

STAFF REPORT

SUBJECT: Coordinated Public Transit-Human Services Transportation Plan

MEETING DATE: July 10, 2007

AGENDA ITEM: 4

STAFF CONTACT: Michael Powers

RECOMMENDATION:

- A. Review and comment on Sections 1 – 6 and discuss regional strategies and priority setting.
- B. Discuss upcoming regional workshops (see attached flyer).

SUMMARY

Staff has developed the draft Public Transit-Human Services Transportation Plan for Santa Barbara County. This plan will be known as Transportation Connections. The Plan will be used to identify priorities on how to distribute FTA 5310, 5316 and 5317 funding in Santa Barbara County.



Transportation Connections, as required by SAFETEA-LU, includes the following elements:

1. An Assessment of available transportation services that identifies current providers (public, private, and non-profit);
2. An Assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes;
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery.

Transportation Connections is composed of six chapters. A brief summary of each chapter's is provided below.

Chapter 1 – Overview: provides background on the plan, funding programs as well as an overview of Santa Barbara County, SBCTAC and the CTSA's.

Member Agencies

Buellton ■ Carpinteria ■ Goleta ■ Guadalupe ■ Lompoc ■ Santa Barbara ■ Santa Maria ■ Solvang ■ Santa Barbara County

Chapter 2 – Existing Public Transportation Services Connections: provides an overview of available public, private and non-profit transportation services.

Chapter 3 – Assessment of Demographic and Economic Context of the Transit Dependent: discusses transit dependence in Santa Barbara County as well as demographic and economic factors relating to transportation in the region.

Chapter 4 – Existing Provision of Transportation Services by Social Services Agencies and Non-Profits: summarizes the data collected from social service agencies through the Transportation Connections survey conducted in November 2006. (A list of survey respondents is included in Attachment B of the appendices)

Chapter 5 – Transit Needs as Expressed by the Public and in the Northern Santa Barbara County Transit Plan: reviews vital requests received from members of the public regarding new or expanded transit services over the past several years.

Chapter 6 – Goals and Strategies to Improve Transportation Connections: Outlines the goals and strategies of Transportation Connections.

SBCTAC will be asked to review the document and its required elements to develop and recommend priorities on how to distribute the previously mentioned funding programs.

Transportation Connections Workshops

SBCAG, in cooperation with local jurisdictions and transit operators, will be holding four workshops in Santa Barbara County to allow representatives of Social Service Agencies and Non-profit Organizations to review and comment on the coordinated plan.

The workshop dates are as follows:

Transportation Connections Meeting Schedule

Date and Time	Region	Co-Sponsors	Location
Monday, July 23 at 1:30PM	Lompoc Valley	SBCAG, COLT	Lompoc City Hall, Council Chambers
Tuesday, July 24 at 1:30PM	Santa Ynez Valley	SBCAG, SYVT	Solvang City Hall, Council Chambers
Wednesday, July 25 at 1:30PM	Santa Maria Valley	SBCAG, SMAT, SMOOTH	Santa Maria City Community Development, Moon Room
Thursday, July 26 at 1:30PM	South Coast	SBCAG, SBMTD, Easy Lift	Santa Barbara County Administration Building, Planning Commission Hearing Room

Updated Timeline for Development of Coordinated Plan

July 2007 – SBCTAC reviews Draft Transportation Connections Plan and Public meetings on inventory and priority setting are held countywide

August 2007 - Draft Plan reviewed by Public and SBCAG Board

September 2007 – Final Plan adopted by SBCAG Board

Attachment 1: Draft Transportation Connections



DRAFT

Coordinated Public Transit-Human Services
Transportation Plan for Santa Barbara County



Transportation Connections

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2007 MEMBERSHIP ROSTER
SANTA BARBARA COUNTY ASSOCIATION OF GOVERNMENTS

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CALTRANS DISTRICT 5	RICH KRUMHOLZ
15 TH SENATE DISTRICT	ABEL MALDONADO
19 TH SENATE DISTRICT	TOM MCCLINTOCK
33 RD ASSEMBLY DISTRICT	SAM BLAKESLEE
35 TH ASSEMBLY DISTRICT	PEDRO NAVA

With Special Recognition -



Santa Barbara County Transit Advisory Council (SBCTAC)

Polly Bleavins

(North County)

David Damiano

(South Coast)

Matt Dobberteen

Jonathan Dotson

(North County)

Cathy Farrar

(North County)

Richard Fernbaugh

(North County)

Julie Guzman

(South Coast)

Rick Hummel

(North County)

Julie Kahn

(South Coast)

Howard Kraus

(South Coast)

Petra Löwen (Vice Chair)

(South Coast)

Bea Merwin

North County

Dean Palius

(North County)

Ernesto Paredes

(South Coast)

Austin O'Dell

(North County)

Kirk Spry

(North County)

Barry Stotts

(North County)

Vibiana Sabedra

Victor Suhr

(South Coast)

Jim Talbott (Chair)

(North County)

Ed Zoost

(North County)

Children and Families Commission

(Community outreach)

Santa Barbara Metropolitan Transit District (SBMTD) – transit agency (South Coast)

County of Santa Barbara – transit agency representative

Santa Ynez Valley Transit – transit agency

(Santa Ynez Valley)

Transit user

(Lompoc, representing disabled transit users)

City Of Lompoc Transit (COLT) – transit agency

(Lompoc)

Santa Barbara Community Services

(Social service provider for persons of limited means)

LOVARC

(Social service agency serving the disabled)

Transit user

(Community outreach)

R&D Transportation

(Social service provider for persons of limited means)

Independent Living Resource Center

(Social service provider for disabled)

Community Partners in Caring

(Social service provider for seniors)

Santa Ynez Valley People Helping People

(Community outreach)

Easy Lift – CTSA

(South Coast)

Santa Maria Area Transit (SMAT) – transit agency

(Santa Maria)

Vocational Training Center

(Community Outreach)

Community Access Network

(Community outreach)

Farmworker Representative

Transit user

(Representing senior transit users)

SMOOTH (Santa Maria Organization of Transportation Helpers) – CTSA (Santa Maria Valley)

Transit user

(Representing senior transit users)

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Section 1: Overview

1.1 Background and Purpose

Transportation Connections is Santa Barbara County's Coordinated Public Transit-Human Services Transportation Plan for Santa Barbara County.

The plan acts as a tool for stakeholders in identifying transportation needs in the community and helps determine the best strategies for prioritizing the distribution of federal transit funds to address those needs in urban and rural areas of Santa Barbara County through coordination or implementing new transportation services.



SAFETEA-LU

On August 10, 2005, the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU). With guaranteed funding for highways, highway safety, and public transportation totaling \$244.1 billion, SAFETEA-LU represents the largest surface transportation investment in our Nation's history. The two landmark bills that brought surface transportation into the 21st century—the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21)—shaped the highway program to meet the Nation's changing transportation needs. SAFETEA-LU builds on this firm foundation, supplying the funds and refining the programmatic framework for investments needed to maintain and grow our vital transportation infrastructure.

SAFETEA-LU addresses the many challenges facing our transportation system today – challenges such as improving safety, reducing traffic congestion, improving efficiency in freight movement, increasing intermodal connectivity, and protecting the environment – as well as laying the groundwork for addressing future challenges. SAFETEA-LU promotes more efficient and effective Federal surface transportation programs by focusing on transportation issues of national significance, while giving State and local transportation decision makers more flexibility for solving transportation problems in their communities.

SAFETEA-LU continues a strong fundamental core formula program emphasis coupled with targeted investment, featuring Safety, Equity, Innovative Finance, Congestion Relief, Mobility and Productivity, Efficiency, Environmental Stewardship, and Environmental Streamlining.

1.2 Requirements of the Coordinated Plan

Starting in Federal Fiscal Year 2007, SAFETEA-LU requires that projects funded under the Elderly Individuals and Individuals with Disabilities (FTA 5310), Jobs Access and Reverse Commute (FTA 5316) and New Freedom (FTA 5317) funding programs be derived from a local coordinated public transit-human services transportation plan.

This plan serves as a tool in identifying needs in the community and helps determine the best strategies for prioritizing the distribution of federal transit funds to address those needs in urban and rural areas. The plan needs to include certain requirements as provided by the Federal Transit Administration to insure continued eligibility for these funding programs. Only projects that are consistent with the plan are eligible to receive these funds.

The required elements are as follows:

1. An Assessment of available transportation services that identifies current providers (public, private, and non-profit);
2. An Assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes;
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery.

1.3 Federal Funding Programs

FTA 5310 – Elderly Individuals and Individuals with Disabilities Program

This funding was established for meeting transportation needs of elderly persons and persons with disabilities where public mass transportation services are otherwise unavailable, insufficient, or inappropriate. It allows for the procurement of accessible vans and busses; communication equipment; and computer hardware and software for eligible applicants.

FTA 5316 – Jobs Access/Reverse Commute Program (JARC)

The JARC program provides formula funding to states to support the development and maintenance of job access and reverse commute projects designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment.

FTA 5317 – New Freedom Program (NF)

The NF program purpose is to provide new public transportation services and public transportation alternatives beyond those currently required by the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.) that assist individuals with disabilities with transportation, including transportation.

1.4 Santa Barbara County Transit Advisory Committee



The Santa Barbara County Transit Advisory Council (SBCTAC), was established in 2001 as the social services transportation advisory council in accordance with Government Code Section §99238.¹ SBCTAC is composed of representatives from fixed route and paratransit agencies, social service agencies that provide services to the disabled and senior population, and transit users. SBCTAC meets monthly to identify and discuss issues regarding transit needs, and to review and recommend actions to the Santa Barbara County Association of Governments (SBCAG) as the Regional Transportation Planning Agency (RTPA). SBCTAC plays a very important role by advising SBCAG on the annual transit needs assessment and other major transit issues, including the coordination and consolidation of specialized transportation services.

¹ Government Code 99238 states, “Each transportation planning agency shall provide for the establishment of a social services transportation advisory council for each county, or counties operating under a joint powers agreement, which is not subject to the apportionment restriction established in Section 99232.” Committee members must include representation from senior citizen and disabled transit user groups, social service providers to seniors, disabled and low-income persons, transportation providers to seniors, disabled and low-income persons and CTSAAs.

1.5 General Overview of Santa Barbara County

Santa Barbara County, located on the south central coast of California, is bordered on the north by San Luis Obispo County and on the east by Ventura County, and by the Pacific Ocean to the west and south. Served by United States Highway 101, Santa Barbara lies 100 miles north of Los Angeles and 300 miles south of San Francisco.



From the coastline, identified as the “South Coast”, to the inland north of the Santa Ynez mountains identified as the “North County”, Santa Barbara County occupies 2,745 square miles of land and has 1,989 miles of roadway to travel. With a population of over 421,000 (see table below) and an unemployment rate of 4.7% (2005), Santa Barbara County has a strong economy that includes high tech, service, agriculture and tourism industries, as well as government and education, including Vandenberg Air Force Base and the University of California – Santa Barbara.

The communities of the South Coast, like the communities of the North County, are integrated economically, culturally and environmentally. However, there is a documented imbalance between jobs and housing between the South Coast and the North County which has led to increased transportation demands on US 101 and SR 154, and a more significant jobs and housing imbalance between the Ventura County and the South Coast - the later which has exacerbated congestion on Highway 101 in the South Coast. In addition, there is an emerging jobs/housing imbalance between the Santa Maria Orcutt area and Southern San Luis Obispo County.

Population by City, 2006

Location	Population
Buellton	4,548
Carpinteria	14,172
Goleta	30,290
Guadalupe	6,423
Lompoc	41,915
Santa Barbara	89,548
Santa Maria	90,204
Solvang	5,369
*Unincorporated Santa Barbara County - South Coast	71,916
*Unincorporated Santa Barbara County - North County	67,240
Total Department of Finance 2006	421,625

1.6 Consolidated Transportation Service Agencies (CTSAs)

Consolidated Transportation Service Agencies were created in 1979, when the state legislature passed Assembly Bill 120, "The Social Services Transportation Improvement Act." The vision behind creating this model was to promote the benefits of coordinated transportation among specialized transportation providers. These agencies are charged with the development and

implementation of regional coordination of services and improvement of transportation services to seniors, persons with disabilities, the young, and the low-income disadvantaged.

SBCAG has designated two agencies in Santa Barbara County to be CTSA's; **Easy Lift Transportation** on the **South Coast** and **Santa Maria Organization of Transportation Helpers (SMOOTH)** for the Santa Maria Valley. An overview of the programs and services each organization operates are presented in the Transportation Services section.

Section 2: Existing Public Transportation Connections

2.1 Overview



Santa Barbara County residents have access to a wide array of local, regional and inter-regional transit services, with over 7 million transit trips taken in Fiscal Year 2006.

Local fixed route services are provided in Guadalupe, Lompoc, the South Coast, Santa Maria and the Santa Ynez Valley. There are a number of regional and inter-county services connecting cities and communities within Santa Barbara County and services with connections to Ventura and San Luis Obispo counties. Additionally, Easy Lift and SMOOTH also provide other coordination services to local social service agencies on the Santa Barbara South Coast and Santa Maria Valley. Figure 2-1 lists the local, regional, and intercounty transit services as well as private carriers and the communities they serve.

A profile of each service is presented in this chapter along with a comparative analysis of key operating characteristics and performance.

Figure 2.1 - Overview of Transportation Services in Santa Barbara County

City or Community Served	Local Services				Regional Services								Inter-County		Private Carriers				
	COLT	SMAT	Guadalupe Shuttle	SYVT	Los Alamos Shuttle	New Cuyama Shuttle	Guadalupe Flyer	Breeze Bus	Clean Air Express	Valley Express	SBMTD	Amtrak Bus	Coastal Express	RTA Route 10	Greyhound	Chumash Casino Shuttle	Central Coast Shuttle	Roadrunner Shuttle	SuperRide Airport Shuttle
Santa Maria		X			X	X	X	X	X			X		X	X	X	X		X
Santa Ynez				X															X
Santa Barbara	X								X	X	X	X	X		X	X	X	X	X
Goleta									X	X	X	X	X			X		X	X
Carpinteria											X	X	X					X	X
Lompoc	X							X	X			X				X			X
Buellton				X						X		X				X	X		X
Solvang				X						X		X							X
Los Olivos				X															X
Guadalupe			X				X					X							X
Los Alamos					X														X
Vandenberg Air Force Base								X									X		X
Vandenberg Village/Mission Hills	X							X											
Ballard				X															X
New Cuyama						X													
Orcutt		X						X	X										X
Nipomo														X					
San Luis Obispo												X		X	X				
Ventura												X	X				X	X	X

2.2 Public Transportation Service Providers

Amtrak – Bus connector service - www.amtrak.com



Amtrak currently provides passenger service in Santa Barbara County through a coordinated system of rail and bus service. The bus service, making connections to the Santa Barbara, San Luis Obispo and San Jose stations also serves Santa Maria and Buellton. Service between Solvang and Lompoc was terminated due to poor ridership. Under the current service contract, only rail passengers are allowed to use the Amtrak bus service. It should be noted however, that AB 765 (Salinas-2005) is proposing a change in legislation which would allow Amtrak bus service to be opened up to non-rail passengers in those areas where other intercity transit is not available. SBCAG will insure this option is considered in the development of the Northern Santa Barbara County Transit Plan.

City of Lompoc Transit (COLT) - www.cityoflompoc.com/departments/pworks/trans/colt.htm



COLT provides fixed route and demand response service Monday through Friday, between the hours of 6:30 AM and 8:00 PM, and on Saturdays between the hours of 9:00 AM and 5:00 PM.

COLT had 306,651 boardings in Fiscal Year 2006, resulting in a 7.2% increase in ridership from FY 2005.

Clean Air Express - www.cleanairexpress.com



In meeting the growing demand for commuter service between the North County (housing) and the South Coast (jobs), and in anticipation of greater ridership through increased outreach efforts, the number of Clean Air Express routes were expanded to ten (from eight) on September 1, 2004. As a result of the new Clean Air Express buses SBCAG purchased in late 2003, the total number of seats available for commuters increased 35% in 2004, from 408 to 550. As part of the September 2004 service expansion, the Clean Air Express is responding to the most frequent service requests by initiating service for commuters who work a traditional 8:00 AM to 5:00 schedule in downtown Santa Barbara.

Clean Air Express had 163,891 boardings in Fiscal Year 2006, resulting in a 28.6% increase in ridership from FY 2005.

Coastal Express



The Coastal Express, which is administered by the Ventura County Transportation Commission, provides commuter service that connects the cities of Ventura, Carpinteria, Santa Barbara and Goleta. Morning and afternoon trips serve Goleta and UC Santa Barbara while remaining trips serve downtown Santa Barbara.

Coastal Express had 152,717 boardings in Fiscal Year 2006, resulting in a 48.3% increase in ridership from FY 2005.

Cuyama Transit

Cuyama Transit provides demand response service to all Cuyama residents on Tuesday and Thursdays between the hours of 8:30 AM to 4:00 PM. As this small community is isolated in the north-east region of Santa Barbara County, this is inter-regional service with trips provided to Santa Maria, Taft and Bakersfield.

Cuyama Transit had a ridership of 2,271 in 2006.

Easy Lift Transportation – www.easylift.org

Easy Lift Transportation is the designed Coordinated Transportation Service Agency on the Santa Barbara South Coast.

Easy Lift Transportation has provided frail elderly and temporarily or permanently disabled individuals with wheelchair-accessible transportation. Easy Lift's service area includes all of south Santa Barbara County. Easy Lift is the only general public Dial-A-Ride service in south Santa Barbara County for south county residents who have a physical or cognitive impairment that excludes them from using fixed route transit (SBMTD).

Human Services Radio Network Dispatch Service

In 1998 Easy Lift established the Human Service Radio Network. Easy Lift dispatches over 40 vans from nearly a dozen local non-profit agencies via our dispatch communications center.

Loaner Vehicle Program

Under the Loaner Vehicle program, the requesting organization provides Easy Lift with a candidate that will be trained to become an Easy Lift volunteer driver. Once training is completed, this individual may borrow Easy Lift vans to transport the agency's own clients. Easy Lift provides the training, insurance and van free of charge. The participating agency must replace gas they use at their own expense.

Mobility Training Service

To provide transportation options for seniors and the physically challenged, Easy Lift created the Mobility Training Program. Easy Lift's mobility trainer works one-on-one with individuals to teach them such skills as how to read a Santa Barbara MTD bus schedule, where to catch the MTD bus they need, and so on. The trainer will even ride with program participants on a repeated basis until they feel comfortable navigating fixed route bus service on their own.

Project Safe Streets Community Driver Training

Through Easy Lift's state certified driver trainer, Project Safe Streets program provides free training tailored to meet each agency's specific needs.

Greyhound – www.greyhound.com

Greyhound provides passenger bus service in Santa Barbara County with the opportunity to connect with destinations throughout the country. Service in Santa Barbara County is only available in Santa Maria and Santa Barbara with four daily northbound and southbound trips. The Greyhound stop in Santa Barbara is next to SBMTD's downtown transfer center. The Santa Maria stops are located on Cypress Street and at 205 S. Nicholson Avenue. SMAT Routes 2 and 20 stop near the Greyhound station.

Guadalupe Flyer

The Guadalupe Flyer provides service between the cities of Guadalupe and Santa Maria, Monday through Friday, between the hours of 6:15 AM and 6:15 PM, and on Saturdays between the hours of 8:15 AM and 5:00 PM. Ridership on the Flyer for 2005–2006 was 75,290. This reflects an increase of 13.1% over the 2004-2005 ridership.

Guadalupe Shuttle

The Guadalupe Shuttle provides fixed route in-town circulator service, Monday through Friday between the hours of 10:00 AM and 3:50 PM. The Shuttle had a ridership of 27,719 in 2005-2006, reflecting a 20.6% increase over the 2003-2005 ridership.

Los Alamos Transit

Transit service in Los Alamos was inaugurated April 2004. This is a pilot program, providing service on Tuesday and Saturday with an 8:00 AM and 11:00 AM pick up from Los Alamos and a pick up from Santa Maria to return to Los Alamos at 10:00 AM and 3:00 PM.

The Breeze - www.breezebus.com



North County intercommunity transit service – “The Breeze”, began service on May 2, 2005. The route which serves commuter and general use ridership between Santa Maria, Vandenberg Air Force Base and Lompoc from 5:45 AM until 6:45 PM, Monday through Friday. It should be noted that this is a three year pilot program and upon a successful and viable

service outcome, additional phases of intercommunity transit service in the North County will be considered.

Santa Maria Organization of Transportation Helpers (SMOOTH)

SMOOTH is the designed Coordinated Transportation Service Agency in the Santa Maria Valley. SMOOTH’s service area includes the cities of Guadalupe and Santa Maria and the community of Orcutt.

SMOOTH is composed of two separate divisions. One division operates as a private, non-profit 503(c)(3) organization governed by a volunteer Board of Directors. Its mission is to serve seniors, the disabled, and low-income people. SMOOTH’s other division is the Consolidated Transportation Service Agency (CTSA). The Santa Barbara County Association of Governments (SBCAG) designated SMOOTH as northern Santa Barbara County’s CTSA in 1999. An overview of the programs and services SMOOTH operates are presented below. SMOOTH is also the contract operator for the Los Alamos Shuttle and the Guadalupe Flyer and Shuttle.

Santa Barbara County Children and Families Commission is a curb-to-curb service for clients of the First 5 programs in Santa Maria and Guadalupe. The program is funded by First 5 in accordance with Proposition 10.

Tri Counties Regional Center/R & D Transportation provides service to developmentally disabled adults in Northern Santa Barbara County traveling to work training facilities, work sites, and day care facilities.

Life Steps Foundation/Wisdom Center provides transportation for clients of the Wisdom Center and other adult, senior, dementia, Alzheimer's, recreation, nutrition, or day care facilities in Santa Maria.

Senior Dial-A-Ride is a demand response service for seniors in Santa Maria and Orcutt who do not qualify for SMAT's ADA service or choose not to attempt to establish SMAT ADA eligibility. Service is available Monday through Fridays 9:00 AM to 3:00 PM. Two-day advance reservation is requested. The fare is \$2.00 per one way trip.

Community Health Clinics – Prenatal Health Program is a weekly transportation service offered to expectant mothers for medical visits and prenatal health, nutrition, and health classes in Santa Maria. The service is funded with a Community Development Block Grant (CDBG).

Santa Maria City Recreation and Parks District provides weekly transportation for developmentally disabled adults to a peer group activity center as well as transportation for four local school special education classes.

Special Social Service and Senior Activities provides special event shuttles at little or no cost to social service programs and senior centers.

Santa Maria Area Transit (SMAT) - www.ci.santa-maria.ca.us/3075.html



Santa Maria Area Transit

SMAT provides fixed route and demand response service Monday through Friday, between the hours of 6:00 AM and 7:30 PM, Saturday between the hours of 7:30 AM and 6:25 PM, and Sunday service between the hours of 9:15 AM and 3:45 PM.

In 2005-06, SMAT had 969,251 fixed route boardings and 22,767 demand response boardings. This represented an increase in fixed route ridership of 25.3%, and a decrease in demand response ridership of 4.4% from 2004-05.

The City of Santa Maria is currently in the process of design and construction of a new transit center at Miller and Boone streets. The City is using a combination of TDA and FTA 5307 funds for land lease, environmental assessment and design costs. The City continues to seek additional sources of funding to develop an adequate funding mix to complete project construction. The Center will enable consolidation of all public transit providers into one central location featuring indoor waiting and restroom facilities, staffed information and ticket sales booths, and concessionaires.

Santa Ynez Valley Transit (SYVT) - www.cityofsolvang.com/syvtindex.html



Santa Ynez Valley Transit provides fixed route and demand response service Monday through Saturday, between the hours of 7:00 AM and 6:30 PM. The 2006 ridership was 35,617 fixed route passengers and 4,975 demand response passengers. This reflects a 9.1% increase in the fixed route ridership and a -1% decrease in the demand response ridership from the previous reporting year. The 2005-06 farebox was 17.5%, showing a decrease from the previous year of 8.7%.

Santa Barbara Metropolitan Transit District (SBMTD) - www.sbmtd.gov



Sunday 6:30 AM through 10:00 PM.

Currently, SBMTD provides fixed route service Monday through Friday 5:00 AM through midnight, Saturday 6:00 AM through 11:00 PM, and Sunday 6:00 AM through 10:00 PM (limited routes). Demand response service is provided through Easy Lift Transportation, which provides service Monday through Friday, 5:30 AM through midnight, Saturday 6:00 AM to 11:30 PM, and

SBMTD had a ridership of 7,278,651 (an increase of 1.5% from 2004-05).

“Valley Express” - www.sbmtd.gov/santa_ynez_service.htm



SBMTD began commuter service between the Santa Ynez Valley and the South Coast on March 1, 2005. Service includes four routes with stops in Solvang and Buellton, with commuter hour service leaving the Santa Ynez Valley from 6:15 AM to 7:00 AM and leaving the South Coast from 4:40 PM to 5:20 PM. As demand for service increases and trends for service develop, SBMTD will work cooperatively with North County jurisdictions in seeking funding to provide expanded service. This increase in service will include general use fixed route service between the Santa Ynez Valley and the South Coast. The service is being implemented as a 3-year pilot program.

The Valley Express had a ridership of 22,278 in Fiscal Year 2005/2006.

Section 3: Assessment of Demographic and Economic Context of the Transit Dependent

3.1. Transit Dependency

What is Transit Dependency?

Transit dependency is generally defined as dependency upon public or private transportation services by persons that are either unable to operate a vehicle, or do not have access to a vehicle. The elderly (over 65 years of age), youth (under sixteen years of age), persons with disabilities, and low-income households² are more likely to be transit-dependent than the general population. Nationally, 76 million people are transit dependent (1990 Census data) of which 29 million, or 38 percent, live in rural areas. Thirty-two percent of all rural residents (Americans living in non-metropolitan areas) are classified as transit dependent, as are 30 percent of urban residents.³

The transit dependency indicators in Santa Barbara County (**Table 1**) identify the cities of Guadalupe and Santa Barbara as having the greatest percentage of households without a vehicle. Approximately 25% of Guadalupe's population is low income, which may account for some of the 9.1% of households without a vehicle. While 13.4% of Santa Barbara's population is low income, which may be accounted for by senior citizens and students attending UCSB, other factors such as an extensive transit system providing access to quality of life venues, may account for the 9.5% of the households without a vehicle. The City of Solvang has the largest percentage of senior population, with 22.9% of its residents over the age of 65, and the City of Guadalupe has the largest percentage of young population, with 29.6% of its residents under the age of 15. Across the spectrum of the transit dependency indicators, with the exception of the senior population, the City of Guadalupe has the highest percentage of its population meeting these indicators countywide.

Table 1: Transit Dependency Indicators by City - 2000

City	No Vehicle (households)		Low-income (population)		Disabled (population)		Under 15 (population)		Over 65 (population)	
	%	#	%	#	%	#	%	#	%	#
North County										
Buellton	4.3%	62	8.8%	337	20%	733	22.8%	873	13.6%	521
Guadalupe	9.1%	130	25.0%	1,403	23%	1,206	29.6%	1,680	8.5%	482
Lompoc	7.5%	982	15.4%	5,805	21%	7,247	25.4%	10,458	9.4%	3,856
Santa Maria	8.6%	1,895	19.7%	14,823	24%	16,242	26.7%	20,752	11.3%	8,776
Solvang	6.3%	140	6.7%	350	16%	827	18.2%	970	22.9%	1,221
South Coast										
Carpinteria	6.7%	335	10.4%	1,480	15%	2,018	21.5%	3,049	12.4%	1,766
Goleta	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Santa Barbara	9.5%	3,391	13.4%	11,846	18%	15,493	16.8%	15,482	13.8%	12,727
Santa Barbara County	6.9%	9,366	14.3%	55,086	18%	64,541	20.9%	83,457	12.7%	50,765

Source: US Census Bureau, Table DP-1, Profile of General Demographic Characteristics 2000; Table DP-2, Profile of Selected Social Characteristics 2000; Table DP-3, Profile of Selected Economic Characteristics 2000; Table DP-4, Profile of Selected Housing Characteristics, 2000.

² Low-income generally includes both those households under the poverty line and those near the poverty line.

³Community Transportation Association of America, Institute for Economic and Social Measurement, *Status of Rural Public Transportation – 2000*, April 2001, <http://www.ctaa.org/ntrc/rtap/pubs/status2000>.

3.2 Demographic Factors

A. Population

Due to housing costs and life style preferences, the North County communities of Buellton and Santa Maria, have been growing increasingly faster than any other portion of the county.⁴ Santa Maria, the largest North County city, has less than a 1,000-person difference in population from the City of Santa Barbara. It is interesting to note that the incorporated cities of the North County and South Coast have nearly identical aggregate populations. As well, the North County and South Coast unincorporated areas also have similar sized populations with less than a one percent greater population in the unincorporated South Coast region (**Table 2**).

B. Age and Gender Distribution – Older Adults and Young Children

Age and gender distributions in Santa Barbara County are shifting slightly to a younger (17 and under) and an older (65 and older) population. Between 1990 and 2000, the percent of population age 17 and under rose from 23.02% to 24.9%. As well, the percent of population age 65 and older rose from 12.03% to 14.6%. It should be noted, that those over the age of 80, the most dependent on transportation services among the older age groups, accounts for 3.6% of the population. In all, the younger (under age 15) and the older (over age 65) population segments of Santa Barbara County account for 33.6% of the total population (**Table 3**).

Table 2: Population by City – 2006

Location	Population
Buellton	4,548
Carpinteria	14,172
*Goleta	30,290
Guadalupe	6,423
Lompoc	41,915
Santa Barbara	89,548
Santa Maria	90,204
Solvang	5,369
*Unincorporated Santa Barbara County - South Coast	71,916
*Unincorporated Santa Barbara County - North County	67,240
Total Department of Finance 2006	421,625

Source: California Department of Finance, Demographic Research Unit, Table 1 City/County Population and Housing Estimates, January 1, 2006, <http://www.dof.ca.gov>.

* Adjusted for City of Goleta incorporation from the Regional Growth Forecast 2000 Appendix I 2003 estimate. Unincorporated north and South County is the DOF unincorporated total disaggregated into north and south using the Regional Growth Forecast proportions.

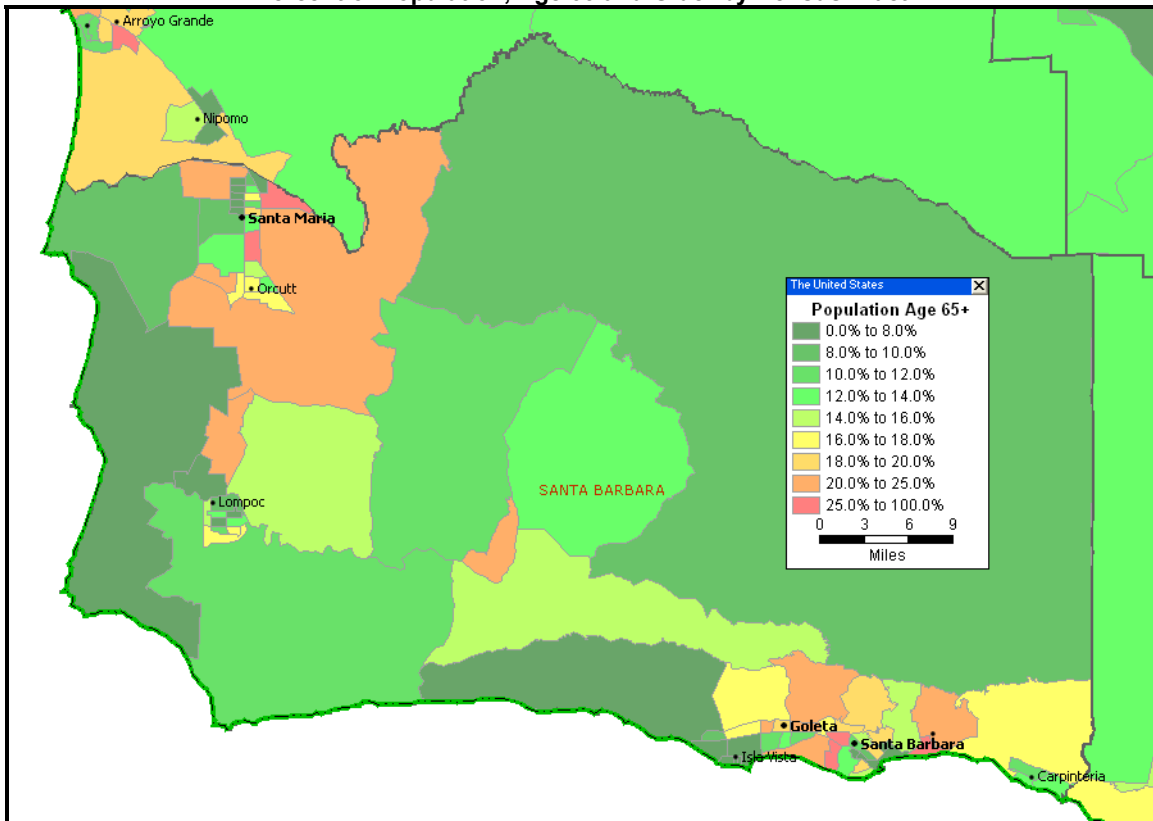
⁴ UCSB Economic Forecast Project, Economic Outlook 2000, P. 26.

Table 3: Population by Age and Gender – Santa Barbara County 2000

Age Group	Total	Percent	Male	Percent	Female	Percent
17 and under	99,502	24.9%	51,253	25.7%	48,249	24.2%
Under 5	26,008	6.5%	13,350	6.7%	12,658	6.3%
5 to 9	29,418	7.4%	15,111	7.6%	14,307	7.2%
10 to 14	28,031	7.0%	14,433	7.2%	13,598	6.8%
15 to 17	16,045	4.0%	8,359	4.2%	7,686	3.9%
18 through 64	249,080	62.4%	126,957	63.5%	122,123	61.2%
65 through 84	50,765	12.7%	21,553	10.8%	29,212	14.6%
65 to 66	5,169	1.3%	2,441	1.2%	2,728	1.4%
67 to 69	7,699	1.9%	3,657	1.8%	4,042	2.0%
70 to 74	12,470	3.1%	5,552	2.8%	6,918	3.5%
75 to 79	11,125	2.8%	4,760	2.4%	6,365	3.2%
80 to 84	7,406	1.9%	2,948	1.5%	4,458	2.2%
85 and over	6,896	1.7%	2,195	1.1%	4,701	2.4%
Total	399,347	100%	199,763	100%	199,584	100%

Source: Census 2000 Summary File 1, General Profile 1: Persons by Race, Age and Size of Households and Families by Race and by Type, 8/2/01, P. 421, CA Census Data Center.

Percent of Population, Age 65 and Older by Census Tract



C. Ethnicity

Race reflects self-identification by people according to the race they most closely identify with. According to the 2000 Census, Santa Barbara County has a 76.4% “White” population, and a 28.1% “non-White” population for those reporting race alone or in combination with one or more other races.⁵ Of the total population, 34.2% is identified as being Hispanic. It should be noted that the identification of “Hispanic” includes persons from all ethnic groups: White, Black, American Indian, Asian, and Pacific Islander (Table 4).

The City of Guadalupe has the largest percent of Hispanic population among the cities in the county, as 84.5% of its residents are Hispanic. The City of Santa Maria has the largest number of Hispanics, 46,196, and the second largest percent of Hispanic population with 59.7% of its residents being Hispanic. The City of Lompoc has the largest number and highest percentage of the Black population, as 8.4% of its residents are Black. The largest Asian population is located in the City of Santa Maria, with 4,585 Asian residents, with the City of Guadalupe possessing the highest percentage of Asian population, as 7.9% of its residents are Asian.

It is interesting to note, that countywide, the ethnic classification of “other”, which represents 17.5% of the population, is the second largest ethnic classification after White.

⁵ In combination with one or more of the other races listed, numbers may add to more than the total population and percentages may add to more than 100% because individual may report more than one race.

**Table 4: Race and Hispanic Distribution of Population*
Incorporated Cities of Santa Barbara County - 2000**

City	Total	White	%	Black	%	American Indian	%	Asian	%	Pacific Islander	%	Other	%	Hispanic	%
Buellton	3,828	3,233	84.5%	41	1.1%	80	2.1%	76	2.0%	16	0.4%	525	13.7%	985	25.7%
Carpinteria	14,194	10,965	77.3%	165	1.2%	291	2.1%	444	3.1%	58	0.4%	2,936	20.7%	6,175	43.5%
Guadalupe	5,659	2,903	51.3%	60	1.1%	178	3.1%	448	7.9%	47	0.8%	2,459	43.5%	4,781	84.5%
Lompoc	41,103	28,878	70.3%	3,449	8.4%	1,246	3.0%	2,191	5.3%	281	0.7%	7,432	18.1%	15,337	37.3%
Santa Barbara	92,325	71,519	77.5%	2,047	2.2%	1,773	1.9%	3,304	3.6%	262	0.3%	17,188	18.6%	32,330	35.0%
Santa Maria	77,423	48,368	62.5%	1,803	2.3%	2,408	3.1%	4,585	5.9%	270	0.3%	24,329	31.4%	46,196	59.7%
Solvang	5,332	4,909	92.1%	36	0.7%	77	1.4%	95	1.8%	13	0.2%	429	8.0%	1,059	19.9%
Santa Barbara County	399,347	305,228	76.4%	11,374	2.8%	8,880	2.2%	20,886	5.2%	1,561	0.4%	69,712	17.5%	136,668	34.2%

Source: US Census Bureau Table DP-1, Profile of General Demographic Characteristics: 2000.

* Reporting one race only.

Note: the category of "Hispanic" is a self-identification that is not considered a race by the US Census Bureau. Therefore, one can identify them self as white and Hispanic or Asian and Hispanic, etc. Thus, the total percentage of race and Hispanic distribution of population for each identified region will be greater than 100%.

D. Individuals with Disabilities

According to the US Census Bureau, a person is considered to have a disability if he or she has difficulty performing certain functions: seeing, hearing, talking, walking, climbing stairs, or lifting and carrying; or has difficulty performing activities of daily life, or has difficulty with certain social roles. However, only those who are unable to perform one or more activities, or who uses an assistive device to get around, or who needs assistance from another person to perform basic activities, is considered to have a severe disability. Nationwide, about 20% of the population has some type of disability, whereas only 10% has some type of severe disability. As well, about 77% of the population identified as disabled, do not receive any type of public assistance.⁶

With 24% of Santa Maria's population and 23% of Guadalupe's population identified as disabled, the cities of Santa Maria and Guadalupe have the highest percentage of disabled residents in Santa Barbara County. At 15%, the City of Carpinteria has the lowest percentage of disabled residents in the County. It is interesting to note that countywide, 63% of those ages 21 to 64 who are identified as disabled are gainfully employed (Table 5). Therefore, a majority of those identified as disabled, have the potential to be self-sufficient and may not be in need of public assistance.

Table 5: Disabled Population and Disabled Employment by City - 2000

City	Total population	Disabled population (ages 5-64) (number)	Disabled population (65 & over) (number)	Disabled population (ages 5 & over) (number)	% of disabled population (ages 5 & over)	% of disabled population employed (ages 21-64)
North County						
Buellton	3,828	483	250	733	20%	67.5%
Guadalupe	5,659	1,042	164	1,206	23%	58.5%
Lompoc	41,103	5,550	1,697	7,247	21%	57.2%
Santa Maria	77,423	12,611	3,631	16,242	24%	60.6%
Solvang	5,332	482	410	892	16%	61.6%
South Coast						
Carpinteria	14,194	1,466	552	2,018	15%	67.3%
Goleta	N/A	N/A	N/A	N/A	N/A	N/A
Santa Barbara	92,325	10,749	4,744	15,493	18%	67%
Santa Barbara County	399,347	46,427	18,114	64,541	18%	63.1%

⁶ Census Brief, CENBR/97-5, December 1997, US Dept. of Commerce, Economics and Statistics Administration, Bureau of the Census.

Source: US Census Bureau, Table DP-2, Profile of Selected social Characteristics 2000; Table DP-3, Profile of Selected Economic Characteristics 2000.

In addition to the services provided through non-profit social service agencies, publicly funded services to the disabled in Santa Barbara County are delivered through the Tri-Counties Regional Center, serving Santa Barbara, San Luis Obispo, and Ventura counties. Services include developmental services for the developmentally disabled, mental health services for mental illness and emotional disturbance, and rehabilitation services to enable the disabled to reach social and economic independence (**Table 6**).

It should be noted that group homes for disabled residents over the age of 18, are mainly located in the cities of Carpinteria, Goleta, and Santa Maria. The City of Santa Maria has the largest number of disabled residents under the age of 18, and the City of Santa Barbara has the largest number of disabled residents over the age of 18 who are served by the Tri-Counties Regional Center in Santa Barbara County.

Table 6: Santa Barbara County Residents Receiving Services from the Tri-Counties Regional Center, 2001

Region	Under 3 (All)	3-11 W/C	3-11 Amb.	12- 17 W/C	12-17 Amb.	18- 22 W/C	18-22 Amb.	23+ W/C	23+ Amb.	Total
Carpinteria	16	5	18	0	5	2	10	15	35	106
Goleta	46	13	32	16	28	10	25	27	92	289
Santa Barbara	99	29	98	15	61	16	33	90	317	758
Total South Coast	161	47	148	31	94	28	68	132	444	1,153
Buellton	7	0	12	0	1	0	3	0	4	27
Guadalupe	10	7	19	0	13	2	8	0	18	77
Cuyama (Valley)	1	1	2	0	0	0	0	0	1	5
Lompoc (Valley)	41	19	71	7	54	3	25	23	141	392
Los Alamos		1	2	0	0	0	2	1	1	7
Santa Maria	95	40	177	9	102	8	73	37	313	854
Santa Ynez Valley	4	1	6	0	5	0	5	0	5	26
Solvang	1	2	10	0	4	1	2	3	5	28
Total North County	167	71	299	16	179	14	118	64	488	1,416
Total	328	118	447	47	273	42	186	196	932	2569

Source: Tri-Counties Regional Center, Santa Barbara, San Luis Obispo, and Ventura Counties.
W/C = wheelchair / Amb. = ambulatory

3.2 Economic Factors

A. Labor Market

With the unemployment rate for Santa Barbara County at 4.1%, the labor market remains strong. The unincorporated area of Montecito has the highest unemployment rate, at 10.9%. The unincorporated area of Toro Canyon has the lowest unemployment rate at 0.6% (Table 7). Although Santa Ynez does not have a large economic base, it is a “bedroom” community in which a large number of South Coast commuters reside.

Table 7: Labor Market Indicators by Jurisdiction or Community – 2006

Location	Labor Force	Employment	Unemployment (Number)	Unemployment Rate
Buellton	2,100	2,100	0	2.1%
Carpinteria	8,400	8,200	200	1.8%
Guadalupe	2,500	2,400	100	5.3%
Isla Vista	10,900	9,800	1,100	10.0%
Goleta	17,100	16,800	300	2.0%
Lompoc	19,100	17,700	1,400	7.4%
Los Alamos	700	700	0	4.7%
Mission Canyon	1,500	1,500	0	2.3%
Mission Hills	1,700	1,600	100	3.7%
Montecito	4,900	4,400	500	10.9%
Orcutt	14,400	13,900	500	3.4%
Santa Barbara	54,600	53,100	1,500	2.8%
Santa Maria	37,900	35,400	2,500	6.5%
Santa Ynez	2,800	2,700	100	2.0%
Solvang	3,000	3,000	0	1.1%
Summerland	1,100	1,100	0	2.2%
Toro Canyon	1,000	1,000	0	0.6%
Vandenberg AFB	1,400	1,300	100	4.9%
Vandenberg Village	2,900	2,800	100	2.5%
Santa Barbara Co.	214,200	205,500	8,700	4.1%

Source: State of California Employment Development Department, Labor Market Information Division, Labor Force Data for Sub-County Areas (Not Seasonally Adjusted), 2004 Benchmark.

B. People with Low Incomes

Poverty status is determined by the Federal Poverty Guidelines (Table 8) and by computations of percentages of the guidelines to qualify for public assistance programs. It should be noted that in 2002, Santa Barbara County became the county with the highest median housing costs in California. Low-income families in Santa Barbara County are particularly impacted by these high housing costs.

Public assistance is provided through Santa Barbara County Department of Social Services via CalWORKS, Food Stamps, General Relief and Medi-Cal programs. The distribution of assistance is recorded by region. These regions consist of Lompoc, including the Cities of Lompoc, Buellton and Solvang, and the unincorporated areas of the Santa Ynez Valley; Santa Barbara, including the cities of Santa Barbara, Carpinteria, and Goleta, and the unincorporated areas of the South Coast including Isla Vista; and Santa Maria, including the cities of Santa Maria and Guadalupe, and the unincorporated areas of Cuyama and Orcutt.

Table 8: Federal Poverty Guidelines – 2007

Number in Family	Gross Yearly Income	Gross Monthly Income	Approx. Hourly Income
1	\$ 10,210	\$ 851	\$ 4.91
2	\$ 13,690	\$ 1,141	\$ 6.58
3	\$ 17,170	\$ 1,431	\$ 8.25
4	\$ 20,650	\$ 1,721	\$ 9.93
5	\$ 24,130	\$ 2,011	\$ 11.60
6	\$ 27,610	\$ 2,301	\$ 13.27
7	\$ 31,090	\$ 2,591	\$ 14.95
8	\$ 34,570	\$ 2,881	\$ 16.62

Source: Federal Register, Vol. 72, No. 15, January 24, 2007, pp. 3147. Monthly and hourly data calculated by OCPP. *Assumes full-time job for a full year (2080 hours).

It should be noted that households participating in the CalWORKS program cannot receive assistance from General Relief, but can receive assistance from Food Stamps, and are simultaneously enrolled in the Medi-Cal program. Because of the simultaneous enrollment, Medi-Cal person counts will not include Medi-Cal recipients participating in the CalWORKS program. However, persons receiving Food Stamps will be counted in both CalWORKS and Food Stamps total participation. As well, persons may be counted more than once in the provision of public assistance within the programs of Food Stamps, General Relief and Medi-Cal, as persons may qualify for all three programs and therefore be counted as recipients in each program.

As can be seen in **Table 9**, the Santa Maria region receives the most public assistance by person of the three regions. It is noteworthy, that with the exception of General Relief, the Santa Maria region accounts for over half of the public assistance provided by the County of Santa Barbara.

**Table 9: Distribution of Public Assistance by Person
Number of Adults Receiving Assistance - March 2004**

Region	CalWORKS	% of total	General Relief	% of total	Food Stamps	% of total	Medi-Cal	% of total
Lompoc	451	21%	103	15%	1,858	15%	3,757	17%
Santa Barbara	472	22%	258	38%	3,716	30%	7,072	32%
Santa Maria	1,223	57%	318	47%	6,813	55%	11,272	51%
Total	2,146	100%	679	100%	12,388	100%	22,101	100%

Source: Santa Barbara County Department of Social Services 2004.

C. CalWORKS

California Work Opportunity and Responsibility to Kids Program (CalWORKS), is a program that provides cash assistance to needy families with one or more children. Program eligibility is based upon the determination of deprivation to a needy child (or children)⁷ and meeting the criteria for property, income, residency in California, and age of the children. Participants in the program are allowed to possess one vehicle, if the fair market value of the vehicle does not exceed \$ 4,650.

CalWORKS program objectives include employment of CalWORKS adult participants, well being of the children involved with the CalWORKS program, and support services, including transportation for CalWORKS participants.

The CalWORKS program in Santa Barbara County is administered through three regions: Santa Barbara, including Carpinteria, Goleta and unincorporated South Coast; Lompoc, including Buellton, Solvang and unincorporated Santa Ynez Valley; and Santa Maria, including Guadalupe and unincorporated Cuyama and Orcutt. The CalWORKS participants as of February 2004, are reflected in **Table 10**.

Table 10: CalWORKS Program Participation & Primary Languages, February 2004

Region	CalWORKS Families	English Primary Language	Spanish Primary Language	Laotian Primary Language	Hmong Primary Language
Santa Barbara	892	567	328	0	0
Lompoc	852	680	172	2	0
Santa Maria	2,311	1,347	1030	0	0
Total	4,055	2,594	1,530	2	0

Source: Santa Barbara County Department of Social Services 2004.

D. Vehicle Availability

The City of Santa Barbara, served by an established transit system and significant non transit-dependent ridership, and the City of Guadalupe, with a significant low-income population, had the highest percentage of population, 9.1% and 9.5% respectively, with no access to a vehicle (**Table 11**). An interesting trend in transit use in Santa Barbara County however, has been transit use by the non transit-dependent. This has become evident in the increased demand for commuter services between the South Coast and North County and the South Coast and Ventura County.

⁷ Deprivation defined as continued absence, disability or death of either or both parents, or, unemployment of the principal earner.

Table 11: Vehicle Availability by Household - 2000

City	Total Households	No vehicle available		% 1 vehicle available	% 2 vehicles available	% 3 or more vehicles available
		#	%			
North County						
Buellton	1,433	62	4.3%	34.4%	41.1%	20.3%
Guadalupe	1,414	130	9.1%	36.9%	33.7%	20.3%
Lompoc	13,059	982	7.5%	37.3%	38.0%	17.1%
Santa Maria	22,146	1,895	8.6%	35.5%	38.2%	17.7%
Solvang	2,185	140	6.3%	35.6%	40.2%	17.9%
South Coast						
Carpinteria	4,989	335	6.7%	37.1%	38.2%	18.1%
Goleta	N/A	N/A	N/A	N/A	N/A	N/A
Santa Barbara	35,605	3,391	9.5%	40.9%	35.4%	14.2%
Santa Barbara County	136,622	9,366	6.9%	34.0%	38.9%	20.3%

Source: US Census Bureau, DP-4, Profile of Selected Housing Characteristics: 2000.

When comparing the percent of households by race without vehicles to race as a percent of the population, in only four instances is the percent of households by race without a vehicle greater than the representation of that race within the local population (**Table 12**). In the case of the City of Santa Maria, American Indians and Blacks represent fewer than 2% of the population, while both groups represent 3% each, of those households not having a vehicle. In the City of Lompoc, Blacks represent 7.3% of the population, while representing 13% of the households without a vehicle. The greatest variation between the percent of households by race without vehicles greater than that race as a percent of the population is that of American Indians in Solvang. In Solvang, 9% of the households without a vehicle are American Indian which represents only 0.7% of the population of Solvang.

3.4. Analysis

Accounting for 12.7% of the population, transportation needs for those over 65, as expressed through the public process, are those of maintaining independence and a quality of life after losing the ability to drive. A particular expressed concern is that senior citizens lack the ability to access quality of life venues and opportunities for meaningful social interaction due to insufficient transportation opportunities.

Twenty percent of the population is under the age of 15. Transportation needs of the young, as expressed through the public process, were those of accessing pre-school and after school activities. This need is one of both families without access to a vehicle, as well as working families who are unable to provide transportation because of a scheduling conflict with work obligations. Local transit agencies have been successful in coordinating efforts with local school districts to provide transportation service to and from school. However, there are some incidences of school transportation needs for those students living in outlying areas.

Table 12: North County Households without Vehicles by Race - 2000

	% No vehicle Buellton	Race as a % Buellton Population	% No vehicle Guadalupe	Race as a % Guadalupe Population	% No vehicle Lompoc	Race as a % Lompoc population	% No vehicle Santa Maria	Race as a % Santa Maria population	% No vehicle Solvang	Race as a % Solvang population
Race										
White (alone)	79%	81.5%	20%	45.5%	46%	65.8%	42%	58.1%	82%	88.2%
Hispanic (of any race)	21%	25.7%	*76%	84.5%	38%	37.3%	48%	59.7%	9%	19.9%
American Indian (alone)	0	1.1%	0	1.9%	1%	1.6%	3%	1.8%	9%	0.7%
Black (alone)	0	0.5%	4%	0.7%	13%	7.3%	3%	1.9%	0	0.4%
Asian (alone)	0	1.1%	0	5.9%	2%	3.9%	4%	4.7%	0	1.1%
Total	100%		100%		100%		100%		100%	

Source: US Census Bureau, Census 2000, Summary File 3

*Adjusted

The population has grown countywide. However, this growth has varied ethnically and geographically. Over the last decade, Santa Maria grew by 26% while Santa Barbara grew by only eight percent. This growth accounted for an increase in the White population of Santa Barbara, and a decline in the White population in Santa Maria. During the past decade, the White population of Santa Barbara County fell by 17,683 persons, while the Hispanic population grew by 38,469⁸.

The County of Santa Barbara does not have a significant Black or American Indian population, which represents 2.8% and 2.2% of the total population, respectively. The City of Lompoc has the largest Black population in Santa Barbara County, with 2,887 Black residents, representing 8.4% of the population.

There are over 2,000 tribal members of the Santa Ynez Band of Chumash Mission Indians residing throughout Santa Barbara County, including those residing on their tribal homeland of the Santa Ynez Reservation in the Santa Ynez Valley. With the economic success of the Chumash Casino, there should not be an assumption of an economic disadvantage for American Indians of the Santa Ynez Band of Chumash Indians. The City of Santa Maria has the largest population of American Indians and the cities of Santa Maria and Guadalupe have the largest percent of American Indian residents, who represent 3.1% of the population of each city.

⁸ Hadly, Scott, Santa Barbara News Press, *Population Shift*, www.geog.ucsb.edu/~sara/html/mapping/newspress/population0408.html.

Countywide, there is a 5.2% Asian-American population. The City of Santa Maria has the largest number of Asians, with the City of Guadalupe at 7.9%, having the highest percentage of Asian population. There is a significant Asian population in Goleta and Isla Vista, which has contributed to the over 7,000 Asian Americans residing in unincorporated Santa Barbara County. The Immigration and Naturalization Service recorded almost 1,700 Asians immigrating to Santa Barbara County between 1991 and 1998. This population is a diverse group and includes Filipinos, Chinese, including residents from Taiwan and Hong Kong, Vietnamese, and Indians⁹.

Hispanics represent 34% of the county population. However, 84% of the population of the smaller City of Guadalupe and 59% of the population of the larger City of Santa Maria is Hispanic. In part, the significant Hispanic population in the North County, particularly in the cities of Guadalupe and Santa Maria, may be attributed to established communities, employment opportunities, and housing costs.

⁹ Federation for American Immigration Reform, SB County, Santa Barbara, Santa Maria, Lompoc MSA, www.fairus.org/html/msas/042casbb.htm.

Section 4: Existing Provision of Transportation Services by Social Service Agencies and Non-Profits

4.1 Introduction

To obtain vital information from social service agencies in Santa Barbara County, SBCAG, in coordination with the Santa Barbara County Transit Advisory Committee (SBCTAC), developed and distributed a survey to all social service agencies included in the Community Resources Information Directory (CRIS) in November 2006.

The survey (Appendix A) served a dual purpose as it asked respondents for information on any transportation services they might offer and sought information on clients the respective agencies serve and their clients' transportation needs. SBCTAC had an opportunity to review and provide comment on the survey prior to distribution.

The survey was distributed in November 2006 to over 1,200 agencies included in the Santa Barbara County Community Resources Information directory. The survey was distributed by mail as well as electronically. A reminder was also sent to agencies that had email addresses. Participants had an opportunity complete the survey electronically through the website, www.surveymonkey.com. A link to the survey was also provided on SBCAG's website, www.sbcag.org.

The survey questions were organized by various sections, such as agency background, client information, transportation vehicles, coordination with other agencies, and clients' transportation needs

Overall, 78 surveys were returned and 74 were used in the analysis. Although the response rate was small compared to the number of agencies the survey was distributed to, the information provided is valuable due to the diversity of agencies that submitted surveys.

Full survey analysis, question by question is included as Appendix X.

4.2. Survey Analysis

As previously mentioned the surveys asked respondents to provide information regarding their agency's services and needs along with their clients' information and needs.

Agency Background

Many of the agencies, or two-thirds, were non-profit agencies, followed by public agencies and for-profit. Agencies that provided services either covered one jurisdiction, multiple jurisdictions or even provided service across county lines. The top five areas included the City of Lompoc, throughout Santa Barbara County, the City of Santa Barbara, City of Goleta and City of Santa Maria.

Services provided ranged from cancer treatment, adult day programs, to alcohol treatment programs. The majority of agencies that responded provide medical and developmental services.

Transportation Services Provided by Agencies

In regards to transportation services, of the agencies that responded, more than half indicated that they do provide transportation services and maintain eligibility requirements of clients to receive those transportation services. Requirements related to physical or mental disabilities, lower income levels, enrollment in social service programs, and age categories such as youth or elderly.

Agencies in the survey provided transportation services to jurisdictions and communities throughout the county with Santa Barbara, Lompoc, Buellton, Santa Maria and other cities having the highest number of agencies providing transportation for their clients.

Most agencies provided transportation services on weekdays between 7AM to 5PM when most social and medical services are provided. This was followed by Weeknights and Saturdays and Sundays from 7AM to 5PM. A couple agencies provided services to clients on 'as needed basis.'

Types of services range from providing transportation with private cars or volunteer driver programs, contracting with Consolidated Transportation Services Agencies, providing bus tokens to providing clients with information on available transit services.

Client Information

In this section, respondents were asked to provide demographic information on their clients. The top four clientele that agencies served were persons of low-income, elderly, children and mentally disabled.

The tables on the following page provide detailed figures for information regarding client services. The first table shows the number of agencies that serves the various clients provided for them to choose from. The second table shows the total number of clients identified by all agencies in the survey responses.

Transportation Costs

For information regarding transportation costs, agencies were asked questions regarding transportation subsidies, sources of funds, costs and available vehicles.

Of the 47 agencies that responded to whether they provide a subsidy to their clients for transportation services, 13 responded affirmatively or 28% of respondents.

Five agencies responded that they funding available for public transportation services, while 7 agencies had funding for private transportation services. Funding sources included the Area Agency on Aging, Santa Barbara County Department of Education, First 5, Department of Development Services, City Funds and Private Donations.

In regards to annual costs, agencies responded that annual transportation operation costs ranged from \$500 to \$33,500 for Fiscal Year 2005/06.

Client Information

In this section, respondents were asked to provide demographic information on their clients.

Total Agencies

Number of agencies that...	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	15	15	12	16	10	10	14	3	11	7
Have clients who receive transportation assistance	8	6	4	9	5	5	9	3	5	2
Transport clients	10	9	6	9	6	7	8	2	3	3
Subsidize transportation costs for clients	5	5	4	4	4	3	6	2	3	2
Have clients who receive transportation from Easy Lift or SMOOTH	5	2	1	6	2	2	4	1	2	1

Total Clients

Number of agencies that...	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	3,062	6,969	1,839	18,660	112	516	1,928	800	956	18,385
Have clients who receive transportation assistance	282	1,575	285	1,952	87	92	558	453	236	20
Transport clients	984	952	557	1,926	100	302	441	430	221	439
Subsidize transportation costs for clients	81	1,600	315	1,762	85	28	242	423	270	32
Have clients who receive transportation from Easy Lift or SMOOTH	301	200	30	159	18	8	33	10	23	8

The following is information on vehicle fleet information for agencies that provided a response:

Transportation Vehicles

Number of Agencies with Buses: 9

Number of Agencies with Buses with Lift Equipment: 5

Number of Agencies with Vans: 15

Number of Agencies with Vans with Lift Equipment: 7

Number of Agencies with Automobiles: 8

Number of Agencies with Automobiles with Lift Equipment: 0

Number of Agencies with Full Time Staff who assist with transportation services: 10

Number of Agencies with Part Time Staff who assist with transportation services: 9

Number of Agencies with Volunteer Staff who assist with transportation services: 4

Agencies were also asked if their agency had ever participated with a Consolidated Transportation Service Agency, either Easy Lift Transportation on the South Coast or SMOOTH in North County, to provide or assist with transportation services for their clients. They were asked to specify what type of assistance they received on options presented.

Of the responses, 11 said that a CTSA provided transportation services to their clients, followed by agencies that receive vehicle assistance at no cost or receive centralized dispatching services for clients.

'Other' responses included:

- Our agency uses vehicles for field trips for kids
- Referrals for vehicle maintenance and equipment purchases
- Field Trips

Since the Coordinated Plan will provide priorities for allocating funds for transportation projects, agencies were asked if their agency had ever applied or coordinated with another agency for FTA 5310 Funding, also known as the Elderly Individuals and Individuals with Disabilities Program.

Out of the 41 agencies that responded to this question, 5 agencies or 12% responded that they had applied or coordinated with another agency for FTA 5310 funding.

Respondents were asked what kind of trips their clients need and were asked to check all that applied. The top three selections were for Medical, Social Service Appointments and Education purposes. 'Other' responses included: Housing search, Haircut Appointments, Parenting Classes, Court Appointments, Meetings, and All Purposes.

Medical transportation trips outside Santa Barbara County

In terms of trips outside the county, Agencies were asked if any of their clients were in need of medical transportation outside of the County. 22 agencies responded affirmatively or about half of the 45 total respondents.

Agencies identified Los Angeles and Ventura counties as two locations that clients needed transportation to outside of Santa Barbara County, followed by UCLA Medical Center.

Frequency of trips outside the County

When asked how frequently clients needed trips outside the county, the top responses were 'Other' followed by Monthly then weekly. 'Other' responses included rarely, once or twice per year, as necessary and dependent on client needs.

Hours of service needed for public transportation

Agencies identified weekdays between 7AM and 5PM as the top priority in terms of clients needing public transportation, followed by Saturday service between 7AM and 5PM and nighttime service on weekdays.

Types of public transportation needed

Of the 51 agencies that provided a response, 36 agencies or 71% of respondents indicated that their clients need fixed route scheduled bus service, followed by curb-to-curb demand response and door-to-door demand response service.

If you could change one thing about public transportation for your clients, what would it be? Why?

Respondents were asked to provide input one thing they would change about public transportation for their clients. Responses varied from operational requests to requests for new services. Responses are included in the appendices.

4.3 Relationship to Prior Studies

Over the past twenty years, about every four years, SBCAG prepared a Social Service Inventory and Action Plan to comply with state law. (The law was made voluntary a few years ago). Past surveys were similar to the one prepared this year for the Consolidated Plan. The results have been remarkably similar over the years with a number of social service agencies providing a diversity of transportation services, some at relatively high cost. Demand response services are particularly high cost services. The needs through the years are also similar and include basic access to medical clinics, social service programs, government agencies, and work. Recommendations to address mobility needs and promote efficiency in the social transportation services focused on promoting greater utilization of the CTSA's such as Easy Lift and Smooth.

Section 5: Transit Needs as Expressed by the Public and in Northern Santa Barbara County Transit Plan

5.1 Introduction

In addition to the survey analysis, input provided through SBCAG's annual Transit Needs Assessment and the preparation and approval of the North County Transit Plan are important sources of information identifying requested services in Santa Barbara County.

The Transit Needs Assessment process is required per the Transportation Development to determine if there are any unmet transit needs that are reasonable to meet within a jurisdiction by definition. Every year members of the public provide requests for new or expanded services in Santa Barbara County. If it is determined that there are unmet transit needs that are reasonable to meet based on projected farebox recovery ratios, then that jurisdiction must set aside Transportation Development Act funds to rectify that need.

It is prudent to recognize that some requested transit services could jeopardize the farebox recovery ratios of providers in the County due to potentially low ridership levels or high costs to provide the services. For example, ridership demand typically drops when services hours are extended resulting in lower productivity and farebox recovery. However, local transit service providers have been committed and proactive in addressing the requested needs of their riders through new or expanded services on their systems.

5.2 Public Requests for Transit

The following are comments received for new or expanded services through the 2007 Transit Needs Assessment process:

- Sunday Service in the City of Lompoc
- Service until midnight in the City of Lompoc
- Expanded Health Service Transportation between Lompoc and Santa Barbara
- New Service Between Lompoc and the cities of Buellton and Solvang
- Reverse Commute service between the South Coast cities of Santa Barbara and Goleta to Lompoc, Buellton and Santa Maria. (Leaving South Coast in the morning and returning from the North County in the afternoon.)
- Weekend Service on the Breeze Bus between Santa Maria and Lompoc
- More frequent service between Santa Maria and Guadalupe
- Weekend service on the Clean Air Express

In the past few years, repeated requests for new or expanded services have fallen under the following trends:

- Earlier or Later weekday service on local fixed route services in Guadalupe, Lompoc, Santa Maria and the Santa Barbara Coast
- Saturday or Sunday service in Guadalupe, Lompoc, Santa Maria and Santa Ynez Valley
- Increased Frequency on City of Lompoc Transit (COLT), Santa Maria Area Transit (SMAT) and Santa Ynez Valley Transit
- Transportation for Farmworkers in the Santa Maria Valley
- Intercommunity service between Santa Maria, Vandenberg AFB and Lompoc
- New Service between the communities of Garey/Sisquoc and Santa Maria
- New Service between Lompoc and the cities of Buellton and Solvang

- New Service between Los Alamos and Santa Maria

Although some requests have been determined to be 'unmet transit needs,' but 'not reasonable to meet' jurisdictions have been proactive in implementing new or expanded services to meet the needs.

Those services include later service hours in Lompoc and Santa Maria, implementation of the 'Breeze' intercommunity service between Santa Maria and Lompoc, increased frequency in Santa Maria and Santa Barbara MTD, and transportation for Farmworkers.

5.3 North County Transit Plan

In addition, a North County Regional Transit Plan to address the transit needs in growing Northern Santa Barbara County was prepared for SBCAG in 2006. The Plan's focus was on the improvement of short and long term regional service connections, development of a framework for administering and funding services, and, recommendations for marketing strategies to enhance the public's awareness of local and regional transit services.

Public input was a significant element of this plan and was achieved with stakeholder interviews, transit user interviews, workshops on the draft plan, among other measures. Public input emphasized the need for interregional transit connections.

Short-term service strategies focused on improving regional and inter-county connections in the next five years. They include filling in geographic and temporal gaps in the existing transit network and addressing new and emerging markets as well as the significant population and employment growth in North County. Transit services being considered are traditional fixed route services, and new service types such as general public dial-a-ride, flexible route services sometimes called deviated fixed route services (or flexroutes), subscription or vanpool programs and volunteer driver programs.

Longer-term service strategies are focused on furthering coordination to provide seamless connectivity throughout North County and to neighboring counties.

The financial analysis emphasizes the importance of ongoing traditional sources of transit funding such as Section 5307, 5311, and Transportation Development Act Funds to maintain existing transit services. Significant expansion of transit is very dependent on the renewal of Measure D with its dedicated funds for local and regional transit services.

Section 6: Goals and Strategies to Improve Transportation Connections

6.2 Introduction

This section presents the goals and strategies that will improve Transportation Connections over time. These goals and strategies will be used to evaluate the projects submitted for the various federal transit funding programs.

6.2 Overlying Goals

The following goals will lead to improved Transportation Connections:

1. Improve the mobility of individuals with disabilities, older adults, and people with low incomes in Santa Barbara County by increasing coordination between Social Service Agencies and Transit Operators in Santa Barbara County.
2. Promote efficiency and productivity in the delivery of Human Services Transportation

6.3 Strategies

The following strategies that address improved coordination and expansion of transit services will help address the Goal of improving transportation connections.

Coordination

- Increase awareness of Social Service Agencies and non-profits about existing transportation services provided by CTSA's and local transit operators in Santa Barbara County
- Expand the role of CTSA's in coordinating services in Santa Barbara County so they become mobility managers/transportation clearinghouse for social services transportation in their regions.
- Promote transit coordination In the Lompoc Valley and Santa Ynez Valley by using COLT and SYVT as the mobility managers/transportation clearinghouse for their regions.
- Streamline eligibility requirements for client transportation needs
- Promote exchange or brokering of client transportation needs between agencies to consolidate the provision of transportation services
- Provide more bilingual information about public transportation services

Expansion of Transit Services

- Promote use of CTSA's in providing and coordinating social services transportation
- Address Interregional Transit Needs
- Target low income individuals in job access programs
- Improve the access of persons of low income to health care
- Provide low income seniors and the disabled with new access opportunities

To: Social Service Agencies and Non-Profits involved with Transporting Clients

The Santa Barbara County Association of Governments (SBCAG) would like to extend an invitation to your organization to participate in the development of Transportation Connections. Transportation Connections will be Santa Barbara County’s Coordinated Public Transit-Human Services Transportation Plan.

Transportation Connections will help identify the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes in Santa Barbara County and provide strategies for meeting these needs through improving coordination of public and private transportation services. The plan will prioritize the distribution of funding from the Elderly and Disabled, Jobs Access and Reverse Commute and New Freedom programs within the Federal Transit Administration.



Some funding will be available to meet multiple transportation purposes including but not limited to operation of services to the purchase of radio equipment, vans and buses. However, a plan is required by Federal regulations to insure our continued eligibility for these funding programs. Only projects that are consistent with the plan are eligible to receive future funding.

To determine the best strategies for prioritizing the distribution of funding, SBCAG is seeking input from your agency.

SBCAG and local transit operators are holding a series of regional meetings around the county to elicit your input. Your attendance is encouraged. Please review the meetings schedule below to see the date and time nearest you.

Transportation Connections Meeting Schedule

Date and Time	Region	Co-Sponsors	Location
Monday, July 23 at 1:30PM	Lompoc Valley	SBCAG, COLT	Lompoc City Hall, Council Chambers
Tuesday, July 24 at 1:30PM	Santa Ynez Valley	SBCAG, SYVT	Solvang City Hall, Council Chambers
Wednesday, July 25 at 1:30PM	Santa Maria Valley	SBCAG, SMAT, SMOOTH	Santa Maria City Community Development, Moon Room
Thursday, July 26 at 1:30PM	South Coast	SBCAG, SBMTD, Easy Lift	Santa Barbara County Administration Building, Planning Commission Hearing Room

If you have any questions or comments, please contact Michael Powers at 805-961-8910 or via email at mpowers@sbcag.org.

Appendices: Transportation Connections Survey Analysis

Starting in Fiscal Year 2007 by SAFETEA-LU¹, Metropolitan Planning Organizations are required to develop a Coordinated Public Transit-Human Services Transportation Plan prior to the end of Fiscal Year 2007. Elements required in the plan include:

1. An Assessment of available transportation services that identifies current providers (public, private, and non-profit);
2. An Assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes;
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery.

To obtain vital information from social service agencies in Santa Barbara County, SBCAG, in coordination with the Santa Barbara County Transit Advisory Committee (SBCTAC), developed and distributed a survey to all social service agencies included in the Community Resources Information Directory (CRIS) in November 2006.

SURVEY BACKGROUND

The survey (Appendix A) served a dual purpose as it asked respondents for information on any transportation services they might offer and sought information on clients the respective agencies serve and their clients' transportation needs. SBCTAC had an opportunity to review and provide comment on the survey prior to distribution.

The survey was distributed in November 2006 to over 1,200 agencies included in the Santa Barbara County Community Resources Information directory. The survey was distributed by mail as well as electronically. A reminder was also sent to agencies that had email addresses. Participants had an opportunity complete the survey electronically through the website, www.surveymonkey.com. A link to the survey was also provided on SBCAG's website, www.sbcag.org.

The survey questions were organized by various sections, such as agency background, client information, transportation vehicles, coordination with other agencies, and clients' transportation needs

Overall, 78 surveys were returned and 74 were used in the analysis. Although the response rate was small compared to the number of agencies the survey was distributed to, the information provided is valuable due to the diversity of agencies that submitted surveys. (A list of respondents is included in Appendix B).

The following are responses to questions from the surveys along with analysis.

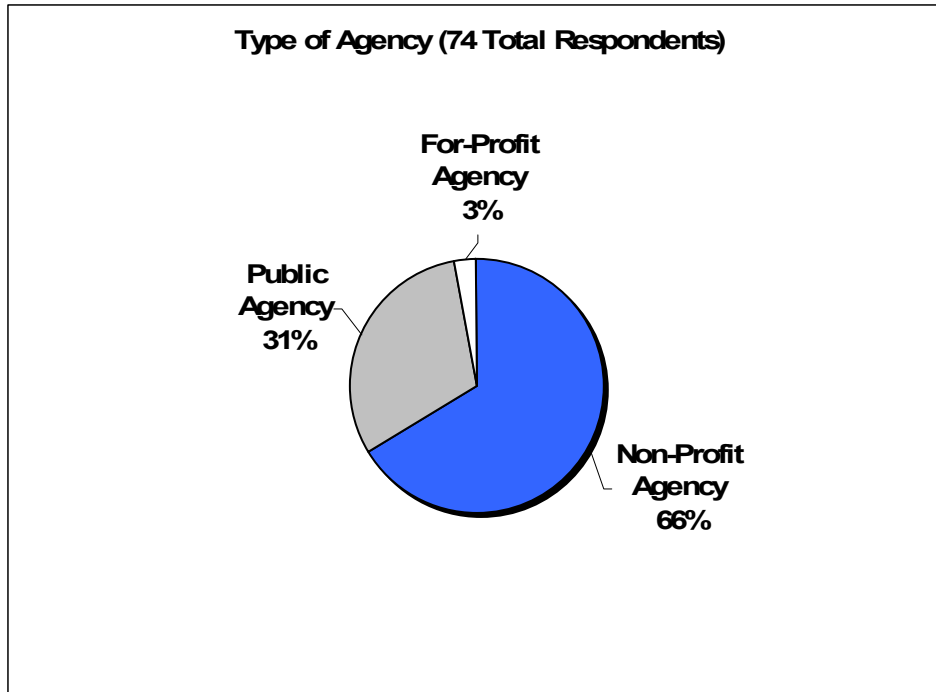
Note: Additional survey information is available as part of the appendices.

¹ Safe, Accountable, Flexible, Efficient Transportation Equity Act

Agency Background

Type of Agency

Respondents were asked to select the type of agency from the following list; non-profit agency, public agency, or for-profit agency. Of the 71 agencies that answered this question, 47 agencies selected non-profit, followed by 22 public agencies and 2 for-profit agencies.



Social Services Provided

Respondents were asked an open ended question of what kind of social service(s) their agency provides. Responses varied and included the following (A full list of responses is included as Attachment C):

- Cancer Treatment
- Homeless, drug and alcohol treatment programs
- Adult Day Programs
- Vocational Training Programs
- Mental Health Services
- Tutorial Programs

The majority of agencies that responded provide medical and developmental services for clients.

City(s) or Areas Social Services Are Provided

For this question, respondents provided information on city(s) or areas their agency provides social services. Respondents were allowed to mark off more than one city or area.

The top five areas included the City of Lompoc, throughout Santa Barbara County, the City of Santa Barbara, City of Goleta and City of Santa Maria.

Lompoc City	16
Santa Barbara County	15
Santa Barbara City	14
Goleta City	13
Santa Maria City	13
Tri-Counties	10
Santa Ynez	9
Buellton	7
Carpinteria	7
Solvang	7
South Coast	6
Guadalupe	5
Orcutt	4
Los Olivos	4
Isla Vista	4
Los Alamos	4
Nipomo	3
Montecito	3
Vandenberg	2
Sisquoc	2
Summerland	2
San Luis Obispo County	2
Ventura County	1
North County	0

Transportation Services Provided by Agencies

1A - Eligibility Requirements

In this section of the survey respondents were asked to provide information on transportation services provided, if the agency did provide transportation. Forty-three (43) agencies, or 55% of total respondents, responded that they do provide transportation services and provided eligibility requirements to receive those transportation services. Eligibility requirements are included as Attachment C.

Responses included:

- Having a disability
- Being a client of the agency
- Veterans
- Enrolled in certain social service programs
- Being a resident of the Central Coast

Based on responses provided, the majority of agencies that provide transportation services had requirements relating to physical or mental disabilities, lower income levels and age categories such as youth or elderly.

1B – Which year services were transportation services first provided

Thirty-four agencies responded to this question. Responses varied from 1962 to 2006.

1960-69	1970-79	1980-89	1990-99	2000-Present
1	3	5	6	5

Based on responses, most agencies have had transportation services established for sometime with a few agencies that have recently started services.

1C - Areas that transportation services are provided to

Respondents were asked to choose which areas their agencies provided transportation services to.

Based on survey results, agencies provided transportation services to jurisdictions and communities throughout the county with Santa Barbara, Lompoc and other cities having the highest number of agencies providing transportation for their clients.

Santa Barbara City	9
Lompoc City	8
Buellton City	7
Santa Maria City	7
Santa Ynez	7
Carpinteria City	6
Goleta City	6
Solvang City	5
Santa Barbara County	4
Guadalupe City	2
Orcutt	2
South Coast	2
Tri-Counties	1
Vandenberg	1
Sisquoc	1
Los Olivos	1
Isla Vista	1
Summerland	1
Los Alamos	1
North County	1
Ventura County	1
San Luis Obispo County	1
Los Angeles County	1

2. Times that transportation services are provided

Respondents were asked to indicate when their agency provides transportation services. Percentages were based on total survey respondents, which were 74.

1. Weekdays, 7AM to 5PM	35%	26
2. Weekdays, 5PM to 10PM	12%	9
3. Saturday, 7AM to 5PM	10%	7
4. Sunday, 7AM to 5PM	10%	7
5. Saturday, 5PM to 10PM	8%	6
6. Friday/Saturday, after 10PM	5%	4
7. Sunday, 5PM to 10PM	5%	4
8. Other	15%	11

Based on responses, most agencies provided transportation services on weekdays between 7AM to 5PM when most social and medical services are provided. This was followed by Weeknights and Saturdays and Sundays from 7AM to 5PM. A couple agencies provided services to clients on 'as needed basis.'

3. Type of transportation services provided

Respondents were asked to provide information on the type of transportation that their agencies provided. The following responses provided:

- Contract with SMOOTH
- Private Cars
- Pick up and drop off
- Service for medical appointments and social outings
- Rides to medical appointments, shopping
- To VA medical centers
- Provide bus tokens
- Subcontract with SMOOTH
- Reimburse families for transportation
- Volunteer drivers
- School bus service
- Bus tokens, coordinate with Easy Lift for loaner vehicles
- Provide information on local transit services – 3 agencies

Responses show that agencies use a variety of services to provide transportation to clients, such as using private vehicles, reimbursing families for transportation, providing bus tokens or contracting with SMOOTH.

Client Information

In this section, respondents were asked to provide demographic information on their clients. The first table shows the number of agencies that serves the various clients provided for them to choose from. The second table shows the total number of clients identified by all agencies in the survey responses.

Total Agencies

Number of agencies that...	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	15	15	12	16	10	10	14	3	11	7
Have clients who receive transportation assistance	8	6	4	9	5	5	9	3	5	2
Transport clients	10	9	6	9	6	7	8	2	3	3
Subsidize transportation costs for clients	5	5	4	4	4	3	6	2	3	2
Have clients who receive transportation from Easy Lift or SMOOTH	5	2	1	6	2	2	4	1	2	1

Total Clients

Number of agencies that...	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	3,062	6,969	1,839	18,660	112	516	1,928	800	956	18,385
Have clients who receive transportation assistance	282	1,575	285	1,952	87	92	558	453	236	20
Transport clients	984	952	557	1,926	100	302	441	430	221	439
Subsidize transportation costs for clients	81	1,600	315	1,762	85	28	242	423	270	32
Have clients who receive transportation from Easy Lift or SMOOTH	301	200	30	159	18	8	33	10	23	8

Transportation Costs

Subsidy to clients for transportation costs

Of the 47 agencies that responded to whether they provide a subsidy to their clients for transportation services, 13 responded affirmatively or 28% of respondents.

Funding sources for client transportation services

Agencies that have funding for public transportation services – 5

Agencies that have funding for private transportation services – 7

Annual Transportation Costs:

Based on responses, transportation operation costs for agencies ranged from \$500 to \$33,500 for Fiscal Year 2005/06.

Funding Sources:

Area Agency on Aging

SBC Department of Education

First 5

Department of Developmental Services

City Funds

Private Donations

Transportation Vehicles

Number of Agencies with Buses: 9

Number of Agencies with Buses with Lift Equipment: 5

Number of Agencies with Vans: 15

Number of Agencies with Vans with Lift Equipment: 7

Number of Agencies with Automobiles: 8

Number of Agencies with Automobiles with Lift Equipment: 0

Number of Agencies with Full Time Staff who assist with transportation services: 10

Number of Agencies with Part Time Staff who assist with transportation services: 9

Number of Agencies with Volunteer Staff who assist with transportation services: 4

Coordination with Consolidated Transportation Service Agency (CTSA)

Respondents were asked if their agency participates with a Consolidated Transportation Service Agency, either Easy Lift Transportation on the South Coast or SMOOTH in North County, to provide or assist with transportation services for their clients. They were asked to specify what type of assistance they received on options presented.

Provides transportation services to our clients	11
Provides vehicles to our agency at no cost	3
Provides centralized dispatching services for our clients	3
Provides vehicles to our agency at a prorated or discounted lease	1
Provides driver training for our agency's drivers	1
Provides centralized administration of client transportation programs	1

Provides vehicle maintenance	0
Participated in a joint vehicle purchase or vehicle purchase at a fleet rate	0
Provides or participates in a centralized or joint fleet maintenance program	0
Other	7

'Other' responses included:

- Our agency uses vehicles for field trips for kids
- Referrals for vehicle maintenance and equipment purchases
- Field Trips

Applied for Federal Transit Administration (FTA) 5310 funding

Respondents were asked if their agency had ever applied or coordinated with another agency for FTA 5310 Funding, also known as the Elderly Individuals and Individuals with Disabilities Program.

Out of the 41 agencies that responded to this question, 5 agencies or 12% responded that they had applied or coordinated with another agency for FTA 5310 funding.

Client Trip Needs

Respondents were asked what kind of trips their clients need and were asked to check all that applied. The top three selections were for Medical, Social Service Appointments and Education purposes. 'Other' responses included: Housing search, Haircut Appointments, Parenting Classes, Court Appointments, Meetings, and All Purposes.

Type(s) of Transportation trips needed by clients

Rank			
1	Medical	32	71.1%
2	Social Service Appointments	27	60.0%
3	Education	25	55.6%
4	Employment	23	51.1%
5	Shopping	22	48.9%
6	Social/Entertainment	17	37.8%
7	Family/Friend Visits	14	31.1%
8	Religious	14	31.1%
9	Senior Nutrition	10	22.2%
10	Other	8	17.8%

Medical transportation trips outside Santa Barbara County

Respondents were asked if their clients were in need of medical transportation outside of the County. 22 agencies responded affirmatively or about half of the 45 total respondents.

No	23
Yes	22
Total Respondents	45

Destinations outside Santa Barbara County

Los Angeles	10
Ventura	7
UCLA Medical Center	5
Kern County	2
French Hospital in San Luis Obispo	2
USC Medical Center	1
Stanford	1
Orange County	1
San Luis Obispo County	1
Templeton	1

Agencies identified Los Angeles and Ventura counties as two locations that clients needed transportation to outside of Santa Barbara County, followed by UCLA Medical Center.

Frequency of trips outside the County

When asked how frequently clients needed trips outside the county, the top responses were 'Other' followed by Monthly then weekly. 'Other' responses included rarely, once or twice per year, as necessary and dependent on client needs.

Frequency	Responses
Daily	1
Weekly	3
Monthly	8
Other	9

Hours of service needed for public transportation

Respondents were asked to check off one or more of the following times their clients need public transportation:

1	Weekdays, 7AM to 5PM	43	87.8%
2	Saturday, 7AM to 5PM	18	36.7%
3	Weekdays, 5PM to 10PM	17	34.7%
4	Sunday, 7AM to 5PM	16	32.7%
5	Saturday, 5PM to 10PM	9	18.4%
6	Other (please specify)	9	18.4%
7	Sunday, 5PM to 10PM	7	14.3%
8	Friday/Saturday, after 10PM	5	10.2%

Total Respondents 49

Agencies identified weekdays between 7AM and 5PM as the top priority in terms of clients needing public transportation, followed by Saturday service between 7AM and 5PM and nighttime service on weekdays.

Types of public transportation needed

Respondents were asked to check off one or more of the following types of transportation services their clients need:

1	Fixed route scheduled bus service (pick up at designated bus stops)	36	70.6%
2	Curb-to-curb demand response service (call ahead for scheduled pick-up)	23	45.1%
3	Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)	23	45.1%
4	Fixed route, deviated service (bus operates regular routes, can go off routes on request)	19	37.3%
Total Respondents		51	

Of the 51 agencies that provided a response, 36 agencies or 71% of respondents indicated that their clients need fixed route scheduled bus service, followed by curb-to-curb demand response and door-to-door demand response service.

If you could change one thing about public transportation for your clients, what would it be? Why?

Respondents were asked to provide input one thing they would change about public transportation for their clients. Responses varied from operational requests to requests for new services. Responses are included in the appendices.



Appendix A - Transportation Connections Survey – November 2006

Agency Name: _____

Agency Address: _____

Agency Contact _____ Contact phone: (____) _____

Type of Agency (Please check one): Non-Profit agency For-profit agency Public Agency

Type of social service(s) your agency provides: _____

City(s) or areas your agency serves: _____

1. If your agency provides or assists clients with transportation services, please answer the following as applicable:

- What are the eligibility requirements to receive transportation services? _____
- What year did you begin to provide or assist clients with transportation services? _____
- List city(s) or areas served: _____

2. When does your agency provide transportation services?

- Weekdays, 7AM to 5PM
 Weekdays, 5PM to 10PM
 Saturday, 7AM to 5PM
 Saturday, 5PM to 10PM
 Friday/Saturday, after 10PM
 Sunday, 7AM to 5PM
 Sunday, 5PM to 10PM
 Other (please specify) _____

3. What type of transportation service(s) do you provide? _____

4. Please provide information about your clients in the table below:

Client	Total Clients	Number of clients receiving transportation assistance	Number of clients your agency transports	Number of clients your agency subsidizes transportation costs for	Number of clients Easy Lift or SMOOTH transports
Elderly					
Children					
Youth/Teens					
Low Income					
Wheelchair					
Physically Disabled					
Mentally Disabled					
Alcohol/Drug Patient					
Single Parent					
Other					
Total					

5. Does your agency provide a subsidy to your clients for transportation services? Yes No

Please provide your agency's expenditures for client transportation services in Fiscal Year 2005-06:

Subsidy – public transportation service	Subsidy – private transportation service	Your agency fleet operating costs	Your agency fleet capital costs	Your agency fleet administrative costs

6. Please list funding sources for client transportation services in Fiscal Year 2005-06:

	Programs/Grants (description)	Amount
Federal		
State		
Local		

7. If your agency owns or leases vehicles for client transportation services, please describe your fleet:

Fleet Vehicles	Total number of vehicles	Number w/lift equipment
Buses		
Vans		
Autos		

	Drivers	Managers
Full time (paid)		
Part time (paid)		
Volunteer (full time or part time)		

8. If your agency participates with a Consolidated Transportation Service Agency (CTSA), Easy Lift (South Coast Region) or SMOOTH (Santa Maria Valley), to provide or assist with transportation services for your clients, please specify the type of assistance received (Please check off all boxes that apply):

- | | |
|--|---|
| <input type="checkbox"/> Provides transportation service to our clients | <input type="checkbox"/> Provides vehicles to our agency at a prorated or discounted lease |
| <input type="checkbox"/> Provides vehicles to our agency at no cost | <input type="checkbox"/> Provides vehicle maintenance |
| <input type="checkbox"/> Provides driver training for our agency's drivers | <input type="checkbox"/> Participated in a joint vehicle purchase or vehicle purchase at fleet rate |
| <input type="checkbox"/> Provides centralized dispatching services for our clients | <input type="checkbox"/> Provides or participates in a centralized or joint fleet maintenance program |
| <input type="checkbox"/> Provides centralized administration of client transportation programs | <input type="checkbox"/> Other (please describe) _____ |

9. Has your agency ever applied for or coordinated with another agency for Federal Transit Administration 5310 Funding, also known as the Elderly Individuals and Individuals with Disabilities program? Yes No

10. What type(s) of trips do your clients need?

- | | |
|---|---|
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Education |
| <input type="checkbox"/> Medical | <input type="checkbox"/> Senior Nutrition |
| <input type="checkbox"/> Family/Friend Visits | <input type="checkbox"/> Social Service Appointments |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Social/Entertainment | <input type="checkbox"/> Other (please specify) _____ |

11. Do your clients need medical transportation outside the County?

- Yes No If yes, where to? _____
- How often? Daily Weekly Monthly Other (please specify) _____

12. When do your clients need public transportation?

- Weekdays, 7AM to 5PM
- Weekdays, 5PM to 10PM
- Saturday, 7AM to 5PM
- Saturday, 5PM to 10PM
- Friday/Saturday, after 10PM
- Sunday, 7AM to 5PM
- Sunday, 5PM to 10PM
- Other (please specify) _____

13. What type(s) of public transportation do your clients need?

- Fixed route scheduled bus service (pick up at designated bus stops)
- Fixed route, deviated service (bus operates regular routes, can go off routes on request)
- Curb-to-curb demand response service (call ahead for scheduled pick-up)
- Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)

14. If you could change one thing about public transportation for your clients, what would it be? Why?

Optional: Would you like to be contacted about upcoming public transportation meetings? Yes No

If you have any questions, please contact Sarkes Khachek or Michael Powers at (805) 961-8900.

You can also contact the CTSA in your area for more information about available transportation services.

Santa Maria Valley

Jim Talbott, Executive Director
Santa Maria Organization of Transportation Helpers (SMOOTH)
509 West Morrison Street, Suite B
Santa Maria, CA 93458
(805) 922-0146

South Coast Region

Jerry Davis, Executive Director
Easy Lift Transportation
53 Gerald Cass Place, Suite D
Santa Barbara, CA 93117
(805) 681-1410
www.easylift.org

Thank you for your participation. It is greatly appreciated!

Please return this survey by Friday, December 8, 2006 by mail or fax to:

Santa Barbara County Association of Governments
Transportation Connections Survey
260 N. San Antonio Rd.
Santa Barbara, CA 93110
Telephone (805) 961-8900
Fax (805) 961-8901
Web www.sbcag.org

Appendix B: Survey Respondents

South Coast Railroad Museum	300 North Los Carneros Road, Goleta, CA 93117	Gary B. Coombs, Ph.D.
Area Agency on Aging	528 S. Broadway Santa Maria	Joyce Ellen Lippman
Community Action Commission	5638 Hollister Avenue, Suite 230	Greg Gorga
Computers for Families	4400 Cathedral Oaks Road	Kris White
Life Options Vocational & Resource Center (LOVARC)	116 North I Street Lompoc, CA. 93436	Rick Hummel
SANTA BARBARA FOUNDATION	15 E. Carrillo St., SB, CA 93101	Catherine Brozowski
LOVARC	116 North I Street Lompoc, CA.	Rick Hummel
Storyteller Children's Center	2115 State Street	Terri Allison
Devereux	P.O. Box 6784 S.B. CA 93160	Gary Cummins
Workforce Resource Center	1410 S. Broadway	Mona Baker
Santa Maria Area Transit (City of Santa Maria)	110 S. Pine St, Ste 101, Santa Maria, CA 93458	Austin O'Dell
FitzGerald Community School	402 Farnel Rd., Suite M, Santa Maria	Bob Chapin
Tri-Counties Regional Center	1234 Fairway, Santa Maria, CA 93455	
Santa Barbara Metropolitan Transit District	530 Olive Street	Steven Maas
UCSB Transportation Alternatives Program	552 University Road, Santa Barbara CA 93106-7001	James Wagner
Tri-Counties Regional Center	520 East Montecito Street, Santa Barbara, CA 93103-3278	Jason Trevino
Sarah House	PO Box 20031, Santa Barbara, CA 93120	Randy Sunday
Santa Maria Valley Youth & Family	105 N. Lincoln St	Raffaele Montemurro
City of Santa Barbara, Carrillo Recreation Center	100 E. Carrillo St.	Jason Bryan
Sansum diabetes research institute	2219 Bath Street, Santa Barbara ca 93105	Rochelle rose
Better Business Bureau	213 Santa Barbara St.	Rick Copelan
Public Health Department	345 Camino del Remedio	Cherie Alstott
Los Olivos School District	2540 Alamo Pintado Ave.	Lisa Andresen
Carpinteria Valley Chamber of Commerce	1056 Eugenia Pl Ste B, Carpinteria	Lin Graf
Santa Barbara Public Library Adult Literacy Program	40 E. Anapamu St., Santa Barbara	Beverly Schwartzberg
Braille Institute	2031 De La Vina Street	Angeal Nowlin
Alpha Resource Center	4501 Cathedral Oaks Road	Julie Badella
Visiting Nurse and Hospice Care of Santa Barbara	222 E. Canon Perdido	Enid Pritikin
SBCAG Traffic Solutions	260 N. San Antonio Rd	Kent Epperson
Growing Grounds Farm II	PO Box 15408 San Luis Obispo 93406	Ariela Gottschalk
VTC Enterprises	P.O. Box 1187, Santa Maria, CA 93456	Kathryn J.S. Cook, Director of Rehabil
Guadalupe Healthy Start	4681 11th St. Guadalupe, CA 93434	Almz Wilson
Area Agency on Aging	528 S. Broadway, Santa Maria, CA	Joyce Ellen Lippman
LOVARC	116 N. I St. Lompoc, CA	Nita Streetman
First United Methodist Church	305 E. Anapamu St.	Rev. Alan Strout
Valley Haven	PO Box 950 Solvang, CA 93463	Sandra Knight
LHD/Convalescent Care Center	216 N. 3rd Street Lompoc, CA	Nola Carpio
La Leche League	1738 Calle Lindero	Susie Forster
Transitions - Mental Health Association	PO Box 15408 San Luis Obispo, CA	Frank Ricceri
Santa Barbara Veterans Services	108 East Locust Street, Lompoc, CA	Mozart Booker
Charles Golodner Counseling Group	301 S. Miller St #105 Santa Maria, CA	Charles Golodner
Santa Barbara County Public Defender	1100 Anacapa St. 3rd Floor, Santa Barbara, CA	Nancy Ramirez
Psychiatric Services - Santa Barbara Cottage Hospital	Pueblo at Bath St. Santa Barbara CA	Larry Vineall
SBC Education Office - Child Development Program	PO Box Santa Barbara, CA 93160	Trudy Adair-Verbais
Cancer Detection Program - SBC Public Health Department		June English
Sojourn Services, Inc.	625 S. McClelland St. Santa Maria, CA	Mary Bucher
Goleta Valley Historical Society	304 N. Los Carneros Road, Goleta, CA, 93117	Robin Cederlot

Family Service Agency	123 W. Gutierrez St. Santa Barbara, CA 93101	Barbara Sheffield
Catholic Charities	903 E. Chestnut Avenue, Lompoc, CA	J. Begleu
Goleta Library	500 N. Fairview, Goleta, CA	Leah Watts
Children's Medical Services - CCS	1111 Chapala, Suite 200, Santa Barbara, CA	E. Kasehagen
Spark Enrichment Center	1727 State St. Santa Barbara, CA	Brad Naegle
HELP of Carpinteria	1069 Casitas Pass Rd. Carpinteria, CA	Judy Goodbody
Little Angels Preschool	909 N. La Cumbre Rd. Santa Barbara, CA	Mary Lopez
Los Padres National Forest	6755 Hollister Avenue, Goleta, CA	Patrick Crespin
Los Prietos Boys Camp/Academy	3900 Paradise Rd. Santa Barbara, CA 93105	Mike Cleary
Santa Barbara Botanic Garden	1212 Mission Canyon Rd. Santa Barbara, CA	Cherie Welsh
Santa Ynez Valley People Helping People	PO Box 1478, Solvang, CA 93464	Dean Palius
CALM	1236 Chapala St. Santa Barbara, CA	Anna Kokotovic
Central Coast Literacy Council	521 E. Chapel St. Santa Barbara, CA	Isa Ponce
Lions Sight and Hearing Center	Cottage Hospital eye Center	
Santa Barbara Montessori School	7421 Mirano Dr. Goleta, CA 93117	Jim Fitzpatrick
Solutions at Santa Barbara	1135 N. Patterson Ave. Santa Barbara, CA 93111	Susan Hannigan
California Highway Patrol	6465 Calle Real Dr. Goleta, CA 93117	Captain Jeff Sgobba
Hope School District	3970 La Colina Rd. Santa Barbara, CA 93110	Gerrie Fausett
CALM of Santa Barbara	1236 Chapala St. Santa Barbara, CA	Deborah Holmes
Transition House	425 E. Cota St. Santa Barbara, CA 93101	Kathleen Baushke
Environmental Health Services	225 Camino Del Remedio, Santa Barbara, CA 93110	Rick Maufields
Good Samaritan Shelter, Inc.	731 S. Lincoln St. Santa Maria CA 93455	Sylvia Barnard
Santa Barbara Neighborhood Clinics	915 N. Milpas St. Santa Barbara, CA	Christy Schuerch
Santa Barbara County Public Health - Lompoc	301 N. R Street, Lompoc, CA	Sherrie Rule
Cancer Center of Santa Barbara	300 W. Pueblo St. Santa Barbara, CA	Mary Solis
Independent Living Resource Center	423 W. Victoria St. Santa Barbara, CA	Petra Lowen
City of Santa Barbara - Solvang Branch Library	1745 Mission Drive, Solvang, CA 93463	Carey McKinnon

Appendix C - Survey Question Responses

Question: Type of Social Services Provided

Museum
two services 1. Contract with SMOOTH and 2. Information services regarding transportation
CAC serves the low-income community, ages 0 to 100, countywide. Services include: -Early care and education for children 0 to 5 and their families -Teen pregnancy prevention, gang violence and substance abuse education for high-risk youth -Job placement services for out-of-school youth ages 18-21 -Mentoring for foster care youth as they transition into independent adult life -Placement services for foster care youth -Case management for families potentially entering the Child Welfare Service system -Mental Health services as part of the Children's System of Care -Utility assistance and home weatherization and energy conservation services for low-income households -Home delivered and congregate center meal service for seniors -Summer meals for children and youth eligible for free and reduced-fee meals during the school year -Vended meals for local schools and organizations
computers and training to elementary students in 30 South Coast elementary schools
Vocational Independent Living Social Integration Residential
We are a community foundation, providing grant making resources, loans and scholarship, and donor services.
supported employment social integration independent living skills residential
Storyteller Children's Center provides high-quality, tuition-free early childhood education for homeless and at-risk children, as well as comprehensive support services for their families.
Residential, Community and Day Programs for individuals with developmental disabilities.
Employment and training services through a partnership of local, state and community based organizations
(none)
Public education for expelled, truant and high risk students.
Tri-Counties Regional Center provides supports and services for children and adults with developmental disabilities living in San Luis Obispo, Santa Barbara and Ventura Counties.
Fixed-Route Bus Service (Directly Operated) ADA Paratransit Service (Purchased Transportation)
University provides education to 20,000 students and employment to 4,700 plus visitors and volunteers Approximately 10% of students use transit
The State of California contracts with Tri-Counties Regional Center (TCRC) to provide supports and services for children and adults with developmental disabilities living in San Luis Obispo, Santa Barbara and Ventura Counties.
end of life care for the low-income and 24 hour residential care for people with HIV/AIDS
Counseling
Recreation programs (dance, fitness, social, etc.)
patient care, disease management, diabetes prevention, nutrition and education, clinical research
We process complains between consumers and Tri-County area businesses and provide reliability reports on those companies based on their complaint track-record (or lack of) and other factors.
Education, prevention, care and treatment and housing services for HIV/AIDS clients in Santa Barbara County
Public School
Chamber of Commerce
Free one-on-one tutoring for adults who need help with basic skills.
Classes Books-on Tape Youth Program Low Vision Consultations
Alpha Resource Center is a Multi-faceted service center for people with developmental disabilities and their families Family First - assists parents or children with special needs Katie's Fund - social and recreational opportunities for teens with developmental disabilities Adult Service - day services for adults with developmental disabilities Wellness and Advocacy Services Resource Libraries
Home health and hospice services to anyone in the community regardless of ability to pay.
Commute solutions for employees and employers in Santa Barbara County
Paid employment and horticultural therapy to adults with mental illnesses.

Job placement, vocational training, quality life service day programs, community training, travel training
Emotional, Physical, Basic Needs, Transportation, Educational, etc.
Supportive, nutrition, health promotion and caregiver services.
Provide services for developmentally disabled adults.
Free after-school tutorial program.
Adult day programs for independent seniors.
On-site Social Service Provider
Education and support for breast feeding.
Human Services
Veterans/Family of Veterans/Widows/Claims
Substance abuse and Anger Management Counseling
Inpatient Psychiatric Hospitalization and Detoxification
Child-care services
Children's and Family services
Counseling, Therapy, Big Brothers/Big Sisters, Senior Services, 211 Helpline, School based counselors
Community Service, Food Pantry
Public Library
Medical Care/Case Management
Early Childhood Development
Transportation (all volunteer)
Pre-school
Probation camp for minors
Visitor destination and educational institution/museum.
Basis needs and family support services
Therapy, Home Visitation
Brain Injury Rehabilitation
Law Enforcement
Public School
Mental Health
Emergency shelter, permanent housing and anti-poverty services for families.
Homeless, drug and alcohol treatment
Medical, Dental, Health Education
Medical Social Service
Cancer treatment and nuclear medicine.
Advocacy, Independent Living Skills, etc.

Question: If your agency provides or assists clients with transportation services, what are the eligibility requirements to receive transportation services?

CAC does not provide transportation services. Some of our programs will provide clients with bus tokens to go to work or a job interview, or to receive other community services. In the past, CAC operated Easy Lift transportation.
Prioritized as follows 1. person in group supported employment Dept. of Rehab or Dept of Developmental Svcs. authorized 2. individual in supported employment dept. of Rehab or Dept of Developmental Svcs. authorized 3. employee of LOVARC who has a certified disability
No services provided.
Having a developmental disability
Eligibility criteria for the WIA program - then up to \$1,000 over a 2 year period of time can be paid to clients to assist with needs which include transportation
No eligibility requirements for fixed-route service. For ADA paratransit, passengers must be certified eligible due to an inability to ride the buses
Enrolled or Employed at UCSB
TCRC does not provide the direct transportation but does vendor agencies through R&D Transportation Services to provides transportation for children and adults with developmental disabilities throughout Santa Barbara County
We provide transportation to and from medical appointments for HIV/AIDS residents and as often as possible for hospice patients.
we don't typically provide transportation services
Low-income Lack of other transportation means Diagnosed with HIV/AIDS or a support family member Enrollment in various programs
Must be a student of Los Olivos School and live in the school district boundaries.
Visually Impaired Ambulate independently
Agency does not provide transportation
Need and no one else to take them.
None
We travel train people to use public transit systems. If they are enrolled in our programs, R&D transportation arranges private contracted transportation through Student Transportation of America and SMOOTH. We also take our Agency owned Vans and transport to program activities.
Open case or Special Need.
Age 60+
Only if they can't get somewhere using public transportation.
We do not provide transportation services at this time, but are working on a plan to get our older members to church on Sundays.
Anyone attending our program
Resident at the CCC.
Receive services through County ADMHS.
Veterans, Homeless/Disabled/Seniors
Must be enrolled in our Welcome Every Baby Program
Eligible for CCS, unable to access medical care
Low income with children ages 0 to 3
Carpinteria residents in need of transportation
Low income; no other transport available; translation and transport are required.
Lack of transportation
Be enrolled in school.
Need and area
Must be a client
Client
Ambulatory difficulties
Upon request/need.
Be a person with a disability

Question: If you could change one thing about public transportation for your clients, what would it be? Why?

Better bus service to our facility.
The elimination of arbitrary county boundaries for transportation services
make it so convenient, people would leave their cars at home to use public transportation.
More reliable and on-time and more buses on heavily used routes, especially for parents needing to pick up children before 5 PM
More bus routes
Newer equipment and facilities
Deviated rout twice a day to drop off / pick-up our students riding the Guadalupe Flyer to and from FitzGerald Community School.
Increased funding to allow service enhancements
An express bus between LaCumbre and UCSB during peak commute times. A large portion of UCSB students and employees live in the Upper state area and are poorly served currently by MTD on their commute to UCSB. One can bike faster than the bus between UCSB and San Roque/Upper State
One of the most important things that could be changed for the individuals served by Tri-Counties Regional Center would be increasing evening routes. There is a lack of evening routes though the county preventing access to community activities.
Door-to-door service and availability of a trained individual to accompany a disabled client.
More and better bus service. Bus is often full and won't stop to pick up more passengers.
This survey was difficult in that we may not have data collected this way. Our clients report SMAT drivers can be impatient with people who use wheel chairs. They feel like they are treated as a burden to the driver's schedules.
More client focused
Eliminate County Boundary Lines
Our clients complain that they have to sit and wait too long for the bus to arrive to pick them up.
That public transportation is available for frail, elderly people.
More service from Lompoc to Santa Maria and Santa Barbara
I would like to see better public bus service between Mission Hills and Downtown Lompoc -- one aimed at the needs of teens: that coincides with the movie schedule for instance.
Friendly, personal and community building service with understanding passengers. A man can dream.
Time of pick-up and returns.
Portal to portal transportation for teen parents and their children.
We need more in Santa Maria and also to get families to Los Angeles for medical appointments for severe health issues. Curb-to-curb available for new mothers for medical and WIC appointments in South County.
Public transit makes few stops at our museum. Increase frequency of stops including holidays and weekends.
Small vans available for transporting elderly/disabled to appointments; medical, social service. Door-to-door, not necessary to be an EasyLift, just a small delivery bus or van.
Transfer to other bus and pick-up places. Easier for elderly or handicap to access.
Flexibility - to meet needs when medical appointments change or take longer than predicted.
For low-income infants and toddlers we need curb-to-curb demand response to take clients to museums, zoo, farms, library and other sites for educational experiences.
Seniors living in Santa Barbara would have more door-to-door transportation available to them. Expand Easy Lift services, offering more ride opportunities to seniors.
Buses to go on more side streets, into neighborhoods more.
We are unable to encourage employees to use bus service since there are no regular bus routes to the garden. More visitors would be able to come if there was bus service to the garden (other than Buses 22 only weekends)
Buellton to Lompoc, Buellton to Santa Maria, Los Alamos to Buellton
More frequent bus service.
More accessibility in terms of schedules. Many of our adult students work in the daytime and wish to attend a literacy center in the evening.
Greater access for individuals with cognitiz impairment not just physical restrictions. Some people, doctors included, have difficulty recognizing how cognitive impairment limits ability to access transportation services.

Safe walking route from Blue Skies mobile home park, St. Vincent, low-income housing, old Mill Road to bus stop at Highway 154 and State Street.
More frequent bus service for mental health appointments. Express service for medical baby appointments. Help for families in remote locations.
The price of public transportation. For a family with children, bus tokens to and from work and school daily is very expensive.
Bus tokens for homeless individuals and families at no cost or reduced cost.
More buses on each line. No waits longer than 5 minutes. Train-bus connection needs to be excellent for commuters/staff.
Better now than in the past. Some patients are not able to pay extra cash required. Patients living in Santa Ynez Valley have no transportation to our clinic.
Increase service in North County for Lompoc, Solvang and Santa Maria Intercity transport. We have an office in Solvang, but we see patients from Lompoc and Santa Maria. It is very difficult for them to get to Solvang.
Wait time and days ahead notice for door-to-door services would be great to have someone hired to assist people pick out their route and ride with them the first few times to ensure they understand and are comfortable with it.
Connect Santa Ynez Valley Transit with Lompoc, Los Alamos, Santa Barbara and Santa Maria. More frequent service for Santa Ynez Valley.