



STAFF REPORT

SUBJECT: Coordinated Public Transit-Human Services Transportation Plan

MEETING DATE: June 11, 2007

AGENDA ITEM: 5

STAFF CONTACT: Sarkes Khachek, Michael Powers

RECOMMENDATION:

Review and comment on analysis of survey responses for Public Transit-Human Services Transportation Plan.

SUMMARY

Per SAFETEA-LU, SBCAG is required to develop a Public Transit-Human Services Transportation Plan. The Plan will be used to identify priorities for determining strategies on how to distribute FTA 5310, 5316 and 5317 funding in Santa Barbara County.

All coordinated plans must meet certain requirements for Federal Fiscal Year 2007 as stated by FTA in the most recent Federal Circular.

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.

To address the requirement of assessing transportation needs, SBCAG developed and distributed a survey to all social service agencies included in the 2005 Community Resources Information Directory (CRIS) in November 2006. Over 1,200 agencies were included in the CRIS Directory. Overall, 78 surveys were returned and 74 were used in the analysis.

Member Agencies

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

Respondents were asked to provide information on the following topics:

- Agency Background
- Transportation Services Provided
- Client Information
- Transportation Costs
- Client Trip Needs

Analysis of the responses to the survey questions is attached for review. This analysis in conjunction with needs and available transportation services identified in the most recent Transit Needs Assessments will help SBCTAC move forward to meet the third requirement of identifying strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery.

Updated Timeline for Development of Coordinated Plan

June 2007 – SBCTAC review of survey analysis

July 2007 – Public meetings on inventory and priority setting

August 2007 - Draft Plan reviewed by Public and SBCAG Board

September 2007 – Final Plan adopted by SBCAG Board

Attachment 1: Transportation Connections Survey Analysis

Attachment 1: 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.

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

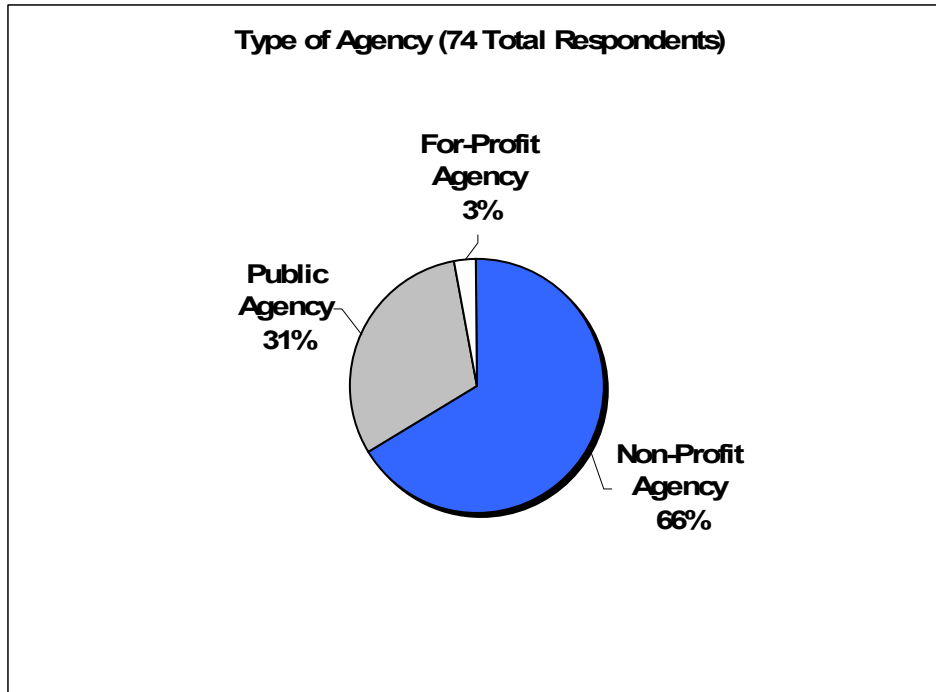
Note: Additional survey information is available as part of the appendices.

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 B):

- 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 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.