

***THE CALIFORNIA STP CLEARINGHOUSE  
A PROJECT REPORT***

***PREPARED BY  
THE BEVERLY FOUNDATION  
PASADENA, CALIFORNIA***

***FEBRUARY, 2007***

## ***DEFINITION***

STP stands for Supplemental Transportation Program for seniors, and often is defined as a transportation program or service that supplements or complements traditional public transportation services. Organizations responding to the California STP Clearinghouse survey included a host of non-governmental and human service transportation programs organized by hospitals, adult day services, senior centers, volunteer organizations, interfaith groups and church sponsored organizations. At the same time, many government sponsored ADA paratransit and other transit services located within government agencies also responded to the survey. Thus, the Clearinghouse Project supports the belief that, while STPs often are thought of as small, non-profit transportation programs, in California, the definition of an STP is very much in the eye of the beholder.

## ***ACKNOWLEDGEMENTS***

Information in this report was prepared by the staff of the Beverly Foundation of Pasadena, California. Its contents include data from the Beverly Foundation's previous STAR Search efforts and from 80 respondents to the Foundation's 2006 STAR Search effort in California. The project team included Helen Kerschner as the principal author of the report, Marie-Helene Rousseau as researcher, and Baxter Churchville as the website developer. Richard Smith and Cheryl Svensson, Beverly Foundation senior advisors, provided assistance in survey distribution and in the selection of winners of STAR Awards for Excellence and Special Recognition.

Special thanks go to the California Highway Patrol for its efforts in moving this project forward. Additionally, the Older Californian Traffic Safety Task Force (OCTS) and its Senior Mobility Work Group committed themselves to undertaking the California STP Clearinghouse initiative. Both groups are involved in efforts to promote coordination of senior transportation services in California, and viewed the identification of senior transportation services as an important step in bringing human service transit to the coordination table. A list of members of these groups is included in Attachment 1.

Although the California Department of Aging was not an official co-sponsor of the survey, the involvement of its leadership and staff in distributing the survey and providing that special "nudge" that is sometimes needed to encourage a timely response was a key factor in the success of the project.

# ***CONTENTS OF THE REPORT***

The Beverly Foundation's STAR Search project is a survey of Supplemental Transportation Programs for seniors (STPs). The survey originated in 2000 and has continued on an annual basis since that time. Currently, there are more than 500 organizations in the STAR Search database.

This report describes a project which incorporated the STAR Search survey in the development of the California STP Clearinghouse.

**The Executive Summary (page 1-3)** introduces the purpose, the participants, and the findings of the California Clearinghouse Survey. It also presents limitations of the study, challenges of the activity, and recommendations for further research.

**PART 1: RESULTS OF THE Survey (page 4-13)** includes an analysis of the responses of 80 STPs in California to the Clearinghouse survey, and includes observations related to coordination.

**Part 2: STAR Awards for Excellence (page 14-19)** provides profiles of the three winners of the 2006 STAR Awards for Excellence, and summary descriptions of ten STPs cited for special recognition.

**Part 3: The California STP Clearinghouse (page 20-22)** details the purpose and organization of the web-based clearinghouse.

**PART 4: The Description of a "How To" Guide (page 23)** summarizes the contents of a 10-page booklet for implementing an STP Clearinghouse.\*

**Part 5: Recommendations for Next Steps (page 24-26)**

## **Attachments:**

- #1 Older Californian Traffic Safety Task Force Membership**
- #2 STP Survey Respondents**

*\*A separate document titled **A "How To" Guide for Developing an STP Clearinghouse** was prepared under separate cover. It is expected that the guide will be made available to other states across the country.*

# ***EXECUTIVE SUMMARY***

**THE PROJECT** In the spring of 2006, the Beverly Foundation was invited by the Older Californian Traffic Safety Task Force (OCTS) and its Senior Mobility Work Group to create a clearinghouse of STPs in California. The Foundation responded with a willingness to focus its annual STAR Search survey and STAR Awards program on California.

The Beverly Foundation's STAR Search survey was first undertaken in 2000 and has continued annually since that time. The purpose of the Beverly Foundation's STAR Search program is to demonstrate to policy makers and service providers the importance of supplemental transportation programs for seniors. The surveys gather information about STPs that include both paid and volunteer driver programs that provide transportation services to seniors. In conjunction with the survey, STAR Awards for Excellence are given to programs that meet specific criteria. Prior to 2006, 492 STPs and 728 volunteer drivers were identified and 24 STAR Awards for Excellence were conveyed. Several California STPs had been identified in the earlier STAR Search surveys and three had received STAR Awards.

The STP Clearinghouse Project was co-sponsored by the Older Californian Traffic Safety Task Force and its Senior Mobility Work Group. The Beverly Foundation acted as the lead organization and incurred all costs related to the project survey and data analysis, STAR Awards for Excellence, Special Recognition Awards, production of this report, and preparation of a *"How To" Guide for Developing an STP Clearinghouse*.

**OBJECTIVES AND TIME FRAME** The Clearinghouse project included the following objectives:

- to gather information about STPs in California;
- to create a database and clearinghouse of vital information about STPs that enable seniors, their families, and their service providers to access transportation services;
- to develop a model for other states to use in gathering information about STPs and creating their own clearinghouse of STP information and ideas.

The project was undertaken in mid-2006 and completed in early 2007.

**AN STP SURVEY** The Beverly Foundation organized its annual STAR Search survey to gather information about STPs in California. It was expected that the results would generate information for the planned database and clearinghouse. The survey targeted services and programs that provided transportation to seniors. Distribution of the survey was organized through multiple networks in the transportation and human service sectors and organized through the networks of

the work group members. 80 California based transportation services responded to the survey. Key findings regarding the 2006 survey of STPs in California are summarized below.

1. Many transit services (ADA paratransit, paratransit, senior transit, and other human transit providers) consider themselves to be STPs.
2. Government sponsored STPs tend to provide only transportation, while the non-governmental STPs tend to offer it within a menu of services.
3. While a fairly even distribution of STPs serve urban, suburban, or rural areas, the greatest percent serve a mix of urban, suburban, and rural areas.
4. Many STPs provide transportation to seniors only, however, a substantially larger percent provide transportation to seniors and people with disabilities.
5. STPs with paid drivers and volunteer drivers differ considerably in the type of assistance they provide to their passengers.
6. A very high percentage of STPs, including programs with volunteer drivers, own at least some of their vehicles.
7. Although the top destination of STP passengers is non-emergency medical, many programs also offer a variety of quality of life rides.
8. Budgets of STPs vary widely from a low of \$500 to a high of \$31,000,000.
9. A much higher percent of government sponsored STPs charge fees and a much lower percent receive grants than do non-governmental STPs.
10. STPs appear to have qualities that make them sustainable as indicated by their average of 14 years of operation.

Part 1 includes information about the survey process, a data profile of the 80 respondents, and charts and graphs that present the results of responses to questions on key issues related to senior transportation and on what was learned about STPs in California.

**STAR AWARDS FOR EXCELLENCE** As part of its commitment to the Clearinghouse, the Foundation allocated funds for making three STAR Awards for Excellence of \$5,000 each to the “best of the best” in California. Applicants for the awards were required to: (1) be located in California; (2) provide transportation to seniors; (3) be in existence for 1 year or more; (4) supplement or complement transportation services in the community; and (5) complete and submit a California Clearinghouse Survey. It was expected that the California STP Clearinghouse would result in the identification of a large number of STPs that provide transportation to older adults throughout the state. Each respondent had an opportunity to be selected for one of the three 2006 STAR Awards for Excellence. The three winners received a \$5,000 cash contribution. Ten additional STPs received Special Recognition Awards of \$500.

Part 2 provides information about the selection process, a descriptive profile of the three winners of STAR Awards for Excellence, and a brief sketch of the ten recipients of the Special Recognition Awards.

**A WEB-BASED CLEARINGHOUSE** The web-based California STP Clearinghouse was developed for policy makers, providers, and consumers. It is expected to serve as a critical step in identifying the characteristics and location of STPs, and in assisting in coordinating STPs with traditional public and paratransit services. It includes data on STPs, an interactive STP locating map; profiles of survey respondents; research reports related to STPs, and web links with transportation and aging and human services that provide transportation to older adults.

Part 3 includes a summary description of the California STP Clearinghouse.

**DESCRIPTION OF A “HOW TO” GUIDE FOR DEVELOPING AN STP CLEARINGHOUSE** The project is expected to serve as a model for other states interested in undertaking similar efforts. The guidelines booklet provides a step-by-step description of the activities that were undertaken for the clearinghouse project. It is organized with general information followed by “How California Did It...” The information provided includes a definition of STPs and “how to”: (1) determine objectives; (2) decide on sponsors; (3) select a lead organization; (4) undertake the survey; (5) analyze and report the results; and (6) create a web-based clearinghouse.

Part 4 includes a summary description of the “How To” guide. The 10-page booklet, entitled *A “How To” Guide for Developing an STP Clearinghouse*, is available under separate cover, and will be distributed to appropriate agencies in all 50 states.

**RECOMMENDATIONS FOR NEXT STEPS IN CALIFORNIA** The identification of 80 STPs in California is only a first step. Undoubtedly, there are and will be many more. Next steps might include actions such as:

- continuation of a modified survey process on an annual basis;
- expansion of the STP Clearinghouse to include an interactive survey, additional technical information, an awards program, a bulletin board, and research reports;
- initiation of research related to STP operations and coordination with other transportation and human service systems.

As the lead organization, the Beverly Foundation was pleased to undertake the start up efforts for developing the STP Clearinghouse. However it did not anticipate continuing the survey on an annual basis or permanently locating the Clearinghouse in its website. Thus, it is expected that the Older Californian Traffic Safety Task Force (OCTS) and its Senior Mobility Work Group will identify an appropriate organization in California to serve as the permanent home for the STP Clearinghouse project.

Part 5 includes a number of recommendations related to the survey and next steps.

# ***PART 1***

## ***A SURVEY AND THE RESULTS***

In mid-2006, Beverly Foundation staff developed a survey instrument to gather information about the history, service experience, and management practices of STPs. Members of the Senior Mobility Work Group (mentioned below) participated in review and comment after which a finalized survey was produced. A key question on the survey asked respondents to prepare a brief plan for coordination with other programs in their community or the state.

### **THE SURVEY**

The survey targeted services and programs that provided transportation to seniors. The survey was sponsored by the Older Californian Traffic Safety Task Force (OCTS) and its Senior Mobility Work Group. Attachment 1 includes a list of the task force membership. Distribution of the survey was organized through multiple networks in the transportation and human service sectors and organized through the networks of work group members.

The following groups and organizations participated in distribution of the survey:

- The California Senior Mobility Work Group
- California Association of Area Agencies on Aging (C4A)
- California Department of Transportation
- California Department of Aging
- California Association of Coordinated Transportation (CalACT)
- AARP of California
- Faith in Action Programs in California
- Beverly Foundation

With the exception of the first question (related to contact information) and the last question (related to coordination and outreach) the survey contained closed-ended or multiple choice questions, and required approximately 15 minutes to complete. The following topics were included:

General Facts: contact information; number of years in operation; service area; organization type; number of staff; fee structure; funding sources; total budget

Service Facts: scope of service; type of service; availability of rides; types of riders; type of drivers; vehicle ownership; type and number of vehicles; total number of drivers; total number of riders; total number of rides; reasons seniors need the service; supportive assistance; concerns of drivers about driving seniors; reasons seniors require assistance; special support challenges

STP Roles, Relationships, and Outreach: important roles STPs play in providing transit to seniors; most important relationships with social service agencies; most important relationships with transportation services; types of

*California STP Clearinghouse*

involvement in transportation coordination; key strengths of their transportation service; informational resources of use in recruiting volunteer drivers.

Coordination/Outreach The scenario below was included as the final question on the survey. Survey participants were asked to respond to it with a brief (up to 1-page) plan for action related to coordination through outreach.

*You are the manager of an STP (Supplemental Transportation Program for seniors) and have decided that you need to do more to link and coordinate your services with other human service and transportation services in your community. Additionally, you have been notified by your boss (or board of directors) that a funding agency has indicated interest in providing financial support to your program for expanding its outreach program.*

The survey was undertaken in mid-October of 2006 and completed in January 2007. 80 California-based transportation services that provided transportation to older adults responded to the survey.

## **SURVEY RESULTS**

The following discussion of the survey results provides a glimpse at what was learned about STPs in California.

**1. Profile of Survey Respondents** The data in the following chart provides an overview of the STPs that responded to the survey. The data may be somewhat incomplete, especially in the categories of staff, vehicles, and one-way rides.

<p>Total # of Respondents: <b>80</b>            Represented Counties: <b>42 (of 58)</b>            Average # Years in Operation: <b>14</b>            Organization Status:                Governmental: <b>37%</b>                Non-Profit: <b>60%</b>                Profit: <b>3%</b>            Total # Staff: <b>1,555</b>            Total # Drivers: <b>3,158</b>            Total # Riders (2005): <b>108,347</b>            Total # 1-Way Rides (2005): <b>15,304,091</b>            Median Budget : <b>\$96,796</b></p>	<p>Type of Assistance:                Curb-to-Curb: <b>36%</b>                Door-to-Door: <b>78%</b>                Door-through-Door: <b>28%</b>            Ridership:                Seniors Only: <b>31%</b>                Seniors and Disabled: <b>43%</b>                General Population: <b>26%</b>            Drivers:                Paid Only: <b>55%</b>                Volunteer Only: <b>29%</b>                Mix (Paid/Volunteer): <b>16%</b></p>
--	--

One of the most interesting results of the survey was the high number of responses from government transportation services, many of which were ADA paratransit services and human service transit located in county agencies.



**2. The Value of STPs** The survey included two questions on how respondents viewed the value of their services to their older adult clients.

2a. Need When asked the reasons seniors who use STPs need them, the most frequently checked responses were: enables them to get to health services (82%); gives them needed supportive help (38%); helps them remain in the community (35%); helps them avoid isolation (34%); gets them to quality of life activities (30%). Perhaps the rather large response related to health services can be explained in part by the fact that providing non-emergency medical trips for seniors is a major activity undertaken by many of the survey respondents.

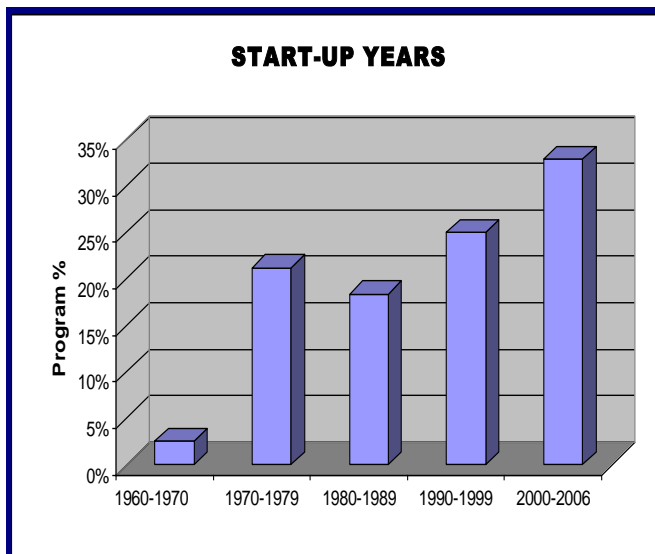
2b. Roles When asked the most important roles of STPs in providing transportation to older adults, the roles most frequently checked by respondents were: filling transportation gaps in community (74%); providing door-to-door service (53%); providing inexpensive transit (51%); and taking riders where they need to go (47%). Other less frequently checked roles were providing door-through-door services and staying at the destination. Helping seniors remain independent was a frequent comment in the “other” category.

**3. Organizational Features** Several questions were asked about organizational features of STPs. The following charts include responses related to key strengths, start-up dates, and organizational sponsorship.

3a. Key Strengths When asked about their key strengths, respondents checked a variety of organizational as well as service features; senior friendliness (49%); human service orientation (45%); non-emergency medical transit (44%); support to riders (34%); volunteer involvement (33%); and low operating cost (30%). Of importance is the fact that a large number of respondents mentioned that support from public transit services was one of their key strengths.

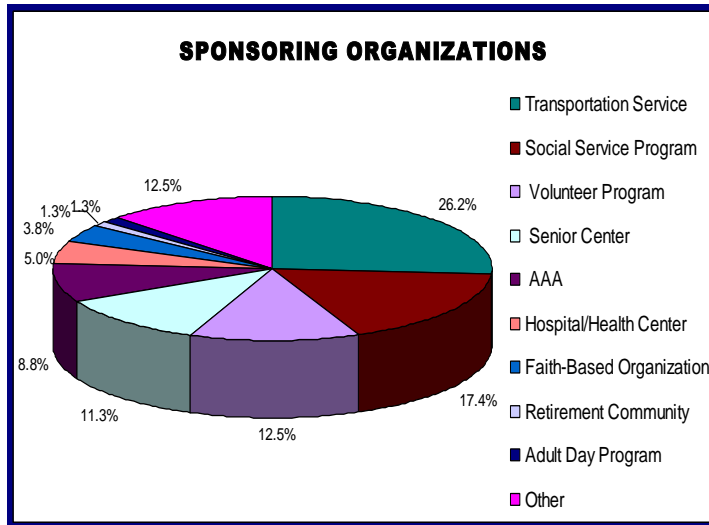
3b. Year Started STPs average 14 years of operation. However, the chart shows that more than 30% were started in the past 6 years. Perhaps just as important, almost 25% were started before 1980.

3c. Service Areas While STPs are located in urban (28%), suburban (21%) and rural (18%) areas, a large percentage (33%) identify themselves as serving areas that include a mix of urban,



suburban or rural. The smaller percentage of rural services responding to the survey is undoubtedly related to the demographics of rural California, the limited

number of transportation services in rural areas, and the difficulty of finding services in those areas that provide transportation to older adults. This suggests that rural California is similar to rural America.

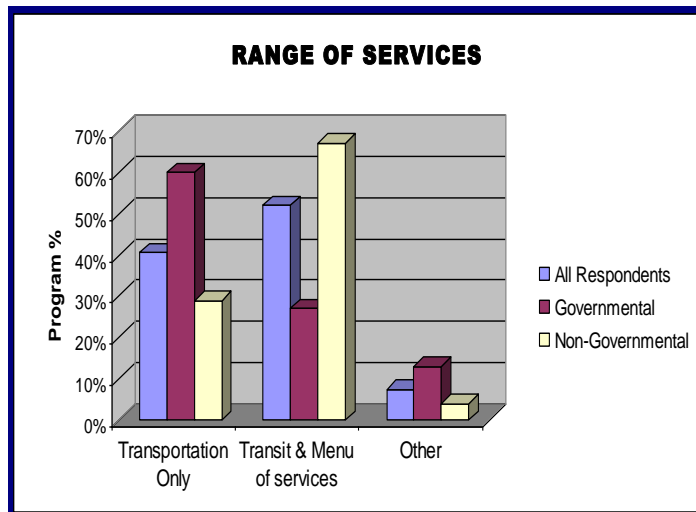


**3d. Sponsorship** The chart offers evidence that STPs are sponsored by many types of organizations. While transit and social service programs sponsor the highest number, area agencies on aging, senior centers and volunteer programs also act as sponsors. Several in the “other” category include city

and county government agencies.

**4. Service Features** A number of questions were asked regarding service features. What follows is a discussion of the range and type of services, service availability, types of assistance and destination.

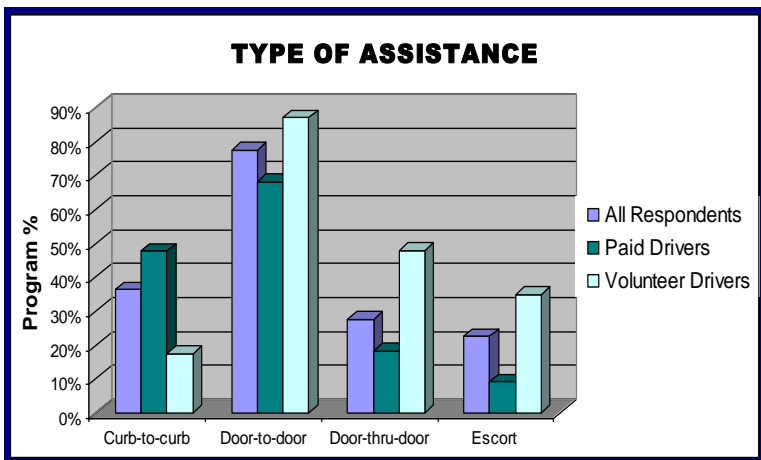
**4a. Range of Services** The chart below shows that while government agencies tend to sponsor STPs that only provide transportation, services related to non-government agencies tend to offer a menu of services. The category “other” includes brokerages and special rides programs.



**4b. Service Availability** 100% of the respondents said they provide weekday and daytime transportation. There are however, major differences in the availability of evening and weekend services. For example, although 57% of the services sponsored by government agencies said they provide service in evenings and 60% on Saturday; only 28% of the non government STPs said they provide evening transit and only 36% Saturday transit. Additionally, a much higher percentage of government programs provide services on Sunday.

**4c. Assistance to Seniors** When survey respondents were asked to check the top three reasons seniors using their services require supportive assistance, they most frequently checked the following five reasons: unable to get to transit stops (69%); need help getting in and out of the vehicle (43%); unable to travel alone (39%); help with heavy loads (24%); and help at destination (22%).

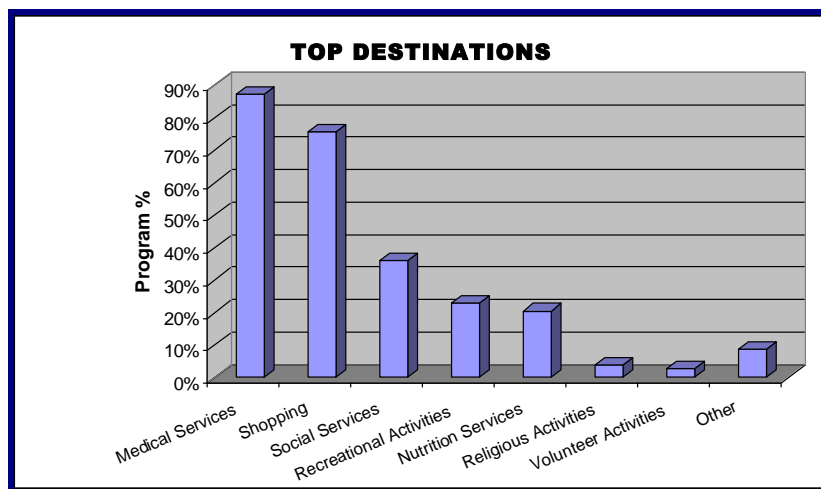
The chart below indicates the difference in assistance provided by paid and volunteer driver programs. Of the four levels of assistance (curb-to-curb, door-to-door, door-through-door, and escort services) the last two are considered the most intensive and often the most necessary for seniors who can no longer drive.



programs that involve volunteer drivers tend to provide the highest level of assistance. This may be a factor in the increasing effort of paid driver programs (e.g. paratransit services) to create and/or link with

volunteer driver programs, for they generally are able to provide these higher levels of assistance at a reasonable cost.

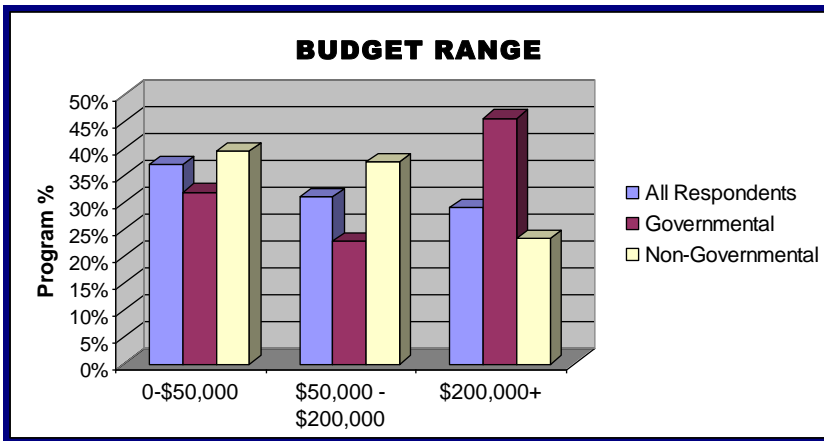
On a topic somewhat related to needs for assistance, respondents were asked to rate challenges from 1 (low) to 5 (high) that drivers face providing rides to seniors with limitations. The ratings given by all respondents were: (1) helping seniors with dementia (3.64); (2) helping seniors who have cognitive limitations (3.39), and (3) providing help to seniors who are incontinent (3.32).



**4d. Destinations** The chart on destinations shows the responses to the top three destinations of riders, the most frequent being medical. The destinations in the “other” category include adult day programs, emergency services, general errands, classes, social, hair appointments, post office, senior centers, and riders’ choice.

**5. Financial Features** Three questions were asked regarding financial aspects of STPs. The following charts include responses related to budgets and funding sources. Additional information is provided about fee structure.

**5a. Budget** The annual budgets of the respondents range from \$500 to \$31,132,900, with a median of \$96,796. The chart shows the differences in the size of budgets of government and non-governmental STPs.

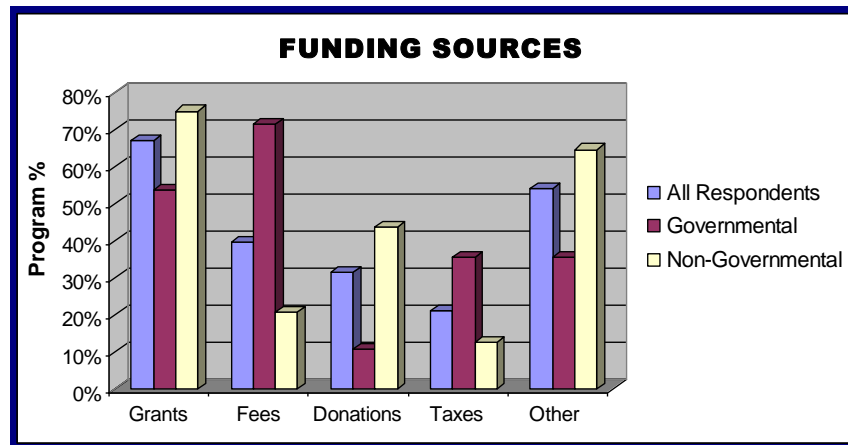


These differences are further illustrated by the \$200,000 median budget of the 30 STPs sponsored by governmental agencies compared to the median budget of \$80,000 of the 50 STPs sponsored by non governmental agencies.

Such differences are related in large part to the size of various transportation services with respect to the number of staff, vehicles, riders, and rides that they represent.

**5b. Sources of Funding.** The accompanying chart indicates that STPs draw on many sources of income such as grants, rider fees, donations and tax revenue.

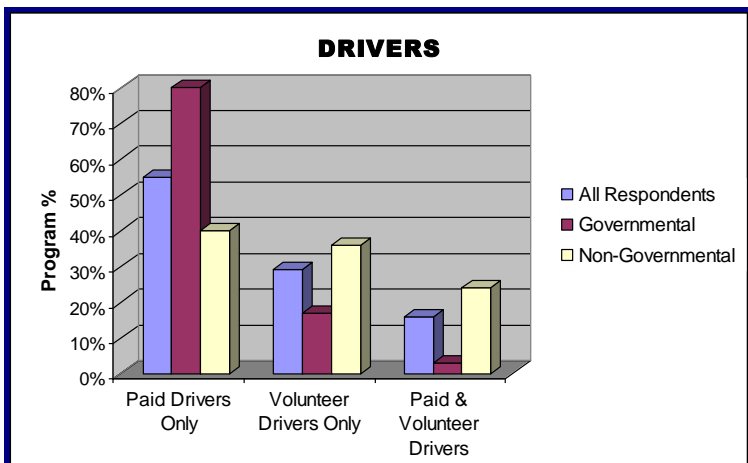
Additionally, they also draw on a variety of "other" funding sources such as contracts, earned income, church donations, financial support, from communities, income from sponsors, revenues from fundraising activities, bequests from individuals, and in-kind contributions.



The chart also indicates the differences in funding sources for government and non governmental STPs that serve seniors. Fees charged by government services include flat rate, sliding scale, mileage rate, and base zone.

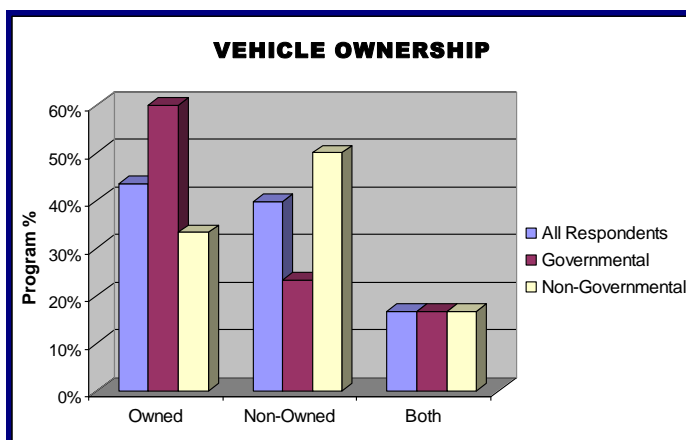
**6. Riders, Drivers, and Vehicles** Several questions were asked about riders, drivers, vehicles, and rides. Responses to the survey indicate that in 2005, STPs that responded to the survey used a total of 2,037 vehicles, involved 3,158 drivers, provided rides to 108,347 riders, and gave a total of 15,304,091 rides. It should be mentioned, as above, data on riders, drivers, and vehicles is incomplete as many STPs were unable to respond fully to these questions.

**6a. Drivers** STPs involve both paid and volunteer drivers, and many include a mix of both paid and volunteer drivers. The chart indicates that more than three quarters of the government services involve paid drivers, while less than a quarter of them involve volunteer drivers and only 3% involve both paid and volunteer drivers. However non-government STPs involve a somewhat similar percentage of paid and volunteer drivers, and almost a quarter of them involve a mix of both paid and volunteer drivers. The



ability of volunteer drivers to provide assistance needed by many older adult riders provides insight into the reason that non-government services often are able to provide more assistance to older adults than can services operated by government agencies. And, as was mentioned earlier, this may be a factor in the increasing effort of paid driver programs to create or link with volunteer driver programs.

**6b. Vehicles** Respondents to the survey use a mix of vehicle types including vans (64%), autos (45%), buses (40%), taxis (15%), and other (15%). STPs sponsored by government reported owning a majority of their vehicles. Alternately, a majority of non-governmental STPs reported that they do not own vehicles. More than 15% of both groups reported including both owned and non owned



vehicles in their fleet. The difference in vehicle ownership may be related to a high percentage of non-owned “volunteer” vehicles used by services with volunteer drivers who tend to use their personal vehicles.

**7. Service Relationships** Two questions were asked regarding relationships. One asked respondents to check their top three relationships with social service agencies and another asked respondents to check their top three relationships with transportation services.

7a. Relationships with Social Service Agencies 53% of the respondents checked senior centers/recreational programs as one of their top three relationships, 52% checked government service agencies, and 48% checked social service programs. Other frequently checked relationships include: hospital/health center (33%), retirement communities (20%), faith-based organizations (18%), and community volunteer programs and nursing homes/assisted living facilities (15% respectively). 6% indicated they had no relationships with social service agencies.

7b. Top Three Relationships with Transportation Services 55% of the respondents checked a public transportation agency as one of their top three relationships, 47% checked ADA paratransit agency, and 27% checked paratransit/demand response program. Other frequently checked relationships include: community taxi service (23%) and private transportation service (15%). 14% indicated they had no relationships with transportation services.

## **SUMMARY OF FINDINGS**

Ten of the most important findings from the survey regarding California STPs are summarized below.

### **KEY FINDINGS**

1. Many transit services (ADA paratransit, paratransit, senior transit, and other human transit providers) consider themselves to be STPs.
2. Government sponsored STPs tend to provide only transportation, while the non-governmental STPs tend to offer it within a menu of services.
3. While a fairly even distribution of STPs serve urban, suburban, or rural areas, the greatest percent serve a mix of urban, suburban, and rural areas.
4. Many STPs provide transportation to seniors only, however, a substantially larger percent provide transportation to seniors and people with disabilities.
5. STPs with paid drivers and volunteer drivers differ considerably in the type of assistance they provide to their passengers.
6. A very high percentage of STPs, including programs with volunteer drivers, own at least some of their vehicles.
7. Although the top destination of STP passengers is non-emergency medical, many also offer a variety of quality of life rides.
8. Budgets of STPs vary widely from a low of \$500 to a high of \$31,000,000.
9. A much higher percent of government sponsored STPs charge fees and a much lower percent receive grants than do non-governmental STPs.
10. STPs appear to have qualities that make them sustainable as indicated by their average of 14 years of operation.

## **OBSERVATIONS ON COORDINATION**

The United We Ride program and legislation related to SAFETEA-LU have had a major impact nationally and in California with regard to promoting coordination within and between the transportation and the human service sectors. The formation the OCTS Task Force and its Senior Mobility Work Group are two examples of coordination efforts specific to seniors in California.\*

The results of the survey point to the growing importance of coordination. The mere fact that the 80 STPs or “supplemental transportation programs” provided at least 15,000,000 rides in 2005 points to the need for coordination among them and with public transportation services. Each ride represents a person being able to get where he or she needed to go; perhaps because a service provided supportive assistance, or traveled beyond a jurisdictional boundary, or offered evening or weekend trips. However, the 80 respondents and the rides they provided represent only a small number of the STPs in California. And, it does not include all the older adults in California who cannot access the type of transportation services they need, nor does it include all the transportation services throughout the state that are available them.

The coordination challenge, however, is not just an agenda for today. The dramatic growth of the older adult population and related challenges of older driver safety, point to the importance of STPs and the role they will play in California’s future. It is clear that in order to stop driving, seniors need transportation options, but the physical and mental limitations that make it necessary for them to stop driving also make it necessary for some or all of their options to offer supportive assistance. Thus, as the number of transportation dependent seniors increases, there will be an increased need for transportation options that provide services that can accommodate their physical and mental limitations. The availability of information about STPs that provide such assistance is an important step in meeting today’s and tomorrow’s needs with transportation that is appropriate with respect to costs as well service delivery. Such information may, in turn, create the opportunity to reduce the demand on high-cost transportation services that offer supportive assistance.

What do STPs do to coordinate? Below are responses to a survey question that asked respondents to check the top three transportation efforts with which they participated. The responses from governmental STPs included rider referrals (45%), board/committee membership (41%), and vehicle equipment purchases (35%). Non governmental responses were rider referrals (79%), board/committee membership (26%), and funding for transit providers (24%). While these data suggests that there is considerable overlap between government and non-governmental STPs in the types of coordination activities that they undertake, they do not indicate whether such efforts cut across sectors or have any relationship to public transportation services.

Responses to the final scenario question (see The Survey) indicate that for many STPs, coordination (especially when combined with the word outreach) is viewed as institution building or program expansion, rather than synchronization of programs and services. The examples below, taken from survey responses, illustrate the point:

- ...expand services to culturally diverse populations by expanding media, providing 24/7 translator services through on-line language translation...
- ...expand our volunteer driver program and thus expand the transportation options available to seniors...
- ...supplement transportation for community health and social service programs and expand client referrals from agencies and groups throughout the county...

Efforts to address diversity issues, to expand transportation options, and to increase client referrals are important in making services available to older adults. However, they do not necessarily suggest coordination with services in other sectors or even with services in the same sector.

While the survey did not include questions on cross sector and public transit coordination, in reality, the meaning, the purpose, and the possible outcomes of coordination needs clarification that recognizes the variation in size, purpose, design, operation, and even service philosophy among STPs. Such variation cannot help but create difficulties in communication which in turn gives rise to the need for a commonly agreed on definition of just what is meant by coordination.

In conclusion, just as it takes a village to raise a child, it takes a good definition to ensure coordination. A clear understanding of what it means and the reward that it holds for STPs and other human and transportation services in the community will contribute to driver safety, to the availability of appropriate transportation options for seniors who no longer drive, and to the integration of the two agendas into a seamless fabric of coordinated transportation for older adults in California.

---

\*UNITED WE RIDE is the action plan to implement an Executive Order by George W. Bush: Human Service Transportation Coordination, February 24, 2004, established the Interagency Transportation Coordinating Council on Access and Mobility. SAFETEA-LU is the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users that authorizes the Federal surface transportation programs for highways, highway safety, and public transportation for the 5-year period 2005-2009. SAFETEA-LU requires the establishment of a "locally developed, coordinated public transit-human services transportation plan" (hereinafter, a "coordinated plan") for all FTA programs for underserved populations: the Elderly Individuals and Individuals with Disabilities program (Section 5310); the Job Access and Reverse Commute program (Section 5316); and the New Freedom program (section 5317).



## ***PART 2***

# ***STAR AWARDS FOR EXCELLENCE***

The Beverly Foundation began its annual STAR Search survey in 2000. Each year, STAR Awards for Excellence are conveyed to survey respondents that exhibit excellence in organization, planning, or service delivery. Prior to 2006, the Foundation gave 24 STAR Awards for Excellence to STPs throughout America.

### **2006 STAR AWARDS FOR EXCELLENCE**

The Beverly Foundation linked its annual STAR Search and 2006 STAR Awards for Excellence program to its California STP Clearinghouse project. It selected three STPs as recipients of STAR Awards and cited 10 for special recognition.

Several factors involved in the selection of award winners included transportation services that: (1) were located in California; (2) provided transportation to seniors; (3) delivered transportation for one year or more; (4) supplemented or complemented other transportation services; and (5) completed a California Clearinghouse Survey 2006. The final question on the survey asked respondents to prepare a brief plan for action related to the following scenario.

*You are the manager of an STP (Supplemental Transportation Program for seniors) and have decided that you need to do more to link and coordinate your services with other human service and transportation services in your community. Additionally, you have been notified by your boss (or board of directors) that a funding agency has indicated interest in providing financial support to your program for expanding its outreach program.*

The plans submitted by survey respondents were another key factor in the selection of the winners of the selection of award winners.

### **WINNERS OF 2006 STAR AWARDS FOR EXCELLENCE**

The three winners of the 2006 STAR Awards for Excellence are:

- Peninsula Shepherd Senior Center, San Diego, California
- HELP of Ojai, Ojai, California
- Oakland Paratransit for the Elderly & Disabled, Oakland, California

Each award winner received a \$5,000 cash prize and special recognition by the Older Californian Traffic Safety task force and in the STP Clearinghouse.

## **DESCRIPTIVE PROFILES OF THE STAR AWARD WINNERS**

The winners are presented in order of budget size. Their profiles describe their services and highlight factors responsible for their selection for awards.

### **Peninsula Shepherd Senior Center**

Located in San Diego (San Diego County), Peninsula Shepherd Senior Center was organized in 1985. It is a faith-based organization and a member of Shepherds' Centers of America, and offers an "Out and About Senior Transportation Program" as part of a menu of services with a budget of \$15,000. Its major sources of funding include funds from sponsoring churches, grants, and rider donations. Peninsula Shepherd Senior Center involves two paid drivers and 30 volunteer drivers, all of whom use their own vehicles to provide rides to seniors, people with disabilities, and adults in general. It provides curb-to-curb and door-to-door as well as escort services in a service area that is suburban in nature. In 2005, Peninsula Shepherd Senior Center provided 2,500 rides to 100 passengers.

**Mission:** Peninsula Shepherd Senior Center is part of a coalition of local churches and civic organizations whose mission is "helping older adults remain independent and active in their homes for as long as possible". Its vision is a "community that honors, respects, and cares for older adults". The center's well defined vision of community elder care gives rise to its specific mission of delivering supplemental transportation. This shared vision forms the basis of the coalition of interfaith groups in a well defined geographical area. Both vision and mission are embraced by the volunteer drivers who are responsible for providing the rides to the seniors in the community. This "buy-in" of the vision, mission, and philosophy by the drivers, has created a strong program that has complemented the existing transportation options in the community for over 20 years.

### **HELP of Ojai**

Located in Ojai (Ventura County) HELP of Ojai was organized in 1975. Transportation is one of the menu of services offered by the non-profit social service program called HELP of Ojai. Sometimes known as "neighbors helping neighbors", its major sources of funding for its budget \$115,495 are grants, rider donations, earned income, income from the city and county, special events, and bequests. It provides door-to-door and door-through-door transportation services to seniors and people with disabilities to destinations such as local shopping, medical appointments, senior center activities, beauty shop appointments and social visits. RSVP (Retired and Senior Volunteer Program) volunteers transport passengers in two autos, four vans and a truck,

all of which are owned by Help of Ojai. Each van is equipped with a donation box to enable riders to contribute to the program as passengers do not pay fees for rides. Volunteers also give rides in their personal cars to seniors who have appointments outside of the Ojai Valley. In 2005, HELP of Ojai provided transportation to 939 passengers with the support of 42 volunteer drivers, and full-time and part-time staff. It provided more than 12,300 one way rides.

**Integration:** HELP of Ojai participates in a county-wide ad-hoc human service transportation and transit service coordination group. In 2006, in exchange for expanding services to the seniors of the Ojai Valley and maintaining the current facilities, HELP of Ojai took over a 35-year lease of the former Ojai Honor Farm. This led to the development of a collaborative program with the City of Ojai and County of Ventura to create a shared transit yard. The program expands available space for vehicle storage and dispatch, and facilitates ride transfers between fixed route transit and HELP's door-to-door service transportation by adding a trolley stop at the site. By creating a model of cooperative service delivery, the plan increases the integration of the entire community's transportation resources. The central dispatch location gives the community the ability to link a variety of supplemental transportation options with the public trolley system. And pooling resources for storage and maintenance of vehicle fleets in renovated buildings increases the county's efficient use of its existing transportation resources.

### **Oakland Paratransit for the Elderly & Disabled**

Located in the city of Oakland (Alameda County), Oakland Paratransit was started in 1977, is sponsored by the municipal government, operates in an urban area, and in 2005 had a budget of \$1,361,215, funded mostly by tax revenue and rider fees. In 2005 it provided 56,000 rides to 1,700 riders. Rides were given in 25 vans, 2 minibuses, and in 203 taxis, and were provided at all times of the day, any day of the week. Oakland Paratransit involves paid drivers and offers what it describes as "supplemental service", and provides curb-to-curb, door-to-door, and door-through-door assistance to seniors and people with disabilities.

**Diversity:** In order to respond to the needs of a growing multicultural community, Oakland Paratransit has coordinated efforts and developed links with a senior companion program, a senior volunteer program, community volunteer stations, a Vietnamese speaking senior center, and a Chinese speaking program run by Catholic Charities, to develop a volunteer transportation project for non-English speaking seniors. Its plan for action proposes to train Chinese and Vietnamese-speaking volunteers to drive and escort seniors who otherwise do not have access to transportation due to language barriers. By involving volunteers, this coordinated outreach program will "enable people to help people", and will serve a growing multicultural community in Oakland.

## **SPECIAL RECOGNITION WINNERS**

The major factor for Special Recognition was exceptional organizational relationships or methods of service delivery to seniors. The ten recipients of Special Recognition awards are presented in alphabetical order.

- Caring Hands Volunteer Caregivers Program, Walnut Creek, California
- City of Elk Grove Transit, Elk Grove, California
- Community Partners in Caring, Santa Maria, California
- Drivers on Call, San Rafael, California
- Fresno Area Express, Fresno, California
- Gold Country Telecare, Grass Valley, California
- Mono County Ride Share, Mammoth Lakes, California
- Passages Adult Resource Center, Chico, California
- St. Anselm's Senior Transportation, Orange, California
- TRIP, Riverside, California

Each Special Recognition award winner received a \$500 cash prize and is highlighted in the STP Clearinghouse. Below is a brief profile with information about the service or program and special organizational relationships or methods of service delivery.

- Caring Hands Volunteer Caregivers Program Located in Walnut Creek in Contra Costa County, Caring Hands Volunteer Caregivers Program was organized in 1999. It is a collaborative effort of John Muir Health, congregations of various religious faiths, social service agencies, and the community at large. It is a member of the Faith in Action interfaith volunteer caregivers program and provides transportation as part of a menu of services. Caring hands involves drivers who use their own vehicles to provide rides to senior passengers. Its use of volunteer drivers enables it to provide door-through-door and escort services. In 2005, it provided nearly 10,000 one-way rides. Caring Hands has made a special effort to expand its ability to meet the needs of the diverse senior population in Contra Costa County. In 2005 it undertook an outreach program with the purpose of linking with members of the Spanish speaking community.
- City of Elk Grove Transit. Located in the city of Elk Grove in Sacramento County, the City of Elk Grove Transit is a government agency that was started in 2005, operates in an urban area, and in 2005 provided 17,609 rides per year on a budget of \$674,100. It operates both fixed route and circulator route services; involves paid drivers only; and provides door-to-door assistance to seniors and people with disabilities. Its current outreach efforts target seniors and people with disabilities who are living alone or unassisted.

- Community Partners in Caring Located in the city of Santa Maria in Santa Barbara County, Community Partners in Caring was started in 1997, is a faith-based organization, operates in an urban area, and in 2005 provided 2,483 rides with a budget of \$120,000. The program involves volunteer drivers who use their own vehicles to provide what it describes as “supplemental service”; with door-to-door, door-through-door, and escort assistance to seniors, people with disabilities, and other adults. The organization relies on partnerships with churches, agencies, and other organizations to identify unmet needs of area residents, to coordinate care, to identify and prevent abuse or neglect, and to share training resources.
- Drivers on Call Located in the city of San Rafael in Marin County, Drivers on Call was started by the Salvation Army and is sponsored by the area agency in aging. It began operations in the spring of 2006 in a suburban area with a budget of \$47,281. It identifies itself as a “supplemental” service, involves volunteer drivers and provides door-to-door assistance to seniors. In addition to providing transportation, the program provides personal attention and the friendly caring companionship and the convenience of safe travel to and from home that passengers do not have to wait for.
- Fresno Area Express Located in the city of Fresno in Fresno County, the Fresno Area Express is a government agency, operates in an urban area, and in 2005 provided 11,434,394 rides per year on a budget of \$31,132,900. It operates both fixed route and circulator route services; involves paid drivers only; and provides curb-to-curb assistance to seniors, people with disabilities and the general public. Fresno Area Express is part of a CTSA (Consolidated Transportation Services Agency) of Fresno County that is guiding implementation of social service transportation coordination and consolidation within Fresno County.
- Gold Country Telecare Located in the city of Grass Valley in Nevada County, Gold Country Telecare was started in 1974, is a free standing transportation service, operates in a rural area, and in 2005 provided 65,026 rides with a budget of \$1,200,000. It involves both paid and volunteer drivers and provides door-to-door assistance to seniors and people with disabilities. Its volunteer drivers use their own vehicles and provide long distance rides to passengers that would not be possible with its traditional paid driver van services.
- Mono County Ride Share Located in Mammoth Lakes in Mono County, Mono County Ride Share was started in 2003, is sponsored by the county government, operates in a rural area, and in 2005 linked 99 passengers with a computer based ride sharing website called AlterNetRides on a budget of approximately \$1,500. It serves seniors and the general public and links

riders with drivers via the AlterNetRides website. The ridesharing program is completely automated, protects the privacy of the riders and drivers, and enables seniors (and others) to get to local activities as well as to health and hospital visits as far away as Nevada and urban areas of Southern California.

- Passages Adult Resource Center Located in the city of Chico in Butte County, Passages Adult Resource Center was started in 1997, is a volunteer program, operates in both urban and rural areas, and in 2005 provided 184 rides with a budget of \$15,686. It involves volunteer drivers and provides curbside, door-to-door, door-through-door, and escort assistance to seniors and people with disabilities. Its volunteer drivers use their own vehicles and provide rides to medical services, shopping, and religious activities. Its outreach and coordination activities include participation with a committee of local social services.
- St. Anselm's Senior Transportation Located in Garden Grove in Orange County, St. Anselm's Senior Transportation was organized in 2000, is sponsored by a social service program, and operates in an urban area with a budget of \$1,110,000. It is a demand response service, involves paid drivers and provides curbside and door-to-door assistance to seniors. St. Anselm's outreach strategies focus on reaching the immigrant population in the area who are considered the most in need and who can be reached quickly. In fulfilling this purpose, St. Anselm's Senior Transportation involves a bilingual staff team, and participates on the County Refugee Forum.
- TRIP (Transportation Reimbursement and Information Project) Located in Riverside in Riverside County, TRIP was started in 1993, is sponsored by a social service program, operates in suburban and rural areas, and in 2005 provided 50,310 rides with a budget of \$500,000. The program involves volunteer drivers who use their own vehicles to provide door-to-door, door-through-door, and escort assistance to seniors and people with disabilities. TRIP represents what is called the "volunteer friends" model where riders recruit their own drivers, and receive and mileage reimbursement to the drivers, thus promoting rider empowerment. TRIP receives its funding from county tax revenue and contracts, and coordinates its activities with county and community transportation services, aging and social services, and health services.

The STAR Awards for Excellence and Special Recognition awards were conveyed in February, 2007.

## ***PART 3***

# ***THE WEB-BASED CALIFORNIA STP CLEARINGHOUSE***

As a state-wide repository for Supplemental Transportation Programs for seniors, the California STP Clearinghouse website presents a diverse group of visitors with a variety of information about the concept and practice of STPs.

Policy makers can use the website in the ongoing effort to further state-wide coordination of senior transportation options. Providers will have opportunities to learn about the operations of other STP organizations throughout the state. And consumers will have an interactive way to learn about STPs in their local area.

**California STP Clearinghouse**  
*An Online Database of Supplemental Transportation Programs for seniors*

**Clearinghouse Navigation**

**STPs by County**

**California STP Data**

**2006 STAR Awards**

**STP Research**

**California STP Links**

**Contacts**

2007

**STPs**  
*An STPs often is defined as a transportation program or service that supplements or complements traditional public transportation services.*

The clearinghouse website is located on the Beverly Foundation servers, and is currently accessible through the Foundation's home page at [www.beverlyfoundation.org](http://www.beverlyfoundation.org). The website includes:

*California STP Clearinghouse*

- A Clearinghouse Home Page
- An interactive STP Click-Map Locator
- Data on STPs in California
- Profiles of Survey Respondents
- STAR Award Winners
- California research and reports related to STPs
- Web links with key transportation and aging organizations in California
- A listing of Co Sponsors of the California STP Clearinghouse project

**THE STP CLICK-MAP LOCATOR** An interactive map of all counties in California is the primary interface for accessing relevant information on STPs throughout the state. Visitors to the website can simply click on any of the 58 counties in the state, and navigate to more information on that county's currently available Supplemental Transportation Programs for seniors. If the county does not have any recorded information on an STP, the visitor will have the opportunity to download a California Clearinghouse survey, and recommend an STP for inclusion. This Click-Map Locator is designed to present the information gathered in an easily accessible and interactive way. It can be modified to reflect new information as it becomes available.

**DATA AND PROFILES OF SURVEY RESPONDENTS** Individual profiles of the 80 STPs that responded to the survey were generated and are included on the website. These profiles follow the format established in previous STAR Searches, and present basic contact information, along with current statistical data about the program's operation.

**STAR AWARD WINNERS** A special section of the California STP Clearinghouse website highlights the winners of the 2006 STAR Awards for Excellence. Three programs received STAR Awards and ten received Special Recognition awards. The section includes program descriptions and profiles of the three winners and summary paragraphs about the ten that received Special Recognition awards. The section also includes background information on the Beverly Foundation's STAR Search program.

**CALIFORNIA RESEARCH AND REPORTS RELATED TO STPs** By drawing on the Beverly Foundation's STAR Search database and research, visitors have access to a series of informational reports, white papers, and presentations on STPs located in every state. It is expected that the section will eventually include information about other research and reports related to STPs.

**CO-SPONSOR CONTACT INFORMATION** Each of the Co-Sponsors of the California STP Clearinghouse website is identified, with links to their respective websites.



**WEB LINKS** Links are in place within the Beverly Foundation’s website and the websites of co-sponsors for visitors to access more information about key organizations that provide public and paratransit, human service transit, and senior transit in the state of California.

**CONCLUSION** The web-based STP Clearinghouse is expected to serve as the basis for the ongoing collection and presentation of information on STPs throughout the state. It also is expected to contribute to the important agenda of transportation coordination. All visitors to the website will have the opportunity to submit suggestions for STPs that can be included in the Clearinghouse. Prospective applicants will be able to respond to the original survey instrument, which can be accessed from the Beverly Foundation.

The California STP Clearinghouse website is designed as a model for other states to follow, and the specific steps of its design and completion are discussed further in the summary (Part 4) of the “How To” booklet.

**PART 4**  
**SUMMARY DESCRIPTION OF**  
**THE “HOW TO” GUIDE FOR DEVELOPING**  
**AN STP CLEARINGHOUSE**

The project is expected to serve as a model for other states interested in creating a clearinghouse of STPs. The “how to” guide is a 10-page booklet that provides a step-by-step description of the activities that were undertaken in the California STPs Clearinghouse Project

It begins with the definition of an STP, which is summarized below.

*The acronym STP stands for Supplemental Transportation Programs for seniors. STPs are located in countless communities across the United States and come in all sizes and shapes. The Beverly Foundation’s data base of more than 500 STPs provides information that can be used to define the size, scope, and services offered by STPs in America. The “how to” guide includes a profile of the database of STPs identified in the Clearinghouse project.*

The contents provide information and experience on “how to”:

1. Determine Objectives
2. Decide on Sponsors
3. Select a Lead Organization
4. Undertake the Survey
  - a. Identify the Target Audience
  - b. Adapt the Survey Instrument
  - c. Get Feedback on the Instrument
  - d. Decide on Awards
  - e. Distribute the Survey
  - f. Follow up with Potential Survey Respondents
5. Analyze and Report the Results
6. Create a Web-Based Clearinghouse

Each section is organized with general information followed by a discussion of “How California Did It”.

*The booklet titled “A How To” Guide for Developing an STP Clearinghouse is available under separate cover, and will be distributed to appropriate agencies in all 50 states.*

## ***PART 5***

### ***RECOMMENDATIONS FOR NEXT STEPS***

The California STP Clearinghouse Project was a success on several levels.

- It documented many types of government and human service organizations that identify themselves as STPs.
- It developed and analyzed a database of information about STPs.
- It documented innovative models such as web-based “ride sharing” that have not been identified with STPs in the past.
- It created a web-based clearinghouse of information about STPs in California.
- It produced a “how to” guide for other states to use in creating an STP Clearinghouse.

The following are recommendations for next steps related to continuing survey activities, maintaining and expanding the STP Clearinghouse, and follow-up research activities.

#### **#1 CONTINUATION OF THE STP SURVEY**

The documentation of 80 STPs in California is only a first step, for there may be hundreds in California.

##### Recommendations:

1. Continue the survey and update data on STPs on an annual basis.
2. Consider including a definition of STPs (in the survey) that will ensure services that provide transportation services to seniors (government and non-profit services alike) that they are eligible to respond to the survey.
3. Simplify or change the final question on the survey (related to coordination and outreach) to make it easier (and faster) for prospective respondents to complete the survey.
4. Organize the survey activity so that all organizations distributing the survey can actively follow-up on survey activities.
5. Work closely with rural transit and rural human service providers to ensure the inclusion of STPs from rural counties in the Clearinghouse.
6. Develop incentives or awards for prospective survey respondents.
7. Explore the use of a web-survey instrument.

Maintaining current data on STPs and identifying new ones will be important to the future of the Clearinghouse as a resource for providers, professionals, and seniors and their families.

## **EXPANSION OF THE STP CLEARINGHOUSE**

The web-based clearinghouse is intended to serve as a repository for STPs in California and a source of information about the roles they play in meeting the transportation needs of older adults who no longer drive.

### Recommendations

1. Explore the possibility of including an interactive on-line survey that will enable current STPs to update their profiles and new ones to submit surveys.
2. Develop and include new information about: (a) California; (b) transportation for seniors in California; (c) general information about each California county; and (d) transportation for seniors in each California county.
3. Create an awards program for STPs already in the database.
4. Include a bulletin board to promote information exchange among STPs.
5. Expand the research and reports section to materials to include a broad array of resources on both driver safety and transportation services.

Efforts might also be undertaken to explore innovative methods for using the STP Clearinghouse to promote transportation coordination.

## **RECOMMENDATIONS FOR FURTHER RESEARCH**

The results of the STP survey suggested a number of areas for further research, several of which are outlined below.

### Recommendations

1. Develop a better understanding of how STPs supplement other transportation services.
2. Examine the relationship of the levels of supportive transportation to the conditions under which STPs are able (or willing) to provide such support.
3. Compare and contrast how STPs meet supportive transportation needs of seniors with how they meet assistance needs of people with disabilities.
4. Explore methods of assisting STPs that offer transportation to seniors within a menu of human services in generating accurate data on costs.
5. Study the impact of volunteer drivers and volunteer vehicles on transit services that own vehicles.
6. Develop general information and technical information for use by paratransit services in creating or linking with volunteer driver programs.
7. Undertake case studies of successful STPs and of STPs that have not been successful to better understand the factors that are key to sustainability.
8. Create a measure of senior friendliness (as identified in Key Strengths) and use it to assess the senior friendliness of STPs in California.

9. Study the web-based ride sharing model to determine its viability as an STP in urban, suburban and rural areas.

This is just a brief list of some of the research efforts that could be undertaken to better understand STPs and their role in providing transportation to older adults in California.

### **RECOMMENDATION FOR A PERMANENT SPONSOR**

The lead organization (the Beverly Foundation) was pleased to undertake the start up efforts for developing the STP Clearinghouse. However it did not anticipate continuing the survey on an annual basis or permanently locating the clearinghouse at its website. Thus, it is expected that the Older Californian Traffic Safety Task Force (OCTS) and the Senior Mobility Work Group will identify an appropriate organization in California to serve as the permanent home for the STP Clearinghouse project.

# ***Attachment 1***

## ***Older Californian Traffic Safety***

### ***Task Force***

#### **Aging Services Work Group**

Safety Center Incorporated, Kristen Anthony, Sacramento  
Rehab Without Walls, Brenda Collins, Sacramento  
American Society on Aging, Patrick Cullinane\*\*, San Francisco  
California State Department of Social Services, King Gee\*, Sacramento  
Center for Healthy Aging, Nicole Kaplan, Santa Monica  
California Commission on Aging, Jorge Lambrinos, Los Angeles  
Area 4 Agency on Aging, Deanna Lea, Sacramento  
Department of Motor Vehicles, Katherine Pflaum, Sacramento  
Triple-A Council of California, Hav Staggs, Jackson  
Center for Injury Prevention Policy and Practice, Patti Yanochko, Sacramento  
Department of Insurance, Linda Yarber, Los Angeles  
Geriatric Nurse Practitioner, Lisa Adamek, Sacramento (Consulting Member)

#### **Health Services Work Group**

Department of Health Services, Barb Alberson, MS, Sacramento  
California Association for Nurse Practitioners, Camille Fitzpatrick, Mission Viejo  
California Board of Occupational Therapy, April Freeman, Sacramento  
California Medical Association, James Grisolia\*\*, San Diego  
Physical Therapy Board of California, Steven Hartzell, Sacramento  
California Council of the Alzheimer's Association, Jackie McGrath, Sacramento  
Occupational Therapy Association of California, Charles Strauch, Sacramento  
Emergency Medical Services Authority, Lois Williams, Sacramento  
Center for Injury Prevention Policy and Practice, Patti Yanochko\*\*, Sacramento  
Department of Insurance, Linda Yarber, Los Angeles

#### **Law Enforcement Work Group**

Peace Officer Standards and Training, Ray Bray, Sacramento  
California Highway Patrol, Pete Camm  
Department of Motor Vehicles, Mara Fugii, Sacramento  
DMV, Bob Hatley, Sacramento  
Department of Motor Vehicles, David Hennessy, Sacramento  
California Highway Patrol, D.R. "Ike" Iketani, Woodland  
California Highway Patrol, Bruce Kynaston\*\*, Sacramento  
California State Sheriffs' Association, Vacant, Sacramento  
County Sheriff's Department, Scott McCartney, Rancho Cordova  
Department of Motor Vehicles, Anthony Mongalo, Sacramento  
California Highway Patrol, Chris Sahagun, Sacramento  
Department of Transportation, Tom Schriber, Sacramento  
International Association of Chiefs of Police, Vacant  
California Police Chiefs Association, Tom Soberanes, Walnut Creek

**Mobility Work Group**

Marin Co. Transit District, Suzanne Bourguigon, San Rafael  
Beverly Foundation, Helen Kerschner, Pasadena  
Automobile Club of Southern California, Holly Lenz, Costa Mesa  
Department of Motor Vehicles, Charley Fenner, Sacramento  
Caltrans, Kimberly Gayle  
LACMTA, Chip Hazen  
CalACT, Jacklyn Montgomery, Sacramento  
CHP, Julie Likes, Sacramento  
Riverside County Transportation Commission, Tanya Love, Riverside  
CHP, Kent Milton, Sacramento  
Department of Motor Vehicles, Anthony Mongalo, Sacramento  
AARP, Helen Russ, Fair Oaks  
Partnership to Preserve Independent Living/TRIP, Richard Smith, Riverside  
Paratransit, Mary Steinert\*\*, Sacramento  
Department of Transportation, Peter Steinert, Sacramento  
Riverside County Office on Aging, Linda Swanson, Riverside  
AARP, Nina Weiler-Harwell, Sacramento  
San Diego Co. Area Agency on Aging, Floyd Willis

**Public Information Work Group**

Department of Health Services, Barb Alberson, Sacramento  
Safety Center Incorporated, Kristen Anthony, Sacramento  
California State Automobile Association, Merry Banks, San Francisco  
Office of Traffic Safety, Victoria Behbahani, Sacramento  
Department of Transportation, Craig Copelan, Sacramento  
Department of Motor Vehicles, Steve Haskins,  
Area 4 Agency on Aging, Deanna Lea, Sacramento  
AARP, J.D. Leitaker, Anderson  
Automobile Club of Southern California, Holly Lenz, Costa Mesa  
Department of Aging, Bob McCafferty, Sacramento  
California Highway Patrol, Kent Milton\*\*, Sacramento  
21st Century Insurance, Joyce Prager  
Automobile Club of Southern California, Carol Thorp, Costa Mesa  
Department of Insurance, Linda Yarber, Los Angeles

**Policy Work Group**

Department of Health Services, Barb Alberson, Sacramento  
Department of Motor Vehicles, Bob Hatley, Sacramento  
California Highway Patrol, Scott Howland, Sacramento  
Department of Motor Vehicles, Dave Hennessy, Sacramento  
California Commission on Aging, Jorge Lambrinos, Los Angeles  
AARP, J.D. Leitaker, Anderson  
California Council of the Alzheimer's Association, Jackie McGrath, Sacramento  
Department of Motor Vehicles, Anthony Mongalo  
Congress of California Seniors, Gary Passmore, Sacramento  
Assembly Committee on Aging and Long-Term Care, Allison Ruff, Sacramento  
AARP State President-CA, Helen Russ\*\*, Fair Oaks  
Health and Human Services Agency, Sarah Sutro Steenhausen, Sacramento  
AARP, Nina Weiler-Harwell, Sacramento  
Office of Special Representative, Vacant, Sacramento

*California STP Clearinghouse*

**Licensing Work Group**

Department of Motor Vehicles, Patrick Barrett\*\*, Sacramento  
Department of Motor Vehicles, Mara Fugii, Sacramento  
Department of Motor Vehicles, Bob Hatley, Sacramento  
Department of Motor Vehicles, Dave Hennessy, Sacramento  
Department of Motor Vehicles, Earl Jackson, Sacramento  
California Council of the Alzheimer's Association, Jackie McGrath, Sacramento  
Department of Motor Vehicles, Anthony Mongalo, Sacramento

**Transportation Safety Work Group**

Department of Health Services, Barb Alberson, Sacramento  
Department of Transportation, Johnny Bhullar, Sacramento  
Department of Transportation, Jesse Bhullar\*\*, Sacramento  
California Highway Patrol, Cheryl Skare, Sacramento  
Department of Transportation, Craig Copelan\*\*, Sacramento  
University of California Berkeley, Traffic Safety Center, Judy Geyer  
Berkeley Department of Transportation, Richard Haggstrom, Sacramento  
California Highway Patrol, Milton Kent, Sacramento  
Federal Highway Administration, Ken Kochevar, Sacramento  
University of California Berkeley, Traffic Safety Center, David Ragland, Berkeley  
California Highway Patrol, Joe Whiteford, Sacramento

\* Inactive

\*\* Chairperson



## ***Attachment 2***

### ***2006 Survey Respondents***

<b>Name of Organization</b>	<b>County</b>	<b>City</b>
Aging & Independence Services	San Diego	San Diego
Asian Community Center - ACC rides	Sacramento	Sacramento
At Your Home Familycare	San Diego	San Diego
Bay Area Community Services	Alameda	Oakland
Benicia Breeze Paratransit	Solano	Benicia
CARE-A-VAN Transit System	Riverside	San Jacinto
Caring Hands Volunteer Caregivers Program	Contra Costa	Walnut Creek
Catholic Charities "Senior Connection"	Stanislaus	Modesto
Catholic Charities/Friendly Visitor Service	Fresno	Fresno
City of Arcata Dial-A-Ride	Humboldt	Arcata
City of Fremont Paratransit Program	Alameda	Fremont
City of San Juan Capistrano Community Services Department	Orange County	San Juan Capistrano
City of Whittier and La Habra Heights Dial-A-Ride Program	Los Angeles	Whittier
Colusa County Transit	Colusa	Colusa
Common Ground Senior Services, Inc.	Amador	Jackson
Community Partners in Caring	Santa Barbara	Santa Maria
Day Break Respite and Caregiver Services	Santa Clara	San Jose
Desert Samaritans for the Elderly	Riverside	Palm Desert
Drive-a-Friend	Los Angeles	North Hollywood
Drivers on Call	Marin	San Rafael
Eddie Dee Smith Senior Center	Riverside	Riverside
El Dorado Transit	El Dorado	Diamond Springs
Encinitas Out and About	San Diego	Encinitas
Escalon Transit Services	San Joaquin	Escalon
E-Van City of Elk Grove Transit	Sacramento	Elk Grove
Fresno Area Express	Fresno	Fresno
Glenn County Transit Volunteer Medical Transport	Glenn	Willows
Gold Country Telecare, Inc.	Nevada	Grass Valley
Golden Rain Foundation Rossmoor Transportation	Contra Costa	Walnut Creek
HELP of Ojai	Ventura	Ojai
Inyo Mono Transit	Inyo	Bishop
Jewish Family Service Transportation	Los Angeles	Los Angeles
Kings Area Rural Transit	Kings	Hanford
Lamorinda Senior Transportation Program	Contra Costa	Lafayette
Little Brothers - Friends of the Elderly	San Francisco	San Francisco
Mariposa County Transit	Mariposa	Mariposa
Mono County Ride-Share	Mono	Mammoth Lakes

<b>Name of Organization</b>	<b>County</b>	<b>City</b>
Mount Shasta Recreation & Parks District	Siskiyou	Mount Shasta
No. Orange County Senior Connections	Orange County	Fullerton
Novato Human Needs Center	Marin	Novato
Nuestra Casa	Mendocino	Ukiah
Oakland Paratransit for Elderly and Disabled	Alameda	Oakland
Oceanside Senior Citizen's Assoc., Inc	San Diego	Oceanside
On the Move San Marcos Senior Center	San Diego	San Marcos
Pacific Alliance Medical Center	Los Angeles	Los Angeles
Pasadena Dial-A-Ride	Los Angeles	Pasadena
Passages Volunteer Opportunities	Butte	Chico
Peninsula Shepherd Senior Center	San Diego	San Diego
Pleasant Hill Senior Van Program	Contra Costa	Pleasant Hill
Plumas County Public Health Agency Senior Transportation	Plumas	Quincy
Project CARE	San Diego	San Marcos
Project CARE under Interfaith Services	San Diego	Vista
QuEST Medi-Car	Yuba	Marysville
Reach Out Morongo Basin	San Bernardino	Twentynine Palms
Redi-Wheels ADA Paratransit	San Mateo	San Carlos
Redlands Senior Transportation Program	San Bernardino	Redlands
Ride-On Transportation	San Luis Obispo	San Luis Obispo
Rio Vista Delta Breeze Transit	Solano	Rio Vista
Sacramento Lao Family Community, Inc.	Sacramento	Sacramento
San Joaquin Regional Transit District	San Joaquin	Stockton
Seniors Around Town (SAT)	Contra Costa	Orinda
Shasta Senior Nutrition Programs	Shasta	Redding
Sierra Foothill Senior Management	Tuolumne	Sonora
Signs and Wonders	Los Angeles	Hawthorne
Simple Gifts	Los Angeles	Claremont
St. Anselm's Senior Transportation	Orange County	Garden Grove
St. Jude Medical Center	Orange County	Fullerton
Stockton Interfaith Caregiver Program	San Joaquin	Stockton
Subsidized Taxi/Volunteer Med Trans	Glenn	Willows
The Carmel Foundation Transportation Prog.	Monterey	Carmel
The Volunteer Center of Calaveras County	Calaveras	San Andreas
Tracy Volunteer Caregivers	San Joaquin	Tracy
TRIP	Riverside	Riverside
TRIP San Mateo County	San Mateo	San Mateo
Ukiah Rider	Mendocino	Ukiah
Vine Go Paratransit Service	Napa	Napa
Volunteer Center Transportation Program	Santa Cruz	Santa Cruz
Yolo adult Day Health Center	Yolo	Woodland
Yolo County Transportation District	Yolo	Woodland