
TUOLUMNE COUNTY TRANSPORTATION COUNCIL
TUOLUMNE COUNTY TRANSIT AGENCY

JOINT TAC/CAC REGULAR MEETING
AGENDA

Wednesday, October 7, 2026
3:00 PM

975 Morning Star Drive, Suite A, Sonora, California

tuolumnecountytransportationcouncil.org
tuolumnecountytransit.com

PUBLIC PARTICIPATION PROCEDURES

Members of the public may address the Technical Advisory Committee and Citizen Advisory Committee on any item listed on this agenda before or during the committees' consideration of that item. Members of the public may also address the committees on matters not listed on the agenda that are within the subject matter jurisdiction of either agency.

TECHNICAL ADVISORY COMMITTEE AND CITIZEN ADVISORY COMMITTEE

The Technical Advisory Committee (TAC) and Citizen Advisory Committee (CAC) meet in advance of regular TCTC and TCTA Board meetings to review selected agenda items and provide technical input and public perspective, respectively. The committees may recommend action to the appropriate Board; final approval or adoption remains with the Board. Agendas and meeting materials are available on the TCTC website.

1. PLEDGE OF ALLEGIANCE

2. ORAL COMMUNICATIONS - TAC/CAC

Members of the public may address the Technical Advisory Committee and Citizen Advisory Committee on matters not listed on this agenda that are within the subject matter jurisdiction of either agency. No action or discussion may be undertaken on items presented during Oral Communications pursuant to Government Code section 54954.2(a)(3). Individual comments are limited to three (3) minutes per speaker.

REPORTS

Items listed under Reports are informational only; no action will be taken by the TAC or CAC.

TCTC REPORTS

- Auditor's Office Update
- City Project Updates
- County Project Updates
- Caltrans Updates

TCTA REPORTS

- County Letter August 2026 (attached)
- Transit Performance Report
- Budget/Audit Status
- Special Events and Other Transit Updates

CONSENT CALENDAR - TAC/CAC

Items on the Consent Calendar are considered routine and may be approved by a single action of each committee. Any item may be removed for separate consideration by a TAC or CAC member or for public comment before action.

3. Approval of the September 2, 2026 Joint TCTC/TCTA TAC/CAC Meeting Minutes

September 2, 2026 Joint TCTC/TCTA TAC/CAC Meeting Minutes

TUOLUMNE COUNTY TRANSPORTATION COUNCIL AGENDA ITEMS FOR TAC/CAC RECOMMENDATION

The following item is within the jurisdiction of the TCTC Board. The TAC and CAC may recommend action to the TCTC Board; the Board retains authority to approve or adopt the item.

4. Consideration of a Recommendation to the TCTC Board to Adopt Resolution No. 787-26 Approving Amendment No. 2 to the FY 2026/27 Overall Work Program

Staff Report

FY 2026/27 Overall Work Program Amendment No. 2

Resolution No. 787-26

TUOLUMNE COUNTY TRANSIT AGENCY AGENDA ITEMS FOR TAC/CAC RECOMMENDATION

The following items are within the jurisdiction of the TCTA Board. The TAC and CAC may recommend action to the TCTA Board; the Board retains authority to approve or adopt the items.



5. Consideration of a Recommendation to the TCTA Board to Adopt Resolution No. 143-26 Adopting the Donation Policy and Approving the Fare Forward Program

Staff Report

Donation Policy

Fare Forward Program

Resolution No. 143-26

6. Consideration of Recommending Approval of Free Fares for Election Day, November 2026, and Direction to Staff

Staff Report

7. Transit Performance Report and Update - Presentation Only

Transit Performance Report

8. Consideration of a Recommendation to the TCTA Board to Adopt Resolution No. 144-26 Updating Transit Policies

Staff Report

Updated Transit Policies

Resolution No. 144-26

ADJOURNMENT

AGENDA POSTING AND MEETING MATERIALS

This agenda shall be posted at least seventy-two (72) hours before the regular meeting in a location freely accessible to members of the public and on the agencies' websites.

Staff reports and other supporting materials relating to open-session agenda items are available for public inspection at the TCTC/TCTA office, 48 Yaney Avenue, Sonora, California, during normal business hours and through the agencies' websites. Writings relating to an open-session agenda item that are distributed to a majority of Board members less than seventy-two (72) hours before the meeting will be made available for public inspection at the TCTC/TCTA office when distributed and online when practicable.

ACCESSIBILITY

In compliance with the Americans with Disabilities Act, persons requiring a disability-related modification or accommodation, including auxiliary aids or services, to participate in this meeting should contact TCTC/TCTA at (209) 533-5603 as soon as possible and preferably at least forty-eight (48) hours before the meeting. Advance notification will enable the agencies to make reasonable arrangements to ensure accessibility to the meeting.





STORER

TRANSIT SYSTEMS

3519 McDonald Avenue,
Modesto, CA 95358

phone	209-521-8250
fax	209-758-4041
email	gogreen@storercoachways.com
web	storercoachways.com

July 2026

Tuolumne County Transportation Council
2 South Green Street
Sonora, CA 95370
Attn: Tamera Blankenship, Executive Director

Dear Tamera,

During August 2026, we recorded 5 denials. Of the 5, 3 were booked for different times and 2 were booked for different days.

Service delays and impacts:

On Wednesday August 12, 2026, Route 2 called in at 11:50 am, a large oak tree branch blocking Shaws Flat Road. The driver could not get around the branch, which impacted the route. It showed the bus off route. The driver had to turn around and re-route on Banner Road and Elk Road. This maneuver did not cause any timing delays. Dispatch called public works to have the tree branch removed.

Missed Trip-

No missed trips this month.

Service stats:

We are currently transporting an average of 96 passengers a day on our General Public Dial-A-Ride with an on-time performance of 99.5%. Route 1 has an average of 52 passengers a day with an on-time performance of 96.3%. Route 2 has an average of 38 passengers a day with an on-time performance of 84.6%. Route 3 has an average of 22 passengers per day with an on-time performance of 90.7 %. Total combined On Time Performance for all Fixed Routes is 91.1% for the month of August.

Maintenance update & Road Calls:

See Maintenance report.

Accidents & incidents:

1 incident. See attachment

Complaints:

1 complaint. See attachment.

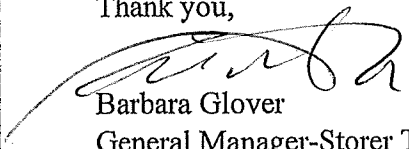
Other: Our monthly safety meeting was held on 8/28/2026.



It is my pleasure to announce our Employee of the Month for August 2026. We are honoring Don Franklin. Don has been with Storer Transit since 2009. He is a lifetime resident of Tuolumne County. He is highly respected by his coworkers and his passengers. He helps all of our passengers no matter which route they are riding. His knowledge of Tuolumne County Transit and the County is unmatched. He is a vital part of the TCT team.

Our continued commitment is to provide Tuolumne County with safe, dependable, and customer-friendly service.

Thank you,

A handwritten signature in black ink, appearing to read 'Barbara Glover', with a large, stylized flourish extending to the left.

Barbara Glover
General Manager-Storer Transit Systems
Tuolumne County Transit

**TUOLUMNE COUNTY TRANSPORTATION COUNCIL /
TUOLUMNE COUNTY TRANSIT AGENCY
TECHNICAL ADVISORY COMMITTEE / CITIZEN ADVISORY COMMITTEE
DRAFT MINUTES — SEPTEMBER 2, 2026**

Entity	TCTC/TCTA	Meeting	Joint Regular TAC/CAC
Date	September 2, 2026	Location	975 Morning Star Drive, Suite A, Sonora
Called to order	Approximately 3:03 p.m.	Adjourned	Approximately 3:48 p.m. TAC present: Chris Gorsky, Sgt. Percy (CHP), Blossom Scott-Heim
Quorum	TAC: Yes CAC: Yes	Attendance	CAC present: Steve Hayward (new, District 5), Bob Asquith, Curtis Wicks, Paul Slemmons

Meeting Record

- ☒ Pledge of Allegiance
- ☒ Oral Communications: No public comments were received.

Reports

- ☒ Auditor's Office update: Staff reported that the County's FY24 Single Audit had been issued. Approximately \$866,000 in RSTP funding withheld pending that audit was expected to be released, with approximately \$866,000 more associated with completion of the FY25 audit. TCTC/TCTA audits were reported complete through FY 2021/22, with four additional audits planned during the current fiscal year.
- ☒ City project update: The City reported that bids for two Sonora parking-lot projects were within budget and would be presented to the City Council on September 8, 2026.
- ☒ County project update: No update was provided.
- ☒ Caltrans update: No Caltrans representative was present. Staff reported that Caltrans would attend the September Board meeting to discuss the State Route 49 pavement anchor project and planned public outreach.
- ☒ The July 2026 County letter was included in the agenda packet.
- ☒ Transit performance: Fixed-route ridership remained approximately 50 percent below the prior year after fares were reintroduced, although Route 2 showed some recovery. Dial-A-Ride ridership remained near the prior-year level and on-time performance was reported at nearly 100 percent. Staff will reassess previously planned route changes using post-fare ridership patterns and agreed to request comparable DART data for a future report.
- ☒ Special events: Staff reported a transit request for Groveland Old West Days in October and confirmed that a trolley would participate in the Sonora Christmas Parade.

Consent Calendar

3. August 5, 2026 TCTC/TCTA TAC/CAC Meeting Minutes

The committees considered the joint August 5, 2026 meeting minutes.

Disposition	The TAC and CAC each voted unanimously among members present to approve the minutes.
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Joint TCTC/TCTA Regular Agenda

4. FY 2026/27 Adopted Budgets — Resolutions 786-26 and 140-26

Staff presented the proposed adopted budgets and advised the committees to disregard the first fund-summary page in the packet because it did not match certain detailed summary figures. The TCTC budget projected a year-end deficit of approximately \$506,000, substantially lower than prior projections, reflecting reduced staffing costs and organizational restructuring. Discussion also covered the SARA planning grant, RSTP revenues dependent on County Single Audits, the budgeted office-lease obligation, and continuing concern over County A-87 indirect costs.

The TCTA budget projected an ending balance of approximately \$141,000. Staff explained that the budget deliberately reduces accumulated operating carryover while preserving sufficient revenue for continued service. The farebox estimate was described as ambitious and subject to monitoring. The budget also included increased State of Good Repair and SB 125 revenues and \$100,000 for administrative services, shared equally between TCTC and TCTA. Committee questions focused on the lease obligation, available transit reserves, and the long-term sustainability of operating costs.

Disposition

The TAC and CAC each voted unanimously among members present to recommend that the TCTC Board adopt Resolution 786-26 and the TCTA Board adopt Resolution 140-26 approving the FY 2026/27 adopted budgets.

5. Administrative Services Request for Qualifications

Staff presented the proposed on-call administrative services procurement as part of the agencies' staffing reorganization. The contract would provide specialized support for transportation and transit administration, OWP and financial reporting, agenda preparation, and staff training through task orders as services are needed. The adopted budgets included \$100,000, divided equally between TCTC and TCTA, and an OWP amendment may shift eligible funding from staff time to consultant services. Staff stated that no preferred firm had been selected, the procurement would be competitive, legal review would be completed before issuance, and the recommended contract award would return to the Boards for approval.

Disposition

The TAC and CAC each voted unanimously among members present to recommend approval of the RFQ and draft Professional Services Agreement and authorization for staff to issue the RFQ and proceed with procurement, subject to legal review.

TCTA Regular Agenda

6. Low Carbon Transit Operations Program — Resolution 139-26

Staff presented the FY 2025/26 LCTOP allocation request for TCTA's Free or Reduced Fare Program. Cycle A was listed at \$93,773 in the packet; staff reported at the meeting that Cycle B had increased from the packet estimate of \$49,427 to approximately \$60,000. The program would continue subsidizing eligible fixed-route and Dial-A-Ride trips, including fare-free Dial-A-Ride service for riders age 60 and older in coordination with the Golden Years program.

Disposition

The TAC and CAC each voted unanimously among members present to recommend adoption of Resolution 139-26 authorizing the Cycle A and Cycle B allocation requests and execution of required documents and related amendments.

7. Columbia College Student Transit Program Memorandum of Understanding

Staff presented the proposed one-year MOU under which Columbia College would contribute \$10,000 and currently enrolled students showing valid college identification could ride TCTA fixed-route service without paying an individual fare. Dial-A-Ride is not included. Discussion addressed current service frequency, possible future schedule adjustments based on class times and student travel patterns, and the decline in Columbia College ridership from approximately 2,000 monthly boardings before the pandemic to approximately 300 to 400 per month.

Disposition

The TAC and CAC each voted unanimously among members present to recommend approval of the MOU and authorization for the Executive Director to execute the agreement.

8. FTA Sections 5339(b) and 5339(c) Grant Applications — Resolution 141-26

Staff presented proposed applications for competitive federal funding to replace aging transit vehicles and improve passenger infrastructure. The three highest-priority replacement buses each have approximately 260,000 miles. Based on recent guidance regarding federal funding competitiveness, staff was revising the application from the battery-electric vehicle concept described in the packet to gasoline-powered replacement buses, while continuing to plan for future zero-emission purchases. Caltrans would review and combine TCTA's application with applications from other rural agencies for submission to FTA.

Disposition

The TAC and CAC each voted unanimously among members present to recommend adoption of Resolution 141-26 authorizing submission through Caltrans of applications under FTA Sections 5339(b) and 5339(c).

Staff Report

To: TCTC Board Members
From: Tamera Blankenship, Executive Director
Date: September 22, 2026
Subject: **Consideration of adopting Resolution No. 787-26 approving FY 2026-27 Overall Work Program Amendment No. 2**

Background

The Fiscal Year 2026-27 Overall Work Program (OWP) was adopted by the Tuolumne County Transportation Council in May 2026. Amendment No. 1 was completed in August 2026 to incorporate the award of State Transportation Block Grant Program funding for the Standard Area Active Transportation and Recreation Access Study.

Current Need

Amendment No. 2 is proposed to facilitate the Administrative Services contract anticipated to be executed following completion of the competitive procurement process initiated by the Board last month. The amendment reallocates \$98,799 in Regional Planning Assistance (RPA) and RPA carryover funds within Work Element 2, Planning Administration, from staff costs to consultant administrative and program support.

This funding will provide substantial administrative support throughout the fiscal year and augment the agency's lean staffing capacity. Additional work performed under the contract, as needed to support TCTA activities, is anticipated to be funded by TCTA within the adopted budget for contract services.

If specialized support is needed in another work element during the year, a subsequent OWP amendment will be required to shift funding from staff to consultant or professional services. Because those specific needs are not yet known, this amendment focuses the reallocation in Work Element 2, where the bulk of anticipated administrative support is expected to occur.

Fiscal Impact

Amendment No. 2 reallocates \$98,799 in existing RPA and RPA carryover funding within Work Element 2; it does not increase the total OWP budget. The funding is included in the adopted FY 2026-27 budget.

Use of these funds for contracted administrative support will augment available staff capacity and help ensure eligible RPA funds are expended within the allowable timeframe. RPA funding has limited carryover authority, and the agency's current lean staffing model may limit its ability to expend all available staff hours absent this additional support.

Requested Action

It is respectfully recommended that the Board adopt Resolution No. 787-26 approving FY 2026-27 Overall Work Program Amendment No. 2 and authorizing its submission to Caltrans.

Attachments

FY 2026-27 OWP Budget Summary, Amendment #2
Resolution #787-26

Exhibit B

Tuolumne County Transportation Council

FY 26/27 Overall Work Program

Budget by Work Element - Amendment #2

Work Elements		Expenditures			Funding Source							
		TCTC	Goods & Services	Total	RPA	RPA Carryover 25/26	PPM (STIP)	RSTP/STBG (SHA Reserves*)	Local Transportation Funds TCTC	Sustainable Transportion Planning Grant (STPG) *	SB125	Totals
					\$ 404,500.00	\$ 101,125.00	\$ 48,666.67	\$ 596,489.00	\$ 222,000.00	\$ 249,380.00	\$ 119,911.00	\$ 1,742,071.67
26/27 - 1	Agency Overhead/Indirect Cost Pool											
26/27 - 2	Planning Administration	52,326.00	98,799.00	151,125.00	100,000.00	51,125.00						\$ 151,125.00
26/27 - 3	Transportation Development Act Administration	106,000.00	116,000.00	222,000.00					\$ 222,000.00			\$ 222,000.00
26/27 - 4	Intergovernmental Coordination	117,300.00	7,700.00	125,000.00	75,000.00	50,000.00						\$ 125,000.00
26/27 - 5	Air Quality Conformance	15,000.00		15,000.00	15,000.00							\$ 15,000.00
26/27 - 6	Aviation Transportation Program	10,000.00		10,000.00	10,000.00							\$ 10,000.00
26/27 - 7	Rail Transportation	5,000.00		5,000.00	5,000.00							\$ 5,000.00
26/27 - 8	Non-Motorized Transportation	40,000.00	95,000.00	135,000.00				135,000.00				\$ 135,000.00
26/27 - 9	Regional Transportation Planning and Programming	74,500.00	255,500.00	330,000.00	199,500.00			130,500.00				\$ 330,000.00
26/27 - 10	Local Streets & Roads	30,000.00	50,000.00	80,000.00				80,000.00				\$ 80,000.00
26/27 - 11	State Highway	48,666.67		48,666.67			48,666.67					\$ 48,666.67
26/27 - 12	Gold Rush Shared Use Path - Planning and Project Development	20,000.00	30,000.00	50,000.00				50,000.00				\$ 50,000.00
26/27 - 13	SS4A - A Safe Systems Approach to DUI Prevention	8,800.00	-	8,800.00				8,800.00				\$ 8,800.00
26/27 - 14	Standard Area Active Transportation and Recreation Access Study - Sustainable Transportation Planning Grant	32,310.00	249,380.00	281,690.00				32,310.00		\$ 249,380.00		\$ 281,690.00
26/27-20	Public Transit Planning and Projects	119,911.00		119,911.00							\$ 119,911.00	\$ 119,911.00
Grand Total		679,813.67	902,379.00	1,582,192.67	404,500.00	101,125.00	48,666.67	436,610.00	222,000.00	249,380.00	119,911.00	\$ 1,582,192.67

Acronyms:

RPA

PPM

Rural Planning Assistance

Planning, Programming and Monitoring

TCTC

RSTP

Tuolumne County Transportation Council

Regional Surface Transportation Program Exchange Funds

Note:

The Tuolumne County Transportation Council has approved funding WE 1 Agency Overhead/Indirect Costs by applying a 15% DE Minimis rate across all funding sources.

As per the Uniform OMB Super Circular 15% of modified total direct costs (MTDC) will be applied to all funding sources as defined in 2 CFR.200.68.

* Placeholder- Awaiting Grant approval

Resolution No. 787-26

**Resolution of the Tuolumne County Transportation Council
Approving Amendment No. 2 to the Tuolumne County Transportation Council
Overall Work Program for Fiscal Year 2026-2027**

- WHEREAS,** as the Regional Transportation Planning Agency for Tuolumne County, the Tuolumne County Transportation Council is required to prepare and submit annual Overall Work Programs to the State of California; and
- WHEREAS,** the primary purpose of the Tuolumne County Transportation Council's annual Overall Work Program (OWP) is to establish the proper use of available Federal and State funds for transportation programs and projects consistent with the Council's priorities; and
- WHEREAS,** the work program serves as an annual program management document that identifies regional transportation planning activities and the funding sources approved to accomplish those activities; and
- WHEREAS,** the Tuolumne County Transportation Council approved the FY 2026-2027 OWP on May 13, 2026, through Resolution No. 776-26; and
- WHEREAS,** Amendment No. 1 was completed in August 2026 to incorporate State Transportation Block Grant Program funding for the Standard Area Active Transportation and Recreation Access Study; and
- WHEREAS,** Amendment No. 2 reallocates \$98,799 in existing Regional Planning Assistance and Regional Planning Assistance carryover funds within Work Element 2, Planning Administration, from staff costs to consultant administrative and program support; and
- WHEREAS,** Amendment No. 2 will provide administrative capacity needed to support implementation of the FY 2026-2027 OWP and does not increase the total OWP budget; and
- WHEREAS,** the Tuolumne County Transportation Council finds that Amendment No. 2 is consistent with the Council's transportation planning priorities and will support the effective, efficient, and accountable use of available planning funds.

NOW, THEREFORE, BE IT RESOLVED that the Tuolumne County Transportation Council hereby approves Amendment No. 2 to the Fiscal Year 2026-2027 Overall Work Program, dated October 2026.

BE IT FURTHER RESOLVED that the Executive Director of the Tuolumne County Transportation Council is hereby authorized to submit the amendment and all required supporting materials to the California Department of Transportation and to execute related documents necessary to implement this action.

PASSED AND ADOPTED by the Tuolumne County Transportation Council, the Regional Transportation Planning Agency for the Tuolumne County region, State of California, at a regular meeting of the TCTC held on the 14th day of October, 2026, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Andy Merrill, Chair

Tamera Blankenship, Executive Director

Staff Report

To: Tuolumne County Transit Agency (TCTA) Board
From: Andy Carter, Senior Administrative Analyst
Date: September 24, 2026
Subject: **Update to TCTA Donations Policy and Development of the Fare Forward Program**

BACKGROUND

The TCTA Board adopted its current Policy for Donations on March 12, 2014. The policy establishes a framework for accepting and administering donations received by TCTA and Tuolumne County Transit (TCT), including authority for the Executive Director to accept or decline donations, safeguards against conflicts of interest and inappropriate donor conditions, requirements for acknowledging and reporting donations, and accounting and recordkeeping requirements.

The existing policy allows donations to be used to provide TCT services to individuals who cannot pay the fare. It also authorizes donations for senior and disabled excursions, specific TCT services approved by the Board, and other purposes consistent with the Agency's mission. Donations valued at \$50 or more are reported by the Executive Director at the next regularly scheduled TCTA Board meeting.

With the return of transit fares in 2026, staff identified an opportunity to build upon the existing Donations Policy by developing a more structured, community-focused fare assistance program.

CURRENT STATUS

The proposed revisions retain the core framework and safeguards of the existing Donations Policy while updating it to reflect current Agency operations, payment methods, and opportunities for community participation.

Proposed changes include:

- Expanding the description of potential donors to include businesses, nonprofit organizations, service clubs, government agencies, and other community organizations;
- Allowing donations through online, electronic, and approved mobile payment methods;
- Allowing community fundraising and fare round-up opportunities;
- Providing for separate tracking of donations designated for an established Agency program;

- Clarifying appropriate public recognition of donors and organizational contributors;
- Distinguishing charitable donations from commercial sponsorship or advertising arrangements; and
- Formally recognizing that TCTA may establish donation-supported programs consistent with the Donations Policy.

The proposed revisions retain the existing requirement that the Executive Director report donations valued at \$50 or more at the next regularly scheduled TCTA Board meeting.

In conjunction with the policy update, staff proposes implementing Fare Forward – Get there together, a community-supported fare assistance program operating under the TCTA Donations Policy. Fare Forward would allow residents, riders, businesses, nonprofit organizations, and other community partners to voluntarily contribute toward transit access for others in the community. Contributions could include cash or electronic donations, voluntary contributions made in addition to a rider's fare, organizational donations, community fundraising efforts, and other approved donation methods.

Donations designated for Fare Forward would fund sponsored transit rides or fare assistance for individuals facing financial or transportation barriers. Assistance could be provided across eligible TCTA services, including Fixed Route and Dial-a-Ride, and may include sponsored rides for a day, week, or month or other fare products supported by the Agency's fare collection systems.

Staff anticipates working with community partner organizations and the transit operator to help identify transportation needs and appropriately distribute available assistance. The program is intended to provide supplemental transportation assistance and would not alter the Agency's established fare structure or create an entitlement to free transportation.

Fare Forward would be administered by staff under administrative procedures consistent with the TCTA Donations Policy. These procedures address donation processing, fund tracking, fare assistance distribution, community partnerships, reporting, marketing, internal controls, and program review. Maintaining Fare Forward as an administrative program under the broader Donations Policy provides flexibility to adjust payment methods, fare products, partnerships, and other operational details as the program develops without requiring amendments to the Board's Donations Policy.

FISCAL IMPACTS

Approving the updated Donations Policy and adopting Fare Forward would not require a new appropriation of TCTA funds. Fare Forward would be supported through voluntary donations and contributions, with designated donations separately tracked through an appropriate Agency accounting mechanism and used for eligible fare assistance.

Implementation will require limited staff time for donation processing, financial reconciliation, partner coordination, reporting, and program outreach. Staff anticipates using existing resources to administer the program unless future participation or program growth warrants additional Board consideration.

REQUESTED ACTION

It is respectfully recommended that the TCTA Board approve the proposed update to the TCTA Policy for Donations and adopt the Fare Forward Program consistent with the updated Donations Policy and associated administrative procedures.

Following approval, staff will finalize program implementation and begin developing public outreach, community partnerships, and donation collection methods.

Attachments:

Board Resolution No 143-26

TCTA Policy for Donations

Fare Forward Program Description and Administrative Procedures

Tuolumne County Transit Donations Policy
Adopted March 12, 2024, Revised October 14, 2026

Upon adoption, this policy is intended to supersede the Donations Policy adopted on March 12, 2024.

1. Purpose and Scope

The purpose of this policy is to define the framework for donations and the mechanism for acceptance and administration. This policy applies to all donations received by the Tuolumne County Transit Agency, hereinafter referred to as “TCTA,” and Tuolumne County Transit, hereinafter referred to as “TCT.”

Donations to the TCTA from individuals, organizations, or the public or private sector can be useful supplements to appropriated funds and enhance the TCTA’s ability to fulfill its mission. The acceptance and use of donations are appropriate provided that their solicitation or acceptance does not compromise the integrity of the TCTA Governing Board, TCTA staff, TCT staff, or any TCTA activity, policy, mission, goal, plan, program or function.

Donations may be made toward the following purposes:

- To provide TCT services to those unable to pay the fare;
- To provide excursions for seniors;
- To provide excursions for persons with disabilities;
- General donations without a specific purpose. These donations will be distributed to social service organizations, non-profit agencies, or for other purposes at the discretion of the TCTA Executive Director.
- To provide specific TCT services approved by the TCTA Board.

Individuals, businesses, corporations, nonprofit organizations, foundations, service clubs, government agencies, and other legal entities may make donations. Donations may be accepted through Agency offices, by mail, through the TCT website, through approved electronic or mobile payment methods, during community events, through fare round-up opportunities, or through other methods approved by the Executive Director.

TCTA may establish donation-supported programs consistent with this Policy. The Fare Forward Program is established as a community-supported fare assistance program through which donations may be designated to help provide sponsored rides or fare assistance on eligible TCT services. Fare Forward shall be administered in accordance with this Policy and administrative procedures established by the Executive Director.

The TCTA reserves the right to decline to accept donations from individuals or organizations that operate in ways or advocate policies that are inconsistent with TCTA objectives or policies.

2. Definition

Donation means a contribution that is voluntarily transferred by an individual, organization, or agency without compensation or benefit flowing from the giver to the receiver. Generally, donations are irrevocable and, beyond a possible designation of use, the donor does not impose contractual requirements or subsequent reports as a condition of the donation. A donation does not include a commercial sponsorship, advertising arrangement, or other transaction in which the donor receives a material benefit in exchange for the contribution. Such arrangements shall be administered separately under applicable Agency policies or agreements.

3. Authority

The authority to solicit, accept, refuse, return, or negotiate the terms for accepting a donation under this Policy resides with the TCTA Executive Director. This authority may be delegated to another TCTA employee in writing, and this delegated authority may be limited to accepting specific types of donations for a specific purpose or event. Approval of the acceptance of a donation after its receipt may be granted as deemed appropriate by the authorized TCTA official. The TCTA Executive Director will evaluate donations for consistency with this Policy. The Executive Director has the authority necessary to accept or decline donations pursuant to this Policy.

Employees, other than the Executive Director or designee, shall forward all offers of donations regardless of value to the authorized TCTA official for consideration and shall provide a description of the donation offered. Employees shall also inform the authorized TCTA official of all discussions related to the possibility of a donation. An employee shall not provide a donor with any commitment, privilege, concession, or other present or future benefit, other than an appropriate acknowledgment, in return for a donation.

4. Acceptance

The TCTA may solicit or accept any type of donation that may be used to carry out activities that further its mission, programs, functions, or responsibilities. The conditions for accepting donations are as follows.

TCTA shall not accept any donation that:

- Attaches conditions inconsistent with applicable laws or regulations;
- Is conditioned upon or will require the expenditure of appropriated funds that are not available to TCTA;
- Is offered to or is for the benefit of individual employees of the TCTA, TCT, Transit Contractor or Tuolumne County Transportation Council (TCTC). Employees cannot:
- Accept or solicit any donation or favor that might reasonably tend to influence the discharge of official duties;

Tuolumne County Transit Donations Policy

October 14, 2026

- Accept or solicit any donation or favor that has been offered with the intent to influence official conduct;
- Accept or solicit any donation or favor that has been offered with the intent to reward official conduct;
- Requires TCTA to adhere to particular requirements as to deposit, investment or management of funds donated;
- Requires TCTA to endorse the donor or its products, services, activities or policies;
- Requires the TCTA to provide the donor with some privilege, concession or other present or future benefit in return for the donation;
- Requires TCTA to undertake or engage in activities that are not related to its mission, programs or statutory authorities; or
- Would reflect unfavorably upon the ability of TCTA employees or the TCTA Board to carry out their responsibilities or official duties in a fair and objective manner, or would compromise or appear to compromise the integrity or the appearance of the integrity of its programs or any official involved in those programs.

In making a determination as to whether any of these conditions apply, the Executive Director or designee may be guided by all relevant considerations, including, but not limited to the following:

- The identity of the donor;
- The monetary or estimated market value or the cost to the donor;
- The purpose of the donation as described in a written or oral proposal by the donor;
- The identity of any other expected recipients of the donation on the same occasion, if any;
- The timing of the donation;
- The nature and sensitivity of any matter pending at the agency affecting the interests of the donor;
- The nature of the donation offered;
- The frequency of other donations received from the same donor; and
- The agency activity, purpose or need that the donation will aid or facilitate.

The Executive Director or designee may ask the donor to provide in writing any additional information needed to assist in making the determination under this section. Such information may include a description of the donor's business or organizational affiliation and any matters that are pending or are expected to be pending before the agency.

The Executive Director or designee may find that in some cases it is in the best interest of TCTA to limit the donation or qualify its acceptance or to decline it as a matter of agency discretion, even though its acceptance would not otherwise be precluded. A donor may be advised of the reason why the donation has been qualified or declined.

5. Acknowledgment

Donations may be acknowledged in writing in the form of a letter of acceptance to the donor. The amount of monetary donation shall be specified. Letters of acknowledgment shall not include any statement regarding the tax benefits or implications of a donation, and such determinations shall remain the responsibility of the donor. In addition, letters of acknowledgment shall not include any statement of endorsement of the donor. All acknowledgments must be approved by the TCTA Executive Director. Donors and organizational contributors may receive appropriate public recognition, provided that such recognition does not constitute an endorsement and does not provide a material commercial benefit in exchange for the donation.

6. Reporting of Donations

The Executive Director will report all donations with a value of \$50.00 or more to the TCTA Board no later than the regularly scheduled TCTA meeting following the receipt of the donations.

7. Accounting of Donations

- TCTA shall ensure that donations are properly accounted for following appropriate internal controls and accounting procedures;
- TCTA shall maintain a log of all donations accepted under this policy. This log shall include – the name and address of the donor; a description of the donation; the date the donation was accepted; and a description of how the donation was used.

Donations designated for an established Agency program, including Fare Forward, shall be separately identified through an appropriate fund, account, project code, or other accounting mechanism so that receipts and uses can be tracked in accordance with Agency financial procedures.

FARE FORWARD

Get there together.



Program Description and Administrative Procedures

Effective Date: October 14, 2026

1. Program Purpose

Fare Forward is a community-supported fare assistance program established by the Tuolumne County Transit Agency (TCTA) pursuant to the TCTA Donations Policy. The program gives individuals, businesses, nonprofit organizations, and other community partners an opportunity to contribute funds that help provide transit access for people facing financial or transportation barriers.

Fare Forward supplements existing transit services and fare policies by creating a flexible, locally supported resource for sponsored rides and fare assistance.

2. Program Goals

- Expand access to public transportation for individuals who may otherwise have difficulty paying a fare.
- Provide a simple and transparent mechanism for community members and organizations to support local mobility.
- Help connect riders with employment, healthcare, education, food, essential services, and community activities.
- Strengthen partnerships with organizations serving residents with transportation needs.
- Administer donated fare assistance in an equitable, accountable, and efficient manner.

3. Relationship to the TCTA Donations Policy

All contributions to Fare Forward shall be accepted, processed, acknowledged, reported, and accounted for in accordance with the TCTA Donations Policy. Fare Forward does not replace or supersede that policy.

These administrative procedures govern the operation of Fare Forward and may be revised by the Executive Director as necessary, provided that any revisions remain consistent with the TCTA Donations Policy and direction of the TCTA Board.

4. Program Administration

The Executive Director shall designate staff responsible for administration of Fare Forward, including:

- Program oversight;
- Donation processing and coordination with Agency financial procedures;
- Financial reconciliation and program tracking;
- Partner organization coordination;
- Fare assistance administration;
- Recordkeeping and reporting; and
- Public outreach and communications.

5. How Fare Forward Works

Fare Forward converts community contributions into sponsored transit access. Donations designated to Fare Forward are separately identified through an appropriate fund, account, project code, or other accounting mechanism and are used to provide eligible fare assistance.

Community Contribution -> Fare Forward -> Sponsored Fare Assistance -> Rider

6. Donations and Contributions

Fare Forward may receive donations from individuals and organizations in accordance with the TCTA Donations Policy. Contributions may be received through methods approved by the Executive Director and supported by Agency financial procedures.

Individual Contributions

- Cash contributions;
- Online or electronic donations;
- Approved mobile payment methods;
- Fare round-up contributions;
- Community fundraising events; and
- Other approved donation methods.

Organizational Contributions

Fare Forward may receive contributions from organizations including:

- Businesses;

- Nonprofit and community-based organizations;
- Educational institutions;
- Healthcare providers;
- Foundations and service clubs;
- Government agencies; and
- Other community partners.

Organizational contributions may support the general Fare Forward program, a specific mobility initiative, or an eligible rider population when such a designation is consistent with the TCTA Donations Policy and can be administered efficiently and equitably.

7. Donation Processing and Fund Tracking

Cash Donations

Cash donations received on vehicles, at Agency or transit facilities, or during community events shall be documented and deposited in accordance with applicable Agency cash-handling and financial procedures. Staff shall, whenever practical, distinguish Fare Forward donations from regular fare revenue.

Electronic Donations

Electronic donations shall be deposited or recorded through an approved Agency payment and accounting process. Staff shall reconcile electronic donations on a regular basis.

Program Tracking

Staff shall maintain records sufficient to track:

- Beginning program balance;
- Donations and contributions received;
- Fare assistance distributed or sponsored rides provided;
- Administrative accounting adjustments, if any; and
- Ending program balance.

8. Fare Assistance

Fare Forward assistance shall generally be provided in the form of sponsored transit access rather than direct cash assistance to an individual.

Depending on the service and fare technology available, assistance may include:

- Sponsored rides during a daily, weekly, or monthly period;
- Day, weekly, or monthly transit passes;
- Ride vouchers or electronic fare credits; or
- Other fare products or methods approved by the Executive Director.

9. Identification and Distribution of Assistance

Partner and Transit Operator Input

TCTA may coordinate with partner organizations and the transit operator to identify transportation needs and appropriate fare assistance. Partner organizations may request assistance for eligible clients or populations consistent with the purpose of Fare Forward.

Direct Agency Assistance

Agency staff may provide limited direct fare assistance for circumstances including:

- Temporary financial hardship;
- Emergency transportation needs;
- Access to employment;
- Medical appointments;
- Educational opportunities;
- Access to food or other essential services; and
- Other similar transportation needs approved by supervisory staff.

Staff should generally prioritize one-time or short-term assistance unless a longer period of sponsored access is appropriate and available program funding supports the assistance.

10. Fare Forward Community Partners

Businesses, nonprofit organizations, educational institutions, healthcare providers, foundations, service clubs, government agencies, and other organizations may participate as Fare Forward Community Partners.

Community Partners may:

- Make general contributions to Fare Forward;
- Support a particular eligible rider population or mobility initiative;
- Participate in matching contribution campaigns;
- Support community fundraising efforts; or
- Assist with outreach and identification of transportation needs.

TCTA may provide appropriate public acknowledgment of Fare Forward Community Partners in accordance with the TCTA Donations Policy. Recognition shall not imply Agency endorsement and shall not provide a material commercial benefit in exchange for a donation.

11. Eligible Transit Services

Fare Forward assistance may be applied to:

- Fixed Route services;
- Dial-a-Ride services;
- Other or future TCTA transit services determined eligible by the Agency.

Availability of assistance may vary by service based on available program funding, fare technology, operational requirements, and program demand.

12. Reporting and Transparency

Donations shall be reported to the TCTA Board in accordance with the TCTA Donations Policy, including the existing requirement for the Executive Director to report donations with a value of \$50.00 or more at the next regularly scheduled TCTA meeting following receipt.

Staff may also prepare periodic or annual Fare Forward program summaries including:

- Total donations received;
- Number of donors and participating organizations, as appropriate;
- Number of riders assisted;
- Estimated number of sponsored rides provided;
- Program fund balance; and
- Program accomplishments and community impact.

13. Marketing and Outreach

Fare Forward

Get there together.

Public outreach shall emphasize community support, mobility, and access while avoiding language that stigmatizes individuals receiving assistance.

Outreach may include:

- Transit vehicles and facilities;
- Bus stops;
- Agency websites and social media;
- Community events;
- Partner organizations; and
- Other appropriate public information channels.

14. Internal Controls and Recordkeeping

The Agency shall maintain reasonable controls to support:

- Proper handling and recording of donations;
- Accurate accounting records;
- Appropriate distribution of fare assistance;
- Protection against misuse of program resources;
- Documentation of partner distributions and sponsored fare assistance; and
- Compliance with the TCTA Donations Policy and applicable Agency financial procedures.

Any suspected misuse of Fare Forward resources shall be reported to Agency management for review.

Fare Forward contributions shall be classified and reported in accordance with applicable Transportation Development Act requirements and the State Controller's Uniform System of Accounts. General donations to Fare Forward shall not be classified as passenger fare revenue unless the contribution meets the applicable definition of fare revenue. Payments made by individuals or organizations for transit fares on behalf of specified riders or groups shall be accounted for in accordance with applicable TDA requirements.

15. Non-Discrimination

Fare Forward shall be administered in accordance with applicable federal, state, and local non-discrimination requirements. Program administration and distribution practices shall be designed to provide fair and equitable access to available assistance.

16. Program Review

The Executive Director shall periodically review Fare Forward participation, available funding, distribution methods, administrative workload, and program outcomes. Administrative procedures may be revised as necessary to improve program effectiveness while remaining consistent with the TCTA Donations Policy and Board direction.

17. Effective Date

These Program Description and Administrative Procedures shall become effective on October 14, 2026, and shall remain in effect until revised or discontinued by TCTA.

***Resolution of the
Tuolumne County Transit Agency
Approval of the Updated Policy for Donations***

- WHEREAS,** the Tuolumne County Transit Agency (TCTA) Board adopted a Policy for Donations on March 12, 2014, establishing a framework for the acceptance, administration, reporting, and accounting of donations received by TCTA and Tuolumne County Transit (TCT); and
- WHEREAS,** the existing Policy for Donations recognizes that donations may supplement Agency resources and specifically authorizes donations to provide TCT services to individuals who are unable to pay the fare, as well as other purposes consistent with the Agency's mission; and
- WHEREAS,** TCTA desires to update the Policy for Donations to reflect current Agency operations and provide additional opportunities for individuals, businesses, nonprofit organizations, government agencies, service clubs, and other community organizations to support public transportation; and
- WHEREAS,** the proposed updates provide for modern donation methods, including online and electronic contributions, community fundraising, and fare round-up opportunities, while retaining the existing safeguards for the acceptance, administration, reporting, and accounting of donations; and
- WHEREAS,** the updated policy further provides a framework for the establishment of donation-supported Agency programs, including the Fare Forward Program, which is intended to provide community-supported fare assistance to individuals experiencing financial or transportation barriers; and
- WHEREAS,** Fare Forward and other donation-supported programs established pursuant to the Policy for Donations will be administered in accordance with the policy and applicable administrative and financial procedures.

NOW, THEREFORE, BE IT RESOLVED that the Tuolumne County Transit Agency Board of Directors hereby:

Adopts the updated TCTA Policy for Donations, attached hereto and incorporated herein by reference; and

Authorizes the Executive Director, or designee, to administer the Policy for Donations and establish or revise administrative procedures necessary for its implementation, consistent with applicable laws, regulations, Agency policies, and Board direction; and adopts implementation of the Fare Forward Program as a donation-supported fare assistance program administered pursuant to the TCTA Policy for Donations and associated administrative procedures.

PASSED AND ADOPTED by the Tuolumne County Transit Agency, at a regular meeting of the TCTA held on the 14th day of October, 2026, by the following vote:

Ayes:

Noes:

Absent:

Attest:

Andy Merrill, Chair

Tamera Blankenship, Executive Director

Staff Report

To: Tuolumne County Transit Agency (TCTA) Board
From: Andy Carter, Senior Transportation Analyst
Date: September 23, 2026
Subject: Discussion and Direction - Free Transit Service for Election Day and Annual Free Transit Days Program

BACKGROUND

Tuolumne County Transit Agency has a long history of offering designated fare-free transit days to promote public transportation and support community events and activities. Prior to the systemwide elimination of fares, TCTA periodically waived fares for events such as Try Transit Week, Election Day, the Mother Lode Roundup, senior and health events, and other community activities.

Records dating back to 2006 identify funding for a "Voting Day Promo" that provided free rides to the polls, as well as funding for Try Transit Week fare promotions. In subsequent years, the Board approved a variety of fare-free promotions. For example, in 2011 fares were waived on three separate days as part of Try Transit Week activities, and in 2012 the Board authorized a systemwide Free Ride Day. Staff subsequently reported that ridership on the 2012 Free Ride Day increased approximately 25 percent compared with a normal service day.

Beginning in 2020, TCT transitioned to systemwide fare-free transit service. Fare-free operations continued for several years with support from Low Carbon Transit Operations Program (LCTOP) funding. During this period, TCTA did not need to designate individual free transit days because transit service was already provided without a passenger fare.

TCTA reintroduced passenger fares on July 1, 2026. With fares once again being collected, designated fare-free days can again be considered as a tool to promote transit use, support community activities, and reduce transportation barriers on selected days.

TCTA's Fixed Route Policy also provides that fixed-route fares may be free during periods approved by the TCTA Board.

CURRENT STATUS

The November 3, 2026 General Election presents an opportunity to reintroduce a designated fare-free transit day. Providing free transit on Election Day would continue TCTA's historical practice of using fare promotions to support access to voting, while also giving residents an opportunity to try transit at no cost.

Staff is seeking Board discussion and direction on whether transit service should be provided fare-free on November 3, 2026, and whether the fare waiver should apply to Fixed Route service only or to both Fixed Route and Dial-A-Ride service.

In addition to Election Day, staff is seeking direction on developing a more consistent approach for future fare-free days. Staff proposes developing an annual schedule of up to five designated free transit days per year. Potential dates could coincide with elections, community events, transit promotions, or other days that provide a particular community benefit or opportunity to encourage transit use. Staff would promote designated free transit days in advance through TCT's social media channels, printed flyers and onboard materials, the TCT website, community partners, and other available advertising opportunities to increase public awareness and encourage transit use.

The Board is also asked to provide direction regarding whether the annual program should apply to Fixed Route service only or include both Fixed Route and Dial-A-Ride. Based on the Board's direction, staff would develop a proposed annual schedule and return to the Board as appropriate.

FISCAL IMPACTS

Based on fare revenue collected since fares were reintroduced on July 1, 2026, TCT currently collects an average of approximately \$388 in passenger fares per service day, consisting of approximately \$143 from Fixed Route service and \$245 from Dial-A-Ride service.

Using current average daily fare receipts, a fare-free Election Day would result in approximately \$143 in forgone fare revenue if limited to Fixed Route service, or approximately \$388 if both Fixed Route and Dial-A-Ride services are included.

At current revenue levels, providing five fare-free transit days would result in approximately \$715 in forgone annual fare revenue for Fixed Route service only, or approximately \$1,940 if both services are included.

These estimates are based on fare revenue collected during the first several months following the reintroduction of fares. Ridership is expected to increase as passengers adjust to the new fare structure and service continues to grow, which would also increase average daily fare receipts. As a result, the actual forgone revenue from future free transit days may be higher than current estimates.

Staff would continue to monitor ridership and fare revenue and use the most current information available when evaluating the fiscal impact of future designated free transit days.

REQUESTED ACTION

It is respectfully requested that the Board approve fare-free transit service on November 3, 2026, Election Day, for both Fixed Route and Dial-A-Ride services; and provide direction to staff regarding the development of an annual schedule of up to five designated free transit days per year, including whether future fare-free days should apply to Fixed Route service only or to both Fixed Route and Dial-A-Ride services.

Staff Report

To: Tuolumne County Transportation Agency (TCTA) Board
From: Andy Carter, Senior Administrative Analyst
Date: September 24, 2026
Subject: **Presentation: Transit Performance Metrics and Data Analysis**

BACKGROUND

Tuolumne County Transit Agency (TCTA) staff regularly monitors transit ridership, service activity, fare revenue, and other operational information to evaluate the performance of the Tuolumne County Transit system.

Earlier this year, TCTA implemented a new fare structure following a period of fare-free transit service. As part of that transition, the Board expressed interest in reviewing transit ridership and other performance information to better understand how system use has changed since fares were implemented.

Staff has continued to collect and review transit operating data and will provide the Board with an overview of recent system performance and ridership trends.

DISCUSSION

Staff conducted a broad review of Tuolumne County Transit performance, including systemwide and service-level information, to provide the Board with additional context on how the transit system is currently being used.

Rather than focusing exclusively on a single performance measure, staff compiled available information from several sources to provide a more complete picture of transit activity. The review examines recent trends, comparisons between service periods, and other indicators that may help the Agency evaluate current services and identify areas for further analysis.

This information is intended to establish a baseline for continued performance monitoring and to give the Board an opportunity to identify additional information or performance measures that would be useful in future reporting.



Stanford Project and Transit Data Analysis

TCTA has also been working with Stanford University on a project examining transit data and opportunities to better understand how passengers use the Tuolumne County Transit system.

Information developed through this effort provides an additional perspective beyond traditional ridership reporting and demonstrates how existing transit data may be used to better understand travel patterns, service utilization, and opportunities for future service planning.

Staff will provide the Board with an overview of the project, available findings, and potential applications of this information as part of the presentation.

NEXT STEPS

Staff intends to continue expanding the Agency's use of transit performance data as additional information becomes available.

The information presented to the Board may also serve as the foundation for more consistent performance reporting in the future. Staff will continue evaluating appropriate measures and reporting formats that provide useful information to the Board while supporting service planning, budgeting, grant development, and other Agency activities.

Board feedback regarding additional areas of interest or performance measures will be incorporated into future analysis where appropriate.

REQUESTED ACTION

It is respectfully recommended that the Board receive the presentation on Tuolumne County Transit performance metrics and the Stanford transit data project; discuss the information presented; and direct staff to include additional transit performance information the Board would like to receive in future reports.

Staff Report

To: Tuolumne County Transit Agency (TCTA) Board

From: Andy Carter, Senior Transportation Analyst

Date: September 22, 2026

Subject: **Adopt Resolution No. 144-26 approving the consolidated Tuolumne County Transit Service Policies and superseding the separate Fixed Route and Dial-A-Ride Service Policies adopted December 11, 2024**

BACKGROUND

Tuolumne County Transit currently operates under separate Fixed Route and Dial-A-Ride Service Policies adopted by the TCTA Board on December 11, 2024. These policies establish the general operating rules and rider requirements for TCTA transit services.

After adopting the current fare structure earlier this year, updates to the service policies became necessary because the existing policies included specific fare amounts, fare products, and transfer provisions. Rather than make isolated fare-related amendments, staff used the opportunity to conduct a thorough review of both policies. The review included operational feedback from the transit operator and identified opportunities to remove outdated provisions, improve consistency, reduce duplication, and consolidate the Fixed Route and Dial-A-Ride policies into a single Tuolumne County Transit Service Policies document.

CURRENT STATUS

Instead of updating the individual Transit Policy and the Dial-A-Ride Policy, the proposed consolidated policy is organized into three parts: Part I contains systemwide rules that apply to all Tuolumne County Transit services; Part II contains Fixed Route-specific requirements; and Part III contains Dial-A-Ride-specific requirements. This structure reduces duplication and makes future policy maintenance more consistent.

- Fares and transfers: Specific fare amounts, pass products, and legacy transfer procedures are removed from the service policy. Current fares, fare products, discounts, transfer privileges, and fare exemptions are governed through the TCTA Fare Schedule.
- Systemwide rider rules: Common provisions for children, Personal Care Attendants, mobility devices, service animals, lost and found, carry-on items, passenger conduct, seatbelts, reasonable modification, and suspension procedures are consolidated into

one section. The consolidated policy also establishes a systemwide limit of eight (8) standard grocery-sized bags or packages per passenger.

- Fixed Route service: The policy retains Fixed Route-specific provisions for boarding, passenger capacity, On-Demand stops, flag stops, and bicycles. Current service hours and fare information are referenced through public schedules and the Fare Schedule rather than embedded as fixed details in Board policy.
- Dial-A-Ride service area: The former 3/4-mile fixed-route wording is removed. The policy instead uses the Tuolumne County Transit Service Area and directs riders to contact the Transit Office or use the website to determine whether a specific location is within the service area.
- Dial-A-Ride reservations: Saturday telephone reservation hours are updated to 10:30 a.m. to 4:00 p.m. The former Sunday/holiday callback commitment is removed, and electronic reservation language is made technology-neutral. The existing 14-day advance reservation period is retained.
- Dial-A-Ride pickup and assistance: The existing 30-minute pickup window and five-minute driver wait are retained. The policy clarifies that Dial-A-Ride is generally curb-to-curb, not routine door-to-door service. Limited assistance beyond the curb may be provided when necessary and when it can be performed without compromising the safety or security of the vehicle and passengers.
- Dial-A-Ride cancellations and no-shows: The bill-for-service provision is removed. A pattern or practice may be established when a passenger has at least three no-shows or late cancellations in a calendar month, and those occurrences represent at least 10 percent of the passenger's scheduled trips. Events beyond the passenger's control are excluded. The existing 60-calendar-day suspension is retained with written notice and appeal rights.
- Suspension and enforcement: The consolidated policy adds Transit Supervisor authority to suspend a passenger for up to three (3) service days for serious or repeated policy violations or safety concerns. The Executive Director may suspend a passenger for up to fourteen (14) service days, with longer suspensions proceeding to TCTA review. The existing progressive discipline provisions allowing suspensions of up to one year and, following a previous suspension or major policy violation, up to five years with periodic review remain in effect.

Upon adoption, the consolidated Tuolumne County Transit Service Policies will supersede the separate Fixed Route and Dial-A-Ride Service Policies adopted December 11, 2024. Fare amounts and fare-related eligibility provisions will continue to be governed separately through the TCTA Fare Schedule. Staff will coordinate with the transit operator to ensure rider-facing materials, the TCTA Fare Schedule, website information, reservation procedures, and operator practices are consistent with the adopted policy.

FISCAL IMPACTS

No direct fiscal impact is anticipated from adoption of the consolidated policy. The action updates and reorganizes service policies and does not, by itself, establish or change fare amounts.

REQUESTED ACTION

It is respectfully recommended that the Board adopt Resolution 144-26 approving the consolidated Tuolumne County Transit Service Policies and superseding the separate Fixed Route and Dial-A-Ride Service Policies adopted December 11, 2024.

Attachments:

Board Resolution No. 144-26

Tuolumne County Transit Service Policy

Tuolumne County Transit Service Policies

October 14, 2026

Upon adoption, this consolidated policy is intended to supersede the separate Fixed Route and Dial-A-Ride Service Policies adopted December 11, 2024.

PART I — POLICIES APPLICABLE TO ALL TRANSIT SERVICES

1. General

- 1.01 The policies contained in Part I apply to all Tuolumne County Transit services, including Fixed Route and Dial-A-Ride services, unless otherwise specified.
- 1.02 Service-specific policies for Fixed Route and Dial-A-Ride services are contained in Parts II and III of this policy.

2. Fares

- 2.01 Fares for Tuolumne County Transit services shall be established by the Tuolumne County Transit Agency (TCTA) Board and published in the current TCTA Fare Schedule.
- 2.02 Current fare information, including available fare products, discounts, eligibility requirements, and accepted payment methods, may be obtained by contacting Tuolumne County Transit or visiting [TuolumneCountyTransit.com](https://www.tuolumnecountytransit.com).
- 2.03 Passengers are responsible for paying the applicable fare or presenting valid proof of fare payment when required. Drivers do not make change when cash fares are accepted.
- 2.04 TCTA may temporarily suspend or modify fare collection when authorized by the TCTA Board.

3. Transfers

- 3.01 Transfer privileges between Tuolumne County Transit routes and services shall be governed by the current TCTA Fare Schedule and applicable fare policies.

4. Children

- 4.01 Children under twelve (12) years of age must be accompanied by a responsible person age twelve (12) or older when riding Tuolumne County Transit.
- 4.02 Fares applicable to children shall be governed by the current TCTA Fare Schedule.
- 4.03 Passengers traveling with infants or small children are encouraged to use an appropriate child safety restraint when available and appropriate.
- 4.04 Child safety seats are not provided by Tuolumne County Transit. Passenger-provided child safety seats are the responsibility of the passenger.

Tuolumne County Transit Service Policies

October 14, 2026

5. Personal Care Attendants

- 5.01 Passengers who require the assistance of a Personal Care Attendant (PCA) may travel with their PCA on Tuolumne County Transit services.
- 5.02 A PCA must travel with the passenger requiring assistance and will not be charged a fare.
- 5.03 Dial-A-Ride passengers should notify Tuolumne County Transit when making a reservation if they will be traveling with a PCA.

6. Mobility Devices

- 6.01 Passengers using wheelchairs or other mobility devices should remain in their mobility device during loading and unloading and, when available, use the provided lap belt. Passengers are encouraged to transfer to a vehicle seat when possible.
- 6.02 Passengers who remain in their mobility device while riding are encouraged to use available lap and shoulder occupant restraints.
- 6.03 Mobility devices must be in good working order.
- 6.04 Drivers will not push mobility devices up or down inclines or over barriers.
- 6.05 Mobility devices will be secured while the vehicle is in operation in accordance with applicable vehicle securement procedures.

7. Service Animals

- 7.01 Service animals are permitted on Tuolumne County Transit vehicles and at transit facilities and stops.
- 7.02 Service animals must remain under the control of their handler at all times.
- 7.03 Pets and other animals are not permitted.

8. Lost and Found

- 8.01 Passengers who lose an item on a Tuolumne County Transit vehicle should contact the Transit Office at (209) 532-0404.
- 8.02 Lost items may be claimed at the Tuolumne County Transit office during normal business hours.
- 8.03 Lost items will be held for thirty (30) days.

9. Passenger Property and Carry-On Items

- 9.01 Passengers may bring up to eight (8) standard grocery-sized bags or packages on Tuolumne County Transit vehicles.

Tuolumne County Transit Service Policies

October 14, 2026

- 9.02 Passengers must be able to control and attend to their own bags, packages, carts, strollers, recreational equipment, durable medical equipment, and other carry-on items while riding Tuolumne County Transit.
- 9.03 Carry-on items must not block aisles, doors, accessible areas, or interfere with the safe operation of the vehicle or the reasonable use of seating by other passengers.
- 9.04 Strollers, carts, and similar items should be folded or secured when possible.
- 9.05 Large or bulky items may be prohibited when they cannot be safely accommodated. Recreational equipment may be permitted when it can be safely transported without interfering with passengers or vehicle operations.
- 9.06 Items that may roll or move while the vehicle is in operation must be held or otherwise secured by the passenger.

10. Passenger Conduct and Safety

- 10.01 Passengers shall conduct themselves in a manner that does not interfere with the safety, comfort, or reasonable use of Tuolumne County Transit services by other passengers or transit staff.
- 10.02 Passengers should allow passengers exiting the vehicle to do so before boarding.
- 10.03 Passengers shall follow reasonable safety instructions provided by the driver or other transit staff.
- 10.04 Passengers shall remain seated or otherwise safely positioned while the vehicle is in motion.
- 10.05 Eating is prohibited on Tuolumne County Transit vehicles. Non-alcoholic beverages may be consumed only from enclosed, spill-resistant containers.
- 10.06 Use of alcohol and tobacco products is prohibited on Tuolumne County Transit vehicles and at transit stops and facilities.
- 10.07 Audio, video, and other electronic devices shall be used in a manner that does not disturb other passengers. Personal audio should be used through headphones or similar devices and kept at a reasonable volume.
- 10.08 Passengers must wear appropriate clothing, including shirts and shoes.
- 10.09 Wet clothing that may damage vehicle seating or interfere with the reasonable comfort of other passengers may be restricted. Wet clothing resulting from weather conditions will be reasonably accommodated.
- 10.10 Spitting, urinating, or defecating on transit vehicles or at transit facilities or stops is prohibited.

- 10.11 Passengers may be denied service when their personal hygiene, clothing, or other condition creates a health or safety concern or substantially interferes with the reasonable comfort of other passengers or transit staff. When appropriate, passengers will be given an opportunity to correct the condition before riding privileges are restricted.
- 10.12 Passengers shall not engage in abusive, threatening, violent, offensive, or disruptive behavior toward other passengers, drivers, or transit staff.
- 10.13 Passengers shall not engage in conduct that creates an unreasonable risk to themselves or others or interferes with the safe operation of transit service.
- 10.14 Damage, vandalism, or destruction of property belonging to Tuolumne County Transit, TCTA, the Transit Operator, or others is prohibited.
- 10.15 Hazardous materials or items that present an unreasonable safety risk, including gasoline, explosives, flammable liquids, toxic materials, and unpackaged plate glass, are prohibited.
- 10.16 Firearms are prohibited on Tuolumne County Transit vehicles except when carried by law enforcement officers, properly credentialed security personnel, or other persons authorized by applicable law.
- 10.17 Passengers should wait until a transit vehicle has departed before crossing the street behind the vehicle.
- 10.18 Refusal to comply with applicable policies or reasonable safety instructions may result in removal from the vehicle or restriction of transit privileges. Law enforcement may be contacted when necessary to protect passengers, employees, or the safe operation of transit service.

Seatbelts and Child Restraints

- 10.19 When passengers are riding in a Tuolumne County Transit vehicle equipped with seatbelts, the following requirements apply:
 - A. A passenger who is sixteen (16) years of age or older shall be properly restrained by a safety belt.
 - B. A parent, legal guardian, or responsible accompanying person shall not transport, or permit to be transported, a child who is eight (8) years of age or older but under sixteen (16) years of age unless the child is properly restrained by a safety belt.
 - C. A child who is under eight (8) years of age and under four feet nine inches (4'9") in height shall be appropriately restrained by a safety belt or child passenger restraint system, as applicable.
 - D. When a child under eight (8) years of age and under four feet nine inches (4'9") in height cannot be appropriately restrained by an available safety belt because of the child's size, the parent, legal guardian, or responsible accompanying person shall secure the child in an appropriate child passenger restraint system that meets applicable safety standards.

E. If the child is under two (2) years of age and appropriate restraint cannot otherwise be provided, the child may be held by the parent, legal guardian, or responsible accompanying person as permitted by applicable requirements.

F. Passenger-provided child restraint systems must be secured by the passenger and remain the responsibility of the passenger.

11. Life-Support and Medical Equipment

11.01 Passengers may travel with respirators, portable oxygen, and other life-support or medical equipment, provided the equipment can be safely accommodated and its transportation does not violate applicable laws or regulations concerning hazardous materials.

12. Reasonable Modification

12.01 Tuolumne County Transit will consider requests for reasonable modifications to its policies, practices, or procedures when necessary to allow an individual to use Tuolumne County Transit services.

12.02 Requests for reasonable modification may be made in advance by contacting Tuolumne County Transit. Dial-A-Ride passengers may also make a request when scheduling a trip.

12.03 When it is not feasible to make a request in advance, a passenger may make a request to the driver or other transit staff. Requests will be accommodated when reasonable and when they can be provided safely.

12.04 A reasonable modification may be denied when the requested modification would create a direct threat to the health or safety of others, fundamentally alter the nature of the service, create an undue financial or administrative burden, or is not necessary for the passenger to use the service.

12.05 A passenger whose request for reasonable modification is denied may appeal the decision.

12.06 Appeals must be submitted to the TCTA Executive Director within ten (10) business days of the denial.

12.07 Information regarding the reasonable modification appeal process and any applicable forms may be obtained by contacting Tuolumne County Transit or visiting TuolumneCountyTransit.com.

13. Enforcement, Suspension and Appeals

13.01 A driver may deny service or require a passenger to leave a Tuolumne County Transit vehicle when the passenger violates applicable transit policies or when necessary to protect the health, safety, or welfare of passengers, employees, or the public.

13.02 When a passenger is required to leave a vehicle, the driver will make reasonable efforts, when circumstances permit, to allow the passenger to exit at a safe location.

- 13.03 When a driver denies service to a passenger, the incident shall be reported to the dispatcher and Transit Supervisor. Serious or repeated violations may be referred to the TCTA Executive Director.
- 13.04 The Transit Supervisor may suspend a passenger's use of Tuolumne County Transit services for up to three (3) service days when necessary to address a serious or repeated violation of transit policies or to protect the health, safety, or welfare of passengers, employees, or the public. The Transit Supervisor shall notify the TCTA Executive Director of any suspension imposed under this provision.
- 13.05 The TCTA Executive Director may suspend a passenger's right to use Tuolumne County Transit for up to fourteen (14) service days when necessary to protect the health, safety, or welfare of transit employees, passengers, or the public.
- 13.06 If the Executive Director determines that a suspension longer than fourteen (14) service days is appropriate, the suspension may be extended until the next available TCTA hearing. Before extending the suspension, the affected passenger shall be provided an opportunity to present information or evidence regarding the matter.
- 13.07 The affected passenger, or their parent or guardian when appropriate, shall be provided timely written notice using available contact information regarding the date and time of the TCTA hearing. The passenger shall have the right to appear at the hearing and present information or evidence relevant to the suspension.
- 13.08 Following the hearing, TCTA shall determine whether the suspension should continue and, if so, the appropriate term of the suspension. The affected passenger shall be notified of TCTA's decision within ten (10) days following the hearing.
- 13.09 Progressive disciplinary measures for passengers who have received previous suspensions, or who commit major policy violations, may include:
- Initial Suspension: Up to one (1) year, with review by TCTA at six (6) months.
 - Following a Previous Suspension or Major Policy Violation: Up to five (5) years, with review by TCTA at one-year intervals.
- 13.10 Nothing in this section limits the authority of Tuolumne County Transit staff to take immediate action when necessary to address an imminent health or safety concern.
- 13.11 Dial-A-Ride suspensions resulting specifically from a pattern or practice of no-shows or late cancellations are governed separately by the Dial-A-Ride provisions contained in Part III of this policy.
- 13.12 For purposes of this Section 13, references to “days” shall mean Tuolumne County Transit service days unless otherwise stated. Non-operating days will not be included when calculating suspension periods.

PART II — FIXED ROUTE SERVICE POLICIES

The policies contained in Part II apply specifically to Tuolumne County Transit Fixed Route services. The systemwide policies contained in Part I also apply to Fixed Route services.

14. Fixed Route Service Hours

- 14.01 Tuolumne County Transit Fixed Route service operates Monday through Friday during established service hours.
- 14.02 Fixed Route service is not provided on the following holidays:
- New Year's Day
 - Memorial Day
 - Independence Day (July 4)
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
- 14.03 Current operating hours, routes, schedules, and information regarding temporary or permanent service changes are available from Tuolumne County Transit.

15. Schedules, Service and Fare Information

- 15.01 Current Fixed Route schedules, maps, and other service information may be obtained from Tuolumne County Transit vehicles, the Transit Office, or TuolumneCountyTransit.com.
- 15.02 Passengers are responsible for reviewing current route and schedule information when planning their trips.
- 15.03 Current fare information, including fares, available fare products, discounts, and eligibility requirements, is provided in the current TCTA Fare Schedule.
- 15.04 Routes and schedules may be adjusted due to operating conditions, weather, road closures, emergencies, special events, or other circumstances affecting the safe and efficient operation of transit service.

16. Boarding, Bus Stops and Passenger Capacity

- 16.01 Passengers waiting for a Fixed Route vehicle should wait at a designated transit stop or other authorized boarding location and remain clearly visible to the driver.
- 16.02 Drivers may be unable to stop for passengers who are not clearly visible or who are waiting at a location where the vehicle cannot safely stop.

- 16.03 Passengers should be prepared to board when the vehicle arrives and should allow exiting passengers to leave the vehicle before boarding.
- 16.04 Ridership is provided on a space-available basis. Standing passengers may be permitted when allowed by the vehicle and operating conditions.
- 16.05 When a vehicle has reached its allowable passenger capacity, additional passengers may be required to wait for the next available vehicle.

17. On-Demand Stops

- 17.01 On-Demand stops shall be requested before the vehicle passes the preceding Fixed Route stop or within the time otherwise established by Tuolumne County Transit.
- 17.02 At an On-Demand stop, the driver will wait up to thirty (30) seconds for passengers to board.
- 17.03 Passengers requesting service at an On-Demand stop should be present, ready to board, and clearly visible to the driver when the vehicle arrives.

18. Flag Stops

- 18.01 Passengers may request a mid-route flag stop where permitted by Tuolumne County Transit.
- 18.02 A flag stop will be accommodated only when the driver determines that the vehicle can safely stop and that boarding or exiting can occur safely.
- 18.03 Passengers requesting a flag stop should select a clearly visible location with adequate space for the transit vehicle to safely stop.

19. Bicycles

- 19.01 Bicycle racks are available on equipped Fixed Route vehicles on a first-come, first-served basis.
- 19.02 Passengers are responsible for loading, securing, and unloading their own bicycles.
- 19.03 When exterior bicycle racks are full, a bicycle may be permitted inside the vehicle when sufficient space is available, and the bicycle can be safely accommodated without blocking aisles, doors, seating, or accessible areas.
- 19.04 Priority shall be given to passengers and mobility devices when interior space is limited. A passenger may be required to remove a bicycle from the vehicle when the space is needed to safely accommodate another passenger or mobility device.
- 19.05 Tuolumne County Transit may restrict the transportation of bicycles when necessary for passenger safety or vehicle operations.

PART III — DIAL-A-RIDE SERVICE POLICIES

The policies contained in Part III apply specifically to Tuolumne County Transit Dial-A-Ride service. The systemwide policies contained in Part I also apply to Dial-A-Ride service.

20. Dial-A-Ride Service

- 20.01 Dial-A-Ride is a shared-ride service provided through advance reservation, with priority given to ADA-certified passengers.
- 20.02 Dial-A-Ride service operates Monday through Saturday during established service hours.
- 20.03 Dial-A-Ride service is not provided on the following holidays:
- New Year's Day
 - Memorial Day
 - Independence Day (July 4)
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
- 20.04 Current Dial-A-Ride operating hours and other service information may be obtained by contacting Tuolumne County Transit or visiting TuolumneCountyTransit.com.
- 20.05 Current fare information, including fares, available fare products, discounts, and eligibility requirements, is provided in the current TCTA Fare Schedule.

21. Service Area and Availability

- 21.01 Dial-A-Ride service is available for trips within the Tuolumne County Transit Service Area.
- 21.02 Information regarding the current Dial-A-Ride Service Area, including whether a specific address or location is eligible for service, may be obtained by contacting Tuolumne County Transit at (209) 532-0404 or by visiting TuolumneCountyTransit.com.
- 21.03 Dial-A-Ride is available to the general public, with priority service provided to ADA-certified passengers, seniors, veterans, and persons with disabilities.
- 21.04 Service availability may vary based on location, operating hours, scheduling, available capacity, and other operating conditions.
- 21.05 Same-day service may be provided when capacity is available but is not guaranteed.

22. Reservations and Scheduling

- 22.01 Passengers may reserve Dial-A-Ride trips up to fourteen (14) days in advance.
- 22.02 ADA-certified passengers receive priority in scheduling Dial-A-Ride trips.
- 22.03 Reservations for other passengers will be accommodated based on available capacity and applicable service priorities.
- 22.04 Same-day reservation requests will be accommodated on a space-available basis.
- 22.05 Subscription service may be available for passengers who make recurring trips. Subscription service is provided on a space-available basis. Passengers should contact Tuolumne County Transit for additional information.
- 22.06 Passengers may be provided a range of time during which their vehicle is expected to arrive. Scheduled times may be adjusted when necessary to accommodate the shared-ride nature of the service.
- 22.07 Tuolumne County Transit will make reasonable efforts to schedule trips in a manner that allows passengers to arrive at appointments or other time-sensitive destinations appropriately.

23. Making a Reservation

- 23.01 Reservations may be made by contacting Tuolumne County Transit by telephone or through other reservation methods made available by TCT.
- 23.02 Telephone reservations may be made between 6:00 a.m. and 7:30 p.m., Monday through Friday, and between 10:30 a.m. and 4:00 p.m. on Saturdays.
- 23.03 Reservation requests received outside established telephone reservation hours will be addressed during the next available reservation period.
- 23.04 Passengers should provide the information necessary to properly schedule and accommodate their trip, including:
 - A. Requested pick-up time or appointment/arrival time;
 - B. Requested return-trip time, when applicable;
 - C. Pick-up location;
 - D. Destination;
 - E. Whether the passenger will travel with a Personal Care Attendant or companion;
 - F. Whether the passenger will use a wheelchair or other mobility device or requires vehicle lift or ramp assistance; and
 - G. Any other information necessary to safely and appropriately accommodate the passenger's trip.

- 23.05 Passengers should notify TCT of special pick-up or drop-off requirements when making the reservation, particularly at locations with multiple entrances, buildings, or designated boarding areas.
- 23.06 Passengers are encouraged to confirm their scheduled pick-up information when making or changing a reservation.
- 23.07 Return trips should be scheduled when the initial trip is reserved whenever possible. A return trip requested later will be treated as a new reservation and accommodated based on available capacity.
- 23.08 When available, passengers may receive telephone, text, electronic, or other notifications regarding scheduled trips and vehicle arrival.

24. ADA Scheduling and Pick-Up Procedures

- 24.01 For ADA-certified passengers, Dial-A-Ride trips may be scheduled within one (1) hour before or one (1) hour after the passenger's requested trip time. Because Dial-A-Ride is a shared-ride service, passengers may be asked to adjust their requested travel time to accommodate other scheduled trips.
- 24.02 Once a trip has been scheduled, the passenger will be provided a thirty (30) minute pick-up window consisting of fifteen (15) minutes before and fifteen (15) minutes after the scheduled pick-up time.
- 24.03 Passengers should be ready and waiting at the curb, driveway entrance, or other designated pick-up location and be visible or otherwise available to the driver throughout the established pick-up window.
- 24.04 Dial-A-Ride is a shared-ride service. Travel may not be directly from the passenger's pick-up location to their destination. Passengers should consider the pick-up window and potential shared-ride travel time when scheduling appointments and other time-sensitive activities.
- 24.05 Drivers will wait up to five (5) minutes for a passenger to board the vehicle. If the passenger does not board within the five-minute period, the driver may depart, and the trip may be recorded as a no-show under Section 28.

25. Curb-to-Curb Service and Passenger Assistance

- 25.01 Dial-A-Ride is generally provided as curb-to-curb service. Passengers should be ready and waiting at the curb, driveway entrance, or other designated pick-up location that is safe and accessible to the transit vehicle.
- 25.02 Drivers do not routinely provide door-to-door service and will not enter private residences or buildings.

- 25.03 When necessary, reasonable assistance beyond the curb may be provided to a passenger upon request. Such assistance may be provided only when it can be performed safely and without the driver losing sight of or compromising the safety or security of the transit vehicle and its passengers.
- 25.04 Passengers who require assistance beyond the curb should notify Tuolumne County Transit when making their reservation whenever possible.
- 25.05 Drivers will not push wheelchairs or other mobility devices up or down inclines or over barriers.

26. Packages and Driver Assistance

- 26.01 Passengers are limited to eight (8) standard grocery-sized bags or packages per trip and are responsible for controlling and attending to their belongings while riding Dial-A-Ride. The systemwide passenger property and carry-on requirements contained in Part I also apply.
- 26.02 Upon request, drivers may provide limited assistance with bags or packages beyond the curb when the assistance can be provided safely and without the driver losing sight of or compromising the safety or security of the transit vehicle and its passengers.
- 26.03 Driver assistance with packages is limited to two (2) trips, with no more than four (4) standard grocery-sized bags or packages per trip, for a maximum of eight (8) bags or packages.
- 26.04 Passengers using carts or other devices to transport belongings must be able to safely accommodate the device within their seating area or another location designated by the driver without blocking aisles, seating, doors, or accessible areas.

27. Private Property and Driveways

- 27.01 Dial-A-Ride vehicles will not enter a private driveway or private road without appropriate permission from the property owner.
- 27.02 Private driveways, roads, and passenger pick-up locations must provide sufficient clearance and safe access for the transit vehicle. Trees, vegetation, structures, parked vehicles, or other obstructions must not prevent safe vehicle access.
- 27.03 Tuolumne County Transit may decline to enter a private property location when the driver or transit staff determines that safe vehicle access cannot be provided.
- 27.04 When possible, an alternative safe pick-up or drop-off location may be identified.

28. Cancellations and No-Shows

- 28.01 Cancellations. Passengers should cancel a scheduled trip as soon as they know the trip is no longer needed. Cancellations should be made at least one (1) hour before the beginning of the scheduled pick-up window. Cancellations and changes to scheduled trips must be made through Tuolumne County Transit using an authorized reservation or cancellation method. Drivers are not authorized to accept trip cancellations or schedule changes.
- 28.02 Late Cancellations. A cancellation made less than one (1) hour before the beginning of the scheduled pick-up window may be considered a late cancellation and treated as a no-show when the late cancellation has the same operational effect as a no-show.
- 28.03 No-Shows. A passenger may be considered a no-show when the vehicle arrives within the established pick-up window at the designated location, and the passenger does not board within the five (5) minute waiting period.
- 28.04 Circumstances Beyond the Passenger's Control. A no-show or late cancellation will not be counted against a passenger when it results from circumstances beyond the passenger's control, including Tuolumne County Transit or operator error.
- 28.05 Pattern or Practice. Isolated, accidental, or occasional no-shows or late cancellations will not result in suspension. A passenger may be subject to suspension when the passenger establishes a pattern or practice of no-shows or late cancellations that are within the passenger's control. In determining whether a pattern or practice exists, Tuolumne County Transit will consider both the number of no-shows or late cancellations and the passenger's frequency of scheduled trips. A pattern or practice may be established when a passenger has:
- Three (3) or more no-shows or late cancellations within a calendar month; and
 - Those occurrences represent ten percent (10%) or more of the passenger's scheduled trips during that month.
- 28.06 Notice of Proposed Suspension. When TCT determines that a pattern or practice has been established, the passenger will be provided written notice identifying the no-shows or late cancellations upon which the proposed suspension is based and the proposed effective date of the suspension.
- 28.07 Suspension. A passenger who establishes a pattern or practice of no-shows or late cancellations may be suspended from Dial-A-Ride service for sixty (60) calendar days.
- 28.08 Appeal. A passenger may appeal a proposed no-show suspension and may provide information regarding the circumstances of any trip identified in the notice. Information regarding how and when to submit an appeal will be included with the notice of proposed suspension. A timely appeal will stay the proposed suspension until a decision on the appeal has been made.

- 28.09 Subsequent Trips. A no-show for one trip will not automatically cancel other trips scheduled for the same day. Passengers should cancel any subsequent trips they no longer intend to take.
- 28.10 Changes After Boarding. Once a passenger has boarded the vehicle, changes to the trip destination, scheduled destination, or trip time may not be accommodated.

29. Companions

- 29.01 Dial-A-Ride passengers may travel with a companion when space is available.
- 29.02 Passengers should notify Tuolumne County Transit when making a reservation if they will be traveling with a companion.
- 29.03 A companion must travel with the passenger and be picked up and dropped off at the same locations as the passenger.
- 29.04 Companions are subject to the applicable fare established in the current TCTA Fare Schedule.
- 29.05 Personal Care Attendants are governed by the systemwide provisions contained in Part I and are not considered companions for fare purposes.

Resolution No. 144-26

***Resolution of the
Tuolumne County Transit Agency***

*Adoption of the consolidated Tuolumne County Transit Service Policies and Superseding the
Fixed Route and Dial-A-Ride Service Policies Adopted December 11, 2024*

WHEREAS, the Tuolumne County Transit Agency (TCTA) establishes policies governing Tuolumne County Transit Fixed Route and Dial-A-Ride services; and

WHEREAS, on December 11, 2024, the TCTA Board adopted separate Fixed Route Service Policies and Dial-A-Ride Service Policies; and

WHEREAS, staff reviewed the existing policies to reduce duplication, improve consistency, incorporate current operating practices, and separate fare amounts and fare products from the service policy; and

WHEREAS, the proposed consolidated policy places common systemwide requirements in one section while retaining separate Fixed Route and Dial-A-Ride operating provisions; and

WHEREAS, the proposed policy updates fare and transfer references, Dial-A-Ride service-area language, reservation procedures, curb-to-curb service provisions, passenger assistance requirements, and cancellation and no-show procedures; and

WHEREAS, the TCTA Board has reviewed the proposed consolidated policy and finds that adoption will provide clearer and more consistent guidance for passengers, staff, and the transit operator.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Tuolumne County Transit Agency as follows:

Section 1. The Tuolumne County Transit Service Policies attached hereto as Exhibit A are approved and adopted.

Section 2. The separate Fixed Route Service Policies and Dial-A-Ride Service Policies adopted December 11, 2024 are superseded upon the effective date of the consolidated policy.

Section 3. Fares, fare products, discounts, transfer privileges, and fare exemptions shall be governed by the current TCTA Fare Schedule as adopted or amended by the TCTA Board.

Section 4. The Executive Director, or designee, is authorized to implement the adopted policy and make non-substantive administrative, formatting, cross-reference, and typographical corrections that do not alter Board-approved policy.

Section 5. This Resolution and the consolidated policy shall become effective upon adoption unless otherwise directed by the Board.

PASSED AND ADOPTED by the Tuolumne County Transit Agency, at a regular meeting of the TCTA held on the 14th day of October, 2026, by the following vote:

Ayes:

Noes:

Absent:

Attest:

Andy Merrill, Chair

Tamera Blankenship, Executive Director