miles monthly. Annual

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Tuolumne County - Inventory of Transportation Services</b>										
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Annual Operating Cost</b>	<b>Service Type/Clients</b>	<b>Primary Funding</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Sonora Regional Medical Center	Non-profit	Hospital discharge transportation	Taxi rides home for some patients	Tuolumne County and sometimes Calaveras County		Demand response/taxi service/Hospital patients	Hospital general fund			Transportation only provided in extreme cases (3-4 times each)
Thumbs Up!	Non-profit	Thumbs Up!	Community integration program for people with developmental disabilities	Tuolumne and Mariposa Counties		Door-to-door/Individuals with developmental disabilities	VMRC contract			Provide home-to-program transportation to participants who cannot access public transit, as well as transportation to program activities. Service is operated with one 16-passenger van and two 6-passenger vans.
Tuolumne Adult Day Health Care	Public	ADHC	Transportation to Adult Day Health Care Program participants	Generally within the Sonora, Columbia, Jamestown areas		Demand Response/Elderly	CA Dept. of Aging funds			Service operated using three County Transit buses at an annual cost of approximately \$101,400. MV Transportation is the contractor for
Tuolumne County Behavioral Health and Recovery	Public	Mental Health and substance abuse programs	Services to ameliorate effects of mental health and alcohol/drug use disorders	Tuolumne County		Direct as-needed; transit tickets and passes/Mental health, alcohol, drug, and prenatal program participants	Federal, state, and county funds			May provide out-of-county trips at the request of primary clinician.
Tuolumne County DSS: Child Welfare Services	Public	Child Welfare Services	Investigates abuse/neglect, case management	Tuolumne County		Bus Passes/Child welfare program, many low income clients	State Child Welfare fund			One-time-use bus passes are given to parents of children in the child welfare program, on a case-by-case basis. The passes support parents in fulfilling case plan

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<b>Tuolumne County - Inventory of Transportation Services</b>										
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Tuolumne County DSS: Welfare-to-Work/CalWORKS	Public	Welfare-to-Work Program	Supportive services, training and employment services for CalWORKS recipients	Tuolumne County		Mileage reimbursement, bus passes, limited direct transportation, gas cards/Low-income individuals	State and federal funds			Provides a range of transportation support options for CalWORKS/TANF recipients. Transportation support is provided beyond program activities as needed. Has 7-8 cars shared with Adult Protective Services. Case managers may
Valley Mountain Regional Center	Non-profit	Valley Mountain Regional Center	Programs and services for developmentally disabled	Amador, Calaveras, San Joaquin, Stanislaus, Tuolumne		Contracted, bus passes and tickets/Individuals with developmental disabilities	CA Dept. of Dev. Services			Transportation is provided through contracts with VMRC vendors (WATCH, Thumbs Up!). VMRC also purchases bus passes or tickets for consumers
Veterans Administration	Public	Medical transportation for older adults	Transportation for veterans from their homes to a VA hospital	Many counties including Calaveras, San Joaquin, Stanislaus, and Tuolumne		Demand Response/Veterans includes low income, disabled, seniors)	VA			Service provides using gurney and wheelchair vans. Trips leave Tuolumne County in early morning
WATCH	Non-profit	WATCH Works, Ventures, Hi-GEAR, Supported Living and Employment	Services and homes for individuals with developmental disabilities	Tuolumne County from Sonora location; also provides out-of-county social/recreational trips		Door-to-door/Individuals with developmental disabilities	VMRC contract, private donations			VMRC vendor with locations in Calaveras County (Angels Camp) and Tuolumne County. Operates 23 vehicles total in Tuolumne and Calaveras Counties with average monthly mileage of 15,000.
<b>Key Contractors</b>										
MV Transportation	Private	Tuolumne County Transit and Tuolumne ADHC	Private transportation provider	Tuolumne County		Fixed and Flex Routes, DAR, door-to-door	County contracts			MV is the contractor for Tuolumne County Transit and
<b>Other Transportation Services</b>										

**California Human Services Transportation Coordinated Plans  
Inventory of Transportation Providers**

<b>Tuolumne County - Inventory of Transportation Services</b>										
<b>Agency Name</b>	<b>Agency Type</b>	<b>Program Name</b>	<b>Program Purpose and Description</b>	<b>Area Served</b>	<b>Annual Operating Cost</b>	<b>Service Type/Clients</b>	<b>Primary Funding</b>	<b>Vehicles-Quantity/Type</b>	<b>Contact Person</b>	<b>Comments</b>
Dodge Ridge Ski Resort	Private	Employee transportation	Bus to transport employees to Dodge Ridge Ski Resort	Sonora and Highway 108 corridor		Fixed-route/Employees only, many low income, some senior	Resort funds			Service operated using two 45-passenger school buses. Average monthly mileage is 3,100. One full-time
Foothill Commuter Services	Non-profit	Foothill Rideshare	Promotes use of carpools, vanpools, transit, telecommuting	Amador, Calaveras, Tuolumne, and San Joaquin Counties		Rideshare services	FTA 5313(b) funds; local sponsors			Ridematching and information clearinghouse services
Storer Coachways	Private	Storer Coachways	Private/charter service	Based in Stanislaus County, destinations include Tuolumne County		Charter service	Fees from customers			Service operated using 40 coaches ranging from 46-54 passengers
Murphys Cab Company	Private	Murphys Cab Company	Taxi service	Primarily Calaveras County; will serve Tuolumne County		Demand Response (market rate)	Fares			Service provided using Dodge Grand Caravan (6 passengers) and one driver. Annual operating cost is \$12,000. Possible addition of one vehicle depending on demand. Interested in opportunities to
Stagecoach Limousine	Private	Stagecoach Limousine	Market rate transportation service	Calaveras, Tuolumne, Amador Counties and surrounding area		Demand Response (market rate)	Fares			Service provided using two 10-passenger limousines and two drivers

<http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/TUOLUMNE.pdf>

Company	United Way Fresno County	HELP, INC.	Dept. Of Social Services County of Nevada	Kings/Tulare Area Agency on Aging	United Way Monterey County	211 S.L.O. Hotline	HelpCentral.org
Contact Person	Anthony Richardson	Dave Plowman/Linda Lane	Holly Tassone	John Hughes	Katy Castagna	Linda McGregor	Tara Sullivan-Hames
Address	P.O. Box 8036	P.O. Box 992498	950 Maidu Avenue	3500 W. Mineral King Blvd, Suite C	2511 Garden Road, Suite C-100	P O Box 5456	2445 Carmichael Drive
City	Fresno	Redding	Nevada City	Visalia	Monterey	San Luis Obispo	Chico
Zip Code	93727	96099-2498	95959	93726	93940	93403	95926
Email Address	arichardson@unitedwayfresno.org	help@helpshasta.org	holly.tassone@co.nevada.ca.us	jhughes@tularehhsa.org	kcastagna@unitedwaymcca.org	linda@slolohotline.org	tsullivanhames@ncen.org
Phone Number	559-243-3694	530-225-5255	530-265-7094	1-800-321-2462	831-372-8028, ext 112	805 544-6016	530-879-2455
Select your county from the drop down list.	Fresno	Shasta	Nevada	Tulare	Monterey	San Luis Obispo	Butte
Size of population served (your own county)	750,000-999,999	100,000-199,999	100,000-199,999	200,000-499,999	10,000-19,999	200,000-499,999	200,000-499,999
Size of combined population of other counties you serve (not including your own county)		10,000-19,999		500,000-749,999	20,000-39,999		
Does your organization provide telephone I&R?	Yes	Yes	No	Yes	Yes	Yes	No
Number of POTS Lines					1		
Number of Centrex Lines		5			1		
Number of T1 Lines	1				1	5	
Number of T3 Lines					1		
Number of PRI Lines					1		
Who is your local telephone service provider(s)?	Time Warner	AT&T		AT&T	AT&T	AT&T; Call America	
Name of long distance telephone service provider(s)	Time Warner	AT&T		AT&T	Alltel	AT&T	
Do you have VoIP? (Voice Over Internet Protocol)	No	No		No	No	Yes	
VoIP Comments		We will have it soon...					
Vendor of phone system (i.e. hardware)				Other	Mitel	Other	
Phone System Model Numbers	Comdial	ADIX (Iwatsu)				SNOM 320	
Basic or Enhanced ACD? (Automatic Call Distributor)	Basic				Enhanced		
ACD provider	Nortel	we don't have an ACD			Cisco		
What is the ACD model?					524		
Does your phone system have a call tracking/reporting system?	No	No		No	Yes	No	
Type of call tracking/reporting system					Came with ACD equipment		
Product name of call tracking/reporting system					grs		
Do you record your calls?	No	No		No	Yes	No	
Name of call recording system?							
How do you record your calls?							
Provider of call accounting system	no						
Name of CTI (Computer Telephony Integration) vendor	no						
Name of IVR/Menuing vendor (Interactive Voice Response)	no						
Are you using remote agents?	No	No		No		No	
If Yes to Remote Agents, name of vendor							
How are you using remote agents?							
Name of voicemail vendor	comdial	None				Call America	
Vendor of workforce management application	none	None				none	
Number of TTY Devices	none	None				pending	
TTY Software Brand	none	None				pending	
Is your organization a regional call center?	No			No		No	
Please list other counties served.	Proposals to Tulare Kings Madera for regional call center by end of July 2008						
Do you provide call center services 24/7?	No	Yes, for yourself		No		Yes, for yourself	
If Yes, list other counties and hours served.							
Annual incoming calls answered (calls originating from just your county)	Less than 9,999	10,000-19,999		10,000-19,999		10,000-19,999	
Annual incoming calls that originate from other counties you service (daytime, overnight, 24/7, or emergency back up)		Less than 9,999		10,000-19,999			
Number of full-time I&R Specialists	1 to 4	1 to 4		1 to 4		1 to 4	
Number of part-time I&R specialists							
Number of call center work stations	5 to 9	1 to 4		1 to 4		1 to 4	
Trained Technician on staff?	No	Yes		No		No	
Trained Technician-Please indicate # of FT and # of PT		1 Part time					
Do you have uninterruptible power supply?	Yes	No		No		Yes	
Planning Technology changes description	Working with AT&T to bring in a complete call center environment-- new phone systems, computer systems, emergency back up and other things we don't currently have.	We are upgrading I & R software, all new computers!		Voice Over		Just installed VOIP today. TTY service, ACD, call tracking TBD	

Company	United Way Fresno County	HELP, INC.	Dept. Of Social Services County of Nevada	Kings/Tulare Area Agency on Aging	United Way Monterey County	211 S.L.O. Hotline	HelpCentral.org
Contact Person	Anthony Richardson	Dave Plowman/Linda Lane	Holly Tassone	John Hughes	Katy Castagna	Linda McGregor	Tara Sullivan-Hames
Address	P.O. Box 8036	P.O. Box 992498	950 Maidu Avenue	3500 W. Mineral King Blvd, Suite C	2511 Garden Road, Suite C-100	P O Box 5456	2445 Carmichael Drive
City	Fresno	Redding	Nevada City	Visalia	Monterey	San Luis Obispo	Chico
Zip Code	93727	96099-2498	95959	93726	93940	93403	95926
Email Address	arichardson@unitedwayfresno.org	help@helpshasta.org	holly.tassone@co.nevada.ca.us	jhughes@tularehhsa.org	kcastagna@unitedwaymcca.org	linda@slohotline.org	tsullivanhames@ncen.org
Phone Number	559-243-3694	530-225-5255	530-265-7094	1-800-321-2462	831-372-8028, ext 112	805 544-6016	530-879-2455
What software do you use for your database?	WebInform	We have IRIS 4.0 but we are looking to upgrade to something better.	Refer			WebInform	Refer
Is the software an Access database?	No	No	Yes			Yes	Yes
Is the software Web-based? i.e. does your staff access it through a private web address?	Yes	Yes	Yes			Yes	No
Is your database provided to the public via the Web?	Yes	No	Yes			Yes	Yes
If yes, is it hosted on the same software that you use to maintain the resource database?	Yes	No	Yes			Yes	
Do you aggregate/share your resource database with other I&Rs?	No	Yes	Yes			No	
If answering yes to the previous question, how frequently do you share the data?		Annually	Daily				
Do you have a remote server or ASP contracted through someone else?	Yes	No	Yes			No	
Brand of Remote Server or ASP	WebInform server		Through Refer Web and RTM Designs				
Is your database server maintained on site?	No	Yes	No			No	
Brand of Database Server							
Do you have a local area network?	Yes	Yes	No			No	
Brand of local area network							
Do you have a wide area network?	No	No				No	
Brand of wide area network			not sure				
Do you have a virtual private network?	No	No	Yes			No	
Brand of virtual private network							
Do you have a redundant array of inexpensive disks?		No	Yes			Yes	
Brand of redudant array							
Do you have Tape backup?	Yes	No	Yes			No	
Brand of Tape backup		We have a disc drive back up that backs up automatically.	RTM has this				
Antivirus?	Yes	Yes	Yes			Yes	Yes
Brand of Antivirus	Norton		RTM has this				
Firewall?	Yes	Yes	Yes				Yes
Brand of Firewall			RTM has this				
Fax Server?	Yes	No	Yes				
Brand of Fax Server			RTM				
Email?	Yes	Yes	Yes			Yes	Yes
Email Provider	fatcow	Charter	RTM			Digital West	
Internet Access?	Yes	Yes	Yes			Yes	Yes
Internet Access Provider	AT&T		RTM			Digital West	

2-1-1 California Partnership  
 Emergency Operations Plan/Technical Plan  
 Consolidated Stakeholder List

**CATEGORY: STATE GOVERNMENT**

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
Office of the Governor State Capitol, Sacramento, CA 95814 (916)324-3272		Schultz, Herb <a href="mailto:herb.schultz@governor.ca.gov">herb.schultz@governor.ca.gov</a> Dan Dunmoyer 916-445-6131 Danial Zingale	Senior Health Advisor Cab Secretary/ Deputy COS Senior Advisor	
CaliforniaVolunteers 1110 K St., Ste. 210 Sacramento, CA 95814 Karen Baker Secretary of Service and Volunteering		Sharron Leaon 916-323-9116 <a href="mailto:Sharron.leaon@californiavolunteers.ca.gov">Sharron.leaon@californiavolunteers.ca.gov</a>  Carolyn Moussa, Manager, Emergency & Community Preparedness P: 916-445-6129 B: 916-524-3964 <a href="mailto:Carolyn.Moussa@californiavolunteers.ca.gov">Carolyn.Moussa@californiavolunteers.ca.gov</a>		
First Lady Maria Schriver's Office State Capitol Sacramento, CA 95814		Maricela Rodriguez	Director	
California State Senate		Christine Kehoe State Capitol, Room 4040 Sacramento, CA 94248-001	Senator	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
California Public Utilities Commission 505 Van Ness Ave., Rm. 5213 San Francisco, CA 94102	Consumer Affairs Division	<b>Timothy Alan Simon</b> 415-703-1407 <a href="mailto:tas@cpuc.ca.gov">tas@cpuc.ca.gov</a>  Rachelle B. Chong 415-703-3700 <a href="mailto:crc@cpuc.ca.gov">crc@cpuc.ca.gov</a>  Phyliss White <a href="mailto:prw@cpuc.ca.gov">prw@cpuc.ca.gov</a> Jane Whang <a href="mailto:jjw@cpuc.ca.gov">jjw@cpuc.ca.gov</a>  <b>Rolundia Mitchell</b> 415-703-1066 <a href="mailto:rwm@cpuc.ca.gov">rwm@cpuc.ca.gov</a>	Commissioner  Commissioner  Advisor Advisor	415-703-1955
Governor's Office of Homeland Security, State Capitol, Sacramento, CA 95814 Matthew R. Bettenhausen, Director (916) 324-8908 <a href="mailto:matthew.bettenhausen@ohs.ca.gov">matthew.bettenhausen@ohs.ca.gov</a>		<b>Robert D. Samaan,</b> <a href="mailto:Robert.samaan@ohs.ca.gov">Robert.samaan@ohs.ca.gov</a> (916) 324-8908, Fax (916) 323-9633 <b>Mike Dayton,</b> <a href="mailto:Mike.dayton@ohs.ca.gov">Mike.dayton@ohs.ca.gov</a> (916) 324-8908, Fax (916) 323-9633	Deputy Director, Communications  Deputy Director, Legislative Affairs	Robert was at first 211 meeting with OHS Director.  Mike was present at the Summit 9/12/08
Governor's Office of Emergency Services 3650 Schriever Avenue Mather, CA 95655 Henry Renteria, Director <a href="mailto:Henry.renteria@oes.ca.gov">Henry.renteria@oes.ca.gov</a>	Executive Division	Admin for events and scheduling Kim Cotto <a href="mailto:kim.cotto@oes.ca.gov">kim.cotto@oes.ca.gov</a>  Assistant - Erika Baker <a href="mailto:erika.baker@oes.ca.gov">erika.baker@oes.ca.gov</a>  (916) 845-8506		OES and OHS are in the process of merging under a state legislative mandate
OES Executive Division	Office for Access & Functional Needs	Richard Devylder <a href="mailto:Richard.Devylder@oes.ca.gov">Richard.Devylder@oes.ca.gov</a>  (916) 845-8288		
OES Executive Division	Office of Public Information	Kelly Houston (Male) 916-845-(8506) <a href="mailto:Kelly.Huston@oes.ca.gov">Kelly.Huston@oes.ca.gov</a>		Direct – use with care. 916-845-8447

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
OES Preparedness and Training Division	Preparedness and Training Division	Tina Curry, (916) 845-8506 <a href="mailto:Christina.curry@oes.ca.gov">Christina.curry@oes.ca.gov</a>	Deputy Director, Preparedness & Training Division	Judy Miller's Boss
	Emergency Mgmt & Systems Unit, Program Branch	Bret Bensen 916-845-8793 <a href="mailto:Bret.bensen@oes.ca.gov">Bret.bensen@oes.ca.gov</a>	Program Manager I, Preparedness Branch, Emergency Management Systems Unit (EMSU)	
	Emergency Mgmt & Systems Unit, Program Branch	Judy Miller, Senior ESC EMSU 916-845-8780 <a href="mailto:Judy.miller@oes.ca.gov">Judy.miller@oes.ca.gov</a>	Sr. Emerg. Svc. Coord.	
OES Response & Recovery Division	Communications & Technology Development Branch	Sue Plantz, 916-845-8552 <a href="mailto:Sue.Plantz@oes.ca.gov">Sue.Plantz@oes.ca.gov</a>	Branch Chief	
OES Response & Recovery Division	Recovery Branch, Individual Assistance (IA) Section	Karma Hackney 916-845-8141 <a href="mailto:Karma.hackney@oes.ca.gov">Karma.hackney@oes.ca.gov</a> or Rebecca Wagner 916-845-8207 (ask for Becky) <a href="mailto:Rebecca.Wagoner@oes.ca.gov">Rebecca.Wagoner@oes.ca.gov</a>	Program Manager I  Branch Chief	
OES Law Enforcement and Victim Services Division	Victims Services Branch	Gina Buccieri-Harrington <a href="mailto:Gina.Buccieri-Harrington@oes.ca.gov">Gina.Buccieri-Harrington@oes.ca.gov</a> 916-327-8700	Branch Chief	
OES Regional Operations, Coastal Region	Coastal Region, 1300 Clay Street, Suite 400 Oakland, CA 94612	John Anderson (510) 286-0895, (510) 286-0853 FAX <a href="mailto:John.Anderson@oes.ca.gov">John.Anderson@oes.ca.gov</a>	Coastal Region Administrator	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
OES Regional Operations, Inland Region	Inland Region, 3650 Schriever Ave. Mather, CA 95655	Jim Brown 916-845-8487 <a href="mailto:Jim.Brown@oes.ca.gov">Jim.Brown@oes.ca.gov</a>	Acting Inland Region Administrator	<b>INLAND REGION NORTH</b> 1740 Walnut St Red Bluff, CA 96080 (530) 529-0409 (530) 529-5079 FAX <b>INLAND REGION SOUTH</b> 2550 Mariposa Mall, Room 181 Fresno, CA 93721 (559) 445-5672 (559) 445-5987 FAX
OES Regional Operations Southern Region	Southern Region, 4671 Liberty Ave. Los Alamitos, CA 90720 (562) 795-2900 (562) 795-2877 FAX Greg Renick (562) 795-2941	Mark Bassett 916-845-8487 <a href="mailto:Mark.bassett@oes.ca.gov">Mark.bassett@oes.ca.gov</a>	Southern Region Administrator	
OES Regional Operations, Southern Region	MA Region I – San Luis Obispo, Santa Barbara, Ventura, Los Angeles, Orange  Advisory Bd Member: MARAC I Los Angeles County Emergency Management 1275 North Eastern Avenue Los Angeles, CA 90063	Try first - Michael Brooks, Administrator <a href="mailto:mbrooks@lacoec.org">mbrooks@lacoec.org</a> (323) 980-2261  David Janssen, Director (SEMS Advisory Board member) <a href="mailto:djanssen@cao.co.la.ca.us">djanssen@cao.co.la.ca.us</a>	Administrator  Director	
OES Regional Operations, Southern Region	MA Region VI – Mono, Inyo, San Bernardino, Riverside, Imperial, San Diego  San Diego County OES 734 West Beech Street, Ste 301 San Diego, CA 92101	Try first: Alternate: Harold Tuck <a href="mailto:Harold.Tuck@sdcounty.ca.gov">Harold.Tuck@sdcounty.ca.gov</a> (619) 5631-4535  Or Walter Ekard, Director of Emergency Services for San Diego County (no contact info available)	Deputy CAO  CAO	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
OES Regional Operations, Coastal Region	MA Region II – Del Norte, Humboldt, Mendocino, Lake, Napa, Solano, Contra Costa, Alameda, Santa Clara, San Benito, Monterey, Santa Cruz, San Mateo, San Francisco, Marin, Sonoma  Advisory Bd Member MARAC II Santa Cruz County Emergency Services 495 Upper Park Road Santa Cruz, CA 95965	ACS - Dan Ryan Fire – Law Enforcement- Other -  Michael Dever <a href="mailto:Mike.Dever@co.santa-cruz.ca.us">Mike.Dever@co.santa-cruz.ca.us</a> (831) 458-71250	Administrator	
OES Regional Operations, Inland Region <a href="http://www.norcalbt.com/Region3/site-directory.htm">http://www.norcalbt.com/Region3/site-directory.htm</a>	MA Region III – Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Yuba  Advisory Bd Member- MARAC III Colusa County 929 Bridge Street Colusa, CA 95932	ACS – Fire – Law Enforcement- Other  Scott Marshall, Sheriff <a href="mailto:Marshall53@aol.com">Marshall53@aol.com</a> (530) 458-0208	Sheriff	
OES Regional Operations, Inland Region <a href="http://www.norcalbt.com/Region3/site-directory.htm">http://www.norcalbt.com/Region3/site-directory.htm</a>	MA Region IV – Yolo, Sacramento, San Joaquin, Stanislaus, Nevada, Placer, El Dorado, Amador, Alpine, Calaveras, Tuolumne  Advisory Bd Member: MARAC IV Stanislaus County 1010 10 <sup>th</sup> Street, Suite 6800 Modesto, CA 95354	ACS – Fire – Law Enforcement- Other –  Richard Robinson, CEO  Try First: Alternate: Gary Hindshaw, Fire Warden <a href="mailto:ghindshaw@stanoes.com">ghindshaw@stanoes.com</a> (209) 602-0252	CEO  Fire Warden	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
OES Regional Operations, Inland Region <a href="http://www.norcalbt.com/Region3/site-directory.htm">http://www.norcalbt.com/Region3/site-directory.htm</a>	MA Region V – Merced, Mariposa, Madera, Fresno, Kings, Tulare, Kern  Advisory Bd Member – MARAC V Kings County Board of Supervisors 1400 West Lacey Blvd. Hanford, CA 93230	ACS – Fire – Law Enforcement- Other – Joe Neves <a href="mailto:jneves@co.kings.ca.us">jneves@co.kings.ca.us</a> Contact First: or Alternate: Jim Kilner, Fire Chief <a href="mailto:jkilner@co.kings.ca.us">jkilner@co.kings.ca.us</a> (559) 582-3211 X 2880	Chairman of Bd  Fire Chief	Contact Jim Kilner first, he usually attends Advisory Bd meetings
Department of Forestry & Fire Protection P.O. Box 944246, 1416 9 <sup>th</sup> St. Rm. 1505 Sacramento, CA 94244-2460	CalFire <a href="http://www.fire.ca.gov/index.php">http://www.fire.ca.gov/index.php</a> Fire Marshall: Ruben Grijalva 916-653-7772  Assistant: Nancy Money <a href="mailto:Nancy.money@fire.ca.gov">Nancy.money@fire.ca.gov</a>	***Need POC		Source of immediate fire EPI during fire incidents where CDF is ICS IC and where CDF is supporting role, but updates are a little slower.
California Department of Transportation (Caltrans) 1120 N Street, Sacramento CA General: 916-654-5266  Director: Will Kempton	External Affairs	Mark De Sio (916) 654-2380 <a href="mailto:Mark_desio@dot.ca.gov">Mark_desio@dot.ca.gov</a>  Assistant: Cartha Mahoney <a href="mailto:Cartha_mahoney@dot.ca.gov">Cartha_mahoney@dot.ca.gov</a>	Deputy Director, External Affairs	Attended 9/12/08 Summit
California Department of Transportation (Caltrans) 1120 N Street, Sacramento CA General: 916-654-5266  Director: Will Kempton	Dept. of Transportation, Division of Mass Transportation, MS #39 1120 N Street P.O. Box 942874 Sacramento, CA 94274-0001	Kimberly Gayle <b>PHONE:</b> (916) 654-8074 <b>FAX:</b> (916) 654-9366	Office Chief	Mail: P.O. Box 942873 Sacramento, CA 94273-0001
California Highway Patrol 444 N. 3 <sup>rd</sup> St., Ste 301 Sacramento, CA 95814-0228  Commissioner: Joseph A. Farrow		Brian Hagler 916-657-7261 <a href="mailto:bhagler@chp.ca.gov">bhagler@chp.ca.gov</a>	Chief	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
Health and Human Services Agency 1600 9th St., Room 460 Sacramento, CA 95814 (916) 654-3780  Director: Kimberly S. Belshe		Peter Barth (916) 651-6446 <a href="mailto:pbarth@chhs.ca.gov">pbarth@chhs.ca.gov</a> Bob Sands (916) 651-6446 <a href="mailto:bsands@chhs.ca.gov">bsands@chhs.ca.gov</a>	Assistant Secretary  Assistant Secretary	Attended 9/12/08 Summit  Attended 9/12/08 Summit
HHSA - Department of Social Services 744 P Street, Sacramento, California 95814, 916- 651-8848  Director: John Wagner		Shirley Washington 916-657-2268 <a href="mailto:Shirley.washington@dss.ca.gov">Shirley.washington@dss.ca.gov</a>  Bill Vogel 916 657-2586, -2009 Fax 916- 654-3286 <a href="mailto:Bill.vogel@dss.ca.gov">Bill.vogel@dss.ca.gov</a>	Dep. Dir. Public Affairs & Outreach  Management and Staff Services Branch Chief	   Disaster mission of Care and Shelter on State level.
HHSA	CA Department of Public Health, Emergency Planning Office (EPO):  <b>State Public Health Officer: Mark Horton, MD</b>  Risk Communication Program  GENERAL INFORMATION (916) 558-1784	Betsy H. Lyman,	EPO Chief	
HHSA	CA Department of Health Care Services, 1501 Capitol Avenue, Suite 6001 Sacramento, CA 95814  Sandra Shewry, Director (General Information) (916) 445-4171	Karen Johnson, (916) 440-7400 <a href="mailto:Karen.johnson@dhcs.ca.gov">Karen.johnson@dhcs.ca.gov</a>	Chief Deputy Director, Policy & Program Support	Attended 9/12/08 Summit
HHSA - Emergency Medical Services Authority, (EMSA) 1930 9 <sup>th</sup> St., Sacramento CA 95811 916-322-4366 Director: Dr Steven R. Tharratt, MD	Disaster Medical Services Division	Jeff Rubin <a href="mailto:Jeff.rubin@emsa.ca.gov">Jeff.rubin@emsa.ca.gov</a> (916) 322-4336 x 419		

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
<b>HHS – Other</b> Dir: Lynn Daucher	Department of Aging	Sarah Ludeman, (916) 419-7500	PIO	sludeman@aging.ca.gov
Director: Renee Zito Debbie Fong – Exec. Asst. 916-327-8579	Dept. of Alcohol and Drug programs	1700 K St., Sacramento CA 95811 Susan Lussier Gigi Smith  Laaura Venegas	Dep Dir, Admin Dep Dir, Info Mgmt Svc. Em. Mgmt Coord	
Director: David Maxwell-Jolly	Dept. of Child Support Services	P.O. Box 419064, Rancho Cordova CA 95741		916-654-2309
Director: Lloyd Throne Director: Terrie Delgadillo	Dept. of Commtly Services & Dev. Dept. of Developmental Services	PO Box 1947, Sac., CA 95814-1947 Carol Risley (Emergency Coord) (916) 654-1690 1600 9 <sup>th</sup> St., Rm. 151, Sacramento CA 95814	Chief, Ofc Human Rights & Advocacy svc.	916- 342-4300 crisley@dds.ca.gov
Director: Stephen Mayberg	Department of Mental Health	721 Capitol Mall, Sac. CA 95814		916-654-2309
Director: Anthony Sauer	Dept. of Rehabilitation	David M. Carlisle, MD		916-324-1313
OSHPD DO@oshpd.ca.gov  esanchez@mmib.ca.gov	Office of Statewide Health Planning and Development Managed Risk Medical Insurance Board	Ernesto Sanchez	Director  Dep. Eligibility, Enrollment & Marketing	(916) 854-1606  (916) 324-4695
Business, Transportation & Housing Agency 980 9 <sup>th</sup> St., Ste 2450 Sacramento, CA 95814 916-323-5401 Secretary: Dale Bonner	Department of Managed Health Care 980 9 <sup>th</sup> St. Ste. 500 Sacramento, CA 95814	Lucinda (Cindy) A. Ehnes (916) 322-2012 <a href="mailto:cehnes@dmhc.ca.gov">cehnes@dmhc.ca.gov</a>	Director	Asst: Jill Pingree-Miller, 916-322-2078 <a href="mailto:jdodge@dmhc.ca.gov">jdodge@dmhc.ca.gov</a>
California Labor & Workforce Development Agency 801 K St. Ste 2101 Sacramento, CA 95814 Secretary: Victoria Bradshaw		Doug Hoffner 716-327-9064 <a href="mailto:Doug.hoffner@labor.ca.gov">Doug.hoffner@labor.ca.gov</a>	Under Secretary	Area Code indicates possible cell phone, number could be Sec or Under Sec.
Department of General Services 707 Third St., W. Sacramento 95605 Director: Will Bush		Scott Harvey 916-376-5040 <a href="mailto:Scott.harvey@dgs.ca.gov">Scott.harvey@dgs.ca.gov</a>	Chief Deputy Director	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
DGS	CA 9-1-1 Emergency Communications Office	Daphne Roe 916-657-9191 <a href="mailto:Daphne.rhoe@dgs.ca.gov">Daphne.rhoe@dgs.ca.gov</a> Joan D. Crescenzo 916-657-9113 <a href="mailto:Joan.decrescenzo@dgs.ca.gov">Joan.decrescenzo@dgs.ca.gov</a>	Chief, CA 911 Em Commo Ofc.  Supervisor	Attended A&W WS#3 9/18/08
CA State Consumer Services Agency 915 Capitol Mall, Ste. 200 Sacramento, CA  Director: Rosario Marin		Michael Saragosa 916-653-4090 <a href="mailto:Michael.saragosa@scsa.ca.gov">Michael.saragosa@scsa.ca.gov</a>	Under Secretary	
California Department of Veterans Affairs 1227 O St., Room 300 Sacramento, CA 95814  Secretary: Thomas Johnson	Veteran's Services Division	Ted Puntillo 916-503-8300 <a href="mailto:Ted.puntillo@cdva.ca.gov">Ted.puntillo@cdva.ca.gov</a>	Deputy Secretary, DVBE Advocate	
California Resources Agency 1416 Ninth St., Ste. 1311 Sacramento, CA 95814  Director: Mike Chrisman	Energy	Anthony Brunello 916-653-5700 <a href="mailto:Tony.brunella@resources.ca.gov">Tony.brunella@resources.ca.gov</a>		
California Office of the State Chief Information Officer 1325 J St, 18 <sup>th</sup> floor Sacramento, CA 95814 Chief Information Officer: Teri Takai		Joe Camicia 916-319-9223 <a href="mailto:Joe.camicia@cio.ca.gov">Joe.camicia@cio.ca.gov</a>	Chief of Staff	Attended Summit 9/12/08
California Workforce Investment Board 777 12 <sup>th</sup> St., Ste. 200 Sacramento, CA 95814  Executive Director: Barbara Halsey		Daniel Patterson 916-324-2853 <a href="mailto:dpatterson@cwib.ca.gov">dpatterson@cwib.ca.gov</a> Assistant: Sunshine Duffy 916-324-3425 <a href="mailto:Sunshine.duffy@cwib.ca.gov">Sunshine.duffy@cwib.ca.gov</a>	Operations Mgr.	
California Conservation Corps 1719 24 <sup>th</sup> St. Sacramento, CA 95816		David Muraki 916-341-3100 <a href="mailto:David.muraki@ccc.ca.gov">David.muraki@ccc.ca.gov</a>	Director	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
California Energy Commission 1516 9 <sup>th</sup> St., MS 32 Sacramento, CA 95814  Chair woman: Jackalyne Pfannelsteil		Elena Miller 916-653-5898 <a href="mailto:emiller@energy.state.ca.gov">emiller@energy.state.ca.gov</a>		

2-1-1 California Partnership  
 Emergency Operations Plan/Technical Plan  
 Consolidated Stakeholder List

**CATEGORY: LOCAL GOVERNMENT**

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
<p><b>California Counties – Represented by:</b></p> <p>California State Association of Counties                      1100 K Street, Ste. 101                      Sacramento, CA 95814</p> <p>Executive Director: Paul McIntosh  <a href="mailto:pmcintosh@counties.org">pmcintosh@counties.org</a></p>		<p>(For 2008-2009)</p> <p>Greg Cox                      County Administrative Center                      1600 Pacific Highway, Room 335                      Dsn Diego, CA 92101                      619-531-5511  <a href="mailto:Greg.cox@sdcounty.ca.gov">Greg.cox@sdcounty.ca.gov</a></p> <p>Gordon Rich                      Board of Supervisors,                      County of San Mateo                      400 County Center                      Redwood city CA 94063                      650-363-4569  <a href="mailto:rgordon@co.sanmateo.ca.us">rgordon@co.sanmateo.ca.us</a></p> <p>Farrah McDaid  <a href="mailto:fmcdaid@counties.org">fmcdaid@counties.org</a></p>	<p>CSAC President</p> <p>CSAC 2<sup>nd</sup> VP</p> <p>Senior Leg Analyst-                      H &amp; HS</p>	<p><a href="http://www.csac.counties.org/">www.csac.counties.org/</a>                      (San Diego County Supervisor)</p> <p>(San Mateo County Dist 7                      Supervisor)</p>
<p><b>California Cities – Represented by:</b></p> <p>League of California Cities                      1400 K St.                      Sacramento, CA 95814</p> <p>Executive Director: Chris McKenzie                      916-658-8275  <a href="mailto:dmckenzie@cacities.org">dmckenzie@cacities.org</a></p>		<p>Jim Madaffer                      202 C Street                      San Diego, CA 92101                      619-236-6677  <a href="mailto:jmadaffer@sandiego.gov">jmadaffer@sandiego.gov</a></p> <p>Dorothy Johnson                      916-658-8214  <a href="mailto:djohnson@cacities.org">djohnson@cacities.org</a></p>	<p>CLC President</p> <p>Legislative Analyst</p>	<p><a href="http://www.cacities.org">www.cacities.org</a>                      San Diego City Council President Pro                      Tem</p>
<p>Emergency Disaster Information System                      (EDIS)</p>		<p>Art Botterell</p> <p>Ben Green</p>	<p>Communications,                      Contra Costa                      Sheriff's Office                      California OES</p>	

2-1-1 California Partnership  
 Emergency Operations Plan/Technical Plan  
 Consolidated Stakeholder List

**CATEGORY: NONPROFIT ASSOCIATIONS**

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
California State Sheriff’s Association 1231 I Street, Ste., 200 Sacramento, CA 95814		Rick Book 916-874-8080 <a href="mailto:rbook@sacsheriff.com">rbook@sacsheriff.com</a>	Captain	(Sacramento sheriff’s Office)
California Police Chief’s Association P.O. Box 255745 Sacramento, CA 95865-5745		Leslie McGill 916-481-8000 <a href="mailto:lmcgill@californiapolicechiefs.org">lmcgill@californiapolicechiefs.org</a>  Steve MacKinnon  Mike Dottai	Executive Director  Chief – Santa Paula PD Chief- Fresno PD	
California Fire Chief’s Association 1333 Huntoon Street Oroville, CA 95965		John Malmquist 530-534-4692 <a href="mailto:calchiefs@msn.com">calchiefs@msn.com</a>	Executive Director	
California Chamber of Commerce 1215 K Street Sacramento, CA 95814		Marc Burgat <a href="mailto:Marc.burgat@calchamber.com">Marc.burgat@calchamber.com</a>  Robert Callahan 916-444-6670 <a href="mailto:Robert.callahan@calchamber.com">Robert.callahan@calchamber.com</a>	VP government Relations  Policy Analyst	(Assistant – Rachelle)  Attended Summit 9/12/08
California Cable and Telecommunications Association		Jerome Candelaria		A & W Work Group Presenter
First 5 CA Children & Families Commission 2389 Gateway Oaks Drive, Ste. 260 Sacramento, CA 95833  Executive Director: Kris Perry		Hector Ramirez Sherry Novick 719 El Cerrito Plaza El Cerrito CA 94530	Chair Associate Director	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
California Alliance of Information & Referral Systems (CAIRS)		Mary Adams 2511 Garden Road, Ste. C-100 Monterey, CA 93940 831-647-2170 <a href="mailto:madams@unitedwaymcca.org">madams@unitedwaymcca.org</a>	CAIRS Board Member	2-1-1 California Leadership Team
		Maribel Marin P.O. Box 726 San Gabriel, CA 91778-0726 626-350-1841 x2100 <a href="mailto:Mmarin@211LA.org">Mmarin@211LA.org</a>	President	Ex. Dir., 2-1-1 LA County
		John Bateson Contra Costa Crisis Center ***Need address 925-939-1916 x107 <a href="mailto:johnb@crisis-center.org">johnb@crisis-center.org</a>	VP, Operations	Ex. Dir., Contra Costa Crisis Center
		Tara Sullivan-Hames ***Need Address 530-879-2455 <a href="mailto:tsullivanhames@ncen.org">tsullivanhames@ncen.org</a>	VP, Membership	Butte County Information & Referral Project HelpCentral.org
		Bill Batty Family Service Agency of Santa Barbara 123 W. Gutierrez Street Santa Barbara, CA 93101		
		Dave Plowman Help Inc. P.O. Box 992498 Redding CA 96099-2498		
		Kristin Ruf Hofmann Santa Clara Office of Emergency Services 55 W Younger Ave., Ste 450 San Jose, CA 95110		
Cory Scholtes Fresno-Madera Agency on Aging 2085 E Dakota Ave. Fresno, CA 93726				

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
United Ways of California		Judy Darnell, MPP 831-246-3099 <a href="mailto:Judy.darnell@unitedwaysc.org">Judy.darnell@unitedwaysc.org</a>	State Advocacy Director	
COUNTY EXISTING AND POTENTIAL POCs Organized by CA MA Regions				
<b>R I</b> Los Angeles	2-1-1 LA County P.O. Box 726 San Gabriel, CA 91778	Maribel Marin 626-350-1841 x2100 <a href="mailto:mmarin@211la.org">mmarin@211la.org</a>	Executive Director	Co-Chair, 2-1-1 California
<b>R I</b> Orange	211 Orange County P.O. Box 10425 Costa Mesa, CA 92627	Victoria Stephan 949-764-1320 <a href="mailto:interimed@211oc.org">interimed@211oc.org</a> Judy Bowden	Interim Director	
<b>R I</b> San Luis Obispo	Hotline of San Luis Obispo	Linda McGregor 805-544-6016 <a href="mailto:linda@slohotline.org">linda@slohotline.org</a>	Executive Director	
<b>R I</b> Santa Barbara	Family Service Agency of Santa Barbara	Tarek Kanaan 805-965-1001 <a href="mailto:tarekk@fsacares.org">tarekk@fsacares.org</a>	211 Coordinator	
<b>R I</b> Ventura	UW Ventura County 1317 Del Norte Road, Ste. 100 Camarillo, CA 93010  211 Ventura County 1305 Del Norte Road, Ste. 130 Camarillo, CA 95928	David M. Smith 805-485-6288 <a href="mailto:dsmith@vcunitedway.org">dsmith@vcunitedway.org</a>  Erik Sternad 805-485-6114 x 640 <a href="mailto:esternad@icfs.org">esternad@icfs.org</a> Nancy Firment	President &CEO  211 Executive Director	CAIRS
<b>MA Region II</b>				
<b>R II</b> Alameda	Eden I&R 570 B Street Hayward, CA 94541	Barbara Bernstein 510-537-2710 x 8 <a href="mailto:bbernstein@edenir.org">bbernstein@edenir.org</a>	Executive Director	
<b>R II</b> Contra Costa	Contra Costa Crisis Center P.O. Box 3364 Walnut Creek, CA 94598	John Batson 925-939-1916 <a href="mailto:johnb@crisis-center.org">johnb@crisis-center.org</a>	Executive Director	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R II Del Norte	Area 1 Agency on Aging	Cindy Denbo 707-442-3763 <a href="mailto:director@a1aa.org">director@a1aa.org</a> Marianne Nix <a href="mailto:infodirector@a1aa.org">infodirector@a1aa.org</a> Tom Collins <a href="mailto:seniorinfo@a1aa.org">seniorinfo@a1aa.org</a>	Director  Dir, Agency Svc  Mgr, Senior I&A	
R II Humboldt	UW Humboldt County  Humboldt Community Switchboard	Judy Harrison <a href="mailto:info@unitedwayhumboldt.org">info@unitedwayhumboldt.org</a>  Melissa Furbee 707-441-1092 <a href="mailto:Melissa.furbee@unitedwayhumboldt.org">Melissa.furbee@unitedwayhumboldt.org</a>		
R II Lake	N/A  Lake County OES  Lake Co. Dept of Social Services  UW Sonoma-Mendocino-Lake	Renee Tolliver 707-573-3399 <a href="mailto:rtolliver@volunteernow.org">rtolliver@volunteernow.org</a> Phyllis Onstad, <a href="mailto:ponstad@volunteernow.org">ponstad@volunteernow.org</a> Chris Rivera <a href="mailto:cpr@co.lake.ca.us">cpr@co.lake.ca.us</a> Carole Hutchingson, 707-995-4200, <a href="mailto:socialservices@dss.co.lake.ca.us">socialservices@dss.co.lake.ca.us</a> Chanda Zirkelbach <a href="mailto:Chanda.zirkelbach@uwsml.org">Chanda.zirkelbach@uwsml.org</a>	PM, 211 Sonoma Co    Director	Volunteer Center of Sonoma Co.
R II Marin	UW of the Bay Area 221 Main St., Ste. 300 San Francisco, CA 94105	Ed Schoenberger 415-808-4304 <a href="mailto:eschoenberger@uwba.org">eschoenberger@uwba.org</a>	211SF Executive Director	
R II Mendocino	Mendocino Co. Dept. of Social Services	Carmel Angelo, <a href="mailto:angeloc@mcdss.org">angeloc@mcdss.org</a>  Pat Meek, 707-463-7722 <a href="mailto:meekp@mcdss.org">meekp@mcdss.org</a>	Director	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R II Monterey	UW Monterey County  Dept of Social and Employment Services First 5 Monterey  Shelter Outreach Plus	Mary Adams 831-372-8026 <a href="mailto:madams@unitedwaymcca.org">madams@unitedwaymcca.org</a> Jerome Burstein <a href="mailto:jeromeburstein@hotmail.com">jeromeburstein@hotmail.com</a> Katy Castagna 831-372-8026 x112 <a href="mailto:kcastagna@unitedwaymcca.org">kcastagna@unitedwaymcca.org</a> Robert Taniguchi <a href="mailto:taniguchirk@co.monterey.ca.us">taniguchirk@co.monterey.ca.us</a> Francine Rodd <a href="mailto:Francine@first5monterey.org">Francine@first5monterey.org</a> Ronn F. Rygg 831-384-3388 <a href="mailto:info@sopinc.org">info@sopinc.org</a>	Dir, Community Impact & Planning    Director	    Potential Contact  Potential Contact  Potential Contact
R II Napa	UW of the Bay Area 221 Main St., Ste. 300 San Francisco, CA 94105	Ed Schoenberger 415-808-4304 <a href="mailto:eschoenberger@uwba.org">eschoenberger@uwba.org</a>	211SF Executive Director	
R II San Benito	UW Monterey County  First 5 San Benito  San Benito Co. Health & HAS  San Benito Sheriff's Office	Mary Adams 831-372-8026 <a href="mailto:madams@unitedwaymcca.org">madams@unitedwaymcca.org</a> Casey Castillo 831-634-2046 <a href="mailto:caseycastillo@sbcglobal.net">caseycastillo@sbcglobal.net</a> Kathryn Flores 831-636-4180 <a href="mailto:kflores@sanbenitohhsa.org">kflores@sanbenitohhsa.org</a> Brian Tempero 831-636-4168 <a href="mailto:btempero@sbcsheriff.org">btempero@sbcsheriff.org</a>	Executive Director  Director  Director of Emergency Services	Potential Contact  Potential Contact  Potential Contact
R II San Francisco	UW of the Bay Area 221 Main St., Ste. 300 San Francisco, CA 94105	Ed Schoenberger 415-808-4304 <a href="mailto:eschoenberger@uwba.org">eschoenberger@uwba.org</a> Anne Wilson 415-808-4346 <a href="mailto:awilson@uwba.org">awilson@uwba.org</a>	211SF Executive Director  CEO, UW Bay Area	2-1-1 provider for: San Francisco, Marin, Napa, Solano and San Mateo

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R II San Mateo	UW of the Bay Area 221 Main St., Ste. 300 San Francisco, CA 94105 Community Action Agency of San Mateo County	Ed Schoenberger 415-808-4304 <a href="mailto:eschoenberger@uwba.org">eschoenberger@uwba.org</a> Diane Shakoor 650-595-1342 <a href="mailto:dshakoor@caasm.org">dshakoor@caasm.org</a>	211SF Executive Director	
	City of Daly City – Community Services	Wanda F. Nalls 650-991-8007 <a href="mailto:wnalls@dalycity.org">wnalls@dalycity.org</a>	Director	
	Human Investment Project, Inc.	Carmen Villanueva 650-348-6660 <a href="mailto:cvillanueva@hiphousing.org">cvillanueva@hiphousing.org</a>	Office Mgr.	
	Community Information Program, Peninsula Library System, San Mateo Co.	Gail McPartland <a href="mailto:mcpartland@plsinfo.org">mcpartland@plsinfo.org</a>		Potential Contact
	Community Information Program	Pat Michelin <a href="mailto:pmichelin@co.sanmateo.ca.us">pmichelin@co.sanmateo.ca.us</a>		Potential Contact
R II Santa Clara	UW Silicon Valley	Mark Walker 408-345-4302 <a href="mailto:Mark.walker@uwsv.org">Mark.walker@uwsv.org</a> Rex Painter 408-342-4336 <a href="mailto:Rex.painter@uwsv.org">Rex.painter@uwsv.org</a>	2-1-1 Manager	
R II Santa Cruz	UW of Santa Cruz	MaryLou Goeke 831-479-5466 <a href="mailto:migoeke@unitedwaysc.org">migoeke@unitedwaysc.org</a> Judy Darnell 831-479-5466 <a href="mailto:jdarnell@unitedwaysc.org">jdarnell@unitedwaysc.org</a>	Statewide Director, Covering California's Children Assistant Director	
	Community Action Board, Santa Cruz Co.	Tom Helman 831-763-2147 <a href="mailto:tomh@cruzers.com">tomh@cruzers.com</a>		
	Santa Cruz Co Office Of Emergency Services	Daniel Alexander 831-458-7179 <a href="mailto:Daniel.alexander@co.santa-cruz.ca.us">Daniel.alexander@co.santa-cruz.ca.us</a>		
	Child Development Resource Center	Diane Oyler 831-479-5284 <a href="mailto:doyle@santacruz.k12.ca.us">doyle@santacruz.k12.ca.us</a>	Project Coordinator	
R II Solano	UW of the Bay Area 221 Main St., Ste. 300 San Francisco, CA 94105	Ed Schoenberger 415-808-4304 <a href="mailto:eschoenberger@uwba.org">eschoenberger@uwba.org</a>	211SF Executive Director	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R II Sonoma	Volunteer Center of Sonoma Co.  UW Sonoma – Mendocino-Lake	Renee Tolliver 707-573-3399 <a href="mailto:rtolliver@volunteernow.org">rtolliver@volunteernow.org</a> Phyllis Onstad <a href="mailto:ponstad@volunteernow.org">ponstad@volunteernow.org</a> Walter Collins 707-428-4483 <a href="mailto:Walter.collins@uwsml.org">Walter.collins@uwsml.org</a> Chanda Zirkelbach <a href="mailto:Chanda.zirkelbach@uwsml.org">Chanda.zirkelbach@uwsml.org</a>	Project Manager, 211 Sonoma Co.  Executive Director	
<b>MA Region III</b>				
R III Butte	HelpCentral.org  Passages Adult Resource Center  Volunteer Center of Northern CA.  Valley Oak Children’s Services  Butte Co. Communications No. Regional WE911	Tara Sullivan-Hames 530-879-2455 <a href="mailto:tsullivanhames@ncen.org">tsullivanhames@ncen.org</a> Joe Cobery <a href="mailto:jcobery@csuchico.edu">jacobery@csuchico.edu</a> Annette Spanutius 530-899-3873 <a href="mailto:a.spanutius@sbcglobal.net">a.spanutius@sbcglobal.net</a> Joan Hannis Gerfen 530-895-3509 x3025 <a href="mailto:jgerfen@valleyoakchildren.org">jgerfen@valleyoakchildren.org</a> Cheri Lynn Rockwell 530-538-3877 <a href="mailto:crockwell@butecounty.net">crockwell@butecounty.net</a>		Potential Contact  Potential Contact  Telecommunications Specialist Sr. Coord.
R III Colusa	Colusa Co. Sheriff’s Office  Colusa One Stop  Colusa-Glenn-Trinity Community Action Partnership	Doug Austin 530-458-0203 <a href="mailto:daustin@colusasheriff.com">daustin@colusasheriff.com</a> Lora Cecon 530-458-0329 x113 <a href="mailto:lcecon@ncen.org">lcecon@ncen.org</a> Kim Gagghagen 530-934-6638 <a href="mailto:kgagghagen@hra.co.glenn.ca.us">kgagghagen@hra.co.glenn.ca.us</a>	Lieutenant  Director  Director	Potential Contact  Potential Contact

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R III Glenn	First Five Glenn	Caroline Roady 530-934-6885 <a href="mailto:croady@glenncoe.org">croady@glenncoe.org</a>		
	Glenn Interagency Task Force	Heather Aulabaugh 530-865-1145 <a href="mailto:haulabaugh@glenncoe.org">haulabaugh@glenncoe.org</a>		
	Colusa-Glenn-Trinity Community Action Partnership	Kim Gaghagen 530-934-6638 <a href="mailto:kgaghagen@hra.co.glenn.ca.us">kgaghagen@hra.co.glenn.ca.us</a>	Director	Potential Contact
	Glenn County Health Services	Scott Gruendl 530-934-6582 <a href="mailto:sgruendl@glenncountyhealth.net">sgruendl@glenncountyhealth.net</a>	Director	Potential Contact
R III Lassen	Helpinc.	Matt Ruby 530-225-5255 <a href="mailto:mruby@helpshasta.org">mruby@helpshasta.org</a>		
	First 5 Lassen	Laura Roberts 530-257-9600 x12 <a href="mailto:laura@lassendm.com">laura@lassendm.com</a>	Director	Potential Contact
	Lassen Co. Office of Emergency Services	Chip Jackson 530-251-8011 <a href="mailto:chipjackson@frontiernet.net">chipjackson@frontiernet.net</a>		Potential Contact
R III Modoc	Helpinc.	Matt Ruby 530-225-5255 <a href="mailto:mruby@helpshasta.org">mruby@helpshasta.org</a>		
	First 5 Modoc	Amanda Hoy 530-233-0910 <a href="mailto:Amhoy1@frontiernet.net">Amhoy1@frontiernet.net</a>	Executive Director	Potential Contact
	Modoc Co. Office of Emergency Services	Nancy Ballard 530-233-4416 <a href="mailto:nballard@modoccounty.us">nballard@modoccounty.us</a>		

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R III Plumas	Plumas Rural Services	Michelle Piller 530-283-3611, 800-284-3340 <a href="mailto:prsit@plumasruralservices.org">prsit@plumasruralservices.org</a>	Executive Director	
	Plumas Co. Information Technology	Howard Heyden 530-283-6294 <a href="mailto:howardheyden@countyofplumas.com">howardheyden@countyofplumas.com</a>		
	Plumas Co. Office of Emergency Services	Andy Anderson 530-927-8804 <a href="mailto:andyanderson@countyofplumas.com">andyanderson@countyofplumas.com</a>		
	Plumas County Social Services	Elliott Smart 530-283-6350 <a href="mailto:elliottsmart@countyofplumas.com">elliottsmart@countyofplumas.com</a>	Director	
		Karen Hayden 530-283-6474 <a href="mailto:karenhayden@countyofplumas.com">karenhayden@countyofplumas.com</a>	Staff Services Analyst II	
R III Shasta	HelpInc.	Matt Ruby 530-225-5255 <a href="mailto:mruby@helpshasta.org">mruby@helpshasta.org</a>		
	First 5 Shasta	Linda Wright 530-229-8307 <a href="mailto:contract@first5shasta.org">contract@first5shasta.org</a>		
	Shasta County	Susan Morris Wilson 530-243-7760 <a href="mailto:swilson@shastacoe.org">swilson@shastacoe.org</a>		
	Golden Umbrella	James Montgomery 530-226-3036 <a href="mailto:James.montgomery@chw.edu">James.montgomery@chw.edu</a>		
R III Sierra	Sierra Co. Office of Emergency Services	Lee Brown 530-289-2850 <a href="mailto:scoes@sierracounty.ws">scoes@sierracounty.ws</a>		
R III Siskiyou	Siskiyou County Sheriff's Department	Robert L. Rowley 530-842-8351 <a href="mailto:Rob.rowley@co.sisqjustive.ca.us">Rob.rowley@co.sisqjustive.ca.us</a>	Corporal	
	HelpInc.	Matt Ruby 530-225-5255 <a href="mailto:mruby@helpshasta.org">mruby@helpshasta.org</a>		
	Family Resources Network	Karen Derry <a href="mailto:kderry@sisgtel.net">kderry@sisgtel.net</a>		Potential Contact

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R III Sutter	Sutter County One Stop  Sutter County Welfare & Social Services	Rinky Basi 530-822-5120 <a href="mailto:rbasi@sutter.k12.ca.us">rbasi@sutter.k12.ca.us</a>  Lori Harrah 530-822-7238 <a href="mailto:Lharrah@co.sutter.ca.us">Lharrah@co.sutter.ca.us</a>	Program Manager	Potential Contact
R III Tehama	First 5 Tehama& Los Molinos FRC  Tehama County Health Services Agency  Tehama Co. Sheriff's Office  California OES Inland Region  Tehama Northern Valley Catholic Social Services	Michelle Rosauer 530-528-1395 <a href="mailto:Mrosauerf5t@sbcglobal.net">Mrosauerf5t@sbcglobal.net</a>  Mary Jacobsen 530-527-6824 <a href="mailto:jacobsonm@tcha.net">jacobsonm@tcha.net</a>  Mike Paisley 530-529-7930 <a href="mailto:mpaisley@tehamaso.org">mpaisley@tehamaso.org</a>  Nellie Lee Barber 530-529-0409  Camilla Delsid 530-528-7948 <a href="mailto:cadelsid@nvcss.org">cadelsid@nvcss.org</a>	Sergeant	
R III Trinity	Trinity Dept. of Health and Human Services  Trinity County First 5  Colusa-Glenn-Trinity Community Action Partnership	Linda Wright 530-623-1265 <a href="mailto:lwright@trinitycounty.org">lwright@trinitycounty.org</a>  John Siegel 530-623-8322 <a href="mailto:jsiegel@trinitycounty.org">jsiegel@trinitycounty.org</a>  Kim Gaghagen 530-934-6638 <a href="mailto:kgaghagen@hra.co.glenn.ca.us">kgaghagen@hra.co.glenn.ca.us</a>	Administrator   Director	
R III Yuba	Yuba Sutter United Way  Yuba-Sutter Legal Center for Seniors	Kary Aldridge 530-743-1847 <a href="mailto:skobayashi@yuba-sutterunitedway.org">skobayashi@yuba-sutterunitedway.org</a>  Patricia Philpott 530-742-2334 <a href="mailto:yslegal@syix.com">yslegal@syix.com</a>	Interim Director	Potential Contact
<b>MA Region IV</b>				

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R IV Alpine	Alpine Co. Health and Human Services	Hugh Margesson 530-694-2146 <a href="mailto:hmargesson@hhs.alpinecountyca.gov">hmargesson@hhs.alpinecountyca.gov</a>	Director	Potential Contact
	First 5 Alpine County	John Fisher 530-694-1149	Executive Director	Potential Contact
	Choices 4 Children	Doris 888-374-2234 San Jose 877-694-2129 Markleeville 877-541-5848 South Lake Tahoe <a href="mailto:info@choices4children.org">info@choices4children.org</a>		Potential Contact
R IV Amador	Amador County Office of Emergency Services	Lynn Olson 209-223-6284 <a href="mailto:oes@co.amador.ca.us">oes@co.amador.ca.us</a>	Executive director	
	First 5 Amador	Nina Machado 209-257-1092 <a href="mailto:Nina@first5amador.com">Nina@first5amador.com</a>		
R IV Calaveras	Amador/Tuolumne County Community Action Agency	Michelle Shelton 209-533-1397 <a href="mailto:mshelton@atcaa.org">mshelton@atcaa.org</a>		
R IV El Dorado	El Dorado County Public Health	Laurie Limas 530-621-6197 <a href="mailto:llimas@co.el-dorado.ca.us">llimas@co.el-dorado.ca.us</a>		
	Community Services Planning Council	Nancy Findeisen 916-447-7063 <a href="mailto:nfindeisen@communitycouncil.org">nfindeisen@communitycouncil.org</a>		
	Choices 4 Children	Doris 888-374-2234 San Jose 877-694-2129 Markleeville 877-541-5848 South Lake Tahoe <a href="mailto:info@choices4children.org">info@choices4children.org</a>		
R IV Nevada	Nevada County Dept of Social Services	Vickie Cictor 530-265-1662 <a href="mailto:vickie.victor@co.nevada.ca.us">vickie.victor@co.nevada.ca.us</a>	Project Lead	Dial211.com
	Community Resource Directory	Lori Burkart Frank 530-478-9803 <a href="mailto:LoriLifecoach@sbdglobal.net">LoriLifecoach@sbdglobal.net</a>		
	Helpline	Susan Stratman <a href="mailto:helpline@nccn.net">helpline@nccn.net</a> Holly Tassone <a href="mailto:Holly.tassone@co.nevada.ca.us">Holly.tassone@co.nevada.ca.us</a>		Dial211.com

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R IV Placer	Placer County Environmental Health	Jill Pahl 530-621-6197 <a href="mailto:jpahl@placer.ca.gov">jpahl@placer.ca.gov</a>	Executive Director	
	Placer County Welfare Fraud	Don Fisch 530-889-7652 <a href="mailto:dfisch@placer.ca.gov">dfisch@placer.ca.gov</a>		
	City of Roseville	Exmerita Rivera 916-774-5469 <a href="mailto:erivera@roseville.ca.us">erivera@roseville.ca.us</a>		
	First 5 Placer	Don Ferretti 530-886-1824 <a href="mailto:dferrett@placer.ca.gov">dferrett@placer.ca.gov</a>		
	Seniors First, Inc., I&A	Candace Roeder 530-889-9500 <a href="mailto:Candace@seniorsfirst.org">Candace@seniorsfirst.org</a>		
	Placer County Community Services Commission	A. Michelle Blakeley		
R IV San Joaquin	San Joaquin County Human Services	Donna Anderson 209-468-0982 <a href="mailto:danderson@sigov.org">danderson@sigov.org</a>		
	County of San Joaquin	Annette DePauli 209-468-1374 <a href="mailto:adepauli@co.san-joaquin.ca.us">adepauli@co.san-joaquin.ca.us</a>		
	San Joaquin county Children's Services	Sheila Standridge <a href="mailto:sstandridge@co.san-joaquin.ca.us">sstandridge@co.san-joaquin.ca.us</a>		
R IV Sacramento	Community Services Planning Council	Nancy Findeisen 916-447-7063 <a href="mailto:nfindeisen@communitycouncil.org">nfindeisen@communitycouncil.org</a>	Chief executive Officer	
	Area 4 Area on Aging	Katrina Middleton Nancy D. Vasquez 916-486-1876 <a href="mailto:NVasquez@a4aa.com">NVasquez@a4aa.com</a>	Vice President Program Manager	
	First 5 Sacramento County	Julie Field 916-876-6526 <a href="mailto:fieldj@saccounty.net">fieldj@saccounty.net</a>		
	UW California Capital Region	Donna H. Mobley 916-856-3917 <a href="mailto:DMobley@uwccr.org">DMobley@uwccr.org</a>	Community Impact Mgr – Education & Self Sufficiency	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R IV Stanislaus	UW of Stanislaus 422 McHenry Ave Modesto, CA 95355	Judi Thompson 209-523-4562 <a href="mailto:jthompson@uwaystan.org">jthompson@uwaystan.org</a> Tom Ciccarelli <a href="mailto:tciccarelli@uwaystan.org">tciccarelli@uwaystan.org</a> Linda Tagholm <a href="mailto:ltagholm@uwaystan.org">ltagholm@uwaystan.org</a>	2-1-1 Director 2-1-1 Manager	
R IV Tuolumne	Amador/Tuolumne County Community Action Agency	Michelle Shelton 209-533-1397 <a href="mailto:mshelton@atcaa.org">mshelton@atcaa.org</a>		
R IV Yolo	Yolo Family Resource Center  First 5 Yolo County  YoloLink, Yolo County Library	Carolyn Pierson 530-406-7221 <a href="mailto:ccpierson@yolofrc.org">ccpierson@yolofrc.org</a> Sara Rock 530-406-7221 <a href="mailto:rockinc@dcn.org">rockinc@dcn.org</a> Julie Gallelo 530-669-2475 <a href="mailto:jgallelo@first5yolo.org">jgallelo@first5yolo.org</a> Mary reece <a href="mailto:mreece@yolocounty.org">mreece@yolocounty.org</a>	Executive Director  Executive Director	Retiring
<b>MA Region V</b>				
R V Fresno	UW Fresno County P.O. Box 8036 Fresno, CA 93747	Pat Clary 559-243-3660 <a href="mailto:pclary@unitedwayfresno.org">pclary@unitedwayfresno.org</a> Anthony Richardson 559-243-3694 <a href="mailto:arichardson@unitedwayfresno.org">arichardson@unitedwayfresno.org</a> Ann Vermel 599-243-3694 <a href="mailto:avermel@unitedwayfresno.org">avermel@unitedwayfresno.org</a>	President  2-1-1 Call Center Mgr.  Acting Chief of Operations	
R V Kern	Community Action Partnership of Kern	Romala Ramkissoon 661-336-5236 x177 <a href="mailto:rromkiss@capk.org">rromkiss@capk.org</a> Deborah Meza 661-336-5236 x259 <a href="mailto:dmeza@capk.org">dmeza@capk.org</a>	Division Director  2-1-1 Program Manager	

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R V Kings	UW of King's County  Kings First 5	Nanette Villareal 559-584-1536 <a href="mailto:nanettev@kingsunitedway.org">nanettev@kingsunitedway.org</a> Scott Waite 559-585-0814 <a href="mailto:Scott.waite@co.kings.ca.us">Scott.waite@co.kings.ca.us</a>		
R V Madera	UW Fresno County P.O. Box 8036 Fresno, CA 93747 Community Action Partnership of Madera County  United Way of Madera County	Anthony Richardson 559-243-3694 <a href="mailto:arichardson@unitedwayfresno.org">arichardson@unitedwayfresno.org</a> Mary Long 559-673-9173 <a href="mailto:mlong@maderacap.org">mlong@maderacap.org</a> Renee Bautista <a href="mailto:reenebautista@sti.net">reenebautista@sti.net</a>	2-1-1 Call Center Mgr.  Director	   Potential Contact
R V Mariposa	Mariposa Safe Families, Inc.  Red Cross of Mariposa/Merced	Kathy DeLaney 209-966-2211 <a href="mailto:msf@sti.net">msf@sti.net</a> Pat Larkin 209-383-2150 <a href="mailto:pattomarcvol@yahoo.com">pattomarcvol@yahoo.com</a>	Executive Director	
R V Merced	Red Cross of Mariposa/Merced  Merced Human Services Agency  Merced County  UW of Merced County	Pat Larkin 209-383-2150 <a href="mailto:pattomarcvol@yahoo.com">pattomarcvol@yahoo.com</a> Karen Rodriquez 209-385-3000 x5231 <a href="mailto:krodriquez@hsa.co.merced.ca.us">krodriquez@hsa.co.merced.ca.us</a> Angela McLaughlin 209-385-7675 <a href="mailto:amclaughlin@co.merced.ca.us">amclaughlin@co.merced.ca.us</a> Flip Hassett 209-383-4242 <a href="mailto:Director.uwofmc@sbcglobal.net">Director.uwofmc@sbcglobal.net</a>	Communications Coordinator  Executive Director	   Potential Contact

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R V Tulare	UW Fresno County P.O. Box 8036 Fresno, CA 93747 Community Services Employment Training  Tulare County Human Services  United Way of Tulare County	Anthony Richardson 559-243-3694 <a href="mailto:arichardson@unitedwayfresno.org">arichardson@unitedwayfresno.org</a> Lily Rivera-Graves 559-732-4194 <a href="mailto:Lily.rivera@cset.org">Lily.rivera@cset.org</a> Alma Potter 559-737-4660 x2114 <a href="mailto:apotter@tularehsa.org">apotter@tularehsa.org</a> Ernie Hernandez 559-685-1766 <a href="mailto:ernie@unitedwaytc.org">ernie@unitedwaytc.org</a> Rosa Contreras 559-685-1766 <a href="mailto:rosa@unitedwaytc.org">rosa@unitedwaytc.org</a>	2-1-1 Call Center Mgr.	
<b>MA Region VI</b>				
R VI Imperial	United Way Imperial County Area Agency on Aging  Imperial County Children & Families First Commission  Sure Helpline Crisis Center	<a href="mailto:unitedway@earthlink.net">unitedway@earthlink.net</a> Rebecca Sanchez 760-339-6450 <a href="mailto:Aaa24director@imperialcounty.net">Aaa24director@imperialcounty.net</a> Julio C. Rodriguez 760-482-2997 <a href="mailto:jcr@imperialcounty.net">jcr@imperialcounty.net</a> Patricia Rose 760-353-7878 <a href="mailto:mvillaraz@shurehelpline.org">mvillaraz@shurehelpline.org</a>	Manager/Director  Executive Director  Program Manager	Potential Contact  Potential Contact  Potential Contact
R VI Inyo	Inland Empire United Way  Inyo County Dept. of Health & Human Services Inyo County First 5	Gary Madden 909-980-2857 x221 <a href="mailto:gmadden@ieuw.org">gmadden@ieuw.org</a> Pam Blackwell 760-873-6533 Jara Halfen 760-873-6453 <a href="mailto:jarahhs@qnet.com">jarahhs@qnet.com</a>	Program Chief, System of Care Program Director	
R VI Riverside	Volunteer Center of Riverside County	Tes Ayenew 951-686-4402 x 112 <a href="mailto:tayenew@vcrivco.org">tayenew@vcrivco.org</a>		
R VI San Bernardino	Inland Empire United Way	Gary Madden 909-980-2857 x221 <a href="mailto:gmadden@ieuw.org">gmadden@ieuw.org</a>	2-1-1 Director	

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ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
R VI San Diego	2-1-1 San Diego	John Ohanian 858-300-1303 <a href="mailto:johanian@211sandiego.org">johanian@211sandiego.org</a>	CEO	
R VI Mono	Mono Health & Human Services Agency  First 5 Mono County	Tom Wallace 760-924-1830 <a href="mailto:wm@monohealth.com">wm@monohealth.com</a>  Kathryn Peterson 760-924-7626 <a href="mailto:kpeterson@monocoe.k12.ca.us">kpeterson@monocoe.k12.ca.us</a>	Director    Executive Director	

2-1-1 California Partnership  
Emergency Operations Plan/Technical Plan  
Consolidated Stakeholder List

**CATEGORY: PRIVATE SECTOR**

ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
Pacific Gas and Electric (PG&E) P.O. Box 77000 San Francisco, CA 94177		Larry Goldzband 415-272-0268 <a href="mailto:LJG8@pge.com">LJG8@pge.com</a> Leah Casey 425-973-0898	Manager, Charitable Contributions  Community Relations Specialist	
SEMPRA Energy		***Need POC		
OTHER UTILITIES PROVIDERS				
AT&T 525 Market St., Rm. 1901 San Francisco, CA 94105		Ken McNeely <a href="mailto:Km7251@att.com">Km7251@att.com</a>  Rhonda Johnson Joyce Masamitsu 15505 Sand Canyon Ave., Irvine, CA 92618. 949-286-8668, (M)949-233-0925	President  Assoc. Dir, State Policy, West Area	Attended State wireless A&W workshops in 8/07
Cingular Wireless		***Need POC		
Cricket Communications 10307 Pacific Center Court San Diego, CA 92121		Laurie Itkin 858-882-6226 <a href="mailto:litkin@cricketcommunications.com">litkin@cricketcommunications.com</a>	Director, Government Affairs	Coded Cricket Towers to support 2-1-1 dialing in less than 2 weeks with one phone call.
COMCAST Cab/e		***Need POC		
Cox Communications 5159 Federal Blvd. San Diego, CA 92105-5486		Mary Ball <a href="mailto:Mary.ball@cox.com">Mary.ball@cox.com</a>		2-1-1 San Diego Contact
DIRECTV Cable Satellite		***Need POC		
Dish Network Satellite		***Need POC		
GTE Wireless		***Need POC		
MCI Communications		***Need POC		

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ORGANIZATION	SUB-ORGANIZATION	POC NAME	TITLE	COMMENT
Qualcomm 5775 Morehouse Drive San Diego, CA 92121-1714		Katie Wiest 858-651-6236, (M) 858-245-5267 <a href="mailto:kwiest@qualcomm.com">kwiest@qualcomm.com</a>	Sn. Mgr., Operations	<a href="http://www.qualcomm.com">www.qualcomm.com</a> Approved initial grant and involvement with 2-1-1 9/07
Sprint Communications		***Need POC		
Time Warner Cable		***Need POC		2-1-1 SD has contact
T-Mobile		***Need POC		
Verizon 112 Lakeview Canyon road Thousand Oaks, CA 91362		Timothy McCallion  Kurt Rasmussen <a href="mailto:Kurt.rasmussen@verizon.com">Kurt.rasmussen@verizon.com</a>	President, West Region  Director, Regulatory	
OTHER COMMUNICATIONS				
Kaiser Permanente 800 Harrison St., 25 <sup>th</sup> Floor Oakland, CA 94612		Damon Scott	Regional Contributions Manager, No. California	
OTHER HEALTHCARE ORG.				

