

Fresno County
Coordinated Human Services Transportation Plan
Incorporating SAFETEA-LU Requirements



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SECTION 1: INTRODUCTION AND PURPOSE

INTRODUCTION

The Council of Fresno County Governments (COG), as the designated Metropolitan Planning Organization (MPO), is responsible for transportation planning in Fresno County. This includes development and adoption of planning policies and documents, review and coordination of transportation planning, and transportation policy direction. The COG is the lead agency for the development of a Coordinated Human-Services Transportation Plan (CHSTP) under the direction of the **Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)**. A coordinated public-transit human-service transportation plan provides a strategy for meeting local needs. It prioritizes transportation services for funding and implementation, with an emphasis on the transportation needs of individuals with disabilities, older-adults, and people with low incomes.



PURPOSE

On August 10, 2005, President Bush signed into law the SAFETEA-LU (Public Law No. 109, August 10, 2005). SAFETEA-LU guarantees \$244.1 billion in funding for highways, highway safety, and public transportation. SAFETEA-LU represents the largest surface transportation investment in our nation's history. The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21) met the nation's changing transportation needs during the term of their legislation. SAFETEA-LU builds on this foundation by supplying funds and building a framework for investments needed to maintain and grow our transportation infrastructure.

SAFETEA-LU addresses challenges facing our transportation system today. Challenges such as: improving safety, reducing traffic congestion, improving efficiency in goods movement, increasing intermodal connectivity, and protecting the environment. SAFETEA-LU promotes efficient and effective federal surface transportation programs by focusing on transportation issues of national significance, while giving state and local transportation decision makers flexibility for solving transportation problems in their communities.

The Federal Transit Administration (FTA) requires all projects involving federal funds be included in a locally developed plan. The primary FTA programs used in Fresno County are Urbanized Area Formula (49 U.S.C. Section 5307), Elderly Persons and Persons with Disabilities (49 U.S.C. Section 5310), and Rural General Public Transportation (49 U.S.C. Section 5311) (Appendix D).

Development of this plan included participation of the Social Services Transportation Advisory Council (SSTAC). The SSTAC consists of 16 members appointed by the COG representing various groups of under-served transit users as mandated by the California Transportation Development Act (TDA). The SSTAC meets, as necessary, to provide recommendations to the COG on unmet transit needs.

Fresno County has a firm understanding of coordinating transportation. In 1980, California passed the Social Service Transportation Improvement Act, which established the Consolidated Transportation Service Agencies (CTSA). Along with this, the Council of Fresno County Governments developed the AB120 Action Plan. This plan made it possible to maintain then existing levels of transit planning commitments for social service agencies in Fresno County, while setting aside up to 5% of the annual TDA funds to further coordinate and expand transit services to these agencies.

Relationship of a Coordinated Plan to the Metropolitan and Statewide Transportation Planning Process:

COG is required to prepare a Federal Transportation Improvement Program (FTIP) every other year for regionally significant transportation projects, and all projects receiving federal funding over the next three to four years. In the 2006/2007 FTIP, Fresno County programmed over \$188,400,000 in state, regional, and local funding for various forms of transportation in the region. Approximately \$20 million (about 11 percent of the region's overall transportation spending) is allocated for public transportation.

Eleven-percent of the region's overall transportation spending is allocated for public transportation

A CHSTP can be developed separately from metropolitan and statewide transportation processes and then incorporated into broader plans, or it may be developed as part of the statewide transportation planning process. The MPO is responsible for determining that projects selected within the CHSTP are included in the FTIP, statewide transportation plans, and the State Transportation Improvement Program (STIP).

FTA proposes that the CHSTP follow update cycles for MPO plans (four years in air quality non-attainment and maintenance areas, and five years in air quality attainment areas). The CHSTP will be utilized by COG as a framework for administering FTA funds and encouraging coordinated planning.

SECTION 2: DEMOGRAPHICS

THE REGION

Fresno County lies in the center of California, 175 miles south of Sacramento, and 220 miles north of Los Angeles (Map 1). The California Department of Finance has estimated the July 2006 County population at 891,134. The County's largest city is Fresno, with a population at 471,479. The other major incorporated city is Clovis, with a population of 89,924. Another 156,206 residents reside in the other 13 incorporated cities of Fresno County. The remaining 173,525 population reside in the unincorporated portion of the county.



Map 1 – Map of Central California

In Fresno County individuals most likely to have special transportation needs make up a significant percentage of the population compared to the statewide and nationwide data. Fresno County's demographics are shown in Table 1.

The Fresno County region's disabled population exceeds the statewide average, meaning their mobility needs will be a major challenge for many government, human-service-providers, and community organizations.

Another factor is the aging population. When older-adults lose their ability to drive, they also risk losing their vital connections to needed services and community involvement. These issues can be as basic as medical appointments, grocery shopping, or attending religious services. Safe and

Fresno County Demographics Compared to Statewide and Nationwide			
	Fresno County	Statewide	Nationwide
Age 65+	9.9%	10.6%	12.4%
Disabled	21.3%	19.2%	19.3%
Low Income	22.9%	24.8%	21.6%
Under 18 yrs of age	32.1%	27.3%	25.7%

Table 1: Fresno County Demographics

NOTE: Some people are in multiple population group (e.g., a senior with a disability)

convenient modes of transportation ensure independence and self-sufficiency and delay costly home care or nursing home services, while reducing demand for community and government services. Many of the aging population live in rural areas of the County where there is low-residential density and a lack of public transportation.

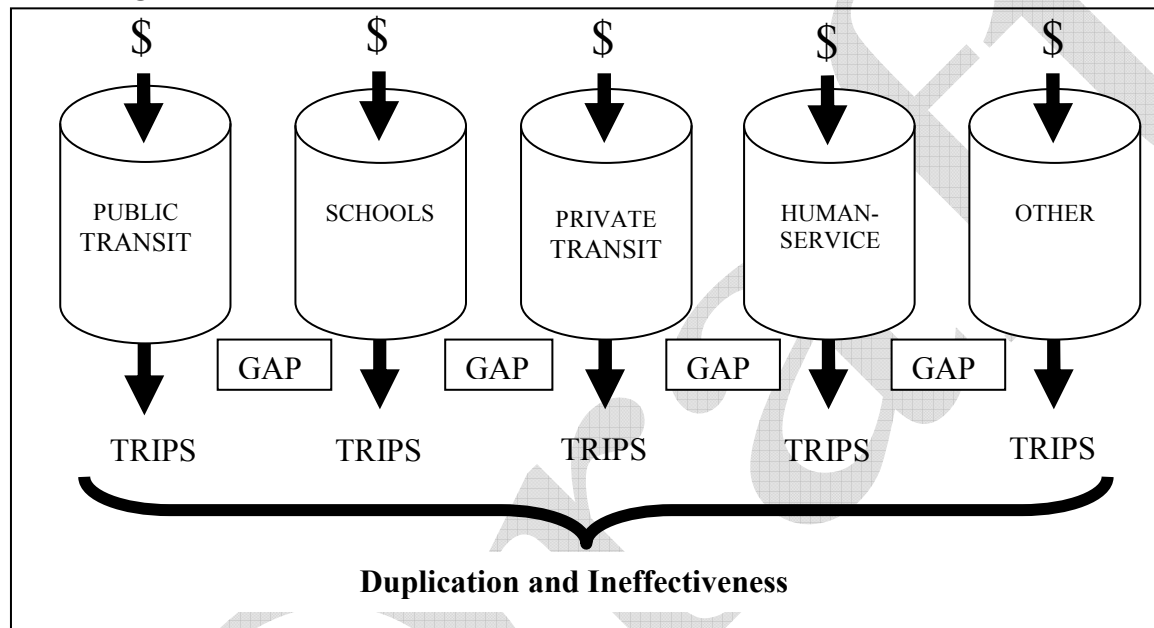
SECTION 3: MAKING THINGS HAPPEN BY WORKING TOGETHER

COORDINATION

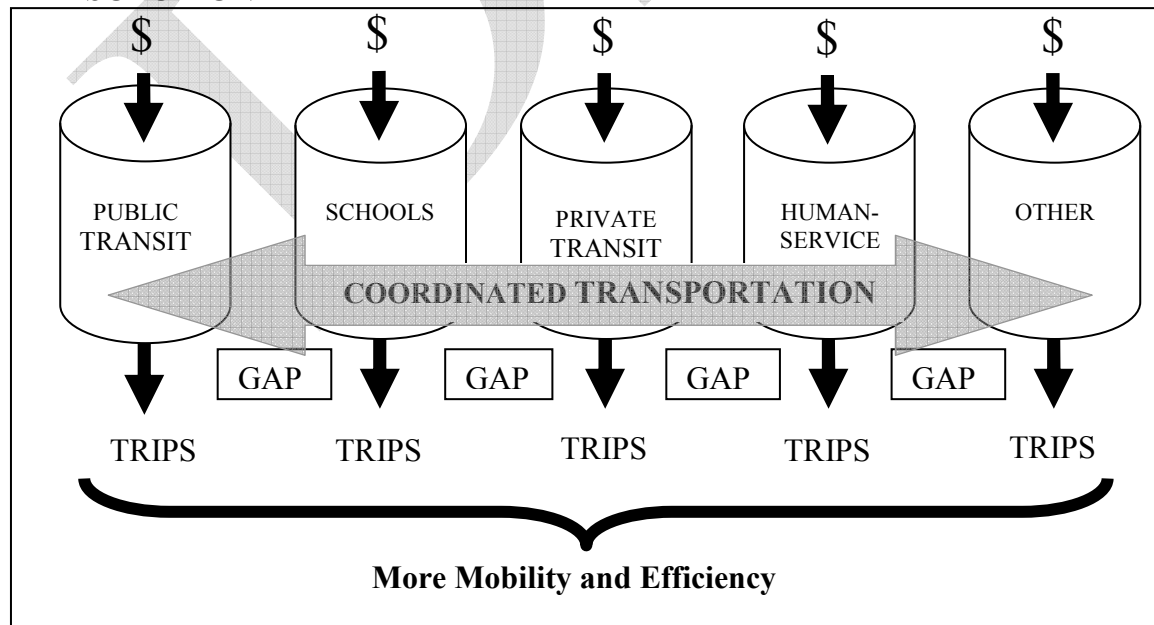
What Is Coordinated Transportation?

Coordinated transportation is when multiple organizations work together to their mutual benefit to gain economies of scale, eliminate duplication, expand service, and/or improve quality of service in order to better address the transportation needs of individuals that the agencies serve.

THE PROBLEM



THE SOLUTION



Coordination Opportunities:

Coordination of transit service could include anything from simple sharing of training resources to full integration of services. The appropriate level of coordination must be determined on a case-by-case basis. In general, there are basically four levels of equipment and facilities coordination:

1. **Communication:** Involves recognizing and understanding problems, and discussing possible solutions between individuals from various agencies who are in a position to influence transportation developments within their jurisdiction.
2. **Cooperation:** Involves agencies and individuals working together in a cooperative way, while retaining their separate identities. This can be sharing of training resources, vehicle procurement or fuel contracts or arranging a ride for a client using a different service.
3. **Coordination:** Involves bringing together independent agencies to act together to provide a smooth interaction of separate transportation systems. Individual provider funds, equipment, facilities, and services are used in concert to enhance delivery and efficiency of services. Agencies retain their individual identities.
4. **Consolidation:** Involves joining together or merging agencies for mutual advantage. This is a fully integrated system, and individual agency identity is no longer maintained.

Because each community and region is unique, the appropriate level of coordination is what project partners are comfortable with, and what is best for the customer. Examples of coordinating transportation include:

- Identifying barriers to coordination in the regulatory environment and advocating for change.
- Making greater use of technology to match transportation users to transportation providers and trip scheduling.
- Finding ways to group riders on the same vehicle even when they are sponsored by different funding agencies.
- Leveraging purchasing power for vehicles, fuel, maintenance, or training.
- Sharing training resources.

Regardless of the type of coordination, it should involve consultation with a broad range of stakeholders, such as:

- **Transportation providers:** Transit agencies, school districts, social service agencies, transportation brokers, private providers, non-profit providers, and human-service based agencies.
- **Service providers:** Doctors scheduling medical appointments based on transportation availability, land-use planners including mobility options as part of zoning decisions, developers building “walkable” communities.
- **People with special transportation needs.**

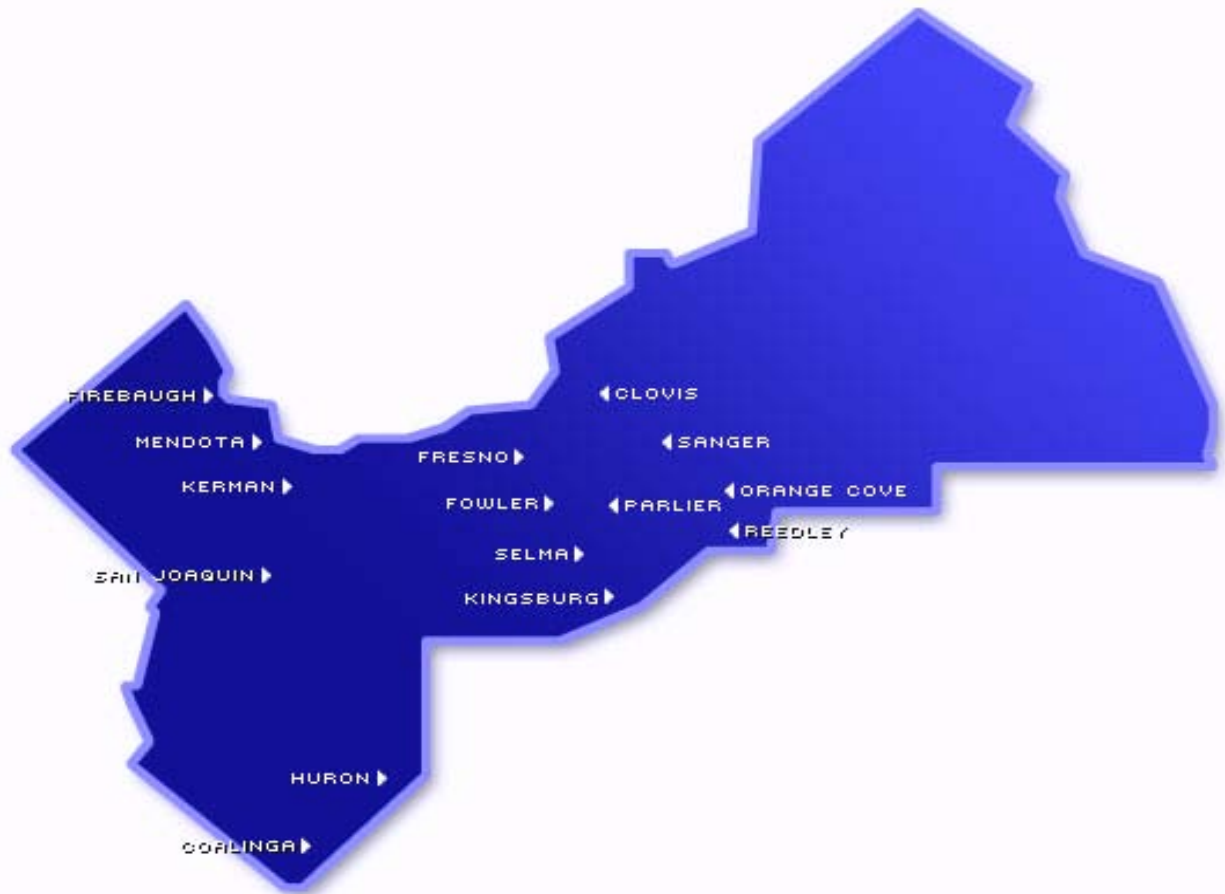
EXISTING SERVICE PROVIDERS

Transportation Services (Public and Specialized Transit)

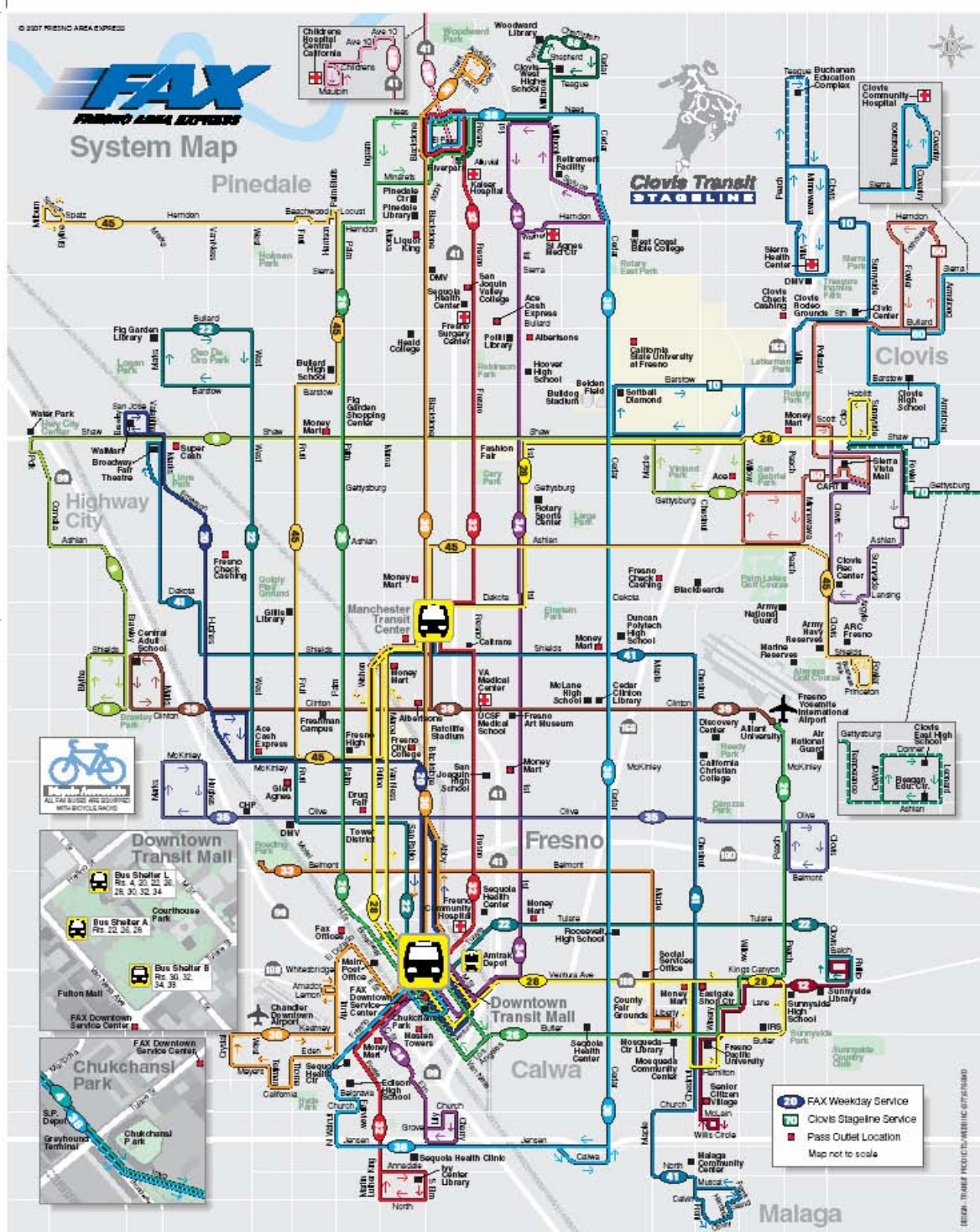
Fixed-route and Paratransit:

The City of Fresno, Department of Transportation/Fresno Area Express (FAX) provides the majority of public transportation services in Fresno County. FAX provided over 11 million passenger trips in 2005/2006 on its fixed-route system. The Fresno County Economic Opportunities Commission (FCEOC), acting as the Consolidated Transportation Services Agency (CTSA) for Fresno County, provided 532,067 trips. The majority of the remaining trips were provided by Fresno County Rural Transit (FCRTA) and Clovis Transit with 401,444 and 45,531 respectively. In addition, a number of social service agencies and organizations (Appendix C) operate transportation services for their clients.

FAX also provides complimentary paratransit service within the urban boundaries of Fresno County (Map 3). Paratransit service (Demand-Response) is provided within three-quarters of a mile of fixed-route service. A person must be certified as eligible to use Demand-Response. FAX's service is funded in part with FTA Section 5307, TDA funds and Measure C, a local ½ cent sales tax.

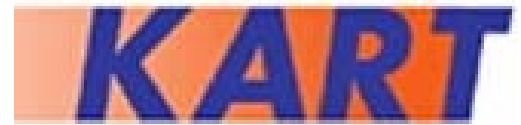


Map 3 - FAX Service Area



Specialized Transit: While the main support of public transportation is a fixed-route system, it is not always available, or may not meet special transportation needs. Human-service transportation is an ancillary function of agencies that transport clients to and/or from services or programs they offer as part of their mission. These agencies, in coordination with transit agencies, make up the landscape of special needs transportation. The following agencies provide the majority of specialized transit for clients with special needs.

- **Fresno County Economics Opportunity Commission (FCEOC)** is a private, non-profit agency established in 1965 as a Community Action Agency. Its purpose is to serve low-income persons throughout Fresno County. With an annual budget of \$130 million, it operates over 37 various human services and economic development programs aimed at providing a variety of resources to low income families, disabled persons, senior citizens, women, youth and children. The programs provide services to approximately 200,000 persons on an annual basis with a staff of over 1,300 persons.
- **Laidlaw Transit, Inc.** offers special needs transportation for non-emergency medical, fixed-route, and charter bus rentals in the Central Valley region as well as nationwide. Information on this agency is not available for release.
- **Non-Emergency Medical Transportation:** Several private sector companies are in the business of providing non-emergency medical transportation services in the metropolitan and rural areas of Fresno County. These trips are generally prescribed by a doctor for a medical purpose. Vehicles driven by specially trained personnel transport patients in seats, wheelchairs or gurneys.
- **King's County Area Public Transit Area:** King's County operates two vanpool programs in Fresno County. The first is Kings Area Rural Transit (KART), a traditional vanpool providing service to a variety of workers including state and federal employees, working at nine different prisons in the San Joaquin Valley. The second is a farm labor vanpool called Agricultural Industries Transportation Services project or AITS. This program is designed to provide qualified agricultural workers in Kern, Kings, Tulare and Fresno Counties with safe, affordable vans they can use to drive themselves and others to work.



Intercity Transportation: Amtrak offers direct train service and intercity feeder bus connection throughout the state via the San Joaquin Rail Route. Greyhound Bus Lines offers multiple northbound and southbound departures daily from the Fresno terminal. Transportation is also available through Orange Belt Stages, as well as other charter bus companies.

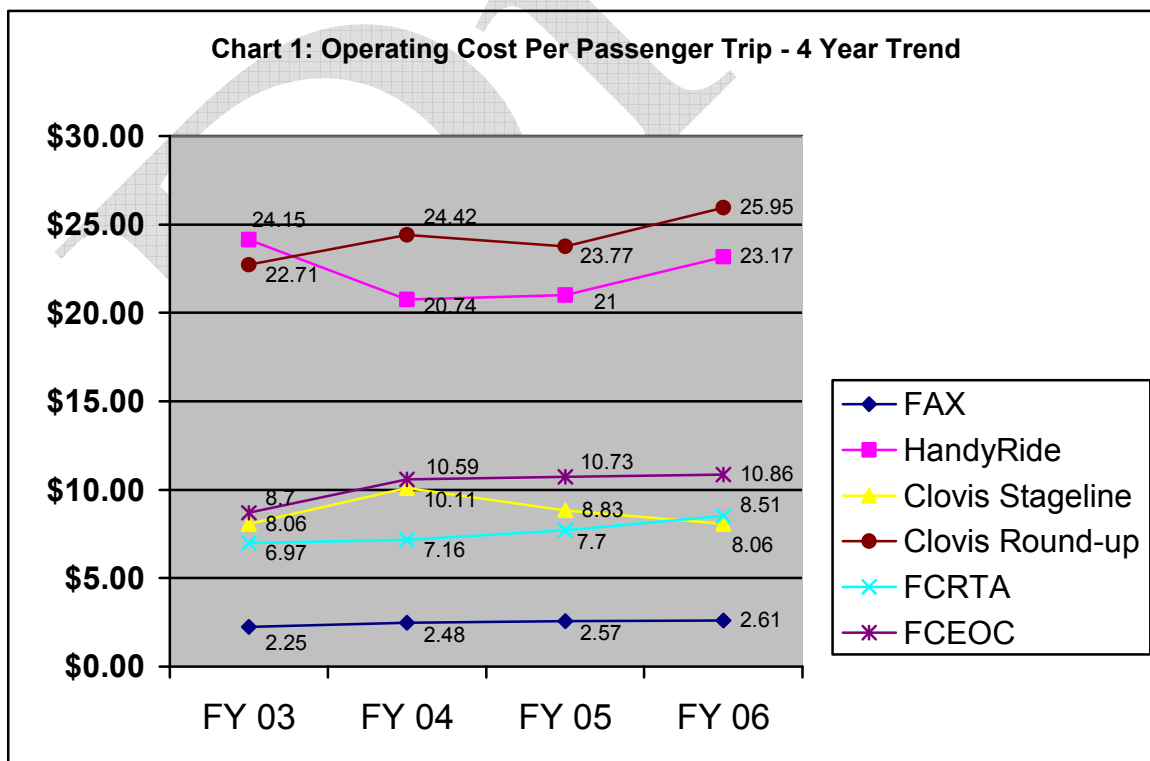
Public Transportation Costs

COG is required to review FAX's farebox information to determine compliance with California Transportation Development Act (TDA) regulations. FAX's fixed-route and paratransit service is subject to a farebox-ratio return. Farebox-ratio is fare revenue received, divided by the cost of operating the service. Farebox-ratio is important for four reasons:

1. Funding penalties can apply where a minimum farebox-ratio is not met.
2. Minimum farebox standards are included in the COG definition of "reasonable to meet" transit services.
3. Farebox-ratio is the most commonly used measure of efficiency for a transit service.
4. Farebox revenues are used to calculate State Transit Assistance funds to transit agencies.

Fixed-route transit is the most cost-effective method to provide transportation access in urban population centers, such as the Fresno-Clovis metropolitan area. The COG's Transit Productivity Evaluation for fiscal year 2006 reports the subsidy for fixed-route passenger service as \$1.61 per passenger trip. Paratransit trips are more expensive. These trips are scheduled by reservation and are typically provided to people with a higher level of special needs. The subsidy for this type of service is \$22.42 per passenger trip.

Chart 1 shows a four-year trend in costs per passenger trip for FAX's fixed-route, Handy Ride, Clovis's fixed-route (Stageline) and Round-Up service as well as the county operator FCRTA and FCEOC, the designated CTSA. CTSA services are required to maintain, at a minimum, an overall farebox revenue-to-cost ratio of 55%. The required revenue may consist of fares, donations and/or social service agency revenues.



SECTION 4: TAKING STOCK OF COMMUNITY NEEDS

GAPS IN SERVICE AND FOCUS AREAS

Rider Needs and Gaps

Transit services are currently lacking in rural areas.

People often live in rural areas or edges of cities due to lower-cost housing options. In many communities, a lack of transportation stands in the way of receiving adequate medical attention for some citizens. These persons are often older, disabled, and poor. To provide cost-efficient service to the largest population, transit agencies typically provide more frequent service in urban areas. Even within transit service areas, service levels in some areas may not meet travel needs of the people. For example, ADA-paratransit service only extends three-quarters of a mile beyond the fixed-route transit system.

People with special transportation needs that live outside the three-quarters of a mile boundary are often unable to obtain service. There are also people who are eligible for ADA paratransit services, but need a higher level of service than the transit agency provides (e.g., door-to-door or door-through-door). Human-service agencies typically provide a higher level of service, but are often designated for a specific target population or specific destination type.

COG takes public testimony on unmet transit needs in Fresno County at the Annual Unmet Needs Hearing in February. There are repeated requests for new public transit service, however new service must meet the COG “unmet needs and reasonable to meet” criteria. There are reoccurring requests for extended evening service and providing later service on weekends. Fresno Area Express, a TDA-funded transportation provider, does not offer service past 10:00 pm, or past 7:30 pm on weekends. Clovis Transit does not offer service after 6:30 pm and has no weekend service. Although extended evening service and weekend service is a recognized benefit, there is a low-probability these services would meet the COG-established farebox requirements. Additionally, there are requests for service to outlying rural areas, which are less reasonable to meet due to low ridership and a higher cost.

Ease of Use. Once a person figures out how to use a transportation system, whichever system works for them, transportation becomes less challenging. Learning how to use the system may be difficult for new riders due to various reasons such as:

- Different transit systems have different fare schedules, which can be confusing and difficult for riders.
- Riders may require help getting on and off a vehicle, but there is often no one available to help them at transfer points.
- Paratransit systems generally do not provide same day service, which means riders must schedule trips in advance. FCRTA, the rural provider, does offer a real time demand – response service for limited number of customers.



Land-Use. Future land-use patterns will also have a major

impact on the mobility of those requiring specialized transportation. Existing land-use patterns and regulatory policies often intensify this issue, failing to concentrate critical population mass needed to boost public transportation efficiency. Land-use may also act as a physical barrier to public transportation as a result of disconnected, incomplete, or indirect pedestrian, bicycle, and/or ADA-compliant access to transit services. In 2003, the COG initiated a Public Transportation Infrastructure Study (PTIS). The purpose of Phase 1 of the PTIS was to evaluate transportation needs throughout Fresno County and identify ways that transit can play an effective role in serving the region's growth. The objectives include providing reasonable mobility for residents and businesses throughout the county, reducing associated environmental impacts, and making it easier for people to walk, bike and use public transit. Phase 2 of the study will be funded through Measure C and will be completed in the next two years.

While public transportation funding in California requires all "reasonable to meet" services be provided, land-use characteristics are commonly cited as one reason why critical needs are deemed "unreasonable to meet."

There are many ways communities can be transit friendly:

- Develop high-density, high-quality development within a quarter-of-a-mile walk of a transit station.
- Mix land-uses in close proximity, including office, residential, retail, and civic uses.
- Provide bicycle, pedestrian, and other non-motorized infrastructure for access to transit services.
- Create neighborhood streets with good connectivity.
- Build traffic calming features to control vehicle traffic speeds.
- Limit land devoted to parking in order to bring land-uses closer together.
- Incorporate transit needs in the San Joaquin Valley Blueprint Planning Program.

Through efficient coordination of transportation, land-use, and economic development, transportation funding can be stretched further to reduce congestion and improve the quality of life.

Operation Efficiency, Needs, and Gaps

Lack of Funding. Coordination results in efficiencies, which in turn result in a lower cost-per-unit of service. Building infrastructure for coordination requires an upfront investment. Without this investment, communities cannot do work, invest in technology, or build community infrastructure to realize efficiencies. Effective coordination builds on existing resources and infrastructure utilizing the fixed-route transit system as the backbone and filling in transportation gaps with other community transportation services. Funding is insufficient to meet needs for expanding fixed-route service and equivalent paratransit service.

FAX's ADA-paratransit service is funded locally through TDA and FTA Section 5307 for Urban Area and 5311 Rural Formula funds. This is a mandated service due to required compliance with civil rights laws. The ADA also does not allow trip denials in the paratransit systems, thus requiring additional resources. Since this is a required service without a separate funding base, it impacts funding for fixed-route service, resulting in the potential for a decrease in fixed-route service to maintain minimum levels of

Effective coordination builds on existing resources and infrastructure utilizing the fixed-route system as the backbone

ADA paratransit service. This discourages expansion of paratransit service beyond the minimum necessary to comply with ADA-laws.

Duplication and Redundancy. Various sources of funding restrict different transportation services to specific populations for specific purposes. This results in service duplication and redundancy in multiple areas, including:

- Vehicles from different agencies may be traveling in the same corridor at the same time, but offer different services and may not pick up additional riders.
- Schools, transit systems, and Medi-Cal brokers operate their own training programs for drivers.
- Schools, transit systems, and other transportation providers have their own in-house maintenance programs for vehicles.
- Brokers, transit systems, senior programs, and other agencies each have their own call center for people to call to arrange for transportation.
- Schools, transit systems, and community providers purchase vehicles and equipment individually.
- Each social service/human service transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes.

SECTION 5: PUTTING CUSTOMERS FIRST

BARRIERS TO COORDINATION AND POSSIBLE SOLUTIONS

Barriers to coordination of transportation systems

Major constraints for transit growth are funding, transit costs, limited ridership, and land-use development patterns. Local area plans must comply with federal and state requirements and also meet local needs. More funding is dependent on coordination at planning and implementation stages of transportation activities. Coordination must occur at the service level and at the planning level.

Demographics:

Fresno County has a higher percentage of disabled and low-income residents than statewide. Due to lower real estate prices and lower cost of living, many retirees relocate to Fresno County from major metropolitan centers. As this segment of population ages, it is expected there will be increased demand for specialized services for senior citizens.

Possible Solutions:

- Establish driver wellness and training programs to help older adults continue driving safely.
- Inform future residents about limited transportation.
- Ensure that seniors in rural areas are fully informed about available transportation services.
- Utilize senior publications and other media to keep the public informed of current transit resources, projects, and transportation coordination.
- Create volunteer driver programs.
- Utilize web-based trip planning programs.
- Increase limited stop and express routes.
- Permit rural transit providers to transport passengers other than persons which meet their passenger requirements.
- Create projects that connect rural areas to regional and local connection points.

Land-Use:

Due to low residential density and a large service area, it is not feasible to expand traditional transit to serve a large service area. New development should incorporate transit-friendly design and provide funding through development impact fees.

Possible Solutions:

- Expand land-use projects that connect to transit.
- Promote pedestrian-friendly communities.
- Promote Transit Oriented Development (TOD).
- Develop projects that improve access to medical facilities, employment areas, and social activities.
- Improve facilities and amenities at transfer stations to encourage ridership.
- Expand mobility-training programs.
- Increase use of low-floor buses to expedite passenger loading and off-loading transportation.

Service Area Boundaries:

Service area boundaries differ between human-service programs and public transportation providers.

Possible Solutions:

- Promote projects that establish a centralized and coordinated regional transfer point between service providers.
- Encourage referrals to other agencies.
- Develop a common fare structure among providers.
- Improve local coordination among human-service providers and public transit providers.
- Coordinate with local transit providers to establish a single contact for inquiries about and receiving assistance regarding public and private transportation – “one-stop shopping”.

Driver Requirements:

Different agencies have different requirements for vehicle safety, driver training, driver licensing, or other standards.

Possible Solutions:

- Develop vehicle and driver standards that are consistent throughout the region.
- Increase the available pool of qualified drivers.
- Develop centralized driver training programs.
- Pursue grants for small transportation providers to develop programs and training.
- Locate a champion for volunteer driver programs.

Exchanging Information – Software:

Transportation providers and brokers use different scheduling, dispatching, and reporting software, which makes sharing information difficult. Transferring regional eligibility and scheduling data between and among ADA-paratransit providers, Medi-Cal brokers, school districts, and others is not automated.

Possible solutions:

- Develop a centralized dispatch system.
- Installation of Advanced Vehicle Location (AVL) hardware.
- Encourage participation in the Consolidated Transportation Services Agency (CTSA).
- Promote use of smart-card technology to track fares.



AVL Dispatch

Exchanging Information – Privacy:

A primary barrier in sharing information has been addressing confidentiality and privacy requirements. Privacy Acts, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prohibit sharing client information and authorize penalties for offenders.

Possible Solutions:

- Riders or clients sign release forms.
- Utilize technology to share rider data between agencies and non-profits while maintaining rider privacy.

Funding:

Due to limited available operational funding, public transit needs to achieve maximum cost effectiveness.

Possible Solutions:

- Further promote transit and human-service provider's participation in the Consolidated Social Services Agency (CTSA) and Social Services Transportation Advisory Council (SSTAC).
- Support projects that promote ongoing dialog, planning, and decision-making for regional special needs transportation coordination.
- Collaborate with community human-service providers to develop programs designed to increase usage of public transportation resources by seniors and adults with disabilities.
- Educate social service case workers about utilizing the lowest cost transportation options for their clients.
- Assist human-service providers in obtaining transit services through coordination of small-scale mobility projects.
- Seek grant and other funding sources to support continued coordinated transportation projects.
- Increase access and outreach on available transportation services countywide.
- Develop new and innovative marketing strategies.
- Increase public awareness of transportation modes.
- Leverage taxpayer investments such as 511 calls and smart card technology.
- Pursue development of shared maintenance facilities.
- Expand joint purchasing programs.

Liability:

Indemnification issues prohibit agencies from sharing or loaning vehicles.

Possible Solutions:

- Offer affordable insurance pools for small service providers and non-profit agencies.
- Indemnification for agencies that share or loan vehicles.

Regulatory Constraints:

Federal and state transportation funding agencies often make coordination and funding efforts difficult.

Possible Solutions:

- Promote regional framework for agencies to work together to resolve transportation, land use, and other issues of mutual concern.
- Emphasize strong state and regional roles in planning, prioritizing, and funding transportation.
- Active participation by "elected officials" of all potentially affected communities in the transportation decision making process.
- Create community and regional partnerships that utilize and build upon assets of our communities.
- Integrate land-use and transportation planning with health and human-services planning to promote service delivery at affordable costs.
- Support legislation that adequately funds a coordinated transportation system for the state and county.

- Increase integration of state and local interest in development and implementation of transportation services and facilities.
- Balance state and local needs in development and implementation of multimodal transportation projects.
- Reduce delays in vehicle delivery from state procurement contracts.
- Allow depreciation expense on vehicles.

Reporting Requirements:

Federal, state, and local agencies that fund special needs transportation have different reporting requirements attached to their funds. Agencies receiving funds from multiple funding sources must set up labor-intensive and costly data collection mechanisms to meet multiple reporting requirements. Staff time to meet such requirements means less money to provide services.

Possible Solutions:

- Promote projects that increase coordinated trip scheduling and billing between school districts, transit agencies, and human-service agencies.
- Promote development of standardized reporting requirements.

SECTION 6: IMPLEMENTATION STRATEGIES

COORDINATION EFFORTS AND STRATEGIES

The objective of the CHSTP is to provide a framework for improvements to current transportation systems. Strategies addressed in this plan are determined to be the most effective way to provide transportation services to those in need, while increasing efficiency and making the best use of available resources. These efforts cannot be accomplished by any one agency. It will require participation by multiple human-service agencies, transit providers, transit passengers, land-use planners and the community at large to accomplish these objectives. The CHSTP recommends that the CTSA, COG, SSTAC, and human-service providers assist in the implementation of strategies and recommendations contained in this plan.

The following strategies and recommendations were identified during development of this plan:

SHORT-RANGE STRATEGIES (1-5 YEAR HORIZON)

Priority 1: Finding a ride online

In larger urban areas, ride-sharing programs offer trip connection information to individuals seeking to ride-share with others. Interested persons can access an internet website for an instant list of potential carpool partners, people who live and work near them and have a similar schedule. The COG has a rideshare matching service for the San Joaquin Valley located at www.valleyrides.com.

The CHSTP recommendation is for COG, or another agency, to research the feasibility of implementing a web-based trip planning program. Trip-planning software will require funding resources to purchase, and an agency or organization to host, a local trip planning website.

Priority 2: Travel Training

Travel training would be provided to senior citizens, persons with disabilities, and non-English speaking customers. The program would be designed to provide the necessary assistance for each person to successfully learn how to use Public Transit's regular route bus system so that they do not have to rely on family, friends and/or neighbors for their trips. Travel training will give our seniors and people with disabilities the freedom to go where they want, when they want, and an increased sense of confidence and independence.

It is recommended that the CTSA, COG, and SSTAC research resources available to fund a Travel Training program, and to seek potential agencies to administer the program.

Priority 3: Increase the availability of qualified transit drivers

Agencies have different requirements for vehicle safety, driver training, driver licensing, and employment qualifications. Consistent standards could increase the availability of qualified drivers in the region, and eliminate the cost of duplicated training programs.

The California Department of Motor Vehicles require a driver to have a Class B driver's license for operating a vehicle over 26,000 lbs. While the wages for a bus driver in the metropolitan area are competitive, the entry level wage for other transit drivers tend to be lower than other types of businesses, making Class B drivers difficult to obtain. Some paratransit operators have purchased smaller vehicles that only require a standard Class C driver's license, therefore eliminating the need for a Class B license.



It is recommended that the CTSA take the lead in developing a working group to develop consistent driver standards for transit providers in the region.

Priority 4: Developing volunteer driver programs

Many people in outlying areas are without transit service. To provide cost-efficient service to the largest population, transit agencies typically provide more frequent service in urban areas. What happens when an individual living in outlying rural areas can no longer drive? How do they get to medical appointments and other resources?

One option is a volunteer driver program. Volunteers escort clients to their appointments and offer support and encouragement. Often they provide the link to a better life by helping them to access the resources that can help them out of poverty or resolve a medical need. Beverly Foundation is an example of an established volunteer driver program. Beverly Foundation offers online resources for volunteer driver programs on their website at www.beverlyfoundation.org.

It is recommended that the CTSA, COG, and SSTAC research resources available to fund volunteer driver programs, and to seek potential agencies to administer a volunteer driver program.

Priority 5: The growing older-adult population

In the year 2020, 10,000 persons will turn age 65 every day in the United States (Community Transportation, Summer 2006). More older-adults means an increase in persons with disabilities, and more demand for high quality-services such as special needs transportation. One option is to keep older-adults driving safely for as long as possible. As a person ages, they undergo subtle physical changes that center on vision, hearing, and general stamina. Impaired hearing constitutes a clear and present danger to drivers of all ages, and it can quickly combine with diminished concentration and lengthened reaction times that put others in harm's way. Driver wellness and training programs could be offered to older-adults, helping them to continue driving safely.

AARP offers a driver safety course for drivers age 50 and older. This course is currently available in a classroom setting in Fresno County and cost \$10.00 per course. 55-Alive is another program that teaches seniors to drive safely.

The CHSTP recommendation is for the CTSA, COG, and SSTAC to contact senior advocacy groups, senior centers, and retirement homes regarding sponsoring driver safety and wellness programs for seniors in our region. The COG should assist agencies or organizations in seeking funding resources to develop local driver and wellness training programs.

Priority 6: 511 Information System

511 is the national telephone number for traveler information. With 511, travelers can access accurate information about local highway and public transportation options, including carpool and vanpool ride matching services, anytime and anywhere in the United States. With the passage of the Safe, Accountable, Flexible, Efficient, Transportation Act: A Legacy for User (SAFETEA-LU), President George Bush and the Congress has made it a goal to have a nationwide 511 information system in place by the second half of 2010.

The eight counties making up the Central Valley are one of the last areas in the Western United States that does not have a 511, or Traveler Information System in place. Currently, Fresno COG staff is working with the remaining Valley COGs, Caltrans, and the Sacramento Council of Government (SACOG) to implement a 'baseline' 511 system in the San Joaquin Valley. A 'baseline' system is being pursued because this would allow Valley COGs to establish very basic traveler information services at the lowest cost. It should be noted that the 'baseline' 511 telephone system does not provide any services for Fresno County transit users and agencies. However, should there be an interest, they can be added and the respective transit agency will be responsible for any of the costs incurred in running the phone line to that agency.



The 'baseline' 511 system proposed for the San Joaquin Valley only provides access to statewide highway conditions on a wireless or cellular telephone system. Access to transit information is not included in the 'baseline' 511 system because there would be additional costs that would need to be borne by the respective transportation agency. At the time that the 'baseline' 511 system was defined, interest or funding was not available to justify inclusion in the project.

There are many benefits to a 511 system for the transportation community. A 511 system offers the transportation community a better way to serve its customers. Traveler Information Systems help balance today's multi-modal transportation systems. A 511 system can inform travelers of alternate routes during an incident, report weather conditions, divulge transportation-related information and much more.

Specific benefits of a 511 Traveler Information System for transit users include centralized telephonic and online access to transit-related information, a much more user-friendly experience for the user, and much more information in one place. Additional benefits for users include much easier access to information because instead of having to remember the contact information of several different providers, the user will only need to remember one three digit number to access all transit information for Fresno County. Benefits to transit agencies include the realization of marketing economies of scale, a much broader reach in terms of the people

who can access the information, increased customer service levels, and possibly the realization of operational efficiencies.

The CHSTP recommendation is that the eight Valley COGs, decision-makers, and transportation providers implement a more comprehensive 511 system for Fresno County than the proposed 'baseline' system. It is further recommended the Fresno COG and transit providers find short-term and long-term funding mechanisms that would enable a comprehensive 511 information system to be built for Fresno County, the San Joaquin Valley and the State of California.

Priority 7: Improve coordination by expanding agency participation in the CTSA

The CTSA offers shared training resources and driver training programs. These resources are available to human-service agencies and transit providers. The COG offers technical grant writing review and assistance for FTA programs to CTSA participants.

The CHSTP recommendation is that the CTSA, COG, and SSTAC contact local area transit providers and human-service agencies and invite them to participate in the training programs. It is further recommended to continually recruit and grow new SSTAC members who are involved in transit-related activities as well as provide transit services to new agencies..

Priority 8: Shared use of vehicles

A primary goal in SAFETEA-LU is shared usage of vehicles. In most regions this is a difficult issue. A transportation provider in another region loaned a vehicle to another agency. The driver failed to properly tie-down the wheelchair and the passenger and wheelchair fell over causing injury. The agency that loaned the vehicle was sued. An alternative is to loan a vehicle and a driver that is properly trained on the equipment. However, with the increasing demand on specialized transportation, there are not enough vehicles or drivers to loan.

In order to coordinate transportation services, there must be a liability indemnification for a provider that eliminates possible legal action caused from coordination efforts.

It is recommended that the CTSA and other local agencies work in conjunction with transit advocacy groups such as the American Public Transit Association, California Transit Association, CalAct, United We Ride, and the Long Range Strategic Plan on Aging Transportation Task Team to advocate for policies to address legal ramification for those involved in coordination efforts under the guidance of SAFETEA-LU.

Priority 9: Reduce operating costs

Cooperative purchasing programs could help reduce operating costs for transit providers. The CTSA in Fresno County uses a "Card-Lock" fueling system. This has allowed them to reduce their fuel cost and maintain convenience. This type of cooperative purchasing could include contracts with other vendors for operating supplies such as tires and parts.

The CHSTP recommendation is that the CTSA, and transit providers strive to develop joint purchasing programs for items such as fuel, operating supplies, and other expenses related to vehicle operations.

Priority 10: Create transit friendly amenities

Studies show that older-adults may be more likely to take public transportation if they feel safe walking to a bus stop and travel information is easy to obtain. Improvements to facilities and amenities at transfer stations can provide a “user-friendly” environment for riders.

The CHSTP recommendation is for transit providers to identify special needs and incorporate these needs into capital improvements, and facility upgrades such as benches and bus shelters. Joint use and sponsorship of bus shelters should be considered to increase “user-friendly” transit stops throughout the county and reduce costs to individual agencies.

Priority 11: Increase public awareness of transit through outreach and marketing strategies

“A significant portion of non-emergency transportation is provided by community and public transportation. Thousands of individuals use transit to reach healthcare appointments” (*Community Transit, Summer 2006*). Informing the community on human-transportation and special transportation needs requires marketing and direct outreach to the community. FAX’s Short and Long-Range Transit Plans update will address marketing strategies for the fixed-route and demand-response system. Completion of this update is scheduled for the summer of 2008. A marketing plan should be developed from the consultant’s recommendations.

Possible strategies for increasing public awareness and outreach may include:

Transportation providers could contact medical offices within the community to discuss how they can work together to meet the community’s needs. Public transportation can improve a patient’s mobility, thus reducing costly emergency care.

Accurate service referral assistance to riders and case workers helps riders to choose a transportation mode that best meets their needs. Transportation referrals should be available on websites and by telephone contact. Transit information is also available at many shopping areas in the community.

Transit kiosks are another means of providing traveler information. BlueGo (www.bluego.org) is a coordinated public transportation system in the Lake Tahoe basin. BlueGo has internet kiosks strategically placed in 30 locations around the South Shore of Lake Tahoe for convenient access to general shuttle information, fares, maps, routes and schedules. The kiosks are also equipped with an ordering interface that enables riders to schedule On Demand casino shuttle services and door-to-door rides.

The CHSTP recommendation is that FAX implement marketing strategies addressed in the Short and Long-Range Transit Plan, if deemed feasible to meet, and research the possibility of implementing cooperative marketing strategies with other transit providers in the region. Transit providers should research the feasibility of establishing kiosks with internet capabilities at areas with high public attendance.

The CTSA, COG, and SSTAC should encourage transit providers and human-service agencies with internet websites to include web links to other transportation providers and services. Additionally, it is recommended that transit providers and human-service agencies maintain an updated community resource database for transit referrals.

Priority 12: Making easy connections

A centralized transfer point or transfer station for interregional services offers amenities to riders, such as access to information, pay phones, customer service, and restrooms. Under agreement, the county authorizes FAX the usage of the Downtown Transfer Center for riders conducting business in Fresno. FCRTA connects to downtown Fresno bus service at the Intermodal Facility.

The Downtown Intermodal Facility is conveniently located near Amtrak's rail terminal and a short distance to the Greyhound Bus Terminal.



The CHSTP recommendation is for the COG to examine intercity grants, such as Federal Transit Administration 5313(f) that connects rural areas to regional and local connections.

Priority 13: Increasing revenue resources

The core issue for any public or private transit provider is funding. Capital cost for vehicles, passenger amenities, facility improvements, operating equipment, and advanced technology require significant funding. The region benefits from federal and state programs for transit operations and capital. Competitive planning grants are available, but small urban areas find it difficult competing for funds with large metropolitan areas. Grants are available to rural areas with a population of less than 50,000, but urban areas with a population of 200,000 or less are not eligible for these grants. Small urban areas simply fall through the cracks.

It is recommended that CTSA and other local agencies enlist assistance from transit advocacy groups such as CalAct, United We Ride, and the American Public Transit Association to advocate for new and expanded resources to fund small urban area grants.

Priority 14: Transportation for those who can no longer drive

Everyone wants to continue driving as long as they can. However, there may come a time when a person must limit or stop driving, either temporarily or permanently. Do individuals in the area know how to get around without a car? What about older-adults relocating to an area that has limited public transportation? Identifying what public, private, and community transportation services are available can help individuals keep their independence.

It is recommended that the CTSA, COG, and SSTAC develop a procedure for distributing information to those who can no longer drive. Senior publications or local media may be utilized to fully inform older-adults about available transportation options. Develop a subcommittee of the SSTAC to attend local senior centers, meetings, organizations, and advocacy groups to provide information about public transit options. Future residents should be informed of limited transportation options in rural areas before they relocate. Include the Fresno County Board of Realtors, Fresno Builder's Exchange, and other land-related agencies in receiving information on limited transit options in rural areas.

Priority 15: Create “transit-ready” environments

Land-use patterns also have a major impact on the mobility of those requiring specialized transportation. Future land developments should be “transit ready” meaning that they should not only have sufficient density and walkability, but also a plan that considers the location and right-of-way for potential users (New Urban News October/November 2004).

COG is involved in a Regional Blueprint Planning process that will identify land uses and land use types supporting community goals related to the regional economy, environment, and social equity. Adoption of the San Joaquin Valley Blueprint Plan will be incorporated into local general plans, review policies, and the Regional Transportation Plan.

The CHSTP recommendation is that the COG should encourage local agencies to include San Joaquin Valley Blueprint strategies, such as Transit-Oriented Development (TOD) in their plans.

Priority 16: Resolving inter-jurisdictional transportation

An efficient coordination process must be established and maintained for identifying, reviewing, and resolving inter-jurisdictional transportation concerns in the region. The San Joaquin Valley Blueprint Plan will be completed in 2008. Performance measures and goals of the Blueprint Plan will be adopted into county and local government long-range planning documents and development review policies and standards.

It is recommended that the COG continue to actively participate in the planning processes of the region to ensure planning efforts are coordinated.

Priority 17: Provide for transportation where public transportation is not available

In many cases public transportation is not offered at a time or to a location that many low-income workers need transit service, such as second and third shift jobs, or to low-density and/or newly developed areas where traditional transit service has not been established, or is too unproductive to serve using conventional methods. In addition, staggered shift times and days, overtime requirements, and seasonal work often make carpool and vanpool programs impractical.

It is recommended that the COG, SSTAC and transit operators explore programs to address service to low-income commuters who do not have access to fixed-route service at times or to locations for commute trips.

LONG-RANGE STRATEGIES (6-10 YEAR HORIZON)

Regulatory and fiscal restraints make coordination and funding efforts difficult for many of the long-range strategies addressed in this plan. Regulatory and fiscal changes cannot be done at a local level, but require legislative action. It is recommended that CTSA and other local agencies enlist assistance from transit advocacy groups such as CalAct, United We Ride, and the American Public Transit Association to advocate for policies to address issues and concerns that may require changes in regulatory constraints or require legislative action.

Priority 1: Consolidation of operations and service delivery into one system

The most comprehensive coordination strategies involve consolidation of operations and service delivery into one coordinated transportation system. A centralized dispatch system, or brokerage, provides better service within communities while connecting neighborhoods to other destinations. The system allows people to make simple connections to more places than is currently possible.

A case example of a centralized dispatch system is Access Services (<http://www.asila.org>), the designated CTSA for Los Angeles County. Access Services was created by Los Angeles County's public transit agencies to administer and manage delivery of regional ADA paratransit service. Access Services was established by forty-four public fixed-route transit operators in Los Angeles County. Access Services is responsible for paratransit brokerage, dispatch and scheduling, training management, contract monitoring, customer information services, as well as other activities related to operation of a paratransit system.

The CHSTP recommends that the CTSA, COG, SSTAC, transit providers, human-service providers, and human service agencies research the feasibility of developing a centralized dispatch system that will reduce duplication of scheduling, dispatching, and reporting requirements. Implementation will require transportation providers to develop a system that meets the approval of all agencies involved.

Priority 2: Shared maintenance facilities

Many small transit providers do not have a maintenance facility and purchase vehicle maintenance service from local businesses. Shared maintenance facilities could reduce the cost of service and facility investments. A case example is the Fresno County Economic Opportunities Commission (FCEOC). FCEOC maintains its fleet of 141 vehicles, while only providing service to one vehicle from another agency. FCEOC has recently expanded their maintenance facility and would be able to increase the number of vehicles it services.

It is recommended that the CTSA, COG, SSTAC, and transit providers research the feasibility of FCEOC and FAX providing routine maintenance and repairs on vehicles from other transit fleets. This would require expansion of FAX's maintenance facility to accommodate additional vehicles.

Priority 3: A ride for everyone

In areas with limited public transportation, there may be transportation available but transit providers are only allowed to transport passengers that meet their rider criteria. For example, where there is no fixed-route service, a senior transportation provider may frequently get requests from individuals that are not seniors for rides.

It is recommended that the CTSA, COG, SSTAC, and service providers enlist the aid of CalACT or similar transit advocacy agencies to convey this information to transportation leaders.

Priority 4: Investing in infrastructure



State and local needs must be considered in development and implementation of multi-modal transportation projects. Two goals of the Regional Blueprint Planning Program are to “reduce costs and time needed to deliver transportation projects through informed early public and resource agency involvement” and “improve mobility through a combination of strategies and investments to accommodate growth in transportation demand and reductions in current levels of congestion.”

Through collaboration, local agencies can cross local and regional boundaries.

The CHSTP recommendation is for the COG to review the implementation of the San Joaquin Valley Blueprint Plan for project delivery and infrastructure changes that address growing needs.

Draft

CONCLUSION

Mobility strategies begin with an understanding and commitment among local community leaders, elected officials, and transportation managers that meeting the needs of older-adults and persons with special needs is critical. Increased mobility increases independence and improves the quality of life for all citizens. The first step to coordination is “cooperation.” Cooperation means two or more agencies working together toward a common end. Many transportation providers in the community are already informally cooperating. Some, like the CTSA and SSTAC, are members of committees established by the COG as the designated Metropolitan Planning Agency. Careful planning can allow a community to meet the regulatory, budgetary, and service needs of each participating agency, while improving client and community needs. The investment of time and thought at state, local, and regional levels may result in a lower cost of individual trips, and provide more trips to more places. By working together, we can improve the transportation system and delivery services to our community members. For any plan to work there must be flexibility to respond to constant change. Successful coordination efforts are those that remain focused and maintain momentum in ever-changing environments. A circumstance can change and require a whole new transportation plan. The COG is committed to being an active partner along with the CTPA, the SSTAC, transit providers, and human-service agencies to implement coordination strategies addressed in this plan.

APPENDIX A – PLAN DEVELOPMENT METHODOLOGY

PLAN DEVELOPMENT METHODOLOGY The Coordinated Human Transportation Plan (CHSTP) should be developed with input from public, private, non-profit, transit and human-service providers, and the general public. How this input is obtained depends on availability of time, staff, funding, and other resources. Commonly used strategies for engaging the public include:

- Community planning sessions
- Self-Assessment tools based on the United We Ride Framework for Action
- Surveys
- A detailed study and analysis of community transportation needs and services

The CHSTP must include the following elements at a level consistent with available resources:

- An assessment of available service providers (public, private, non-profit, and human-service based).
- An assessment of transportation needs for individuals with disabilities, older-adults, and people with low incomes.
- Strategies and/or activities to close service gaps.
- Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities as identified.

The Planning Process

The Council of Fresno County Governments (COG) is the lead agency for development of this plan. SAFETEA-LU requires that this plan be “developed through a process that includes representatives of public, private, non-profit transportation and human-service providers, and the general public.” COG enlisted the Fresno County Social Services Transportation Advisory Council (SSTAC) for assistance in the development of this plan.

Data Collection

COG began the CHSTP development process by identifying organizations that might provide transportation services. These agencies included:

Adult Day Health Care
Assisted Living Homes
Bus Charters
Churches
Disabled Services
Home Health Care Providers
Hospitals
Limo Services

Nursing Homes
Public Transit Agencies
Residential Care Homes
Retirement Homes
Schools
Social Service Agencies
Taxis
Tribal Services

Two-hundred and twenty-five human-service agencies and organizations were contacted, either by e-mail or direct mailing, and asked to complete a program profile survey (Appendix B). Of the 25 responses received, less than one-half provided transportation for their clients (44%). These agencies used a combination of their own vehicles and local transportation providers for this service. The

remaining 14 respondents provided no transportation. Those that provide transportation were asked if they would participate in the development of this plan.

In order to prioritize projects, we chose to model our planning methodology on the Framework for Action. The Framework for Action is a comprehensive evaluation and planning tool to help state and community leaders and agencies involved in human service transportation and transit services, along with their stakeholders, improve or start coordinated transportation systems. Assessment and planning was completed in two meetings.

A comprehensive survey containing twenty six multiple choice questions was sent to over 250 people on the SSTAC list. The survey contained a series of core elements that made up a fully coordinated transportation system for a community. Under each element, participants were asked diagnostic questions, and using a set of “decision helpers” were asked to assess how much effort was needed to become more fully coordinated. The sections making up the survey included:

- Section 1: Making Things Happen by Working Together
- Section 2: Taking Stock of Community Needs and Moving Forward
- Section 3: Putting Customers First
- Section 4: Adapting Funding for Greater Mobility
- Section 5: Moving People Efficiently

Once individual assessments were completed, group partners shared their findings, notes, and solutions for improvement. The conversation explored questions such as where are we doing well? Where do we need to do much better? What does it take to get to the next level? This discussion helped to increase people’s understanding of the big picture as well as to identify progress and problem areas.

Once the group had discussed the survey results, the next step was to take action focusing on the areas where the group agreed it needed to do better and to develop strategies and steps for moving forward. This goal then became the community’s Framework for Action, bringing focus and strategy to the efforts of the group.

COG and SSTAC chose to hold a working group meeting to secure participation from community organizations and service providers. An agenda (Appendix E) was distributed prior to the working group meeting, which identified:

- Purpose and reason for developing a coordinated transportation plan
- An assessment of local services, needs, and gaps in service
- Establishing regional goals and objectives

Information collected from this working group session is incorporated into Appendix F of this plan.

APPENDIX B – PROGRAM PROFILE SURVEY

Transportation Provider Name: _____

Business Address: _____

Contact Name: _____

Email Address: _____

Reporting Period _____ to _____

Types of Services Provided (check all that apply):

- ☐ Fixed Route
- ☐ Deviated Fixed Route
- ☐ Subscription
- ☐ Van Pool
- ☐ Other _____

Clients Served (check all that apply):

- ☐ Elders
- ☐ Disabled
- ☐ General Public
- ☐ Other: _____

Purpose of Trips (check all that apply):

- ☐ Medical
- ☐ Personal
- ☐ Employment
- ☐ Other: _____

Funding Sources (check all that apply):

- ☐ Public (5311)
- ☐ Human Service (5310)
- ☐ Urban Transit (5307)
- ☐ Other: _____

For the Reporting Period:

No. of Vehicle Miles: _____

No. of One-Way Passenger Trips: _____

No. of Vehicle Hours: _____

Types of Vehicles (ie., 10 pass. Van.)	Quantity	Vehicle Capacity	Percent of Time Spent in County	One-Way Passenger Trips

Do you charge fares? (Yes or No) _____. If yes, please describe fare structure:

HUMAN SERVICE PROVIDER INVENTORY

SECTION A

Provider Name: _____

Contact Last Name: _____ First Name: _____ Mid. Init. _____

Mailing Address (Line 1): _____

Mailing Address (Line 2): _____

City: _____

Zip: _____

Email Address: _____

Phone Number: _____

Fax Number: _____

Provide a description of your agency. _____

Please check all the services you provide:

- | | |
|---|--|
| ☐ Developmental Services | ☐ Job Training |
| ☐ Management | ☐ Mental Health Services |
| ☐ Developmental Services Preschool | ☐ Mental Health Case Management |
| ☐ Group Home | ☐ Senior Center |
| ☐ Headstart | ☐ Senior Nutrition |
| ☐ Headstart Homebase | ☐ Sheltered Workshop |
| ☐ Headstart Other | ☐ Other: _____ |

Reporting Period _____ To _____

No. of Participants		Forecasted No. of Participants in 5 years	
TRANSPORTATION PROVIDED BY AGENCY			
Transportation Provided By Your Agency? (Yes or No)		No. of Vehicles	
Vehicle Miles		One-Way Passenger Trips *	
TRANSPORTATION PROVIDED BY CONTRACTOR			
Vehicle Miles		One-Way Passenger Trips *	

* Reminder: A round trip counts as 2 one-way passenger trips

APPENDIX C – SOCIAL SERVICES TRANSPORTATION PROVIDERS

The following agencies and organizations provide human transportation in Fresno County. This list was compiled from information gathered in a program profile survey and is not totally inclusive of all transportation providers in the region.

ASSISTED LIVING/CARE HOMES/CLINICS/REHABILITATION CENTERS	
Empowerment Institute	Vocational and social habitation/rehabilitation services to ethnic minorities with developmental disabilities.
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.
VA CCHCS	Veteran's Administration Central California Health Care System...a VA medical facility serving veterans throughout Central California
Central Valley Indian Health, Inc.,	Indian health clinic serves all Indian people in Fresno, Madera, and Kings Counties. Approximately 7,000 active patients with 5,000 in Fresno County. Approximately 20% of all patients are seen as non-Indian.
Westcare California	WestCare provides a wide spectrum of health and human services in both residential and outpatient environments. Our services include substance abuse and addiction treatment, case management, transitional housing, vocational counseling and health education programs. These services are available to adults, children, adolescents, and families.

COMMUNITY CHURCHES	
Neighborhood and community churches provide transportation to their members on an as-needed basis.	
Glory Bound World Outreach Ministry	Community Faith-based organization

NON-PROFIT TRANSPORTATION PROVIDERS	
Fresno County Economic Opportunities Commission - Transit Systems	FCEOC is a Community Action Agency that operates a CTSA transit system program that provides transportation to the elderly, disabled, youth, and other clients.

PRIVATE TRANSPORTATION	
Comfort Med Trans, Inc.,	Provides transportation to the physically disabled throughout Fresno County.

PUBLIC TRANSIT	
Fresno Area Express (FAX)	Fresno Area Express (FAX) fixed-route system operates Monday through Friday 5:30 a.m. - 10:00 p.m. and Weekends 6:30 a.m. - 7:00 p.m. This service logs 352,400 miles per month, providing approximately 984,000 passenger trips. <i>(COG 2005/2006 Transit Productivity Evaluation). This service is funded through FTA 5307 and Transportation Development Act funds.</i>
Fresno Area Express (FAX) Demand Response - Handy Ride	Fresno Area Express (FAX) also provides paratransit service to mobility-impaired through its contract with MV Transportation for lift-equipped Demand Response service. This service is for mobility-impaired of all ages in the FAX service area, and operates at the same time (or concurrently) as the fixed-route system: Monday through Friday 5:30 a.m. - 10:00 p.m. and Weekends 6:30 a.m. - 7:00 p.m. Demand Response vehicles travel approximately 81,878 miles per month, providing 17,158 passenger trips. <i>(COG 2005/2006 Transit Productivity Evaluation). This service is funded through FTA 5307 and Transportation Development Act funds.</i>
Clovis Transit (Stageline)	Clovis Transit (Stageline) fixed-route system operates Monday through Friday 6:00 a.m. - 6:30 p.m. This service logs 23,143 miles per month, providing approximately 11,635 passenger trips.
Clovis Transit (Round-Up)	Clovis Transit (Round-Up) also provides paratransit service. This service is for mobility-impaired of all ages in the Clovis service area, with trips into the Fresno area, and operates at the same time (or concurrently) as the fixed-route system: Monday through Friday 6:00 a.m. - 6:30 p.m. Demand Response vehicles travel approximately 22,410 miles per month, providing 3,794 passenger trips. <i>(COG 2005/2006 Transit Productivity Evaluation).</i>
Fresno County Rural Transit Agency (FCRTA)	The Fresno County Rural Transit Agency is the primary provider of public transit services in the rural areas of Fresno County. FCRTA provides fixed-route and demand response services to the 13 incorporated cities as well as inter-city connections to the City of Fresno. This service logs 64,800 miles per month, providing approximately 33,450 passenger trips. <i>(COG 2005/2006 Transit Productivity Evaluation).</i>

APPENDIX D – PLANNING AND FUNDING SOURCES

This plan meets the requirements of the Safe, Accountable, Flexible, and Efficient Equity ACT of 2003 (SAFETEA-LU) and enables participating agencies to submit funding requests for projects that meet the regional transportation needs of their communities.

Planning Under SAFETEA-LU

SAFETEA-LU is a six-year transportation reauthorization bill that authorizes funds for fiscal years 2004 through 2009. The Federal Transit Administration (FTA) requires projects funded from 2007 appropriations for the following programs be developed through a regional planning process. Council of Fresno County Governments has developed this coordinated human services and public transit transportation plan to be a framework for administering those funds and encouraging coordinated planning.

49 U.S.C. Section 5307 – Urbanized Area Formula: Makes federal resources available to urbanized areas and to Governors for transit capital and operating assistance in urbanized areas and for transportation related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Census.

49 U.S.C. Section 5310 – Elderly Individuals and Individuals with Disabilities Program: Provides formula funding to states for assisting private nonprofit groups in meeting transportation needs of the elderly and persons with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people. Funds are obligated based on the annual program of projects included in a statewide grant application.

49 U.S.C. Section 5311 – Rural Formula Program: Provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 in population. It is apportioned in proportion to each state's non-urbanized population. Funding may be used for capital, operating, state administration, and project administration expenses. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including Indian reservations, and must provide for maximum feasible coordination with transportation services assisted by other federal sources.

49 U.S.C. Section 5316 – Job Access and Reverse Commute (JARC): The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

49 U.S.C. Section 5317 – New Freedom Program: This new program will provide formula funding for new transportation services and public transportation alternatives beyond those required by ADA to assist persons with disabilities.

APPENDIX E – WORKING GROUP MEETING AGENDA

AGENDA

COUNCIL OF FRESNO COUNTY GOVERNMENTS (COG) AND THE FRESNO COUNTY SOCIAL SERVICES TRANSPORTATION COUNCIL (SSTAC)

COORDINATED HUMAN TRANSPORTATION PLAN WORKING GROUP MEETING

**August 29, 2007
1:30 PM**

I) Welcome – Todd Sobrado/COG

II) Introductions – Todd Sobrado/COG

III) Purpose and Reason for Coordinated Transportation Plan – Todd Sobrado/COG

a) Making Things Happen by Working Together

1. What is coordinated transportation?
2. Who is providing service now?
3. What is being coordinated now?

IV) Regional Assessment – Todd Sobrado and Jeff Long/COG

a) Taking Stock of Community Needs

1. What are the current gaps in service?

b) Putting Customers First

1. How can we break down barriers?
2. What improvements can be made to the existing coordination among agencies?
3. What coordination efforts are feasible to implement?
4. What would stakeholders like to see included in the plan?
5. What are the transportation needs for individuals with disabilities, older-adults, and people with low income?

V) Goals and Objectives - Todd Sobrado and Jeff Long/COG

a) Adapting Funding for Great Mobility

1. Avoid duplicated service
2. Share resources

b) Moving People Efficiently

1. Fill service gaps
2. Improve service
3. More mobility

VI) Questions and Answers - All

VII) Adjourn – Jeff Long/COG

APPENDIX F – MINUTES OF WORKING GROUP MEETING

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN WORKING GROUP MEETING

2035 Tulare Street , Suite 201
Fresno, CA 93721
August 29, 2007
1:30 PM

(NOTE: These notes are not intended to serve as a transcript or verbatim record of the proceedings of the Working Group, but rather as a record of the meeting time, place, attendance, and the order and general nature of the discussion, deliberations, and actions taken, if any.)

The following people were present:

NAME	AGENCY
Jeff Long	Fresno COG/FAX
Todd Sobrado	Fresno COG
Jeff Webster	Fresno County Rural Transit
John Downs	FAX
Judith Nishi	FAX
Angie Offenburger	Kings County Public Transit
Carlos Duarte	FAX
Gary Joseph	Fresno EOC
Ken Gkereke	Caltrans
John Cinatl	Caltrans
Marla Day	Fresno COG
Phyllis Stogbauer	Workforce Connection
Brenda Lauchner	Fresno COG

The meeting started promptly at 1:30 with introductions around the room with participants stating their name, responsibility, and the agency that they represented. Once this was done, Todd Sobrado proceeded to give a ten to twelve minute overview the JARC Plan and what the goal was with the meeting. At the conclusion of the introductory period, participants were asked if there were any questions and none were raised at that time.

Discussion then proceeded into the content of the survey that stakeholders were asked to complete. Participants were read each question and asked to comment on the validity of the survey results. In some cases, it was felt that responses were justified. In others, it was felt that they were not. Conversation then ensued as to why or why not a particular response was justified. It was during this process that Fresno COG staff was able to obtain a great deal of useful information.

In the first meeting, it took three hours to complete six of the twenty six questions. Upon the conclusion of the meeting, the group scheduled a follow up meeting for September 19, 2007 to finish reviewing the JARC questionnaire.

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN WORKING GROUP MEETING

2035 Tulare Street, Suite 201
Fresno, CA 93721
September 19, 2007
1:30 PM

(NOTE: These notes are not intended to serve as a transcript or verbatim record of the proceedings of the Working Group, but rather as a record of the meeting time, place, attendance, and the order and general nature of the discussion, deliberations, and actions taken, if any.)

The following people were present:

NAME	AGENCY
Jeff Long	Fresno COG/FAX
Todd Sobrado	Fresno COG
Jeff Webster	Fresno County Rural Transit
John Downs	FAX
Judith Nishi	FAX
Ron Hughes	Kings County Public Transit
Gary Joseph	Fresno EOC
Marla Day	Fresno COG
Phyllis Stogbauer	Workforce Connection
Brenda Lauchner	Fresno COG

Most everybody who was present at the August 27, 2007 was also present at this meeting. The exception was Ron Hughes, who had sent somebody to attend on his behalf in his absence.

This meeting was planned in order to complete the tasks started in the first meeting in the latter part of August. This meeting went much quicker in that nineteen survey questions were reviewed and discussed whereas six were covered in the August meeting within the same amount of time.

A great deal of discussion took place between meeting participants about the survey results. The reason that the meeting went so much faster than the August 27 meeting was because the information was presented in a much more direct and streamlined manner. In this meeting, much less time was spent explaining survey results compared with the first meeting.

Generally speaking, project stakeholders agreed with comments from survey respondents about eighty percent of the time. Those times when respondents did not agree was when they were asked about a service that they did not know exist. For example, survey respondents would answer that there was a large need for a particular service when in fact those services are already being provided. When this takes place, it indicates that there is a marketing problem in that the public is not being made aware of services that are available to them.

The results of the Human Services Transportation Program were prioritized based upon the perceived need for that service by survey respondents. The survey for the Human Services Transportation Program asked respondents to rate the need for each survey. The answers were assigned points based upon the answer provided and totaled. The service with the greatest number of points was assigned the highest priority.

BEFORE THE
COUNCIL OF FRESNO COUNTY GOVERNMENTS
RESOLUTION NO. 2008- 03

In the Matter of: }
FRESNO COUNTY COORDINATED }
HUMAN SERVICES TRANS- }
PORTATION PLAN _____ }

RESOLUTION OF SUPPORT
FOR THE FRESNO COUNTY
COORDINATED HUMAN
SERVICES TRANS-
PORTATION PLAN

WHEREAS, the Council of Fresno County Governments (Fresno COG) is the designated Regional Transportation Planning Agency (RTPA), the designated Metropolitan Planning Organization (MPO), and the designated Council of Governments (COG) for the Fresno County Region; and

WHEREAS, The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users—better known as SAFETEA-LU—signed into law in 2005, requires that metropolitan planning agencies such as Fresno COG applying for federal funding through the Federal Transportation Administration's Transportation for Elderly Persons and Persons with Disabilities (section 5310), Public Transportation for non-urbanized areas (section 5311), Jobs Access and Reverse Commute (section 5316), and New Freedom (section 5317) programs, complete a Coordinated Human Services Transportation Plan; and

WHEREAS, SAFETEA-LU legislation also requires Fresno COG — when applying for federal funding through any of the above mentioned programs — to prioritize and coordinate the grading process through a Coordinated Human Services Transportation Plan for Fresno County. Toward this end, this Coordinated Human Services Transportation Plan inventories existing human services transportation resources, identifies important projects, and identifies funding priorities; and

WHEREAS, Fresno COG staff has sought input from member agencies, citizens, affected public agencies representatives of transportation agency employees, private providers of transportation, other interested parties and affected organizations, advisory committees, organizations representing the traditionally underserved, low-income and minority households; and

WHEREAS, the proposed Coordinated Human Services Transportation Plan has undergone the required 45-day review and comment period; and

WHEREAS, the public hearing was held on January 24, 2008 to consider and hear comments on the draft Coordinated Human Services Transportation Plan; and

WHEREAS, the Coordinated Human Services Transportation Plan document is considered to be a guide for work activity and may be considered for amendment by the Fresno COG Policy Board at any time deemed appropriate by Fresno COG's management staff and Policy Board; and

NOW, THEREFORE, BE IT RESOLVED, that the Fresno COG adopts the Coordinated Human Services Transportation Plan.

BE IT FURTHER RESOLVED, that the adoption of the Coordinated Human Services Transportation Plan will become effective on January 24, 2008 and any comments received will be made available via the COG website and by mail upon request.

THE FOREGOING RESOLUTION was passed and adopted by the Council of Fresno County Governments this 24th day of January 2008.

AYES: Clovis, Coalinga, Fowler, Fresno, Huron, Kerman, Mendota, Orange Cove, Parlier, San Joaquin, Sanger, Selma and Fresno County

NONES: None

ABSTAIN: None

ABSENT: Firebaugh, Kingsburg and Reedley

ATTEST:

Signed:

Tatiana M. Rodriguez, Chairman

I hereby certify that the foregoing is a true copy of a resolution of the Council of Fresno County Governments duly adopted at a regular meeting thereof held on the 24th day of January 2008.

Signed:

Barbara Goodwin

Barbara Goodwin, Executive Director